

MINUTES & ACTIONS FROM MEETING

Location: **Crouchmans**
Date: **Tuesday 3rd of March 2026**
Time: **1pm**

Attendees:

Leanne Pryor – Sheltered Housing & Careline Team Leader - (LP)
Hayley Sharman – Tenant Services Assistant - (HS)
Charisse Chukwurah – Resident Engagement Officer - (CC)
Vanessa Frood – Support Services Officer - (VF)
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>Repairs -</u> • The boiler is constantly out of action; the water isn't working as we speak and we get fobbed off with excuses of waiting for parts and advised carrying water from one room to another. It's not good enough, when will our water working? We would like an investigation on why the boiler can't cope and why the contractors can't keep parts on them. • When we were first advised of maintenance works to our lift, we were never advised that it could take up to 5 weeks, there are residents that would have liked to come to this meeting today but are isolated upstairs. Thank god for the handrail being installed but some residents cannot use the stairs still. Weve just spoken to the lift engineer and he informed us it could be working by next week but the other we were told it would be Friday. • Why didn't Careline call us to inform us of the lift or offer assistance? • Why won't careline take our repairs,	LP – once we have an update we will add to the meeting minutes. LP to speak to engineer after meeting and chase repairs for an update. LP – a letter should have been sent out from tenancy and if anyone needed help or support, they could have called through to Careline so we could sort something out like we have in other schemes. LP – the pullcord is for emergencies and careline is an emergency service, the 0800 833

I've pulled the cord to report a repair and they refuse to help.	160 number is who you need to call for repairs. This will take you through to the repairs department and you can speak to them directly.
<u>Maintenance -</u> • The bin room needs a good clean out, it's disgusting and stinks. • Damaged chairs in the communal lounge need to be taken away as not fit for purpose. • Do you fit fluorescent lights still? • Gardens aren't maintained regularly enough, two ladies come round and they do a great job but in-between the residents are having to maintain the gardens and cut grass etc. • Communal chairs and carpets need cleaning; we had a leak on one of the carpets and it looks awful. Our two cleaners have tried their best to get the damage up from the carpets, but it should have been dealt with straight away so now we need and want new carpets. • We have heard a rumour that we are getting new lights in the communal lounge? We are still waiting for bulbs to be put in some or some to be fixed.	WM – Caretakers are due this week, I'll try and get them to come with me when I come on Thursday to do the carpets. LP to enquire with bulk team. WM – that would need to be sent to repairs, we fit ones in the communal areas but not in flats. WM – there is a rota we follow for grass cutting etc. WM – I came within the day with the carpet cleaning machine once the leak had been reported and have also tried my best to get it up but I'm coming again, hopefully on Thursday, to clean carpets and chairs. We are in the middle of cleaning all carpets at all schemes, and I agree it looks awful but I can only do what I can do with the machine and unfortunately, I cannot make a decision about new carpets. WM – We haven't been told exactly but eventually all schemes will be getting new doors and new lights.
<u>Residents key issues -</u> • Collectively feel that they are being let down by SEH and that there is no communication from one department to another. Paying for a service that isn't being provided. We feel that SEH and SCC just simply do not care about us. These meetings are doing anything to help; you fob us off that you'll sort it when you get back to the office and we hear nothing more. • Why isn't there someone here from SCC as that's who we are paying a service charge to? • Careline shouldn't be here after 9pm, it's pointless as most residents are asleep or in their flats so no one sees them. They turn up for bingo night and bacon sandwiches but do nothing else.	HS – Southend City Council wouldn't send a representative as SEH are the landlords.

• My neighbour called Careline to report constant noise nuisance and was told to move out of her flat, what sort of response is that? • Fire doors are being left open around the building and I thought they had to be closed in order for them to work properly. • We asked four years ago for new blinds in the communal lounge and are still waiting.	LP to investigate and speak to the resident in question privately – LP & MM visited said resident to discuss 10/03/2026. LP – Fire doors should be closed at all times, but they can be used to exit and enter the building, as long as they are closed straight after. LP to find out if there's any budget left for new blinds and order if there is. 16/03/26 - LP advised we have some budget left so has reached out to blind suppliers to come and measure the windows and door in the lounge.
<u>Contractors -</u> • They're inconsistent and they leave an absolute mess after them. For 5 weeks they left large plastic drums of oil under the stairs and cardboard boxes laying around, that is dangerous and a fire hazard.	VF to send an email.
<u>Resident Engagement -</u> • CC advised that she will be on site Thursday 5th March to discuss community funding and Shoebury Pride committee.	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**