



Southend Tenants and Residents Federation

Minutes of the Meeting held via Zoom on

Tuesday 24th November 2020 at 10am

Present: Via Zoom. Keith Ducker (K.D), Bob Ayriss (B.A), Geoffrey Moore (G.M), Mike Smith (M.S), Majzoub Ali (M.AL), Brenda Tilley (B.T), Elaine Ridge (E.L),

1.0	K.D Welcomed everyone to the meeting.	
2.0	Apologies from: Chris McPhillips	
3.0	Minutes from the last meeting & Matters arising from the minutes: K.D explained that all actions were done and at the bottom of the last minutes dated 30-10-20.	
4.0	Chair Report. Firstly, can you all mute your mike please. Anyone wishing to speak should indicate to the Chair, and then wait to be called upon to speak. Everyone will get a chance to speak and give their opinions on the subject being discussed at the time. Also please do not stray off of the subject being discussed at the time.	
4.1	Chairs Update. There's not a lot going on at the moment due to the lockdown but the website is up and running now. There will be some new items there most weeks so take a look. We have it on the agenda at item 7. The Facebook likes are increasing every day and I find that most views are on mobiles rather than computers. So that tells us that most residents use their mobiles to look at Facebook and the website rather than their computers.	

<p>4.2</p> <p>4.3</p>	<p>Cinema Trip for the Children</p> <p>The take-up of the cinema tickets has been very slow even though Mike did send out a press release to many places. A requirement that is on the application for tickets are the following:- Name of parent/guardian, Address of applicant, Name of child, Date of birth of child, Contact number of parent/guardian & Email address. Take the Kids Out have applied and wanted tickets for front line workers children, but when I explained that the tickets are for council/SEH residents and leaseholders and I would need the full details of everyone going. She did not get back. <i>(I did get a request after the meeting but no details given. So, had to reject it.)</i></p> <p>As the application for tickets ends next Monday 30th Nov, we will have a great many left over and want ideas of where we should go to give these away.</p> <p><u><i>Update to minutes:</i></u></p> <p>The Christmas trip has been postponed due to Covid-19.</p> <p>Please go to strf.uk and see front page. DETAILS OF THE REARRANGED CINEMA TRIP.</p> <p>Details will be in with the minutes if posted to you.</p> <p>Street & Block Voices.</p> <p>We have 8 street and block voices so far with a few more applications to vet.</p>	
<p>5.0</p>	<p>G.M showed those in attendance a letter he received from the Resident & Staff committee. This was shown as a waste of our money due to it being a 16-page document that could have been an 8-page document if it was printed on both sides. Also, it was out of date by the time it was received as you will see by these minutes. Also, the last 3 pages with photos on could also have been saved if they had looked on the Federations website, they would have seen that they were there already along with many more Sheltered photos. K.D said that he considered this to be a complete waste of our rent money, as it was sent out by post to all as was the last communication from them and SEH as well as the Federation are doing their best to save money and send everything via electronic means where ever they can and the Resident & Staff Group are spending far to much what with the other items they are purchasing while we are in lockdown.</p>	

6.0	Updates from Focus Groups.	
6.1	Repairs Morgan Sindall are on target this month and have cleared up most of the backlog that they had. So, they are now performing well.	
6.2	Planned. The following items have been deferred until next year all being well. They are the lift refurbishments, Demolition of garages for new build, Stock surveys across the borough & Roof water tanks. The bathrooms and kitchen programme are on target but if anyone know of either that need replacing due to them being in a very bad state, can they let me know please, so that I can forward to be added to the list. They must need upgrading due to age not due to the fact that there not liked or resident damaged. Longbow is having their annunciation system started very soon. St. Marys are restarting next month. The plant room upgrades are on hold at the sheltered units due to the time of year as they don't want to start shutting down heating systems this time of year.	
6.3	Voids There are 79 outstanding as of 17 th November. 8 are in Quantock and waiting for council approval. 16 are buybacks so need more work done on them. 7 are sheltered. 12 in Balmoral. 20 are majors that need new kitchens or bathrooms 16 are general needs and are standard works.	
6.4	Communications. Julia said that due to lockdown there has not been anything going on over the last month. Articles for the next Insight have been delayed also due to lockdown. I am in the middle of producing a two-page Federation article so any help with information or articles will help.	
6.5	ASB This has a massif increased in ASB since Covid-19, but it has escalated over the last 3 weeks with many more reports of youths causing damage and graffiti.	
6.6	Disability	

	<p>The disability programme within SEH has nearly finished, so if you know of anything that should be done better for disabled residents, like doors that don't open correctly, ramps not available where there should be, hand rails missing that would help residents or anything else that you think would be useful, then please let me know so that I can pass this on to the correct person.</p>	
6.7	<p>Resident Involvement</p> <p>Chloe Hague has returned to the department to work alongside Sue & Jessica. We welcome her return to the department. Temporary Accommodation Team continue to deal with a range of vulnerable residents. During lockdown they took on a cohort of street homeless with complex needs. So, we have had to put extra security in to support them. Evictions also stopped so the team had to deal with a number of issues and keeping residents safe.</p> <p>Community Development Team Staff have done well, Steve, Maria and Lyndsey continue to support people if they have any issues such as rent arrears or vulnerabilities. They called residents over 70 to check on them all over the summer. The Hub have a new site in North Road Cemetery by the Balmoral Centre they want to use it for youth engagement, they have run holiday clubs over the summer and October half term. They fed over 100 families with the help of Shirley's foodbank. Maria has been successful in getting funding for this project. Sheltered Housing Communal areas are now open again despite the new lockdown. We have got additional cleaning in place to support this as it was recognised the impact it was having now the colder weather is here. Staff are back onsite and not only working from home. This change in service delivery has come about as we have been able to adapt and provide the health and safety equipment that was lacking.</p>	
6.8	<p>Caretaking</p> <p>Caretaking – Services have continued to operate during both Lockdowns , there has been some slight changes to the Team in terms of working “bubbles “ places of work and social distancing which may include driving straight to site as opposed to meeting at the depot.</p> <p>We have also had Teams carrying out sanitisation to Communal lounges several times a day by means of spray / misting devices which applies a fine layer of COVID-19 safe disinfectant over the surfaces to ensure the areas are safe to use.</p> <p>There has been a substantial increase in fly tipping since COVID-19 which is likely down to people having a clear out</p>	

