



Minutes

Minutes of Customer Communications Team
meeting held on
10 March 2009, 14 Hounds Gate
PRESENT:

Chair: Tim Prentice	TP
Phil England	PE
Catherine Shenton	CS
Rosanne Hill	RH
Linford Stevens	LS
John Riley	JR
Valerie Schneider	VS
Alan Darby	AD
Janet Storar	JS
Paddy Long	PL
Jenny Grant	JG
Jean Agbodjan	JA
Apologies:	
Graham Ward	Unable to attend
Sue Stevenson	Unable to attend
Alison Thorpe	Unable to attend
Clive Thorpe	Unable to attend

1. Welcome and introductions

TP welcomed JG to the meeting

2. Minutes of the February meeting

ACTION

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

3. Communications Team three year Business Plan consultation

This item was deferred to the April agenda as MV was involved in filming for the Communication Team's NFA award nomination in the 'Best use of communications category'

MV to attend April meeting to update

4. Tenant and Leaseholder Conference Feedback

	Improvements that could be made for the next conference:	
CS	More rooms to break out to would be better as it was difficult to concentrate as you could hear other groups talking.	
JS	Suggested moving facilitators, not people. Technology for voting made it more difficult. It was a very long day. Make the speeches or workshops shorter. The speakers went on for too long. Make their speeches shorter.	
JR	Agreed speeches too long. Check numbers in workshops are not too big.	
AD	Increase the number of workshops. Make them shorter to keep interest going.	
LS	Need to take account of health issues as people with conditions such as diabetes need to have a break at regular times to eat.	
VS	Tenants and leaseholders to get involved in the workshops together with the officer.	
JG	Need to get new tenants and leaseholders involved.	
JS	TP asked how the question and answer session went.	
	It was very interesting but could have been a bit longer.	
CS		
5.	Monthly literature reviewers list TP presented the new literature reviewers list. VS had been accidentally not included. TP to amend and send out with March minutes	All: If you would like to be included on the approvers list, please let TP know at the April meeting
	TP asked the panel how they would prefer	All panel

to receive copy to approve:

E-mail: PL, JS

Post: LS, JA, CS, VS, PE, JR, RH, JG.

AD does not want to be included

members to let
TP know at the
April meeting
their preferred
method of
contact

6. Date of the next meeting

The next meeting will be held 2pm Tuesday
14th April 2009 in the Board Room at
Hounds Gate

7. Any other business

Janet suggested that AOB items should be
submitted beforehand to the Chair to
gauge if any research into the subject
needed to be done before the meeting.

TP to ask for AOB
items when
sending out the
minutes

Tenancy and Estate Management Forum.
It was stated by a member of the meeting
that it never seemed to be mentioned in
the newsletter and a higher profile should
now be given to this.

TP to write a
piece for Issue
25 of the
Newsletter