

MINUTES & ACTIONS FROM MEETING

Location: **Great Mead**
Date: **Tuesday 17th March 2026**
Time: **10am**

Attendees:

Leanne Pryor – Careline & Sheltered Housing Team Leader - (LP)
Charisse Chukwurah – Resident Engagement Officer - (CC)
Vanessa Frood – Support Services Officer - (VF)
Hayley Sharman – Tenant Services Officer - (HS)
Jamie Durban – Estate Services Charge Hand - (JD)

Details/Discussion	Action & Updates
	• Introduction of South Essex Home staff in attendance listed above. • House rules.
Questions from residents - • The car park is a nightmare, the lines need repainting and a notice to go at the end of the carpark as people keep parking in a space that isn't a space. We also have a big issue with contractors blocking us in and non-residents parking in the car park. • • The TV ariels are a big problem, they are very old so sometimes they work and other days they dont. They need upgrading. • The condition of the patio outside in the garden area is very dangerous and means we dont feel comfortable to use it. • The bin room is a problem as residents arent breaking down boxes etc. • The carpets are filthy and need a good clean but the tape on the carpets is now coming up so will eventually end up tripping someone up.	LP – The carparks in sheltered housing are unfortunately an issue across the board and we do keep asking for the lines to be repainted in all schemes. HS – If you witness cars or contractors parking inconsiderately, without putting yourself in danger, if you can get a picture or a license plate and report it to me then i can get a letter or email sent to them. VF – they were upgraded when Sky was installed but that was about ten years ago now. LP to speak to repairs. HS to speak to surveryor and organize an estate walk about. <u>Gentle reminder to all residents to be mindful when disposing of their rubbish bags and boxes, they must be broken down.</u> JD – this same problem comes up every year, the carpets are old and very worn so unfortunately even when we clean them, they are only going to come up clean to a certain

Why is the kitchen skylight taped up? Its boiling in the the summer when we want to cook in there as we cant get any air in.	degree. LP to look at after the meeting and send photos to repairs if needed.
Maintenance - - Can we have the outside maintained more, we get a lot of litter dumped outside. - Gardeners don't look around by my flat so it doesn't get maintained and it does need it. - We pay every month for our flat windows to be cleaned but the communal windows are never cleaned. - The communal areas are filthy with dust, dirt, cobwebs etc.	JD – Leave that with me, sadly we have the caretaker off sick at the moment, but someone is covering this area. JD to speak to the gardeners. JD to remind cleaners to do them weekly. JD – weve had to draft other caretakers at the moment due to sickness but ill speak to them about the cleanliness. I'll ask them to visit to clean outside areas, bin rooms and chute rooms.
Repairs - - AXIS dont bother turning up or they dont have the parts so the job gets prolonged. - Weve had a problem with hot water for weeks, some of us only have lukewarm water and some of us have scolding hot water and then some of us have no problems with the hot water at all. - The gate that the gardeners use for access has been damaged and has never been repaired, it means anyone can gain access into the garden area at any time.	LP – We are aware that issues with AXIS and repairs are affecting residents and SEH tenants and i know that they are looking into the service that they are providing but please do chase up your repairs and if needed please make complaints. VF advised both herself and residents have reported it numerous times. LP to chase up with repairs. JD to send pictures to repairs after the meeting.
Resident Engagement - Could we have an exercise hosted here?	CC – I will have a look into that for you but in the meantime there's one at Kestrel House if you were interested and if we can't get one organized here then we can see about hosting at the Salvation Army possibly. <u>Sunday afternoons a film afternoon is set up in the front lounge if any residents are ever interested in popping down.</u> If anyone has any ideas about social events at Great Mead, please feel free to contact Charisse.

Number of residents attended - 7