

# Minutes



## Minutes of Customer Communications Panel meeting held on Tuesday 8<sup>th</sup> December at the Board Room, Hounds Gate

**Present:** John Agbodjan (JA), Robert Morrell (RM), Paddy Long (PL), Valerie Schneider (VS), Phil England (PE), John Riley (JR), Jenny Grant (JG), Andrew Filer (AF), Roshni Savjani (RS), Martin Valentine (MV), and Tim Prentice (TP).

**Apologies:** Rosanne Hill (RH) and Alan Darby (AD).

### 1.0 **Agree minutes from the last meeting**

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

### 2.0 **News from Nottingham City Homes**

MV presented to the group the new design for the December newsletter that had just gone to print. Comments from the panel about the newsletter included:

- JG: liked the Stroke Awareness NHS ad
- RM: liked the layout of the back page and suggested that we also include the Tenant and Leaseholder Resource Centre opening times
- JA: advised that the French translation was a bad translation and offered to provide the correct translation for future editions

Other comments and suggestions included:

- VS: suggested promotion of the

### Action

**Comms to include in January edition onwards.**

**JA to provide correct translation.**

#### Policing Pledge

- JR: asked if the centre pages of all three editions could be sent to the panel with the minutes
  - PL: asked if we could include local police numbers
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- RM: would like heavy promotion of the Garden Competition in future editions

MV informed the panel that the January edition will be the first to be delivered in poly-wrap by InkFish. The covering sheet will be used to provide information including:

- Housing Patch Manager info
- Local Police Officer info
- Rent statements.

### **3.0 Leaflet update**

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

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

### **4.0 Tenant and Leaseholder Resource Centre opening**

RM informed the panel that the grand opening of the Tenant and Leaseholder Resource Centre will be held Monday 11<sup>th</sup> January 2010.

The Lord Mayor will be making the official opening.

RM encouraged all members to make use of the centre and informed them of the facilities and the opening hours which are:

**Meetings between MV and Notts Police taking place to promote Police activity in the newsletter.**

**TP to distribute new 'Your tenancy' leaflet for panel approval in January.**

**The January meeting to be held in the Resource Centre to give members the opportunity to see the facilities.**

Mondays 10am – 1pm  
Wednesdays 1pm – 6pm  
Fridays 10am – 1pm

#### **5.0 Get Involved Month**

AF told the panel about the plans for next year's Get Involved Month, to be held in September 2010. AF said that he will be looking for input by the panel for all marketing materials being produced for the month.

There will be a mascot produced for Get Involved Month from drawings sent in by local Nottingham schools. The winner will be picked at the 27<sup>th</sup> January TLC meeting and AF invited panel members to come to this at 5pm to help with the judging. This will be held in the Board room at Hounds Gate.

#### **6.0 2010 dates of Customer Communications Panel Meetings**

TP suggested that meetings in 2010 should mirror the dates for the newsletter. This would mean 8 or 9 meetings over the year.

#### **7.0 Date of next meeting and AOB**

There was no AOB.

The date of the next meeting will be Tuesday 12<sup>th</sup> January 2010 at the Tenant and Leaseholder Resource Centre at 2pm – 4pm.

**Please let AF know if you will be attending on 0115 915 7391.**

**TP to bring to Jan meeting suggested timetable for 2010 meeting dates.**