

Neighbourhood Focus Group Meeting

Thursday 20th August 2026

Minutes of Meeting

Attendance:

Residents: Bob Ayriss (BA) - Chair, Lynne Thorpe (LT), Rebecca Watts (RW), Caroline Campbell (CC), Mike McKenzie (MM), Mike Smith (MS), Ian Ward (IW), Pauline Goddard (PG), Graham Harris (GH), Angela Barrows (AB), Trish Sneddon (TS), Jon Morfitt (JM).

Staff: Ella Chingono (EC) – Housing Services, Craig Jones (CJ), Sarah Gallagher – Housing Services (SG), Sarah Lander – Housing Services (SL)

Guest speakers: John Niland (JN) - Axis

		Action
1	<u>Welcome</u>	
	BA welcomed everyone to the meeting.	
2	<u>Apologies</u>	
	No apologies received.	
3	<u>Declarations of Interest</u>	
	No declarations of interest were made.	
4	<u>Sarah Lander - Careline</u>	
	Letters were sent to residents in Sheltered Housing. The Careline service is currently run by South Essex Homes contact centre team. The contact centre team monitor emergency alarms, conduct health and safety checks and visit the homes to do low level welfare checks. The Careline service is 24 hours a day, seven days a week, 365 days a year. They cover 12 sheltered properties looking after 1,200 residents and 10 independent living properties. The cost of running this service is high. South Essex Homes have asked other organisations that specialise in emergency call services to tender. The new providers will have a larger call centre team to field the calls. We plan to reduce the South Essex Homes team to 8 or 9 and run support on a club basis. They will be working on a rota across the sheltered properties. They will work from 8am to 8pm, Monday to Friday and from 10:55am on a weekend shelter day. Housing Support Officers will continue to be based at least a day each week at each sheltered housing property. There will be a degree of flexibility as urgent calls will take priority.	

Residents are encouraged to use the contact centre phone number, 0800 833160 when reporting repairs, but if you have trouble using your mobile phone you can wait for one of the team on their rota day for them to assist you. SL offered to talk to a resident after the meeting about confusion about which service numbers to use Careline and Contact Centre for repair reporting. Careline equipment There was discussion about disposal of the old equipment. As there was some confusion. Some residents have their equipment through Southend Council adult services and they have been given the option to update to their Telecare system. This effects about 100 residents. Analogue to digital phones Residents asked about the digitalisation of the phone line. If you are in a separate property, please let your Internet Provider know that you need the phone line for emergency monitoring. In case of outages. The sheltered housing properties have a “digital bridge” for the transition from analogue to digital phone lines. The transition to digital has been organised for you. Cost implication of new service There was a question about a rise in costs for the Emergency call service if there is a new provider. SL will update affected residents in November. She expects South Essex Homes to pay for the service, as it currently does. ASB SL asked for any questions about the Housing services. A few residents talked about the perceived barriers when reporting ASB. The barriers listed were not being able to evict due to mental health issues; children playing with lifts and difficulty identifying them; slow response times due to legal matters being involved such as drug offences; reluctance to report ASB because of fears that it will affect tenancy. Sarah asked the residents to contact the Housing Community Support Team via their email address for updates HCST@seh.southend.gov.uk. ACTION: NR to invite HCST Team to October's meeting. Disabled Bays and parking spaces Residents asked about repainting of the disabled bays. SL asked them to take photos and report. There was an issue as some residents used mobility scooters and left their cars in the disabled	SL
---	-----------

