

MINUTES & ACTIONS FROM MEETING

Location: **Trevett House**
Date: **Thursday 12th March 2026**
Time: **10am**

Attendees:

Leanne Pryor – Careline & Sheltered Housing Team Leader (**LP**)

Sandra Skeggs – Tenancy Services Officer - (**SS**)

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.
	LP – If needed we will make sure to schedule another meeting for anyone that may be stuck upstairs due to the lift being out of service today.
<u>Questions raised by residents -</u> • How do the emergency services get access in the middle of the night? I had police knocking on my door at 5am, being very rude, demanding to come in, looking for someone that doesn't live here. • Are we allowed to change our key safe number and the key safe itself? The numbers are too small to see properly, and it's been placed somewhere that isn't ideal.	LP – We give remote access at the main entrance door especially if we have a trace that we've called them to the address, then the key safe number for the individual is given during that call. SS – We had a rise in calls from residents to state they are having similar issues, and we don't know why the emergency services are getting the addresses so confused. The signage is much clearer now so unsure to why this has happened so much in the last few months. LP – we can definitely change the keycode number for you and look at getting key safes with larger numbers, just let us know at Careline when you want to change the number and someone can attend. WM showed residents some of the key safes available. 23/03/26 - Update from LP in regard to changing the keysafe due to how small the numbers are won't be possible due to the cost involved and that keysafes are only to be used in emergencies.

• A resident in a neighbouring building is causing a nuisance to some of the residents. • When are we getting our new fire doors? • Will we have the locks changed and new keys issued? • The last few meetings we've had we have been told a coffee morning will be hosted here but nothing has ever happened, can we request one? • Can we get a new snooker table as this one is falling apart, I've asked a few times and had different answers but still no new snooker table.	SS to speak to resident in neighbouring building. Spoke to resident who is aware of concerns - SS LP – you are on the list for the coming financial year and you will be informed by the contractor nearer the time as they will need you to be home when they do your flat door. If we hear anything soon then we will let you know, if not they will definitely inform you with plenty of notice. LP – Yes you will. FA to pass over to Trevetts new resident engagement officer – Charisse. 23.3.26 - Charisse confirmed there is a coffee and chat meeting going ahead on Thursday 9th of April, posters to go up around the scheme this week. FA also to pass this to Charisse as falls under resident engagement.
<u>Careline -</u> • I can't hear the intercom from my bedroom and I used to be able to, it's like something has changed with the volume. • Multiple flats can hear other resident's intercom conversations etc. The outside intercom is very loud for residents whose flats are close to the door.	LP – Please advise me of your flat number after the meeting and I can test it from the office, see if I can change the volume setting, if not I shall raise a job to Tunstall. LP to request Tunstall to attend and investigate all the intercom system and the intercoms affected.
<u>Repairs -</u> • Guttering in the communal garden has been reported countless times over the last year but still hasn't been sorted, it gushes out when it rains. • We still have scaffolding at the back of the building, we don't get told by the contractors when jobs have been completed like the roof. Can they inform us when the roof has been completed? • For 3 years we've raised the lights outside the front of the building as not working and still nothing has been done, it's so dangerous for us out there especially in the winter time, it's pitch black and I don't feel safe leaving and entering the building. • Is anything being done about the garage roof? When it rains it's leaking into the shed and everything is getting wet, it's very dangerous as there's electrics. I keep reporting it to Angela, but she refuses to let me keep the	WM – Last residents meeting I reported this so should have been done months ago. I'll have a look after the meeting and re-report. SS to find out when the scaffolding will be removed from the back of the building and if there's a completion date. SS – I know that the surveyors have been struggling to get the cherry pickers to attend but I will chase it up and speak to the surveyors about this again. Email from SS to surveyor sent on 12/03/2026 - awaiting reply. SS to report to repairs and have a look at after the meeting. SS reported to repairs 12/03/2026 - Repairs raised the job the same afternoon & job

door open to let it dry out. • The balcony doors on the second floor don't stay open so a few of us have been locked outside if we forget to get something to prop it up. There's no keys for it as far as we know and when I've asked for a key, I was told that we can't have one as then everyone would need one and it's too expensive.	number is – C00672763. SS – there could be a key in a key safe placed outside but all residents would need to be made aware of the key safe code. LP to check the office for a key after the meeting or to get a lock change. LP to look into further.
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Number of residents attended - **9**
