

ENGLISH RURAL HOUSING ASSOCIATION

Resident Panel Meeting 17th March 2010

Report by the Operations Director

[FOR INFORMATION AND DISCUSSION]

1. Service Briefing

- 1.1 In order to assist members of the Panel in their role each meeting will start with a short briefing, detailing how and why we carry out certain aspects of work. This will offer an opportunity for direct feedback from residents and also help to inform strategic thinking at Board level.
- 1.2 The first briefing session topic covers how we review rent and service charges, which is topical given that residents' have recently all been notified of new charges. To help with this briefing a copy of the appropriate policy and procedure documents are enclosed which provide some background information.

For discussion:

- a) *Feedback and questions*
- b) *Suggestions for future briefing topics*

2. Open Mic

- 2.1 This item offers an opportunity for Panel Members to raise their own items for discussion or information. Such items maybe the result of their own direct experiences or relate to a topic which has been raised with them by another resident.
- 2.2 The 'open mic' feature is designed to encourage feedback on service delivery and performance and should be conducted inline with the Panel's agreed terms and conditions.

3. Recruitment of Panel Members

- 3.1 The Panel now consists of six English Rural residents, two of whom sit on the Board of Management and two other Board Members. Panel members are generally representative of residents as a whole, coming from a broad geographical area, both rented and shared ownership homes and new or older development types.

More overleaf >>>>>

- 3.2 As yet the Panel has no representation from Test Valley RHA, whose housing stock English Rural manages and as service users it would be useful to look to recruit representation from at least one of their residents. Assuming one Test Valley resident is recruited this would bring the total number of participants in the Panel to nine, with the maximum being 12.

For discussion:

- a) *Does the Panel feature a good mix of skills and generally represent English Rural residents or is further recruitment necessary?*

4. Housing Management Performance Indicators

- 4.1 This is an opportunity for the Panel to scrutinise performance against a defined set of indicators. Over the course of the next year, the Panel will be involved in helping review and establish performance standards of the Association in line with the new regulatory approach being taken by the Tenant Services Authority (which has been established by government to regulate housing associations like English Rural).

5. Asset Management Strategy

- 5.1 A framework and work plan document relating to the formation of a detailed Asset Management Strategy was circulated and discussed at the Panel meeting held in January 2010, an updated version of this document will be tabled at the March meeting by way of keeping the Panel updated with progress. However, now that the Panel benefits from several additional residents it would be useful to briefly revisit this work.

For discussion:

- a) *How do residents want to be involved in preparation of asset management strategy?*
- b) *What are residents views currently on the way that we provide a responsive and planned property service (responsive being a small job reported to the repairs line and planned being bigger projects such as external decoration or replacing windows and doors)?*