

AGENDA

Tenant Panel Meeting
The Bramcote Room, Council Offices, Foster Avenue, Beeston
Nottingham NG9 1AB

Wednesday 12 February 2025

Time: 10:00am to 12pm

Timing	Agenda Item
9:45 – 10:00	Refreshments
10:00 – 10:05	Housekeeping, Apologies & Introductions
10:05 – 10:15	Notes of the Last Meeting
10:15 – 11:00	'Ask the right questions' – Andy Culshaw, Change Delivery Manager
11:00 – 11:10	BREAK
11:10 – 11:30	Customer Satisfaction Surveys - Gil Charlesworth, Tenant Liaison Officer – Capital Works
11:30 - 11:45	Cllr Vanessa Smith, Housing Portfolio Holder
11:45 – 12:00	Engagement Update - elect a Chair, opportunities and regular tenant meet ups to choose topics for Tenant Panel and Service Inspectors Update, Housing Magazine Ideas for Summer
<p>Tenant Panel Wednesday 9 April 10am – 12pm The Council Chamber, Council Offices, Beeston, NG9 1AB</p>	

Ground Rules for Meetings

Follow these few rules to help ensure meetings run smoothly and are successful

- ✓ Stick to the agenda
- ✓ Raise your hand and wait for the Chair to invite you to speak
- ✓ Only one person is permitted to speak at a time
- ✓ Do not talk to others while anyone else is talking
- ✓ Listen to others without interrupting
- ✓ Make constructive and positive contributions
- ✓ Keep your comments concise and relevant
- ✓ Treat all others fairly, courteously and with respect
- ✓ Ensure everyone has the opportunity to contribute
- ✓ Raised voices, abusive or inappropriate language will not be tolerated
- ✓ Personal or individual issues must be raised outside of the meeting
- ✓ Only items on the agenda will be discussed, unless approval has been given by the Chair prior to the meeting starting
- ✓ Work together for the benefit of all residents

If you fail to follow these Ground Rules for Meetings you may be asked to leave the meeting

Please refer to the Code of Conduct, which fully sets out expectations of involved residents