



Southend Tenants and Residents Federation

Minutes of the Meeting held via Zoom & Invited Residents at the Balmoral Centre

on Tuesday 25th May 2021 at 10am

Present Via Zoom: Keith Ducker Chair (K.D), Bob Ayriss (B.Ay), Mike Smith (M.S), , Majzoub Ali (M.AL), Chris Silvey (C.S), Sheree Crofts (S.C - Hostel Manager)

Invited to the Balmoral Centre & Running the event: Geoff Moore (G.M). Also attending, Barry Andrews (B.A), Peter Sommerville (P.S), Edna Phillips (EP), Hedley Brown (H.B) & Chloe Hague (C.H),

Also, someone with the name Toshiba who would not identify themselves, was shut out of the meeting by K

1.0	K.D welcomed everyone to the meeting and introductions were made.	
2.0	<p>Sheree Crofts, Sheltered Manager.</p> <p>K.D said that due to S.C having to leave to continue her work at the Hostel, he would bring her forward to the beginning. K.D then welcomed S.C to the meeting and asked her to speak to the attendees. S.C thanked the Fed for allowing her to attend the meeting. She then told those present that she had been discussing with Sarah Gallagher and K.D regarding putting on a Teddy Bears Picnic and other activities at Chaucer House that will be held on the 11th August 21 for the children in the Hostels. S.C said that she wanted to get a tenant to attend to explain life living in a hostel but it was too short a notice, but will do so for the next meeting she is invited to. (K.D will invite for June 29th) She explained that there are 10 hostels, the family one that is Chaucer House, complex needs hostel, rough sleepers' hostel as they had to get as many off the streets during Covid. Also, a women's refuge as well as the other 6 hostels.</p> <p>In 2019 we put on a Teddy Bears Picnic not realising that most of the children did not have teddy bears as they were in the hostel. So, she spoke to K.D regarding getting some teddy bears made. S.C said that she is also looking for blankets so that they can sit in the garden at the picnic. So, if anyone has any they could give to the hostel, please let us know. K.D said that the Fed is still looking for more knitters to make all kinds of clothes and toys, so if there are anyone who would like to do some knitting for us, please let us know. We will supply everything they need and may even help with having nothing to do while in the hostel. S.C said that they have at the moment <u>61</u> children in hostels and some have been there for over a year. Some times they are long term and sometimes short term, as it all depends on circumstances at the time. S.C then asked if there were any questions and there were none so she left to continue work. After S.C had left B.A said he was amazed that some of them are there for a year and it's good that we should know and what it's all about. K.D reminded members that S.C had invited anyone to come along by appointment to have a look around Chaucer House to see what they do. Just contact K.D and he will arrange for S,C to get back to you and do the arrangements for you to have a look around the Hostel. K.D has been there and it is an eye opener, but will not spoil it for you.</p>	<p>K.D</p> <p>K.D See any other busin ess).</p>

3.0	<p>K.D explained that the next item on the Agenda was Diane Nichols (D.N) and Scrutiny, but there has been no contact from D.N or scrutiny members. He will contact D.N and CC all the scrutiny members to try and get D.N to attend the next meeting to explain the working of Scrutiny, as members have requested that they attend. There was a consensus that members would like to understand how and what scrutiny do. K.D to reinvite for the next meeting. P.S asked why they did not come to explain what they do as he does not know. He asked are they a company or what are they. K.D explained that they are SEH residents, but it does need them to come to a meeting and explain it themselves and to answer the questions that residents have for them. K.D said he can not do this for them, because if the true be known, he does not understand what they do. He can tell you what they are supposed to do, but what our scrutiny do is not published anywhere, so he will not speculate on it. K.D said that he had a telephone call from Colchester Council asking him about our scrutiny and the repairs service that they were scrutinising. He said that he did not know that they were doing that and if they are, then it could be a conflict as two of the scrutiny sit on the repairs group. Let's just wait until we can get them to the meeting and then ask them ourselves, rather than try and answer what we are not sure about. One of the scrutiny group may be at the next meeting, so you can speak to them then and ask for some answers. P.S and others said thank you and we hope they will be.</p>	K.D
4.0	<p>K.D then said we should get back to the Agenda as it is completely turned on its head due to Scrutiny not turning up. So, let's go back to the start and continue.</p>	
5.0	<p>Apologies from: Barbara Lambert, Jeanette Cohen, Brenda Tilley, Janice Fairey.</p>	
6.0	<p>Minutes of the last meeting. From the last minutes there were questions to be answered. Q1. Who do general needs report complex needs too? A. To your own tenancy officer who will then pass it on to the appropriate team. Q2. B.AY - Are the tenancy officers the same or have they changed? A. An updated list has been obtained and has been put on the website under a to z section. Q3. G.M – Why are estate inspections not taking place? A. Estate Inspection are to resume and a full list with dates and meeting places are available on the website under a to z. P.S said that in the last minutes he said that the door at his block was not easy to open. The main door to his block was a lot better now and was easy to open this morning. G.M said that he is still waiting for his key to the notice board so that he can put information up. K.D will speak to Sarah Gallagher regarding this for him. The minutes were then agreed.</p>	K.D
7.0	<p>Chairs Report. Firstly, the AGM will be held on the 27th July unless anyone would like it to be next month June 29th and will still be by Zoom and at the Balmoral Centre by invitation only , as we are not sure at the moment when we will be able to get back to the Civic Centre again. I have tried to book the Civic for August but they</p>	

