**PETRA’s Quarterly Residents Report**

**Issue No.9 January 2014**

Welcome to the quarterly 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 its 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 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 are spaces on the committee, alternatively 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.

* Monday 27th January 2014
* Monday 24th February 2014
* Monday 31st March 2014

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

 October 29th 2013

The Chairman announced the result of the Continuation ballot, 92% for, 8% against.

PETRA’s partnership with J. Hughes from HSBC has come to an end as J.H has other pressing commitments in her work place. We thank Jan for all of her hard work on our behalf.

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

The Manager reported he has signed up to an on line tenancy and ASB course with approximately 60 modules to complete. N. Cruickshank will be taking the same course. The Shower Programme has been successful with the installation of 45 showers at the cost of £37’500.

The Secretary welcomed two local Councillors to the meeting, Cllr John Mylod and Cllr John Woods, who will attend the committee meetings when they are able to.

Social activities reported that the Rochester Christmas Market trip has been very popular, and is full.

**Proposals and Outcomes**

S. Vine was re-appointed as Secretary, S. Peacock and S. Vine volunteered as the Social Activities co-ordinators. Cllr J. Mylod approached the committee and suggested that the meetings be moved to a Monday night at the end of each month so he can attend. Cllr J. Mylod has other council commitments on Tuesday evenings, but would like to attend the PETRA meetings. A vote was taken; All agreed. The Chairman proposed a one off donation to the Lifeboat Institution, a vote was taken; All in favour.

 November 25th 2013

The Chairman started by thanking the Committee for their support and participation. The committee discussed J. Brett and N. Cruickshank’s roles and responsabilites, J. Brett is going to a three day week and N. Cruickshank is going to a five day week. N. Cruickshank will be taking on some of J. Brett’s responsabalities and learning his role. The planed Chute clean will take place in the New Year due to equipment failure.

The Treasurers report was read and is available form the office on request.

The PETRA Business plan needs compiling, it is necessary in light of the council’s proposed allowance cut .The committee were asked who would like to volunteer to form a small sub group to review the budgets and build in the cuts. Only two members volunteered. PETRA now has a new Liaison officer, Laura Moore who PETRA has had contact with in the past. Laura will be working two days per week and dedicated to the TMO’s.

Thank you to Brad, Colin and Peter who have been putting a lot of time and effort onto the top garden this year. Cllr J. Mylod informed the committee that the Council have upgraded the fields across the way leading to Harrow Lodge, so they are no longer classed as a Meadow. The Council are also chasing the water board about the blocked drains around the park.

**Proposals and Outcomes**

The committee agreed to pay for 5 fruit trees for the top garden at a cost of £70.

December 2013

No meeting is held in December.

**Performance Indicators**

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

* Requests for repairs/maintenance 44
* Responded to within 4 hours 44
* Responded to within 24 hours 0
* Responded to within 48 hours 0
* Responded to within 14 days 0

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

* Repairs/maintenance 23
* Responded to within 4 hours 23
* Responded to within 24 hours 0
* Responded to within 48 hours 0
* 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**

2 official report of ASB was received this quarter.

**Complaints received by PETRA**

2 complaints were received this quarter; these were in relation to non-resident youths hanging around Overstrand House, and reports of the smell of cannabis being used.

**Compliments received by PETRA**

2 compliments were received this quarter from residents that attended the Rochester Christmas Market. “It was a thoroughly enjoyable day, Thank you PETRA”.

**Satisfaction Results**

No sheets were received this quarter.

**Shareholders Report**

**Shareholders to date;** 87in total.

Uphavering House there are **24** tenants, **3** leasehold shareholders

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

Overstrand House there is **23** tenants, **2** leasehold shareholders.

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