

Neighbourhood Focus Group Meeting

Thursday 26th March 2026

Minutes of Meeting

Attendance:

Residents: Bob Ayriss (BA) - Chair, Caroline Campbell (CC), Ian Ward (IW), Mike Smith (MS), Diane Nicholls (DN), Sam Goodbourn (SG), Alisdair Lewis (AL), Amy Saunders (AS), Trish Sneddon (TS), Graham Harris (GH), Pauline Harris (PH), Jon Morfitt (JM), Mike McKenzie (MM), Angela Burrows (AB), Terry Coker (TC), Ranj Singh (RS), Rose Watters (RW)

Staff – Nina Reardon – Housing Services (NR), Katy Brown - Tenancy (KB)

		Action
1	<u>Welcome</u>	
	BA welcomed everyone to the meeting.	
2	<u>Apologies</u>	
	Apologies were received from: • Bob McAllister • Lesley Patching • Wayne Medforth – Estates • Nadine Gould – Community Safety	
3	<u>Declarations of Interest</u>	
	No declarations of interest were made.	
4	<u>Minutes of last Meeting</u>	
	The minutes from the previous meeting were agreed as a true record.	
5	Matters arising from previous meeting	
	Action: MM raised concerns regarding the dog waste bins not being emptied. WM to look into this. The dog waste bins have been emptied but there is an issue at Christchurch Court as there are no food waste bins. Agreed to follow-up with Estates team at next meeting. Action: WM agreed removal of 2 sets of bench bolts from Christchurch which were identified in an estate walkabout last year. No action has been taken – Agreed that BA to follow-up with WM. – Completed. Action: Emergency Access point gate must remain locked, but it has not been and staff have parked in front of the gate.	Estates BA/WM

	MM confirmed that the gate has been locked and the illegal parking has stopped. No further action required. Car Park Access – Barringtons/Nicholson Action: LP has been trying to obtain a car park fob for Barringtons but has been unable to. BA stated that he would talk to Jamie Cooper about this. Action: BA confirmed about Nicholson residents' allocations issue by means of Jamies Coopers email reply that stated as residents to do not pay for the car park in their service charge they are not entitled to fobs. It was agreed at the February meeting that a subcommittee could be set up. Lesley Patching and Frank Jepson were to organise this and notify BA. - There are no further updates to this. Action: TS asked whether caretaking services and estate services were the same. WM confirmed they are and the group asked him to explain the full caretaker role at the next meeting. Action: NR agreed to send invitation to Estates for April's meeting to talk about the caretaker role. Rubbish at Bishop House Action: rubbish has not been collected for some time and rats have been nesting. WM to look into and report. Western Approaches area is not being emptied properly and it is causing smell nuisance to residents. Action: Agreed to follow up with Estates at next meeting. Nicholson House – Heating The heating at Nicholson is still an issue. BA stated he will contact Sure serve. BA confirmed at the meeting that the heating is thermostatically controlled and Sure serve can't change the temperature settings. This will be an energy efficiency issue if windows are open and heating on. No further action required. Bishop House wall Action: removal of ivy has caused loose pointing on the brick work. WM confirmed this should have been reported for repair and will look into it. Action: Agreed estates to follow-up and action. – Reported to Axis for repair. Communal Lounge and Chairs – Bishop House Action: SG/Estates to look at the Bishop House programme and let residents know when the communal lounge and chairs will be refurbished. Action: NR to follow up with SG/Estates when work will commence. – Works have been started throughout various locations.	BA NR Estates Estates SG/Estates
6	<u>Estates Services</u>	
	WM sent his apologies for the meeting. WM will update and give presentation at next meeting.	

7	<u>ASB Update</u>	
	Noise app feedback NG sent her apologies for the meeting. KB had spoken to AG and had some information about the progress of the noise app. KB thanked the group for their valuable feedback about the noise app. KB is investigating using a more advanced version of the app which has more features such as camera recording. This is ongoing and we will keep you updated. Action: BA asked NR to add an update from NG for next meeting's agenda.	NR/NG
8	<u>Tenancy Services</u>	
	KB asked for any current issues the resident members had on their properties. Mendip waste bin and capacity There is a missing food waste bin, and this is causing a build-up of waste that is attracting rats and foxes. Action: BA will email Suez to request a food bin. KB will talk to Instakill. DN the bin storage areas do not have sufficient space for the number of bins. The residents would like to know about bag supply and bulk collection for furniture items. Incident witnessed of fly tipping of these items from non-residents. Action: NR to ask Suez when they attend May's meeting whether their contract with Southend Council has scope to improve bin storage areas. Mendip pest control CC asked a question about the Instakill service asking what the tenants' responsibility was. KB confirmed that Instakill will be responsible for pest control in communal areas and residents their properties. However, if there are holes in walls, they should call repairs to stop pests from moving from communal areas to tenants' properties. There was a discussion about disruptive tenants who do not keep up with hygiene and repair responsibilities, and this behaviour could cause pest problems for other tenants. Mendip EPC rating A resident's flat is above the bin storage area and this flat does not retain heat. Action: KB to check EPC rating of the building. Chiltern bins and recycling There is a missing food waste bin. IW asked a question about whose responsibility to clean the bins the caretaker or Suez. Action: KB to check with WM. BA to follow-up. There was confusion about contents of recycling bins and bags. Action: BA to follow-up with Suez about communication of waste recycling. BA to ask Suez to May's meeting.	BA/KB NR KB/WM KB/BA BA

