



Southend Tenants and Residents Federation

Minutes of the Meeting held via Zoom & at the Balmoral

Centre on Wednesday 30th September 2020 at 3pm

Present: Via Zoom. Keith Ducker (K.D), Bob Ayriss (B.Ay), Geoffrey Moore (G.M), Mike Smith (M.S) Ingrid Ayriss (I.Ay), Stuart Long (S.L) Balmoral Centre. Barry Andrews (B.A), Brenda Tilley (B.T), Diane Nicholls (D.N), Peter Sommerville (P.S), Barbara Lambert (B.L) & Sue Rickard (S.R).

1.0	K.D welcomed everyone to the meeting,	
2.0	Apologies from: Chris Silvey, Jean Pickering, Chinn Kalasapathy, Chris McPhillips, Edna Phillips & Hedley Brown.	
3.0	Minutes of the last meeting: The previous minutes were agreed as a true record.	
4.0	Matters arising from the minutes: All matters arising were attached to the last minutes, so none to report here.	
5.0	Update from the chair K.D. Firstly, I would like to thank you all for attending today, as I know it's hard during these times, but we are doing well holding meetings via Zoom and now the Balmoral Centre for those of you who do not have internet. If there are any residents who need help with Zoom, training can be arranged for them so that the Balmoral Centre is left totally for those without internet access. This way we may be able to get more residents involved through both Zoom and Balmoral.	
5.1	Federation's Display. Our Gazebo and all the extras that will help us go about and meet residents of our own and also attending other ALMO, Housing Associations and Council events across Essex. We have Stuart to thank for allowing us to purchase all the items. All the items are being stored at Barringtons and Bob has access to them 24/7. There will be a photo session when Stuart can arrange it and the weather allows so that everyone can see it on Facebook.	
5.2	Our website. This is coming on well and shouldn't be very long before it is up and running.	
5.3	Facebook Page. This is having lots of hits and engagements so that is good. It also has had an enormous number of shares.	
5.4	Tie-In Event. I would like to resurrect the Tie-in for next year, as I have been asked by several of those who used to attend it in the past, if we	

<p>5.5 (B.Ay)</p>	<p>could arrange it for next year. We will have to arrange a separate committee to set this up. I would like anyone who has been involved with this in the past and would like to be involved, to contact one of the present Federation committee to arrange the setting up of a Tie-In committee with a chair and members to run this event, with the full backing of the full Federation.</p> <p>Resident signs-up and Resident Hand-book. Bob is designing a Federation page for when a Resident signs-up and for the Resident Hand-book with Federation information just the same as on the two banners that we had printed.</p>	
<p>6.0</p>	<p>Conversation on where and when the Federation can set up its display to have photographs taken was discussed. S.L said that at the moment the Civic are very strict on how many people can be there. K.D said that it was the outside area to the west of the Civic that was used a couple of years ago for scooter training and this was the area we were thinking of. It is to the right of the main car park (facing the Civic) on the main road. This would be outside for approximately 1½ hours at the most and would not encroach on the Civics’ restrictions. S.L will follow up on this and speak to the media team, then let us know when that will be possible. K.D reported that Tony Holiday has kindly agreed to arrange for everything to be collected and returned to our store on the day for us. He will need a few days’ notice for when this would be.</p>	
<p>7.0</p>	<p>S.L then came in regarding the Tie-In event and suggested that it would be for service providers rather than a big family event. KD then said it would be the same as it was in the past for residents to attend. B.Ay then reminded us that we were arranging the same type of event at Room-21 this year but Covid-19 stopped it happening. The council said that we would have first option on the date for next year.</p>	<p>K.D * below</p>
<p>8.0</p>	<p>Focus group reports.</p> <p>Repairs, Gas and Voids Focus Group report.</p> <p>Aaron services. They are as usual doing a fantastic job with no problems except for gaining entry to properties for the gas servicing. This is due to residents self-isolating so not letting the operatives into their properties. This should change now and their figures for CP12’s rising back towards the 100% mark how they have been in the past, sooner rather than later as the restrictions are being relaxed a bit.</p> <p>Morgan Sindall. What can you say about them? Well residents are very disappointed in their performance since they took over in April 2019. At the moment their latest figures for September are not encouraging as they are as follows:</p>	

