

Residents Panel – 21st June 2011 (12.30pm)
English Rural Housing Association, Hall House
9 Graphite Square, Vauxhall Walk

AGENDA

- 1 Apologies for Absence
- 2 Service Briefing and Feedback – Handling Complaints
- 3 Notes of last meeting
- 4 New Tenancy – Tenancy Review Policy and Procedure
- 5 Complaints Register
- 6 'Open Mic' for residents
- 7 Housing Management Performance Indicators (available at meeting)
- 8 Update and review of Planned Maintenance Programme
- 9 Resident Involvement – Impact Assessment
- 10 Corporate Update
- 11 AOB