

Date: 29 May 2013
Time: 10.30am-12.30pm
Location: TSI London Office, Walbrook Wharf, 78-83 Upper Thames Street,
London.

Present: Mark Cutler; Ray Hodgkinson (Chair); Paul Sharpe; Stephen Vickers.
Attendees: Tony Allen, Suzanne Keyser
Apologies: Chris Mason, Sarah Langley

MINUTES

Meeting Started at 10.30am

April 2013) were approved by the Panel.

aised the issue of the search option of viewing only tradingion oBTnJETBTmpletinds.

SK gave an update on the draft communications strategy circulated to the Panel. There

There is still more work to be done to formalise the membership and terms of reference for the Consumer Panel.

RH raised the issue of securing deposit protection and guarantees in the current insurance market place. TA agreed to meet with RH to discuss in more detail. TA agree to circulate details of a report commissioned by the Double Glazing and Conservatories Ombudsman Service into insurance back guarantees.

The Panel asked about new codes in track. TA said that so far five expressions of interest had been received (one more than target) and that he was confident of meeting the targets set out in the business plan for stage one and two approval. This was partly because of the advanced state of some of the codes that were under consideration.

PS raised the issue of a visit from Yoshki seeking to sell their services. TA advised panel members that Yoshki were in the market to sell their solution and code sponsors would need to assess the value of that. TSI was giving no assurance or warranty about that and it was entirely up to code sponsors. TSI had commissioned Yoshki for one year to develop a solution, but as part of that deal we had agreed to keep the terms confidential. Code sponsors are advised to negotiate with Yoshki on a solution that meets their needs at an affordable price.

TA asked the Chair to draw lots for the order of on site audits. The audits would start during July and take place at intervals of roughly one per month. The randomly selected order (out-of-a-hat) are:

July	Vehicle Builders and Repairers Association
August	Renewable Energy Consumer Code
Sept	British Association of Removers
Oct	Motor Codes (Car Servicing and Repair)
Nov	Bosch Car Servicing
Dec	Motor Codes (New Cars)
Jan	Carpet Foundation
Feb	Debt Managers Standards Association
Mar	British Healthcare Trades Association
Apr	

Meeting concluded at 12.30 pm