



Southend Tenants and Residents Federation

**Minutes of the Meeting held via Zoom on
Tuesday 30th March 2021 at 10am**

Present Via Zoom: Keith Ducker Chair (K.D), Mario Ambrose (M.A), Kevin Hazlewood (K.H), Bob Ayriss (B.A), Mike Smith (M.S), Geoff Moore (G.M), Diane Nichols (D.N), Majzoub Ali (M.AL), Brenda Tilley (B.T), Allison Mckenna (A.M), Barbara Lambert (B.L), Carly Volke (C.V), Kirston Tozer (K.T).

1.	K.D welcomed everyone to the meeting	
2.	Apologies from: Elaine Ridge.	
3.	<p>K.D welcomed Mario Ambrose to the meeting. Mario started the meeting explaining and updating the annunciation system that has been installed at Longbow. He explained that at Grenville, if this had been installed the Fire brigade would have been able to invoice to the residents to evacuate the block. But tragically they did not have it. A standard Fire Alarm system lets you know that you need to evacuate the building. But the new annunciation system allows the Fire Brigade to speak directly to the residents on each individual floor and to explain what they wish the residents to do, stay put or to evacuate that floor. He fully explained the system and how it fully works. This is the first system to be installed in the blocks and if it is successful then it will be rolled out across the town. B.A asked is this to be in the high-rise or will it be in the low as well? M.A explained that they are starting with the high-rise and then the medium will follow on from that. B.T asked if this was country-wide or is it coming from Southend? M.A explained that in new build it is mandatory to put a sound evacuation system in but not a voice activated system. He told her that it's not across the country, but SEH is at the forefront of doing this. C.V asked spoke about the testing of the system when she was in and she said that she could hear that they were speaking to floor 6 through her speaker. M.A explained that when they were testing, they were sometimes testing maybe 2 or 3 floors at the time so that could be it. But he will look into that for her. C.V then invited M.A to come to her flat and listen to hers next time he is with the fire brigade and the installers. C.V then said that she was advised that they would be very loud so as to wake people up during the night. M.A said that the system is set at 95 decibels and the BS say it should be 75 decibels and is loud enough to wake someone up. But those residents that are have hearing problems will be supplied with light flashing indicators or some other sort of device to be able to wake them.</p> <p>K.D then went on to introduce Kevin Hazelwood (K.H) the new Assistant Director Operations (Property). K.H explained his role within the company. He explained that he manages the Capital Programme and the Health and Safety compliance. For the first 6 months he will be looking at what SEH do around resident Health and Safety. Fire safety is a big part of that but not just that and he listed the main components that he will be looking at. He said that SEH are leading the way when it comes to the new Building Safety Act, especially where it comes to Fire Safety. M.A then explained that there are now 4 assistant directors, Dan Lyons Finance reports to Mike Gartrell. Kevin Hazelwood, Beverly Gallacher & Sarah Lander report to Mario Ambrose on the management team. Mario then explained why SEH had brought K.H in to the company. K.D explained that a new focus</p>	

	<p>group was to be set up called the Heath & Safety Focus Group that will cover every aspect of the H&S including fire safety this will include the Fire Coordinators that are to be around the town. K.D then thanks both Mario and Kevin and they left the meeting to continue their good work within SEH.</p>	
4.	<p>Minutes of the last meeting. The Residents Day planned for August is on hold due to the Council trying to find someone to manage Room 21 and until they do, they are not taking bookings. So, we are watching this to see if we can go ahead with it. B.A said if they cannot get this sorted, would it be possible to look at somewhere like Tickfield. K.D said he is just waiting to see what they are doing but we can not leave it much longer as it has to be arranged with other departments and organisations. Cinema trip is now booked for the 25th, 26th & 27th October (School Half-term Holidays). Entry systems to blocks. K.D said that he had spoken to the repairs and they have said that they are repairing them as soon as they can but parts are taking some time to arrive. They will chase them up.</p>	
5.	<p>Chairs Report . Firstly. 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 also put it to the appropriate Focus Group (when they are up and running again (Covid ending)) or to the appropriate officer. We do need to encourage residents to get more involved.</p> <p>5.1 Crafting Club. There's been interest in the Crafting Club. So far, we have been able to help residents across the borough and we have had a great number of items donated to us to use for the Crafting Club.</p> <p>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.</p> <p>5.2 Cinema Trip. This is to be held on the 25th, 26th & 27th October at 10am which is the half term holidays and will be 185 people each day socially distancing. The film will be a children's one but until later in the year we will not know which one it is. This needs a lot of publicity as it's a trip to the Odeon cinema completely free to residents, leaseholders, leaseholder's tenants and all their children.</p> <p>5.3 Resident Representatives. Formally Street/Block Voices. We have had 3 new Reps recruited this month so it brings the total to 8 reps but we do need a lot more so as to make them a lot stronger. There will be a meeting of all Resident Reps later in the year to thank them for all they do. (a bit of a party)</p> <p>5.4 Requests for Help. No requests this month.</p> <p>5.5 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> <hr/> <p>6.0 Department Reports. I have had some reports from departments.</p> <p>Repairs, Gas & Voids Focus Group.</p> <p>6.1 Morgan Sindall: All going well with them and are doing the emergencies on time.</p> <p>6.2 Aaron Services: Now at 100% gas safety checks. Missed one appointment this month due to engineer having too self-isolate. They did try 3 times by phone to get the resident, but by the time the resident answered it was passed the appointment time.</p>	

