

OTHA Draft Engagement Calendar 2020-21

Event	Timescale and Lead	Purpose
<b>Maple Road Consultation</b>	Ann-Marie Mullan From April 2020 ongoing	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. Covid-19 has led to works being postponed into 2021-22 year so a pause on consultation may be required.
<b>Garden Competition</b>	June to August  Led by Hazel Aitken	Garden competitions to encourage better garden maintenance.  Discussion of estate issues including landscaping, dog fouling, and any other neighbourhood concerns is not possible during lockdown.
<b>Planned maintenance</b>	From April 2020 as part of annual inspection programme  Led by Christie Bain	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>Consultation on dormer windows Options West Station</b>	Brian Praties June 2020	To finalise options for major repairs to dormer windows.
<b>Mystery shopping on repairs service – Research Resource</b>	Report to committee September 2020m (delayed from inquorate meetings March 2020)  Kate Dahlstrom	Recruitment for ongoing review group from participants in feedback meeting ongoing. No volunteers identified so far, but Covid-19 is hampering all tenant engagement.  The ongoing action plan should be reviewed at Housing & Technical Services Sub-Committee meetings to ensure matters taken forward.
<b>New tenant event</b>	January/February 2020  Led by Ann-Marie Mullan, HPO & Hazel Aitken HM	Housing Projects Officer to review New Tenant Survey. 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>Review of customer complaints</b>  <b>Review of Stage 2 complaints</b>	Led by Kate Dahlstrom  Quarterly	Complaints are reviewed quarterly, & a report published quarterly on website  Survey of stage 2 complainants, report to Management Committee September 2020.
<b>Value for Money Review Group</b>	Kate Dahlstrom  April 2019  May –July 2019  October to December 2020	After an active year in 2019-20, including mystery shopping, & site visits to RSL offices to report and input into the development of the new office and services to be delivered there, the focus was to be on recruitment and development of the group. Tony Kelly from TPAS was commissioned to work with the group to consider their priorities, future focus in Spring 2020. Work has ceased to due to Covid-19, and contact has only been possible with 2 members of the group since the lockdown March 2020. Routine options for involvement if the group survives will include: <ul style="list-style-type: none"> <li>• Review of Housemark data Cost &amp; Performance</li> <li>• Office design and services – continuing role</li> <li>• rent increase consultation</li> </ul>

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<b>Promotion and publication of Cost &amp; Performance information from Housemark &amp; Sector Scorecard/VFM report</b>		To consider OTHA's performance against what we spend using the Sector Scorecard and Housemark sector & performance analysis.
<b>Survey of factored owners carried out November 2019 requires development of an action plan</b>	November 2020 Led by Suk Hopper/Kes Cameron	Annual review of factoring customers' satisfaction and service improvements. Timescale for further survey to be determined in line with review of factoring service area. An action plan in response to the 2019 survey is due to be produced November 2020.
<b>ARC report</b>	November/December 2020  Led by Kate Dahlstrom	Feedback requested to help design the ARC report & publication of report
<b>Special interest newsletters</b> <ul style="list-style-type: none"> <li>• area based issues</li> <li>• UC roll out</li> <li>• Anti-social behaviour service</li> <li>• Covid-19 services</li> </ul>	Ongoing  Hazel Aitken	To target specific areas or interest groups, to promote knowledge and best use OTHA services.
<b>Tenants portal and paper free promotion &amp; feedback as a result of Covid-19 reduction in service</b>  <b>Direct customer contact to review how reduction in service is affecting tenants and what measures could be helpful to adjust services</b>	April – September on line survey and various promotion/feedback activities  Ongoing during office closure  Led by Hazel Aitken	Promote our new tenants' portal & paper free communication and review the response from customers as digital services to be relied on more during office closure.  Various forms of direct contact (phone, email, text, portal messages) used to communicate and request feedback on Covid-19 service changes. Older people & vulnerable people targeted initially, but rolled out to all customers. Feedback used to deal with individual issues and inform service response.
<b>New office launch</b>	Nick Jardine & office working group  Timescale to be determined – affected by Covid-19	Promote OTHA, familiarise with new office facilities, get feedback on the layout and changes to service provision.
<b>Review registration of Registered Tenants Organisations</b>	March 2021  Led by Kate Dahlstrom	Scottish Government annual return
<b>Policy Review</b>	Various as per policy review timetable	
<b>Changes to PM cycles and 30 year plan</b>	Brian Praties  3 <sup>rd</sup> & 4 <sup>th</sup> quarter	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