

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 17th July 2024

Venue The Hut, Old Ashby Road, Loughborough

Attendance:

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

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1: Welcome and Apologies

Everyone was welcomed and apologies provided.

2: Your Homes Matters Autumn Winter 2024

It was confirmed the articles planned so far are as follows:

- Annual report (with intro from Cllr Hamilton)
- Estates walks update, 1 has been held on the Tuckers Road estate and there are 2 more to follow, 1 in Quorn and 1 on the Warwick Way Estate.
- Tenant garden competition update – thanks for entries, number of entries, photos from judging, details on event in September. The judging commences 22nd July 2024 with Councillor Gray and Councillor Tillotson and there have been a few newcomers, so we are hoping this year it is a better success.
- Creative competition update – thanks for entries, display at networking event, winners revealed at September event, winners being notified
- Interview with Mark Holland – how gardening has transformed his life and inspired the Chapman Street community spirit. Mark has been honest about his issues and his journey and is happy for us to publish his story in the magazine.
- Mayor's tea party at Chapman Street was held in June for their 12th year (2 years were missed from the Covid Pandemic) and again, was a great success, this was part funded by the Customer Engagement Community Initiative fund)
- Networking events coming up and looking back at the last 12 months, including the annual event in June and more mini network events throughout the Borough.
- Tenant bids update – an update of all bids will be provided, and it was explained that there is only left outstanding which is the shed at Beresford Court.

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- Communal cleaning – how to contact the cleaning contractors directly and how the comments/complaints process works, forum members were still unhappy with the contractors so this article will help guide tenants and leaseholders to make a complaint.
- Events coming up in the 2nd half of 2024 – including gardeners fair, specialist markets, Proms in the Park, Loughborough Fair, etc.

2: New articles from the Editorial Panel

- To promote the Charnwood community lottery as it would be good to get some more participants on board and community groups could get more money out of it.
- Janice Wright has resided at Riversdale Court for 12 years and will write an article on her experiences there, including having to move to Babington Court when the extension was built at Riversdale.
- To have an incentive to complete Feedback for the Council, especially for Customer Engagement, residents who respond could be entered into a raffle every quarter, this is something that will be looked at in future.
- Feedback online forms are all now live on the Customer Engagement webpage so this could be promoted.
- An article on promoting Neighbourhood watch and encourage residents to perhaps contact local coordinators and sign up.
- To introduce the new Labour Leader and to do a breakdown of MP's and Councillors.

Future ideas

- Contact Principal Officer of Investment and Programme Delivery to do a few articles on the new contractors and speak to a tenant who has recently had a bathroom done for example.
- Listening Page to create on our website – we are in the process of creating a webpage for help guidance and support, a poster or sticker will be created with a QR code on pointing to help, suggestions are welcome on what needs to go on the webpage. Community Centre could also be mentioned on the page also.

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. However, due to staffing changeovers for this area, this will be arranged as soon as the officer is in post.
- Bulky waste has changed so the new policy needs to be provided to the forum.
- Fielding Court have an issue with the washing machines being moved upstairs, will investigate with the warden for an update

Meeting ended 11:00am

Next Meeting – 29th October 2024 at The Hut, Old Ashby Road, Loughborough