



Southend Tenants and Residents Federation

Minutes of the Meeting held via Zoom & at the Balmoral

Centre on Wednesday 30th October 2020 at 10am

**Present: Via Zoom. Keith Ducker (K.D), Geoffrey Moore (G.M), Mike Smith (M.S) Majzoub Ali (M.AL),
Balmoral Centre. Barry Andrews (B.A), Brenda Tilley (B.T), Diane Nicholls (D.N), Peter Sommerville (P.S), Stuart Long (S.L), Sam Elliott (S.M), Jessica Thorn (J.T), Chris McPhillips (C.M), Maria. Medina (M.M), Headley Brown (H.B), Terry Brown (T.B.) David Cullens(D.C), Elaine Ridge (E.L), Jeni Oliver (J.O).**

1.0	K.D Welcomed everyone to the meeting.	
2.0	Apologies from: Bob Ayriss. Ingrid Ayriss	
3.0	Minutes from the last meeting:	
4.0	Matters arising from the minutes:	
5.0	<p>Update from the Chair:</p> <p>Firstly, I would like to thank you all for attending today, as I know it's hard during these times, but we are doing well holding meetings via Zoom and now the Balmoral Centre for those of you who do not have internet.</p> <p>If there are any residents who need help with Zoom, training can be arranged for them so that the Balmoral Centre is left totally for those without internet access. This way we may be able to get more residents involved through both Zoom and Balmoral.</p>	
5.1	<p>Just to let you know the sad news that Jean passed away very suddenly and it was a shock to us all. I know this is not a nice thing to do but we need a Treasure quickly as money has to be paid out of the bank account and there is money coming in. So is there anyone who would like to take this on. G.M who was Treasure but had to give it up due to work commitments would be willing to take it up again. There was no one else so it was agreed that he would take up the post immediately.</p> <p>Just to let you know our Gazebo has been tried out and a photo session took place at Nicholson House and you can see the photos and a video on Facebook.</p> <p>Our website is coming on well and shouldn't be very long before it is up and running.</p>	

5.2	The Facebook page is having lots of hits and engagements so that is good. It also has had an enormous number of shares. We have reached 1880 as of this morning and have had 97 engaged.	
5.3	The website that Glenn Ashdown had up on the internet has now been taken down. After many requests from the Federation and SEH he still did not take it down. So, I had to get in touch with the webhost that he was using and explain the situation to them regarding the fact that it was not an official Federation site and also that he was in breach of our Copyright. That is, that both the old and new logo's and the Federation name are all Copyrighted and can only be used with the Federations permission and we had not and will not give this to him. I had to send them a copy of our Copyright and then the webhosting company came back and told me that as I had informed them, they had shut it down, as they did not want to be responsible for breaking Copyright law. So, it is no longer live. Our one is strf.uk and will be live as of 2 nd Nov 20	
5.4	I would like to start to arrange the Residents Day at room 21 as the council are taking bookings and we need to get in now. The date we are looking at is July 23 rd 2021. This was felt that it would be alright to book now as if we do not the date may be gone when we do decide to go ahead.	
5.5	<p>The big news is that the Children's Christmas Treat is now officially public. This has taken a lot of work to organise and by asking our contractors, SEH & the Council for funding we have managed to raise enough money. With thanks to the Odeon Cinema we will be able to take 500 children between the age of 7 and 12 and 50 adults as carers to the Odeon Cinema to see the latest Christmas film. The Odeon Cinema have very strict social distancing in place and we will be asking that if any attendees (Children and Adults) do have systems they should not attend. There will be a release that must be signed by a parent/Guardian before they will be allowed to attend.</p> <p>The age of between 7 and 12 was due to consultation with Schools, Social Services and the Odeon. It has been recommended by all three that under sevens should be accompanied by an adult (not a Chaperone) and that meant we would have to purchase adult tickets that we do not have the money for and that would have also meant that over sevens could also ask for an adult ticket and we could not refuse them. Over twelves cannot be controlled so easily and that could potentially leave us open to complaints. So, after consulting with all three we came up with the ages.</p> <p>The advert is in Insight, on Facebook and on our Website when it goes live. At the time of writing these minutes we will not be in</p> <p>So that will be a great treat for the children.</p>	
6.0	<p>S.L then read out a statement about the Residents and Staff Focus Group that came from the secretary of the group. I do not have that statement so cannot produce it but I'm sure if you want a copy you can obtain both their copy and the Federations reply by asking Jessica for a copy jessicathorn@seh.southend.gov.uk or ringing the freephone number and asking to be put through to her.</p> <p>A discussion went on for some time about focus groups and how they do not meet anymore and residents do not have the voices they did</p>	

