

Minutes



Minutes of Customer Communications Panel meeting held on Tuesday 10th November at the Board Room, Hounds Gate

Present: Jean Agbodjan (JA), Linford Stevens (LS), Robert Morrel (RM), Paddy Long (PL), Valerie Schneider (VS), Phil England (PE), John Riley (JR), Alan Darby (AD), Andrew Filer (AF), Roshni Savjani (RS), Martin Valentine (MV), and Tim Prentice (TP).

Apologies: Chris Broom (CB), Sue Stevenson (SS) and Jenny Grant (JG).

1.0 **Agree minutes from the last meeting**

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

TP informed the panel that Janet Storar has stood down due to commitments as the new Chair of Nottingham City Homes. TP passed on his thanks to JS on behalf of the panel for all the hard work she has put in as a member of the Customer Communications group.

2.0 **News from Nottingham City Homes tender update**

MV updated the panel with the progress of the tender. He informed them that the submissions had been reviewed and two design agencies had been short-listed for interview. MV asked for two volunteers to form the interview panel to decide the successful design agency.

MV informed the panel that Harmsworth Printers have successfully won the print element of the tender and that from January, InkFish will be responsible for all the fulfilment and distribution of the newsletter.

Action

**VS and PL
volunteered to
take part.**

The new contract is to be for one year with an extra year option. MV estimates that the process will have saved Nottingham City Homes £35,000.

MV asked the panel to vote on how many editions of the newsletter they thought were reasonable to produce over the course of the year.

Eight editions was the majority vote.

3.0 News from Nottingham City Homes – Issue 28

TP discussed the content of Issue 28 with the panel, the focus being on key Christmas messages, rents and ASB. This will be the first edition in the new style and TP will be asking for feedback in the January meeting.

Content suggestions for future editions were put forward by the panel and include:

PL - Asking tenants to send in questions of which the top 3 are published with answers and a prize is given as an incentive to send in.

PL - Inclusion of crossword/sudoku etc.

VS - Include the community leasing pledge, Crime Fighters information

RM - Look to get content from partner organisations including Nottingham Elders Forum and the NHS.

RM - Cartoon strips

PE - Article on fly-tipping, asbestos and Decent Homes updates.

4.0 Leaflet update

TP informed the panel that the new leaflets are starting to go to print and will be appearing in housing offices between now and Christmas.

Any leaflets that have substantial text changes will go to the panel for approval.

5.0 Tenant and Leaseholder Involvement Team update

AF provided an update to the panel on the following:

TP to bring designed copy of new newsletter to December meeting.

TP to provide further update in December.

1) Tenant and Leaseholder Compact – work is starting on a new and updated Compact. The panel will be required to take an active role in its content and production.

2) New name for Tenant and Leaseholder Involvement Team – AF thanked the panel for their suggestions. Further work will now be done to decide on any change of name.

3) Get Involved leaflet – the new leaflet is being produced in the first round of updates and will be available in the coming weeks.

4) Tenant and Leaseholder Resource Centre – the Resource Centre will be holding an Open Day Wednesday 25th November with the official opening in January.

5) Get Involved Month – AF told the panel that Get Involved Month will be held in September 2010 and will be far more tenant-lead. A mascot competition for the month has been launched asking local school children to come up with suggestions for the mascot. This will be judged on 27th January and AF would like members of the panel to be part of the judging team.

6.0 AOB and date of next meeting

There was no AOB.

Date of next meeting is Tuesday 8th December, 2pm, the Boardroom, Hounds Gate.

AF to provide more information in December meeting.

Get Involved Month to be put on the agenda of the December meeting.