

**Residents Panel – 20<sup>th</sup> January 2010 (12.30pm)**

**English Rural Housing Association, Hall House  
9 Graphite Square, Vauxhall Walk**

## AGENDA

- 1 Apologies for Absence
- 2 Service Briefing and Feedback – Day to Day Repairs
- 3 Complaints Register
- 4 'Open Mic' for residents
- 5 Notes of last meeting
- 6 Housing Management Performance Indicators (available at meeting)
- 7 Corporate Update (including update on transfer of Test Valley)
- 8 Business Planning – Input from residents for the Away Day
- 9 Review of Local Offers
- 10 Dates for future tours and meetings
- 11 AOB