

**RIVERSIDE CUSOMTER VOICE EXECUTIVE COMMITTEE, 7<sup>th</sup> JUNE 2018**  
**Crowne Plaza Hotel, Speke, Liverpool**

In attendance: Vic Andrews (Chair), Margi Kelly (Vice Chair), Jacky Vince (Treasurer), Michael Hulme, David Otty & Peter Taylor.

Apologies: Sally Trueman

Staff: Tonia Punter-Ojong (FCI), Karen Kendall (FCI) & Helen Rees (Riverside Governance Observer)

Presentations: Hannah Cain, Business Support Officer Home Ownership & Claire Ashton & Maria Mendez, Customer Intelligence Team

**MATTERS ARISING EXEC MEET:**

It was agreed to aim for an election for the vacant position of Secretary, hopefully to achieve an election at our August meeting.

Peter Taylor asked for confirmation of the time the emergency contact would cover – the response was, just for the duration of each meeting

Peter Taylor mentioned the Riverside website is not accurate and still mentions 'The Federation', TPO said she is already dealing with the matter

**MATTERS ARISING OFFICERS MINS:**

The Chair fed back about the framework and network of communication for connecting with regional groups such as LCV & Carlisle. Will agree with full Committee the process as to how we proceed such as funding etc and how groups can link into the Executive.

Michael Hulme said there was a local group to him that could be an opportunity to link in and indeed there have been others in the past which we could potentially link into.

**Presentation:** Home Ownership (available as an email if anyone wants)

Online Customer Panel – next survey to be around Fire Safety

Annual Report to Customers – Margi Kelly was put forward to represent the Executive, the first meeting is on 13<sup>th</sup> June

*Cont Over.....*

Regional feedback:

Michael Hulme reported on his local scheme meeting.

David Otty & Peter Taylor attended the LCV meeting – they felt it was a positive meeting and a number of matters were raised. A copy of the new Constitution was requested, there was no problem with name, the group were pleased. A conversation around the new framework was had.

The RCVE Chair to attend LCV meeting in the near future.

Michael Hulme, David Otty, Peter Taylor, Jacky Vince and Vic Andrews will attend the upcoming Tpas Conference.

LGBT Conference Update from The Chair– all going well and on track despite GDPR restrictions

It was agreed to do a letter of support for victims & survivors of Grenfell

Presentation from Louise Thompson Tpas around Big Lottery funding joint project.

The Executive agreed to become a partner, subsequently Riverside Group also agreed to join the project.

Meeting Closed at 15.30hrs

Agreed 25<sup>th</sup> September 2018