

Notes



Secure Warm Modern Customer Care Group 2pm Tuesday 18th July 2009 Clumber Room, Denewood Centre, Bilborough

Present

Tenants & Leaseholders

Alan Darby, Maria Hemphill, Ennis Peck, John Riley, Sue Stevenson, Alison Thorpe, Clive Thorpe

NCH officers

Colin Bull, Alix Dale, Sue O'Connor, Derek Roberts, Paul Ruston, Tim Shirley

Apologies

Doreen Gretton, Anthony Slater-Davison, Sheila Thwaites

Contractor Partners and Project Liaison Officers were requested to not attend the meeting.

Action

1.0 Election of Chair & Vice Chair to the Customer Care Group

Voting papers for the re-election of Chair and Vice Chair had been previously circulated to members of the Customer Care Group with the intention to announce results at the meeting today.

A review of protocols and procedures of the Tenant & Leaseholder meeting structure is currently taking place with the intention to increase efficiency. However, the current protocols and procedures must be adhered to.

The following points of the structure of involvement which were passed by the TLC on 23rd January 2008 state;

2.1.1 *'That no person shall be able to be either Chair or Vice Chair of more than one Forum or sub group of a Forum to ensure that there is a representative cross section of tenants and leaseholders on each group.'*

2.1.2 *'The Chair/Vice Chair of the tenant and Leaseholder Congress cannot be Chair/Vice Chair of any other Forum or Area Panel.'*

Therefore those who put themselves forward for Chair & Vice Chair of the group are unable to be elected as they already hold a similar position for another Group.

2.0 History of the Customer Care Group

In 2005 the Customer Care Group was set up as a sub-group of the Repairs & Maintenance Forum to concentrate on the procurement of Contractors. Members of the Customer Care Group have been able to specify what tenants can expect from constructor partners and to ensure that customer satisfaction measures are gathered.

The Group has grown from strength to strength working as one team with Partners and NCH Officers to ensure that all NCH tenants benefit from better living conditions in properties that not only meet the Government Decent Homes standard but the Nottingham Decent Homes Plus Standard.

3.0 The way forward

It was agreed that the Group must continue and maintain its impact to help tenants make decisions to mould services.

The Customer Care Group is not constituted so is therefore able to continue but without a Chair and Vice Chair.

Through a show of hands by tenants present it was agreed that we could use the ballot sheets received via the formal voting process to choose a facilitator and assistant facilitator of the meeting.

The facilitator would continue until the end of this financial year. In January/February expressions of interest can be put forward for those who would want to be considered for the role of facilitator and be offered mentoring by the existing facilitator and assistant facilitator.

4.0 Facilitator and Assistant Facilitator

Alison Thorpe will become the facilitator of the group with the assistant being Clive Thorpe.

5.0 The future of the Customer Care Group

The Customer Care Group has been working very well. Its existence needs to continue encouraging attendance from members of other forums and area panels who do not currently have representation.

6.0 Any Other Business

EP will be taking a short rest from attending the Customer Care Group due to an operation in early September. AT thanked him for his knowledge and contribution and looks forward to welcoming him back to

the meeting after a speedy recovery.

5.0 Date of Next Meeting

Tuesday 15th September 2009 1-4pm
Beechdale Court, Beechdale Road (opposite Beechdale Swimming
Baths)