

Minutes



**Minutes of Customer Communications Panel meeting
held on
Tuesday 14th December
2010 at the Board Room, Hounds Gate**

Present: Tim Prentice (TP)
Paddy Long (PL)
Valerie Schneider (VS)
Robert Morrell (RM)
John Riley (JR)

Apologies: Andrew Filer (AF), Martin Valentine (MV), Olivia Hugh-Jones (OHJ)

			Action
<u>1.0</u>	Agree minutes from the last meeting – Tuesday 2nd November		
	TP raised concerns about Jenny Grant's absence in recent weeks. Members of the panel said they were uncertain why she had not attended. TP to contact Jenny. The minutes of the November meeting were agreed.		
<u>2.0</u>	News from Nottingham City Homes		
	TP and other members of the panel thanked PL for reviewing and proofing the November edition of the newsletter. PL agreed to again proof the January newsletter. TP handed out different area editions of newsletter to each member of the panel. RM queried inclusion of Office of the Month competition. TP confirmed this had been moved to the local pages in the North		

	<p>edition. VS and RM pointed out that there was no information in newsletter about bulky waste collections.</p> <p>TP explained to the panel the problems the marketing team had experienced with distribution of newsletter for December. But added that it would start being distributed from 17th December.</p> <p>TP was asked by the panel to find some better photographs of Prince Charles on his visit to The Meadows. Tim confirmed that the one that featured in the newsletter was the best one available.</p> <p>RM asked why there is no ASB helpline phone number on the back page of the newsletter. The panel all agreed it was important to have a phone number for reporting ASB, not a texting option.</p> <p>JR asked if the 'No ID. No Entry' sign could be included again in a future edition of the newsletter.</p> <p>TP confirmed that the January edition of the newsletter would be themed under 'allocations' to coincide with a new allocations policy and the new updated Homelink website. It will be sent out with the rent statements on week commencing 17th January.</p> <p>VS noted that the competition time article refers to a 'local rate' text message. TP confirmed this should be changed to FREE.</p> <p>TP explained that the current mailing house, Inkfish, has gone bust and so there is an urgent tender out to find a company that can send the next newsletter/rent statements. TP to update on progress at next meeting.</p>		<p>TP to include information from NCC on bulky waste collections in next newsletter</p> <p>TP to inform MV about concerns and attempt to resolve for next issue.</p> <p>TP to consider including sign in future edition, where appropriate</p> <p>TP to change text cost on future competition articles</p>
<u>3.0</u>	Nott Decent campaign update		

	<p>TP updated members of the panel on the information that had been featured in the December edition of the tenant newsletter, as well as the insert included with News.</p> <p>CH and TP explained that NCH is having to re-bid for the decent homes money and that it had now sent in its response to the HCA's consultation. They also updated the panel that a letter of response had also been sent to the HCA from Jean England and Alison Thorpe, on behalf of the Tenant and Leaseholder Congress.</p> <p>CH updated the panel on the progress with the Nottingham Post in terms of press coverage. She told them that Delia Monk at the Post is keen to continue to support the campaign as well as send their own submission to the HCA to explain why Nottingham needs the funding.</p>		
4.0	6. Date of next meeting and AOB		
	<p>There was no AOB.</p> <p>The date of the next meeting will be Tuesday 25th January at the Tenant and Leaseholder Resource Centre at 2pm – 4pm.</p>		