

Editorial Panel



MEETING MINUTES

Purpose of Meeting

1. Welcome and Introduction
2. Your Home Matters Magazine Articles
3. Any other business and actions for the Customer Engagement Team

Date 13th February 2024

Venue The Hut, Old Ashby Road, Loughborough

Attendance:

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

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1: Welcome and Apologies

Everyone was welcomed and apologies provided.

2: Your Homes Matters Spring 2024

It was confirmed the articles so far are as follows:

- Estates walks
- Recycling information and advice
- Introduction to new contractor Jeakins Weir – including pics of bathrooms/kitchens.
- Our flooding response and who to contact in an emergency – including SPS contractors cleaning Staveley Court, contents insurance.
- Networking events
- Events/groups funded by tenant bids/community initiative fund, etc.
- Tenant garden competition
- Update on creative competition
- Communal cleaning contract
- Introduction to Head of Landlord Services Jan Glass

2: New articles from the Editorial Panel

- Thorpe Acre coffee mornings and snowdrop photos – The Thorpe Acre Community Association would like an article on their coffee mornings to help promotion and their beautiful display of snowdrops within the area.
- Tenant tales – living in sheltered accommodation. A Panel member would like to write an article about living in sheltered accommodation and the benefit it brings.
- Feedback form for events, it was discussed that we need feedback on all events. Customer Engagement do currently issue feedback forms however this is for events that the team do not manage, for example, the estate walks. An online form is being created to make this easier. We also need to look at how these are marketed and what we can we do to improve this.

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- Pop-up events. It was explained that the Customer Engagement team are holding a pop-up event in Thurmaston in April and are trying to target areas where there are issues with fly tipping and Anti-Social Behaviour throughout the year. We will promote this through social media and a leaflet drop around surrounding properties. Brook Street in Shepshed was mentioned so the team will look at holding one there.
- Shepshed town centre update – this is near completion, and it was commented how good it looks so an article for this would be welcomed.
- Community centres – It was discussed that many residents of Charnwood do not know where they are, so we need to make a list with contact details of local community centres.
- If you experience a power cut – It was advised that if vulnerable residents suffer a power cut, then they can call 105 so an article promoting this would be appropriate.
- Gas, electric and water – it was discussed how vulnerable tenants can save money on their bills so this needs to be promoted after some research.
- A cut out page for emergency phone numbers at Charnwood Borough Council so tenants and leaseholders can cut out important numbers, this is to cover flooding, power cuts etc.
- Phishing scams – Concerns were raised with recent scams so it would be beneficial to do an article on what to look out for, initiatives, Gov.uk advice, don't let people in your house/accommodation if you're unsure, beware tailgating, etc.
- An article on how to report things when you don't have the internet.
- Charnwood Housing Resident Forum will have further promotion for new members. With a Chair and Vice Chair now in position the Customer Engagement Team will work closely with them to look at what officers the forum wants to attend meetings from Charnwood and 3rd party contractors and for the group to be more involved.

3: Any other Business and Actions for Customer Engagement

- To arrange a pop-up event in the summer at Brook Street Shepshed and include the Tenancy and Estate Management Officer and possibly an Officer from Anti-Social Behaviour and waste operations. It was also mentioned an event near the Marios Tinenti Centre on Russell Street and the Altogether Place which could take place on a Saturday, this is to be discussed internally.
- To collect feedback from all events, including the new mini tenant network events.
- Try and make future events more interactive and include freebies.
- Feedback form for Editorial Panel for the network event, including Shepshed.
- Public Noticeboard in Shepshed would be a good idea to promote events and local news, the Customer Engagement team will contact Shepshed Local council to suggest this.
- To promote Forum members attending the Estate Walks as this is a good way to engage residents on the walks.
- To do an article on the Tenancy and Estate Management Officers so tenants and leaseholders are aware of their officers, however due to the extra work caused by the flooding this may not happen until later in the year.
- We need the dates confirming for the Ashby Road Estate Community Association Estate Walks for 2024 and then help to promote.
- Look at contacting the Town Hall for vouchers so we can use this for incentives at future events.
- It was suggested that one Charnwood Housing Resident Forum meeting we can hold an open forum where suggestions and ideas can be made within the group.

Meeting ended 11:30am

Next Meeting – 17th July 2024 at The Hut, Old Ashby Road, Loughborough