OTHA Engagement Calendar 2026-27

Event	Timescale and Lead	Purpose
Conversation Cafes	Involving all sections as appropriate	Held 4 times a year with invite included in preceding newsletter. Topics chosen in advance and promoted in newsletter.
General consultation with tenants/owners on planned & cyclical programme. **Tenants/owners consultation on specific planned & cyclical maintenance projects**	April 2026. Led by Director of Property, supported by Senior Maintenance Officer (Planned) To tie in with timing of contracts. Led by Senior Maintenance Officer (Planned)	To update tenants/owners on the year ahead. This is our proposed programme, subject to consultations regarding Kitchens/Bathroom/Heating. To identify kitchen choices, close finishes etc. including post completion surveys
25th Anniversary Celebrations	Ongoing from April 2026 Led by 25th Anniversary Working Party	Ongoing events and initiatives throughout the year to celebrate Oak Tree's 25th Anniversary
Easter Egg Hunt	April 2026 Led by Community Engagement Officer and Community Involvement Team	Community activity to celebrate the Easter season and give back to the community.
Customer Focus Group	Ongoing from June 2026 Led by Community Engagement Officer	Short Life Group to focus on specific topic, to review and improve processes.
'Name the Vans' Competition	June 2026 Led by Community Engagement Officer	Tenant competition to name the landscaping vans. Winners will be given a prize, and name will be printed on the vans.
Garden Competition	June to August 2026 Led by Community Engagement Officer	Garden competitions to encourage better garden maintenance. Prizes awarded to winners.
Estate Walkabouts	June to August 2026 Led by Housing & Communities Team	Discussion of estate issues including landscaping, dog fouling, and any other neighbourhood concerns.
Summer Gala Day	August 2026 Led by 25th Anniversary Working Party	To celebrate our community and provide a fun day for our tenants.
Planned Maintenance	From September 2026 as part of annual inspection programme likely to be for 27/28 programme (pre-inspections) Led by Director of Property supported by Senior Maintenance Officer (Planned)	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.
Meet the Services Event	September 2026 Led by Community Engagement Officer	Inviting organisations in our local community to come together for customers to get information on available services in the area. Beneficial for both new tenants and long-standing tenants.
Survey of landscaped owners	September 2026 Led by Project Co-ordinator	Annual review of factoring customers' satisfaction and service improvements.
Neighbourhood Heroes Competition	September 2026 Led by Community Engagement Officer	Tenant competition celebrating neighbours who go the extra mile.
ARC report	October 2026 Led by Management Team	Feedback to be requested when issuing report whether future issues should be issued separately or with newsletters or Annual Report.
Halloween Competition	October 2026 Led by Community Engagement Officer	Competition for customers to celebrate Halloween decorations.
Energy Support Event	November 2026 Led by Community Engagement Officer	Event to support those with energy queries going into the winter months.

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Christmas Decorations Competition	December 2026 Led by Community Engagement Officer	Competition to celebrate tenant's festive decorations.
Christmas Event	December 2026 Led by Community Engagement Officer & Community Involvement Team	To celebrate festive season and provide a Christmas event for customers.
Rent Consultation	January 2027 Led by Director of Housing	Consult with tenants on proposed rent increase for 2027/28.
Winter Warmer Event	January 2027 Led by Community Engagement Officer	Provide a warm space event for customers during winter months.
CX Feedback E+	All sections	Continued use of software for a variety of purposes. Useful for ongoing surveys, short targeted surveys and large scale surveys.
Ravenscraig Tenants & Residents Association	Ongoing Led by Community Engagement Officer	Attendance at monthly meetings and support provided to newly established Tenant and Residents Association until required.
Community Hub Drop Ins	Ongoing Led by Community Engagement Officer	Regular visits to local community centres and hubs to provide advice and assistance to members of the community.
Promotion of My Oak Tree Portal	Ongoing Led by Housing Services	Regular social media posts, promotion at sign up and standard letters. Refreshed information for tenants and owners.
New tenant survey - ongoing	Ongoing Led by Housing Services team	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.
Estate Management Complaint Feedback Survey	Ongoing Led by Housing Services team	To obtain feedback following conclusion of complaints.
Review of customer complaints	Quarterly & Annually Led by Director of Housing & Director of Property	Complaints are reviewed quarterly, & a report published quarterly on website. Annual report also published
Repairs Satisfaction Surveys	Ongoing Led by Director of Property and supported by Senior Maintenance Officer (Reactive)	To obtain tenant feedback on the reactive repairs service and to make service improvements where dissatisfaction is noted.
Survey of Factored Owners	Led by Senior Maintenance Officer (Reactive)	Annual review of factoring customers' satisfaction and service improvements. To be issued along with 6 monthly invoice.
Policy Review	Various as per policy review timetable	Recruitment & Selection Policy CCTV Systems Policy ICT Password Policy Estate Management Policy Anti-Harassment Policy Harassment Policy Property Management & Care Policy Service Charge Policy Treasury Management and Borrowing Policy Rent Policy Mutual Exchange Policy