**PETRA’s Quarterly Residents Report**

**Issue No.8 October 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 29th October 2013
* Monday 25th November 2013
* There is no meeting in December 2013

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

July 23rd 2013

A meeting regarding the MMA allowance took place at the PETRA office, with the Councils financial consultant on TMO issues Ed Isaac. In attendance were M.Davis, J. Brett, and L. Michaels. The meeting did not go well with no answers being given to any of the questions and quires raised. There was no agreement in any area discussed. The committee previously agreed to pay for the lift camera to be upgraded. Since then the Council has agreed to meet the cost as PETRA residents pay the same amount for the service as residents elsewhere in the Borough. The Council was under the impression that PETRA residents were subsidised.

The Treasurers report is available on request from the PETRA office.

The Manager reported special Thank you to all those, committee members and residents that helped at the 10 Year Anniversary Street Party. It was a pleasant and enjoyable day for everyone.

N.C read to the committee a report of the detail for the 10 Year Annersary Party, the total cost of the event was £4,009.

**Proposals and Outcomes**

JK proposed to go ahead with the Councils contractor to install the Communal lighting in Uphavering House. A vote was taken; All agreed.

MD proposed that PETRA use L.Micheals to organise the continuation ballot and develop the Business Plan. S.K seconded this; A vote was taken; All Agreed.

The Committee agreed for M.D to gather some quotes and talk to the Council about re surfacing the pathways.

August 27th 2013

The continuation ballot was discussed; each ballot paper has to have the company seal on it. J.B received a quote from Rainbow International for steam cleaning the chutes. The quotes cost this year compared to last year’s quotes was an extra £300.

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

The manager reported it has been the quietest summer holiday on the estate, he wondered where all the kids had gone. Now the scaffolding is coming down the block are starting to look nice, there is still snagging to be done. The shower programme is coming along well. The uptake has picked up with most residents that fit the criteria on a waiting list.

The secretary reported that the response to stand for the PETRA Committee has been poor beside the continuation ballot if there are not enough committee members which are the resident then PETRA would have to close down anyway. The final cost of renewing the estate signs was £1’895.

**Proposals and Outcomes**

M.D formally proposed to use the company seal for the ballot forms, this was seconded by G.Macdonald; A vote was taken:All Agreed.

A formal motion was proposed by S.Vine that the cost of the chute clean should not be passed on to leaseholders, J.K seconded this; A vote was taken: All Agreed.

September 24th 2013

This was the Annual General Meeting, the full minutes of this meeting will be circulated to the residents next year

**Performance Indicators**

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

* Requests for repairs/maintenance
* Responded to within 4 hours **37**
* Responded to within 24 hours **2**
* 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
* Responded to within 4 hours **12**
* 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**

1 official report of ASB was received

**Complaints received by PETRA**

2 complaints were received this quarter, 1 was a resident issue, 1 was a compliant about PETRA.

**Compliments received by PETRA**

1 compliment was received, a new residents family member complimented the estate and how his daughter had “landed on her feet” being allocated a flat here.

**Satisfaction Results**

5 satisfaction sheets were received

**Shareholders Report**

**Shareholders to date;** 86in total.

Uphavering House there are **23** tenants, **3** leasehold shareholders

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

Overstrand House there is **21** tenants, **2** leasehold shareholders.

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