

# ENGLISH RURAL HOUSING ASSOCIATION

## RESIDENTS PANEL MEETING

Notes of meeting held on Tuesday 28 October 2009

Present: Jane Jennings (JJ), Lesley Childs (LC), Pauline Rose (PR),  
Martin Collett (MR), Kathryn Watson (KW)

		ACTION
1	<p>APOLOGIES</p> <p>Apologies received from Christine Knight</p>	
2	<p>INTRODUCTION TO RESIDENTS PANEL</p> <p>Aim of the panel is to increase resident involvement in steering the day to day functions of the Association and increasing the flow of information between residents and Board/Staff.</p> <p>Immediate priorities for the panel will be:</p> <ul style="list-style-type: none"><li>- Setting service standards and scrutinising performance against these standards</li><li>- Consult on the development of an Asset Management Strategy for the long term maintenance and management of existing properties which reflects residents' views.</li><li>- Review existing policies.</li></ul>	
3	<p>RECRUITMENT OF NEW PANEL MEMBERS</p> <p>Four residents will be recruited to the panel, one from each of English Rural's four core areas; Kent, Surrey, East and Central. Residents from the outer areas will be considered within one of the four core regions.</p> <p>The elected resident or "resident champion" will represent the views of other residents from their region at the panel and all residents will be notified of their resident champion and how to contact them.</p> <p>Any formal residents associations will be invited to put forward one member to sit on the panel. At present this only includes the resident association at Ashdon. Membership rules will be renewed annually in light of any further residents associations forming.</p> <p>MC to draft election papers to be sent to all residents inviting them to put themselves forward for election onto</p>	<p>MC</p>

	<p>the panel. These will be circulated to all current panel members for consideration and sent out before the next panel meeting. The papers will include a job description of what the panel involves and what will be expected of residents.</p> <p>It was agreed that the initial letter inviting residents to get involved will come from Pauline and Christine as existing Resident Board Members.</p>	MC/PR/CK
4	<p>FUTURE TOURS &amp; FORUMS</p> <p>Feedback from residents on the value of board member tours is always positive and something English Rural wants to continue.</p> <p>It was agreed that future tours will be undertaken annually in each of the four regional areas. Representation at the tour will include the regional resident champion for that area (once in place), at least one board member and one member of staff.</p> <p>The continuation of regional forums will be discussed further once the full residents panel is in place. It was suggested that these tie in with the tours.</p>	
5	<p>SALES &amp; LETTINGS</p> <p>The sales and lettings schedule will be emailed to members of the panel along with a sales update report.</p> <p>It was noted that it is a very busy time with sales and lettings at the moment with approximately 40 new homes handed over in the past 3 months and a further 4 schemes due to complete.</p>	MC
6	<p>KPI's</p> <p>Arrears have increased over the last month. Partly due to the timings of the month end but also staff have had to priorities sales and lettings work above arrears in recent months.</p> <p>Due to a change in subcontractor used by Clenmay, gas servicing figures appear low. Although it is expected that the majority of outstanding services have been completed but there have been delays in receiving certificates.</p>	

7	<p>PLANNED MAINTENANCE</p> <p>Work is now underway in all areas and due to be completed by the end of December. Feedback so far from residents has been very positive.</p> <p>Tenders for next years work will go out Feb/Mar and works will start during the summer.</p> <p>Once the Asset Management Strategy is in place we will be able to plan more accurately and will be looking to put a 5 year programme in place.</p>	
8	AOB	
9	<p>DATE OF NEXT MEETING</p> <p>Next meeting to be held at 9 Graphite Square on 8 December at 11am.</p>	