

SANCTUARY SCOTLAND HOUSING ASSOCIATION LIMITED

Action points schedule following the National Residents Review Panel (NRRP) meeting held on 21 April 2021.

Item	Action	Responsibility	Deadline	Status
1.	Due to Covid-19 restrictions, all meetings to be held via Microsoft Teams.	Head of Housing	none	Complete
2.	Chair to be provided with the National Residents Scrutiny Panel (NRSP) work-plan for 2021 detailing the England scrutiny panel's areas of interest.	Head of Housing	22 April 2022	Complete.
3.	Details of Policies and Procedures due for review to be provided to panel.	Policy and Equalities Manager	21 April 2021	Complete.
4.	Review of Letting Standard by NRRP complete. Proposed changes to be shared with area committees for approval.	Head of Housing	20 May 2021	Changes to Letting Standard proposed are – <ol style="list-style-type: none"> 1. The inside of the property is free from any artex. 2. The property has been fitted with a shower and a new shower curtain. 3. The inside of the property is <i>clean</i> and ready to decorate. 4. Paths and driveways within the boundary of the property <i>are free from moss and weeds</i> and are safe. 5. Woodwork, such as

				skirting boards, doors and windows <i>and ironmongery are clean</i> and in good condition.
5.	Whistleblowing Assurance Statement – the panel sought re-assurance on safeguarding procedures and raised concerns on tenant whistleblowing.	Head of Housing	21 April 2021	Complete. Safeguarding issues addressed by Policy and Equalities Manager and recourse for tenants available through the Scottish Housing Regulator.
6.	Year end Performance Report to be circulated when available.	Head of Housing		Complete.