



STRF
(Southend Tenant & Residents Federation)

**Minutes of the Meeting held at the Civic
Centre room 6 and via Zoom
on Tuesday 31st August 2021 at 10am**

Present Via Zoom: Majzoub Ali (M.AL), Mike Smith (M.S), Keith Ducker (K.D), Geoff Moore (G.M), Diane Nicholls (D.N) & Elain Ridge (E.R).

At the Civic Centre: Headley Brown (H.B), Peter Somerville & Sarah Gallagher (S.G) (P.S),

1.0	K.D welcomed everyone to the meeting and did introductions of those in attendance: K.D said that this is our first meeting back at the Civic and that from now on we will be meeting at the Civic and also via Zoom. The projector and screen were there for those residents that wish to continue using Zoom.	
1.1	A problem was identified: Due to there being no curtains or blinds in rooms on the first floor, those in attendance could not see those on the screen due to the bright light coming in. K.D will see if he can get the room on the ground floor, (Room 1) for future meetings as that room has curtains. He will also arrange for an iPad and speaker to be at the meetings so that those on Zoom can see those within the room and those in the room can hear those on Zoom. Along with the screen & projector there will be our speaker system and an iPad next meeting. We will also be putting outside of the room, one of our roller banners so that people can see what we are all about and also where we are.	
2.0	Apologies: Bob Ayriss	
3.0	K.D explained that D.N needs to be away as soon as she can as she has another appointment. Also, as there are not many here, it could be a short meeting.	
3.1	D.N Explained how Scrutiny worked and that they are looking for new members to join them. She is working on putting an article together that will explain how they work and what they do and it will be available to residents once it's finished. It will be on our website for those with access.	
4.0	Minutes of Last Meeting & Matters Arising: There was a mistake throughout the minutes. S.E was down as S.M.	
4.1	Actions from last minutes: 5.0 on last minutes. K.D said that he had spoken to the bank regarding the STRF not being recognised as the name on the account. The bank said that sometimes this does happen with a business account (this is what we have), but as long as you put the correct sort code and account number, the payment will go through. M.AL said thank you that clears that up for him.	

4.2	<p>8.2 on last minutes. Some residents said they did not get the attachments with the minutes. K.D explained that they were not an attachment but were added at the end of the minutes and by scrolling down they would have been found. But just to make sure he will send out again. (This was done the next day).</p> <p>M.AL said that if we wanted the minutes put on the notice boards, they need to be one page only. K.D will look into shortening the minutes down to one page for the notice boards only and then sending separately.</p>	
5.0	<p>Chairs Report:</p> <p>This is attached at the end of these minutes.</p>	
6.0	<p>Update on Departments: These did not come through and Simon Putt is looking in to why they have not been done since June 21. Will update as soon as they are received.</p>	
6.0 6.1 6.2	<p>Requests for help July & August 2021.</p> <p>Kestrel</p> <ol style="list-style-type: none"> 1. Resident in Kestrel regarding not being able to get hold of the call centre or Morgan Sindall. I also had the same trouble but did get this sorted 4 ½ hours later. It should have been sorted within 2 hrs and has been reported to Morgan Sindall. Have reported this to the call centre manager and was told that she will deal with it. 2. Fire Alarm for residents who are deaf. Southend Fire Service will be visiting and also arranging for equipment to notify them when there is a fire alarm in the building. 3. A resident has a band practice within Kestrel and using a lot of electricity without paying for it. This means that the residents service charge is paying for it and also being disturbed by it as it is very loud and can be heard though-out the scheme and they are not happy for this to continue. KD has requested a response from Sarah Lander (23rd August) and is still awaiting a reply. I have sent in a request for a reply today Tuesday 29th August. As of today 05/09/2021, I have not had a reply. 4. They also have a carpet that is in their conservatory that is very badly marked and does not smell very nice. They have asked that it be replaced as cleaning does nothing to it. Suggestion was to remove it and replace it with a floor covering the same as they have at one end, that can be mopped over so as to keep it clean. Still waiting for an update from 23rd August 21. <p>Barrington:</p> <p>There have been lots of complaints from residents about their lounge, since another resident within the block has been given a key to the lounge. One resident was seeing his wife off in an ambulance when he was abused by a drunk resident leaving the lounge at 11.45pm. He said that there were 3 more residents still in their drinking. Others have complained that it is open well past midnight at weekends with drinking and music going on in there and when they have asked if the music can be turned down, they are abused. Another complaint was that a resident went past the lounge at 10am and saw residents in the lounge drinking and dancing and when they asked if they could bring their partner in, they were told that the lounge was not for them.</p> <p>This needs sorting as it is only since a resident was given a key to the lounge and the same thing happened last time he had a key, and it was removed from him. I have sent an email to Paul Davey (Tenancy Manager) on the 29th August and copied in Sarah Lander. Have</p>	

