

## SANCTUARY SCOTLAND HOUSING ASSOCIATION LIMITED

Action points schedule following the National Residents Review Panel (NRRP) meeting held on 27 January 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.	Working group set up to consider improvement plan on overall satisfaction to ensure Sanctuary Scotland does not make promises which cannot be delivered.	Head of Housing	none	Complete. Project manager to regularly review action plan. NRRP to consider again at next Annual Report to Tenants' (ART) review.
3.	Head of Co-Regulation's presentation slides to be shared with NRRP.	Head of Co-Regulation	1 February 2021	Complete.
4.	Annual Return on the Charter (ARC) comparison data with RSLs of a similar size to be shared with NRRP.	Head of Housing	1 February 2021	Complete.
5.	Topics for NRRP review following ART discussions to be emailed to Head of Housing or Policy and Equalities Manager.	NRRP	28 February 2021	
6.	NRRP meeting dates for April, June, July and October 2021 to be confirmed.	Head of Housing	28 February 29021	