**PETRA’s Quarterly Residents Report**

**Issue No.10 April 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](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 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 28th April 2014
* Monday 26th May 2014 This maybe subject to change
* Monday 30th June 2014

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

January 27th 2014

The Chairman informed the committee that a new liaison officer had been appointed for the three TMO’s. The book keeper is now directly employed by PETRA. The bins have been steam cleaned and this information would go in the newsletter to encourage residents to wrap and dispose of their rubbish properly.

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

The Managers report included the problems that occurred over Christmas in Uphavering House. The issues with windows and water ingress.

The Secretary reported that the Business Plan is due to be renewed. The newsletter is now going to be quarterly due to the proposed budgets cuts.

**Proposals and Outcomes**

The Chairman proposed that N. Cooper (the book keeper) be employed for 4 hours per week initially with a review in 3 months. This was seconded by S.V; a vote was taken all agreed.

February 24th 2014

The Chair emphasized the need for committee members to become more involved and take on or assist with committee reasonability’s. The Chair addressed the advancing years of some of the long standing committee members and that younger residents should be encouraged to become involved and learn. Hopefully they will then continue to help PETRA thrive.

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

The Manager reported there has been a problem with a group of youths hanging around Overstrand House. The committee and residents should be encouraged to call 101 when the youth are hanging around. The Manager has also been received a lot of complaints about the Council contractors blocking the roads with the delivery lorries. Hopefully they will be finished by the end of March.

The Secretary informed the committee that an inspection of all the external estate signed was carried out. Eurographics, the company that designed and fitted the large PETRA estate sings have been approached to quote for design and fit the signs.

The social activities team reported that the top garden is coming along very well and that some fruit trees have been planted in the estate.

**Proposals and Outcomes**

**To start the meeting the Chairman proposed that J.D Chair the meeting due to health reasons. This was seconded by S.V; a vote was taken all agreed.**

March 31st 2014

The Chairman reported the new MMA that was sent to all three TMO’s was an out of date copy. Peninsula carried out their annual Health and Safely assessment. The committee was asked to consider what major estate improvement project should be carried out in the new financial year.

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

The Secretary reported that M.D, N.C and J.B met with the Insurance broker to confirm information for a new quote.

Cllr Mylod gave his response to M.D for queries raised at the previous meeting.

**Proposals and Outcomes**

The committee were asked to consider building external sheds. This was rejected for various reasons. The committee agreed to run the Carbon monoxide Detector programme again.

**Performance Indicators**

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

* Requests for repairs/maintenance **38**
* Responded to within 4 hours **35**
* Responded to within 24 hours **1**
* Responded to within 48 hours **2**
* Responded to within 14 days 0

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

* Repairs/maintenance **45**
* Responded to within 4 hours **45**
* 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**

There were no official reports of ASB this quarter

**Complaints received by PETRA**

4 complaints were received this quarter from residents concerning other residents.

**Compliments received by PETRA**

No compliments were received this quarter.

**Satisfaction Results**

No satisfaction sheets were received this quarter.

**Shareholders Report**

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

Uphavering House there are **21** **tenant**, **3** **leasehold** shareholders

Parkview House there are **31** **tenant**, **6** **leasehold** shareholders

Overstrand House there is 20 **tenant**, **2** **leasehold** shareholders.

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