

MINUTES & ACTIONS FROM MEETING

Location: Scott House
Date: *Tuesday 17th March 2026*
Time: 1pm

Attendees:

Melanie Morris – Careline & Sheltered Housing Team Leader - (MM)
Donna Vincent – Tenancy Services Officer - (DV)
Karen Tappenden – Housing Support Officer - (KT)
Phoebe Baker – Resident Engagement Officer - (PB)
Jamie Durban – Estate Services Charge Hand - (JD)

<u>Details/Discussion</u>	<u>Action & Updates</u>
	• Introduction of South Essex Home staff in attendance listed above. • House rules.
<u>Questions raised by residents-</u> • Why is the hobbies room closed off to residents? • We have two recycle bins, but we need more as they get full too quickly. • We recently had a guest stay in the guestroom and the fridge wasn't working. • Things are still going missing in the communal areas like clocks, cutlery, the cupboards in the kitchen have been broken into twice now. • We had a letter about our service charges and it looks like we are paying a fee for CCTV that we do not have,	MM – When I first arrived on site I went to investigate and it looks like the contractors have been using the room to store their equipment so it's been locked as its unsafe for residents to be around the equipment. I shall speak to the contractors about collecting their equipment so until they do that the room will stay locked but once it's gone, the room will be unlocked for residents to use. MM emailed contractors 17/03/26. 19/03/26 - Contractor advised that they would be on site the same day to remove equipment and apologized to all for the inconvenience caused. JD- I will go and have a look after the meeting and see if there's room for another one. MM checked after the meeting and seemed to be working fine, FA went a week later to be sure after taking a booking and again the fridge was working as it should be. MM – unfortunately unless we know who it is we cant action anything. MM – We agree and it's something we are

why? • Can we have bigger bins for Scott? • The warden was taken away, the cleaner has been cut down to 2 days a week, the amount of time Careline are in the office has been cut down, we don't feel happy or secure here. There's been a lot of cutbacks but yet our service charge has been increased. • The signs in our car park have been taken away and not been replaced so because of the lack of signage, non-residents are using the parking spaces which means we can never get parked and I've reported this numerous times. • Does the same person test our fire alarm every week?	waiting to hear back from finance about, it might be that they've sent sheltered housing the wrong letters. KT advised that the bins wouldn't be able to fit out the door if they were any bigger. Gentle reminder to residents to be mindful about how they are disposing their bin bags, please make sure that your bags are going into the right bins. KT – unfortunately during lock down, decisions were made to make cutbacks but I'm here every Thursday and very rarely do I get someone come and ask for help. DV – it's across the board sadly and even if we agree, it's beyond our control. KT – Jamie Cooper met with you and went back and reported the poles and lack of signage. DV to speak to Jamie Cooper and raise if it hasn't already been raised. MM – It's always Careline that test your fire alarms, but it can be a different member of staff from Careline each week, a different time but the same day.
Repairs - • Residents advise it hasn't been resolved and show MM that they've had to close that part of the lounge off. • Light still not fixed in the foyer. • The lights by the bin room in Neil Armstrong Way, by flat 189, have been reported as not working but no one has been out to fix them. • We had a meeting with the fire brigade, have you seen the report? • There's no light outside one of the fire exits, right at the back of the building, it's pitch black and dangerous. • We lose heating and hot water for 19 hours each time the alarm goes off and it's not shut off.	MM – after looking at the previous meeting minutes, has the damp been resolved in the communal lounge? MM to chase up with repairs. MM – it was raised with AXIS so unsure why it's not been fixed, I'll re-raise. JD – I replaced all the bulbs in the grounds not long ago but I shall look after the meeting and report to repairs. DV – it will go through to our fire officer Graham Hart. KT to look at after the meeting. JD to also look and take photos to send to repairs. MM – That shouldn't happen as when we test

	the fire alarm, the gas gets isolated. We test each week to ensure there are no faults in the system incase of a real fire. We do have a constant battle with Sure Serve about how long they take to attend as they're not meeting the target times for Sheltered Housing, but we are aware.
<u>Maintenance -</u> • Trees outside need maintaining, very overgrown around the building. • Rubbish from contractors is being constantly left outside the front of the building, in the gardens and looks awful. • Some residents have new fire doors, and some do not, some still need completing. Some of us are waiting for the snagging to be completed but we haven't seen them since before Christmas. • Whos responsible for the washing lines here, we need a new one as ours has rusted.	JD to pass to Tye and ask the tree maintenance to attend. KT advised that she has sent emails and photos to report, thinks it's possibly the asbestos contractor. KT – They've been here a couple of Thursdays as I've seen them myself and seem to be completing snagging in communal areas. MM – I've seen a Bell Group van outside so I shall approach them after the meeting to see what I can find out. We do understand that the doors are heavy but they are in line with the new fire regulations, we are aware that some residents in other schemes have gone through an OT assessment in order to get an automatic door, but the wait is long from what I know. MM to look at ordering a new one and will ask someone to install. MM – I will contact a surveyor to come out to investigate why this building keeps having leaks and to sort about the tiles being replaced on the ceiling in the communal areas.
<u>Gardens & Decking -</u> • Is there anything going to be done about the decking? We raised it at the last meeting. • The garden is a complete jungle and eyesore, no one can go out and enjoy the garden as its dangerous, the fences are crumbling and the ground is uneven.	MM – we asked after the last meeting for it to be removed but it's still a work in progress, we agree its completely rotten, unsafe and an eyesore. Once we get rid of the decking, we can see what the foundations look like for the future plans. I shall chase up after the meeting. MM emailed surveyors 17/3/26. Surveyor booked in for 2nd April at 2pm to look at decking and possible badger issue. JD – Unfortunately they will only replace the fence if it has fallen down but I can go and have a look after the meeting. MM to pass to a surveyor also. KT advised she has reported previously.
Tenancy - • Why is the ex-wardens flat just sitting there empty?	DV – it's because of access in and out of the flat, legally there needs to be two exit points and it doesn't have that unfortunately. The exit/entrance into the scheme would need to be completely blocked off it was to be used by general needs

When a tenant vacates their flat, how long does it take for someone to be put in there? The last tenant in a certain flat had a cat and the smell is so bad and strong.	etc. DV – I am aware of this particular situation and I'm waiting for the termination form to come back, until I get that I can't do anything sadly. I do have it in hand, it is being dealt with, but you have to bare with me. We are currently waiting on aids and adaptions to come and collect the hospital bed.
	<u>Sheltered Housing Definition -</u> <i>Sheltered housing is independent accommodation for older adults who want to live independently but with reassurance and support available if needed. Residents typically live in self-contained flats or bungalow and manage their own daily routines, including cooking and personal care. Unlike care homes, sheltered housing does not provide medical or personal care, though optional services can be arranged through private agencies or local councils.</i> <u>Key Features –</u> - <i>On-site or visiting staff who oversee the property and ensure residents safety.</i> - <i>24 hr call systems to summon help in emergencies.</i> - <i>Communal facilities i.e. lounges, gardens, guestrooms.</i> - <i>Organized events such as coffee mornings, film nights or different types of clubs.</i>