

## MINUTES & ACTIONS FROM MEETING

**Location:** Stephen MacAdden House  
**Date:** *Thursday 26<sup>th</sup> March 2026*  
**Time:** 10am

### Attendees:

**Tinuke Bensonidonije – Tenancy Services Officer - (TB)**  
**Vanessa Frood – Support Services Officer - (VF)**  
**Jamie Durban – Estate Services Chargehand - (JD)**

| <u>Details/Discussion</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <u>Action &amp; Updates</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>• Introduction of South Essex Home staff in attendance listed above.</li> <li>• House rules.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p><b><u>Questions raised by residents -</u></b></p> <ul style="list-style-type: none"> <li>• Weve been told that Careline is closing?</li> <li>• Is there a protocol for people interfering with the washing, as someone has taken my washing out the machine and they weren't even a resident.</li> <li>• We still have issues with the road leading to the car park when its football days or an event at the park, we've been asking for double yellow lines for years. This has been brought up so many times, but nothing's happened.</li> <li>• The smell of cigarettes in communal areas is getting worse.</li> <li>• The strong smell of drugs in certain areas of the building and it's not fair that we have to live like this.</li> <li>• There are no social events or socialising anymore.</li> </ul> | <p><b>VF –</b> We can't discuss that or comment on that at the moment.</p> <p><b>VF &amp; TB</b> to speak to discuss with resident after meeting.</p> <p><b>VF –</b> That's nothing to do with SEH, that comes down Essex Highways unfortunately. Car parks are an issue across the board in sheltered housing and it's hard to police.</p> <p><b>VF –</b> We have put signs up, but we can't really do much else than that sadly. We do know who the culprit is and we are speaking to that individual.</p> <p><b><i>Gentle reminder that it is illegal to smoke in communal areas, thanks.</i></b></p> <p><b>TB –</b> As far as I'm aware its being dealt with the ASB team as we know who the perpetrator is. Theres very little we can do but please report it to the police and to ASB.</p> <p><b>FA</b> emailed resident engagement officer Charisse Chukwurah to arrange a meeting.</p> |

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| <ul style="list-style-type: none"> <li>• We had a fire in the communal kitchen, if we had a new modern hob then someone deliberately leaving a towel on there wouldn't cause a fire and risk to us all.</li> <li>• We feel there is a general neglect in and around the building, from decorating to cleaning of the communal areas and maintenance of the building. In comparison to other sheltered housing units especially. We were promised a redecoration and new carpets but clearly this hasn't happened.</li> </ul>                                                                                                                                                                                                       | <p><b>VF</b> to raise with the relevant departments and Graham Hart.</p> <p><b>VF</b> – I shall inform my management of this feeling. <b>FA</b> to relay back to management in Careline and enquire about budgets for the new year financial year.</p> <p><b>JD</b> – We have had the state of the carpets come up alot in the meetings, we agree that alot of the units need new carpet as they are so old that even if we keep coming with the carpet cleaning machine, it's only going to come up so much sadly.</p>                                                                                                                             |
| <p><b><u>Repairs -</u></b></p> <ul style="list-style-type: none"> <li>• The moss on the roof is causing a leak in the electric cupboard and hasn't been solved in two years.</li> <li>• The lift noise is still ongoing.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p><b>VF</b> – I have raised this previously with AXIS sent the wrong contractor.</p> <p>Repairs have reported they are still waiting for a part.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><b><u>Maintenance -</u></b></p> <ul style="list-style-type: none"> <li>• The tree by my flat at 58 needs trimming back as its soon going to be coming through my window.</li> <li>• Communal windows haven't been cleaned, inside or outside. The cleaner states it isn't her job to do windows.</li> <li>• The carpet at the main entrance door through to outside the lift, is filthy with blood and urine. This was brought up at the last two meetings but still hasn't been done.</li> <li>• There is an open drain behind the washing machine in the laundry room and I'm worried as it could allow pests to enter the building.</li> <li>• The gardens are disgusting, they should have been done before now.</li> </ul> | <p><b>JD</b> to take photos and pass to tree surveyors.</p> <p><b>JD</b> – I'm not sure why the cleaner has advised that, she is supposed to be cleaning the inside of the windows so i shall pass that to management.</p> <p><b>JD</b> to check the schedule of the outside window cleaners.</p> <p><b>JD</b> to arrange with estates to have carpet cleaned.</p> <p><b>VF</b> advises she has reported this previously.</p> <p><b>JD</b> to take photos and send to repairs after the meeting.</p> <p><b>JD</b> – it has been too wet to cut the grass, and they have a schedule to follow so they'll be working their way round to you soon.</p> |

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|  | <p>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 <a href="mailto:residentengagement@seh.southend.gov.uk">residentengagement@seh.southend.gov.uk</a> 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.</p> |
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Number of residents attended - **9**

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