

## MINUTES & ACTIONS FROM MEETING

**Location:** The Brambles  
**Date:** **Tuesday 14<sup>th</sup> April 2026**  
**Time:** 1pm

### Attendees:

**Leanne Pryor** – Careline & Sheltered Housing Team Leader - (LP)  
**Stewart Aungier** – Estates Services Team Leader - (SA)  
**Charisse Chukwurah** – Resident Engagement Officer - (CC)  
**Vanessa Frood** – Support Services Officer - (VF)  
**Tinuke Bensonidonije** – Tenancy Services Officer - (TB)

| <u>Details/Discussion</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Action & Updates                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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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 from residents -</u></b></p> <ul style="list-style-type: none"> <li>• Our service charge has risen and from my understanding other housing units have gone down, I have been sent a breakdown of the costs but not an explanation of why.</li> <li>• There is a thief in the building that has stolen three times from the book man that visits us, the book man is so upset that he now refuses to come here, that isn't fair on the book man or the rest of us here.</li> <li>• There is a lot of petty theft taking place in the building, in the communal areas but also packages that are being delivered.</li> <li>• Have we had a date set for our new fire doors?</li> </ul> | <p><b>LP</b> – I'll have a look into that and see if it's something i can add to the meeting minutes or will contact you with some answers.</p> <p><b>LP</b> – If the book man hasn't reported it to SEH, then he must do so, we haven't had any reports of this. Sadly, he does leave the items here at his own risk but obviously doesn't expect this to happen.</p> <p><b>VF</b> – it's very sad to hear that this is happening across the board in sheltered housing, other units have had to lock things away in cupboards. A lot comes down to the delivery drivers too; we put notices up but they don't take any notice of them and dump things wherever is convenient for them which is wrong. <b>TB</b> – Has anyone logged any of this with the police, if not then it needs to be.</p> <p><b>VF</b> – Not yet but the contractor was here the other day measuring up so it could mean your next in line for the doors but don't quote me, things change daily. They will contact you beforehand though.</p> |

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| <ul style="list-style-type: none"> <li>Will the closures be put on them?</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <p><b>VF</b> – yes, they will be, I know it's a pain but they need to be on.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b><u>Maintenance -</u></b></p> <ul style="list-style-type: none"> <li>The garden of the rear of flat 2 looks like a fly tip, it's going to start to attract pests, especially now we are going into the warmer months.</li> <li>Guttering hasn't been cleaned in over two years.</li> <li>I've brought this up at previous meetings and reported numerous times, but we have a problem with mosquitos. Once a month I pour disinfection down the drains to keep them at bay as they are coming from there, but they need unblocking and regularly maintaining.</li> </ul>                                                                                                                                                                                                                                                                                                                                                       | <p><b>VF &amp; SA</b> to look at after the meeting and send photos to the relevant department.</p> <p><b>SA</b> to find out when they are scheduled to come out again.</p> <p><b>LP emailed a request to Tye to look at the guttering 17.4.26</b></p> <p><b>SA</b> to speak to caretaker.<br/><b>LP</b> to raise blocked drains.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><b><u>Repairs -</u></b></p> <ul style="list-style-type: none"> <li>I have a severe case of black mould in my flat, that I'm breathing in and I've had people come to try and sort it, but we need to get to the root of the problem not just cover it up as it keeps coming back. My upstairs neighbour thinks it's something to do with the broken guttering.</li> <li>The lighting outside my flat in the communal hall isn't working, there's a few communal lights that are out.</li> <li>Theres still no lighting in the garden, it's so dark and dangerous for us as someone could trip as it's so dark. We raised this at the last meeting.</li> <li>The “NO PLAYING BALL GAMES” signage on the grass has been taken down.</li> <li>The door from the stairwell into the corridor banging disturbs me, i think someone was out there the other day looking at it, but it's got much worse and louder recently.</li> </ul> | <p><b>VF</b> – we will ask the surveyor to contact you about a visit.<br/><b>LP</b> to contact surveyor.</p> <p><b>SA</b> to have a walk round the building after the meeting and report the lights.</p> <p><b>LP</b> – I went away from the last meeting and raised this so I'm very confused why it hasn't been fixed, i will re raise this.</p> <p><b>VF</b> – I can get another one, leave that with me.</p> <p><b>VF</b> – This door will be replaced when the fire doors are installed soon so it won't be like that much longer but in the meantime i shall re report this afternoon.</p> <p><b><u>LP – last meeting there was an issue with the door of the garage and the keypad, i can see it's now been changed, how is it all now with a fob system in place? - Residents agree its alot better.</u></b></p> <p><b><u>During the meeting AXIS came on site to look at fixing the power points outside of the scooter shed.</u></b></p> |
| <p><b><u>Car park -</u></b></p> <ul style="list-style-type: none"> <li>Mulberry's are using our car park all the time, one night there was 9 cars out there that weren't from The Brambles, so it meant that visitors i</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <p><b>TB</b> – I shall take your suggestions of signage and parking permits to management and see what we can get done.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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| <p>had coming, had to leave. We never use The Mulberry's car park spaces as there are two separate car parks, but we either get Mulberry's residents parking in our car park or even the lads that play football opposite, I have proof of this also. I am looking to take this higher to get this resolved. Could we not have a parking permit scheme put in place and clearer signage?</p> <ul style="list-style-type: none"> <li>• The carers are constantly leaving their rubbish all over the car park.</li> </ul> | <p><b>LP</b> – I shall look into more or clearer signage also, for example each bay could have a Brambles signage to make it clear.</p> <p><b>LP</b> – We have this problem with carers across the board in the sheltered housing units.</p> <p><b>VF</b> – They've been written to numerous times but clearly aren't listening.</p> <p><b>FA</b> to send an email to care companies.</p>                                                                                                                                                                                                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <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> |