



Minutes

Minutes of Customer Communications Team
meeting held on
13 January 2009, 14 Hounds Gate
PRESENT:

Chair: Tim Prentice	TP
Minute taker: Julia Jacyno	JJ
Phil England	PE
Sue Stevenson	SS
Catherine Shenton	CS
Janet Storar	JS
Paddy Long	PL
Rosanne Hill	RH
Linford Stevens	LS
Apologies:	
Clive Thorpe	Unable to attend
Alison Thorpe	Unable to attend
Alan Darby	Unable to attend
Graham Ward	Unable to attend
Valerie Schneider	Unable to attend

ACTION

1. Minutes of the December meeting

TP The minutes of the December meeting were agreed to be a fair and true account of the meeting.

2. News from Nottingham City Homes issue 22 feedback

The keep warm and safe articles in the newsletter went down well with the group as they were positive and helpful.

PL suggested that there could be more in the newsletter at this time for people who do not celebrate Christmas.

JS said there should be more information to drive people to the website. CS suggested more could be done in the housing offices to promote the website.

3 Issue 23

TP confirmed January edition would be

Noted by TP

out end of January. The main focus would be the inspection results and it would also include the tenant conference date.

3. What would you like to see in issue 24?

Tenant Services Inspector article
Homes4Us conference dates in April
Credit unions – the group agreed this would be a good subject to put in the newsletter particularly as Christmas has been expensive for many of our tenants.

Article to be included in issue 23

Promote the garden competition earlier and use more and different ways to encourage our tenants and residents to take part.

TP to contact tenant inspectors and patch managers

4. Local area information packs

TP asked the comms panel for suggestions of the types of information they would like including in local area information packs that are provided to all tenants.

All panel members to bring any final suggestions with them for the February meeting

Suggestions included:

Include IIP and Two ticks logo and ensure minicom numbers are published available

Change the layout order so that, for example, Councillor contact details are grouped with MP contacts

Include the Repairs Call Centre number

Include information about 'Sure Start'

Include Job Centre contact details

Include Nottingham Emergency Medical Service contact details

Include Medilink bus service contact details

Include specific bus routes for each area

Check the utility contact details are up-to-date – e.g. Powergen is now E-On

Sign posting for specific local information e.g. libraries / community centres etc, but do not actually include.

5. Newsletters in new financial year

MV

MV came and explained that we would be able to do 9 x 16 page newsletters in the next financial year. Each of the 9 areas will have the 2 centre pages specific to their area.

The design, printing, fulfilment and mailing could, ideally, be done by one firm and the intention is to seek tenders for this.

6. Customer communication panel code of conduct

TP presented the work he had done on the code of conduct and presented to the panel.

Panel members to bring any final comments to the February meeting for sign-off

7. Any other business?

JS asked about the list of monthly approvers of literature and what's happened about it in recent months

TP to add as an item on the February meeting agenda

Date of the next meeting

The next meeting will be held 2pm Tuesday 10 February 2009 in the Board Room at Hounds Gate.