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| **Customer and Community Voice Meeting South**  held on Thursday 25 July 2024 between 5pm – 7pm  at Aberdeen Tower Communal Room | | | |
| **R** | | | |
| **PRESENT** | | **IN ATTENDANCE** | |
| David (**DB**)  Phil (**PH**)  Jane (**JS**)  Michelle (**MW**)  David (**DW**)  Doreen (**DR**) | | Michael McGuigan **(MM)** – Customer Voice Manager  Russell Bewick (**RB**) - Neighbourhood Operations Manager  Lewis Walmsley (**LW**) – Customer Engagement Lead  Judith Aiston (**JA**) – Customer Voice Partner | |
| **APOLOGIES** | |  | |
| Edith  Denise  Liz  Sally  Audrey  Valerie  Vivienne  Lee  Victoria  Rachel | |  | |
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| **PARA** |  | | **ACTION** |
|  | 1. **Welcome and Apologies** | |  |
| 1 | DB introduced the meeting and provided apologies to those members who could not attend. | |  |
|  | 1. **Receipt and Review of Previous Meeting** | |  |
| 2 | Previous minutes from meeting approved. | |  |
|  | 1. **Open Agenda / Future of CCV Meetings** | |  |
| 3 | DB discussed the need for agenda items for future CCV Meetings and explained the trial of having the meeting on an evening to see if it would entice more members to come along.  JA explained about the ‘drop-in’ sessions held in North and Washington areas on an afternoon and an evening. It was explained customers could attend if they have any issues they would like to discuss. South’s drop ins were arranged for Thursday 29 August, within 2 different locations.  JA advised there is a Family Fun Day at the Beacon of Light, planned for Friday 2 August. This is a free 1,500 ticket event for our customers with activities for children.  DW raised concerns about delivery drivers leaving parcels on the communal area ground floor of the multi-storey he lives in. DW asked if posters can be displayed in the foyer asking drivers to take the parcels to the flat. JA advised she will pass this over to the team to look into. [1]  MW raised concerns about who their Neighbourhood Co-ordinator is, and how they can find this information. JA explained the information is on our website. Link attached below.  <https://www.gentoogroup.com/your-neighbourhood/neighbourhood-co-ordinators/>  MW asked about having a poster displayed in the foyer with this information. [2]  DW raised concerns about customers smoking next to the entrance of the flats and asked if we could provide smoking sheds for public use. [3]  DR discussed the Concierge ways of working following some shadowing and how they request identification for members of the public but sometimes despite best efforts, individuals can still tailgate into multi storey blocks.  PH raised concerns regarding the condition of the rear communal area next to his home. JA agreed to attend alongside a member of Grounds Maintenance to look into this. [4]  No further discussion points, therefore it was agreed to end meeting. It was re-iterated that agenda items need to be provided to ensure the viability of the meetings going forward. | |  |
|  | **Date of Next Meeting** | |  |
|  | Thursday 17 October 2024 – 10am – 12pm – Emperor House, Emperor Board Room | |  |

**ACTION LOG**

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| **KEY** |  |  |
|  | Action completion overdue |  |
|  | Action ongoing and date not due |  |
|  | Action complete |  |

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| **ACTION REF** | **DETAILS** | **RESPONSIBILITY** | **TARGET COMPLETION** | **STATUS** |
| 25.07.24 [1] | Can we create a poster informing delivery drivers to not leave items in communal area. | High-Rise Team |  | Passed to High Rise Team to investigate. |
| 25.07.24 [2] | Can we advertise NC details on poster in Communal area | High-Rise Team |  | Passed to High Rise Team to investigate. |
| 09.10.24 [3] | Can we add smoking shelter to high rises. | High-Rise Team |  | Passed to High Rise Team to investigate. |
| 09.10.24 [4] | Review communal garden at Shawdon Close | Judith Aiston |  | Judith Aiston to visit |