

# ENGLISH RURAL HOUSING ASSOCIATION

## RESIDENTS PANEL MEETING

Notes of meeting held on Thursday 21 January 2010

Present: Jane Jennings (JJ), Lesley Childs (LC), Christine Knight (CK)  
Martin Collett (MR), Kathryn Watson (KW)

		ACTION
1	<p>APOLOGIES</p> <p>Apologies received from Pauline Rose</p>	
2	<p>NOTES OF LAST MEETING</p> <p>These were agreed.</p>	
3	<p>RECRUITMENT OF NEW PANEL MEMBERS</p> <p>Letters were sent to all residents inviting them to take part in the Panel. 4 residents have expressed an interest. As these 4 residents cover a good geographical spread of areas, it was agreed that it wouldn't be necessary to hold an election but that each of the 4 residents would be invited to join the Panel. A letter would be sent to the 4 residents from JJ inviting them to the next meeting in March.</p> <p>As no residents from the schemes around the M4 corridor had expressed an interest in the panel, it was agreed that contact would be made with a shared owner who had previously been interested in becoming a Resident Board Member.</p> <p>Resident panel members would be made aware that should train tickets be needed to attend meetings, English Rural can purchase these in advance and forward on to members to cover the cost of travel.</p>	<p>JJ/MC</p> <p>MC</p>
4	<p>SALES &amp; LETTINGS UPDATE</p> <p>All but one of the vacant shared ownership properties have now been allocated and sales are progressing on these.</p> <p>The new scheme at Rolvenden will be handed over in March and applicant interviews are now underway. There has been a lot of interest in the properties and there should be no problems with allocating these.</p>	

5	<p>UPDATE ON PLANNED MAINTENANCE</p> <p>The work for 2009/10 is now complete. The feedback from residents has been positive.</p> <p>The programme for 2010/11 is now being prepared.</p>	
6	<p>GAS SERVICING ARRANGEMENTS</p> <p>Following the termination of our gas servicing contract with Clenmay, 4 new contractors have been approached to quote for providing a similar service covering gas repairs and boiler servicing.</p> <p>Rok have offered the most competitive, best value package and it was agreed to proceed with awarding the contract to Rok. The contract would initially be for one with the potential to extend this if both parties are satisfied.</p> <p>Rok are able to produce KPI figures on performance times and tenant satisfaction levels and these KPI's will be circulated to the panel in future along with the existing housing management KPI's.</p>	
7	<p>HOUSING MANAGEMENT PERFORMANCE INDICATORS</p> <p>KPI's were circulated at the meeting.</p> <p>Arrears have reduced over the last quarter and work continues to bring these down further. It is becoming increasingly difficult to collect shared owner arrears through lenders as they will not consider taking action unless the arrears are substantial.</p> <p>Following the introduction of a 6 week survey to all new residents an additional KPI has been introduced showing satisfaction levels with the allocations process.</p> <p>Given the problems with Clenmay, gas service figures were low. However, orders have now been raised with alternative contractors and services should be up to date shortly.</p>	
8	<p>ASSET MANAGEMENT STRATEGY</p> <p>Asset management strategy framework was circulated. All panel members agreed to be involved in future work on this. Framework to be broken up into sections and circulated to different groups for comment and</p>	

	suggestions.	
9	<p>TSA CONSULTATION</p> <p>The TSA have issued a consultation document on its new regulatory framework. It sets national standards which all HA's need to meet but also expects housing providers to set their own set of standards in consultation with residents which will need to be submitted to the TSA by September.</p> <p>English Rural have a draft response to the consultation paper which will be circulated to panel members.</p> <p>The residents panel will work on setting standards and show how these are/will be met.</p>	MC
10	<p>FUTURE TOURS FORA AND MEETING DATES</p> <p>Panel meeting dates were set for the coming year, all to be held at Head Office:  17 March 2010  13 May 2010  21 July 2010</p> <p>And a possible meeting on the morning of the AGM.</p> <p>All board members would be invited to attend future tours and the following dates / locations were agreed.  17 June – Surrey  16<sup>th</sup> September – Kent  9<sup>th</sup> December – Bucks/Oxon</p>	
11	<p>AOB</p> <p>There was none.</p>	
12	<p>DATE OF NEXT MEETING</p> <p>Next meeting to be held at 9 Graphite Square on 17 March 2010.</p>	