

# ENGLISH RURAL HOUSING ASSOCIATION

## RESIDENTS PANEL MEETING

Notes of meeting held on Tuesday 21 September 2010

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

		ACTION
1	<p>APOLOGIES</p> <p>Apologies received from Lisa Swan</p>	
2	<p>OPEN MIC FOR RESIDENTS</p> <p>The possibility of fitting PV panels to existing properties was discussed. CK to forward on to Head Office further information on schemes where panels can be installed at a reduced cost with the installer getting payback for any electricity that is produced and not used by the resident. Retrofitting older properties with renewable technologies will be discussed internally over the next few months and other options will also be explored.</p>	CK
3	<p>NOTES OF LAST MEETING</p> <p>These were agreed.</p> <p>CK to check with Ashford Borough Council if planning permission is needed for lights in carparks.</p> <p>An article hasn't as yet been placed in the High Halden parish magazine. This will be done now the holiday period is over so will be more widely seen and read.</p>	CK MC
4	<p>KPI's</p> <p>A small number of gas service certificates were outstanding due to access problems. These tenants have been written to by both ROK and ourselves. If still no response the next course of action will be to send a court warning letter advising that if an appointment is not made we will apply for an injunction to gain access into the property to carry out the service.</p> <p>The existing gas contract will be re-tendered towards the end of this year.</p>	

5	<p>TSA REGULATORY FRAMEWORK</p> <p>The draft Annual Report to residents was discussed. This needs to be distributed to residents by October. A full detailed report will be available on request and a summary report which will take the form of a glossy booklet will be sent to all residents.</p> <p>An amendment to the report – should detail under section on parking provisions that this is subject to planning constraints</p> <p>The Annual Report needs to signed off by the Board. MC to request that the Board delegate authority to the Residents Panel to approve and sign off the final report.</p>	<p>MC</p> <p>MC</p>
7	<p>UPDATE ON PLANNED MAINTENANCE PROGRAMME</p> <p>CLC have been appointed as the contractor to carry out the repairs. We have used this contractor on a number of occasions and have been satisfied with their work.</p> <p>Schedules for work are being drawn up and residents will be written to advising when work will take place on their property.</p> <p>CLC will provide a price for external decorations and this will be passed on to Shared Owners inviting them to contact CLC if they want to take out their own contract for decorations to their property.</p>	
8	<p>A.O.B</p> <p>MC provided an update on the Transfer of Engagements with TVRHA</p>	
9.	<p>DATE OF NEXT MEETING</p> <p>Next meeting to be held on 11<sup>th</sup> November at 1pm at Head Office.</p>	