

2023-2024 CVHA Customer Engagement/Consultation Calendar

Date	Apr-23	May	June	July	August	September	October	November	December	January 2024	Feb-24	Mar-24
Legal / Policy						Assurance statement presentation with Customer Panel  AGM	Value for Money Statement	Rent Review Consultation	Rent Review Consultation Survey/Online forum		Board Meeting to discuss Rent Consultation	
Funding Requirement	Evaluations for SFHA		Evaluations for SFHA		Evaluation for National Lottery Funding	Evaluation for Lintel Trust					Evaluation for Cycle Scotland	
Service Design					CSE 3 yearly review 6 x Customers to provide feedback	Research resource customer satisfaction survey to launch	Research Resource Customer satisfaction survey  Institute of Customer Service Survey to be issued	Institute of Customer Service Survey	Repairs review, Customer Panel input			
Micro Engagement		Survey to customers who received support via over 65s fund	Coffee Morning East Kilbride		Coffee Morning Cambuslang	Coffee afternoon Chryston				Staff attendance at Hillhouse Community Café		
Customer Panel		Panel meeting to discuss CVHA Comms via Newsletter		Panel Meeting		Panel Meeting		Panel Meeting	Repairs review, Customer Panel input		Panel Members attended Board meeting to review rent consultation	Panel Meeting
Communication	Bulletin	Bulletin	Newsletter	Bulletin	Bulletin	Bulletin	Bulletin	Bulletin	Newsletter		Bulletin	Bulletin