



**STRF**

**(Southend Tenant & Residents Federation)**

**Minutes of the Meeting**

**held on 28<sup>th</sup> September 2021 via Zoom**

**on Tuesday 31<sup>st</sup> August 2021 at 10am**

Present Via Zoom: Majzoub Ali (M.AI), Mike Smith (M.S), Keith Ducker (K.D), Geoff Moore (G.M – Resident Representative), Elain Ridge (E.R), Bob Ayriss (B.Ay), Jeanette Cohen (J.C – Resident Representative) & Sarah Lander (S.L)

1.0	K.D welcomed everyone to the meeting and did introductions of those in attendance: He explained that the meeting that was scheduled for the Civic Centre had to be cancelled due to the fuel shortage. Taxis could not guarantee that they would be able collect residents or take them back home again.
2.0	Apologies: There were 4 apologies received: Headley Brown, Peter Somerville, Barbara Lambert and Barrie Andrews. Also apologised to K.D to Veolia for them not getting the information that we were not holding the meeting at the Civic where they attended.
3.0 3.1 3.2 3.3	<p>To allow S.L to get back to work, the agenda was adjusted:</p> <p><b>Sarah Lander on Domestic Abuse and SEH Operating Model.</b></p> <p>Sarah started off by asking if the Gold Awards were still open as she has some officers who do need recognising for the part in the Covid crises. K.D said yes, they are still open as we are hoping to do this maybe beginning of December when we can go to wherever the award winners are and present them there. S.L said she will send over a list. She also suggested that we had a group presentation video and photos so that we can publicise this for them.</p> <p>S.L asked if K.D had sent out the ASB Objectives document to other residents that she sent him? K.D said that he had done so, with a list of some others to compare with. Residents in attendance said that the links did not open for them or for others. K.D said that he is sorry that did not work and suggested that copy and paste would work if they wished to look at them. K.D shared his screen so that residents could see the ASB document. S.L said that what she wanted is feedback on it from residents. There was a lot of discussion on this and S.L thank the residents for their views, and she will take these back and look to change anything that needs changing or adding in.</p> <p>G.M said he gets lots of ASB including drug related issues and nothing seems to be done about it. When questioned on the reporting of it to the 0800 number it was found that no reports had been made. B.Ay said that with no reports going in, nothing is going to happen and suggested that G.M &amp; M.AI go along to their LCM meetings and the next meeting is on 7<sup>th</sup> December at 7pm in the United Methodist Church in Whittingham Avenue, Southend. SS2 4WA. He explained that without the reports being sent in nothing will be done as they do not know about it. So, get everyone to report it either to the police 101 or to SEH via 0800 number so that there are reports. But remember to ask for the job number. B.Ay rang the call centre while we were talking to report a repair that he had to report. He came back to say that he was not offered a job number</p> <p>S.L then went on to the Operating Model that SEH are working now, which means how they are working now compared to before Covid hit. Officers are working in a hybrid way. <i>(For an overview of how hybrid</i></p>

