

## MINUTES & ACTIONS FROM MEETING

**Location:** Kestrel House  
**Date:** *Thursday 23<sup>rd</sup> April 2026*  
**Time:** 10am

### Attendees:

**Leanne Pryor – Careline & Sheltered Housing - (LP)**  
**Wayne Medforth – Estate Services Team Leader - (WM)**  
**Angela Lloyd – Housing Support Officer - (AL)**

| <u>Details/Discussion</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <u>Action &amp; Updates</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <p><b><u>Questions raised by residents -</u></b></p> <ul style="list-style-type: none"> <li>• Someone came out yesterday and they changed the lock on the back door but now we can't get in. When are we going to get the keys to that door?</li> <li>• We feel that other schemes get more of a priority than us, new carpets for them but nothing for us etc.</li> <li>• Sometimes parcels aren't being delivered to our flat and are being dumped at the front of the building.</li> <li>• What are the rules and regulations around new people and TV licenses?</li> <li>• Why don't we have introductions to new people that move in? We don't know who lives here and who doesn't sometimes.</li> </ul> | <p><b>LP</b> reach out to AXIS after the meeting and find out more information.</p> <p><b>WM</b> – That's not the case at all, no other scheme has more of a priority over this scheme and vice versa.</p> <p><b>LP</b> – Sadly that would be something that needs to be taken up with the delivery companies that are doing that but whenever Careline are made aware of a package that's been dumped, they try to deliver when they are on site. It's like this in all schemes unfortunately.</p> <p><b>LP</b> – All the TV licenses have been applied for by Careline/SEH including new residents.</p> <p><b>AL</b> – I don't know what to suggest, we sadly don't have the facilities that we used to have.<br/> <b>LP</b> – You have to remember that the new resident that moves in may not want to introduce themselves, may want to keep themselves to themselves as it could be daunting for them. Speak to Charisse, your new resident engagement officer, when she hosts the meeting to see if there's a letter of events that can be posted to new residents. That way they are included and aware and introductions</p> |

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| <ul style="list-style-type: none"> <li>Someone is doing a lovely job of watering the gardens but sometimes its 5.30 in the morning and it can disturb some of us. Anything before 7am isn't fair.</li> <li>Can residents not touch other people's washing when it's in the laundry room please.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>can be made, if they feel comfortable to.</p> <p><b><u>Gentle reminder to be mindful of all residents when in and around the scheme so early in the morning. Thanks!</u></b></p> <p><b>AL</b> – It's not something we can police I'm afraid. <b>LP</b> – Everyone just needs to be mindful of each other.</p> <p><b><u>Gentle reminder to all resident's, please ensure that you are collecting your laundry once the cycle is finished so other residents can use the machines and please refrain from touching anyone else's laundry.</u></b></p>                                                                                                                                                                                                                                                                                                                                                                                              |
| <p><b><u>Repairs -</u></b></p> <ul style="list-style-type: none"> <li>There are many holes in the ceiling tiles in the corridors.</li> <li>The main entrance door is a security issue as sometimes its left open for ten minutes after someone has come in, it's too slow when closing so anyone could slip in.</li> <li>The gate that broke off the wall years ago still hasn't been fixed.</li> <li>The drier in the laundry room 2 doesn't work but when the engineer comes out, they don't always check both laundry rooms, so it's been left broken.</li> <li>The railings on the Juliette balconies have become very rusty and could become dangerous.</li> <li>Flat 39 - We have problem with mould, but when they come out, they just paint over it instead of treating it properly. The outside needs to be looked at to find the root of the problem.</li> <li>Multiple security lights aren't working, inside and outside the building.</li> </ul> | <p><b>LP</b> to look at after the meeting and report.</p> <p><b>LP</b> – I will have a look and test the door on my way out and report to Blakes.</p> <p><b>AL</b> – I reported it two years and have chased it constantly since. I've re-raised it with pictures and description so hopefully they'll be back out soon.</p> <p><b>LP</b> to report to repairs and state clearly where to check.</p> <p><b>LP</b> – please show me after the meeting and I'll report to repairs.</p> <p><b>LP</b> – You need to chase this up with repairs and inform that it's not been completed, i can ask a surveyor to come and visit.</p> <p><b>AL</b> advises resident to come and see her to discuss the mould issue.</p> <p><b>23.4.26 - AL raised with surveyor, repairs and Healthy Homes – awaiting update.</b></p> <p><b>LP</b> to raise with repairs.</p> <p><b>23.4.26 - Case Ref – C00713045 - Booking for Thu 30 April 10:00 AM - 12:00 PM</b></p> |
| <p><b><u>Maintenance -</u></b></p> <ul style="list-style-type: none"> <li>The carpets are filthy dirty, full of stains and have only been shampoo'd once in 11 years.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p><b>WM</b> – I have a list of schemes that are waiting to have their carpets cleaned, this unit is on the list, and the carpet cleaner has already started in other units.</p> <p><b>LP</b> – I am looking to discuss with our director</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

- The bin room is a state, some of which is a trip hazard.

