

Board Membership Focus Group Minutes

Held at Southgate House on 31st March 2009

Background

Paul Masters explained that the reasons for holding the focus group was, firstly, to identify ways in which Gloucester City Homes could improve the process for recruiting new tenant board members, and secondly, to consider how information about the Board could be improved. Ashley Green provided comprehensive information to the attendees regarding the role of the board. Ashley stressed the importance of tenant board members and the influence they have in the organisation.

Discussion feedback

The discussion revolved around two areas:

1. Information regarding tenants standing for election

The attendees commented that they would like more in-depth information on candidates. This could be obtained in the following ways:

- Invite candidates to Customer Forum or a separate meeting to give an opportunity for tenants to meet them and ask questions.
- Question and Answer section in Tenant Times: Customer Forum representatives should form appropriate questions for candidates to answer. This should be publicised in Tenant Times prior to the election.
- On-line interactive forum: questions could be posted on-line to candidates to answer via the Gloucester City Homes website.

2. Information about the board

The attendees expressed a desire for decisions made at board level to be disseminated more widely to tenants. Suggestions made to achieve this include:

- Regular board updates for Customer Forum: a standing item for this should be included on the Forum agenda.
- Handouts regarding board news could be provided at Customer Forum to be taken to tenant and resident group meetings.
- Occasionally invite a board representative to Customer Forum to provide updates on key board decisions.
- Tenants should be encouraged to attend board meetings as observers.

End of meeting. Please refer to the corresponding Reaction Report to view our response to the issues raised.

Philip Amos
Resident Involvement Officer
01/04/2009