

MINUTES & ACTIONS FROM MEETING

Location: Nayland House
Date: *Tuesday 24th March 2026*
Time: 10am

Attendees:

Melanie Morris – *Careline & Sheltered Housing Team Leader - (MM)*
Vanessa Frood – *Housing Support Officer - (VF)*
Wayne Medforth – *Estates Services Team Leader - (WM)*
Jitu Miah – *Tenancy Officer - (JM)*

<u>Details/Discussion</u>	<u>Action & Updates</u>
	• Introduction of South Essex Home staff in attendance listed above. • House rules.
<u>Questions from residents -</u> • Some of us haven't had our new fire doors installed and some of us are waiting for bits to be completed. • Lakenham Court are constantly putting their rubbish bags in our bins and then we have no room for our bags. • Our communal recycling bin is always full of boxes that haven't been broken down, and some residents aren't able to break them down. • Can we have retainers for the windows, especially in the winter months, someone keeps opening them too wide and its freezing in the building. • We haven't been given any spare keys for the new doors, some of us have had to go and get our own copy's cut.	MM made notes of flats that aren't completed or need snagging done and will chase up with Chris Showell and The Bell Group. MM – We have stressed the importance to Bell group about the humps at the flat front doors ever since they installed the very first lot of new fire doors, so I don't understand why they've not done it yet. I will also inform them that the doors are a lot smaller and not wheelchair accessible. JM to send a block letter to Lakenham to remind them to use their own bins and not Nayland's. MM – Carers should be able to break them down. VF – we will get a letter sent out. MM – I was under the impression that all schemes had these in place, but I will look into it. MM – We were advised that you would be given 3 keys, 1 to use and 2 spares, I shall find out what happened there.
<u>Maintenance -</u> • Japanese maple trees that were bought by residents that have now passed need maintaining.	WM to speak to Tye and ask him to attend this afternoon if possible.

• What happened to our rose bushes at the front of the building, some have gone missing. • We haven't seen a caretaker in a long time. <i>Other residents state that they saw the caretaker the previous day and the day of the meeting.</i> • We would like a new shed in the garden? • The garden at the front of the building is very overgrown and the fences have come down; it needs looking at and tidying up urgently. • Can we have the glass doors at the entrance cleaned. • The grass cuttings aren't being collected after the grass has been cut.	VF – it's possible that they could have been taken away if they were diseased. WM – Grounds maintenance wouldn't just take them away randomly; it would only have been if they were asked to or because they were diseased. WM – Sadly your regular caretaker is off with long term illness, so we are drafting caretakers from other schemes to cover this unit. They haven't got a set day that they come but there will still be a caretaker on site weekly. MM to pass to resident engagement department. WM to pass over to Tye. MM to enquire about when they are coming out to Nayland House. VF – unfortunately that's council policy. MM – they will only pick up the trimmings in areas that residents sit in but won't everywhere else.
<u>Repairs -</u> • The communal bathroom upstairs hasn't got a blind or a curtain, its regularly being used but with no privacy. • Our lift was out of service for 5 weeks. • 2 months ago, I was advised by occupational health that we could have a new kitchen, but I haven't heard anything since? • The signage in the communal halls are wrong, the arrows are directing the wrong way.	VF – I believe it was measured a few weeks ago but there's been no follow up. MM to take pictures and chase up after the meeting. MM – we were informed that it was fixed yesterday but from time to time, equipment does stop working and it's not ideal so all we can do is apologize that it took that length of time to fix. MM to see if she can find more information and will contact resident. MM to take photos and pass over to the relevant department after the meeting, to see if it can be amended.
Car Park - • Is there any provision being made in the car park for electric cars? • There is only one disabled space in the car park, and we have at least 4 or 5 disabled residents, why can't we have some more? • Nobody takes notice of the signage stating it's for residents only to park.	VF – that will be down to the Council. JM to find out if another can be put in. MM – unfortunately it's not something we can enforce but we have asked before for the signage to be changed.

--	--

Number of residents attended - **7**
