

Residents Panel – 20th September 2011 (10.30am)

**The Wessex Conference Centre, Sparsholt College, Winchester,
Hampshire, S021 2NF (this postcode is no good in the sat-nav!)**

AGENDA

- 1 Apologies for Absence
- 2 Notes of last meeting
- 3 New Tenancy Agreement / Policy - Update
- 4 Complaints Register
- 5 'Open Mic' for residents
- 6 Housing Management Performance Indicators
- 7 Review of local offers and Annual Report to Residents
- 8 Residents Satisfaction Survey 2011
- 9 Update and review of Planned Maintenance Programme
- 10 Feedback from tours and future visits
- 11 Corporate Update
- 12 AOB