

## Tenant and Customer Participation Calendar of Events and Activities 2019-20

<b>April</b>	<p><b>Local group meetings – Rental Exchange Consultation</b></p> <p><b>Scrutiny Activity Topic: Rent Consultation</b> (meetings with Fife Housing group’s Tenants Voices)</p> <p><b>Choices implementation meetings</b></p> <p><b>Scrutiny Panels Working Group – Bathgate (WESLO)</b></p> <p><b>Summer Gathering Planning</b></p> <p><b>Tenant Satisfaction Survey Analysis Meeting</b></p>
<b>May/June</b>	<p><b>Preparing for Summer Gathering</b> (site visits and meeting with Perth and Kinross Council)</p> <p><b>Scottish Parliament Visit</b></p> <p><b>Scrutiny Topic: Rent Consultation</b></p> <p><b>Meeting tenants and Board members at Glen Housing Association</b></p> <p><b>Scrutiny Induction Programme</b></p> <p><b>Roadshows</b></p> <p><b>Implementation of Choices projects throughout various areas</b></p> <p><b>TIS Annual Conference</b></p>
<b>July/ August</b>	<p><b>Kingdom Annual Gathering (in partnership with Perth &amp; Kinross)</b> <b>Saturday 29<sup>th</sup> July</b> <b>Active Kids Adventure Park, Stanley</b></p> <p><b>Roadshows</b></p> <p><b>Scrutiny Panel: Continues investigation and publishes report (estimated end of July)</b></p> <p><b>Consultation: Rent Review</b> Using a Facebook Close group and face-to-face meetings before and during final survey</p>
<b>September/ October</b>	<p><b>Consultation on Annual Report on the Charter re-design</b></p> <p><b>Scottish Housing Network – Performance Review (10 September)</b></p> <p><b>TPAS Housing Professionals Conference (Dundee 25, 26 September)</b></p> <p><b>Consultation: Rent Review</b></p>

	<p><b>Consultation: Choices implementation and review</b></p> <p><b>Engagement activities planning: MMR, Factored and Shared Owners</b></p> <p><b>Workshop planning meetings to TPAS Annual Conference</b></p> <p><b>Scrutiny Panel meeting with Board</b></p>
<b>November/ December</b>	<p><b>Winter Gathering (in partnership with OVHA)</b>  <b>Saturday 30<sup>th</sup> November</b>  <b>Adam Smith Theatre, Kirkcaldy</b></p> <p><b>TPAS Scotland, Annual Conference</b>  <b>3 – 5 December 2017, St Andrews</b></p> <p><b>Forum meetings: Rent consultation</b></p> <p><b>Scrutiny Panel meeting</b></p>
<b>January/ February</b>	<p>Consultation: Choices Review</p> <p>MMR, Factor and Shared Owners</p> <p>Scrutiny Panel Planning Day</p> <p>Scrutiny Panel Training (Hillcrest and KHA)</p>
<b>March</b>	<p>Scrutiny Panel Training (Hillcrest and KHA)</p> <p>Forum and Scrutiny Panel activities and events</p> <p>Summer Gathering Planning</p>

**Other activities throughout the year include:**

Ongoing satisfaction surveys in the following areas:

- Allocations.
- Responsive Repairs.
- Neighbour Dispute Process.
- Stage 3 – Medical adaptations.
- Care and Repair Jobs (Care and Repair).
- Small Repairs Service (Care and Repair).
- Equality monitoring (Care and Repair).
- Satisfaction surveys for New Build Completed Projects with various aspects of the design and quality of the development and their new home.

**There may be other activities, events and consultations take place as the need arises throughout the year.**

**Please sign up to be in our Customer Participation Register so we can contact you with updates!**



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