<p>6.3</p> <p>6.4</p> <p>6.5</p> <p>6.6</p> <p>6.7</p> <p>6.8</p> <p>6.9</p>	<p>Voids: Paul Davy still not agreeing to allow resident inspectors to inspect the properties and has said it will be end of May before he will do this. There does not seem to be any reason except, he won't let it happen.</p> <p>Planned Focus Group. Many contracts have been put on hold due to Covid, but they are all still live and will start as soon as it is allowed.</p> <p>Tenancy: No changes there and officers and their assistance are visiting were and when they are needed but mostly working from home.</p> <p>Resident Involvement: There are a lot of changes within this department. Maria Medina is leaving on a sabbatical 1st April and should return 1st January 2022. She is going to Family Action. Sarah Gallagher is taking Maria's post and there is a new lady Neve Barr stepping into Sarah's shoes.</p> <p>Caretaking: There have been a few problems around the whole of the town due to some of them being off shielding or with Covid.</p> <p>Sheltered: The sheltered focus group is to start up again and there are plans for it to go across part 1 & 2 firstly via Zoom and then it will be both, face to face and Zoom at the same time when the lounges are open again. No fixed date for them to open yet. Sheltered Housing officers to take ownership of the resident meeting & trial them at each unit. While saying that, the Federation meeting will follow the same lines when we can meet probably July's meeting, as to arrange June's that way is too soon and anyway lockdown could be extended. The sheltered as well as all Lounges on or off the premisses are closed and no one should be in them. When they will open, is dependent on the Covid restrictions that the Government impose. K.T said that he has had residents say that they have seen people in the lounge at Barrington playing pool. B.A said that he had spoken to them and told them (caretaking staff) that they should not be in there and they are also being spoken to by SEH regarding this. K.D to try and find out when they will be open.</p> <p>Hostels: These are now having internet access and those without equipment will be able to borrow the equipment to do so. It is felt that especially children and families do need internet access while in the hostels so funding has been found to supply these items on a lone scheme. They sign for them and agree to keep it in good condition while in the hostel and return everything when they leave. They are also in the process of getting fold up desks in the rooms for children to do homework.</p>	<p>K.D *</p>
<p>7.0</p>	<p>Update on re-organization of some staff members. K.D explained that Maria Medina from Support Services is to be seconded to Family Services. Sarah Gallagher from Sheltered will be taking over Maria's position and Neve Barr will be looking after Sheltered. It was then asked if Sam Elliott could come to the meeting and explain these and any other changes that have or are being arranged within her department. K.D to arrange.</p> <p>-----</p>	<p>K.D **</p>
<p>8.0</p>	<p>Funding. We are looking for someone to help us with obtaining funding so that we can do more for the residents across the borough. We are in need of funding badly as what we do have will not go far. So, if you could all put you thinking hats on and come up with ideas it will be gratefully received. What we really need is someone to take on this roll for us with an assistant if possible, as it is really a roll for one</p>	

person to do as it gets complicated if more than one person is involved. I went after a donation from the Southend Fund for the crafting club. The number of questions and the form that had to be submitted was not too much of a problem. But it was returned asking for every little item that we wanted to purchase to be listed. That included say a paint brush, sheets of paper, wool needles etc. I contacted them and explained that it was impossible to predict the future requests as we don't know until we are asked what is needed by the resident. We could have a resident ask us for some wool to make baby clothes and I would then ask how much and they would tell me the amount and the type they need. I would then look for the cheapest place and purchase it. They would not accept that, so I had to withdraw the application. I can reapply in the middle of June for a grant towards us going around helping out and meeting residents.

9.0 **Future Events.**

You all now know about the cinema trip and when it's on, so please get it out to the rest of the residents especially if you know of families, so that they can go to the cinema to see the latest film for free.

9.1 **Gold award.**

I don't know what it is about residents, but there seems to be a great lack of residents wishing to thank others for what they have done and also for what officers and contractors have done over the last year that we have all been struggling through. Surely there must be children, residents, officers and contractors who deserve to be recognised for what they have done. So, again pass the word around that we are rewarding those that have gone beyond their normal day to day to help others. Remember it does not have to be a SEH resident who has done the good deed, it could be someone who is not a SEH resident but has helped one of our residents during the Covid period. We need to recognise these people because they deserve it.

