



# Southend Tenants and Residents Federation

## Minutes of the Meeting held via Zoom on Tuesday 27<sup>th</sup> April 2021 at 10am

Present Via Zoom: Keith Ducker Chair (K.D), Bob Ayriss (B.Ay), Mike Smith (M.S), Geoff Moore (G.M), Diane Nichols (D.N), Majzoub Ali (M.AL), Brenda Tilley (B.T), Barbara Lambert (B.L), Carly Volke (C.V), Chris McPhillips (C.M) David Yallop (D.Y), Sam Elliott (S.E), Elaine Ridge (E.R), Katy Brown (K.B), Sarah Lander (S.L)

1.0	K.D welcomed everyone to the meeting	
2.0	Apologies from: Jeni Oliver, Kelly Marks, Janice Fairey, Jill Goff & Sandra Smith	
3.0	<p>K.D welcomed <b>Sam Elliott (Support Services Manager)</b> who explained the areas she covers which are Temporary Accommodation, Tenancy Sustainment, Domestic Abuse, Sheltered Housing. Sam explained that during Covid her departments have been working hard to keep everything working. The department has been concentrating on getting residents digitally upskilled (using the internet) and to start meeting on Zoom. Along with helping sheltered, they are providing young people in hostels with tablets so that they can complete their homework.</p> <p>There have been changes within Sam's department: Maria Medina has taken a 6-month sabbatical to work with Family Action, Sarah Gallagher has taken Maria's place as the Support Services Officer and is supported by Neve Barr, Sheree Crofts is now the Hostel Manager.</p> <p>Sam then went on to explain that they want to get the Focus Groups up and running again as this is a big part of the White Paper.</p> <p>Sam then introduced Katy Brown who said that she will be looking after Sheltered Housing, SHO's and Complex needs cases.</p> <p>B.L said she has officers visiting her and wanted to know where K.B came in to her problem. K.D reminded B.L that personal problems can not be brought to this meeting, but anything that is of a personal nature can be talked about after the meeting in private. K.B said that she will contact B.L later the same day.</p> <p>E.L asked if K.B was covering Sheltered part 1 as well as part 2. K.B explained at the moment it's part 2 but depending on how many cases she has, part 1 will be looked at as well.</p> <p>C.V asked if the Complex Needs roll was a new one. K.B explained that it was really what S.E had been doing in the past and that she will be dealing with them from now on. C.V asked what K.B had been doing so far regarding Complex Needs. K.B explained that as she has only been in the roll for 3 weeks, she has been having meetings with professionals to see what can be done to help in Sheltered part 2 but going forward she will be more hands on at part 2 with the help of Social Services and she hopes that there will be changes within Sheltered.</p> <p>M.AL asked if S.E was aware that the NHS has a Complex Needs department that the GPs know about. Also, the individuals may already have a Complex Needs Officer working on their case. S,E said that we are in a good position that we have an officer within Social Services.</p>	

