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Sentinel Scrutiny Policy

“being a great landlord”



Sentinel Scrutiny Policy

Why do we have this Policy?

This policy sets out our scrutiny structure. Scrutiny ensures transparency, accountability and the ability to challenge our performance. It also enables customers to develop and influence the services we provide.

Customer Scrutiny

To ensure there are a variety of ways for our customers to develop and influence our services, we will:

1. Train and develop a team of tenant inspectors to investigate our services and suggest improvements based on their findings
2. Regularly provide our formal tenant involvement groups with information on how we've been performing.
3. Have a number of tenant members on our Board of management.
4. Show our customers how we compare with other landlords in the areas where we operate.
5. Use mystery shoppers and focus groups to get a better understanding of our frontline services.

6. Undertake a continuous programme of customer feedback to better understand our service delivery and areas for improvement

Board Scrutiny

We will provide our Board with regular assessments of service performance.

We will provide a complaints appeals Panel with members of our Board.

External Validation

We will apply a range of customer service accreditations and regular service audits to our understand our current performance.