	<p>are not taking bookings for public use. So, when we will be back there is anyone's guess at the moment.</p> <p>B.Ay is negotiating with Morgan Sindall for the purchasing of a generator for us.</p> <p>Update: Morgan Sindall head office turned us down, so we will have to purchase one ourselves as it is an essential part for our events.</p> <p>M.S asked what power do we need as if it's for just lights it would only need to be a very small one?</p> <p>B.Ay said that it would have to be one that runs 3 x 13amp plugs and should cost around £400 including adaptors. Further Update: After looking around and getting advice, we have been able to purchase a</p> <p>Böhmer-AG Electric Key Start Petrol Generator 3000W, 3.8kVA, 8 HP WX3800K-e - UK Plugs for £299.99</p> <p>We have purchased the barbecue for the events we are going to, so as to supply food and hope to recoup the money for it and the generator from a donation/grant.</p> <p>We are looking for a blue calor gas bottle (13kg) for the barbeque. We don't mind if it's empty as long as it's the standard 13kg blue bottle. So, if you have one or know of anyone who has one, please let one of the committee know. Update: We now have one that was donated.</p>	
8.0	<p>Department Reports.</p> <p>B.Ay & K.D had a meeting with Simon Putt (S.M) who is the company secretary and also one of the senior managers within SEH, as K.D was finding it hard to get the department updates in time for the meeting. S.M said that he has had reports from department heads that they are getting requests for information updates that are not published anywhere and it takes time to get these together and send out. S.P has agreed and has arranged for a form to be produced that will be sent round to all department heads for them to fill in each month. This will be sent to the Federation in time for the meeting. Then we will publish the reports in the minutes and also on our website, as we are the only ones who have the ability to publish these reports fully to residents across the borough. S.P thanked us for agreeing to help stop so much of officer's time, doing un-necessary repeated work. We hope to have the first full report completed by all departments ready for the June meeting.</p>	
9.0	<p>Requests for Help from the Federation. Non received this month. But there is an update on the Ring Door Bells that some residents in blocks find intrusive, as they can be used to record and to view other resident's properties and also listen & record conversations held on their door step. B.Ay and K.D have taken this up with Anita McGinley who is looking in to it and they have another meeting with her to get further updates and will pass this information on to the residents concerned.</p>	
10.0	<p>Gold Awards:</p> <p>We are not having very many requests for the awards and K.D said he is very surprised that there has not been one for a child or young person especially during these times that we are in. There must be lots of people who deserve to be recognised for what they have done for their friends and neighbours over the last year. I'm sure it would be nice to award these people. We have one for a contractors operative and a few residents have asked for staff to be put forward. Only one staff member has asked for a colleague to be put forward for what they did during Lockdowns. So, please push it out there to everyone, appreciation</p>	

