



Southend Tenants and Residents Federation

Minutes of the Meeting held via Zoom on Tuesday 23rd February 2021 at 10am

Present Via Zoom: Keith Ducker Chair (K.D), Bob Ayriss (B.A), Mike Smith (M.S), Geoff Moore (G.M), Carley Volke (C.V), Diane Nichols (D.N), Majzoub Ali (M.AL), Brenda Tilley (B.T), Barbara Lambert (B.L), Carley Volk (C.V), Elaine Ridge (E.R), Gemma Cartwright (G.C)

1.0	K.D welcomed everyone to the meeting	
2.0	Apologies from: Chris McPhillips.	
3.0	Minutes of the Last Meeting & Matters Arising: The minutes were agreed as correct and all matters arising were at the end of the minutes.	
4.0	Update from the Chair:	
4.1	Firstly. If anyone is recording this meeting, can they please let those attending know that they are doing so. Now I would like to thank all of those who have attended today, but I wish we could get others to attend so that their voice and opinion could be heard. Any resident can phone, email or leave a message on Facebook and we will read it out at the next meeting or if it is prudent, we will read it out at the appropriate focus group or to the appropriate officer.	
4.2	Crafting Club. There's been very little interest in the Crafting Club and Sam Elliott and Paul Davey have instructed all staff that when they call a resident, they should promote the Club and to inquire if this would help them with their isolation and loneliness. At the same time explain it would not cost them a penny for anything they would need to complete their projects. We have already got photos of what can be achieved and they are on the website under Media/Pictures/Crafting and also Crafting Club Update from the Latest News section. So far, we have been able to help out 12 residents at a cost of £65.26 so far from the £100 that Morgan Sindall gave us. Stuart has given us another £200 from SEH towards purchasing items for the residents. That gives us £300 from SEH to help Residents who request it. B.A said that if you go to the Home Page of the website and look at Latest News you will see the update on the Crafting Club.	
4.3	Decorating Vouchers. I still have the £100 pounds worth of Dulux Decorating Vouchers that we need to decide how to deal with. As I have said, we cannot just give them away as they were given to us to exchange for money to help the Federation bank account. Any ideas please forward them to K.D.	

4.4	<p>Face Book & Website. The Facebook page gets many views and has a large following and the website is always busy with visitors. Lots of information on both with a good section called <u>'Click-To-See'</u> that has a list that is in alphabetical order to make it easy to find anything you're looking for. There is too much to list and it's good to just click through the list and find out information that you did not know about before.</p>	
4.5	<p>TPAS. We are now a member of TPAS. That means you can go on the TPAS site and look at the members area and see all the upcoming events and also other interesting information there. They will also be able to help us going forward with information, training and advice how we are to run the Federation and encourage residents to attend.</p>	
4.6	<p>Microsoft Teams: I am finding that residents who need to join meetings via Microsoft Teams are having trouble with it. To make it easier you need to download the app at https://www.microsoft.com/en-gb/microsoft-teams/download-app. Then when you click on the link in the email you are sent, you have 3 choices. Click on Open Teams app and you will then go straight to the meeting waiting room. There you can change your name then click Join Now, and wait to be allowed in. It's as easy as that.</p>	
4.7	<p>Covid-19 and Face Masks. Just a reminder of something that I learnt at the Covid meeting I went to. When you wear a mask, I would say that most not all of you will take it off and put it in your pocket or handbag until you need it again. Well, in that case you may have just put the germs straight in to your pocket or handbag and spread them over whatever else is in there. They say you should carry some sort of bag that you can put the mask straight in to as you take it off and tie it up. Then wash or clean your hands with an antibacterial spray or gel remembering to rub your hands over the bottle you just used.</p>	
4.8	<p>Requests for Help. We have had 3 requests for help this month.</p> <ol style="list-style-type: none"> 1. <u>From a resident in Barrington's.</u> "The fire doors are sticking and it is very hard for residents in wheelchairs to open them". They had asked 3 times for someone to attend and deal with the problem. I contacted the contact centre and found that it was booked in. Reply from resident. All done now and residents in wheelchairs can now use them ok. thank you for helping out. 2. <u>Bin Room in Kestrel House.</u> "The bin rooms are overflowing in to the hallway and the smell is ridiculous, as they have not collected for 3 weeks". It took 4 calls to different people to get these cleared. Viola said that they have had troubles and could not get to them as scheduled. I have asked that if they have to miss a collection to please let the SHO know about it. 3. <u>Security lights in Westwood House.</u> "The security lights are not working and it has been reported to the call centre but nothing has been done about it". I did an urgent request to the call centre, as these are security lights that activate at night and become very bright if there is a fire so as to penetrate the smoke. They had not worked since December. I found when contacting the call centre that it had not been reported to them. It was raised by the call centre as urgent with Blakes, but it took 3 days for them to attend which is not good enough. It was found that something had tripped the main switch but they could not find the fault. I have raised this 3-day attendance for an emergency, as a complaint, on behalf of the residents. 	

