

Minutes



**Minutes of Customer Communications Panel meeting
held on
Tuesday 23rd February 2010 at the Tenant and
Leaseholder Resource Centre,
Hounds Gate**

Present: Robert Morrell (RM), Alan Darby (AD), Rosanne Hill (RH), John Riley (JR), Paddy Long (PL), Jenny Grant (JG), Valerie Schneider (VS), Linford Stevens (LS), Roshni Savjani (RS), Andrew Filer (AF), and Tim Prentice (TP).

Apologies: Sue Stevenson (SS), Chris Broom (CB), Margaret Pugsley (MP) and Martin Valentine (MV).

1.0 **Agree minutes from the last meeting**

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

2.0 **News from Nottingham City Homes – issue 30**

TP showed the panel the final version of issue 30 of the newsletter.

Concerns were raised regarding some of the content relating to the Equality and Diversity section.

Action

TP to invite Constance Hall, NCH Head of Equality and Diversity to attend the April meeting to address any issues/concerns that were raised.

3.0 What would you like to see in future issues?

Suggestions for future issues included:

VS: Fire safety advice

RM: 'A day in the life of a Patch Manager' and local amenities contacts details, e.g. library opening times

AF: Bin collection information

LS: ASB articles

JG: Regular Decent Homes updates

JR: Information on new leaflets available for tenants

4.0 Leaflet update

Work is continuing on the updating of leaflets available in housing offices.

5.0 HomeLink website volunteers

Work is underway on the new HomeLink website.

TP asked for volunteers from the panel to look at and comment on the work being done on the new site.

The following people agreed to volunteer: JR, RM, VS, PL and RH.

6.0 Tenants' Welcome Pack volunteers

TP also asked for volunteers to take part in a meeting looking at the content of the new Tenancy Welcome packs that the Communications team are working on.

The following people agreed to volunteer: VS, RH, RM, PL, LS, JR and AD.

TP to bring contents of issue 31 to April's meeting.

TP to continue to send text of brand new leaflets to selected panel members for comment and approval.

Invite letters to be sent out to those who expressed an interest.

Meeting to be held on Friday 12th March 2010.

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7.0 Get Involved month pack contents

AF spoke to the panel about Get Involved Month and the brand identity being developed to promote the month.

A draft of the logo was shown. This had been created based on an idea of a school child who had won the competition to design the logo.

Comments included:

PL: There should be a note with the logo that says the name of the winner

VS: Thought that the hands looked like rubber gloves and needed sleeves adding

JG: Questioned why we could not use the exact logo drawn by the child

AF then asked for suggestions as to what could be included in the contents of the Get Involved pack. Suggestions included:

VS: a history / memories pack – encouraging diversity

PL: Brand the contents as ‘DIY Involvement’

8.0 Tenant and Leaseholder Annual Conference

AF informed the panel that the 2010 Tenant and Leaseholder Annual Conference is being held Saturday 20th March at the Council House in Nottingham.

9.0 Date of next meeting and AOB

There was no AOB.

The date of the next meeting will be Tuesday 13th April 2010 at the Tenant and Leaseholder Resource Centre at 1.30pm – 3.30pm.

TP to bring updated version of branding to the next meeting.

Panel members to pass through any further ideas / suggestions to AF directly

If you would like to attend, please let AF know directly

