

Quarter	Month	Engagement Activity		Information shared	Opportunity to participate
Quarter 1	April	Monthly Bulletin	Link sent to lead tenant mobile number/added to Facebook and website	✓	
		You Said We Did Feedback for Q4	Report written, added to bulletin and website	✓	
		Customer Promises update	Customer Promises are measured through short surveys, updated statistics on how we are doing are provided quarterly both via our website and our ebulletins	✓	✓
		UC reminder updates	Message sent via bulk text, posts added to Facebook	✓	
		Annual Customer and Community Engagement Report	Report produced, added to bulletin and shared on Facebook and website	✓	
		Tenant Participation Consultation results shared	Report produced, added to bulletin and shared on Facebook and website	✓	
		Douglas Tenants and Residents Group meeting	Flyer shared on social media, added to Bulletin		✓
	May	Monthly Bulletin	Link sent to lead tenant mobile/added to Facebook and website	✓	
		Customer Panel Meeting	In person at our office		✓
		Customer Panel Meeting visit to Cunningham HA	In person visit to Cunningham Housing Association		✓
	June	Newsletter	Digital copy produced, link to sent to mobile, added to Facebook and website. Anyone who requires a paper copy can request one	✓	
		CVHA Board Meeting	In person, tenant representation		✓
		Review of Community Fund Applications	Applications reviewed by CVHA employees and representatives from Customer Panel		✓
		Institute of Customer Services Survey launched	Survey link sent to all customers via bulk text and added to website/social media and summer newsletter		✓
		Launch of Corporate Strategy	Strategy shared via website and priorities for year shared via summer newsletter	✓	
Quarter 2	July	Monthly Bulletin	Link sent to lead tenant mobile number/added to Facebook and website	✓	
		Updated Tenant Handbook launched	Added to website, shared via Bulletin - available on request for any customers who request one	✓	
		You Said We Did Feedback Q1	Report written, added to bulletin and website	✓	
		Customer Promises Update for Q1	Customer Promises are measured through short surveys, updated statistics on how we are doing are provided quarterly both via our website and our ebulletins	✓	✓
		Scrutiny Project	1st Scrutiny project starting focussing on reviewing our CVHA newsletters and bulletins		✓
		Tenant Engagement Roadshow	Ferniegair - see Website/Bulletin/Facebook for more details		✓
	August	Monthly Bulletin	Link sent to lead tenant mobile number/added to Facebook and website	✓	
		Customer Panel Meeting	In person at our office		✓
		Customer Service Excellence Accreditation	Tenant representatives selected to speak to assessor if required, results shared via Bulletin and Facebook		✓
		North Fest Fun Day	Open for all tenants living in and around Motherwell to attend		✓
	September	Monthly Bulletin	Link sent to lead tenant mobile number/added to Facebook and website	✓	
		AGM	Shareholders able to attend in person		✓
		Scottish Housing Day Event	Invite open to all customers to attend		✓
		Customer Panel Meeting	In person at our office		✓
		SLC Freshers week	SLC College Freshers event, 10th September		✓

Quarter 3	October	Monthly Bulletin	Link sent to lead tenant mobile number/added to Facebook and website	✓	
		You Said We Did feedback for Q2	Report written, added to bulletin and website	✓	
		Customer Promises update for Q2	Customer Promises are measured through short surveys, updated statistics on how we are doing are provided quarterly both via our website and our ebulletins	✓	✓
		CVHA Board Meeting	In person, tenant representation		✓
		Value for Money and Performance Report	Digital copy produced, link to sent to mobile, added to Facebook and website. Anyone who requires a paper copy can request one	✓	
		Annual Satisfaction survey	In person and phone calls conducted with sample size of customer base		✓
		Review of Community Fund Applications	Applications reviewed by CVHA employees and representatives from Customer Panel		✓
	November	Monthly Bulletin	Link sent to lead tenant mobile number/added to Facebook and website	✓	
		Customer Panel Meeting	In person at our office		✓
		Rent Review	Consultation with all customers via survey's and online sessions		✓
Quarter 4	January '2026	Newsletter	Digital copy produced, link to sent to mobile, added to Facebook and website. Anyone who requires a paper copy can request one	✓	
		Monthly Bulletin	Link sent to lead tenant mobile number/added to Facebook and website	✓	
		You Said We Did feedback from Q3	Report written, added to bulletin and website	✓	
		Customer Promises update from Q3	Customer Promises are measured through short surveys, updated statistics on how we are doing are provided quarterly both via our website and our ebulletins	✓	✓
	February	Monthly Bulletin	Link sent to lead tenant mobile number/added to Facebook and website	✓	
		CVHA Board Meeting	In person, tenant representation		✓
	March	Monthly Bulletin	Link sent to lead tenant mobile number/added to Facebook and website	✓	
		Customer Panel Meeting	In person at our office		✓