

MINUTES & ACTIONS FROM MEETING

Location: Adams Elm House
Date: Thursday 16th April 2026
Time: 1pm

Attendees:

Sarah Gallagher – Resident Engagement
David Smillie – Complaints and Data Protection Manager - (DS)
Barry Clements – Complaints Surveyor - (BC)
Stewart Aungier – Estates Services Manager - (SA)
Lyndsey Clarke – Housing Support Officer - (LC)
Shelley Biggs – Tenancy Services Officer - (SB)
Louise Scaife – Housing Community Safety Officer - (LS)
Sir James Dudderidge – Vice Chair for SEH - (SJD)

<u>Details/Discussion</u>	Action & Updates
	- Introduction of South Essex Home staff in attendance listed above. - House rules.
<u>Questions raised by residents -</u> - I am still waiting for reflectors to be put on the new doors. - Can we have another washing machine that's for the carers to use so the other ones are free for us to use, it would be helpful for residents and carers. - You can't speak to certain carers about anything, in regards to the car park or laundry, as they are rude. - Can we have the noticeboard moved; it's in the wrong place for people to see the information. It needs to be placed by the office as people pass that to go to the bin room and there's a big space for it there. - Can we have new carpets or new flooring?	SB – Some tape has been put up on some doors but it's far too small and the wrong colour. LC – I have emailed Graham Hart to ask him to come out and sort it, but I haven't had a reply yet. Aids & Adaptions have been contacted but it's a 6 week wait. SG – I completely understand and all we can do is ask Careline/Sheltered. FA to ask team leaders. 23.4.26 - Melanie Team Leader – unfortunately it's not something we can provide at this time. LC – This carer no longer comes into the building as they aren't working for the resident. LC – I have asked before for it to be removed but never got a response. SA to ask Gordon to come and move it. 24.4.26 - SA due today to move noticeboard. FA to pass to Sheltered Team Leader. 22.4.26 - Leanne Pryor has reached out to flooring companies to come out to all schemes and get quotes for new flooring in

We feel that SEH don't listen to us or take us seriously. The lack of communication and updates is a serious problem; we shouldn't have to put up with this.	schemes. SG – I'm sorry this is how you feel, it's evident that you feel that the communication is lacking and this is something I will raise with Careline & Sheltered to ensure things get updated for you. LC – I am spending a lot of my time chasing up repairs especially but the communication between departments and lack of updates is across the board, not just here sadly. I have made my management aware of this. DS – We are fully aware of the lack of communication especially around repairs and it's something we are investigating but also why Barry has come on board to give us extra support to support you. If you feel you aren't getting the responses, you want or need then you most definitely need to complain to us. It's what my team are there for. SG – I will host a coffee and chat meeting about the website and complaints procedure.
<u>Doors -</u> - External doors are being left open overnight. - The weight of the doors is still an issue. During the walk about I showed them how hard the door was for me to get in and out of the bin room, but it's not just me it's affecting.	SB – I have taken note of the doors and going to be discussing with Graham Hart for him to come and investigate the doors.
<u>Repairs -</u> - The lines need to be repainted in the car park. - The air con by the lift isn't working and hasn't been for a little while. - The leak coming from the ceiling in the lobby has been like that for two years, with just a bucket left under it.	SB – I've raised this to see if we can get them repainted. SA advised it's not down to Estates but comes under property services. SB advised that she raised with repairs during the estate walk about. SB – it started dripping on me during the estate walk about, it's been raised to repairs. LC believes it could be connected to someone's shower so the leak is worse when someone's using the shower. 23.4.26 - BC has been back out to investigate the leak and is continuing to work on fixing the issue.
<u>Maintenance -</u> - Handrails have not been painted at the car park. - The rubbish outside the washing room needs to be cleared.	SB – I have raised this with customer services off the back of the estate walk about. SB – I have sent a block letter for that and the trolleys in the communal areas and the bikes that are still under the stairs. After the last meeting I sent a block letter out but I no have item stickers, if the item has been stickered with a date on it and its still there after that date then I inform

• The guttering needs clearing and cleaning. • The window cleaning needs to be done inside and outside. • We are unhappy with the cleaning, but the cleaner needs more time here as the size of the scheme. • Why doesn't anyone cover him when he's on annual leave? • Can we see he's schedule of what he's supposed to be cleaning and when? • Where you hang your washing is a right state and needs sorting. • The stains on the ceiling look awful and have been like that for ages. • The pond has been left to rot; this was raised at the last meeting and still nothing has been done about it. The smell is awful, sometimes it's so strong that I can't even open my window. The summer is approaching and it will be even worse. • The trees and bushes need cutting back, the garden needs a good look at and needs tidying. • Overhanging tree in the car park.	estates who will come and remove the items. Sadly, we cannot police the trolley situation nor are we saying people can't use them, we are asking them to put them back after. It's not fair on Careline to be called to take them back, which they do when they are informed but it's not SEH responsibility. Careline had to take 16 trolleys back the other day and its unfair on them. BC – That will be passed to Bob the surveyor to arrange. SB to request for Bob to do an inspection of this and other issues. SA – We only deal with communal inside windows, that should be cleaned by the cleaner weekly. The outside communal windows should have been done last month so I will investigate. SA – The cleaner is here Mondays, Wednesdays and Fridays from 8am till 1pm, this is confirmed by Careline as all cleaners have to log on and offsite. I can relay your issues with the cleaning to the cleaner. SA – We do always try to sort cover when someone is off, but we can't cover the full amount of cleaning time as the cleaners have their own patches to clean and we have a budget we have to stay within. SA – I will include in the meeting minutes. SG – There is also information on our website. SA – The gentleman that usually does your caretaking has recently had an operation, but others should be covering so I will highlight this with them. SB – Some of the cleaning issues that were highlighted last week during the Estates walk about, Jamie has taken away to raise as they are deep cleaning jobs and not for the regular cleaner. SG – I was under the impression that there was a contract in place to maintain it. FA to ask team leaders. SA to look at after the meeting. SA to take pictures and report after the meeting.
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• We are still having problems with our windows; this has been going on for years. • Issues with the fire door exit.	BC – Houghton's have been in to trial some new windows but it's just a trial for now, we aren't sure when it will roll out to all residents and their windows. 23.4.26 - BC informed that he had been out to repair the windows of flats 79 & 80. BC – I shall be back out next week to sort the door properly, I've had a look and it needs some improvements so that it closes properly. 23.4.26 - BC confirmed he has been back to Adams and completed the repair on the fire door, it's been adjusted so it can't be left ajar and closes properly.
<u>Resident Engagement -</u> • Why haven't all residents been given a key to the notice boards? • Sharing the communal lounge and ensuring it's a safe space for all to enjoy.	SG - We have issued a key to a resident to help us display posters for us on the notice boards, if someone is willing to do that then it helps us promote, if there any issues, please raise them directly. I cannot give a key to every single person, the person that's got the key is someone that was willing to do this to help us, we have trust in them, and they are actively trying to promote social inclusion. SG – I know there's a lot of tension, emotion and frustration at the moment around this space but I want to try and find a solution to it, if we are going to discuss it, it can't just be a shouting match, you all will need to want to find a resolution. We had a Good Neighbour Hood agreement, and it was changed to a charter, but no one showed any interest last time I was here. It needs to be voluntary, but I was told it wasn't worth my time. I can come back to have a meeting about this topic only, the lounge is for everyone to use and enjoy but things are getting out of hand because it's not being deal with, a discussion would be good to have.

Number of residents attended - **27**