

SANCTUARY SCOTLAND HOUSING ASSOCIATION LIMITED

Action points schedule following the National Residents Review Panel (NRRP) meeting held on 7 July 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.	North East housing team to be contacted regarding estate walkabout.	Head of Housing	9 July 2021	Complete
3.	Query raised regarding progress with the Statement of Service review for Factored Owners.	Factoring Manager	30 July 2021	The draft statement is currently with our Legal Services Team. The implementation date for the new statement is August this year but we have three months from implementation date to issue new statements, therefore we have until mid-November to re-issue.
4.	Tenant and Service Users Redress Assurance Statement – the panel sought explanation on several points and agreed a minor amendment to the statement.	Head of Housing	9 July 2021	Mapping exercise completed for submission to Board of Management
5.	Repairs Handbook reviewed and to be forwarded to Head of Property Services for amendment and inclusion on website and new tenant handbook.	Head of Housing	1 October 2021	Under review
6.	Abandonment Procedure to be circulated to panel members for review.	Head of Housing	16 July 2021	Complete

7.	NRRP recruitment to be taken forward.	Head of Housing	1 October 2021	Under review
8.	Q1 Performance Report to be circulated when available.	Head of Housing	18 August 2021	Complete
9.	Panel request for return to face to face meetings as soon as Covid-19 restrictions allow.	Head of Housing	No date	Awaiting Scottish Government announcements.