

Minutes



Minutes of Customer Communications Panel meeting held on Tuesday 6th October at the Board Room, Hounds Gate

Present: Paddy Long (PL), Robert Morrel (RM), Alan Derby (AD), Phil England (PE), Chris Broom (CB), Rosanne Hill (RH), Valerie Schneider (VS), Janet Storar (JS), Jenny Grant (JG), Jean Agbodjan (JA), Linford Stevens (LS) Martin Valentine (MV), Jonathan Davy (JD), Roshni Savjani (RS), Andrew Filer (AF) and Tim Prentice (TP)

Apologies: John Riley (JR), Phil England (PE), Sue Stevenson (SS), Margaret Pugsley (MP),

1.0 **Agree minutes from the last meeting**

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

Calling cards review – TP to bring to November meeting updated calling cards following feedback from the panel.

2.0 **Chairing Arrangements**

TP discussed with the panel whether the panel should be chaired by an Officer or a tenant/leaseholder.

After discussions, this was put to a vote with the majority voting to maintain the current Chairing arrangements for the time being.

JG was concerned with how the vote took place and suggested that any future vote should be done confidentially.

Action

TP to remain Chair of Comms Panel.

TP to ensure that any future votes are conducted following the correct procedures

3.0 News from Nottingham City Homes tender update

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

The first new edition of the newsletter will be published in December.

MV will be looking for feedback from the panel at the January meeting on the new design style.

4.0 News From Nottingham City Homes Issue 27

TP presented to the panel the text for the October issue of the newsletter that had just gone to print.

Suggestions for issue 28 included:

- JG - New Year horoscope for the year ahead
- RM - Safety at Christmas
- JG - write up on Black History Month
- RH – Beware of cold callers

5.0 Leaflet update and feedback

TP updated the panel on progress being made on the leaflets. He explained that the majority of new leaflets will be in circulation by the end of the year and the panel will be required to approve leaflets where major text changes have occurred.

6.0 Tenant and Leaseholder Involvement Team – new name suggestions

AF told the panel that the Tenant and Leaseholder Involvement Team is looking to change its name and asked panel members for any suggestions.

Suggestions from the panel included:

- Get Involved Team
- Involved Team
- NCH Advice Bureau

outlined by the Tenant and Leaseholder Involvement team

MV to provide further update at the November meeting.

TP to bring contents list to the November meeting.

TP to provide further update at the November meeting.

AF to provide update at November meeting. Any further suggestions should be sent to AF directly or brought to the November

- TenInT
- People Involvement
- Involvement Group
- Involve Group

meeting.

7.0 AOB and date of next meeting

There was no AOB.

Date of next meeting is Tuesday 11th
November, 2pm, the Boardroom, Hounds
Gate.