

Customer Influence

Key dates 2025

April

- 10** Equality and diversity training
- 17** Tpas award presentation
- 22** Survey: Reasonable adjustments policy review
- 26** South Coast training
- 29** Head of service interviews
- 29** Oakridge Towers fire safety awareness session

May

- 02** Survey: ASB policy review
- 08** Survey: Repairs subcontractor procurement
- 14** Survey: Housing management policy review
- 14** Survey: Move ins and move outs
- 20** Cherrywood VIVID roadshow
- 28** Survey: Annual customer complaints report

June

- 06** Knowledge articles focus group
- 10** Survey: Sales handover process
- 10** Oakridge Towers fire safety awareness session
- 17** Tpas regional event
- 25** VIVID roadshow and door knock: Sandy Hill (Upper Hale)
- 26** Survey: Homeowners service standard

VIVID