

**Minutes of Regional Consumer Panel Meeting  
Monday 14<sup>th</sup> December 2009 at 6.00pm – 8.00pm  
Island House Community Centre**

<b>Members present:</b>		
	Sammy Samuels (SS)	Pam Cole (PC)
	Nadia Mahmood (NM)	Jill Skeels (JS)
<b>OHG:</b>	Michelle Mulcare (MM) Community Investment Manager  Serene Dennis (SD) Project Assistant  Anita Tomecki (AT) Technical Support Manager	

<b>Apologies:</b>	John Obidipe- Service Improvement Officer
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<b>MINUTES</b>	
<b>Minutes from previous meeting – Agreed</b>	
<p><b>Matters arising from minutes –.</b></p> <p>SS mentioned that the issues logged in item 1.6 from the previous meeting had not been dealt with and complaints are still arising</p> <p>MM advised that a report will be issued after the estate inspections have been carried out</p> <p>SS explained that it would be useful for more details to be given concerning this as many jobs are still outstanding from months ago and no feedback had been given</p> <p>AT agreed to follow up the issues discussed</p> <p>MM advised that Christine Foley from Island Homes would be invited to the next meeting to give specific details</p>	<p>AT</p> <p>AT</p>

		Action
1	<b>Gas Servicing Program – Anita Tomecki</b>	
1.0	AT explained that Kinetics have been contracted to carry out a 10 month gas safety program within OHG properties.	
1.1	AT advised that due to the fact that some residents still miss their appointments ,the process is starting 2 months earlier than usual	
1.2	AT went through the new procedure to panel members and explained that if residents missed their appointments after the first letter is sent out they will be issued a second letter followed by a phone call. If residents do not comply legal action will be taken with eviction being the final stage.	
1.3	AT read out a statement concerning leaseholders	
1.4	JS explained that information sent out about boiler checks is inconsistent as some checks are carried out once every 4 years	
1.5	AT agreed and explained that this was the reason the 10 month program is being implemented to ensure safety all round	
1.6	JS suggested that the danger of not carrying out regular gas checks should be emphasised to all residents	
1.7	AT explained that only appliances provided by OHG will be checked, all other appliances can be given a visual check but it is the responsibility of the individual to check appliances that have been purchased elsewhere	
1.8	Panel members enquired about the management and control over leaseholders. AT explained that there is no authority	
2.	<b>Resident Profiling</b>	
2.0	An example of the resident profiling form was distributed to all panel members and the different methods of consultation were discussed e.g. door knocking, online, postal forms, telephone etc	
2.1	MM went through the figures obtained from the profiling exercise and PC advised that door knocking is the most effective method	
2.2	MM agreed and explained that throughout the exercise postal surveys and door knocking were the most effective	

2.3	MM explained that 25% of residents refused to complete the questionnaire. This was discussed and some panel members suggested that this could be due to the personal nature of some of the questions e.g. questions regarding an individuals sexual orientation	
2.4	MM advised that although some of the questions seem personal, it is necessary to ensure that OHG can be diversified and meet every need	
2.5	MM explained that the profiling exercise was necessary as there are too many wrong contact details and information on the OHG database which needs to be updated.	
2.6	MM further explained that the exercise enabled OHG to find out the most effective ways of communicating	
2.7	MM advised that all databases will be checked regularly to ensure that specific information is available.	
2.8	MM further explained that more marketing will take place and encouraged residents to keep their contact details updated.	
2.9	MM explained the next steps of the report and went through the 8 strands.	
3	<b>AOB.</b>	
3.0	MM discussed the opening of the new community centre Phoenix Heights and explained that some services will be run from there. MM suggested that future meetings could also be held there on a permanent basis.	
3.1	Panel members agreed that this would be useful and convenient	
3.2	NM asked to be sent the information from the previous meeting	
3.3	JS suggested that the next panel meeting should be held in January instead of February so that issues can be discussed and actioned earlier (proposed date Monday 25 <sup>th</sup> January <b>tbc</b> )	MR
3.4	Points to be addressed/representatives at the next meeting; Christine Foley- Estate inspection presentation Major works PC explained that the difference between major works and maintenance needs to be made clear Major works representative- Mulalleys Update on issues logged	MR
	<b>Next Meeting: To be confirmed</b>	MR