K.D *

	<p>have. S.E said that she feels that there should be set up a mediation meeting to decide how the two (Federation and Resident and Staff group) should continue working. This was agreed by the chair of the Federation and will be in the near future but before the next Federation meeting. *</p>	
7.0	<p>Updates from Groups:</p> <p style="text-align: center;">Repairs, Gas and Voids.</p> <p>Arron Services are as usual doing a fantastic job with no problems at all. First time fix and customer satisfaction are at 100%. They are working well with the tenancy team obtaining warrants that are needed. They have also taken on the Electrical testing and that gives them another way of getting in to do the service on the gas appliances.</p> <p style="text-align: center;">Morgan Sindall.</p> <p>Morgan Sindall have made a great effort to get back on track and now have all but one of their KPI's in the green. The one out is coming up and should make it to the green area by the next meeting with them.</p> <p style="text-align: center;">Voids</p> <p>Voids are still behind on target but most are not Morgan Sindall's fault. It falls to allocations team and that is out of SEH's control.</p>	
8.0	<p>K.D introduced Maria Medina and said that he had invited Maria along to help us find ways in these difficult times to raise money as we have not got any money in the Federations account to help anyone who needs it.</p> <p>Maria said that she had done a bit of research as we are not a charity at the moment. One of the things we need to look at first is why we need the money. Is it for an event, equipment or a Specific Group? K.D explained that it is to get money for a number of different things like when we wanted to give money to the food bank, we had to ask SEH for the money as we had nothing that we could give. It is harder for SEH to get money as they are a company than it is for us as a community group. Go to the Southend Emergency Fund or ROSPA. With the amount of Facebook followers maybe do a 'Go Fund Me Page' where you set up to get small amounts of money in from your followers to help those that need help. K.D said that the Federation is there to help residents that need the help. S.E said that you need to find something that you need to be funding and then get the 'Go Fund Me Page' up and not the other way round. Maria had some very good ideas that she put forward that we will be looking at. K.D asked residents if they had any questions for Maria. No one had, so K.D thanked Maria for attending via Zoom.</p>	
9.0	<p>That finished the first part of the meeting and K.D then went on to the second part of the meeting that had been arranged.</p> <p>Part Two of the meeting:</p> <p style="text-align: center;">Focus Groups.</p> <p>The first one was Tenancy Services:</p> <p>Tenancy Services Officers are continuing to carry out their usual functions, following the relevant Risk Assessments. They are currently only undertaking any urgent visits. Estate Walkabouts are continuing, but in a bid to reduce the number of attendee's these are only being</p>	

	<p>attended by staff and any ward Cllr's. Residents are encouraged to report any repairs to Customer Services as and when things occur and report any issues to their Tenancy Services Officers.</p> <p>Since the beginning of the pandemic we have had a dramatic increase in the amount of anti-social behaviour being reported. We will generally try and deal with reports using low level tools but where this is not possible we rely on a legal remedy. We have seen an increase in the number of injunctions it has been necessary for us to apply for. We have had to adapt our ways in which we gather evidence and have been using a Noise App which people download to their phones and to record noise nuisance.</p> <p>The Tenancy assistants have worked really hard on booking appointments from gas services throughout COVID. They work from a spreadsheet which is constantly being updated by the system and the contractor, Aarons. There are a number of properties that we have struggled to gain access to. They require us to go to court and apply for a warrant. In the past we had an arrangement with the Magistrates Court where that would add us to their listings each week for these warrants to be dealt with. Prior to COVID we were having problems getting appointments for the hearings but during COVID we had not been able to get a single date. This required us to be very tenacious and after countless emails and visits to the court we were eventually able to get a date to have the cases heard. The assistants worked so hard all last week to prepare the court paperwork for 32 difficult access cases. The hearing was on Thursday and we were successful in obtaining all 32 warrants. This was a huge task and I am so proud of the assistants and how well they work together. This week the warrants are being executed and the services being carried out making resident homes gas safe and making us compliant with the legal requirements.</p>	
	<p>Resident Involvement:</p> <p>There was nothing from Resident Involvement.</p>	
	<p>Customer services</p> <p>The customer services are settling in well and now handling the calls well and the interaction with Morgan Sindall has been sorted now, so there are not so many calls from residents having to wait due to not being able to get through to Morgan Sindall.</p> <p>The staff now all been trained in the different types of repair jobs that get reported so that will help when residents call in and are not too sure how to explain their problem.</p> <p>They are now able to pass on to the Federation information coming in that needs to be passed on and are now able to redirect residents to the Federation. As before they had not got the correct information and callers for residents the Federation were being just that they had no contact for them.</p> <p>So, all in all they are working well down in the old west office.</p>	
10.0	<p>S.E then introduced Jessica Thorn who will be the new tenancy assistant working with the residents and the digital involvement. S.L said that sheltered will be trying a digital morning with the first one being a coffee morning and asking as many sheltered residents as she can to join via Zoom. There will be training available to residents to</p>	

