

Minutes



Minutes of Customer Communications Panel meeting held on Date Tuesday 7th July at the Board Room, Hounds Gate

Present: Robert Morrel (RM), John Riley (JR), Chris Broom (CB), Alan Darby (AD), Valerie Schneider (VS), Janet Storar (JS), Jean Agbodjan (JA), Rosanne Hill (RH) and Tim Prentice (TP)

Apologies: Sue Stevenson (SS), Phil England (PE), Paddy Long (PL), Jenny Grant (JG)

1.0 **Agree minutes from the last meeting**

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

2.0 **Standard letters feedback**

TP asked for any further feedback on the standard letters. TP informed the panel that the review will be an ongoing process and all new letters will be brought to the panel for review as they are drafted.

PL said she would be happy to look at the letters at any time.

3.0 **News from Nottingham City Homes issue 25 feedback**

JG and PL mentioned that they had not received a newsletter through the post. RM mentioned that he had not received a copy of the training guide in his edition

JR and CB mentioned that they liked the legionella article and would like this extended to a poster campaign

TP mentioned that in future, when posting members all copies of the newsletter for review, he will print off the local pages

Action

TP to bring letters to future meetings as they are completed

TP to investigate

TP to work with Health and Safety on this

separately rather than post all three versions.

4.0 News from Nottingham City Homes – what would you like to see in Issue 26?

TP informed the panel that issue 26 would focus on the Secure Warm Modern programme and asked if PL would be willing to write a diary of her recent new kitchen fitting. PL agreed.

Other suggestions include a piece about checking smoke alarms

5.0 Newsletter procurement update

MV updated the panel on the work he is doing for the re-tendering of the newsletter – including design, print and mailing.

PL and JR voiced their concerns about possibly using the newsletter to also include quarterly rent statements and would need assurance that this would be confidential and clearly informed to tenants.

MV said that confidentiality is the most important thing and this could be trialled in a small area first. This is only a suggestion at this stage.

6.0 Tenant Participation update

AF informed the panel of the plans for the July Get Involved week.

TP to bring issue 26 to the August meeting to discuss

MV to bring his formal recommendations to the August meeting

