



Minutes

Minutes of Customer Communications Team
meeting held on
9 June 2009, 14 Hounds Gate
PRESENT:

Chair: Tim Prentice	TP
Phil England	PE
Jean Agbodjan	JA
Robert Morrel	RM
Jenny Grant	JG
John Reilly	JR
Martin Valentine	MV
Apologies:	
Paddy Long	Unable to attend
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
Alan Darby	Unable to attend

1. Welcome, introductions and apologies

TP welcomed everybody to the meeting and extended a warm welcome to Robert Morrel who has joined the panel and was attending his first meeting.

The minutes of the May meeting were signed off as a true and fair account of the meeting.

2. Standard letters feedback

TP informed the panel that he had received comments from Janet Storar and Paddy Long in advance of the meeting on the letters that they had reviewed.

Panel members took some time to look at the letters they were sent and TP asked for any specific comments to be brought along to the July meeting.

ACTION

TP to add standard letters to the July agenda and members are asked to bring any comments they have on their letters for

<p>3. News from Nottingham City Homes procurement update MV presented an update paper on the procurement of News from Nottingham City Homes. He also brought along some design concepts for discussion.</p> <p>JR said that it was important that if the newsletter may also be used to send out quarterly rent statements, that this is made clear so that they aren't accidentally thrown away</p>	<p>then.</p> <p>MV to continue to update the panel on progress and to involve them at various stages of the process.</p>
<p>4. News from Nottingham City Homes TP showed the panel Issue 25 of the Newsletter that was just about to go to print at the time of the meeting and requested feedback on the issue at the July meeting</p> <p>JR asked if all panel members could be sent the three editions so that they can also comment on all of the local stories.</p> <p>Issue 26 of the newsletter will be coming out early August. The panel suggested that the decent homes programme should feature, in particular a clear guide about the process. MV told the panel that this would be the focus of issue 26</p>	<p>TP to send out all three editions with the minutes</p>
<p>5. Date of the next meeting The next meeting will be held 2pm Tuesday 4th August in the Board Room at Hounds Gate</p> <p>6. Any other business There was no other business</p>	