

## ENGLISH RURAL HOUSING ASSOCIATION

### RESIDENTS PANEL MEETING

Notes of meeting held on 20 September 2011

Present: Martin Collett (MC), Christine Knight (CK), Jane Jennings (JJ),  
Brian McCombie (BM), Lesley Childs (LC), Kathryn Watson (KW)

|   |   | ACTION |
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| 1 | <p>APOLOGIES</p> <p>Apologies were received from Martyn Clements, Tony McArthur, Pauline Rose and Pat Peters.</p>   |        |
| 2 | <p>NOTES OF LAST MEETING</p> <p>Pat Peters has agreed to take part in the Residents Panel. Pat lives in one of the older schemes in Leicestershire.</p> <p>Tenant Handbook and Guide for Resident Involvement will be circulated to panel members for comment outside of the meeting.</p>   |        |
| 3 | <p>NEW TENANCY AGREEMENT</p> <p>Policy discussed and agreed at last meeting.</p> <p>As no funding from HCA the policy will now only be applied to new schemes and not re-lets. This will help resolve issues of different tenancy types on one scheme.</p>  |        |
| 4 | <p>COMPLAINTS REGISTER</p> <p>No complaints received since last meeting.</p>  |        |
| 5 | <p>OPEN MIC FOR RESIDENTS</p> <p>Fencing around gardens – Housing Managers to be mindful of this when carrying out visits and residents asked to request permission retrospectively if already fitted fences. Need to check if TA includes a clause not to fence around front boundary.</p> <p>Housing Manager visits – HM's have a schedule of visits and try to visit each scheme at least twice a year but usually more regularly. Residents felt it would be useful to have at least one notified visit a year.</p> |        |

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| 6 | <p>KPI's</p> <p>CK suggested it would be useful to show another column on the maintenance KPI's which didn't include no access, this would then show more accurate data on contractor performance.</p> <p>Consultation with benchmarking group as to changing the format of existing KPI's and what to include.</p>  | MC    |
| 7 | <p>REVIEW OF LOCAL OFFERS</p> <p>The review of local offers has been included in this year's corporate Annual Report. This year the offers show what we did over the year and how we follow on from this with offers for the coming year. The full Annual Report to Residents will be available on request and published on the website.</p> <p>MC highlighted the updated offers and the following comments and suggestions were raised:</p> <ul style="list-style-type: none"> <li>- Choice in the planned maintenance programme – although this had been included in the contracts for planned works it didn't always happen. At both Aldington and Warehorne residents had not been given any choice in the works that were undertaken. This would be monitored closely in future and followed up in the end of contract surveys and feedback from residents.</li> <li>- In house training for residents – it was suggested that a day's training course could be offered to residents which would give them an insight into how we work. This would include repairs, tenancy management, leasehold management, contract management and how HA's operate generally. This could be offered to the Panel first and then promoted to residents in the newsletter.</li> <li>- MC &amp; CK to carry out a review of how we communicate with residents. This would take a similar format to the Resident Involvement Impact Assessment.</li> </ul> | MC/CK |
| 8 | <p>RESIDENT SATISFACTION SURVEY</p> <p>Last full survey undertaken in 2007. Survey format has changed since then and has become much shorter. The new survey will include key questions which all HA's must include plus some additional optional questions. The survey will be carried out this Autumn.</p>   |       |

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|    | <p>CK suggested that the survey be printed on blue paper as this makes it easier to read for residents who suffer from dyslexia.</p> <p>Section 7 would be amended so that certain questions become optional. The optional section would also include a note as to why we are asking these questions and how the responses can help us offer services to meet specific needs.</p> <p>A prize draw will be offered to residents who return the survey and include their name and address. The prize will be a shopping voucher.</p>   |    |
| 9  | <p>UPDATE ON PLANNED MAINTENANCE</p> <p>2 out of the 3 contracts are on schedule to complete shortly. Feedback so far has been positive and a full contractor review will be carried out once all work is complete. This will include feedback from residents and post inspections on all work.</p> <p>The Eastern Region contract has had some complications. Due to changes in legislation the contractor has asked that asbestos inspections are carried out on properties built before 1999. Not all properties in the contract need to be inspected, only a sample of those properties built before this date will need to be. Although this has held up internal works the contractors have been able to start on external decorating while the inspections are being undertaken. Despite this set back the contract shouldn't experience too many delays and is still close to the scheduled completion date.</p> |    |
| 10 | <p>FEEDBACK FROM TOURS &amp; FUTURE VISITS</p> <p>Those who attended the SW Tour found this useful, particularly having the Development Manager present to give background information on each scheme. Residents seem to respond well to having the Residents Panel undertake the tours and having the opportunity to talk to other residents who are involved. Smaller groups also seem to work better as they are less daunting to residents.</p> <p>MC will circulate a schedule of tours for the coming year and these will include Kent, Surrey and Essex.</p>  | MC |

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| 10 | <p>CORPORATE UPDATE</p> <p>MC reported that we had been unsuccessful with our bid to the HCA for funding and as a result new forms of funding had to be considered. Local Authorities had been approached to ask for assistance. As a result the development programme had been reduced to 170 units over the next 4 years from 220 previously.</p> |  |
| 11 | <p>A.O.B</p> <p>There was none.</p>   |  |
| 12 | <p>DATE OF NEXT MEETING</p> <p>Next meeting to be held on Tuesday 13 December at Head Office.</p>   |  |