Customer Influence Key dates 2024

October

- VIVID Impact meeting Training: 10 Research/ Gathering Evidence
- VIVID Impact meeting Training: 24 Research/ Gathering Evidence
- End of Co-Creation Work: Planned 28 Maintenance Service Standard Review
- 31 Renewal: Fire Safety Policy Review

November Co-Creation Work Starts: Planned 04 Maintenance Review 04 Start: VIVID Impact Review 2 VIVID Impact meeting - Training: Evaluate/ 07 Report 14 VIVID Impact - Quarterly Meeting 21 Meeting Skills

- VIIVID Impact meeting Training: Effective
- Co-Creation Work Ends: Neighbourhoods 25 Service Standard Review
- 26 Renewal: Risk Management Policy Review
- End: VIIVID Impact Review 1 28 Communications
- 29 Renewal: Speak Up Policy Review

December

- VIVID Impact meeting -05 Training: Courageous Conversations
- End of Co-Creation Work: 31 Customer Engagement Service Standard Review

VIVID

Customer Influence Key dates 2025

January

- O2Renewal: Reasonable Adjustments
Policy Review
- O3Renewal: Leasehold Management
Policy Review
- 06
- Renewal: Fire Policy Review
- **O7** Exec Reporting: Customer Engagement Service Standard Review
- 09

10

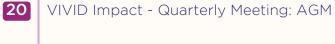
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- CSC Reporting/Sign Off: Planned Maintenance Service Standard Review
- CSC Reporting/Sign Off: Planned Maintenance Service Standard Review
- CSC Reporting/Sign Off: Neighbourhoods Service Standard Review

CSC Reporting/Sign Off: Neighbourhoods Service Standard Review

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27 End of Co-Creation Work: Putting Things Right Service Standard Review

28End of Co-Creation Work: Repairs Service
Standard Review

March

VIVID Impact meeting -05 Training: Courageous Conversations End of Co-Creation Work: 31 Customer Engagement Service Standard Review VIVID Impact meeting -05 Training: Courageous Conversations End of Co-Creation Work: 31 Customer Engagement Service Standard Review

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