

ENGLISH RURAL HOUSING ASSOCIATION

RESIDENTS PANEL MEETING

Notes of meeting held on 13 December 2011

Present: Martin Collett (MC), Christine Knight (CK), Jane Jennings (JJ),
Brian McCombie (BM), Tony McArthur (TM), Kathryn Watson (KW)

		ACTION
1	<p>APOLOGIES</p> <p>Apologies were received from Lesley Childs, Martyn Clements, Pauline Rose and Pat Peters.</p> <p>Pauline has sadly had to resign as a resident Board Member. Her resignation has been published in the latest newsletter and residents have been asked to contact MC if they are interested in becoming a Board Member. Although a tenant representative would be preferred, if no suitable candidates come forward another shared owner will be considered.</p>	
2	<p>NOTES OF LAST MEETING</p> <p>Tenant handbook has now been circulated and any comments to be passed on to KW outside of the meeting. The Guide to Resident Involvement will be circulated shortly.</p> <p>MC & CK will set a date in the new year to review communications with residents.</p> <p>The satisfaction survey has now been sent and the deadline has passed for returned forms, with a response rate of between 25-30%. The results are now being compiled and analysed. 6 residents were selected in the prize drawer and will receive £50 love to shop vouchers.</p>	<p>MC</p> <p>MC/CK</p>
3	<p>TRAINING SESSION – ASB CASE MANAGEMENT</p> <p>A training session on ASB management was undertaken by the Panel. This covered the role of Government and landlords in responding to ASB, the methods available to tackle ASB and a number of current case studies.</p> <p>Following the training the Panel discussed how English Rural tackle ASB and the importance this has on our PR and reputation.</p>	

4	<p>COMPLAINTS REGISTER</p> <p>This was available at the meeting.</p>	
5	<p>OPEN MIC FOR RESIDENTS</p> <p>BM reported a problem with his extractor fan that in high winds water blows in from outside – this should be considered when deciding the design of extractors to be fitted to new properties.</p>	
6	<p>KPI's</p> <p>The layout of the KPI's had been amended to include repairs that were delayed as a result of tenant no access.</p> <p>Both the shared owner and tenant arrears were under the 3% target during October. Housing Managers continue to prioritise arrears work to maintain a consistently low arrears figure.</p> <p>MC will discuss KPI reporting at the next benchmarking meeting and feedback to the Panel on what other HA record in their KPI's.</p>	MC
7	<p>REPAIRS – REVIEW OF TENANT RESPONSIBILITIES AND RESPONSE TIMES</p> <p>It was agreed that tap washers would be removed from the list of tenant repair responsibilities.</p> <p>The repair response times were discussed and the Panel agreed to continue using the same response times and agreed the existing list of repairs which are considered emergencies.</p> <p>Pat Peters raised a number of issues prior to the meeting for discussion:</p> <p>Redecoration of garden fences – this is tenants responsibility, only fences in communal areas are redecorated under the cyclical decs programme.</p> <p>Cleaning of footpaths – this again would be tenants responsibility if the path lead directly to the front door off the property even if shared with a neighbour.</p>	KW
8	<p>REVIEW OF 2011 PLANNED MAINTENANCE PROGRAMME</p> <p>This was deferred until the next meeting when more</p>	

	<p>residents would be in attendance to review works undertaken during 2011.</p> <p>MC advised that residents would be included in the tendering process for future works, including approving works specifications and offering feedback on contractors.</p> <p>CK & BM volunteered to be involved in future appointment of contractors – both have experience of planned and cyclical work on their schemes and could offer valuable feedback and recommendations.</p>	
9	<p>TOUR DATES AND LOCATIONS FOR 2012</p> <p>It was agreed that 3 tours would take place in Essex, Surry and Bucks/Berks</p> <p>Like previous tours, not all Panel members would be expected to attend every tour, ideally 3 or 4 representatives in total including staff.</p> <p>MC will circulate proposed dates.</p>	MC
10	<p>CORPORATE UPDATE</p> <p>Update from Adrian Maunders</p> <p>TSA will attend the January Board meeting as part of their normal engagement with HA's. A briefing note has been issued to all Board members – AM agreed this could also be circulated to the Residents Panel for information.</p> <p>The Strategic Plan is now being updated and reviewed for the next four years, having achieved all of the key strategic targets from the previous plan.</p> <p>Funding – existing borrowing has been fixed for the next 9 years at a very competitive rate. Bonds are now also being considered along with bank loans for future borrowing.</p> <p>A pilot programme has been approved by the Board to outsource services to other housing providers. The pilot will run in the South West region and is proposed to include housing services, development and enabling. This is likely to start at the beginning of next year.</p>	

11	A.O.B There was none.	
12	DATE OF NEXT MEETING The next meeting will be held at the end of February – date to be confirmed and circulated.	