

MINUTES & ACTIONS FROM MEETING

Location: Nicholson House
Date: *Tuesday 21st April 2026*
Time: 10am

Attendees:

Leanne Pryor – Careline & Sheltered Housing Team Leader - (LP)
Tracey Williams – Tenancy & Support Services Team Leader - (TW)
Crista Poole – Support Services Officer - (CP)
Wayne Medforth – Estate Services Team Leader - (WM)
Shane Brook – Housing Community Safety Officer - (SB)

<u>Details/Discussion</u>	Action & Updates
	• Introduction of South Essex Home staff in attendance listed above. • House rules.
<u>Questions raised by residents -</u> • I have trouble getting in my flat door, I've been waiting for 3 years for something to be done as it's just too heavy for me. • The communal doors shut when the fire alarm goes off. • The kitchen shutter doesn't come down when the fire alarm is activated. • The shutters upstairs on the top floor, between the lounge and the kitchen have been down for a while. • Is there scooter space for my scooter because at the moment, I'm keeping it in my flat and it's not ideal.	CP advised she had made the OT referral weeks ago but that unfortunately there is a long waiting list. LP – They are supposed to as they are fire doors and then a Careline member of staff will come out to open them, whether it's a test call or a real call. LP to investigate after the meeting and report if needed. WM to investigate after the meeting. WM found a key in the office and managed to open the shutter, key remains in the office with staff incase it happens again. CP advises that there is a waiting list at the moment. TW – I'll ask our fire safety officer to come down and assess whether it's safe for another scooter to be added. Although there's allocated spaces, sometimes he can come out and see if its
<u>Car Park -</u> • Weve been told that the car park is both for us and Barrington's to use,	TW – I know it's frustrating, but I don't know why you've been told that. Where the barrier is,

why have we got such a small car park for the size of the building. • Why can't we get rid of the barrier? • We need more car parking spaces. • We haven't got clear enough signage in the car park. • The barrier still hasn't been repaired, Blakes have been out to look at it, but it's still not fixed. • When I first signed my tenancy agreement 18 years ago, it stated that we were allowed to use that car park. • When I moved in 3 years ago, Jamie Cooper completed my sign up and told me that if i paid £5 then I could have a fob for Barrington's and use their disabled space. • Theres only 3 disabled spaces for the size of the building and the number of residents. • We would like someone from the local council to come down and speak to us about the car park, you aren't the right people that we need to speak to about it clearly.	is the cut off between Barrington's and Nicholson. Part of Barrington's service charge is for the car park, the barrier and the maintenance. TW – if we did that, then anyone in the community would be able to park there and again Barrington's pay a service charge. TW – unfortunately it's like this across the board, in sheltered accommodation and non-sheltered accommodation. To make any changes to the car park, it would need to go through planning with SCC. I will speak to someone at the local authority about the plans of the car park and get some answers from them but that's all I can do I'm afraid. TW – I can look into having more signage put up and will speak to contractors again about using the car park. TW/LP to chase up. TW – that may well have been the case historically but sadly it's not now. I've never seen a tenancy agreement state that so I would have to go back and look at your file but even so it's changed now for various reasons. CP – I've also not seen a tenancy agreement state that but that could have been because there was no barrier in place then. TW – I'm afraid you were misinformed and that's not your fault, that's our fault. That shouldn't have happened and she shouldn't have done that, it was very wrong and all I can do is apologize. TW – If we made more disabled spaces, it would take away even more spaces in the car park. We can all see that the car park divide isn't exactly fair but that wasn't down to us or within my control, all i can do is ask the questions and find out more information. TW – I'm going to be honest with you, no one from the council is going to come down to discuss this with you but I can definitely ask. I'm going to take your concerns and questions and raise them with SCC, but you have to be prepared that at this time, SCC are saying no to and might always say no. By all means make a complaint with SCC or SEH.
<u>Maintenance -</u> • The state of the carpet is terrible, it	LP to see if new communal carpets can be

needs cleaning and it's worn so much that it's going to become a trip hazard - The chairs need cleaning too, we were promised a big clean a couple of years ago, but nothing happened. - The communal windows around the building are filthy, the patio doors etc.	purchased in the budget. 22.4.26 - LP reached out to multiple flooring companies and has arranged for them to come out for quotes. WM – A deep clean did take place a couple of years ago but we can only bring up so much of the dirt on the chairs and carpet, especially when they are worn. I will bring the cleaning machine back to deep clean the carpets and chairs, but they are old so will only come up so much. WM – the cleaners are supposed to be cleaning the inside of the windows but I'm afraid the outside ones are down to Paul Davey and they're supposed to come out twice a year. LP to reach out to PD for an update. 23.4.26 - PD confirmed that the windows are booked in to be cleaned between 7th – 11th May.
<u>Repairs -</u> - Has anything been done about the communal oven keep cutting out? - The bath chair in the communal bathroom on the 5th floor needs replacing. - The shower hose needs replacing in the communal bathroom on the 6th floor. - When I moved into my flat, they removed the carpets and now there's pins sticking up all around the skirting and it's been like this for 4 months. I've reported it numerous times but no is coming out to sort it. - The lock on the patio door was supposed to be changed but they don't the left-hand side patio doors and not the right-hand ones. - Security lights by the shed are constantly on even during the day. - Repairs are a waste of money, plumbing is a big issue here, you could	LP – I have been trying all morning to get an update to provide you with now, but I haven't had a reply. I'm going to keep chasing this today. 30.4.26 - FA chased up with repairs to see if an electrician had been requested to attend - 7293439/1 and has been booked in for 5th May, 8 – 10am LP to raise with repairs. 22.4.26 - LP raised with repairs - ref: C00719194, booking for Fri 8 May 10:00 AM - 12:00 PM LP to raise with repairs. 22.4.26 - LP raised with repairs - ref: C00719193, booking for Fri 8 May 10:00 AM - 12:00 PM TW advised she will ask the voids team to come and remove the pins. WM – I actually saw Brights here doing the patio doors and reminded him to do the other set so I'm unsure why they didn't do all doors. LP – Possibly a health and safety reason so leave this with me and ill chase up with repairs and health and safety. 22.4.26 - LP raised with repairs - ref: 7295115/1 LP to raise with repairs. LP – that's not something I can answer but I can highlight it with management.

all save some money if the contractors stopped coming out to have a look at my toilet and actually fixed the issue.	
	<u>Information for residents -</u> Wayne sadly informs residents that Sylvie the cleaner has sadly passed away. In honour of Sylvie, Wayne and SEH will be installing a shrub/bush with a plaque at Nicholson House in her memory.

Number of residents attended - **19**
