

Editorial Panel



MEETING MINUTES

- Purpose of Meeting**
1. Welcome and Introduction
 2. Repairs Webpage review
 3. Customer Engagement Promotional Leaflet
 4. Your Home Matters Magazine Articles

Date 23rd May 2023

Venue The Hut, Old Ashby Road, Loughborough

Attendance:

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

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1: Welcome and Apologies

Everyone was welcomed and apologies provided.

2: Customer Engagement Promotional Leaflets

All members were provided with a draft copy of the new Customer Engagement Promotional Booklet and explained we have also had new business cards printed. The promotional leaflet will be available for the Tenant Network Event. All members were complimentary about the leaflet and look forward to seeing it published. It was explained that this will be distributed around Tenants and Leaseholders and also included with all new tenancy new sign-up packs.

3: Repairs Webpage review

We have been asked to look at the repairs webpage as this is under review, all members were provided with a copy of the first review paperwork and it was explained the process isn't changing just how the webpage will look, comments are as below:

It is difficult to distinguish what is an emergency or not on our website. This needs to be made clearer on the website and there was also a suggestion of an item to be added:

Broken light in a room that has no natural daylight.

(this is in relation to a previous complaint raised at the Charnwood Housing Resident Forum and is still under investigation, in particular for sheltered courts) – **ACTION**

More images on the website would help people identify what we are asking for, for example a picture of a water mains stop tap, main electric board etc.

Electricity: it should state that “hands should not be wet when turning off the power”.

Right To Buy: it was discussed that if there were heavy ongoing works to the property that has been started prior to the purchase, that this will still need to be completed as current works – need to clarify and comment on the webpage.

Also, the purchase of the property might not go ahead so it was asked if it could state ‘if you go ahead with the purchase’.

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Warning – check identity cards: It was asked if we have a vulnerable tenant and/or visual impaired tenants, what procedure is carried out when we visit the property, how do we make contact and do we spend more time with them – **ACTION** – Tenancy Support

Progress chasing a repair: It was asked on this page we list details that they will need to be able to complete the form to progress a repair, for example, reference number, date of original repair.

Questions asked by the Customer Experience Team and discussed at the meeting:

Planned works? What information do you want to put out around this? What questions do you get and how best do you think we could answer them?

Response: This should not be on the website.

Report a repair to your communal or leaseholder property? Would you like a separate page for this? If so, what repairs can be raised?

Response: YES – some members find reporting for communal areas difficult so it would be more beneficial to have on a separate page and to include instructions on how to report.

Enquire about an outstanding repair – Would you like a standalone page for this or would you like this to be added to the report a repair page?

Response: Yes, a separate page would be better and details on what information is required from the tenant or leaseholder on how to chase the repair.

Mould and damp / Prevent Condensation – Many councils have pages on mould and damp prevention, but they have added videos or links to youtube clips. Is this something that you would like on the website?

Response: YES, and also videos

Any other pages? Are there any other pages that you would like to see in the repairs guide?

Response: A page that includes and is dedicated to videos on 'HOW TO'. This will help identification for certain repairs and for Charnwood Staff to conduct short videos to guide tenants and leaseholders on how to carry out small repairs. Being of Charnwood Staff and using our Logo will help users to identify the video is genuine. PH Jones website is very good for this and would like to something similar from Charnwood.

Icons – Are you happy with the ones suggested and If so I will send them to Cuttlefish as they will need to create ones similar to these?

Response: Yes Icons are satisfactory

4: Your Homes Matter Magazine Articles

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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 Summer 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 was asked if the Lifeline charges could show “equivalent to £... per week” as they thought the quarterly price is off putting - **ACTION**

Comments and suggestions made for future articles:

Exaireo – this is a charity that take old tins of unused paint and sell it on a lot cheaper than normal, this would be good for tenants who want to decorate their homes and awareness of the organisation would be good.

The charity Sofa could be mentioned to help promote tenants and leaseholders to upcycle and recycle items of unwanted furniture, this could help lower fly tipping and we could also be able to promote this on our bulky waste page, this could also coincide with any articles on Waste disposal.

Men and Women in sheds could be mentioned due to the good work they do so we need to investigate where these are based and help promote them for future articles.

If people require minor adaptations to their properties, we can signpost them to the organisation NRSA or the County Council for a referral so they are more aware of the procedure.

Run small competitions to see who writes the best article so entrants could be in a chance to win a prize, also perhaps a colouring competition for children.

Frequent recipes and crosswords with prizes to win, and it was suggested ‘spend anywhere vouchers’ however we would need to see who would manage this and who’s budget would pay for this – **ACTION**

We need to support more local businesses and our tourist areas within Charnwood, for example the Watermill at Shepshed, Loughborough Bowling to name only a few. Articles could go out to help make aware what is offered in our Borough.

Promotion of Active Charnwood and their activities relevant to Tenants and leaseholders, however due to frequent changes in their programmes this may not be feasible. It was thought that they help council tenants and leaseholders who are on a low income to be able to access our leisure services at a discounted rate so this needs investigating– **ACTION**

It was mentioned about subscribing to our email alerts – promotion on this will be done at the network event and it was explained how it works, most members were subscribed to this

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service when asked and it was explained when people initially sign up to this, it will ask what services they wish to subscribe to.

It was asked for a future article that a breakdown of our service and officers could be published. This information is on our website however an article to show various services and sections that make up the whole council, so tenants and leaseholders know what service they need to report issues too.

Article on Fly tipping as this was a large concern, raising awareness of penalties issued if caught and to prevent using bogus waste disposers.

There is a fly tipping Campaign on the Warwick Way Estate so our Communication Team will talk to the Tenancy and Estate Management Officer who is overseeing this campaign to do an article.

It was suggested an article would be beneficial for our Clinical waste disposal and how to request a collection.

6: Actions

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Meeting Closed At; 2:45pm

**Next Meeting is to be held at The Hut, Old Ashby Road on 15th August 2023
1:00pm until 3:00pm**

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