

**Hambleden Residents Forum  
Hambelden Village Hall  
9 December 2008**

Present: Jane Jennings (English Rural Board Member)  
Chris Graves (Regional Housing Manager)  
Martin Collett (Operation Manager)  
Kathryn Watson (Housing Services Manager)

In attendance: 4 residents from Hambleden and Tackley

	<b>Action</b>
<p>1. Introductions</p> <p>2. MC gave an update on the new housing management arrangements. None of the residents present had contacted the new repairs line yet and were advised that Beth Crowe, Maintenance Administrator, was now in post and would be the point of contact at head office for reporting repairs. Beth previously worked for Hastoe Housing Association so is familiar with English Rural properties and tenants. Approved contractors generally remain the same but performance is now being monitored more closely and new policies have been put in place to improve standards.</p> <p>3. Oil Delivery – Residents with oil boilers are still struggling with finding suppliers who will deliver to underground tanks. Legislation has not changed on underground oil tanks but suppliers are becoming less willing to take responsibility and be liable for any spillages. This will be monitored and considered further should there be any changes in legislation.</p> <p>4. Solar Panels – English Rural will generally be supportive of residents considering installing solar panels on their property so long as they have sought planning approval and the work meets all necessary building regulations. Advice can be offered to those considering such alterations on applying for grants towards covering the cost.</p> <p>5. External Decorations – Following negative feedback on the contractors that carried out the external re-decorations last year these are no longer being used. English Rural have more control over the external decorations now that housing services have been brought in house and things should hopefully run more smoothly in future. Consideration will be given in future to the</p>	<p><b>KW</b></p>

<p>possibility of shared owners buying into the re-decorations work so they have the option of having their property decorated while a contractor is already on site undertaking work on the rented units.</p>	
<p>6. Parking bays – the possibility of marking parking bays to indicate which bay belongs to which property was discussed. This would be looked into on a scheme by scheme basis if there were specific parking problems. However it was identified that there can be problems with this as some residents have swapped bays by mutual agreement and this could cause problems when residents move on.</p>	<p><b>CG/BC</b></p>
<p>7. Grounds Maintenance – some residents expressed dissatisfaction with the grounds maintenance contractors that were currently in place. Residents were encouraged to report any problems to their Regional Housing Manager as soon as possible so they can be followed up as necessary. English Rural will consider changing ground maintenance contractors should there be a specific or ongoing problem. Recommendations from residents for local gardeners will be consider and residents should provide details of this to head office.</p>	<p><b>CG/KW</b></p>
<p>8. Tree safety - Residents of Ridgewood raised concerns about the size of the trees along the front of the development and whether these were safe. English Rural will investigate this further with building insurers and request a report on the condition and safety.</p>	<p><b>MC/KW</b></p>
<p>9. Building work at Ridgewood – work was now underway on the new property alongside 9 Ridgewood. Some damage had been caused to the footpaths and grassed areas at Ridgewood by the builders which they will be responsible for making good. Residents to inform English Rural if this work is not done. The owners of the new property will also be responsible for costs of work to the private drive as they also have access over this. The cost of any future work will be split accordingly.</p>	<p><b>MC</b></p>