	help them do Zoom. <i>(Since the meeting we have gone into lockdown so this may be different now. So please wait for S.E to contact you regarding this)</i>	
11.00	<p>M.M then said that when resident's sign-up they should be asked how they would like to be contacted and how they wish to be involved. By email, text, phone calls or digitally (via Zoom or other media)</p> <p>K.D explained that the Federation has already put together a two-sided A5 sheet with that in mind that will be given out to new sign up resident's and an insert for resident's hand book. It also includes what the Federation is about and all that we do for resident's like the focus groups, resident led projects etc. Tenancy are happy to do this for us.</p>	
10.0	<p>Any other business:</p> <p>K.D said that next month's meeting will be as today and in the early part of December he will arrange an evening meeting for those that cannot get to a daytime meeting as he has been asked if this would be possible.</p> <p>D.C said that he is having a lot of trouble with parking in Pantile Avenue that is a resident permit only parking. Before lockdown there were 2 to 3 wardens coming round each day checking the cars. Now there are only maybe 1 a day that comes along with others just driving past all the parked cars from the school run, the new doctor's surgery, the other doctor's surgery. They have telephoned the parking people and they said they would send someone out. But that never happened. They are getting one warden an hour along Pantiles now and when they ask the wardens why they are not issuing tickets they are told that there is no restricted parking there. He said that resident's pay to get the permit and some have carers calling to them that cannot park. So, what can be done about this?</p> <p>K.D asked if it is Permit parking along their part of the road. K.D will contact the parking office explaining that the residents are not happy that SBC are charging resident's for permits and they cannot use them due to all the cars parking along the road that visit the two doctors' surgeries and the School. K.D will report back as soon as he receives a reply.</p> <p>T.B said that he feels that he has been black listed by the Federation. K.D said that this was not the case and he has been invited but K.D will follow up with this straight away. S.L said that he wants all communications to be in paper form from now.</p> <p>T.B wanted to know what the result of his report of the missing notice board that he reported to the Federation some time ago was? K.D said that it was reported and he was assured that it was put back and that Blackdown now had a notice board and as he had not had any more communication regarding it, he was of the opinion that it was all sorted now. He will again follow this up and report back. But would ask T.B if it is not there by the next meeting, to let him know so that it does not get forgotten again by caretaking.</p> <p>G.M said that he received a transport survey from SBC but no one else seems to have got one.</p>	K.D **
11.0	K.D thanked everyone for attending the meeting and asked them to be careful returning home and hoped to see them all next month.	