	goes a long way and just giving this award could make someone's day for them, to know that they are thought of and appreciated for what they have done.	
11.0	<p>Future Events:</p> <p>We are now arranging the events for this year so if you know of anywhere that would appreciate us coming along let us know and we can discuss it. We have definitely booked 11th August at Chaucer House the Teddy Bear Picnic. Yanlet on the 26th August. With Kestrel asking us to attend and a date will be fixed on the 10th of this month. All we need is the space to put up the gazebo and to do the barbecue if it's needed. SEH department would come along if requested and Sam Elliott has expressed interest of attending all our events. That's good as they are the resident's department more than others. That's not to say that the other are not, but resident involvement is as it says 'Involvement'.</p> <p>Please see Teddy Bears Picnic, in any other business.</p>	
12.0	<p>Any Other Business:</p>	
12.1	<p>Meetings. B.A asked if the next meeting will be at the Civic Centre. K.D said that he had contacted the Civic and so had Chloe and we are unable to book any rooms for June or July so we will have to continue as we are for the next two meetings and then see where we go from there. Sam Elliott has got on order for us a full-size screen and projector with a stand so that we can do both Face to Face (when we can) and Zoom so that residents who would like to stay at home and join the meeting can do so and those wishing to attend face to face can. This will help with the ability of the residents having more say as to how they would like the Fed run and what they would like from the Fed going forward. K.D will let all know when he gets the equipment. K.D said that it can also be used for other meetings as well, so that the same can happen even in sheltered.</p> <p>B.A asked why we don't book meetings at SAVS? K.D said that they are the same and not booking and also, they do cost us a fair amount to book.</p>	
12.2	<p>Teddy Bears Picnic: We have been asked by the Hostels to make 35 teddy bears for them. They are to hold a teddy bears picnic on the 11th August and we will be attending. I'm hoping to get some funding for this event so that we can put on a fair bit of children's entertainment as well as a barbeque. Our crafting club members have come forward to make these teddies and all the materials have been ordered. The pattern has been delivered to the 5 who are making them and a couple have started with the wool they already have. But we are still looking for more knitters to help, as it is asking a lot for the knitters who will have to make 3½ teddies a week each.</p> <p>The Fed is funding the making of the teddies and also attending the picnic with our gazebo and putting on a barbecue and some entertainment for the hostel residents.</p> <p>We are looking for helpers at this event, so if you could possibly help, please get in touch with one of the committee.</p>	
12.3	<p>Notice Boards. Sarah Gallagher is finding suppliers for the notice boards and has also identified where they are needed. As soon as there is another update K.D will let you all know. If you know of anywhere that there is a need for a notice board, then let us know so we can pass this on.</p>	
12.4	<p>Funding: We are attempting to get funds in buy bidding for funds. C.S asked if we were interested in sending anyone to Rochford to attend their workshop on putting in bids for grants. K.D thank him for the offer and said that we would love</p>	

	<p>to attend. Who will go would have to wait until after the AGM to see who will be available.</p> <p>B.Ay asked C.S while he thinks of it, could have Polish as one of our translations on our website as he had a request due to it not being there. C.S said he would look at it for us After approximately 5 minutes C.S returned and said that he had done that for us as well as a few more. It turns out we now have over 100 possible translations on the website.</p>	
12.5	<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 Federations bank account.</p>	
12.6	<p>Resident Representatives.</p> <p>All the resident reps have signed up to the charter and are happy. K.D will be sending out an email to the every so often to see how they are getting on and if they need anything.</p>	
13.0	<p>Next Month's Guests:</p> <p>Sarah Gallagher & Neve Barr on Resident Involvement and Sheltered. Sheree Croft on Hostels.</p>	
13.1	<p>M.AI asked why we are stopping residents attending the Balmoral Centre for the meetings. K.D replied, that we are only allowing those that do not have internet access to attend, as we do not know what will be the rules. Also, to make sure that there is room for those that need to attend, can do so without any worry. We wish to look after those residents and if you do have internet access you have Zoom access and should use it to attend meetings.</p>	
14.0	<p>The next Meeting will be on Tuesday 29th June 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>	
14.1	<p>Please note that the Balmoral Centre will <u>only</u> be for residents who do not have internet access. An invite will be sent to those residents, as the Balmoral Centre room we use is small. We will be using PPE for those that wish to do so if lockdown is lifted, if not it will still be compulsory to wear masks.</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>	



Notice of A.G.M.

Notice is hereby given that SOUTHEND TENANTS & RESIDENTS FEDERATION will be holding their Annual General Meeting on Tuesday 27th July 2021 at 10.00.a.m. This meeting will be held by both Zoom and also at The Balmoral Community Centre, Salisbury Avenue, Westcliff on Sea, Essex, SS0 7AU.

Invitations to attend either meeting **MUST** be obtained by contacting Keith Ducker by phone on 01702 309064, by email at keith.ducker@strf.org.uk, or by writing to him at STRF AGM Invitation, 154 Gainsborough Drive, Westcliff on Sea, SS0 0SN.

Please note that the meeting at The Balmoral Centre is strictly for those without internet access due to restrictions regarding numbers and Social Distancing and admission is by prior invitation only.

The outgoing Committee Members would like to thank you for your support throughout their Term of Office and look forward to serving you again should they be re-elected. All current Committee Members wish to pass on their best wishes to any newly elected Committee Members and offer their full support to any New Committee.

AGENDA

1. Welcome & Introductions.
2. Apologies.
3. Minutes of previous A.G.M.
4. Matters Arising.
5. Election of Officers.
6. Any Other Business.
 - 6.1. Ammentments to Constitution.
7. Date and Time of next meeting.

PLEASE NOTE THE CHAIRMAN AND TREASURERS REPORTS WILL BE ATTACHED TO THE MINUTES AND ACCOUNTS WILL BE PASSED TO SOUTH ESSEX HOMES FOR AUDIT PURPOSES.