4.9	<p>Lastly. We are still looking for someone to type out the minutes of meetings. The meetings are always recorded so they only need to be transcribed. I'm doing them at the moment, and they take me about 4 hours to do, when I can find the time that is. Otherwise, they take about a week of starting and stopping.</p>	
5.0	<p>Resident Board Member Again, the subject of Residents Board Members job description was raised. B.A said it would be nice to see the resident board members attending this meeting. If they shared the responsibility between them, it would mean that they only have to attend 3 meetings a year. A meeting will be arranged with Simon Putt the Company Secretary and K.D to discuss the Board Member Recruitment and Selection Policy and to come to an agreement on the role of a resident board member going forward. C.V said that she is willing to attend Federation meetings either at the beginning or at the end for residents to ask her anything and also to update from board meetings. K.D said that he does not expect Carly to attend every meeting, but it is nice to see that she is willing to attend the Federation meetings.</p>	
6.0	<p>Department Reports. I have had some reports from departments:</p> <p><u>Repairs, Gas & Voids Focus Group.</u> Firstly B.A has put an advert on https://www.facebook.com/strf.uk for residents who have an interest in the council stock and wish to join the Focus Group, to contact us via the usual channels. Also, you can now report your repairs through the SEH Facebook page https://www.facebook.com/SouthEssexHomes and click on Send Message. It is monitored Mon to Fri 9am to 5pm. You can also send an email to sehcustomerservices@seh.southend.gov.uk and that is also monitored Mon to Fri 9am to 5pm.</p> <p>6.1 Morgan Sindall have now been able to catch up on their repairs and their KPI's or all great for last month. The only concern that was brought up was that some of their operatives were not wearing masks, but that is to be spoken about at their toolbox talks.</p> <p>6.2 Aaron Services. They had 2 weeks last month that they were able to get a 100% success rate on the gas safety certificates but they are at 2 out of date as of 16th February. As of today, gas servicing is 100% compliant.</p> <p>6.3 Voids are being returned on time and in a good condition. Bob brought up the fact that as residents are able to view in a Covid safe way, why can't there be the same with resident inspectors, as all voids are on the same key code lock allowing Resident Inspectors to enter and lock-up on leaving and then send in their report. This was agreed with Morgan Sindall and an email sent to Paul Davey regarding this and we await the reply.</p> <p>6.4 Planned Focus Group. There is the fire alarm system being fitted in tower blocks that I am sure you all know about and an update will be given at the next meeting from the SEH Fire Officer, Graham Hart.</p> <p>6.5 Tenancy: In terms of tenancy services, I can confirm that we have been active on the front line, still dealing with viewings, letting and general re-housing cases. In terms of tenancy management, although a slightly different way of working, we are carrying out our duties and only attending urgent visits. Dealing with mainly low-level rent arrears, ASB, mutual exchanges (where other authorities are still carrying them out), successions and assignments. The gas forced entry and obtaining warrants has been maintained and credit to the team, where this week we have been able to say we are 100% compliant.</p>	

6.6	Resident Involvement: The team have been very busy dealing with street homeless who have been moved into hostels during the cold weather. We are currently working through the white paper for resident engagement and looking at how it can fit in with the structure so it can remain the best it can.	
6.7	Caretaking: I have asked twice for this one and I am waiting for this report.	
6.8	Staffing. We have a new Assistant Director of Properties Kevin Hazlewood who will be working alongside Sarah Lander and reports to Mario. His job is to oversee what Paul Longman used to do plus more. He has worked in housing for a great many years and knows the social housing business very well, as he was a social housing tenant for a long time. He will be looking at all of the properties across the borough. Check and work on, but not just the following: fire safety, upgrades, improvements and stock control but every aspect of the business. I met him on the 16 th (via teams) and he is very keen to work with the Federation going forward on anything that he will be doing. We have arranged to have a catch up meeting every 2 to 3 weeks, so that I can share anything important with you. Like the upgrade to the fire alarm system. I can invite him to the next meeting if you would like to meet him.	
7.0	Fund Raising. Gemma Cartwright from SAV's attended and gave us a good talk on how to fund raise during the pandemic. She gave the chair an application form and letter template that can be used for fund raising. She also has offered her help to raise funding for the Federation and future events we want to put on for residents. It gave us a lot to think about as Gemma is very knowable on how to get funding.	
8.0	Future events: There was a lot of discussion on what we can do in the future as soon as we can get out and about. It was mentioned that we have the gazebo so we should be able to go around the borough setting up where ever there is space. It does not have to be a grass area as we have the equipment to be able to set up in a car park if needed. The Residents Day will now be planned for August if we can get Room 21. Cinema Trip will be arranged for October half term and let's hope more residents are interested in a free cinema ticket. There has been very little interest in the Gold awards for Staff and Residents.	K.D K.D
9.0	Any other Business: Request to find out about entry systems and them not being repaired when they break down.	K.D
	The meeting ended at 11:45pm.	
	The next Meeting will be on Tuesday 30th March at 10am and invites will go out on the 26th, so that they do not get lost. If you do not receive an invite by midday then please let me know.	
	Distribution List: Julia Pack at communications. All other residents in attendance and non-attendance who wish to receive the minutes will receive them via email and those without will receive them through the post.	