

AGENDA

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

Wednesday 13 November
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 Last Meeting
10:15 – 10:45	Customers with Additional Support Needs Policy
10:45 – 11:00	BREAK
11:00 – 11:30	Service Inspectors – Block Cleaning
11:30 – 11:45	Tenant Satisfaction Measures – Action Plan Update
11:45 – 12:00	Engagement Overview
<p style="text-align: center;">Next Tenant Information Network Wednesday 13 November Winter Special Eastwood Town Council, NG16 3NP</p> <p style="text-align: center;">Next Tenant Panel Meeting Wednesday 15 January Council Offices, Beeston 10am – 12pm</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