

ENGLISH RURAL HOUSING ASSOCIATION

RESIDENTS PANEL MEETING

Notes of meeting held on 13 April 2011

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

		ACTION
1	<p>APOLOGIES</p> <p>No apologies were received.</p>	
2	<p>SERVICE BRIEFING – RE-SALE PROCEDURE</p> <p>SB distributed a brief guidance procedure for re-sales.</p> <p>In addition to advertising in Parish magazines and newsletters, where possible adverts will be placed in the weekly round-up in local newspapers.</p> <p>The possibility of buying back shared-ownership properties was discussed, however this would probably not be financially viable. If a re-sale is proving difficult after 8 weeks of marketing, this will be reported back to the Board for consideration.</p> <p>Parish Councils to be sent full list of those applicants who are shortlisted for interview on both re-sales and re-lets in order to confirm local connections.</p> <p>Application form to be updated to include previous surnames of applicants – this can be helpful when verifying local connections.</p> <p>In future all other residents on a scheme will be notified of the re-sale and invited to apply.</p>	
3	<p>NOTES OF LAST MEETING</p> <p>Warehorne manhole cover – this has now been inspected and works will be included in the major works programme for this year. At present no sinking fund or service charge for the development. This will need to be implemented following consultation with residents.</p> <p>Gas servicing in shared ownership properties – there are no legal obligations on shared owners to carry out</p>	

	<p>regular servicing. However, we will continue to promote this through newsletters.</p> <p>Gas servicing contract – new contract with BTU going well. Review meeting scheduled for 4th May.</p> <p>Communications review – MC and CK to discuss how to review existing methods of communication.</p> <p>Resident handbook – will be completely reproduced and will be ready by September.</p> <p>Payment methods – MC to follow up with colleagues in Finance department.</p>	<p>MC/CK</p> <p>KW</p>
4	<p>NEW TENANCY CONSULTATION</p> <p>Panel agreed that new tenancy should be fixed at 20 years. A robust policy will need to be in place to ensure that any review after 20 years is fair and transparent.</p> <p>A draft Tenancy Review Policy will be brought to a future Panel meeting for consideration.</p>	
5	<p>COMPLAINTS REGISTER</p> <p>This was available at the meeting for review.</p>	
6	<p>OPEN MIC FOR RESIDENTS</p> <p>Warehorne – problems with wooden back doors, these will be inspected with a view to bringing forward any planned replacement. Storage heater at no. 7 – not replaced like for like, to be investigated.</p> <p>Stoney Stanton – kitchens due to be replaced this year.</p> <p>Tender process for major works will begin shortly with contracts hopefully awarded in May. All works will then be undertaken over the following 6 months.</p> <p>Window replacements – no objections to replacing wooden windows with uPVC as long as there are no local planning restrictions.</p> <p>Tenant repair responsibilities – these will be detailed in full in the new tenant handbook.</p>	
7	<p>KPI's</p>	

	<p>No. of ASBO's served to be removed from future KPI's.</p> <p>Delays in repairs due to parts on order – we are ensuring tenants are giving as much information as possible when reporting repairs to help assist contractors to be as fully equipped as possible to undertake the repair.</p>	
8	<p>CORPORATE UPDATE</p> <p>Test Valley transfer completed on 1st April.</p> <p>New loan facility now in place as of 1st April. This will be used to help fund new developments.</p> <p>English Rural will be bidding for HCA funding for new developments – hoping for 200-250 homes over 4 years.</p>	
9	<p>BUSINESS PLANNING – FEEDBACK FROM AWAY DAY</p> <p>Report from Away Day distributed to Panel.</p> <p>A project group of staff has been set up to look at longer term objectives from the away day such as filling the funding gap in future, new management arrangements, and implementation of a shareholder policy.</p>	
10	<p>FEEDBACK FROM BERKSHIRE TOUR</p> <p>2 Panel members attended the tour – it was felt that this was a good level of representation for future tours.</p> <p>Residents were present to talk to panel members on all schemes and generally appeared happy.</p> <p>Next HM Tour will be on 17 May in the South West – LC and PR to check their availability to attend.</p>	LC/PR
10	<p>AOB</p> <p>There was none.</p> <p>Next meeting to be held on Tuesday 21st June 2011</p>	