

MINUTES & ACTIONS FROM MEETING

Location: Trafford House
Date: *Thursday 26th March 2026*
Time: 1pm

Attendees:

Shelley Biggs – Tenancy Services Officer - **(SB)**
Stewart Aungier – Estates Manager - **(SA)**
Francesca Ali – Admin Sheltered Housing & Careline - **(FA)**

<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 don't you communicate with each other? Why don't all the departments communicate with one another so that you have the answers when you come to these meetings. • We have no lock on our bin room so if the bin men come and don't lock up, its left insecure. • Why is the window of the office now frosted glass? We can't see who is in there if and when there's someone in there. • In our rent increase letter, all the service charges were included, and it said we are paying for CCTV, but we don't have that, so paying for something we haven't received.	FA – Unfortunately as you can see, there isn't a member from each department here to represent their department, like repairs would be able to answer more than we can about the lifts etc, but they are aware. If it isn't relative the department we are representing then we might not be aware of the issue for example, tenancy might not be aware that the lift has been down for a number of weeks and can't answer for repairs. SB to see if repairs can come to future meetings. SB to raise with Graham Hart for fire safety. FA & SB had noticed this on entry, FA passed to MM. FA – We have had this highlighted to us at other resident meetings and from my understanding, finance have possibly sent out the wrong letter to sheltered housing. But MM is investigating so I shall pass to MM. SB – Some of the tower blocks and Yantlet have a new system with cameras so it could be that they may be thinking of implementing that in the future, but we haven't heard anything yet

• The toilet signage on the toilet shows two women and no male figure, can we have it amended. • Can we have someone to come down and regularly ask us what our problems are individually as it can change often?	about it. FA to take photo and pass to relevant department after meeting. SB – in an ideal world we would love to be able to do that, but we simply don't have the manpower sadly. We need residents to come forward and tell us problems they may be experiencing. You can always go through to Careline and tell them or if you have concerns about someone else then you can speak to Angela or highlight with tenancy or safeguarding. FA – A lovely lady called Melonie that works for SEH is visiting residents to do needs and risks assessment with them.
<u>Repairs -</u> • Lift has been out of action for 6 weeks; we recently had it refurbished but it's not working still. Again, lack of communication from SEH about the lift being out of action and any updates. • Why do repairs say that they don't have a record of the repair that we've reported numerous times? We also never get updates on our repairs. • Flat 3 leak still hasn't been resolved. • The light in the bin room is out. • By flat 14, cupboard under the stairs there is a leak and where it's coming down the wall, the wall is crumbling.	FA to chase up with repairs after meeting. 26.3.26 - email sent to repairs for an update. 13.4.26 - second email sent to repairs for an update. FA to put forward to team leader & repairs. FA to chase with repairs and inform resident of any updates. 26/03/26 - Email sent to repairs – awaiting response. FA to raise to repairs. 26/03/26 - FA emailed to repairs to raise a job. 8/4/26 - FA emailed again in regards to job being raised – awaiting response. FA to raise to repairs. 26/3/26 - email sent to repairs for job to be raised.
<u>Maintenance -</u> • When are they coming to finish our new fire doors? • The new fire door in the kitchen isn't functioning properly, and a lot of the new doors aren't soft closing, so the banging is disturbing residents. • The windows in the communal areas need cleaning, they've not been	FA – Melanie is going to be chasing up the Bell Group for other schemes that have the same issues so i shall pass over to her and add Trafford to the list. 27/3/26 - Email sent to Melanie Morris. FA to pass to MM. 27/3/26 - Included in the email to Melanie Morris.

touched in years, but when I asked the cleaner, she replied that it wasn't part of her job. • The inside of the bins and the bin room needs a good clean. • We haven't had a caretaker for months, so we've been doing the caretaking ourselves. We understand that our usual caretaker is off at the moment but we are paying for a service that we aren't receiving. • The tree on the driveway needs cutting back, when the bin men come down, they're knocking the tree and branches are heading towards my flat. I'm worried that if it gets any closer, it's going to knock off the roof tiles. • The contractors have left many stains and marks on the carpets upstairs and downstairs.	SA – that's strange because the cleaner should be cleaning the inside of the windows, the outside is cleaned by a different team that are currently doing the rounds. I shall speak to the cleaner. SA – The inside of the bins is supposed to be cleaned by SUEZ now so I shall pass it to them but I can arrange for the bin room to have a deep clean. Please let me know if there's any problems with the bin collection, we had a key cut for them recently so there should be no issues with collecting rubbish anymore. SA – I spoke with your regular caretaker a few days ago and he should be coming back in the next few weeks, but I do completely get where you're coming from and all I can do is apologize that you've had to do the caretaking yourself. We have been drafting caretakers from other patches to cover this unit. SA – From April we have a new budget so i will get someone to come down to assess the tree and trim it back. SA to get the team to bring down the carpet cleaning machine to see if they can get the stains up.
	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 - 8
