

MINUTES & ACTIONS FROM MEETING

Location: The Jordans & Maple Sq
Date: *Tuesday 21st April 2026*
Time: 1pm

Attendees:

Leanne Pryor – Careline & Sheltered Housing Officer - (LP)
 Phoebe Baker- Tenancy Services Officer - (PB)
 Carmela Noo – Housing 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> - Why can't we have a communal lounge TV, I've already purchased one that's just sitting there. - Piles of washing is just left in the laundry room on the draining board by either residents or carers. - Slamming of the doors around the building and in the laundry, room is disturbing some of the residents. - When the heating wasn't working, the heaters were just dumped in the lounge instead of being dropped to resident's flats, we didn't even know they were in there as no one told us. - Theres a real lack of communication between departments at SEH. - Those of us in the outside units aren't getting the letters, like the resident	LP to speak to Melanie Morris as she hosted the previous meeting. FA sent an email to all care companies that come into the sheltered housing units to remind them of laundry etiquette. <u>Gentle reminder to all residents, the laundry room is a shared space, and you/your carers are responsible for your washing.</u> FA included this in the email to the care companies to be mindful. LP – SureServe are supposed to go to every flat and ask if they would like a heater and then the spares are left in the lounge, they are then supposed to let Careline know about any residents that weren't in so we can keep trying to contact them. All I can do is apologize on their behalf and feed this back to their managers. FA – We apologize that's how it appears but now we know we can work on that. FA to remind Careline staff about the outside

meeting invite. • We received a letter about bikes in the bike shed but we don't have one. • Can we have a tap outside by flat 51 so we can water the plants etc. • Is there any update on a stair lift being installed in B block, we've asked about this a few times and my knees are getting worse. • We have to direct all the takeaway drivers, ambulances, delivery drivers etc to the right flats/buildings because of the lack of signage. • Have you got access to what we should be paying as I would like to know whether I'm in arrears or not.	units when she's sending invites/meeting minutes/letters. FA to deliver the meeting minutes herself. PB explains that she sent the letter and it was a generic letter. PB – We can ask the surveyor to come out and assess. LP to email surveyor. LP to chase up with Melanie Morris from previous meetings and management. WM – A couple of years ago I put signage up and then the next day someone took it down. PB – That's something tenancy can deal with so I shall pass to management. PB – have you not had your April rent letter? - some residents have, some have not. PB will check the system and ring the resident by the end of the week.
<u>Maintenance -</u> • Who's responsible for cleaning all the litter outside? • The gardeners aren't maintaining the foliage, instead they strip it right back and down to nothing. The attitude with the gardeners is to make their job easier and not to make it look nice. • Is there any news on the tree stump outside our flats, all sorts of pests are coming from it, and I've asked at previous meetings, but nothing's been done. • I have a tree outside my flat, Flat 54, it's so big and thick that I have to have my lights on during the day. They came to trim all trees back but left mine so now it's even more overgrown.	WM – That would be the caretakers, we understand that the bin men made a right mess previously and we got the caretakers to come out right away. The caretakers should be litter picking before they cut the grass also. WM – They should be hacking anything all the way back, just trimming and neatening, leave it with me and ill speak to their boss and feed this back. WM to look at after the meeting and pass to Tye and tree department. WM – Unfortunately we can't just send someone to cut the tree, a whole assessment of the tree needs to be done as our team can only trim a certain height. If it exceeds that height then we have to get Tree Fella in, so that could be one of the reasons why it was left but leave it with me and I'll get Tye and grounds maintenance to pay a visit.
<u>Repairs -</u> • The back gate, by flat 24, is broken and needs a new lock. Non-residents	LP to raise to repairs.

are using the gate to come through. • The washing machines are moving about when in use, they need bolting down properly. • The lift door is slamming shut and its disturbing residents. • Nobody seems to know where the stop cocks are, not the residents or any department. Can we have information on each flat and where each flats one is so that if there are any leaks, they can be stopped straight away instead of it carrying on for days and causing more issues. • The lock is broken on the notice board. • The gate by flat 19 Maple Sq and B block gates don't work, they need fixing or upgrading. This is something that's constantly being raised at resident meetings. • Flat 20 has an air lock in her pipes and its affecting other residents with the constant banging in the pipes at all times of the day and night. SEH told me that I can't report it as she has to but she's bed bound and isn't affected by the noise so I can't get the issue solved.	22.4.26 - LP raised job with repairs - ref: C00719196, booking for Fri 8 May 10:00 AM - 12:00 PM LP to request WOLF to attend and sort. LP to look at after the meeting and report. LP to investigate with management. 22.4.26 - LP chased managers for an answer and was told that no-one knows where each flats stop cocks are. LP still dealing with the matter. WM advises that he has fixed it and there's a key in the office for Careline to put up posters etc. LP to ask surveyor to come out and look at all gates and raise with repairs. 22.4.26 - LP raised with repairs - ref: C00720397, our proposed booking date is Fri 8 May 2:00 PM - 4:00 PM. LP to speak to repairs.
<u>ASB -</u> • The drug dealer is still living in that block and the letter about the bikes should be just for them as its all their bikes. • Someone is sleeping rough in the lounge and has been for a while. • The police have advised us to get Ring doorbells so we can see who's coming in and out. It would make me feel a lot safer in my home. • We need CCTV around the building, at least by the doors because they are	PB – I can't talk about that ASB case as the police are involved and it's a police matter, but we are all aware of the case. ASB are in constant contact with the police so I will report this back to ASB. PB – We are aware. He is a relative of a resident here and we've spoken to the residents in question and the rough sleeper. I will speak to them again. PB – We have legal guidelines we have to follow in regards to Ring doorbells but I will speak to you after the meeting. <u>PB advises that any drug dealing, violence or crimes that are witnessed by residents are a police matter and needs to be reported ASAP.</u> PB to speak to property services.

being propped open constantly which is making us feel unsafe.	
<u>No heating or hot water incident -</u> • For 12 days we were without hot water or heating, that's not good enough. • Are SEH going to pay for the electric bill for the heaters for those 12 days? • How are they going to work it out as some of us used more than others and vice versa? • Is this just a one off that we are getting paid off, because the Echo were involved or will we get paid off each and every time this happens or do we have to get in touch with the Echo to get reimbursed each time?	LP – my understanding is that it's being investigated by Steve Morl, so this doesn't happen again. I believe that the wrong part was ordered so that's why there was such a long wait time. CN – I believe that management are tallying it all up and working it all out at the moment as they are thinking of paying it directly into your banks. CN – I don't have an answer to that I'm afraid because it will be management that determine that. You will hopefully get a letter soon explaining it all. LP – I can't comment on that, but I can feed this back to management. PB advises residents to make complaints with SEH in regards to any loss of heating and hot water and about being reimbursed.
Please all note that Carmela's working days are as follows - <u>Wednesday & Thursday 8am – 12pm</u> If Carmela is on leave, a note will be left on the door to inform residents. If you need to contact Carmela outside of her days in The Jordans - Carmelanoo@seh.southend.gov.uk 01702 534484	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 - **13**