

Minutes



Minutes of Customer Communications Panel meeting held on Tuesday 12th August 2010 at the Board Room, Hounds Gate

Present: Martin Valentine (MV)
Tim Prentice (TP)
Olivia Hugh-Jones (OH-J)
Paddy Long (PL)
John Riley (JR)
Linford Stevens (LS)

Apologies: Sue Stevens (SS) and Valerie Schneider (VS) Rosanne Hill (RH), Robert Morrell (RM), Alan Darby (AD), Jenny Grant (JG).

1.0 **Agree minutes from the last meeting – Tuesday 6th July (TP)**

Minutes agreed from the last meeting.

2.0 **Annual Report (Janet Glass, Head of Business Improvement and Development)**

JG- Asks 'What would the Customer Communications panel like to see in the Annual Report?'

LS- Would like to see a shortened version inside the news letter, all Nottingham City Homes tenants have the opportunity to see it.

JG- Would like all NCH tenants to see the Annual Report.

JG- Suggests the Annual Reports structure –

Action

The first two pages looking back at NCH in the past, the middle page about NCH at the moment and the final page NCH in the future.

LS- Would like to see a DVD format of the annual report, because it would be beneficial to those who have limited reading and writing skills.

PL- To be cost efficient, NCH could create a strip cartoon version of the Annual Report, which could be an insert in the newsletter.

JG- Is currently not sure of the budget for the annual report. The TSA only allow one format of the Annual report.

MV – Would like to show new NCH tenants a short film about NC including the Annual Report. He also has the idea of creating a light hearted annual report, in the form of a football programme.

LS- Agrees this is an attractive idea, particularly for the younger generation.

JG- Has the option of creating a visual annual report.

PL- Thinks a flow chart with illustrations, would be effective way to display a visual annual report, us. For example a family tree with pictures for each TSA standard.

MV- If it was affordable MV suggests the production of a full version of the annual report and a DVD if anybody would like either version. MV also has the idea of creating the Annual Report in the form of an audio book which could be listened to on the NCH website. PL volunteers to be the voice of NCH Annual Report audio book.

Area panel Wednesday 18th August there will be a session in the day to discuss the annual report.

MV- Suggests adding a survey to the NCH website about what tenants would like to see

in the Annual Report.

3.0 News from Nottingham City Homes issue 34 (TP)

For the get involved newsletter themed newsletter any suggestions-

PL- Get Involved need to reach out to tenants who cannot attend panel meetings etc for various reasons. Perhaps NCH could interview people in their homes?

PL-also thinks that examples need to be given in issue 34 of how tenants can get involved without having to go to a meeting.

TP-Wants to make sure get involved month is tenant led and to publicise the home panel.

4.0 Secure Warm Modern – save our decent homes campaign

MV- Nott Decent leaflets and postcards for tenants to send to their local Mp in a petition against tenants secure warm modern funding being taken away will be distributed at Nottingham Carnival and will be inside next months newsletter.

JR-Thinks the front page of the leaflet is too busy.

MV- To advertise the leaflet the front page of the newsletter will tell readers to look to the middle pages to the save our decent homes leaflet and postcard. It will also be advertised on the outside wrapper of the newsletter.

5.0 Date of next meeting and AOB (TP)

The next meeting will commence at **2.00pm on Tuesday the 21st of September.**

PL- Would like leaflets to be produced too be included in the tenant welcome pack on how to take care of your new kitchen, bathroom etc.

PL- Would like higher quality dust sheets to

Examples of how to get involved without attending a meeting will be included in August's newsletter.

be used. To prevent dust getting in ovens which creates health hazards.

PL- Would like paper size copies of each local page of the newsletter

**Paper size
copies of the
local pages of
the newsletter
will be sent
before the next
meeting,**

