

Minutes



**Minutes of Customer Communications Panel meeting
held on
Tuesday 13th April 2010 at the Tenant and Leaseholder
Resource Centre,
Hounds Gate**

Present: Robert Morrell (RM), Phil England (PE), Rosanne Hill (RH), John Riley (JR), Paddy Long (PL), Jenny Grant (JG), Linford Stevens (LS), Julia Burkin (JB), Constance Hall (CH), Andrew Filer (AF), Gary Rackstraw (GR), Roshni Savjani (RS), Tim Prentice (TP) and Martin Valentine (MV).

Apologies: Sue Stevenson (SS), Chris Broom (CB) and Alan Darby (AD).

1.0 Agree minutes from the last meeting

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

TP apologised to PE for not including his name on the list of apologies in the February meeting.

2.0 Constance Hall, Head of Equality and Diversity

CH addressed the issues raised in February's meeting concerning the Equality and Diversity articles in issue 30 of the newsletter.

In particular the issue regarding the Homes 4 Us article was addressed and reasons were given why the picture of Clive Thorpe (Chair of the panel) rather than JG was used.

CH apologised to JG and the panel for how this was managed.

Action

CH also reminded the panel that we are all working as one team and want the best for all tenants and leaseholders. As such it is hugely important that we treat each other with respect and act appropriately during the meetings.

JG accepted the apology and informed the group that she had spoken to TP outside the meeting and the issue was now closed.

JG asked that when a future article is written about the forum in the newsletter that her picture is used to accompany the article.

A Homes 4 Us article to be written by JG for a future appropriate edition

3.0 Three year Communications and Marketing Business Plan

MV provided panel members with the Communications and Marketing Business Plan that sets out our Communications and Marketing priorities for the next year.

MV was particularly interested in panel members thoughts on section 10 and 11 of the plan and would welcome any feedback or comments for the next meeting.

Panel members to bring any comments to the May meeting

4.0 Developing the brand

MV showed the panel a presentation of NCH's company values and how he is exploring these and actually developing what each value really means for Nottingham City Homes staff, tenants and leaseholders.

MV would like the panel to be a sounding board for the development of our visions and values.

MV to bring a draft of what he thinks each value should mean for discussion at the next meeting

Comments included:

PL: language often used is hard for anyone outside of the organisation to understand, and only positive language should be used

RM: do we think our visions and values are idealistic but too often not achieved?

PE: Nottingham City Homes should be a 'listening' organisation and our workforce should be ambassadors for the company

5.0 News from Nottingham City Homes

TP informed the panel that the issue 31 of News from Nottingham City Homes, due to be sent out mid-April will now not be sent out due to restrictions in place as a result of the general election.

An amended issue will now be out in mid-May

MV informed the panel that June's edition of News from Nottingham City Homes will be Repairs focused

TP explained that he was looking to amend meeting dates once again to try and best align with the newsletter schedules, to give members as much opportunity as possible to input in to future editions and give feedback on the last edition.

6.0 Leaflet update

TP informed the panel of the new leaflets that are now out. These included:

Former tenant arrears
Your tenancy
Gardens
Rent

TP also thanked members of the panel who had provided comments and amends to these leaflets.

JR suggested we include restrictions for hedge heights in future editions of the

Panel members to bring suggestions to the May meeting of repairs related issues that you feel we should address in this issue

newsletter.

RH suggested the same with regards to funeral grants.

7.0 HomeLink website

MV thanked those panel members that attended the HomeLink website meeting in March and explained that work is still ongoing.

MV to update panel members on progress of the HomeLink website at the May meeting.

8.0 Welcome pack

MV thanked those panel members that attended the Welcome pack content meeting in March.

MV to update panel members on progress at the May meeting

9.0 Tenant and Leaseholder Conference 2010

AF thanked the panel members who attended and/or helped at the Tenant and Leaseholder Conference.

AF provided panel members with feedback from the conference, which showed very high satisfaction levels from those who attended.

9.0 Get Involved Month 2010

AF showed the panel the final version of the Get Involved Month brand identity – that included the amendments suggested by the panel.

9.0 Date of next meeting and AOB

There was no AOB.

The date of the next meeting will be Thursday 13th May 2010 at the Tenant and Leaseholder Resource Centre at 9.30am to 11.30am.

Please note the new time for this meeting

