

SANCTUARY SCOTLAND HOUSING ASSOCIATION LIMITED

Action points schedule following the National Residents Review Panel (NRRP) meeting held on 23 June 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 request to send recruitment flyer via email to increase panel membership.	Head of Housing	7 July 2021	
3.	Dedicated point of contact for panel members to assist with training, support, review activities and meeting preparation to be explored.	Director	7 July 2021	
4.	Retention of electronic instructions for gas heating boilers to be confirmed.	Head of Housing	7 July 2021	
5.	Copy of England's version of the Tenants Handbook to be circulated for review.	Head of Housing	7 July 2021	
6.	Equality and Diversity Assurance Statement – the panel sought explanation on several points and suggested minor amendments.	Policy and Equalities Manager	7 July 2021	Mapping exercise completed for submission to Board of Management.
7.	Panel members agreed to assist with estate walkabouts in their areas.	Area Managers	7 July 2021	
8.	Performance Report to be further reviewed in order to decide on future scrutiny topics.	NRRP members	7 July 2021	