

MINUTES & ACTIONS FROM MEETING

Location: *Norman Harris House*
Date: *Thursday 12th March*
Time: *1pm*

Attendees:

Leanne Pryor – Careline & Sheltered Housing Team Leader - (LP)
Sandra Skeggs – Tenancy Services Officer - (SS)
Carmela Noo – Support Services Officer - (CN)
Charisse Chukwurah – Resident Engagement Officer - (CC)
Wayne Medforth – Estate Services Team Leader - (WM)

<u>Details/Discussion</u>	Action & Updates
	• Introduction of South Essex Home staff in attendance listed above. • House rules.
<u>Questions raised by residents -</u> • How long are visitors allowed to stay in our flats with us? • Why can't we have more beds in the guestroom so that my children and grandchildren can stay more often?	SS – to my knowledge, visitors should be staying in the guestroom, the reason we say this is because your flats aren't big enough to have visitors stay but if you have a visitor staying in the guestroom then it's a maximum of 2 weeks. Obviously if it's a partner then that's different. LP – We must be mindful of other residents that may not want children staying for an extended period. <u>SS advised that she has been informed by the surveyor that works to the outside of the building are due to start on Monday 16th March.</u>
<u>Repairs -</u> • Why does it take so long to sort a repair out? • The car park gate is very temperamental, one minute it opens fully and the next minute it won't open at all and shakes back and forth. • Lift keeps breaking down.	LP – We understand that this is a problem across the board within sheltered housing and council tenants unfortunately. We are all aware that the contractors are an issue, and I believe it's being looked at. LP to speak to repairs. WM – Unfortunately it's usually the bin men smashing into it so we can raise that with them. LP – it's like this across the board sadly but you must always report the lift out of service to repairs as soon as possible so we can get the lift contractor out.

For most of Feb and start of March, we had no heating or hot water, each flat was different, but we never found out what the fault was. I rang repairs constantly but they would never be able to tell me what the fault was, and this went on for nearly 6 weeks and then suddenly i had hot water. Some residents still don't have heating or hot water.	LP to investigate with repairs. CN advised that she has reported this previously for residents and also the temperature of some resident's hot water.
<u>Maintenance -</u> - Do we have a caretaker? Because the amount of rubbish that keeps piling up at the front of the building is embarrassing and residents are having to clean it up themselves. Why can't we have a bin or someone once a week? - Can we have a window cleaner that cleans all the windows including our flat windows? The height of some of our flat windows is too high for us to clean.	WM – You have two caretakers that come fortnightly. Unfortunately, even if you had a bin out there, the public would fill it up and the same thing could happen with the rubbish. We are short staffed within caretaking at the moment and even if you had one daily because of the location of the sheltered house, rubbish could still build up overnight. WM – We have a window cleaner for the communal windows, but they won't do your flat windows, I'm not sure why they won't but it's just always been down to the tenant so sort unfortunately.
	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.

Number of residents attended - 10
