

Number	Project	Task & Finish group or Sprint group?	Recruitment commences	Recruitment closes	Task & Finish group commences	Task & Finish group completed	Sprint group	Facilitated by	Comments
1	The gas safety check process and standard communication to residents when NH have to undertake a gas safety check	Both	16-Sep-19	11-Oct-19	21-Oct-19	21-Jan-20	End of October 2019 (date to be confirmed)	DJ	Has not commenced as have not been able to recruit enough residents
2	Lettings process	Focus group	14-Oct-19	08-Nov-19	N/A	N/A	22-Oct-19	MM	Complete
3	The accessibility of our services for residents who have disabilities and/or chronic illnesses	Task & Finish	18-Nov-19	17-Jan-19	End of January 2020	End of April 2020	N/A	DJ	
4	Review of contract management (eg Wates) / performance of contractor	Sprint	01-Mar-20	31-Mar-20	N/A	N/A	End of April 2020	SH	
5	The ASB process and potential preventative measures we can put in place	TBC	15-Apr-20	15-May-20	Start of June 2020	End of September 2020	N/A	MM	
6	Quality of responsive repairs undertaken	Task & Finish	01-Dec-20	15-Jan-21	Start of February 2021	End of April 2021	TBC	SH	
7	Communication issued to residents when a communal repair has been reported	Sprint	01-May-21	30-May-21	N/A	N/A	Jun-21	MM	
8	The relationship between NH and leaseholders/shared owners and measures NH can put in place to improve this relationship	Task & Finish	01-Jul-21	31-Aug-21	Start of September 2021	End of December 2021	TBC	DJ	
9	The resident engagement service	Sprint	01-Sep-21	30-Sep-21	N/A	N/A	Oct-21	External colleague	
10	The standard communication issued to Leaseholder/shared owner about their service charges	Sprint	02-Jan-22	31-Jan-22	N/A	N/A	Feb-22	DJ	
11	Tenant service charge process and the standard communication issued	Task & Finish	15-Feb-22	28-Feb-22	End Of March 2022	end of July 2022	TBC	SH	
12	Letting of IMR properties	Sprint	01-Sep-22	30-Sep-22	N/A	N/A	Oct-22	MM	