

2022 - 2023 CVHA Customer Engagement/Consultation Calendar

Date	Apr-22	May	June	July	August	September	October	November	December	January 2023	Feb-23	Mar-23
Legal / Policy						Assurance statement presentation with Customer Panel	Value for Money Statement	Rent consultation			Rent increase letters sent out	
Funding Requirement				Drop in Fuel advice community event								Evaluations for SFHA
Service Design	Customer Portal survey	Fuel support survey Independent Age consultations 2 X in person sessions held	Institute of Customer Service survey		Customer Panel / Board survey CSE Review 2 X customers to provide feedback		Research Resource carrying out customer satisfaction survey Service Design with Snook to start this month	2 x focus groups with Snook Online and phone surveys conducted	Wrap up of Snook research	Next Steps meeting with I.A		Next Steps meeting with I.A
Micro Engagement	Bike storage survey sent to Catacol Court				CommuniTea Drop in event		Survey issued via website, Facebook, Customer Bulletin, bulk text to gather nominations for volunteer opportunities	Register for supermarket funding support posted on facebook and website		Register for Over 65s support advertised and letters sent	Coffee mornings x 2 Register opened for supermarket vouchers	
Customer Panel	No meeting, discussions started around reviewing Panel structure	No meeting	Customer Panel workshop session 1	Customer Panel workshop session 1 & 2	Panel member attended TIS engagement conference	Panel meeting to discuss Annual Assurance Statement	Panel meeting to discuss rent freeze	Panel attending Board Meeting Panel involved in Snook research				Customer Panel Meeting - Update from Departments
Communication	No Bulletin	Customer Bulletin ReciteMe function added to website	Customer Bulletin	Newsletter	Customer Bulletin	Customer Bulletin	Customer Bulletin	Customer Bulletin	Newsletter	No Bulletin	No Bulletin	Customer Bulletin