

ENGLISH RURAL HOUSING ASSOCIATION

RESIDENTS PANEL MEETING

Notes of meeting held on 11th November 2010

Present: Steven Bland (SB), Martin Collett (MC), Christine Knight (CK), Tony MacArthur (TM), Jane Jennings (JJ), Martyn Clements (MCL)

		ACTION
1	<p>APOLOGIES</p> <p>Apologies received from Lesley Childs, Pauline Rose</p> <p>No response from Tom Wratten</p> <p>Lisa Swan has stood down from residents panel</p>	
2	<p>ASSET MANAGEMENT</p> <p>Repairs and maintenance currently dealt with in three ways;</p> <ol style="list-style-type: none">1. Responsive – via repairs line2. Cyclical – boiler servicing etc3. Major repairs – replacing doors, windows etc <p>Budget set each year on these three headings. Responsive anticipates expenditure per property and is benchmarked against other HAs. Cyclical is done similarly using average of previous years. Major works based around longer term cycle of renewal and replacement of property elements and also incorporates voids and reactive replacements of major elements.</p> <p>Our oldest property was built in 1992. 2007's stock condition survey checked a sample of properties assuming lifetime of products based on industry standard.</p> <p>The new Asset Management Strategy formalises the approach to be taken in the future.</p> <p>Certain aspects of this work can be capitalised i.e. paid for as capital items and depreciated over longer period.</p> <p>The move to component accounting will make it easier for us to capitalise costs.</p>	
3	GOING THROUGH AMS	

	<p>The new Asset Management Strategy includes TV properties. Their properties have had more money spent on them in recent years as they have accelerated their planned maintenance programme.</p> <p>With aids and adaptations the onus is now on landlords/HOs as opposed to LAs to try and fund. The Panel had some discussions around if it was worth looking to arrange/pay for these with tenants on a percentage basis? Will Age Concern/Help the Aged provide support or assistance? Worth looking into. Additionally new grant website may be of assistance.</p> <p>From recent survey it is apparent that residents value reporting and appointments highly.</p> <p>With regard to upcoming properties a new rent will be charged as per recent government changes – 80% or market rent based on local area housing allowance and using 'flexible' tenancies. This also potentially means that we can "flip" current void properties to this type and amount of rent. As a result of the new rental there will be less government funding but more private finance (as income higher as a result).</p> <p>MCL floats idea of putting "do and don't" guide on website/newsletter/in next newsletter so residents are aware of this. Additionally mention compensation for improvements scheme.</p> <p>Regarding CP12s and boiler repairs – is there a provision in the lease to maintain/repair boilers? Can void insurance and also clause stating to keep in good repair, so will be worth reminding shared owners.</p>	SB
4	<p>OPEN MIC FOR RESIDENTS</p> <p>TM – Shared owners wishing to replace windows with UPVC – English Rural fine with this so long as no planning objection but worth also checking that mortgage lender does not restrict.</p>	
5	<p>NOTES FROM PREVIOUS MEETING</p> <p>PV Panels to existing properties – ties into "feed-in" tariff. Be wary of other companies which install but then take benefit received.</p> <p>These can be set up so English Rural receives the</p>	

	<p>money and the tenants receive the benefit of the lower electricity costs. Use of PV and renewables currently being investigated with view to establishing viable retrofit programme as part of approach to Asset Management.</p> <p>Car parks lights, permission etc – Local Authority vague but use of low level solar lights likely to be ok acceptable</p> <p>.</p>	
6	<p>KPIs</p> <p>Taking into account voids etc, seem to be going well. Shared ownership arrears up slightly but SB due to chase again very shortly.</p>	
7	<p>ANNUAL REPORT TO RESIDENTS</p> <p>Good feedback to this – well received by residents although full version only requested once.</p>	
8	<p>PLANNED MAINTENANCE</p> <p>This is now underway. Some of the more urgent issues at certain developments are almost complete. Correspondence sent to shared owners asking if they wish to have works carried out for a fee by same contractors.</p>	
9	<p>ANY OTHER BUSINESS</p> <p>Transfer of Engagements – due diligence carried out. Advantageous for ER and TVRHA. Both organisations have the same ethos and fit strategically.</p> <p>Hopefully following this TV will be represented on the Residents Panel. There has been an approach from a Kent resident to join and they are to be invited to attend next meeting. MC will contact Tom Wratten and ascertain whether he wishes to remain on panel as has missed last three meetings.</p> <p>SB & Chris Graves to discuss re potential for TV resident.</p> <p>Rok and gas servicing – New boiler document has been prepared and we are currently inviting expressions of interest from contractors. Looking to move into a more regional format than previously as easily to deal reactively. Residents present supported this approach.</p> <p>Tour of Berks/Oxon schemes scheduled for December 9th.</p>	<p>MC</p> <p>SB/CG</p>

10	DATE OF NEXT MEETING Thursday 20 th January 2011	
----	--	--