

Event	Timescale
Preparation of orchard testing and banding letters	up to 31 st December 2019
Preparation of procedures & training for staff (inc. customer service scripts)	by February 2020
Banding review letters giving 28 day notice of change	Jan- February 2020
Housing Options Surgeries	1 event per month (Feb/ March/ April/ May)
Market Place Event with partners	March 2020
Launch of new policy	End of June 2020
Review of New Policy	2021/2022 (or sooner should legislation dictate)

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