

OTHA Engagement Calendar 2024-25

Event	Timescale and Lead	Purpose
<b>General consultation with tenants/owners on planned &amp; cyclical programme.</b>	April 2024. Led by Suk Hopper supported 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.
<b>Tenants/owners consultation on specific planned &amp; cyclical maintenance projects</b>	To tie in with timing of contracts. Led by Senior Maintenance Officer (Planned)	To identify kitchen choices, close finishes etc., including post completion surveys.
<b>Garden Competition/Estate Walkabouts</b>	June to August 2024  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
<b>Planned Maintenance</b>	From September 2024 as part of annual inspection programme likely to be for 25/26 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.
<b>Survey of landscaped owners</b>	September 2024  Led by Senior Maintenance Officer (Planned)	Annual review of factoring customers' satisfaction and service improvements.
<b>Cost of Living Survey</b>	September 2024  Led by Housing Services Team	To obtain tenant feedback on the Cost of Living to inform Rent Policy
<b>Tenant Satisfaction Survey</b>	September 2024  Led by Director of Housing	To obtain tenant feedback on various aspects of their tenancy and service provided by Oak Tree.
<b>ARC report</b>	October 2024  Led by Management Team	Feedback to be requested when issuing report whether future issues should be issued separately or with newsletters or Annual Report.
<b>Halloween Homes &amp; Pumpkin Competition</b>	October/November 2024  Led by Community Engagement Officer	To celebrate tenants decorations and encourage looking after their homes.
<b>Christmas Dinner for the Elderly</b>	December 2024  Led by Community Engagement Officer	Joint event with Cloch HA and CX Feedback to provide a dinner and afternoon event for up to 250 residents aged over 65 years old in our community.
<b>Christmas Home Decorations Competition</b>	December 2024  Led by Community Engagement Officer	To celebrate tenants decorations and encourage looking after their homes.
<b>Rent Consultation</b>	January 2025  Led by Housing Services Team	To consult with tenants on proposed rent increase for 2025/26.
<b>Conversation Cafes</b>	Involving all sections as appropriate	Held 4 times a year with invite included in preceding newsletter. Topics chosen in advance and promoted in newsletter.  Wednesday 17 <sup>th</sup> April 2024 – Discussions of customer care charter, fuel support and herb planting  Wednesday 31 <sup>st</sup> July 2024 – Discussions of planned maintenance programme  Thursday 10 <sup>th</sup> October 2024 – World Mental Health Day 'Tea and a Talk' with SAMH and general housing queries/discussion.  14 <sup>th</sup> & 16 <sup>th</sup> January 2025 – rent consultation cafes both in person and remote being offered.
<b>CX Feedback</b>	All sections	Continued use of software for a variety of purposes. Useful for ongoing surveys, short targeted surveys and large scale surveys.  Attendance to STEN Live Conference by Director of Housing and Community Engagement Officer in October 2024

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<b>Review of Tenants Handbook</b>	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.
<b>Promotion of My Oak Tree Portal</b>	Ongoing Led by Housing Services	Regular social media posts, promotion at sign up and standard letters. Refreshed information for tenants and owners.
<b>New tenant survey - ongoing</b>	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.
<b>Tenant Group Meetings</b>	Ongoing	Ad-hoc meetings with specific tenant groups to discuss any ongoing or reoccurring issues.  Meeting with residents of Wellington Street in November 24 at Broomhill Hub with an Environmental Officer from Inverclyde Council in attendance.  Meeting with residents of Bunston Grove in partnership with Link/Larkfield HA in November 24
<b>Estate Management Complaint Feedback Survey</b>	Ongoing Led by Housing Services Team	To obtain tenant feedback following conclusion of complaints.
<b>Community Centre Drop In</b>	Ongoing from January 2025 Led by Community Engagement Officer	To provide frequent drop ins to local community centres to allow for more discussions with tenants about what they would benefit from in their community and help shape our services.
<b>Winter Warmer</b>	February 2025 Led by Community Engagement Officer	To provide a Winter Warmer event for tenants.
<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>Repairs Satisfaction Surveys</b>	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.
<b>Survey of Factored Owners</b>	Led by Senior Maintenance Officer (Reactive)	Annual review of factoring customers' satisfaction and service improvements. To be issued along with 6 monthly invoice.
<b>Policy Review</b>	Various as per policy review timetable	Domestic Abuse Policy Customer Engagement Strategy Legal Action and Eviction Policy Stage III Adaptations Policy Streamlined Eviction Policy Service Charge Policy Alterations Policy