

Minutes



Minutes of Customer Communications Team
meeting held on

12 May 2009, 14 Hounds Gate

PRESENT:

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| Chair: Tim Prentice | TP |
| Phil England | PE |
| Valerie Schneider | VS |
| Alan Darby | AD |
| Martin Valentine | MV |
| Andrew Filer | AF |
| Apologies: | |
| Rosanne Hill | Unable to attend |
| Sue Stevenson | Unable to attend |
| Janet Storar | Unable to attend |
| Alison Thorpe | Unable to attend |
| Clive Thorpe | Unable to attend |
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1. Welcome, introductions and apologies

TP welcomed everybody to the meeting and apologised that the April agenda and minutes had not been sent out for the May meeting. He explained that this was due to an administrative error.

TP informed the group that Catherine Shenton has decided to take a break from tenant involvement and has stepped down as a member of the panel. TP thanked her for all the work that she had done for the panel.

TP welcomed Tenant and Leaseholder Involvement Andrew Filer to the meeting and informed the panel that Andrew would attend future meetings in this capacity

2. Feedback on Issue 24 of News from Nottingham City Homes

MV reported that the article encouraging

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tenant and leaseholder participation had been unsuccessful.

He asked whether we should look at how panel members are represented on the various forums and where there are gaps to look at attending these forums to gauge interest in joining.

AD asked if the dates of the comms panel meetings clashed with other forum meeting dates.

TP and AF to check the tenant participation calendar to check for clashes

VS asked if we could look at getting the unions to advertise in the newsletter as a way of attracting revenue.

MV informed the panel that as part of the newsletter refreshment and procurement process that he was looking at how advertising by relevant organisations might be used.

MV to bring the newsletter process, timetable and design ideas to the June meeting

3. What would you like to see in issue 25?

The panel suggested that issue 25 should have a focus on the repairs service and have a more case study / human angle focus.

AF suggested using one of the members of the repairs forum as a case study to help highlight the changes that are happening in the service and to promote the work of the forum.

PE suggested we should include information about fire safety in light of the recent fires that have been reported in the press.

4. Standard letters

MV showed the panel the 130 + standard letters and explained that we are now starting the process of reviewing all of these for clarity of information and consistency.

MV explained that we would like to include the panel in this process. He said that these would be shared between the group and sent with the minutes for review at the June meeting.

All panel members to review the letters that they have been sent for discussion at the June meeting

5. HomeLink website

MV informed the panel that the HomeLink website is to be reviewed and re-launched to make it more user friendly.

This is a huge project and one that will require the involvement of the comms panel.

MV to keep the panel informed on progress and at what stage assistance will be required and what this will be

6. Date of the next meeting

The next meeting will be held 2pm Tuesday 9th June 2009 in the Board Room at Hounds Gate

7. Any other business

There was no other business