Month	June 2019				July 2019					August 2019				September 2019					October 2019				November 2019				December 2019				
Week Commencing	3rd	10th	17th	24th	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
Policy Consultation																															
Tenancy Policy																															
Equality & Diversity Policy																															
Repairs Policy																															
Information Governance Framework																															
Volunteers Policy																															
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		10th							29th						9th						21st						2nd				
Meeting Date		12th							1st						13th						24th							9th			
Strategic and Service Projects																															
Consultation on Strategic Plan																															
New Build Architect Plans																															
Customer Engagement in Neighbourhoods																															
Touchpoint (customer offer, digital experience, high street)																															
Project Clean Sweep																															
Lettings Platform																															
ASB Process Review																															
Customer Verification Process																															
Membership and Reward Programme																															
Tpas Accreditation																															
Grounds Maintenance Specification																															
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																															
First Point of Contact Resolution / Avoidable Contact																															
High Rise Living																															
New Operating Model																															
REVIEW - Rent First (Voice Scape)																															
REVIEW - First Point of Contact Resolution / Avoidable Contact																															
REVIEW - High Rise Living																															
REVIEW - New Operating Model																															
Training, Conferences & Networking																															
Develop Terms of Reference, Code of Conduct, Confidentiality Agreement																															
Gas Safety Training																															
NHC Annual Tenant Panels Conference																															
HACT Social Value Training																															
Tpas Understanding Scrutiny Training																															
North Star Scrutiny Networking Event																				17th											
NHC Annual Resident Involvement Conference			19th																												
Tpas North East Members Event															10th																
National Policy																															
Green Paper Consultation																															
Together with Tenants																															
Hackitt Review																															
Other																															
Newsletter Consultation																															

Programmed Dates
Completed