

2024-2025 CVHA Customer Engagement/Consultation Calendar

Date	Apr-24	May	June	July	August	September	October	November	December	January 2025	Feb-25	Mar-24
Regulatory requirements						Assurance statement presentation with Customer Panel AGM	Value for Money and Performance Report	Rent Consultation Review	Rent Consultation Review		Board Meeting to discuss Rent Review	
Surveys	Evaluation for SFHA Winter Insecurity fund Close cleaning feedback			Consulation on Arrears Policy Allocations Policy Customer Commitments Place standard survey	Place Standard Survey						Customer engagement consultation	
External accreditation					Customer Service Excellence year 2 review Institute of Customer Service survey launched		Annual Customer Satisfaction Research					
Engagement events				Engagement roadshow Wednesday 3rd Catacol North Fest Fun Day Saturday 10th August Dolly Parton Launch, Wednesday 24th Douglas UC drop in surgery - Wednesday 31st Time Capsule, Coatbridge	UC Drop in surgery Wednesday 7th Fairhill Community Centre Hillhouse Fun Day Saturday 10th August Engagement roadshow Tue 13th Coatbridge UC Drop in session Wednesday 21st, CVHA Offices	Scottish Housing Day Customer Engagement Event Douglas Tenants and Residents Group						
Customer Panel			Panel Meeting	Panel Meeting		Panel Meeting		Panel Meeting				Panel Meeting
Communication	Bulletin	Bulletin		Newsletter Bulletin	Bulletin	Bulletin		Bulletin	Newsletter		Bulletin	Bulletin