**PETRA’s Quarterly Residents Report**

**Issue No.6 April 2013**

Welcome to the sixth report produced for the residents of the PETRA estate. The PETRA staff and Committee hope you find this information useful and keep you up to date.

Within this report there are details of;

* Dates of the PETRA Committee meetings
* The main points of the previous PETRA Committee meetings
* Proposals and outcomes from the previous PETRA Committee meetings
* PETRA’s performance indicators

How PETRA performs it’s responsibilities in the areas of

Repairs, Complaints, Satisfaction, A.S.B.

* Shareholders Report.

**If at any time, you no longer wish to receive this report please contact the PETRA office and you will be removed from the mailing list.** Contact PETRA on **01708 475358** or by email [petratmo@aol.com](mailto:petratmo@aol.com) and state your address. The information provided in this report is always available from the PETRA office to any residents over the age of 18 or any interested party. PETRA abides by an open door policy.

**Dates of the PETRA Committee meetings**

As a resident of the PETRA estate, you have the opportunity to make a direct difference to the place where you live. At present there no spaces on the committee, but any resident is welcome to attend the meetings as a guest or observer.

The meetings are held in the PETRA office and start at 8pm sharp.

* Tuesday 30th April 2013
* Tuesday 28th May 2013
* Tuesday 25th July 2013

**Main points of the previous PETRA Committee meetings**

January 29th 2013

M.D and N.C attended a meeting with J. Huges, the assistant to the Director of Finance at HSBC at Canary Wharf. The meeting concentrated on what assistance Carbon Leap Frog and J.Huges can offer. The Sustainability officer from the Council was in attendance and fully supported PETRA’s ideas, she helped to filter the achievable ideas so PETRA can work alongside the Council.

M.D, J.D and N.C attended a meeting at the Town Hall with Councillor Michael White, Councillor Leslie Kelly and Director of Housing Sue Whithspoon, to start a fresh new working relationship now that HiH no longer exists, and discussed briefly the idea of taking over the day to day running of the Sheltered Accommodation on the estate.

The Treasures report was read and is available on request from the PETRA office.

The committee had undertaken a policy review. Ideas for the Easter holiday activities were discussed. The feedback from the Queens Theatre trip was good, but more residents need to become involved in activities.

**Proposals and Outcomes**

N.C nearly lost all of her work that she has been putting together for the past two years as her computer got a virus. M.D asked the committee if they would agree for an external hard drive to be purchased for N.C. The committee agreed.

February 26th 2013

The Councils crime prevention officer visited the estate and made a few suggestions to deter crime, rather than installing external CCTV.

The committee discussed the top garden project and how to encourage volunteers to get involved.

The Treasurers report was read, this is available from the PETRA office on request.

The Manager reported 16 bathrooms have now been completed on the Shower programme.

There were various complaints over Christmas and the New Year most were regarding noise.

The building works are coming along and the Council have got funding for the Cavity wall insulation.

The new doors are looking good but residents need to be aware if they lose their keys they will have to get a lock smith to get them in, this can cost around £120.

The photo competition winner was S. Vine K.Vine and C. Hagger. The response was really poor this year, and the committee thought the chance to win £50 would appeal to everyone.

The 10 year anniversary is coming up and the committee have to think of how to celebrate this and get residents involved.

**Proposals and Outcomes**

M.D asked the committee if there was any objection to Mr Roast a resident from Overstrand House to help in the top garden, No objections were received. The Manager requested that the committee approve a one off chute clean that will cost £2,200 + VAT. This was agreed.

M.D proposed a budget of £5,000 to celebrate 10 years off PETRA. This was unanimously agreed by the committee.

March 26th 2013

The continuation ballot is fast approaching the committee need to gain a feel of the support from the residents and make sure the newer residents fully understand what PETRA does. A door to door campaign needs to be put into action.

The Treasurers report was read, this is available from the PETRA office.

The Manager reported there will be money left over from the year to transfer into the surplus, the repairs are up to date, grass cutting will commence soon.

The 20 showers that have so far been fitted have cost £16,000 which is £4,000 under budget. The secretary suggested a few field trips for the committee, a visit to a Council meeting at the Town Hall and to another local TMO. Volunteers from the estate are needed to join in with the 10 year annerversary. J.Luck one of the founder members of PETRA and one of the original tenants has now moved. The committee will send a thank you gift to her for her years of contribution.

**Proposals and Outcomes**

The Chairman proposed that a new camera be purchased for general office, maintinance and committee use. This was agreed.

**Performance Indicators**

Resident repairs/maintenance carried out by PETRA staff in the last quarter

* Requests for repairs/maintenance **29**
* Responded to within 4 hours **19**
* Responded to within 24 hours **5**
* Responded to within 48 hours **3**
* Responded to within 14 days **2**

Block repairs/maintenance carried out by PETRA staff in the last quarter

* Repairs/maintenance **18**
* Responded to within 4 hours **17**
* Responded to within 24 hours **0**
* Responded to within 48 hours **1**
* Responded to within 14 days **0**

**This report does not include repairs reported to the office that Homes and Housing are responsible for.**

**Anti-Social Behaviour**

No official reports of ASB from the police were received.

**Complaints received by PETRA**

**4** complaints were received regarding noise from other residents.

**1** compliant was receivedregarding road safety.

Please be considerate of your neighbours.

**Satisfaction Results**

When repair or maintenance is being completed by PETRA for tenants, tenants should receive a repair feedback form. On this form is a satisfaction question, PETRA received **7** feedback forms. **7** indicated that they were satisfied with PETRA’s overall service.

**Shareholders Report**

**Shareholders to date;**  **80** in total.

Uphavering House there are **19** tenant, **3** leasehold shareholders

Parkview House there are **30** tenant, **7** leasehold shareholders

Overstrand House there are **20** tenant, **1** leasehold shareholders.

**PETRA hopes you find this report interesting and useful.**

Thank you for your time and support.