

MINUTES & ACTIONS FROM MEETING

Location: Furze field
Date: *Thursday 16th April 2026*
Time: 10am

Attendees:

Sarah Gallagher – Resident Engagement Team Leader - (SG)
Shelley Biggs – Tenancy Services Officer - (SB)
Karen Tappenden – Housing Support Services Officer - (KT)
Stewart Aungier – Estate Services Manager - (SA)
Sir James Dudderidge – Vice Chair of SEH - (JD)

<u>Details/Discussion</u>	Action & Updates
	• Introduction of South Essex Home staff in attendance listed above. • House rules.
<u>Questions raised by residents -</u> • The fire exit door by flat 29 is being left open constantly. • Who's in charge of the estate walkabouts? • Weve been measured for our new fire doors but not heard anything since? • Residents that have a mobility scooter need a cover over it as they are getting ruined by the rain. Theres only a couple of us that have scooters here, but we were told 4 years ago that we would be getting some sort of scooter storage, but nothings come of it. • There are so many notices up everywhere, all over the office	<i>Gentle reminder to all residents that the fire exit doors must be kept closed at all times to ensure they work effectively.</i> SB – tenancy and a surveyor will be the ones that conduct an estate walk about and raise concerns, we did a walk last week here but unfortunately the surveyor was unable to attend. KT – The contractors are currently snagging at other schemes at the moment so if they've taken the measurements then hopefully yours won't be much longer. SG – It will take time as they have to make each and every door to your own measurement's so bear with them. SG – This is the first we have heard of it so I shall investigate into why nothing came of it all those years ago and see if we can something installed here to protect them from the weather etc. SG – By all means if you think they need to be cleared of irrelevant information then feel free.

windows and noticeboards, do we really need them up? Is anyone actually reading them? Residents feel that they are being failed by SEH, the lack of urgency with repairs and care from all departments, the lack of communication between departments is very disheartening and frustrating for us all. This is our home but no one else seems to care about it.	24.4.26 - Janet from F30 has offered to help keep noticeboards cleared and up to date. SG has arranged for a key to be given to Janet to assist with this. SG & FA looked at the office windows and noticeboards after the meeting, the office window notices are relevant and need to stay put up but FA will ask Careline to clear the noticeboards. SG – I'm sad to hear that you feel like this so let's come up with an action plan so that residents don't feel like this going forward, let's start fresh from today. I'm aware that there's an issue with repairs, I will action them and will ensure through Frankie, that you all get the updates.
<u>Repairs -</u> - I've had no working shower since Nov 2025; I am having to use a bucket and it's not good enough – Flat 23. - We have cladding that is falling off the ceiling above the bin room, we only need to have a high wind and the whole lot will come off. - The guttering is not fit for purpose. I bought up this up over a year ago that the guttering has parts that are missing which then causes flooding outside flats. The whole thing needs replacing; we had it changed before but now it's even worse. - The wooden fire door leading to the bin room was placed temporarily and when it rains, it swells so we can't open it or close it. - Graham Hart came out to us to do an inspection and stated that the plywood ceiling wasn't fit for purpose, but nothing's been done about it. It's a fire risk, all the wood in the scheme is a fire risk and needs addressing. - The lift is constantly breaking down, its working at the moment but it's affecting residents.	FA will raise with repairs after the meeting. FA requested an update from repairs 16.4.26. 22.4.26 - Still awaiting a reply from repairs. SB to request Bob the surveyor to come out and inspect. SB to request Bob to come and inspect the guttering to see if it can be replaced. KT – I did raise this previously and saw that a purchase order has been raised but clearly nothings been done since. SG – That's good that a PO has been raised as it's a start but I shall chase this up with Royle. SG to reach out to Graham Hart for feedback/updates. SA arranged with GH for him to come out on 22nd of May to speak about fire hazards around the building and discuss with residents. SG – We do understand and empathize but I believe we have a new lift contractor, and they seem to be a lot better than the last. KT – I raised the lift repair the last time and spoke to the engineer; he stated that it's the trip switch that keeps causing the lift to be out of

