

# Minutes



**Minutes of Customer Communications Panel meeting  
held on  
Date Tuesday 4<sup>th</sup> August 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), Margaret Pugsley (MP)

**1.0 Agree minutes from the last meeting**

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

TP welcomed back on behalf of the panel RH to the meetings

**2.0 News from Nottingham City Homes Issue 26**

TP explained that in MV's absence the update on the tender of the tenant and leaseholder newsletter would be deferred to the September meeting.

TP presented to the panel Issue 26 of the newsletter that had just gone to print and highlighted the areas that had been suggested for inclusion by the panel in previous meetings.

RH said that she thought the cut-out and place in your window 'No I.D. no entry' was an excellent idea.

**Action**

### 3.0 What would you like to see in Issue 27?

RM asked if a letters page might be produced, inviting tenants to write in and have their letters printed, with NCH responses as required.

JS mentioned that Nottingham City Homes have won an award for the tree planting that they were involved in at Eddingly Square and Lenton Abbey, with an awards ceremony being held 11<sup>th</sup> September.

RM suggested putting in a clarification note regarding what will happen to the Secure Warm Modern activity in the Meadows in light of the PFI bid by the City Council.

JS suggested putting in a clarification note regarding the tenant board election result and voting

JR suggested putting a clarification note about front and back hedge heights

### 4.0 Leaflet update

TP informed the panel that the process of reviewing and updating the company leaflets is beginning and that the panel will play an important role in approving and making suggestions. This will be a rolling process and leaflets will be provided to the panel on that basis as and when they have been updated.

JS asked if we could review the text on the various calling cards that are posted to tenants.

TP to investigate this for inclusion and also press opportunities

TP to investigate

TP suggested including this on a wider piece about the Board in general

TP suggested doing a wider piece on garden responsibilities alongside information about the Garden Competition results

TP to bring these to the next meeting for review

## **5.0 Get Involved Week 2009**

TP asked for feedback from any panel members that attended Get Involved Week events to help in the future planning of the next Get Involved Week.

RM attended the event at the Forest Rec and although thought that there was lots of activities happening he was disappointed by the numbers of people there and having the event at the rec.

TP explained that the event was hindered by the weather and also the tram strike, which was hoped, would bring people from outside of the Hyson Green area. He explained that the original plan was to hold this in the Market Square but unfortunately this was unavailable due to the beach.

## **6.0 AOB and date of the next meeting**

There was no other business

The date of the next meeting will be Tuesday 8<sup>th</sup> September at 2pm in the Board Room, Hounds Gate