**PETRA’s Quarterly Residents Report**

**Issue No.7 July 2013**

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.

* Tuesday 23rd July 2013
* Tuesday 27th August 2013
* Tuesday 24th September 2013

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

April 30th 2013

The Chairman reported that the residents from the sheltered accommodation are now fully aware of PETRA’s intentions to manage the day to day repairs for their accommodation.

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

The Manager reported that the raised garden is now up and running. There are only two volunteers so far, all residents are welcome to become involved in the project.

The social activities organiser reported that a start has been made to arrange the 10 year anniversary party. J.D recommended all committee members should attend. The date set is the 14th July; ideas were Bouncy castle, rodeo bull, candy stall, hog roast, dance/drama entertainment, and fun fair activities.

Some committee members have noticed more dog mess on the grounds of the estate more rubbish and spit in the top alley. These issues will be reported to the Manager.

**Proposals and Outcomes**

The Chairman reported the continuation ballot is fast approaching, to see if the residents would like PETRA to continue or for the Council to manage the estate. It is time to decide if the committee would like the Council to organise the ballot or, if the committee would prefer to use an independent company. The committee proposed that M.D approach L. Michaels to conduct the survey.

J.D proposed, to get some quotes to replace the flooring on every floor in the lift lobby areas. The committee agreed.

May 28th 2013

M.D, J.B and Liz Michaels attended a meeting at Chippenham Road with the other two TMO’s and council officers to discuss the TMO allowances. Ed Isaac has proposed a cut of £40,000, this is being negotiated. The discussion included the possibility of the TMO’s taking over the communal cleaning with their own contractor.

The committee were told of the sad news that Sue Foot, the book keeper who had been with us for almost a year passed away suddenly.

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

The committee were informed that out of the 146 properties that received the resident survey only approximately 50 have been returned.

The social activities team reported the chosen activities for the six week holidays are Stubbers for the older children and a visit to Barleylands for the younger children and more mature residents.

**Proposals and Outcomes**

There were no proposals at this meeting.

June 25th 2013

M.D & J.D visited Leathermarket JMB/TMO to meet the Minister for Housing MP Don Foster, Leather market are the first TMO in the country to become self- financing. Self-financing is when the TMO received their money direct from the Government and not the local Council.

The Chairman circulated a report to the committee regarding the LED lighting in Parkview and Overstrand House. The only block that has not had LED installed in the communal areas is Uphavering House. When Parkview and Overstrand had their lighting fitted there was a funding contribution from the Council, this is no longer available. N.C a leaseholder shared with the committee that since the LED’s were installed in her block the service charge for communal electricity was reduced by approximately £100.

The Treasurer’s report was read and is available from the office on request.

The Managers report included concern of people on the scaffolding; if any resident see’s anyone on the scaffold they should call the police.

On Tuesday 11th June PETRA opened the office for an open evening from 6pm until 8pm. This was for residents that want to come into the office for whatever reason but can’t during the day, for work commitments, or other reasons. A few residents took the opportunity and PETRA will hold another open evening in a few months.

N.C, J.D, and S.P have been working on the arrangements for the 10 year anniversary street party.

**Proposals and Outcomes**

M.D asked the committee would they agree to cover the cost of P. Taylor, the previous and first manager of PETRA to attend the Anniversary party. The committee recommended for the cost not to exceed £200. A vote was taken, All agreed.

M.D proposed that PETRA invest in 3 Energy readers for residents of the estate, to borrow and educated themselves on their electric use. A vote was taken; All agreed.

**Performance Indicators**

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

* Requests for repairs/maintenance **48**
* Responded to within 4 hours **45**
* Responded to within 24 hours **2**
* Responded to within 48 hours **0**
* Responded to within 14 days **1**

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

* Repairs/maintenance **7**
* Responded to within 4 hours **7**
* 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**

No official reports of anti-social behaviour were received.

**Complaints received by PETRA**

Onecomplaint was received regarding noise.

**Compliments received by PETRA**

One thank you was received from a resident regarding their new shower PETRA installed, as part of the Shower programme.

**Satisfaction Results**

Unfortunately no satisfaction sheets have been returned this quarter.

**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.**