

SANCTUARY SCOTLAND HOUSING ASSOCIATION LIMITED

Action points schedule following the National Residents Review Panel (NRRP) meeting held on 26 September 2019.

Item	Action	Responsibility	Deadline	Status
1.	Chair of NRRP nominated and unanimously elected.	N/A	N/A	Complete
2.	Copy of National Residents Review Panel Terms of Reference to members.	Head of Housing	6 November 2019	Complete
3.	Feedback to CSC on performance dashboard regarding targets for call waiting times.	Head of Housing	6 November 2019	Complete
4.	Send copy of new Tenant Participation Strategy to all Panel members.	Head of Housing	6 November 2019	Complete
5.	Annual house visit requested by NRRP Chair.	Housing Manager - Cumbernauld	6 November 2019	
6.	Request Asset Team for further information about communication with tenants – on surveys, where/when, on the Trident surveys process for surveying properties: is the approach going to be representative/does it provide accurate picture? Question – can all houses over 40 years old be inspected so surveys are completed based on age of property? Request for further information on decision making process.	Head of Housing	6 November 2019	Complete

7.	Representative from Asset Team and Sanctuary Maintenance to be invited to NRRP meetings.	Director – Asset Management Head of Maintenance Operations (Scotland)		Complete
8.	Check if Cyclical Reinvestment Programme information will be part of Freedom of Information Publications.	Policy Manager	6 November 2019	
9.	Investigate possibility of conference calls in each office to allow Panel members to attend at their local office to participate (for 2020 meetings).	Policy Manager	6 November 2019	
10.	Next meeting agenda / future topics to include: - Annual Report to Tenants: scrutinise performance data and identify future topics for review - Assurance Statement Review.	Head of Housing	6 November 2019	
11.	Meeting schedule for 2020 to include meeting dates in : March May August October	Head of Housing	6 November 2019	