6.3	asked that I am kept informed as to the outcome so I can report back to you. As of today 05/09/2021, I have had no reply.	
6.4		
Blyth Avenue:		
Help with the plants and bushes overgrown in their area. Reported and has been completed now.		
Riverstone:		
They have a lot of residents who are installing Ring Bells on their doors. These can record and residents have requested many times if these are legal to use within flats where the person who has one can record and see directly in to their flats. They can also record and conversation that is going on at the resident opposite's door. This is being investigated and a response will be with us soon.		
6.5		
M.AL said that K.D is doing a large amount of work as chair and should we be investigating these this from individual residents. K.D explained that the Federation only get involved when request comes from a resident for help. Firstly, who ever they report it too will find out what they have themselves done. I.e., Have they contacted the Tenancy Officer or SHO? What response they got from them? Did they contact anyone else? If the answer is no to all of those and sometimes more deep enquiring in to what they themselves have done, then we, if necessary, will direct them to the right person or department and if that fails, then the Federation will try and help them out. But we only get involved if all else fails.		
7.0		
HELP REQUIRED: We are in need of help at our events.		
GAZEBO: We are looking for anyone who can spare a bit of time to put up the Gazebo. It is an easy one to erect, as it is a concertina type frame that just pops up. But it does need one person on each side to erect it safely.		
TABLES: We also need help on the sales table and to give out leaflets.		
DRIVER: A driver for the hire van (Tail Lift), loading items on and off the van.		
REFRESHMENTS: Someone to serve the tea, coffee & soft drinks.		
If you can help, you will be provided with refreshments during the day.		
8.0		
Any other business:		
8.1		
P.S said that he had received a very worrying letter about the recycling being left by the recycling bins at Nicholson House. He said with 100 flats and 2 bins for recycling every week they get over filled then they get a letter telling them not to make a mess. He said that the Council and SEH both keep on about recycling but do not give them enough bins to put it in to. He said that he has heard residents saying that now they have had a very strongly worded letter about this, they are not going to chance it and are putting their recycling down the rubbish chutes. K.D has sent an email to their SHO asking if she can invite their local Councillor to their coffee mornings. K.D supplied all three names, emails and contact numbers for her to do so. Reply from SHO was that she has done so.		
8.2		
M.S said that he had read in the Echo about fire safety in tower blocks and raising alarm about those that SEH are responsible for. K.D said that everywhere he goes and everyone he speaks to from other ALMOs and organisations want to know how SEH have got everything right and are so far ahead of everyone else on fire safety. K.D also explained that SEH employ a Fire Safety Manager (who was a fire officer) to look at fire safety across the borough and not just Highrise. K.D said, he is proud to be able to tell all other organisations that he goes to or speaks to, how great SEH is where fire safety is involved. Along with gas safety SEH are so far ahead of the rest of the UK they should be a copy model for all housing operators. S.G then said that she agrees with all K.D said and hopes that residents do not take notice of the Echo when they run SEH down.		

	<p>M.AL said that we may not agree with the Echo but we must have free press as they investigate and find out the things that are done wrong. K.D said he agrees with M.AL but as long as they print the truth and not keep running down SEH. K.D said that we could keep on about what they the Echo do right and wrong, but we should end this discussion now.</p> <p>M.AL said that he has someone to nominate for the Gold Awards and is there a form he has to complete. S.G said that K.D and herself work tirelessly to try and get people to nominate residents who have done good, but they do not come forward with any nominations. So, just send in your nomination to K.D. S.G said she has sent out so much information about the Gold Awards and still no one comes forward.</p> <p>K.D said that there have been staff who have put themselves out like delivering food parcels, checking on residents and all this done mostly in their own time, but no one has put any of them up for an award. We know they did not do it to get an award, but it would be nice to show our appreciation for what they have done.</p>	
9.0	<p>Next Month's Guest:</p> <p>Sarah Lander on Domestic Abuse and SEH Viola Representative on Recycling and lack of facilities</p>	
10.0	<p><u>PLEASE NOTE THE FOLLOWING</u></p> <p>The next Meeting will be on Tuesday 28th September at 10am at the Civic Centre Committee Room 1 (please check when you arrive)</p> <p>If you wish to attend via Zoom this is the link you require</p> <p>https://us06web.zoom.us/j/85697260882?pwd=UXVPSUV4TEppdjRJU0JKcjIiK01qdz09</p> <p>or you can find the log-in details on Facebook and the Website or by contacting B.Ay on 07397 796269 and it will be sent to you.</p>	
11.0	<p>Distribution List: Julia Pack at communications and the following by mail: Barry Andrews, Peter Sommerville, Headley Brown, Jeni Oliver, Edna Phillips, Chinn Kalasapathy by mail.</p> <p>Resident Representatives by email.</p> <p>All residents who requested the minutes by email.</p>	
	<p>Chairs Report August 2021</p> <p>We were due to go to Yantlet's but due to illness and lack of help, we had to pull out at the last moment. We cannot do an event without help from the residents.</p> <p>We are due to do an event along with SEH in October and do need resident to come forward to help out. We need 2 more to help put up and take down the gazebo.</p> <p>Also, some to help out on the sale table where we will be selling Christmas Cards, Toys and Baby items all hand made by the Crafting Club. The funds made from the sales will go back in to the Crafting Club to help more residents.</p>	

The Crafting Club members made Teddy bears for the Children at the hostels Teddy Bears picnic. Every child who attended was given their own bear to keep and I would like to thank the ladies for making these Teddies for the Children.

I have so far visited Yantlet for their AGM. Other schemes I have visited and spoken to the residents explaining what the Federation can do for them and encouraging them to set up their own group within their schemes. Each meeting was well attended and I think they all went well with time for each resident to participate and also for them to speak to me privately if they needed to. The schemes so far are: Kestrel House, Nestuda House, Keats House and Stephen McAdden House. I am now arranging to go to others during the next few months to speak to their residents. So far, the feedback from the SHOs has been great. I was invited to the film Launch at the Big Screen in Farringdon by the Library and it was a good event with the mayor was in attendance. If anyone would like to see the film, I can send you the link or you will be able to see it as I go around the schemes, as it will be shown to the residents.

Keith