

MINUTES & ACTIONS FROM MEETING

Location: **Senier House**
Date: **Tuesday 3rd March 2026**
Time: **10am**

Attendees:

Melanie Morris – Sheltered Housing & Careline Team Leader – (MM)
Donna Vincent – Tenancy Support Officer - (DV)
Jamie Durban – Estates Services Chargehand - (JD)

<u>Details/Discussion</u>	<u>Action & Updates</u>
	• Introduction of South Essex Home staff in attendance listed above. • House rules.
MM recaps over the issues from last year's resident meeting - • Laundry door fixed • Seals on the tumble dryer replaced • Lift fixed	
<u>Questions from residents -</u>	
<u>Repairs -</u> • Although the lift is fixed, it keeps breaking down and the door isn't suitable, seems to be a design flaw with the closing of the lift door. • We still haven't received heating compensation or been updated. • Due to leaks, there is a serious damp issue with the walls in communal hall by flats 2 & 20, needs painting. • The conservatory is rotting away and falling apart, could become dangerous. • Board coming away at the fireplace in the foyer and worried what might come out of there. • Can we have an extractor over our hobs as most of them are in the strangest places. We had a surveyor come out but nothing came of it.	MM to inform repairs so they can inform contractor. MM to get an update from Lyndsey. MM to take pictures after meeting and send them to repairs for a job to be raised. MM – Because the building is a listed building, we are so limited on what we can do but i shall take some pictures and raise it after the meeting. MM to look at after the meeting and send pictures to repairs. MM to take pictures after the meeting and send to repairs/customer services.
<u>Maintenance -</u> • We only had the gardeners visit three	

times last year, yet in the magazine it says they are supposed to visit every 3 weeks, but this hasn't been the case. Weve had to resort to doing the gardening ourselves and our health isn't the best. Even if they just came to cut the grass regularly and deweeded the front, we asked the last gardeners that came to trim the bushes, but they refused. • Bins and bin room need a clean. Can a new food bin be provided as it's a state. • Windows are filthy, we haven't seen a window cleaner in months	JD – Unfortunately your regular caretaker is off due to a terminal illness but i can get that sorted for you. JD to find out the schedule for Senier house and talk the caretaking team. JD took pictures of outside areas after meeting also. JD – they were cleaned yesterday but if there's a problem going forward, please give us a call and let us know. I can ask about a new food bin, it will either be replaced or cleaned out properly. JD advised that the cleaning of the windows has been contracted out but he will try and find out who it is.
<u>Info from host -</u> • Fire Doors • Tv Licenses	MM – We are awaiting the programme for the new financial year as to when you're new fire doors will be fitted, hopefully you're on the programme for the coming year but I am waiting for Lloyd to let me know so I can let you all know. The company will also contact you beforehand to let you know when they are due. MM – Your TV license has been applied for but unfortunately it did go in late and TV licensing have been slow. If you get any threatening letters then please let me know, all I can do is apologize but they are nothing to worry about. I do understand the letters can be upsetting but it is all in hand.
	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 - 7