

2018/19 Tenant service action plan

Following a programme of tenant satisfaction research (results available [here](#)), we have committed to the following action plan, to be completed by or before March 2019.

In addition, we have used tenant feedback to develop a [charter](#) outlining our commitment to excellent tenant service.

	Tenant feedback	Action
1	Speed of action taken in relation to repairs by rural managing agents	Initial response to query regarding repairs to be acknowledged within 48hrs and response issued within two weeks Conditions survey
2	How rent is set / value for money (rural, coastal, aquaculture)	Explanatory text to be included in invoices Review website content and ensure key information on how rents are set is easily available Tougher action on unlicensed moorings
3	Appetite for more targeted communications Lack of clarity / understanding on our future plans, legislative changes etc	Ensure agents are equipped with latest information Develop more direct communications (e.g. letters to tenants, e-newsletters etc) Launch new rural newsletter Build profile in trade media
4	Engagement - formal visits (rural)	Schedule programme of visits by Board
5	Brexit (rural, aquaculture)	Use rural newsletter to signpost to support for farmers More dun Brexit business planning opportunity Continue to support industry development, 25-year leases and five-yearly rent reviews to provide stability and certainty and tenants' planning