Customer Engagement - Customer Work Plan

Month	July 2019					August 2019				September 2019					October 2019				November 2019				December 2019					January 2020				February 2020				March 2020				
Week Commencing	1st	8th	15th	22nd	29th	5th	12th	19th	26th	2nd	9th	16th	23rd	30th	7th	14th	21st	28th	4th	11th	18th	25th	2nd	9th	16th	23rd	30th	6th	13th	20th	27th	3rd	10th	17th	24th	2nd	9th	16th	23rd	30th
Policy Consultation																																							
Fall Protection																																							
Motor Scooter																																							
Service Charge																																							
Rent Setting																																							
Treasury Management																																							
Overpayments and Underpayments																																							
Re-employment																																							
Learners Appeals Policy (Apprenticeships)																																							
Anti-Social Behaviour																																							
ICT																																							
Environmental																																							
Internal Quality Assessment																																							
Plagiarism																																							
Malpractice and Maladministration																																							
Rechargeable Repairs																																							
Independent Living																																							
Water Management Policy																																							
Tax Strategy																																							
Consumer Standards Assurance																																							
Home Standard																																							
Tenancy Standard																																							
Neighbourhood & Community Standard																																							
Tenant Involvement & Empowerment Standard																																							
Customer Annual Report																																							
Customer Open Day																																							
Customer Open Day Event												19th																												
Customer Open Day Planning																																							
Community Fund																																							
Application Deadline					29th						9th						21st						2nd							20th							2nd				
Meeting Date					1st						13th						24th							9th							27th						9th				
Strategic and Service Projects																																							
Touchpoint (customer offer, digital experience, high street)																																							
Customer Verification Process																																							
Membership and Reward Programme																																							
Tpas Accreditation																																							
Grounds Maintenance Specification																																							
Tees Valley Caretaker Review																																							
ASB Service Review																																							
Investment in Support Schemes (extra funding)																																							
Customer Experience																																							
Estate Caretakers																																							
Investment																																							
New Home Satisfaction																																							
Repairs																																							
ASB																																							
High Rise (Cleaning)																																							
Student Accommodation																																							
Support Services - YEI																																							
Support Services - Sheltered Schemes / Extra Care																																							
Support Services - Money Advice																																							
New Build																																							
Bespoke Lettings Repairs																																							
Leaseholders / Shared Ownership																																							
Adaptations																																							
Bespoke - Lettings & Moving Experience																																							
Care & Support - New Customer Survey																																							
Universal Credit																																							
Gas Service																																							
Service Improvement																																							
Quarter 1 Operational Performance																																							
Quarter 2 Operational Performance																																							
Quarter 3 Operational Performance																																							
Quarter 4 Operational Performance																																							
Review Satisfaction Testing for Service Improvement or In Depth Review																																							
In Depth Reviews																																							
High Rise Living																																							
New Operating Model																																							
REVIEW - Rent First (Voice Scape)																																							
REVIEW - First Point of Contact Resolution / Avoidable Contact																																							
REVIEW - High Rise Living - Customer Consultation																																							
REVIEW - New Operating Model																																							
Training, Conferences & Networking																																							
North Star Scrutiny Networking Event																17th																								
NHC Annual Resident Involvement Conference																																							
Tpas North East Members Event											10th																													
National Policy																																							
Other																																							

Programmed Dates
Completed