<p>4.</p>	<p>G.M asked who do general needs report Complex Needs too? S.E replied that it would be the Tenancy officer for your area and they would then pass it to the appropriate team.</p> <p>B.AY asked if the Tenancy Officers are the same. K.D will pass on the link to the Tenancy Officers names and patches they cover to B.Ay to put up on the Federation website. <a href="http://Strf.org.uk">Strf.org.uk</a></p> <p>D.N said that S.E mentioned about Focus Groups starting up again. She asked when S.E thinks they will start? S.E said that there had been a conversation around this with Sarah Gallagher and the Resident Involvement Group would be the first to start up hopefully in May, with the rest following on. But it will be better to bring them forward slowly, rather than rush it all at the same time.</p> <p><b>Sarah Lander</b> was then brought in to explain her role within SEH and her title. The title is <b>Assistant Director of Housing Operations</b> and she is working on an Operating Module that around the operating of the service during Covid. S.L then went on to ask a few questions that she needed answering. 1. Thinking about over the last year, how have you found it has been working with SEH and communicating with them? There was quite a bit of conversation around this subject. D.N said, "It was a slow start and as we have gone on with Zoom and the Federation putting the word out, we have got better at it". C.M said that she agreed that it was a slow start and it was a bit hard to get through but she agreed it has got better now. B.Ay said that the main problem was the ease of finding out information on the SEH website and also how hard it is to get information from department to put on the Federations website, so that residents have this up-to-date information. He said that he has to really dig deep and continually ask for this information before he gets it. There are some departments within SEH who are good at passing on the information but there are others that he and KD have to continually send emails week after week asking for any information that needs passing on to residents and does not get any replies. K.D said he has the same problem when asking for monthly reports from the departments, some give an update other's just do not respond to his requests. S.L said that maybe we should keep on sending emails asking for this information and to keep on doing so, so that they understand that we do need this to be able to keep residents up to date. K.D the said that we have recruited 12 Resident Representatives and they will be signed up over the next week and we will be forwarding on the information to them, so they can pass it on to their own residents. It is very important for the Federation to be able to get this new and sometimes urgent information from the department and could S.L at management meetings, remind managers that the Federation are on their side, not against them and we should be working in partnership with them. But unless they pass on the information sooner rather than later, the residents will not be kept up to date and this then get the residents saying, they are left in the dark. G.M said that he has a lot of problems where he lives with ASB and rubbish being dumped there. K.D reminded all that this sort of problem should be brought up in any other business. B.Ay asked if residents are aware of Next Door.co.uk? It is a lot of local news and items for sale or even free. S.L said that there is talk of getting some sort of notice board for information. S.E said that Sarah Gallagher (S.G) is looking at this at the moment. K.D said that he is in talks with S.G regarding these and that he has suggested to her that they should be in every part of the town and that they should be kept up to date by the Resident Reps and they should have access to it. It is impossible leaving it to the caretakers as they would have to be emailed then it would have to be remembered to put it up. E.R said that the only notice board they have at Snakes Lane is a chalk board and they could do with 2 as it is a large area. K.D he will mention this to S.G when they meet. K.D said that the easiest way for anything that needs to be put on the notice boards should be emailed</p>	<p>K.D</p>
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	<p>to the Federation, who would then get it to the Resident Reps. It would not be any good emailing it out, as some do not have printers and it would also cost them to print. C.V suggested that would it be an idea to get refresher courses for managers on communicating with residents, especially the Federation as they are the voice of the residents and have the means to communicate with the residents. M.S wanted to know how he could get the security guards out a lot quicker especially at night and weekends to sort out the rough sleepers that get in to the town centre blocks. He said contacting out of hours is a very slow process. G.M wanted to know why estate inspections are not taking place. This is because of Covid but they are now all booked in. K.D will get the dates and areas and ask B.Ay to put them on our website and they will be found on the A to Z. The above is just a snippet and important points of both S.E, K.B &amp; S.L's discussions at the meeting.</p>	K.D
5.	<p><b>Minutes of the last meeting.</b> These were quickly discussed and results of the information required were given out.</p>	
6.	<p><b>Chairs Report.</b></p> <p>6.1 <b>TPAS Latest News.</b> Please go to <a href="http://tpas.org.uk">tpas.org.uk</a> click News and take the 'Survey 2021'</p> <p>6.2 <b>Council Meeting</b> I had a meeting with the Council regarding their support for the Federation and it was a good meeting and from it, I came away with their full support on what we are planning for this year including financial support. They wish to be more involved next year in anything we do and to make it a 3-way thing between themselves, SEH and us.</p>	
7.	<p><b>Department Reports.</b></p> <p>7.1 <b>Repairs, Gas &amp; Voids Focus Group.</b></p> <p><b>Morgan Sindall:</b> Their states are very good this past month but are still only doing works that are urgent. <b>Aaron Services:</b> They are back to 100% compliant and doing all jobs within time. <b>Voids:</b> Morgan Sindall have been slow in returning the voids back. 18 days instead of 12 meaning a loss in revenue. There has been a shake up and they are getting back on track especially on the standard of work as it slipped well below what is expected.</p> <p>7.2 <b>Planned Focus Group:</b> Most things are still on hold due to Covid but those that are not completed this year will be carried over to next year. There is a rolling programme of works that will be completed over the next 23 months. <b>Tenancy:</b> They are concentrating on getting the voids back and relet as a matter of urgency. Still not allowing resident void inspectors to carry out their part until July. We will keep an eye on this to make sure resident inspectors get back ASAP.</p> <p>7.3 <b>Resident Involvement:</b> Sam Elliott gave an update on that in her talk to the residents in attendance.</p>	