	<p>whilst at home. We recently had a mobile CCTV camera installed in one of our “hot spots” Unfortunately on this occasion no evidence was recorded which I put down to the camera being seen as a deterrent !</p> <p>Grounds Maintenance have been getting around in a similar way to the Caretakers , social distance working alone etc , there was some initial delays due to reorganising things to work the new way .</p> <p>The main challenge we face is keeping services running , if Staff have to self-isolate due to contact tracing etc obviously they can’t work from home so we lose them for potentially 14 days which can result in Staff shortages and therefore delays to the frequency of works.</p> <p>PAT testing - For this year has just been completed in Sheltered and Hostels and our Maintenance Technicians are still out carrying our GERDA fire door and window inspections in our High-rise blocks.</p> <p>Finally, we have just purchased a large fitting for our mobile steam cleaner to allow us to pressure wash refuse chutes where necessary.</p>	
7.0	<p>Strf.uk Website.</p> <p>KD explained that the Federations website is up and running now with a lot of information on it. It has all the Focus Group minutes, items from sheltered, information from Morgan Sindall and lots of pictures. There is a link to it on Facebook and that is directing a lot of residents to the website. We would like to thank Chris Silvey (Resident Board Member) and also straightupmedia.co.uk who were the website builders for us. They did a fantastic job and the cost was below a fifth of any other quote we had for the build and support going forward. Normally you would get a few weeks support then if you needed help you would pay for it, but with straightupmedia we will get unlimited support with no extra cost.</p> <p>KD did send out to a few residents, some with computer experience and some without experience, to see if the website was easy to use. It resulted in some changes to make it easy for all to use. If anyone does go onto the strf.uk website and finds anything difficult to find or to do, then please let Bob or myself no, as we do not want to find that we are losing residents due to not being able to use it.</p>	

8.0	<p>Budget</p> <p>A discussion was had on the resident budget that is allocated each year and the general feeling was that there should be a set budget for the Scrutiny for them to do their job and pay for things like their travel, paper, ink and alike. The Federation also have theirs that they have to spend for the benefit of the residents. KD explained that he had been in discussion with Sheltered SHO and it came out that residents, not just sheltered but also in general needs could do with items to keep their minds and hands busy and letting them have something to produce for the benefit of other residents or for the needy during the time inside due to Covid-19 and also after. Things like drawing paper, pens, pencils, materials like wool to make hats, gloves, scarves, wood to make wooden toys and lots of other things. He said that he would ask SEH for a sum of money that the Federation could have in their account to cover things like this when they are asked for instead of having to go to Stuart all the time. There could be someone who needs say £6, someone who only needed 90p others also with small amounts like one lady asked if the Federation could possibly get some wool for her to knit. She said that she can get 6 x 50g bundles of wool for £3 and it would make a baby's jumper and it makes it so hard to just ask Stuart for £3 for her then £19 for the other lady for her to make a pair of gloves, scarf and hat and so on. But if the Federation had the money to purchase for them, it would make it so much easier.</p>	
9.0	<p>White Paper produced on 17th Nov 20 that is going into law. Download it here: https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper</p> <p>This is good reading, but you will find that SEH nearly all of what it is saying must be done. It also expects landlords to publish three financial measures alongside tenant satisfaction measures, providing clear and accessible information on how much landlords are spending on administrative costs and executive remuneration plus other things along them lines. The other thing that it states is that residents must have in place, Resident's Groups to give their voices on all subjects including ASB, Estates, Involvement and Services. I won't go into this at the moment, but just to say we will have to rethink how our groups meet, as this will be part of a requirement of the</p>	

	government department who will oversee that these are put in place.	
15.0	<p>Next Meeting</p> <p>K.D said that the next meeting will be next month (December). He knows that there is not normally a meeting in December, but we have been asked for an evening meeting, so it is going to be tried on Tuesday 8th December, just to see how many join us. It is at 6.30pm for as long as it takes, but no longer than 1½ hrs. An invitation will go out Tuesday 1st Dec and again on the 7th Dec so that no one can miss it.</p>	
16.0	<p>Any other Business.</p> <p>Ann Marie Gough has had a lot of problems with her property that were all reported to Morgan Sindall, who in turn gave the jobs to sub-contractors, who have not completed them or have not turned up to do them.</p> <p>K.D asked that if she could put the list of problems she has in an email, he can then speak to the correct department/officer and see what can be done before Christmas, especially regarding a window in her home that has a hole in it, where a fan was removed and it has tape over it. May as well put up a welcome sign to have her home broken into.</p>	
17.0	<p>Date of next and Future Meetings:</p> <p>Next meeting will be 8th December 2020 @ 6.30pm This meeting will be by <u>Zoom only</u> due to covid-19.</p> <p>2021 Dates: 26th Jan – 23rd Feb – 30th Mar & 27th April all at 10am via Zoom and the Balmoral Centre.</p>	
18.0	<p>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 will receive them via email.</p>	