

### **Home Service Improvement Group 7 September 2016**

- Core Partnership Group report; overdue orders target, support for reps
- Residents EDB Panel report; pricing processes, EDB Review update
- Residents Action Plan; bathroom cord pull switches, plan for constructors' Code of Conduct
- Resident Inspectors report; thermostat and old loos, clarifying feedback from inspectors
- Introduction to new General Manager at Mears; Mears rep to attend every Home group
- EDB manager; scheduling of bids, new delivery team, pricing schedules
- Recharging Process Review; fairness, efficiency, communications
- Election of new Vice Chair

### **Involvement & Empowerment Service Improvement Group 8 September 2016**

- Discussed ideas for more Resource Centre training in groups
- Agreed recommendations in Communications and Tenants and Residents Associations (TRA) review reports
- Agreed to work on TRA "Health check"
- Agreed to work on "best consultation processes"
- To incorporate review outcomes in Resident Involvement Handbook and TRA "How to?" Manual

### **Business & Value for Money Service Improvement Group 13 October 2016**

- Lynn Bennett elected as Chair, Ann Ewings as Vice Chair
- Update on the Grounds Maintenance Task & Finish Group
- Organised the Business & Value For Money breakout group for the Citywide Conference

### **Tenancy & Neighbourhood & Community Service Improvement Groups 2 November 2016**

- Went through the draft Fire Safety Policy
- Fire safety leaflets and posters are being produced
- Advice to stay in your home being repeated in Homing In
- Agreed to work on new draft Tenancy Agreement
- The two groups agreed to merge