7.4	<p><b>Sheltered:</b> Sarah Gallagher has left sheltered and Katy has taken her place regarding sheltered and was introduced to the resident by Sam Elliott. They are concentrating on getting as many residents in part 2 on to the internet as possible at the moment and then going to start on part 1.</p>	
7.5	<p><b>Hostels:</b> Next month we will be having hostel engagement with representatives at our meeting. Hopefully they will bring along a family who through no fault of their own went in to hostel then in to Council property to explain what it's like.</p>	
8.	<p><b>Requests for Help from the Federation.</b></p>	
8.1	<p><b>Riverstone:</b> There was a request for help from Riverstone around Ring Bells (fish eye bells), CCTV and washing being hung outside that can be viewed from the road. Bob and myself met with <b>Anita McGinley</b> and the result of the meeting is that she is looking into this with legal and I will report her finding at the next meeting.</p>	
8.2	<p><b>Yantlet's:</b> They were doing their own garden making it a pleasant area for the residents to enjoy but they had trouble getting rid of their garden waste. This has been sorted now and I believe they are happy with the result.</p>	
8.3	<p><b>Nicolson House: 1.</b> Their front door works very intermittently. Asked if they had reported it to the 0800 number "No Not Yet". So told them as that is the first point of contact, they should do this first, then if no result come back to us.</p>	
9.0	<p><b>Gold Awards:</b></p> <p>K.D asked could all residents please think of any resident, officer or contractor who deserves an award and pass it on to him.</p> <p>K.D has arranged for officers to put the word out to all that nomination should be sent in asap. There must be lots of people not just residents but next-door neighbours or young people, who deserve to be recognised for what they have done over the last year.</p> <p>So please remind all those that you come in contact with to nominate their people for the award. When we get the notice boards up then we can put up a notice reminding everyone of this and of course the cinema free trip and the crafting club that is going for residents to take advantage of to help them.</p>	
10.0	<p><b>Future Events:</b></p> <p>As you know, we have the Gazebo and we are hoping to purchase a barbeque so that we can travel around the town and put on some entertainment, along with a barbeque for not just SEH residents but all residents in the area. There is an invitation within the next Insight asking for residents to get in touch and arrange for us to come to them. Yantlet and Kestrel have already requested that we come along to them. Along with the Federation, we hope to be able to get some departments from within SEH to attend depending on who the residents would like there. Also, we will be asking what local organisations they would like to see at the event. The events that we know will have children attend, we are really hoping to get children's entertainers and entertainment arranged.</p>	

<p>11.0</p> <p>11.1</p> <p>11.2</p> <p>11.3</p>	<p><b>Any Other Business:</b></p> <p><b>Decorating Vouchers.</b> 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 Federations bank account.</p> <p><b>Resident Representatives.</b> The Federation are taking full responsibility for the Resident Reps and Associations that will be across the borough. We have had 3 new Reps recruited this month so it brings the total to 12. We will be signing them up, holding meetings with them to see how they are managing, if they need help and also to see that they are working as they should. But we still need to encourage more to take this up on behalf of their residents. Associations will have to wait until we are fully open in July.</p> <p>We will be holding our first meeting in the civic on the 31st August all being well. (we have to book way in advance to get a room) August is to make sure that it is safe to meet. This will allow for any delay in unlocking the country. The meeting will be a <b><u>dual one, face to face and also Zoom</u></b> for those that cannot or do not wish to attend at the Civic. This may help bring more residents together and also allow a wider interaction between us and the residents.</p>	
<p>12.0</p>	<p><b>Next Month's Guests:</b></p> <p>Sarah Gallagher &amp; Neve Barr on Resident Involvement and Sheltered. Sheree Crofts from Hostel. Diane Nicholls on Scrutiny.</p>	
<p>12.</p>	<p><b>The next Meeting will be on Tuesday 25<sup>th</sup> May 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.</b></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 by mail. All other residents in attendance and who gave apologies. Plus, Resident Representatives by email.</p>	