	<p>Routine jobs, 1122 issued of which 879 were completed leaving 243 missing the target.</p> <p>Urgent jobs, 19 issued of which 11 were completed leaving 8 missing the target.</p> <p>Emergency repairs, 491 issued of which 443 were completed leaving 48 missing the target.</p> <p>Works in progress, that's works they are doing at this present time. there are 661 works in progress that are sitting at around 3 weeks and they say they are trying to bring this down to 2 weeks.</p> <p>Appointments Kept – 1410 Appointments were made, of which 1367 (97%) appointments were kept this meant that 43 were not kept. KD has asked them repeatedly from week one of them taking over the contract, for the reason for missed appointments. He said he wanted to know the full reason why these appointments are missed. Is it residents not in, operatives not informing the resident or their office that they are running late? Every missed appointment must show a reason and he would like this presented at each monthly meeting, so that it can be analysed and the reasons behind the failure.</p> <p>Voids. These are done by Morgan Sindall. August - 44 returned 6 Majors and 38 general voids September - 15 returned 2 majors and 13 general voids. The average days for the voids being returned is 12 days. However, 6 of these went over the 12-day target, which was mainly due to either gas or electric paperwork not being returned. There are still 4 voids in August that have not been returned, which 3 will go over target:</p> <p>Planned works Focus Group report.</p> <p>There has been a restructure to Property Services which took place in March 2020 just before lockdown came into force. The repairs team no longer comes under Paul Longman and has moved to housing under Sarah Lander.</p> <p>Electrical upgrade works to both Bishop House and Kestrel House started on the 14th September with a view of starting the full programme in sheltered from the 28th September, subject to no further Government restrictions being put in place.</p> <p>S.L Reported that the works have started in Kestrel House. B.L Would like to report that it is currently a mess in there.</p>	
9.0	<p>D.N asked about the changing of the Focus Groups and why she had not had any information on this.</p> <p>K.D read out what was discussed at the meeting held on the 25th August section 9.0. K.D explained that the suggestion that was discussed was not set in stone but was only a suggestion that would need further discussion before it could go ahead.</p> <p>D.N said that she does not get the Zoom invites when they go out. This was checked and the invites did go out in an email block invite, so K.D will ask Dave Meakin (D.M) to look into why some residents did not get the email and others did.</p> <p>B.Ay said that each time an email is sent then ask for a received and read request.</p>	<p>K.D ** Below K.D</p>

	<p>but after speaking to D.M it appears that not all recipient's email programs support delivery or read receipts.</p> <p>The full proposed reorganisation of focus groups sent to S.L will be attached to these minutes for all to read.</p>	<p>*** Below</p>
10.0	<p>S.L then mentioned the Resident Lead Project should be set up with the Federation and other groups input to this. He also said that there should be a wider discussion on what was happening with the focus groups. B.Ay said that he is vice-chair of the Resident and Staff Group (R&SG) and has heard nothing from them since February and they have only had the one meeting this year. S.L said we need to be mindful of the times we are in. K.D said that residents wanted to discuss things like Caretaking or Ground Maintenance and had now where to go with their concerns, so asked if they could at least have group meetings again. S.L said that there have not been meetings with even SEH themselves so people have been mindful of the repercussions of meeting. B.Ay said that he had not had any communication from the R&SG and there is no reason why an email could not be sent out to the members explaining why.</p>	
11.0	<p>P.S asked if we could find out what is happening with the lift in Nicholson House as he has been told it is new parts needed and they are coming. P.S said that a lot of residents are moaning about it. B.Ay said that amalgamated Lifts were at Barrington's this morning and maybe they have been to Nicholson House to fix it. P.S said that when he came out after 1pm today it was still out of service. K.D said he will find out what is happening and phot P.S tomorrow (1st Oct) to let him know.</p>	<p>K.D **** below</p>
12.0	<p>B.T said that why was not the chair of the R&SG informed about the Focus Groups. K.D said that the suggestion from the members was sent to S.L and the outcome was that the Big Conversation should be held. S.L said that Residents could hold small Conversation Days and that way all residents would have a chance to voice the views on how they wanted it to go ahead.</p>	
13.0	<p>D.N asked when the interviews were to be held for the selection of the Resident Board Members. K.D replied that they will be held on Monday 5th October. D.N then asked why she and Terry had not been asked to be included as they had been trained to do this. Also, who has been asked to do this. K.D explained that he was asked to supply names for this committee very quickly and he had to think who he could get that could do Zoom or Teams and had come up with 4 names of Residents who can join the meeting by them two ways of communication. They were K.D, B.Ay, M.S & J.P as they can all join the meeting via Zoom or Teams. If other members can let him</p>	

