

**MHP National Residents Group meeting
Saturday 10 April 2010 (09:30 to 16:00)**



AGENDA

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

Attendance - NRG Committee Members

- Francis Brazil, Resident Involvement Strategy Manager
- Pat Goldfeather – Customer Services Development Manager
- Louise Craven – Resident Involvement admin

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

(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)

1. (SI) Introductions and apologies - **2 min**
2. (SI) MHP RI IA 2009/10 – agree final draft - **60 min**
3. 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 fro function and what that means – taking ownership - **43 min**

11:15 Break - **15 min**

11:30 Restart

4. Qrt BART & RI PI quarterly - **05 min**
5. Implement 6 TSA standards and overview local offers - **25 min**
6. Resident Inspectors and NRG leading – Pat Goldfeather - **60 min**

13:00 Lunch - **60 min**

14:00 Restart

7. Invite to Barbara Roche for Sept and what required and objectives - **15 min**
8. Continue planning for selection of 3 new members September 2010 - **05 min**
9. NRG Business plan – agree final draft 2010/11 - **20 min**

10. Report from communications on design of resident pack - for approval- **10 min**

11. (SI) Communication: magazine articles/ website including own needs - be aware of NRG communication plan – internal NRG communications - **10 min**

15:00 Tea/coffee Break - 15 min

15:15 Restart

12. (SI) Budget 2008/09 / spend to date - **10 min**

13. (SI) Conferences & conferences attended (CIH resident membership) - **05 min**

14. (SI) Corporate report 09/01 and 'How was it for you' result

15. (SI) Minutes of the meetings on 06 March and Development week-end 19-21 March 2010 - **25 min**

16. (SI) Review work-plan 2010-11

17. (SI) Set agenda 22 May 2010 – draft attached (booked at MIC and KR will attend)

18. (SI) Any other business and complete 'How was it for you' - **5 min**

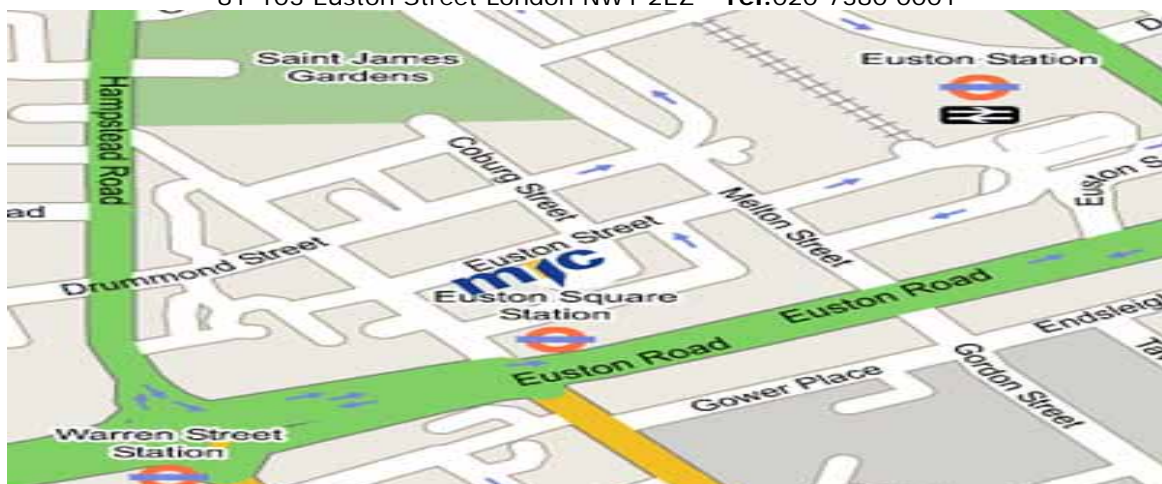
16:00 Finish

Final good bye to Francis with a quick one at the local

(SI) Future meeting dates – 10 Jul (booked at MIC), 4 Sep, 16 Oct, 27 Nov, 08 Jan, 26 Feb, 09 Apr and 21 May

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.