



Involved Residents Group

Involved Resident's Group Meetings Schedule 2017/18

Meeting No.	Date	Principal Business Items
All meetings to be held at 2pm in Ochil House Alloa unless otherwise stated. All dates are Wednesdays		
1	5 th April 2017	<ul style="list-style-type: none"> • Election of Chairperson • Removals from IRG Register • Schedule of meetings and Main items of business • Sublet/Lodger/Joint Tenancy/Assignations and Successions Policy • Customer Satisfaction Survey Action Plan update
2	7 th June 2017	<ul style="list-style-type: none"> • Year-end performance report 2016-17 and Draft Charter Report • Annual Review of Complaints and Feedback • Anti-social behaviour Policy • Allocations Policy • Revised Tenant's Handbook • Customer Satisfaction Survey Action Plan update

Meeting No.	Date	Principal Business Items
All meetings to be held at 2pm in Ochil House Alloa unless otherwise stated. All dates are Wednesdays		
3	26 th July 2017	<ul style="list-style-type: none"> • Right to Repair • Right to compensation for improvements • Customer Satisfaction Survey Action Plan update • Decant Policy
4	27 th September 2017	<ul style="list-style-type: none"> • SHN Performance Management Report 2016-17 • Q1 2017/18 Performance report/Q1 2017/18 Complaints Report • Customer Satisfaction Survey Action Plan update
5	22 nd November 2017	<ul style="list-style-type: none"> • Void Management Policy • Q2 2017/18 Performance report/Q2 2017/18 Complaints Report • Customer Satisfaction Survey Action Plan update
6	17 th January 2017	<ul style="list-style-type: none"> • Rent Review Meeting