	Chiltern door entry system MS had experienced an issue of door entry system not being connected to his phone number for a few days. This has been resolved. Chiltern ASB AL said there have been issues with addicts leaving rubbish on stairwell common areas. KB stated that the new door entry system should stop some of this behaviour but for residents to keep themselves safe. Please call our Customer Services number of 0800 833 160 or use your MySouthend account to make a report. KB Tenancy Officer team will triage reports of ASB and assess the risks into a high/medium/standard category. There was a discussion about call times as it can take up to thirty minutes to report on phone line. KB recommended that if you're able to, to use the online system it will free-up the lines and this will improve the efficiency of call times. If we receive a report, we have a central full record of proof and this will improve our performance monitoring. GH was concerned that this would cause pressure to report online when some in the community have low technical skills. KB suggested that they attend their surgery sessions with their HSO or SHO to seek help to set it up. Action: BA to email SG to increase resident engagement with a digital inclusion programme. – SG will talk to the college regarding asking students to offer tuition to those that need it. If residents report times of incidents, then we will be able to put in patrols who can capture on bodycams and obtain security footage. KB can then work with the community safety team to put in preventative action such as appropriate orders for residents. Our community safety team are working with various agencies such as HARP on the issue of non-residents using common areas of properties. If you think they may be sleeping rough in common areas and need help, please contact Streetlink link to website reporting. StreetLink - Connecting people sleeping rough to local services. KB asked that for serious incidents, such as suspicion of drug dealing to be reported to Crimestoppers on 0800 555 111, which is an anonymous service. It is important to note that Crimestoppers cannot be used to report crimes that are in progress or if immediate danger is present. In such cases, the police should be contacted directly by dialling 999 or 112. SEH only have the legal power to issue Community Work Orders, Community Protection Orders and in the most serious of cases, Possession Orders for removal from property. If SEH does not have a record of incidents, we are unable to prove ASB and work with the Courts for an appropriate and reasonable response. Our Community Safety Team must be able to prove our cases. There was a concern that reporting ASB will cause aggressive response from perpetrators. Residents queried whether careline would be able to support residents. Action: BA asked NR to research Careline services. – Ongoing. Action: BA/SG are going to discuss communicating this more widely using Insight/Noticeboards/email voicescape system at the next Editorial Board meeting.	BA/SG NR BA/SG
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	Longbow and Cluney House There was generally a good standard of cleaning. RW and JM asked about the variation of cleanliness due to caretaker short staffing. Periods of annual leave are impacting on hygiene standards. KB confirmed that there are spot checks and House smart to monitor the caretaking. RW said that there had been a problem with young people are gathering near the block in Summer holidays. KB asked residents to keep a note of dates and times when making a report so we can target patrols. We can also let the young people know about Achieve Thrive Flourish's community events during the Summer Holidays. BA to contact WM about caretaking staffing. Longbow parking RW motorists have been parking on Sherwood Way on pavements blocking the way. KB confirmed that it is not patrolled by the Council as the road is serviced by SEH. Residents were advised to photograph registration so that we can conduct a PNC check and write to the car owner. We have no jurisdiction over non-residents but if it is a tenant we will be able to create an injunction. Adams Elm pest JM has seen a mouse in communal hall. The garden communal door is often left open. Action: KB suggested that for a quick fix an automatic closer could be fitted to the door to create a barrier. Adams Elm door AB raised an issue of the doors being too heavy and the black box is not holding it. KB asked that they raise a repair as the door is being left open. Scott House dead trees and dead flies TS raised that the dead trees needed to be removed and there were dead flies in the light fittings. Action: KB to ask WM about cleaning of light fittings. – Estates cannot touch LED lighting units so this would become an Axis repair.	BA/WM KB/Estates KB/WM
9	<u>Matters arising from item 8</u> Bishop House Lift Action: Residents from Bishop House queried the lift was repaired earlier this year but it has now caused the doors to catch on the carpet, resulting in a tear and trip hazard. The lift door on the ground floor needs to be adjusted so it is not touching the flooring. – Further investigations are taking place. Regarding the carpet. Sheltered Housing Name Action: Residents suggested the term “Sheltered Housing” may not reflect independent living. SG proposed conducting a resident’s survey to gather opinions from residents and will then discuss with the Housing Director.	SG/Estates

	KB explained that only Bishop House and Nicholson were classed as “Sheltered Housing” and were Part 2 properties. Part 2 is for housing residents who are aged 60+, it has better access to amenities, safety features in flats, shared common facilities, arrangements for PIP and television licence concessions. Part 1 housing is designed for residents aged 50+ or 55+ and is classed as independent living. Staff Communication Action: SG to feedback to managers about communication with residents. In SG’s absence the residents discussed with KB how delays in communication and updates were frustrating. There was a discussion about staffing levels and that TSO’s were responsible for looking after large residential areas. Voicescape texts have a new template and staff are being trained to use them. Adams Elm Car Park Ambulance Bay Tenancy had been informed and the parking bay was being kept clear. Action: BA was concerned about unclear markings for the ambulance and disabled bays. He asked NR to contact Lloyd Williams.	BA/NR
10	<u>Any other Business</u>	
	An issue of low level noise nuisance was raised. KB asked resident to note and report. A known ASB case was raised, KB offered to discuss any resident concerns about ASB after the meeting. BA thanked everyone for attending today’s meeting.	
9	<u>Date of next meeting</u>	
	Thursday 23 rd April – 10:30am – Committee Room 1	

Key Outcomes from Meeting (to be completed in meeting)

Residents told us they were unclear about the ASB levels of high/medium/standard and noise app progress.	In response to this feedback, we have asked NG to give an update at the April’s meeting.
Residents told us that they were unclear on the full role of caretaker.	In response to this feedback, we have asked Estates to give an update at the April’s meeting.
Residents told us that they were unclear on the role of Suez in relation to recycling and waste bins.	In response to this feedback, we will be inviting Suez to talk at May’s meeting.

For Resident Engagement – You Said, We Did uploaded ☐