12.0	Date of next and Future Meetings: 24th November 2020 @ 10am. This meeting will be by <u>Zoom only</u> due to lockdown.	
13.0	Distribution List: To Julia at communications and the following: Barry Andrews, Peter Sommerville, Headley Brown, Terry Brown, David Collon, Jeni Oliver and Maizoub Ali. All other residents in attendance will receive them via email.	
K.D *	This can still be arranged, as we can set up a Zoom meeting to discuss going forward. This needs sorting before the next Federation meeting that will also be via Zoom.	
K.D **	<p>K.D contacted the parking office with the resident's concerns and got a reply from the parking office supervisor. This reply is as was received.</p> <p>As parking is by Permit Holders only any vehicle that is parked in Pantile Avenue where Parking Permit Only is in force, officers of SBC will issue tickets to those vehicles that are not displaying an in-date and in-zone permits. But, as you will see from the following, a lot of permit holders who are not residents within that avenue will and can park there with their zone permit.</p> <p>Permits are as follows:</p> <p>Types of Resident Parking Permits that are available: Parking permits are only valid for the parking zone or permit parking places for which they have been issued and would not be eligible for use elsewhere within the Borough. All vehicles parked in a parking zone or permit parking place or area during the hours of operation must display a valid permit for that zone, place or area. <i>So, this means as follows: Those parking in Pantile Avenue will have come from the zone area if they are dropping and picking up children from the nearby school and not receiving a penalty notice. Also, the same goes for those visiting the doctor's surgeries. I have spoken to the officers who patrol the area and reminded them to check the zone of the permit and if the vehicle is displaying out of zone permits to issue the correct penalty notice. Otherwise there is nothing we can do if they are displaying the correct zone permit, as Pantile Avenue is a zone parking area and not a resident of the avenue parking area. Meaning that a person from streets/avenues/roads around Pantile Avenue who have a resident zone permit for that area, are permitted to park in Pantile Avenue.</i></p> <p>Residents Permit: Vehicles eligible for a resident parking permit must be registered to a resident at an address within the parking zone or area, for which the permit is applied for. Proof of resident's particulars will need to be provided on application. Residents having company vehicles and lease vehicles will require proof from their company/agent supporting the requirement for the vehicle to be parked at their address. <i>This is as above.</i></p> <p>Visitors Permit: During the permit parking places hours of operation, visitor's vehicles displaying a valid visitors parking permit will be authorised to park in designated resident parking bays or within the parking permit area.</p>	

All residents within a permit parking zone or area are eligible to receive visitor permits even if they do not buy a resident's permit. Visitors Permits are in books of 20 vouchers and residents of scheme areas can apply for up to 5 books per year, per household. *This could also cause a problem within the Pantile Avenue area due to residents supplying visitor permits to residents outside their area. If it is known that this is happening and can be substantiated, then the vehicle registration should be noted and reported to this office for investigation.*

Business Permit:

Business permits are available to any person whether having a business within or living outside the permit zone area, will be eligible to purchase a business parking permit. Details of the applicant's vehicle's V5C (log book), insurance and proof of employment will be required. Businesses with addresses in the permit zone area can also apply for a permit to allow their business vehicles temporary parking in a designated business bay, whilst visiting the respective business. These will be available on written application only. During the permit zone hours of operation, business vehicles displaying a valid business parking permit will be authorised to park in designated 'Business Permit Holders Only' parking places. *This also could cause a problem due to the nearby shops and businesses that are allowed to park in that zone.*

Carers Permit:

A carer's permit can be issued to a property (address) within a zone or area, but it must meet the following criteria.

The applicant must provide a letter from their doctor or care company, on their headed paper, stating that the applicant must receive either 24-hour care or continuous/daily care at their address due to their condition (the type of condition or disability need not be disclosed).

The letter replaces the need to provide a vehicle V5C (logbook) and insurance documents. The applicant must also send proof of residency, e.g. a utility or Council Tax bill etc, showing their name and address.

A carer's permit is not registered to a particular vehicle and may be used by different carers visiting the property concerned. Only one carer's permit can be issued to a property (address) and any property having a carer's permit can also apply for residents or visitors permits. Where multi-occupancy care homes are involved additional permits could be made available if considered appropriate by the Council.

There are a number of carer's with permits for that area and also a number issued to the care home within Pantile Avenue and again this will have an impact on available parking there.

I hope this helps to clear up any misconception that the Parking Enforcement Officers are neglecting their duties and as I indicated, I have spoken to them and reminded them to check the permits and to issue the correct penalty notice as appropriate, to vehicles in violation of the correct permit.

If you require an individual street/avenue/road to be resident parking for the residents who live in that street/avenue/road, then you will need 90% of the residents to agree to this happening. But please bear in mind and understand, that this would not permit a carer or visitor to park.