	<p>know that they can use them two methods of communication he is more than willing to consider them. It was also mentioned that Terry was and has not been available for some time due to going into hospital. K.D said that he had no idea that this had happened and if he had been told he would have then known why his phone calls and emails were not answered.</p> <p>D.N then asked about Resident Void inspectors and how are voids are getting passed.</p> <p>B.Ay said that Kerry Sinclair will be the person who will tell us when we can go back to Residents inspecting voids.</p>	
14.0	<p>M.S said that he has not had a meeting of the Leaseholders group since lockdown started. K.D said that he can't understand why there have not been any meetings of other focus groups.</p> <p>S.L Maybe now that things are getting better managers could arrange meetings of their groups by Zoom or Teams.</p> <p>K.D suggested that M.S contact Jan Tate and ask him to arrange a meeting.</p>	M.S
15.0	<p>K.D explained that he has had an email asking if the Federation would be interested in putting forward members of SEH for the Housing Awards 2021. This is for members of staff not just managers any member of staff who residents think has gone beyond or have made a change to their lives especially during these times.</p> <p>K.D will attach his report to the minutes.</p>	
16.0	<p>B.A said that he had not heard anything from the Sheltered Housing Group about meetings and he feels that they are being left out. Also, the Disability Group had not met. He then asked if anyone knew who was responsible for Sheltered Housing as no one has told him if there is anyone who they can go to except the Federation.</p> <p>K.D said he is sure that it is Sam Elliott that runs the Sheltered.</p> <p>S.L said that since lockdown they have only been going to Sheltered each week to do Health and Safe checks but he will speak to B.A and get something sorted out.</p> <p>B.A said that the group does not have anywhere to go as they don't seem to fall under the Federation.</p> <p>S.L said he thinks that there needs to be a discussion with the group on how they feel. Also getting the residents via Zoom would be difficult but maybe they could facilitate a meeting for the residents somehow and he will talk to Sam and come back and let us know.</p> <p>B.A said that information in the magazine (Insight) would be helpful to the residents.</p> <p>K.D said to B.A that with the Disability there is a suggestion that, that also came under the Federation's wing. It has been suggested that every other meeting was a Disability Federation meeting, but that was not seen as very good idea. It would be part of the restructure if it went ahead.</p>	S.L
17.0	<p>K.D said that he will include the dates and also the groups that can meet on Federation days with these minutes. Times of these meeting would</p>	

	have to be discussed as getting back on track to the 10am time is crucial at this time of year with the afternoons drawing in and it gets dark earlier.	
18.0	Future Agenda Items: Maria Medina who can give us an idea on fund raising in the future.	
19.0	Residents requested email addresses of the Federation Committee at the August meeting so have left them in for future reference. Chair - Keith.ducker@strf.org.uk – Vice- chair bob.ayriss@strf.org.uk – Treasurer - jean.pickering@strf.org.uk Committee Members - mike.smith@strf.org.uk – Geoff.moore@strf.org.uk	
	Future Meetings will be held via Zoom and at the Balmoral Centre Date of next Meeting: Friday 30th October at 10am Zoom invitation to be sent out on the 29th October 20 Novembers Meeting will be on 27 th at 10am	
	<u>Distribution List</u> The Residents at Balmoral. Communications - Julia Pack. Plus, list provided to Sue Rickard. All others will receive them via email.	
*	This could be incorporated into the Resident Information Day if that makes it easier or it could be a separate event. That needs discussing before we start organising it and sending out invites. Also, the date or dates need arranging as booking will have to be sorted now rather than later. Invites would also have to go out soon, even though we do not know what it will be like next year. It's best to plan ahead.	
**	K.D spoke to D.M and he has looked in to this and can find no reason for this happening unless they are going into their junk and then being deleted before being read. He will keep an eye on this and monitor when bulk emails are sent to see if they are received. Sending out individual emails would take up so much time so block is so much easier and quicker.	
***	After speaking to D.M it appears that not all recipient's email programs support delivery or read receipts. So, we will have to rely on residents who would like to attend and have not hear from us the day before the meeting,	

	to get in touch for the invite to be sent out. It's a difficult thing to manage unless each resident gets an individual invite.	
****	K.D contacted SEH the same day (4.10pm) and found out that amalgamated Lifts are waiting for a part and it should be fixed very soon. K.D then contacted P.S the next day to inform him of the information, but found that amalgamated Lifts had been and fixed the lift and both were now working.	
	Attached are: Proposed Reorganisation of Focus Groups --	



Southend Tenants and Residents Federation

c/o South Essex Homes,
3rd Floor,
Civic Centre,
Victoria Avenue,
SS2 6FY.

