

MINUTES & ACTIONS FROM MEETING

Location: Nestuda House
Date: *Tuesday 24th March 2026*
Time: 1pm

Attendees:

Melanie Morris – Careline & Sheltered Housing Team Leader - (MM)
Vanessa Frood – Support Services Officer - (VF)
Jitu Miah – Tenancy Services Officer - (JM)
Jamie Durban – Estate Services Charge Hand - (JD)

Details/Discussion	Action & Updates
	• Introduction of South Essex Home staff in attendance listed above. • House rules.
<u>Questions from residents -</u> • Are we allowed a mobility scooter? • There's a silver car that's been dumped in the car park for years, with no tax or MOT and it's taking up one of our disabled spaces. • A number of residents are being affected by smoke coming into their properties and in all communal areas, the smell is so strong. • Rubbish bags are being thrown on the floor instead of in the bins leaving mess and will attract pests. • Can residents be reminded to be mindful of their noise when using the communal areas late at night, I'm often getting disturbed in the middle of the night by residents playing pool and I'm not the only one being disturbed by the noise level. • Why have we had scaffolding put up when no works are being done and haven't since the scaffolding went up. • When is the grass going to be cut? • Why can't we take the flower beds out	MM – tenancy deals with mobility scooters and as far as I know there isn't a scooter shed space at the moment. JM to investigate. MM – no smoking should be taking place in any communal areas at all. JM to send a block letter reminding residents to keep their flat doors shut whilst smoking. JM to include in the block letter. VF to discuss with resident after the meeting. MM to investigate. MM – now the weather has changed, the grass cutting has begun for the season so they will get to you in due course.

of the car park to create more car parking spaces? • Can't you put a barrier up to stop non-residents using the car park and then we wouldn't have all these problems?	MM – I think that would fall down to the council but I can definitely put that idea forward for you but that's all I can do unfortunately. MM – unfortunately the car parks in sheltered housing are an issue across the board and it's hard to enforce these things but I have noted this request and will see if I can get it addressed.
<u>Repairs -</u> • I've been waiting 6 weeks for a new toilet system. • When is the lift going to be fixed? One lift is too slow and makes a horrendous bang on the ground floor and the other hasn't been fixed in 4 years. When the lift is out of action, I am left isolated upstairs. • The communal toilet upstairs is broken. • Some of the panes in the greenhouse outside are broken and i keep bringing it up but nothings being done about it.	MM to speak to repairs after meeting. MM to investigate after the meeting and report to repairs. <i>MM & FA investigated, recorded videos and sent to repairs – 24.3.26</i> VF advises that the cleaner Erica has previously reported this and will chase it up. MM to raise with resident engagement.
	We would like to invite you to join our Resident Advisory Panel (RAP). RAP is a list of residents who are happy to share their views on a range of topics from time to time – no meetings required. This is a great option if you'd prefer to get involved in a less formal way. If you are interested, you can sign up on our website, email us at residentengagement@seh.southend.gov.uk or call 0800 833 160. If you have any questions, feedback or need support with the form, just get in touch using the same details.