

NATIONAL RESIDENT GROUP



Requests for Actions, proposals, information etc to MHP corporate groups

Timeline of this report: **24 October 2009 to December 2009**

Date NRG meeting	Details Query/request	NRG contact	Respondent group (can be more than 1)				Completed to NRG satisfaction - date	
			HOG	CFG	MSG	Other - specify	Yes	NO
05/12/09	1. ACE for Home presentation on the way forward. Most of the challenge sessions will not be taken forward at this time and prioritisation to move forward will be in repairs, service charges and voids. The NRG had most of the information previously and wanted Keith to answer the following: <ul style="list-style-type: none"> o What customers changed the prioritisation? And o Why has it taken so long to decide that repairs were a priority? 	AT				BPO		
	2. Concern was raised (<i>again</i>) that “Everyone” had been cancelled on the basis that there was no support amongst residents, but in fact, the one focus group that had considered the issue had stated that the magazine should be kept but improved.	AT						
24/10/09	1. In discussion with Barbara Roche an issue came up on the scoring of for the Out of Hours contract: a. The NRG member present felt that the proposed contractor was not the favourite by most present and, b. NRG members’ votes were not considered. Barbara asked that this is highlighted to relevant managers immediately.	MB and AJ						05/12 Reply received Ariana – answers not given re issues

	2. Meetings excluding residents because of timings and in particular for those residents who work, whether staff should work after 17:00, papers not received, poor VC facilities and complex items not been explained	FB and ALL						
	3. 15 new board members of MHP will be given training in December. It was agreed that the NRG should be able to access this as future board members in the partnership.	FB and ALL				MHP Secretarial team and L&D (CW and CS)		No info at 05/12/09 meeting
	4. There are 5 NRG members who are involved in the 'Management policy' theme, however none were aware, or have been invited to attend the corporate meeting to see it from that angle. Is this going to happen any time in the future?	TC, MB, AT, MB, AJ,						
	5. Barbara agreed that 3 residents from across MHP should give the board meeting in Jan/Feb a presentation on what it's like living in MHP. This will be part of the same exercise where frontline staff having being presenting to the board. Francis to chase.	FB and AT				HP secretarial - CW		No info at 05/12/09
	6. Howard and CFC will investigate with Comms a better model for Everyone. A possibility is to have one corporate style magazine that would change slightly and have local news in the 5 businesses.	ALL				CFC and L&D		