

2021 - 2022 CVHA Customer Engagement/Consultation Calendar

Date	Apr-21	May	June	July	August	September	October	November	December	January 2022	Feb-22	Mar-22
Legal / Policy	Allocation Policy review								Rent consultaion survey and drop in sessions			
Funding Requirement				i-Pad communication - criteria to apply				i-Pad communication - criteria to apply			Fuel fund letter to all CVHA customers	
Service Design					Contact Centre goes live							
Micro Engagement							3 x Digital workshops offered					
Customer Panel			Panel Meeting	No meeting	Panel Meeting	Digital session	Panel Meeting	Panel Meeting	Panel Meeting to discuss rent consultation	No meeting	No meeting	Welcome session for new members Consultation regarding Portal
Communication	Bulletin	Bulletin	Bulletin	Newsletter	Bulletin Facebook introduced	Bulletin	Bulletin	Bulletin	Newsletter	Bulletin	Bulletin	Bulletin New way to pay rent video