	<p>works, please see follow this link. If the link does not work by clicking it, please copy and paste it into your address bar. Any problem doing so, please contact K.D or B.Ay for help).</p> <p>envoy.com/blog/what-is-a-hybrid-work-model/#:~:text=In%20a%20hybrid%20work%20model,work%20from%20a%20remote%20location</p> <p>S.L went through the Hybrid way that staff work and gave residents a chance to question her on how well she thinks it has worked. The general feeling was that sometimes it has worked and sometimes it has not, but overall, it has been good, and a lot did not notice any change to how it was before.</p>
4.0	<p>Veolia. They attended at the Civic Centre as the message left by K.D that we were not at the Civic was not passed on. They will be at next month's meeting.</p>
5.0	<p>Update on Departments (Service Area Updates). This is attached on separate sheets.</p>
6.0	<p>Any other business.</p> <p>6.1 J.C ask if the caretakers have a routine on the cleaning of the blocks as she very rarely sees them. B.Ay said he will speak to them and find out for her when they are scheduled to attend Riverstone. Update: The caretakers visit Riverstone on a 2/3 rota. 2 days 1st week and 3 days 2<sup>nd</sup> week. I.e., 1<sup>st</sup> week Tuesday &amp; Thursday. 2<sup>nd</sup> week Monday, Wednesday &amp; Friday. Times vary as they do not know how long each job will take, but they do attend at sometime even if it becomes late. B.Ay asked B.T if their shrubs and bushes had been trimmed now. B.T said yes, they have been done now but it took some time. B.T said, she was told that it's due to lack of staff. If residents were told about this, it would have helped rather than residents keep on telephoning. B.T she said that she was having trouble getting her guttering cleared. She reported it and a chap came round and took a picture from down on the ground and said that he will pass it back. This was back in August, and nothing has been done. She is going to report it again and see what happens and report back.</p> <p>6.3 Riverstone Ring Bells and CCTV. K.D told J.C that is being delt with and he is waiting for a reply from SEH and as soon as he hears back, he will ring her with the information. A discussion was held on where and when you can put up a CCTV system legally.</p> <p>6.4 Cinema tickets for the Odeon showing of Ainbo: Spirit of the Amazon have not gone as well as expected. Only 80 taken up by SEH residents so they are to be offered to the local Infant and junior schools and then hopefully we will use them all. The Federation are to put on a Christmas Party for the children and we hope to get the full cost donated by our contractors, SEH and local businesses. We were to hold it at Chaucer House, but after a visit by K.D &amp; B.Ay, it was decided that it was not suitable. We are now hoping that it will be at Adventure Island, in their indoor section. K.D to speak to them to try and get it at a reduced price and allocate 300 places that will include fun, food and Father Christmas. Update at the October meeting and the full announcement will be in Insight that comes out next month, with a slip for booking. B.T suggested that we contact Richmond Avenue Primary and Nursery School. K.D will do so.</p> <p>6.5</p> <p><b><u>One last thing.</u> There is a rumour going around. So, if you hear anyone saying that one of the Sheltered Schemes is closing and being turned into a Hostel or Refuge. Please assure them from <u>it is not true</u> and is not happening.</b></p>

7.0

**PLEASE NOTE THE FOLLOWING**

**The next Meeting will be on Tuesday 26<sup>th</sup> October at 10am at the Civic Centre Committee Room 5 (please check when you arrive)**

***If for any reason this cannot happen, I will email or telephone as soon as I know. Please check your emails before leaving for the Civic Centre.***

**If you wish to attend via Zoom this is the link you require**

**<https://us06web.zoom.us/j/82957956429?pwd=VFFUNGpPZDk2MzFuRW9pUmxRR3Q2QT09>**

**Meeting ID: 829 5795 6429 & Passcode: 396912**

**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.**

Distribution List: Julia Pack at communications and the following by mail: Barry Andrews, Peter Sommerville, Headley Brown, Jeni Oliver, Edna Phillips, Chinn Kalaspathy by mail.  
All residents who requested the minutes and Resident Representatives by email.

South Essex Homes' Service Area Updates – September 2021

<b>DEPARTMENT</b>	<b>UPDATE</b>
<p><b>CarelineSOS and Customer Services / Repairs Contact Centres</b></p> <p>From Deborah Hill-David</p>	<p>Carelinesos working in partnership with SBC and Enovation are moving on with the roll out of the new emergency platform. Work is being carried out 24/7 by the whole CarelineSOS Team, IT and partners on user acceptance testing which is necessary in terms of client safety and staff training. When all areas have been signed off then a 'Go Live' date will be announced.</p> <p>The customers services and repairs team are really enjoying the communication of clients through the new website and say it has impacted on their daily duties in a positive way</p>
<p><b>Communications</b></p> <p>From Julia Pack</p>	<p>Our time has been focussed on adding the content and finalising the brand new South Essex Homes website, which launched earlier this month. We have received positive feedback so far but it remains a work in progress so if you have any ideas or suggestions for improvement, we are all ears!</p> <p>Now we are turning our attention to the new staff intranet which will launch later this year.</p> <p>Just started work on the next <i>Insight</i> too, which will be delivered in early November.</p>
<p><b>Estate Services</b></p> <p>From Tony Holliday</p>	<p>Awaiting update</p>
<p><b>Finance</b></p> <p>From Rebecca Coleman</p>	<p>Awaiting update</p>

