

SANCTUARY SCOTLAND HOUSING ASSOCIATION LIMITED

Action points schedule following the National Residents Review Panel (NRRP) meeting held on 6 November 2019.

Item	Action	Responsibility	Deadline	Status
1.	Query from Chair regarding appointment schedule for re-investment strategy.	Asset Manager Scotland	30 November 2019	Complete. Appointments will be made with tenants for the contractor to carry out the internal survey.
2.	Communication process for informing tenants of works to be carried out to properties queried by panel members.	Asset Manager Scotland	30 November 2019	Complete. The communication process for informing tenants and owners will come from Sanctuary Housing via Newsletters, updating the website, letters and informing tenant groups or representatives.
3.	Explanation on the process for undertaking the stock condition survey requested.	Asset Manager Scotland	30 November 2019	<p>Complete. The process of undertaking the stock condition survey starts by identifying the elemental components of the property and then further detail is obtained by defining each sub-element, for example roofs, heating, kitchen etc.</p> <p>The template adopted has been based on the industry standard 30 year report template, subsequently altered and reformatted to align (where</p>

				<p>possible) with the Scottish Housing Quality Standard references. (Circulated at meeting)</p> <p>The internal/external fabric of the property is assessed on overall condition and residual life expectancy of components over 30 years, in line with SHQS and EESSH standards.</p> <p>Access to the properties is co-ordinated by Sanctuary Scotland, according to a pre-agreed programme for each area and all tenants/owners notified by letter.</p>
4.	Panel members requested that all properties aged 40 years and over be surveyed.	Asset Manager Scotland	N/A	This has been confirmed.
5.	Details on the decision making process for investment requested by panel.	Asset Manager Scotland	30 November 2019	Complete. The decision on investment need and priority will be determined by the stock condition surveys, SHQS and EESSH, discussions with Assets, Housing Management and Development. A spread of house/flat types will have stock condition surveys carried out across the board that will highlight investment need or

				<p>requirements over the next 5 year period.</p> <p>The decision on investment need and priority will be determined by the stock condition surveys, also discussions with the Assets Team, Housing Management, Development and Sanctuary Scotland Board of Management Directors.</p>
6.	Panel members queried why maintenance surveys are not carried out on a face to face basis.	Head of Maintenance Operations (Scotland)	30 November 2019	Complete. The volume of repairs carried out means we cannot arrange for face to face interviews.
7.	Methods of communicating changes to tenants when a repair cannot be completed as advised to be investigated.	Head of Maintenance Operations (Scotland)	N/A	Head of Maintenance Operations (Scotland) to investigate process with Planning Team.
8.	Condition of closes in Peterhead highlighted as an issue for further investigation.	Head of Housing	30 November 2019	
9.	Assurance Statement mapping exercise to be shared with panel members.	Policy Manager	30 November 2019	.

10.	Estate Walkabouts requested by panel members for Cumbernauld and Aberdeenshire.	Head of Housing	30 November 2019	
11.	Mystery shopping exercise on CSC call handling to be arranged for 2020.	Policy Manager	31 March 2020	
12.	Meeting schedule for 2020 to be circulated to panel members when dates confirmed.	Head of Housing	31 December 2019	