• The laundry room extractor fan isn't working. • The guestroom shower still hasn't been fixed. • The fire door on the landing by the main stairwell doesn't close. • The lounge patio doors won't open from the inside, Lyndsey raised this for us a couple of years ago but still hasn't been sorted. • The door to the bin room, the first door, needs to be held open to get through it but if you're disabled you can't get through it at the same time as holding it open. Weve been instructed that we can't keep it propped open as it is a fire door so it's very difficult for me and others. • Highway light by the front door isn't working.	service and works needs doing to it so hopefully they'll be out soon to work on it. FA to raise to repairs. 16.4.26 - Job emailed over to repairs – awaiting reply. 22.4.26 - ref: C00711992, our proposed booking date is Tue 28 April 8:00 AM - 10:00 AM FA – I raised the job weeks ago when I was informed by the cleaner, she also advised that AXIS had been out so I'm unsure why it hasn't been fixed, I shall chase up with repairs when I'm back at the office today. 16.4.26 - Email sent to repairs for an update – awaiting reply. 22.4.26 - second email sent to repairs for an update. SG to ask GH to do a fire safety walk around the building. FA to raise with repairs. FA reported to repairs 16.4.25-still awaiting reply. 23.4.26 - ref: C00711993, our proposed booking date is Thu 30 April 10:00 AM - 12:00 PM SG – it sounds like a push button electric door would be handy but again Graham would need to come out and investigate. I shall also pass this onto Graham. FA to raise to repairs. 16.4.26 - Repairs informed that this needs to be raised to Southend City Council as not SEH. KT – I've heard that a lot of residents are getting cut off when they are calling repairs to report their jobs, it happened to me also but I think residents think they have been cut off once the music stops ... that's not the case, you have to hold on still and it will connect. SG – We will feed this back to repairs and customer services.
<u>Maintenance -</u> • When are we due to have our grass cut as we never see anyone out there cutting it, I've had to do it myself a few times.	SA – They are supposed to come every 2-3 weeks, and they start in March dependant on the weather. They're starting in Shoebury and then working their way over to you here. I will check when they last came as they must send in

<u>Bin Issues/SUEZ -</u> - For 4 Mondays in a row, we had missed bin collections, the bin room was full up to the ceiling and the smell was awful. There was an issue with the bin men getting into the bin room? - They keep leaving the door unlocked and open overnight, it was swinging open this morning. - There seems to be a pattern of missed bin collections during March every year, I have emails where I stated this last year. It's a health and fire hazard to let it build up for a whole month. - Carers are disposing gloves in the waste bins. - Carers are disposing waste in black bin bags, and the foxes are getting hold of them, ripping them apart and all the mess is left all over the outside of the scheme.	reports. SA – SUEZ lost the key but didn't bother to tell us, so we then had to get Wayne & Jamie out to cut the lock so they could get in. They've got a new key now so this shouldn't be an issue going forward. SA – I have meeting coming up with them so I shall address it with them. SA to relay how the missed bin collections are affecting residents and ensure this doesn't happen again next March. SG – They can if the gloves have been used for low-risk duties like moving someone or using equipment. SG – It might be that they don't know how to dispose of these things properly, maybe some signage would help, we can look into that. 21.4.26 - FA sent an email to all care companies on system about disposing waste, bin and laundry etiquette and mindfulness of parking around all sheltered housing units.
<u>Resident Engagement -</u> SG – We have new focus groups that are open to residents and I would encourage you to come so you can get your voices heard and have your questions answered by the likes of AXIS themselves. You can ask them about their response times, why they don't have the right equipment in their vans etc. You can engage with other residents and hear the issues they are dealing with at their sheltered housing also. This is the repairs focus group but there is also one that deals with tenancy service-related issues and ASB's. We've gone from 1 focus group to now 3. It will be advertised on the website and in the Insight magazine, it is so important for you to come along so that we can hear from residents themselves on how we can improve and that residents have their say. SG – If the focus groups aren't for you then we also have the Resident Advisory Panel, you sign up with your email address, and we then send you out surveys asking about services etc. It's another way for you to be involved and have your thoughts and opinions	

heard. • SG – We also have a community fund that residents can agree on certain projects, and we can apply for it. Other schemes have used it for communal sheds, events, art murals in communal areas but we would need more than one person to apply.	
	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.