

Meeting minutes

Meeting: Customer Involvement Panel Meeting
Date: Thursday 16th May 2024
Venue: Wednesfield Meeting Room 2
Time: 10.00 – 14.30

CIP members in attendance

Louise Talbot (LT)	-	Tenant Member (Chair)
Gemma Taylor (GT)	-	Tenant Member
Juliet Logan (JL)	-	Tenant Member
Alzie Logan	-	Tenant Member

Wolverhampton Homes staff in attendance

Mandy Woolley (MW)	-	Customer Involvement and Community Engagement Business Partner.
Charlotte Palmer-Hollinshead (CPH)	-	Communications Business Partner.

Guests

Kevin Farrell	TPAS
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1.0	Apologies	
1.1	<ul style="list-style-type: none">Irene Cheshire - Tenant MemberIvor Richards – Tenant Member	
2.0	Introduction	LT & KF
2.1	LT opened the meeting and introduced KF and handed over to KF for training session from 10- 12.	
2.2	LT opened the official CIP meeting and asked if everyone had read the minutes and agreed they were a true reflection of the last meeting.	
2.3	Everyone agreed the minutes of the last meeting.	
2.4	LT informed the group that IR had resigned from CIP.	
2.5	Everyone wished IR well.	

3.0	General Discussion	L/T
3.1	CIP discussed the attendance of the Chief Exec at the last meeting and the offer of CIP having a Q&A session with all heads of service, CIP would like this to be arranged.	
3.2	CIP also request a visit to Tarmac Road to have an insight on how the repairs system is run.	
3.3	A question was asked regarding the role of the TLO what their duties are.	
3.4	The current rent increase letter was discussed by all members, comments regarding the wording of the letter, members would like to meet with HOS to discuss the letter and future letters.	
	<p>Action:</p> <ul style="list-style-type: none"> • MW to speak with Ian Gardner, Director of Property Services to consider how best to offer attendance at Tarmac Road. • MW to discuss with JM how the CIP can better understand the role of the TLO and the future working arrangements. • MW to discuss with Jenny Billingsley to provide a schedule of upcoming CIP meetings that involve heads of service, or department managers to attend to support a Q&A session. • MW to speak with Jenny Billingsley to discuss letter templates and the department authors, to understand what is required in terms of regulation etc., with a view to holding a session with CIP to provide an understanding of what is required and get feedback. 	
4.0	<p>A.O.B</p> <p>CPH feedback re the current CIP recruitment campaign.</p> <p>GT asked for an update on Building Survey's recently done on Glentworth Gardens.</p> <p>MW stated we received a request from NFA for a panel member for TAP, Mandy to share TOR on the team's channel.</p> <p>MW informed members of new name of community meetings "let's talk," members are happy to be involved in these meetings if and when required.</p>	

	<p>LT to send an email to KF thanking him for the training.</p> <p>LT will review CIP TOR to incorporate attendance and stipulations around missed meetings.</p> <p>LT asked for update on Community Chest</p> <p>Actions:</p> <ul style="list-style-type: none"> • MW to gain information re Glentworth Gardens Building Survey. • MW to share TAP TOR for CIP members to consider. • LT to send email to KF. • LT to review CIP TOR and if any changes are required to request those through the WH governance route. 	
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