- How often does the bin room get checked for bulk items/ dumped stuff?

- The handrails on the stairs are black with dirt as they never get cleaned.

- The walls are full of dirty marks and stains, they need repainting.

- We often have to sweep the laundry rooms because they aren't being cleaned.

- For 3 days there was a mess in the communal toilet that wasn't cleaned up.
- The toilet roll in the communal toilets is never re-filled or someone is taking it.

- The conservatory hasn't been cleaned in weeks, it's absolutely filthy.

- The window in the conservatory has been boarded up for a year and still hasn't been fixed.
- There is so much dirt on the fans that we can't turn them on if we wanted to,

about getting the carpets changed in a number of schemes, I can't just make the decision though so I have to wait for the director to give me the green light. So, this is a work in progress, please bare with me.

**WM** – As far as I know the stuff in the bin room has a note on it stating that they are waiting for the bulk team to collect it. If residents have paid for a collection by SUEZ, then we can't come and collect it as they've paid for a service.

**During the meeting, the bulk team arrived on site to remove the items from the bin room.**

**WM** – We have to be informed of items in the bin room for us to come out and collect otherwise we don't come out.

**AL** informs residents she's been working out getting items cleared but SUEZ have been making it very difficult as they claim it needs to be kerbside.

**WM** – After the meeting I'll have a look and report to the cleaner.

**LP** to look at after the meeting and see what can be done.

**WM** – I shall feed this back to the cleaner, they don't have a set day they're on site, but I can ask them to make sure they do this when they visit. It's not an excuse or good enough but we are short staffed at the moment but once we get more funding, we can employ some more cleaning staff.

**AL & WM** to liase about a possible rota.

**AL** – Please make sure to report it to SEH or Careline so they can ask someone to attend.

**LP** – Unfortunately in most schemes, some residents take things from the communal areas, items they may have run out of in their own flat and it's not right or fair, but it happens. It's hard for us to police but sadly it's like this across all schemes.

**WM** – I will go around the building after the meeting to take notes and photos and feed this back to the cleaner.

**LP** – I can't believe that still hasn't been fixed, i will chase this up with repairs.

**23.4.26 - LP raised with repairs – 6.5.26 - FA chased up – awaiting a reply.**

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| <p>the summer months are coming up, and we would like to use them.</p> <ul style="list-style-type: none"> <li>• There's weeds and trees growing out of the drain hole in the car park.</li> <li>• I live at the end of Kestrel House and all the rubbish blows into my little garden bit outside my windows, no one ever comes to pick it up.</li> <li>• Can some netting be put up across the railings to stop the rubbish getting through to our grounds?</li> </ul>                                                                                                                                                                                                                                   | <p><b>WM</b> – that isn't us I'm afraid as it's electrical but I can try and find out who it would be and ask them to attend.</p> <p><b>WM</b> to look at after the meeting and send photos to the relevant department.</p> <p><b>WM</b> – I shall speak to the caretaker as this is what he should be doing.</p> <p><b>LP</b> – it's a good idea and I can definitely ask about it.</p>            |
| <p><b><u>Heating &amp; hot water issues -</u></b></p> <ul style="list-style-type: none"> <li>• The hot water and heating has gone off numerous times lately, is there a reason why this keeps happening?</li> <li>• I reported on Monday morning that we had no heating or hot water, SureServe turned up but advised he couldn't do anything and that a commercial engineer was needed. He advised it was a faulty part and the whole system is knackered, we were then left with no heating or hot water for 26 hours and it's happening too often.</li> <li>• SureServe often come out and reset one boiler but always forget that we have two boiler rooms, so the other one gets missed.</li> </ul> | <p><b>LP</b> – I'm afraid I'm not sure but I can try and find out, if I get any information it shall be added to the meeting minutes.</p> <p><b>LP</b> – I shall feed this back to Steve Morl so he can contact SureServe about this. I apologize on their behalf.</p> <p><b>LP</b> to also feed back to Steve Morl so he can speak to SureServe.</p>                                               |
| <p><b><u>For your information -</u></b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>Your new Resident Engagement Officer Charisse Chukwurah will be arranging a meeting soon with residents to discuss the community funding.</p> <p>Reminder from Angela, she is on site every Thursday and can help residents to report repairs, chase repairs and make complaints. If you do report your own repair, please make sure to get a job number so Angela can help you chase it up.</p> |