

## OTHA Engagement Calendar 2021-22

Event	Timescale and Lead	Purpose
<b>Maple Road Consultation</b>	Ongoing from April 2020 until likely completion March 2021  Led by Ann-Marie Mullan, Housing Project Officer	To involve tenants in the delivery of the project which will see all properties between numbers 7 to 29 Maple Road emptied with a view to demolition.
<b>Tenants/Owners consultation on planned &amp; cyclical maintenance</b>	To tie in with timing of contracts  Led by Graeme Swanson, Project Officer	To identify kitchen choices, close finishes etc., including post completion surveys. Covid-19 had led to works being postponed into 2021-22 year.
<b>Community Recovery Project – West Station</b>	April 2021  Led by Housing Services team and Robert Dowds, Community Links	CX Feedback surveys and letters initially due to Covid 19 restrictions but face to face discussions once Level 4 restrictions lifted.
<b>Pathways to Construction</b>	April 2021  Led by Brian Praties and Robert Dowds, Community Links	Pre project Consultations/Post Completion Surveys ( linked to project starts and completions) Works identified to date include external upgrades, fencing, close painting, house painting etc.
<b>Planned maintenance</b>	From April 2021 as part of annual inspection programme (likely to be May to September 2021)  Led by Brian Praties	Capturing tenants' views of replacement of items inspected as part of the inspection. Views collected during inspection process and reported as part of results analysis to inform decisions taken re deferral or progression of works.
<b>New tenants 2020-21 survey – specific</b>	May 2021  Led by Hazel Aitken, Housing Manager	Due to Covid 19, the regular face to face tenant event could not take place but tenants whose tenancy began in 2020-21 will be surveyed to obtain their views on their experience of becoming a new tenant during lockdown and restricted services and to promote tenant involvement with OTHA. Particular focus on what services or engagement they would like in the future
<b>Changes to PM cycles and 30 year plan</b>	June 2021  Led by Brian Praties	Broader survey required to inform and obtain tenants views on the reasoning behind the proposed 30 year plan cycle changes. Based on the stock condition survey and VFM considerations, a major review is required of the plan and cycles within it, both to add new items and lengthen some cycles to reduce costs. A consultation plan will be required to ensure robust involvement of customers in this major decision before the budget is finalised
<b>Garden Competition/Estate Walkabouts</b>	June to August 2021  Led by Housing Service team	Garden competitions to encourage better garden maintenance.  Discussion of estate issues including landscaping, dog fouling, and any other neighbourhood concerns was not possible during lockdown. These will be reinstated as soon as restrictions are eased and staff can meet residents.
<b>Allocations Policy Review</b>	July/August 2021  Led by Hazel Aitken but working jointly with ICHR partners	Consultation with applicants and stakeholders on proposed changes to the Joint Allocations Policy in place with all Inverclyde Common Housing Register partners as part of the ongoing review process. Electronic surveys and focus groups to be used.
<b>Tenants Satisfaction Survey</b>	July/August 2021  Led by Management team but working jointly with Cloch HA and Larkfield HA	Full scale tenants survey carried out every 3 years and last took place in 2018. The aim is to reach at least 60% of tenants and this will be achieved by a combination of on-line, telephone and face to face surveys carried out by an independent contractor who specialises in this work.
<b>New tenant survey - ongoing</b>	Ongoing	Surveys being issued electronically one month after date of entry and results being monitored to ensure good service is being maintained and to pick up any areas where dissatisfaction is recorded.

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	Led by Ann-Marie Mullan, HPO & Hazel Aitken HM	
<b>Review of customer complaints</b>	Quarterly & Annually Led by Management Team	Complaints are reviewed quarterly, & a report published quarterly on website. Annual report also published
<b>Promotion and publication of Cost &amp; Performance information from Housemark &amp; Sector Scorecard/VFM report</b>	Annually Led by Management Team	To consider OTHA's performance against what we spend using the Sector Scorecard and Housemark sector & performance analysis.
<b>New office launch</b>	August/September 2021 CEO & office working group	Promote OTHA, familiarise with new office facilities, get feedback on the layout and any required changes to service provision.
<b>Engagement event in new office</b>	August/September 2021 All OTHA staff	A series of events to allow customers to see the new offices and meet the staff. Details of events still to be agreed and will have to be arranged with specific consideration to social distancing and Covid 19 restrictions.
<b>Development Programme</b>	October 2021 onwards	Tweed St due-off site on December 2021 - Notification pre allocation and resident post completions survey
<b>Survey of factored owners</b>	November 2021 Led by Suk Hopper/Gordon Smart	Annual review of factoring customers' satisfaction and service improvements.  The last survey was carried out in 2019. Action plan from feedback was implemented in Quarter 3 of 2020. Delays were due to covid.
<b>Survey of landscaped owners</b>	November 2021 Led by Brian Praties/Graeme Swanson	Annual review of factoring customers' satisfaction and service improvements.  The last survey was carried out in 2019. Action plan from feedback was implemented in Quarter 3 of 2020. Delays were due to covid.
<b>ARC report</b>	December 2021 Led by Management Team	Feedback requested to help design the ARC report & publication of report
<b>Policy Review</b>	Various as per policy review timetable	