

OTHA Engagement Calendar 2023-24

Event	Timescale and Lead	Purpose
Maple Road Phase 2 Consultation	July to September 2023 Led by Housing Services team with input from Property.	To involve the tenants in the remaining blocks of flats and the tenants and owners in the Pennyfern cottages following demolition of the numbers 7 to 29 Maple Road to discuss any improvements or suggestions to improve the appearance of the cleared area and the remaining properties.
General consultation with tenants/owners on planned & cyclical programme.	September/October 2023. Led by Suk Hopper supported by Senior Maintenance Officer (Planned)	To update tenants/owners on 5-year plan.
Tenants/owners consultation on specific planned & cyclical maintenance projects	To tie in with timing of contracts. Led by Senior Maintenance Officer (Planned)	To identify kitchen choices, close finishes etc., including post completion surveys.
Planned Maintenance	From August 2023 as part of annual inspection programme (likely to be June to September 2022) Led by DoP 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.
Consultation Cafes	Led by Housing Team but involving all sections as appropriate	Held 4 times a year with invite included in preceding newsletter. Topics chosen in advance and promoted in newsletter.
CX Feedback	All sections	Continued use of software for a variety of purposes. Useful for ongoing surveys, short targeted surveys and large scale surveys.
Review of Tenants Handbook	All sections	Full review of Tenants Handbook. Working party of staff to be put in place and tenant consultation to take place and the results being fed back to the working group.
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.
Garden Competition/Estate Walkabouts	June to August 2023 Led by Housing Services team	Garden competitions to encourage better garden maintenance. Discussion of estate issues including landscaping, dog fouling, and any other neighbourhood concerns
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.
Review of customer complaints	Quarterly & Annually Led by Management Team	Complaints are reviewed quarterly, & a report published quarterly on website. Annual report also published
Repairs Satisfaction Surveys	Ongoing Led by Suk Hopper and supported by Peter MacDonald	To obtain tenant feedback on the reactive repairs service and to make service improvements where dissatisfaction is noted.
Survey of landscaped owners	February 2024 Led by Senior Maintenance Officer (Planned)	Annual review of factoring customers' satisfaction and service improvements.
ARC report	October 2023 Led by Management Team	Survey carried out October 2022 and feedback received in that report should be issued with either newsletters or Annual Report instead of separately. Feedback requested when issuing report.
Policy Review	Various as per policy review timetable	Asbestos Policy
Tenant and Owners Consultation - Drone	August 2023 Led by Suk Hopper and supported by Peter MacDonald	A new drone policy is to be implemented and the draft policy will be published for tenant and owners' consultation.