**Housing Hartlepool IRG Methodology - Project 3.**

**New Tenant Satisfaction / Relets Project - November 2012**

**Triangulation Processes.**

**Collate all Reports Generate Judgement Statements. Produce Draft & Final Board Reports.**

**Produce Final Report & Associated Documents. Develop PowerPoint Presentation. Present Report to H/H Board Meeting.**

Complete Triangulation Process, Create Judgement Statements, Recommendations & Risk Assessment/Impact Report

Develop PowerPoint Presentation to Accompany Final Report

Submit Final Board Report / Documents to Vela EMT & H/H EMT

Produce Final Board Report & Associated Documents/Appendices

Pre Report Consultation – H/H

Update KLOE Working Document

Create Risk Assessment / Impact Reports

**Collation of Inspection Processes. Create Associated Reports, inc. Risk Assessment & Impact Reports**

Develop Staff/Tenant Focus Group Programme/Sessions

Tenant Inspector Reports & Completed Questionnaires

Conduct Tenant Inspector Tasks

Develop Staff/Tenant Inspector Questionnaires

Collate Staff/Tenant Focus Group, Shadowing, Tenant Inspector Best Practice Reports

Attend Staff/Tenant Focus Group Sessions

Attend Staff/Tenant Focus Group Sessions

Conduct IRG Shadowing Exercise for All Tenant/Staff Letting Processes

Create Draft Board Report

**Scrutiny, Research, & Inspection Processes. Production of Associated Reports**

**Development of outline Action Plan**

**Initial Meetings for Selection/Acceptance of Project**

**Meetings to Develop & Agree Questionnaires plus Development of Statistics, Working Documents & Key Lines Of Enquiry**

Desktop Review & Walkthrough of ‘Tenant Journey’ Process/s

Attend Joint H/H Tristar Tenant Inspector Training Session/s

Request Setup of Tenant Inspector Training from H/H

Request Data & Information for Desktop Review

Inform H/H of Conditional Project Acceptance

Develop Outline Plan of Action & Scope Project

Initial Meetings Consider Project / Accept Project

**CORD Group Scrutiny Project Request**

Meeting/s & Discussions with Housing Managers H/H = Tristar & Staff

Tenant/Staff Letting Processes Shadowing Reports

Develop Initial KLOE’s & Working Document

Staff/Tenant Focus Group Reports

**August**

**2013**

**Present Final Report & Recommendations to Housing Hartlepool Board at Board Meeting.**