

MINUTES & ACTIONS FROM MEETING

Location: Bishop House
Date: Tuesday 10th March 2026
Time: 1pm

Attendees:

Melanie Morris – Careline & Sheltered Housing Team Leader - (MM)
Karen Tappenden – Housing Support Officer - (KT)
Donna Vincent – Tenancy Services Officer - (DV)
Stewart Aungier – Estates Manager - (SA)
Phoebe Baker – Resident Engagement Officer - (PB)

Details/Discussion	Action & Updates
	- Introduction of South Essex Home staff in attendance listed above. - House rules.
<u>Questions raised by residents -</u> - Why have you come without an induction loop again? - Why can't the bin room be closed off inside and the bins placed outside the property as this is a fire safety issue. - Weve received your letter and it states sheltered housing, but we've always been told that its independent living, can you clarify please? - Why are we getting charged for CCTV in our service charge, yet we aren't allowed to have CCTV even though we would benefit from it here. - Legally we are tenants and should be addressed so, not as residents.	MM – Apologies but we have tried every department to get hold of one, so we are now in the process of buying one. PB – you'll end up with a lot of fly tipping. KT – the new fire doors have been installed now. MM – to my knowledge there's never been a fire caused by the bin room in a scheme. MM – 18/03/2026 - Please see below the definition that MM has investigated and can be found online. MM – we weren't aware that you were being charged for it, this is the first we are hearing of it so I will investigate. PB – We did a survey a couple of years ago asking residents how they would like to be addressed and resident was the favoured term, we can do another survey to see if it's still the same feeling across the board.

• Is SEH paying for our TV licenses? • Can you send letters to everyone about the parking situation, multiple cars parked in the car park of non-residents, even carers shouldn't be using the car park or friends and family. It's supposed to be for the people living here. • We were promised more signage for the car parks? • We have people that have passed away that lived here and it taken 6 months to remove their car, 6 months that space isn't able to be used.	MM – Yes, we have applied for it so please ignore any letters that you receive. DV to send a block letter out. KT – Even with more signage up we unfortunately cannot legally stop people from parking there. MM to find out about more signage. KT – unfortunately when a resident doesn't have any relatives it takes longer to sort out but there was a notice on the car from the council to inform when it was going to be removed. DV – There is a legal process and sometimes it can be lengthy.
<u>Repairs -</u> • The lift is so inconsistent, one hour its working, the next it's out of action but then an hour later its stopped working again. • The lights in the scooter shed aren't working • Can we get the fence sorted in the car park that the contractor or carers reversed into, worried that once the grass dries up that people will start to park on there. • Can the contractors that come into the building be reminded to tidy up after themselves, they leave all sorts of rubbish around the building.	SA had noticed on arrival that it wasn't working and that the door wasn't aligned with the floor, raised to repairs there and then. MM to inform the lift contractor of the specifics. KT – I had it in my calendar that they were supposed to come to fix that a couple of Mondays ago but clearly, they've not been so I'll chase them up. SA – we have gone back to AXIS and told them to repair their mess. KT- I have raised that previously and sent pictures so I shall follow up. MM to speak to relevant contractors.
<u>Maintenance -</u> • The bin room in Western Approaches is disgusting; the smell is so strong that I've had to clean it out three times. • Weve got rats in the bin room in Bishop because people keep putting food in there. • They've filled the holes in the facias	SA – I've got a meeting with SUEZ next week about these types of issues, they are supposed to clean up after themselves, so I'll make sure to address that with them. I'll also bring up about them locking the bin room doors. KT – Pest control has been out the last few weeks and he's filled in a hole to stop them burrowing and put a grid on the door so they can't get in or out, he's also baited. MM to take pictures after meeting and send to

but then haven't bothered to paint them. When are the gutters going to be cleaned?	relevant department. DV – When we did the last estate walk the surveyor raised this and has been chasing this as he was frustrated about it too.
<u>Gardens -</u> - The state of the garden is awful; it needs a good tidy up. - Alot of us would like to spend more time in the garden but there's not enough space and its unsafe out there for us, we would like a patio back. - We have a couple of dead trees that need to be dealt with.	SA – We are late starting the grass cutting unfortunately due to the weather but next week the gardeners will be out in Shoebury starting the grass cutting so yours won't be too long KT – you can use the courtyard and that's where the scooter sheds were originally supposed to go but residents refused and that's why they were then placed on to the patio in the garden. MM – If there was a chance to get another patio, where would you want it – residents advised Mel that it would be an extension on the one that's already outside the patio doors. SA – I'll get someone out this week to have at the trees and the gardens, there's still some budget that needs to be used up so once I have a quote from them then hopefully, I can get them out in the next couple of weeks to action.
<u>Careline -</u> - Careline are useless, you call them and they tell you to ring 111. - Someone pulled the pullcord in the laundry room and it took 8 mins to answer, someone pulled it and it took 3 hours to answer. Your service isn't good enough; you need more staff too.	MM – that's because we aren't medically trained. PB – if residents are using the pull cord for non-emergencies, then it's going to block the calls and an actual emergency then gets held up in the system.
	<u>Sheltered Housing Definition -</u> <i>Sheltered housing is independent accommodation for older adults who want to live independently but with reassurance and support available if needed. Residents typically live in self-contained flats or bungalow and manage their own daily routines, including cooking and personal care. Unlike care homes, sheltered housing does not provide medical or personal care, though optional services can be arranged through private agencies or local councils.</i> <u>Key Features –</u> On-site or visiting staff who oversee the

	<i>property and ensure residents safety.</i> - <i>24 hr call systems to summon help in emergencies.</i> - <i>Communal facilities i.e. lounge, gardens, guestrooms.</i> - <i>Organized events such as coffee mornings, film nights or different types of clubs.</i>
	<u>Resident Engagement -</u> PB – Resident Action group meeting on 30th March at 10am in the communal lounge. Phoebe will sadly no longer be Bishop Houses resident engagement officer from the 1st of April as she is going back to the tenancy department.
	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 - **15**
