

ENGLISH RURAL HOUSING ASSOCIATION

RESIDENTS PANEL MEETING

Notes of meeting held on Wednesday 21 July 2010

Present: Jane Jennings (JJ), Lesley Childs (LC), Pauline Rose (PR),
Tony MacArthur (TM), Martin Collett (MC), Kathryn Watson (KW)

		ACTION
1	<p>APOLOGIES</p> <p>Apologies received from Christine Knight and Lisa Swan</p>	
2	<p>SERVICE BRIEFING</p> <p>ALLOCATIONS POLICY & PROCEDURE</p> <p>The introduction of Choice Based Lettings and how this has impacted on English Rural's allocations policy and procedure was discussed.</p> <p>Queries were raised over the use of the "community contribution" points awarded in the interviewing process for new applicants for housing. It was explained that these points are only used when the points of two applicants are tied. It was agreed that community contribution would not be the only deciding factor when allocating and that consideration would also be given to the applicant who best fits the property size/type.</p> <p>Following these discussions the Allocations Policy and Procedure will now be reviewed as part of English Rural's ongoing policy review system.</p>	KW
3	<p>OPEN MIC FOR RESIDENTS</p> <p>TM advised that Binfield Heath Parish Council are looking to extend the carpark to the rear of our scheme at Kings Common and had enquired who owned the land. This is not English Rural.</p> <p>PR had received a number of queries from people interested in the proposed scheme at High Halden. It was suggested that an article be placed in the Parish magazine updating local residents on the progress of the scheme.</p>	MC
4	<p>NOTES OF LAST MEETING</p> <p>These were agreed.</p> <p>No update as yet on lights for Fortescue Place, Smeeth</p>	CK

	<p>The recruitment of a panel member to represent Test Valley Rural HA residents is now on hold. TVRHA are about to commence their own consultation with residents and a resident may come forward from this consultation group.</p> <p>As no residents had attended the last Forum meeting in Surrey it was agreed not to continue with these in future. Scheme tours would still go ahead and residents would be written to advising that if they are unavailable on the date and time of the tour then to let us know if they have anything they wished to be raised with board and panel members.</p>	
5	<p>KPI's</p> <p>The contract with ROK for gas servicing and repairs will be re-tendered towards the end of this year. Rok are working towards having all services due at the same time on each scheme. Figures are improving slightly.</p>	
6	<p>TSA REGULATORY FRAMEWORK</p> <p>By October 2010 Housing Associations need to be able to demonstrate how they will meet the new standards expected under the TSA's Regulatory Framework.</p> <p>A gap analysis of existing services and standards was considered and the following suggestions for inclusion were made by the panel:</p> <p>Customer Service, Choice and Complaints:</p> <ul style="list-style-type: none"> - Residents are mostly interested in what affects them directly and are not concerned too much by which contractor undertakes work so long as the work is done properly - Greater choice over minor repairs and the possibility of tenants paying to upgrade a repair to better quality fixtures or fittings - Choice over how service charges are spent and what level of service is required. <p>Involvement and empowerment:</p> <ul style="list-style-type: none"> - Training opportunities for those residents who are involved and possible introduction of appraisals to identify existing skills and any areas where training is required. - Introduction booklet made available for those residents who want to get involved. 	

	<p>Repairs and Maintenance:</p> <ul style="list-style-type: none"> - if residents are to be involved in tender selection for major contracts considerations would need to be given to data protection unless this was only undertaken through a formal panel. <p>Rents:</p> <ul style="list-style-type: none"> - Key priority is to improve and increase methods of payments with consideration to introducing direct debits. <p>Neighbourhood Management:</p> <ul style="list-style-type: none"> - investigate whether health and safety risk assessments are required on all schemes. 	
7	<p>UPDATE ON PLANNED MAINTENANCE PROGRAMME</p> <p>Tenders have now been received for English Rurals planned maintenance works. Tender analysis is underway and a pre-contract start meeting will be arranged during August.</p> <p>Consideration had been given for shared owners to buy in to the work but in order to minimise risk it was agreed that this would need to be a direct contract between the contractor and the shared owner themselves but could hopefully still benefit from economies of scale.</p>	
8	<p>A.O.B</p> <p>There was none.</p>	
9.	<p>DATE OF NEXT MEETING</p> <p>Next meeting to be held at 10.30am on 21st September. The meeting will be prior to English Rurals AGM and will be held at the Clare Foundation in Saunderton, Bucks.</p>	