

MHP National Residents Group meeting



AGENDA

Date: Saturday 22 May 2010 (09:30 to 17:00)

Venue: Methodist International Centre – Euston, London (map at end)

Attendance: NRG Members
 Kate Russell – Director of Policy and Performance
 Nishat Riaz/ Claire Noonan – MHP Communications
 Louise Craven – Policy and Performance

	(SI = standing item and is on every agenda although not necessarily in this order – organic copies moved from present meeting directory to the next and updated)	
Item No.	Item	Guide time

09:30 Start (tea/coffee 09:15)

1.	(SI) Introductions and apologies		2 mins
2.	(SI) MHP RI IA 2010/11 or MHP RI report as per TSA	All	13 mins
3.	Implement 6 TSA standards and overview local offers	K Russell	55 mins
4.	Customer involvement in MHP, what should MHP look like? What is the NRG's role and what should be happening more?	All	50 mins

11:30 – 11:45 Break

5.	NRG roles – what fit into committees i.e. Customer First Committee, Resident Involvement Working Group, ACE Scrutiny Panel and VFM, Diversity Network, ASB group, Voids, Maintenance groups, and a number of others – reporting to and from function and what that means – taking ownership – Continue developments from Trafford Hall and 10 April meetings	All	30 mins
6.	NRG support (to include training needs)	K Russell	15 mins
7.	Continue planning for selection of 3 new members September 2010	All	30 mins

13:00 – 14:00 Lunch

8.	Improving MHP communications to customers	Nishat Riaz	60 mins
9.	(SI)Communication: magazine articles/ website including own needs - be aware of NRG communication plan – internal NRG communications	All	15 mins

15:15 – 15:30 Break

10.	Qrt BART & RI PI quarterly	All	15 mins
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11.	(SI) Expenditure 2010/11 - spend to date and final expenditure 09/10	All	20 mins
12.	Meet and Greet planning for September	All	10 mins
13.	(SI) Conferences & conferences attended, including organising attendance at TPAS conference with stand	All	10 mins
14.	(SI) Corporate report 09/01 and 'How was it for you' result	All	15 mins
15.	(SI) Minutes of the meeting 10 April 2010		
16.	(SI) Review work-plan 2010-11		
17.	(SI) Set agenda 10 July 2010 (booked at MIC)		
18.	(SI) Any other business and complete 'How was it for you'	All	5 mins

16:45 Finish

Directions to MIC

81-103 Euston Street London NW1 2EZ - Tel:020 7380 0001



Based in Euston Street – go down Melton Street if coming off Euston Road. It is about a 10 minutes walk from St Pancras and Kings Cross and is 3 minutes from Euston. There are numerous underground lines to choose from as well as buses. There is no parking except for metered around Euston Station.