

## OTHA Engagement Calendar 2019-20

Event	Timescale and Lead	Purpose
<b>Maple Road Consultation</b>	Nick Jardine & Ann-Marie Mullan From April 2019	To determine the tenants' views on future management, regeneration or disposal of Maple Road flats.  To involve tenants in the delivery of the options progressed.
<b>Tenants/Owners consultation on planned &amp; cyclical maintenance</b>	Christie Bain  To tie in with timing of contracts	To identify kitchen choices, close finishes etc., including post completion surveys.
<b>Summer Sunflower Competition</b>	June to August  Led by housing officers and assistants	Sunflower & general garden competitions to encourage better garden maintenance.  Discussion of estate issues including landscaping, dog fouling, and any other neighbourhood concerns.
<b>Planned maintenance</b>	From April 2019 as part of annual inspection programme  Led by Christie Bain	Capturing tenants' views of replacement of items inspected as part of the inspection.
<b>Consultation on dormer windows Options West Station</b>	Brian Praties	To finalise options for major repairs to dormer windows.
<b>Mystery shopping new repairs contractor – Research Resource</b>  <b>Incentivised participation in discussion groups following research on percentage of tenant ordering reactive repairs.</b>	July - August 2019  Kate Dahlstrom	Live feedback on new repairs contractor.  Recruitment for ongoing review group from participants in feedback meeting
<b>New tenant event</b>	November  Led by Ann-Marie Mullan, HPO	HPO to revamp NT survey from April 2019. Investigation of hot and cold aspects of our void standard, letting service & housing quality including low demand.  Informal coffee and cake with a group of new tenants to discuss the survey responses, their experience and options for improvement.  Promotion of tenant involvement with OTHA
<b>Gourock Highland Games</b>	May 2019 Ann-Marie Mullan	Attendance to promote OTHA and boost demand.
<b>Review of customer complaints</b>	Quarterly  Led by Kate Dahlstrom	Complaints are reviewed quarterly, & a report published quarterly on website
<b>Value for Money Review Group</b>  <ul style="list-style-type: none"> <li>• Review of Housemark data Cost &amp; Performance</li> <li>• Office design and services</li> <li>• rent increase consultation</li> </ul>	Kate Dahlstrom & Alana Durnin  April 2019  May –July 2019  October to December 2018	To consider OTHA's performance against what we spend using the Sector Scorecard produced by the Haymarket group.  To review the value offered by the new office design, spend & services  To help with the budget setting process in Autumn 2018 and the rent increase decision for 2019/20.

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Survey of factored owners	November 2019 Led by Kate Dahlstrom	Annual review of factoring customers' satisfaction and service improvements.
Dogs Trust Event – Central Greenock	Led by Morag Sharp Autumn 2019	Promotion of responsible dog ownership, free health checks, dog chipping and advice from Dogs Trust.
ARC report review group meeting	August - October 2019 Led by Kate Dahlstrom	Feedback to help design the ARC report & 1 <sup>st</sup> assurance statement due in October 2019 & determine content.
Special interest newsletters <ul style="list-style-type: none"> <li>• area based issues</li> <li>• UC roll out</li> <li>• Anti-social behaviour service</li> </ul>	Ongoing Hazel Aitken	To target specific areas or interest groups, to promote knowledge and best use OTHA services.
Tenants portal and paper free promotion & feedback	April – September on line survey and various promotion/feedback activities Led by Hazel Aitken	Promote our new tenants' portal & paper free communication and review the response from customers
New office launch	Nick Jardine & office working group	Promote OTHA, familiarise with new office facilities, get feedback on the layout and changes to service provision.
Review registration of Registered Tenants Organisations	March 2020 Led by Kate Dahlstrom	Scottish Government annual return
Community Benefits opportunities - For example: <ul style="list-style-type: none"> <li>• Any Approved Community Based Project Activity</li> <li>• Assisting Community Groups, Volunteering professional / Labour Assistance for project work etc. (other approved activity)</li> <li>• Assisting Community Groups to re-furbish or renew planted areas</li> <li>• Work placement and training opportunities</li> </ul>	Aligned with contracts Brian Praties	To identify the community benefits from contracts appropriate to the communities. To promote OTHA and good PR.
Review of Legal Action & Eviction Policy	August - September 2019 Led by Hazel Aitken	General policy review
Auchmead Road Welcome Event	October 2019 or one month after handover Led by Julie McEwan	Identify any service issues & promote good relationships between neighbours. Promote involvement & engagement with OTHA.
Participatory budgeting event (subject to funding bid)	May Nick Jardine October 2019 – March 2020	Consultation on distribution of small grant aid to a wide range of community projects.
Bow Farm play area – consultation on equipment renewal and layout	May 19 Sukhdeep Hopper	Finalise proposals to replace play equipment

