

**Residents Panel – 13<sup>th</sup> April 2011 (12.30pm)**  
**English Rural Housing Association, Hall House**  
**9 Graphite Square, Vauxhall Walk**

**AGENDA**

- 1 Apologies for Absence
- 2 Service Briefing and Feedback – Re-sales Procedure
- 3 Notes of last meeting
- 4 New Tenancy Consultation – Discussion and feedback
- 5 Complaints Register
- 6 ‘Open Mic’ for residents
- 7 Housing Management Performance Indicators (available at meeting)
- 8 Corporate Update (including update on transfer of Test Valley)
- 9 Business Planning – Feedback from the Awayday
- 10 Feedback from Berkshire tour and arrangements for South West tour.
- 11 AOB