

**Leaseholder Focus Group Meeting  
4<sup>th</sup> June 2019**

**Committee Room 6, Civic Centre, Southend-on-Sea**

**NOTES OF MEETING**

Present

Jan Tate	JT	Leasehold Officer
Patricia Allen	PA	Leaseholder
Stephanie Frost	SF	Leaseholder
Ian Ward	IW	Leaseholder
Linda Elliott	LE	Leaseholder
Arthur	Ar	Representative of Leaseholder
James Apps	JA	Leaseholder
Doreen Apps	DA	Leaseholder
Anita McGinley	AM	Housing Community Safety Manager

1 **Welcome**

JT Welcomed everyone to the meeting.

2 **Apologies**

Apologies were received from Mr Reed & Elaine Ridge

3 **Meet the Team: Anita McGinley, Housing Community Safety Manager**

AM introduced herself and explained previous roles with the Police, as Tenancy Manager and Anti-Social Behaviour Manager

She noted her new role was to ensure South Essex Home's does all it reasonably can to ensure communities are safe.

This includes working with the Community Safety Partnership consisting of agencies including the Police, Health Service and Statutory Authorities to ensure residents live in safe environments

Key priorities include tackling criminal exploitation, modern slavery and National Terrorist Prevention

In addition AM noted she is South Essex Home's Safeguarding lead reporting concerns to Social and Mental Health partners

AM also is now the lead for ensuring Equality and Diversity within the organisation

She is currently reviewing CCTV and Anti-Social Behaviour (ASB) Policy for the organisation:

**CCTV**

AM noted South Essex Home's manage 120 cameras across the Borough. These included cameras in tower block lifts and across wider estates e.g. Queensway

AM noted some of these cameras are based on older systems and the review was to ensure compliance with the Information Commissioner but also make the cameras fit for purpose. This could include easier download facilities to assist staff and South Essex Homes are looking to install live feeds

## **ASB**

Presently AM was also reviewing the ASB policy including reports and how South Essex Home's responds to complaints. AM admitted previously feedback on cases was not always provided where possible and was looking to better this practice

## **Police Briefings**

AM advised members she is located at Southend Police Station and receives updates from the Police in the morning. She also provides intelligence to the Police in order to reduce crime and other priorities within the Borough

Members noted to AM that previously they had reported incidents and not had feedback. AM noted this was something she was hoping to improve but not all information can be divulged back

AM strongly recommended contacting Crimestoppers should they witness incidents. The information is fed to local Police intelligence teams and feedback has to then be supplied to Crimestoppers

JA and IW noted due to a lack of manpower Police and other agencies are struggling to act against Criminal and Anti-Social Behaviour in comparison to previous times. AM acknowledged this and advised she would be happy to visit the Group again with an update in 6 or 12 months. JT to arrange

SF noted in the 9 years she had lived at her property. Anti-Social Behaviour had reduced in her neighbourhood

JT

## **4 Minutes of last meeting & Matters Arising**

-Members agreed the Minutes of the last meeting were a true record. Ar wished for clarity on the Allocations Policy. JT to provide

-Repairs for IW had been raised with Tony Holliday. IW noted an inspection would be best in the winter months when the issues with their windows were more prevalent

-JT advised members their comments concerning service charge payments and statements would be raised with the Council's Income team prior to the Finalised Statements for 18/19 being prepared.

-A number of other queries raised at the last meeting were agenda items and would be discussed later in the meeting

-JT advised IW that he could not locate any orders for the relining of water mains. Depending on the level of work required, historic orders had ranged between £1,000-£6,000 which would equate to £15-£90 for leaseholders in Tower Blocks

JT

JT

5 **Elaine Ridge: Discussion on leasehold properties at Snakes Lane and update from the Southend Tenants and Residents Federation**

Elaine Ridge sent her apologies and would attend the next full Focus Group in October

6 **Communications, Policy and Procedures**

**Reserve Fund**

-Due to the Buildings Insurance renewal. JT advised members not as much progress had been made on the Reserve Fund Policy as anticipated

-JT noted further testing had been completed on an optimum figure for the Fund and it was confirmed that once 15 years' worth of recommended contributions had been reached. Further contributions would not be required until major works had been deducted.

-JT advised further clarity on the fund had not been received from the Council but would be supplied as soon as available JT

-JT noted the Corporate Management Team had collective control over the Council's budget. This included Strategic Directors of the Finance & Resources Team and Legal services.

-Ar supplied members with legislation guidance on Reserve Funds for leaseholders

**Major Works and Repairs**

JA queried whether Morgan Sindall was employing former Kiers operatives to undertake repairs. JT noted that some operatives who used to work for the Council in similar roles would always be transferred to new providers. Others may apply for roles on the open market and be employed by Morgan Sindall following a successful application

**Leasehold Event 2019**

JT confirmed invites had been sent. So far Paul Longman and James Williams had confirmed their attendance

Anita McGinley was unable to attend but Nadine Gould may be able to attend and assist from an Anti-Social Behaviour perspective

A number of members confirmed their attendance

JT advised food had been ordered for the event

SF confirmed she would welcome attendees with a small introduction at the start of the event

JT had requested the Communications Team promote the event on our website and via Social Media

### **Insight**

Further to the last meeting, JT advised he would promote the Leasehold Event pending on the delivery date of Insight in July

Members noted a few articles which would be of use should Insight be sent after the Leasehold Event:

Promotion of Crimestoppers

Re-publishing the ready reckoner

Article about the Contact Centre

Blocked Drains

Recruiting new members

SF noted Essex & Suffolk water had visited her address and installed water saving devices free of charge

More generally JA queried whether Focus Group Meetings could be held on Saturdays

### **Gas Safety**

JT noted 510 of 619 certificates had been received

JT noted 200 or so would be expiring in the next 90 days and James Williams had already begun to prepare reminders for these.

IW thanked JA for his recommendation for a Gas service operator

## **7 Member Updates**

### **South Essex Homes**

JT noted the Buildings Insurance is due for renewal and a new provider will be sought in time for renewal on the 1<sup>st</sup> April 2020. All leaseholders had been sent the Notice of Intention and South Essex Homes welcome comments from Leaseholders in respect of the cover

JT advised the procurement process had changed to include 'B' rated providers also. Previously the contract was only available to 'A' rated providers. By doing so it is hoped more providers will participate in the tender exercise and ensure value for money

JT confirmed to JA that the level of cover would be similar to what is currently supplied by Ocaso

As part of the exercise South Essex Homes had supplied the insurance team with buildings information and the insurance team are supplying the historic claims data. It is

hoped tenders will be returned in November but this is subject to change. JT to provide any updates when they are available.

JT

### **Queensway Development**

It was noted the Council and Swan Housing Association had signed contracts to set up a joint venture

JA noted in other areas builders had reduced affordable housing commitments during construction. JT noted the venture was a 50/50 partnership to avoid such an eventuality.

IW advised the next steps were for Planning permission and further consultation to commence. IW had already participated in interviews on Queensway. The Planning submission would like take place in 2020.

More generally JT noted consultation had recently taken place on the Council's Local Plan. This would set out the Council's building priorities and development within the borough up till 2050

### **Other Updates**

Members wished to thank the Community Development Team for arranging the Resident Awards. All attendees had an enjoyable afternoon.

### **8 Open Questions**

PA advised there were a number of cigarette butts in the communal area of her block

- 9      **Date of Next Event**  
**Tuesday 23rd July 2019 5pm-8pm**  
**Civic Centre Committee Room 4a**
- Date of Next Meeting**  
**Tuesday 15th October 2019 2pm-4pm**  
**Civic Centre Committee Room 6**



