

Customer Influence

Key dates 2025

July

- 11** Procurement: Out of hours tender evaluations
- 17** VIVID roadshow Sandy Hill (Upper Hale)
- 29** Survey: Sales policy
- 30** Customer influence project team

August

- 08** Survey: Leasehold management policy
- 11** Survey: Equality and diversity policy
- 13** Survey: Our rent, service charge and payments service standard
- 18** Survey: Compensation policy
- 26** Customer influence project team
- 29** Survey: Fire safety policy
- 29** Survey: Decant policy

September

- 03** Survey: Rent strategy
- 03** Survey: Unacceptable behaviour policy
- 03** Procurement: Repairs subcontractors
- 04** Survey: Service improvement working group
- 15** Survey: VIVID customer scrutiny panel: Meeting effectiveness
- 17** Service Improvement working group
- 30** Customer influence project team