

Customer Inspector Schedule

We will use to schedule to monitor the Regenda promises. Some promises will be monitored on a monthly basis, others will be monitored every 6 months.

Month	Task
January	Day to Day repairs
February	Financial Inclusion
March	Planned Maintenance
April	ASB
May	Call Listening at Contact Centre
June	Gas servicing
July	Day to day repairs
August	New Build properties & Financial Inclusion
September	Planned Maintenance

October	Gas Servicing
November	ASB
Monthly	Scheme and Estate inspections Empty property surveys New Let surveys Empty Property Post Inspections Complaint calls