9.2 **Meeting our Residents.**

In the next Insight we will be asking resident to invite us to their area with our Gazebo and along with that children's entertainers and a department or two from SEH to attend. We can get other organisations to attend as well. What we want to do is get residents and others within their area to meet and to mix not as they did but as they should when it is safe to do so. The Gazebo is designed to be used on any surface so it does not have to be a grass area. We have had other areas within Essex asking us to come along to their events and we do want to go and not only show them what we as the Federation and also what SEH do for their residents, but to learn from them that we can do that we are not doing. G.M wanted to know how if we did burgers and hot dogs, how would we regulate how many people had and how would we stop people from just having as many as they wanted without donating? K.D replied, firstly we would not be putting a charge on the food but asking for donations for it as it was not the Federations intention of making money out of residents, but to help them. Also, it was not possible to regulate the amount each person had and we would just have to put up with that sort of behaviour if they took a lot. G.M then said: How would we know how many of each we would need so that we can supply everyone and not have waste at the end of the day. K.D said it will be a guessing game and we can not predict that. We would just have to gauge it as we go, so as to minimise any lose. But then again if we have left overs that have been defrosted we can then sell them as defrosted burgers/hotdogs bringing back some of the money. G.M said would that come out of our funds? K.D said yes it would but that's what we do fund raising for so as to be able to do this without having to charge residents on the day.

K.D said that B.A and himself are trying to work out how we are going to supply Tea and Coffee at the events. B.T said had we not got Tea Urns. B.A said it

<p>9.3</p>	<p>getting the power for them. B.T said do SEH not have generators that we can use. K.D said that he will look into this and get back with the answer as to how we can get power where ever we go. B.A said that if we did get access to power, we would have leads everywhere and that's a H&S problem. Another thing to sort! D.N said you would have to put notices or cover them for safety. A suggestion was that we ask our contractors if they can help us with the purchase of the barbeque and Generator.</p> <p>Internet Access. A long discussion was held on how we can get resident to agree to have access to the internet, so that communications from us and other organisations including SEH can be sent to them electronically. They would get it quicker and also save so much money in paper, envelopes, stamps and time. We must push for email addresses so that we can do this. I know that Sarah, Neve, Maria and SHO's have all been trying to get email addresses from sheltered and those that do not have it, to try and persuade then to take up the internet. K.D made a suggestion regarding residents within Sheltered who do not have internet access in their flats but have it in their lounges. Could there not be a system that can be installed throughout each unit that carries the internet signal all around it so that residents can hook up to it while in their own flats. Some do not wish to come out to join meetings in the lounges or go to say the Civic for a meeting, but will happily join in when they can stay at home and use say Zoom.</p> <p>9.4 Future Federation Meetings. When we get back to Normal (as normal as we can) we will be holding our meetings back at the Civic Centre, but will also include Zoom attendance. So that those who wish to stay at home or have to stay at home, can do so and attend via Zoom. We feel that more residents will attend the Federation meetings if we include Zoom as a choice, so that residents can meet face to face or interactively.</p>	<p>K.D ***</p>
<p>10.0</p> <p>10.1</p> <p>10.2</p>	<p>Any Other Business.</p> <p>A.M stated that a year after all the other flats in Barrington have had their front doors changed, she is still waiting for her to be done. Along with other alterations. B.A said he will speak to the correct department to see what is happening.</p> <p>D.N asked how she can get access to TPAS to get information on what is happening and what courses there are? K.D said if you go to www.tpas.org.uk you can access a lot of information without having to login. But if there is say an event or training course your interested in and cannot get to view all the information, then contact K.D or B.A and they will get the information for you and can also book things for you through the site.</p> <p>M.AL said that as B.A & K.D have full access it would be nice if we could let the residents know of any significant items that we know about at each meeting. K.D will do this but in the mean time you can access a list of the following on the TPAS site: Projects, Training & Events, TPAS Policy, White Paper, Up to Date News and all about TPAS as an organisation. I would recommend going on the site and exploring it as there is so much for you as a tenant/resident to access and learn from. If there is anything that you don't understand when you go on to www.tpas.org.uk then ring B.A or myself and we will do our best to help you.</p>	<p>B.A ****</p> <p>K.D *****</p>
<p>11.</p>	<p>The meeting ended 12.08pm.</p>	
<p>12.</p>	<p>The next Meeting will be on Tuesday 27th April at 10am and invites will go out on the 23rd so that they do not get lost. If you do not receive an invite by midday then please let me know.</p>	
<p>13.</p>	<p>Distribution List: Julia Pack at communications and the following: Barry Andrews, Peter Sommerville, Headley Brown, Jeni Oliver, Edna Phillips, Chinn Kalasapathy. All other residents in attendance and who gave apologies. Plus, Resident Representatives</p>	

K.D *	I have been told that all Part 2 sheltered lounges only on 17 th May with strict control by SHO's. All other venues will be closed until June 21 st at the earliest. This includes those that are in or not attached to units or flats.	
K.D **	Sam Elliott will be attending the next meeting on 27 th April.	
K.D ***	Put this to Morgan Sindall to see if they would supply a generator that we could run items off of.	
B.A ****	Update. B.A & K.D spoke to the Decent Homes Department and they have informed them that "this resident's door was agreed and supplied by the manufacture and then she changed what she wanted, so it is still there having been paid for by their department. It has now been handed over to adaptations at the Council to deal with. They are in contact with the resident and SEH can no longer communicate on this subject.	
K.D *****	This will be in the Chairs report each month.	