

Minutes



Minutes of Customer Communications Panel meeting held on Tuesday 6th July 2010 at the Board Room, Hounds Gate

Present: Paddy Long (PL), John Riley (JR), Rosanne Hill (RH), Robert Morrell (RM), Alan Darby (AD), Jenny Grant (JG), Tim Prentice (TP), Roshni Savjani (RS) and Martin Valentine (MV).

Apologies: Sue Stevens (SS) and Valerie Schneider (VS).

1.0 **Agree minutes from the last meeting**

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

MV updated the panel on recent press stories that featured in the Nottingham Evening Post. Including:

- Highcross Court decommissioning
- Victoria Centre lifts
- Stockhill Lane explosion
- Asbestos checks

MV spoke to the panel about the internal communications strategy and requested this to be put on the August agenda for further discussion.

MV also spoke about the recent Housing Patch Manager event and in particular, the single call centre. Panel members expressed concern regarding a one-stop-shop approach in particular:

- they do not want an automated number selection
- they would like a free phone number for

Action

landlines and mobile phones
- they would like a system that recognises
you when you call

2.0 News from Nottingham City Homes

JR requested all panel members receive the local pages of the newsletter.

The August edition of the newsletter will be a Tenant Involvement focused issue and panel members are asked to bring suggestions for stories they would like featuring at the next meeting.

3.0 HomeLink website

MV showed the panel the new website and explained the reason why it was not yet live. This is an IT issue that will soon be resolved.

4.0 Welcome pack update

Progress on the Welcome pack has been slightly delayed and will be re-visited in the autumn.

5.0 Date of next meeting

The next meeting is to be held Thursday 12th August, 2pm – 4pm in the Tenant and Leaseholder Resource Centre.

TP to send local pages out with the minutes.

Members to bring suggestions to the August meeting.