South Essex Homes' Service Area Updates – September 2021

<p><b>Fire safety</b></p> <p>From Graham Hart</p>	<p>Awaiting update</p>
<p><b>Housing community safety</b></p> <p>From Anita McGinley</p>	<p>Awaiting update</p>
<p><b>Projects</b></p> <p>Paul Longman</p>	<p>Cecil Court sprinklers, Mulalley appointed as the contractor, however due to delays in obtaining materials a start on site is not expected until January. A letter was sent to residents this week advising them of this.</p> <p>Balmoral Structural and Refurbishment works, Houghton's have been appointed as the contractor a start on site is expected in November.</p>
<p><b>Property Services</b></p> <p>From Russell Haynes <b>Capital and Planned Maintenance team</b></p> <p>From Bradley Staff</p>	<p>We have seen an increase in delivery times for some materials on the responsive contract. We are working closely with Morgan Sindall and their supply chain to minimise any disruptions for residents. There is also a shortage of skilled trade engineers within the construction industry, however Morgan Sindall have recently recruited to three vacant positions. These issues have caused a slight increase in complaints relating to appointments.</p> <p>The recent fuel shortage is being closely monitored, and where engineers are delayed they have been instructed to contact the office so the resident can be kept updated.</p>

South Essex Homes' Service Area Updates – September 2021

<p>From Louise Morl</p> <p>From Michael Bryant</p>	<p>Awaiting update</p> <p>Awaiting update</p> <p>Awaiting update</p>
<p><b>SEPS</b></p> <p>From Lynsey Hurd</p>	<p>South Essex Property Services have recently launched their new website and we are working at branching out in other social media platforms to increase our presence in the sectors that we work.</p> <p>We are pleased to confirm we have been successful in being awarded new contracts both within Southend Borough council and with other local authorities. Providing services for the NHS remains a strong area for SEPS, alongside offering additional cleaning services.</p>
<p><b>Specialist Income Management</b></p> <p>From Laura Thomas</p>	<p>The team continue to mainly work from home. We occasionally see each other face-to-face in the office and we had a team meeting in the park a couple of weeks ago. It's lovely to be able to start seeing more people in person.</p> <p>Due to some changes in the team, we're currently recruiting for a part-time assistant and hope you have someone in place soon so that we will be fully staffed again.</p> <p>The ban on evictions was lifted at the end of May and we have seen four evictions so far since the ban was lifted. This is still a much lower number when compared to previous years prior to the pandemic.</p> <p>We are slowly and steadily seeing possession cases move through the court system. Our aim still being to sustain tenancies and avoid evictions whilst reducing rent arrears. The extra measures we have adopted over the past year to engage with residents about their rent arrears remain in place. We are only taking possession action when all other avenues have been exhausted.</p> <p>The new debt respite scheme "Breathing Space" came into effect on 17<sup>th</sup> May. We have not been notified of any cases to date relating to rent arrears.</p>

South Essex Homes' Service Area Updates – September 2021

	<p>We are busy working on the Actual Service Charge Statements for Leaseholders and hope to have those out to our Leaseholders soon.</p>
<p><b>Support Services</b>  From Sam Elliott</p>	<p>Awaiting update</p>
<p><b>Tenancy Services</b>  From Nicola Powell</p>	<p>I have newly been appointed as the Tenancy Services Manager, with Nadine as the Senior Officer. We are fast approaching the second phase of the Estate Walkabouts which will start in October and run until the end of November. The team are continuing to work hard to ensure that we meet the Gas Safety targets despite some of the challenges we have faced, obtaining court dates.</p> <p>There are several programmed works coming up, so the TSO's have been liaising with Russell and Sam's teams to ensure that we are supporting our residents and aware of what is going on in their patches.</p>