

2024-2025 CVHA Customer Engagement/Consultation Calendar

Date	Apr-24	May	June	July	August	September	October	November	December	January 2025	Feb-25	Mar-25
Legal / Policy						Annual Assurance review AGM	Value for Money and Performance report	Rent Review				
Funding Requirement	SFHA Winter Fuel Fund Evaluation											Evaluation for Lintel Trust Funding
Service Design			Website review		Customer Service Excellence 2nd year accreditation review	Customer service annual satisfaction review	Customer service annual satisfaction review	Customer service annual satisfaction review				
Micro Engagement	Close Cleaning Survey feedback		CVHA Engagement Summer Roadshow Communities TBC North Motherwell PB engagement	CVHA Engagement Summer Roadshow Communities TBC North Motherwell PB engagement	CVHA Engagement Summer Roadshow Communities TBC North Motherwell PB engagement	CVHA Engagement Summer Roadshow Communities TBC North Motherwell PB engagement						
Customer Panel		Panel Meeting		Panel Meeting		Panel Meeting		Panel Meeting		Panel Meeting		Panel Meeting
Communication	Bulletin	Bulletin	Newsletter	Bulletin	Bulletin	Bulletin	Bulletin	Bulletin	Newsletter		Bulletin	Bulletin