The Zoom meetings at Homes 2020 7th to 11th September

CSR / Inside Housing (Resident Safety Campaign) / Alarms Save Lives by Tina Mistry.

She gave a talk on tenant engagement, the Resident Safety Campaign in partnership with Inside Housing and the importance of increasing the awareness of resident safety and the strategies available to do this, promoting best practice and sharing practical advice on access issues and safety in supported living.

I joined this group and the discussion was on the Hackitt report (page 63 to 71) Chapter 4 The Resident's Voice. (See end of this report for link)

It was very interesting to know that the recommendations within this report are to become law next year. If these recommendations are accepted into law it will put a massive strain on SEH.

Some of the recommendation from this report do make a lot of sense.

One was that the board should engage with residents on a regular basis so as to know what their residents need and require. They should also attend resident's events giving them the knowledge on residents and how they inter-react to the board.

There was also a great amount of emphasis on engaging with residents before making decisions on major works i.e. sprinkler systems. This is so they find out what residents want, not what they are going to have and not just in the place they are being installed.

I found the whole hour very interesting and did learn a lot. I was also given the opportunity to put question to Tina.

What does the future hold for fire safety in housing post Grenfell? By Nick Coombe

He gave a talk on fire safety in the home showing 199 deaths since 1911 until 2017. The talk was mainly around the Grenville report (<https://www.grenfelltowerinquiry.org.uk/>)

To be honest I could have just read the report and learned just the same.

One-way communication is no longer enough by James Massey.

This again was more or less what was written in the Hackett Report chapter 4 and was more a Q&A session on chapter 4 of the Hackett Report.

I did feel that SEH are doing exactly as is required and more for the residents than most other organisations.

Maintaining high level of tenant satisfaction by Jane Porter

The talk was good in respect that we at SEH do more than was suggested by herself.

Again, it was around the Hackett report chapter 4.

I was very impressed in the module shown in the screen shot below as it did capture a lot more information than we do and it would help in many ways if this information was available to our housing team.



So, all in all it was really just a re-run of the Hackett report. But I did make new contacts from within the housing community that will come in very handy when I need information or request donations for an event as 11 companies were interested enough to give me details of their community & social teams to contact.

Embedding a Culture by Liz Haworth

This was one of the best presentations on Residents contact and listening to the residents and staff I have had the pleasure to listen to and interact with.

The emphasis was on 'looking at services from the outside in'

What customers tell us is important

Doing what you say, getting it right first time, making it easy to deal with you

When things aren't easy

Lack of clarity & inconsistency, Gaps in service delivery, Telephone communication, Speed of response when things go wrong

If you would like to see the complete presentation then click the link. Of course, you won't be able to hear the lecture but looking at the presentation will help you understand how they work.

<file:///C:/Users/kthja/Downloads/7-sep-1330-1430-embedding-a-culture-liz-haworth-5f5799408a924.pdf>

Why excellent communication must sit at the heart of housing by Steve Hayes

This was a short presentation that I thought should be at every housing organisation heart. It was so interesting I think everyone should look at this presentation:

[file:///C:/Users/kthja/Downloads/8-sep-1330-1430-why-excellent-communication-must-sit-at-the-heart-of-housing-steve-hayes-5f5893f1b1b26%20\(1\).pdf](file:///C:/Users/kthja/Downloads/8-sep-1330-1430-why-excellent-communication-must-sit-at-the-heart-of-housing-steve-hayes-5f5893f1b1b26%20(1).pdf)

There was a lot more meetings over the 5 days but if I was to go through them all it would take a day to read them, let alone writing about them. So, I picked out the 6 that I thought might be of interest. Reading the Hackett report is a must for anyone involved with housing, as it does show what went wrong and what is about to be put right.

The Hackett Report can be accessed at

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/707785/Building_a_Safer_Future_-_web.pdf

Keith.



