

Residents Panel – 13th December 2011 (12.30pm)

**English Rural Housing Association
Hall House, 9 Graphite Square**

AGENDA

- 1 Apologies for Absence
- 2 Notes of last meeting
- 3 Training Session – ASB Case Management
- 4 Complaints Register
- 5 'Open Mic' for residents
- 6 Housing Management Performance Indicators
- 7 Repairs – Review of Tenant Responsibilities and Response Times
- 8 Review of 2011 Planned Maintenance Programme – Lessons for 2012!
- 9 Tour Dates and Locations for 2012
- 10 Corporate Update
- 11 AOB