

ENGLISH RURAL HOUSING ASSOCIATION

RESIDENTS PANEL MEETING

Notes of meeting held on Thursday 20 January 2011

Present: Jane Jennings (JJ), Lesley Childs (LC), Christine Knight (CK),
Martyn Clements (MCL), Brian McCombie (BM), Martin Collett (MC),
Kathryn Watson (KW)

		ACTION
1	<p>APOLOGIES & INTRODUCTIONS</p> <p>Apologies received from Pauline Rose and Tony Macarthur.</p>	
2	<p>SERVICE BRIEFING – DAY TO DAY REPAIRS</p> <p>A summary of the day to day repairs procedure was given and sample job orders, satisfaction letters and copies of the Contractor Code of Conduct distributed for information.</p>	
3	<p>COMPLAINTS REGISTER</p> <p>The register was made available at the meeting.</p>	
4	<p>OPEN MIC FOR RESIDENTS</p> <p>BM enquired about the use of Suka electric heaters as an alternative to storage heaters. These have been trialled on some properties and residents have given positive feedback. Suka and other forms of electric heaters will be considered as part of the future upgrade programme to be included in the Asset Management Strategy</p> <p>It is hoped that a further stock condition survey will be undertaken over the next few years and this will take onboard SAP ratings of properties as well as condition. This will allow priority to be given to properties with poor SAP ratings to improve energy efficiency.</p> <p>A second manhole cover at Warehorne has been identified as needing to be levelled. This will be passed on to English Rurals Technical Development Manager to be included with other works proposed at Warehorne.</p>	<p>MC</p> <p>MC</p>
5	<p>NOTES OF LAST MEETING</p>	

	<p>These were agreed.</p> <p>CP12's – we are unable to stipulate that shared owners have their boilers serviced every 12 months, however it is detailed in the lease that this should be done.</p> <p>Gas Servicing – a contract has now been set up with BTU Maintenance to cover the Kent/Surrey/Bucks area. Due to a lack of interest from Contractors in other areas, the remainder of the schemes will be serviced by local contractors but this will not be on a contract basis.</p>	
6	<p>KPI's</p> <p>The lower than normal maintenance figures were a reflection of the delays caused by the poor weather conditions at the end of last year and difficulties in ordering parts due to the Christmas shutdown.</p> <p>The delay with one of the re-lets was mainly due to the time-frame of the CBL advertising cycle.</p>	
7	<p>CORPORATE UPDATE</p> <p>The TSA have now approved the Transfer of Engagements with Test Valley Rural HA and all going ahead as scheduled ready for the new financial year in April.</p> <p>A new loan facility of £13m has been agreed with Triodos Bank. Again this will be in place ready for the new financial year.</p>	
8	<p>BUSINESS PLANNING – AWAY DAY</p> <p>The Panel were given the opportunity to discuss the agenda for the Board Away Day and provide feedback.</p> <p>Discussions related to:</p> <ul style="list-style-type: none"> - the practicalities of managing “far-flung” properties and the business case for English Rural continuing to manage these and develop in these areas. - Is big always good? The need for balancing development and investment in existing stock and still providing the same level of service. - Affordable housing for older people – do we need to consider the mix of units to include ground floor flats/bungalows on schemes to cater for an aging population 	

	<ul style="list-style-type: none"> - New tenancies – should these be reviewed on a housing need basis not just on financial circumstances. - The green agenda and retrofitting existing stock with sustainable technologies. <p>These discussions will be fed back to the Board during the away day.</p>	
9	<p>REVIEW OF LOCAL OFFERS</p> <p>The local offers published in the Annual Report to Tenants were reviewed with updates on these as follows:</p> <ul style="list-style-type: none"> - Provide residents with details of local contracts in place as part of the annual service charge review – details of our general expectations for grounds maintenance will be issued with this year’s service charge statements. - Publish documentation to guide residents who want to be involved – a guide will be introduced by Sep 11. Training opportunities will also be circulated to the Residents Panel. - Carry out a review of how we communicate with residents – CK to co-ordinate. - Update the tenants handbook – this will be completed by April 11 - Provide clear information on work specifications so residents can be involved in quality control – detailed specs sent out to residents of properties undergoing work as part of last years programme so work can be monitored and residents can report back. - Look at expanding the ways residents can pay their rent – this is still under consideration and involves working with other departments in the organisation to implement. 	<p>MC</p> <p>CK</p> <p>KW</p>
10	<p>DATES OF FUTURE TOURS & MEETINGS</p> <p>Tours will take place in Essex during April and Leicestershire in July.</p> <p>Dates of panel meetings will be scheduled to fall bi-monthly between board meetings.</p> <p>Possible dates will be circulated.</p>	<p>MC</p>
11.	AOB	

	There was none.	
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