	spaces permanently. The disabled spaces were not available for others to use when needing to park near to the building. South Essex Homes must put high priority health and safety repairs before generating car parking or mobility scooter parking spaces. Scott House information book trial SL gave an update on the communal repairs and caretaker information book trial at Scott House. Karen will be placing this on the small table in the hallway, and this will be available to all to update. It was suggested that noticeboards would be more effective at quickly updating residents of communal cleans in the form of a blog update. ACTION: SG will be monitoring progress with the residents and will update at next meeting	
	10 minute break The Chair asked for a 10-minute break and asked to change the order of the agenda due to time constraints. John Niland of Axis will be answering questions after the break.	
	<u>John Niland – Axis</u>	
	The Chair reminded the group that John would be answering queries about communal repairs only. Residents are concerned that communal repairs are taking a long time to resolve and we will be monitoring these in the Neighbourhood Focus Group. Adams Elm House – LED lights A resident asked a question about the length of time to repair LED lights. They have several lights out in the communal areas including stairwells by the office and back door leading to garden. JN said that Axis is not responsible for Emergency Lighting. JN will check which type of bulbs need to be replaced. ACTION: JN to investigate and resolve. Adams Elm House – Pond Paul Longwood has completed a survey. The pond's base is made of concrete and is not leaking. He has spoken to Kevin Hazelwood about replacing the pump of the pond as this has not been working for some time. These are major works and a budget must be agreed before works commence. ACTION: NR to email Paul and update action log. Adams Elm House – radiator 2nd floor	

	Leak coming through first floor ceiling. The resident explained that the leak was from the second floor and it was not clear that the radiator was the source of the leak. Axis is not responsible for repairs to radiator pipes and advised that Sure Serve should be called to investigate the source of the leak. ACTION: BA to contact Sure Serve about repair after meeting. Riverstone – No Parking sign Vulnerable resident needs a no parking sign to be mounted on a pole. Resident will provide a pole for the sign to be attached to. ACTION: JN of Axis will install pole in grass area and mount it. SG will send photographs from the tenancy officer of the agreed location. Adams Elm House doorstep clean and security Resident member asked for the jet wash for the back doorstep or a key for the fire door to prevent homeless from toileting there. Action: SG to follow up with JM. Update: Fire safety officer asked for more information by email dated 11 August 2026. Please can the residents please send photograph of the doorstep and location to Sarah Gallagher. Longbow disabled parking bays Resident spoke about their disabled parking bays, there are only a small number of disabled bays. The bays are faded and need to be repainted. Jane has marked these with SEH signage. They are being misused by private residents in the neighbourhood. BA advised the resident to take photos and report online. JN could not give a timeframe for the painting of the disabled bays as letters need to be sent out to residents to ensure that no cars are parked on them. ACTION: Resident to take pictures of bays and report online. Christchurch Court Resident asked for Dog fouling signs to be replaced, the frequency needs to be twice a week for emptying of the dog waste bins and for the pathways to be cleared of weeds and silt. The Chair asked whether during estate walkabout repairs are reported directly by SEH team. Charisse has a residents meeting arranged. ACTION: The Chair asked MM to report the issues again. SG asked Charisse to update on walkabouts at progress meeting.	
--	--	--

	Christchurch Court The transcript and recording was insufficient here. A work job of C008249 was raised replacement manhole cover. If they have gone to complete a job, during scoping it is decided another repair team need to action, how is this communicated. ACTION: NR to manage rolling action log and invite John Niland to Decembers meeting. Bishops House and Adams Elm House Repeated drainage issues. Axis will come and jet the drains and then this will re-occur. The residents would like to see improved monitoring or recurrent issues. ACTION: Estates/Axis to have sight of the rolling actions log and keep NR updated with progress so we can report monthly to residents. Bishops House – communal hallway ground floor Damp wall repair. Residents believe that wallpaper was repasted onto wall without damp treatment and it has stained again. The area of repair is by the front door on the right hand wall. ACTION: JN to investigate.	
5	<u>Matters arising from previous meeting</u>	
	NR has created rolling action log for any communal maintenance jobs discussed in Neighbourhood Focus Group meetings. ONGOING ACTION: NR to provide copy of action log before each meeting.	NR
6	<u>Any other Business</u>	
	The agenda did not cover all items due to questions to Sarah Lander in first agenda item.	
7	<u>Date of next meeting</u>	
	Thursday 22 nd October, 10:30am –12:30, Committee Room 5	

Key Outcomes from Meeting (to be completed in meeting)

Residents asked to talk to Housing Community Support Team at the next meeting about Anti-Social Behaviours.	NR has sent invitation to Nadine Gould and Anita McGinley. NR to ask for resident questions.
---	--

Residents asked for a repair's action log so they can check progress.	NR will send updates monthly.
Residents asked to talk to Tenancy Team.	NR has sent an invitation to Katy Brown. NR to ask for residents questions.

For Resident Engagement – You Said, We Did ☐