

Communications Strategy 2021-2022

When	What	Target audience
June - Aug 21	Consultation on Rechargeable Repairs Policy	All tenants
June - Aug 21	Consultation on Anti-Social Behaviour Policy	All residents in Association owned stock
June - Sep 21	Promote Membership of Consultation Panel	Those within SHA boundary who may be interested in Panel membership
June 21 - Mar 22	Bulk uplift services & refuse disposal	All residents in Association owned stock
June 21 - Sept 21	Sports, arts & play programme in partnership with Urban Fox	All residents
July/Aug 21	Promote AGM	Members
July-August 21	Consultation on Performance/Annual Report	Consultation Panel and interested residents
TBC	Family Fun Day at SCGP	Tenants, residents and others in community.

Aug-21	Factoring Services	Factored owners and private tenants in factored properties.
Sep-21	Annual Performance Report	Tenants and other service users, other Housing Associations.
Oct-21	Annual Assurance Statement	Tenants, other service users and stakeholders
Sept - Dec 21	Rent Arrears Policy Review	All tenants
Oct - Dec 21	Consulation on Rent Harmonisation & Service Charges	Tenants, owners, other service users, applicants
Sept/ December 2021	Consulation on allocations policy	Consultation panel and interested residents/applicants
Aug - Dec 2021	Review wider role strategy for SHA	Tenants, residents and others in community.
Jan-21	Owner's forum meeting	Factored owners and private tenants in factored properties.
Jan-Mar 2022	EEHDC satisfaction survey	All tenants in EEHDC stock
Ongoing	Review what could go into housing press	Wider housing sector and other stakeholders
Ongoing	Promotion of wider community events	Community organisations