

Editorial Panel



MEETING MINUTES

Purpose of Meeting 1. Welcome and Introduction
 2. Your Home Matters Magazine Articles

Date 15th August 2023

Venue The Hut, Old Ashby Road, Loughborough

Attendance:

Members	Phil Hudson Craig Jordan Dianne Lockwood June Bush Janice Wright John Mason Wayne Bridges Christopher Hipwell	Fielding Court Association Ashby Road Estate Community Centre Chapman Street Thorpe Acre Community Association Riversdale Court Arnold Smith House Brooke Street Shepshed Selbourne Court
Guests	Helen Kennedy Daley Francis	Customer Engagement Officer Communications Officer
Apologies	Tracey Riley Mark Biggs Paul Maine Christine Maine Trish Edwards Ireen Kennedy Stuart Wells Andrew Everitt-Stewart	Chapman Street Thorpe Acre Community Association Chapman Street Garden Association Chapman Street Garden Association Staveley Court Park Court Fielding Court Association Customer Engagement Officer

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1: Welcome and Apologies

Everyone was welcomed and thanked for the positive input into the Your Homes Matter Magazine.

2: Repairs Webpage Update

The repairs webpage is now live, and comments were welcomed by the Customer Experience team. There is now a separate page for emergencies, and these enquiries advise the customer to call the relevant number so it can be dealt with appropriately. On electricity it now states that hands should not be wet when turning off the power.

There is now a separate page to report repairs for Communal areas and this is working well. Advice is provided for tenants to check identify cards when a member of the team visits the property. When progress chasing a repair, this now sits on a stand-alone page and the online form does not ask for any specific details with regards to the original request so there is no need to state details required.

The repairs project is still ongoing, and it is unsure whether we will pursue video and you tube clips within the repair pages however this will be discussed at their next project management review meeting.

4: Your Homes Matter Magazine Articles

The Customer Engagement Team asked all attendees if they had any suggestions for future articles for our quarterly tenant and leaseholder magazine. A handout was provided to members to show them a few articles that are going to be put in the Autumn 2023 edition. We want to ask the Editorial Panel what they want to read as tenants, for example, news of community events, cost of living and mental health articles, however we do invite comments from all tenants.

The handout included articles that were suggested at the last Editorial Panel.

An article regarding the Customer Engagement Team is included and mentions the estate walks, supporting communities and much more. It was asked if the Charnwood Housing Resident Forum members could be invited along to the estate walks, which the team advised that they will send invites and arrange transport before the remaining walks for 2023 to all members - ACTION

The Annual Tenant Garden competition was discussed, and suggestions made to improve the entry numbers for next year. The cost of gardening is expensive so an incentive to be able to purchase plants at a reduced rate may help so the Customer Engagement team will try and see if there is an organisation that may offer a discount for entrants next year. A suggestion was made for the stall holder at Loughborough Market could assist in this. All tenants or leaseholders that enter could be provided with an identification card to prove they are entitled to a suggested 10% discount in the hope that this may encourage more people to enter. This is something that the team will look into – ACTION

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It was asked about including a children's garden event and it was explained that we did open an under 16's category in this year's competition however no entrants were received. This event is only open to Charnwood Borough Councils tenants and leaseholders and therefore it is unlikely we can involve schools; Loughborough in Bloom have tried this before but has been unsuccessful.

Extra categories have been discussed with the judges and this will be looked at ready for next year's competition.

The customer engagement team held throughout 2023 a successful seated exercise programme and Riversdale Court are interested in holding such session, unsure of the popularity however this is something that can be looked into – ACTION

An article advising of recent fly-tipping in Charnwood did show some concern. There were 9 fines issued totalling over £3000 in fines which they thought was low considering the work involved and isn't a great deterrent to stop fly tipping. It was suggested that signs could be put up in high-risk areas to try and detour people from fly tipping. The Communication team will investigate this before the magazine is published.

To tie in with this, there is an article on organisations that provide alternatives of getting rid of larger items which was suggested by the Panel, for example, Freecycle and SOFA.

Charnwood Active have an article to promote wellbeing and getting active. There is also information on how to save money on groceries with the 'Too good to go' App' both were received well. Also, advice on ordering repeat prescriptions on the NHS app which members were unaware of so this was very helpful. Also, an article on the men and women in sheds promotion Which was suggested at the last meeting.

The tenant network events were discussed including a small event being held on the 20th September at Syston Community Centre. Members did ask if they could attend however confirmation of numbers of officers still needs to be obtained but this will be looked into by the Customer Engagement Team.

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Comments and suggestions made for future articles:

Competition for children to get them engaged, this could be writing a story about why they like where they live or a Christmas card design competition. Customer Engagement would be involved in this however would need to confirm there is some funding for the prizes - ACTION

Love Loughborough are doing some really good events and would be good to see an article about the activities and events they hold.

More promotion on the calendar for the Customer Engagement team that is on the website so people are aware of what they can attend and when to be able to get involved.

An article on the Tenancy and Estate Management Officers and the areas that they cover. This was also mentioned that different officers attend future Charnwood Housing Resident Forum Meetings which will be actioned next year due to the 2023 meetings already being confirmed.

Customer Engagement have recently purchased a gazebo to enable the team to go out and about and visit areas within Charnwood to offer help and assistance in enquiries from tenants and leaseholders and to promote engagement, once details of these events are organised, this will be a future article for the magazine.

The Customer Engagement Team are also having Scrutiny training and are hopeful that a scrutiny panel can be created from this, however this will take time and if this is set up, an article will go out in future.

The communal cleaning inspection sheets were discussed and promotion on becoming an inspector could be included in a future article, however the inspection sheets the current inspectors are finding difficult to complete and didn't find that it asks questions relevant to the clean. The team will discuss this with the officers involved, however it may be unlikely this could be changed due to the scoring element once received, nonetheless, this will be discussed with the Team Leader, Mark Fleckney to see if any action can be taken.

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6: Actions

Seated Exercise to see if Riversdale Court in Birstall can be involved in future sessions.

Annual tenant garden competition to approach an organisation and/or Loughborough market to seek discounts when entrants enter to be able to purchase plants at a discounted price

Remaining Estate Walks for the members to be invited and transport organised where necessary.

Seek funding for prizes to run small competitions for children.

To provide a list of forthcoming meetings to the members including the Senior Citizen Forum

Meeting Closed At; 2:30pm

***Next Meeting is to be held at The Hut, Old Ashby Road on 24th October 2023
1:00pm until 2:30pm***