

Minutes



Minutes of Customer Communications Panel meeting held on Tuesday 8th September at the Board Room, Hounds Gate

Present: Robert Morrel (RM), John Riley (JR), Chris Broom (CB), Rosanne Hill (RH), Sue Stevenson (SS), Martin Valentine (MV), Roshni Savjani (RS), Andrew Filer (AF) and Tim Prentice (TP)

Apologies: Phil England (PE), Paddy Long (PL), Alan Darby (AD), Janet Storar (JS)

1.0 **Agree minutes from the last meeting**

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

Decoration scheme update
SS briefed the panel on the work that Margaret Pugsley, Alison Thorpe and SS have been doing on the new decoration scheme.

2.0 **Calling cards review**

TP presented to the panel examples of calling cards that are currently being used for comment.

Panel members suggested wording amends to the cards. TP to check with the relevant teams about suggested wording and the current stocks that they have of the leaflets so this can be amended as new stocks are required.

Action

Please note this is confidential at the moment and should not be discussed outside of the panel.

TP to feedback to panel at a future meeting.

3.0 News from Nottingham City Homes tender update

MV provided the panel with an update on the tender process for the newsletter.

MV informed the panel that he was going to Lincoln to visit a potential printer week commencing 14th September. He has also visited printers in Barnsley and Derby as these are the only reasonably local printers that specialise in news print.

MV is now starting to write the tender paperwork.

4.0 Leaflet update

TP updated the panel on the process of updating the leaflets.

He explained stocks are currently running low but rather than just reprinting, the comms team are using this as an opportunity to review all leaflets – change where necessary and combine similar leaflets. This process will take a little time and the panel will play a vital role in approving any new text.

5.0 Tenant Participation update

AF informed the panel that the Tenant and Leaseholder Involvement team are reviewing the Tenant and Leaseholder Compact and the new Get Involved leaflet, and will be requiring input from the panel in the near future.

6.0 AOB and date of the next meeting

JS submitted one item of other business:

‘The Panel’s Chair

In keeping with other panels of NCH I'd like to suggest that the Chair of the Communications Panel be other than an Officer - thus the group is tenant/leaseholder led. If the group agree to this suggestion in principle, my nomination would be Valerie Schneider. For obvious reasons, I would not wish to be considered for the position.'

This was discussed with members in attendance and the general consensus was that members were happy with the current

MV to provide further update at the October meeting.

All members to have looked at and brought comments on the two leaflets included with the minutes.

See action 4.0.

A vote to be taken on the question submitted by JS at the October meeting. If you are unable to attend but would like to register your vote, please contact TP in the comms team before the meeting

format as they felt it removed some of the formality associated with having a tenant chairing and encouraged greater creativity and discussion.

SS suggested that this should be put to a vote at the next meeting.

The date of the next meeting will be Tuesday 6th October at 2pm in the Board Room, Hounds Gate.