Southend Tenants and Residents Federation

PROPOSED REORGANISATION OF FOCUS GROUPS AS DISCUSSED AT FEDERATION MEETING OF 25th AUGUST.

It has been brought to our attention by residents of SEH that certain Focus Groups are not working to the best of their ability by not holding regular meetings and they are not being given the opportunity to voice any concerns brought to them by their members as a group. The groups in question are **ASB, Caretaking & Estate Services, Tenancy Service's, Resident Involvement, Customer Services, and Communication**. These groups in the past had been poorly attended and it was suggested that they merge into one larger group, (*The Resident & Staff Focus Group*), where all their issues could be dealt with under one umbrella. This group, like all other Focus Groups, then needs to make a report to the Federation (*which to date has not happened*), and in fact this group duplicates most of the work of the Federation, but without the resources and authority available to the Federation.

It is still the case that these groups are not being heard as they should be so any matters arising are not being dealt with efficiently with more time being given to funding various projects, which in fact comes under the jurisdiction of the Federation, rather than to any relevant matters pertaining to the groups they are meant to represent. The various groups mentioned above are asked to provide written updates on any issues which arise, but they do not meet as a separate group meaning in fact that they cannot give a written update. It can take up to 2 months before an issue is dealt with correctly from the R&SFG if indeed it is passed on to the Federation at all and there is no direct input between residents and staff. As the Federation is now working well and has a strong following, it is felt that the R&SFG should now disband to save time, costs and resources that SEH no longer have. It has also been suggested that the Disability Group that has seen its membership drop, be included under this umbrella giving them a stronger voice, than they have at the moment.

As an alternative the proposal that went to the residents was as follows:-

Two formats, one for when we can access The Civic Centre and one for Zoom meetings are detailed below.

CIVIC CENTRE FORMAT

The first half of the Federation meeting dealing with normal Federation business with the second half of the meeting split into three groups on a rolling format. Each group having their own 30-minute meeting within the same room as the Federation. They will then return to the full Federation Group to discuss anything brought to their attention for the final 30 minutes. This format will then allow any resident or group with an issue or suggestion to talk to the Federation and be heard on a regular basis which will hopefully lead to a faster and more efficient way of dealing with any issues or suggestions arising. One large room is needed for this meeting where the separate groups can then distance themselves from each other in different areas. Residents not wishing to take part in any of the separate meetings will then also be given the chance to raise any other issues with free members of the Federation committee giving **EVERY** resident a voice at Federation meetings.

ZOOM MEETING FORMAT

Each individual group will hold their own separate Zoom meeting either the day before or on the morning of the main Federation meeting. The main Federation meeting will then take place with a duration of no more than 1hr. This will then give the 3 groups who have previously met 15 minutes each to raise any concerns with the final 15 minutes then left to address any concerns. Once each group has met, either by Zoom or in The Civic Centre they will present a report to the main meeting which will then be incorporated into the minutes of the main Federation meeting.

FOCUS GROUP STRUCTURE

ASB/Tenancy Services – Caretaking & Estate Services – Resident Involvement – Customer Services – Communication – Disability. These will be held on a rolling format and this format will

allow each separate Focus Group to meet every other month with the opportunity given to speak to a Committee member when the group is not sitting.

The residents have decided by a 100% majority, (*those present and those telephoned*), that this is the way they would like to continue from now going forward.



FEDERATION MEETING DATES

Focus Group Meetings -- 2nd part of Federation Meetings

Oct-20	Tenancy Service's - Resident Involvement - Customer Services
Nov-20	Communication - ASB - Disability
Dec-20	No Meeting
Jan-21	Caretaking & Estate Services - Tenancy Service's - Resident Involvement
Feb-21	Customer Services - Communication - ASB
Mar-21	Disability - Caretaking & Estate Services - Tenancy Service's
Apr-21	Resident Involvement - Customer Services - Communication
May-21	ASB - Disability - Caretaking & Estate Services
Jun-21	Tenancy Service's - Resident Involvement - Customer Services
Jul-21	Communication - ASB - Disability
Aug-21	Caretaking & Estate Services - Tenancy Service's - Resident Involvement
Sep-21	Customer Services - Communication - ASB
Oct-21	Disability - Caretaking & Estate Services - Tenancy Service's
Nov-21	Resident Involvement - Customer Services – Communication
Dec-21	No Meeting

These may change depending on resident's requirements and needs.

