

Tenant Reference Group

Meeting	10.30am – 12.00pm Thursday 05 August 2021
Where	Online via Teams
Attendees	Jenny Thomsen, Carol Kassabian, Julie Bryant, Danielle Condry, Robby Maclauri, Kathryn Pritchard, Rebecca Pinkstone, Ellis Blaikie, Kamal Salim.
Apologies	Abdel Rahim Alsayed, Love Tru, Jonathon Foulds, Hugh Miller, Ray Morgan, Tania Thompson.

Action items:

Ref	Action
1	Add discussion of Bridge Housing's customer service standards to the next TRG meeting agenda.
2	Identification of contractors – Bridge Housing to send reminder to contractors about obligations to wear and present identification when visiting tenant homes.
3	Ellis to conduct consultation on the review of the complaints and appeals management to the next TRG.
4	Add an article about sign language and also select a word to learn in sign language in the next newsletter.
5	Contact TRG members individually to confirm if they wish to proceed with the credit card for expenses option - Robby, Julie, Carol, Danny, Kathy and Jenny.
6	Add a folder and envelopes to allow TRG members to save receipts for credit card purchases.
7	Share Kathy P, Julie B and Robby M contact details with each other.
8	Reminder that any tenants requiring support services or support in relation to Covid-19 should contact Bridge Housing.
9	Share Red Cross fire safety webinar details with TRG members.
	Next Meeting: Thursday 28 October