

Summer 2020 issue!

insight

The South Essex Homes
Resident Newsletter



Fabulous art project with Focal Point Gallery

Be part
of it!

YOUR
FREE
COPY!

HELPFUL HINTS & TIPS!

INSIDE THIS ISSUE...

BETTER
QUEENSWAY

Update
on project
progress



RESIDENT
SURVEY

How have
we done?

OUR SERVICES DURING LOCKDOWN

Our services Since the start of the COVID-19 lockdown we have put a number of places to continue to provide key services to you during the lockdown period. We have been working with you to ensure we are going forwards as well as we can to be part of shaping the future of our services for you.

3. Our Communication with you during the lockdown period has been better than usual / no different as usual / worse than usual / not sure

COMMENTS ON:

Our Sheltered Housing residents only: Our Sheltered Housing Officers tried to speak to you by phone or through the Careline. Did you find that contact helpful? Very reassuring for you? Not at all reassuring.

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AND LOTS MORE...

- What is ASB and what do we investigate?
- Fire Safety tips


southessexhomes
working smarter together

Resident Survey:

OUR SERVICES

DURING LOCKDOWN

Since the start of the COVID-19 lockdown period, South Essex Homes has put a number of temporary provisions in place to continue to provide key services, during a time where we have been operating with a reduced workforce within the government guidelines.

We would now invite your views on how we have managed this situation - and going forwards we will continue to actively invite you to be part of shaping the service we provide to you.

Please circle or highlight your answers to the following questions thinking only of the service you have received from us since March 2020 and feel free to continue your comments on a separate sheet if you need to.

1. Cleaning & Caretaking

Would you say that the level of cleanliness of communal areas in your building/estate since March has been:

Better than usual / no different to usual / worse than usual / not sure

COMMENTS:

2. Your Communication with Us

a. Have you contacted us during this period and if so, how?

Phone to 0800 833160 / social media (Facebook/Twitter) / email to Customer Services or Complaints teams / direct to my Tenancy Officer /

no, I haven't been in contact with you

If you answered 'no', please skip to section 3

b. What was the reason for your contact?

Report a repair / Report a change of circumstances / Make a complaint / Report ASB

OTHER:

c. Was the speed of the initial response to your contact with us:

Quicker than usual / no different to usual / Slower than usual

COMMENTS:

d. Was the issue you phoned to discuss:

Resolved instantly / resolved after a reasonable period of time / resolved after an unreasonable period of time / remains unresolved

COMMENTS:

3. Our Communication with you

a. Do you think that our communication with you during the lockdown period has been:

Better than usual / no different as usual / worse than usual / not sure

COMMENTS:

b. Sheltered housing residents only:

Our Sheltered Housing Officers tried to speak to residents every day by phone or through the Careline system.

Did you find that contact to be:

Very reassuring or helpful / Quite reassuring or helpful / Not at all reassuring or helpful / (Not applicable to me)

COMMENTS OR SUGGESTIONS ON HOW IT COULD HAVE BEEN IMPROVED:

4. General Feedback

Is there anything you feel we have done well?

Is there anything you think we could have done better?

Any further comments?

5. About You

All completed surveys will be put into a draw for a prize of a £50 shopping voucher of your choice. If you want to be entered into this draw, please complete this section. Otherwise you can leave it blank if you prefer. The lucky winner will be contacted by the end of September.

NAME:

ADDRESS:

TELEPHONE:

EMAIL:

Once you have completed this survey, please cut it out, put it in an envelope and address it to FREEPOST SOUTH ESSEX HOMES. No need to attach a stamp, just pop it in a post box to reach us no later than Friday 11th September. *Thank you!*

WELCOME

Welcome to the summer issue of Insight

I do hope that you and your loved ones have stayed safe and well during this lockdown period.

This has clearly been a very unusual time for us here at South Essex Homes and I am one of many staff usually based at the Civic Centre who have been working from home since mid-March. Whatever changes to your normal lifestyle that lockdown has involved for you, I hope you have managed well and found your own ways of dealing with it.

It was lovely to learn about the art project we are involved with in partnership with Focal Point Gallery (see page 11) – I hope that has given some of you something a bit different to do while at home and if you still want to take part, there are additional art packs available on request.

Hope you enjoy this issue of Insight and, as ever, we love to hear your feedback so please do get in touch if you have any comments.

All the best,

Julia

Julia Pack, Editor



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Message from Mike

The last time I shared a message with you, we were in the middle of the pandemic lockdown period and we had needed to rapidly change the whole way in which our services were being delivered, where we were still able to deliver them.

While we are clearly not anywhere close to being back to 'normal', we are certainly on the way out of total lockdown. I'm pleased to say that a number of our services which had stopped at the time of my last message are now beginning and in many cases are back to full service.

Critically this includes a full repairs service provided by our various contractors and also our ability to process empty properties and to get people moving into these homes. However our organisation is still largely working remotely and there

are relatively few people operating from the Civic Centre and as a result, much of our contact with residents is still through telephone and electronic means instead of face-to-face.

While we hope to get back to that face-to-face service as soon as possible, of course we have to follow government guidance very closely and we will continue to work hard to reinstate the full service for you as soon as we can.

To this end, we are keen to gather your thoughts and feedback about the service you have received from us, specifically since the start of lockdown. I am aware that there may be widely different viewpoints but I am sure that there are some very useful lessons to be learnt from the experiences people will have had during the past few months

whilst a set of temporary working arrangements have been in place.

Please do therefore take the time to complete the survey on the opposite page and return it to us by 11th September so we can get a useful snapshot of how we have managed during this period and use your comments to further develop our services over the coming weeks and months.

Best wishes

Mike

Mike Gatrell,
Chief Executive
of South Essex
Homes



GET IN TOUCH!



Contact us via Facebook during office hours – simply search for 'South Essex Homes' to find and like our page!
For general information about our services, please visit our website at www.southessexhomes.co.uk

For all telephone enquiries freephone **0800 833 160**

For general correspondence write to us at: Insight Magazine, South Essex Homes, Civic Centre, Victoria Avenue, Southend-on-Sea, SS2 6FY

Email: juliapack@seh.southend.gov.uk

ANTI-SOCIAL BEHAVIOUR GUIDANCE

We have reviewed our response to reports of anti-social behaviour (ASB) that affect our residents and the wider community. We thought it would be useful to share with you how ASB is defined in the context of housing and the types of ASB we would or would not normally investigate.

What is Anti-Social Behaviour?

South Essex Homes adopts the definitions of anti-social behaviour as outlined in the Anti-Social Behaviour, Crime and Policing Act 2014:

For anti-social behaviour in a housing context; anti-social behaviour is considered to be conduct that is capable of causing nuisance and annoyance to a person in relation to that person's occupation of a residential premises or the conduct is capable of causing housing related nuisance or annoyance to any person.

South Essex Homes will also consider any anti-social behaviour definitions as stated in a tenancy agreement with Southend Borough Council when taking action to manage anti-social behaviour.

Types of Anti-Social Behaviour

Anti-social behaviour can mean different things to different people and may or may not include criminal activity. Where the ASB includes criminal activity or statutory nuisance caused by a resident which impacts on the homes that we manage, then South Essex Homes will liaise with the Police and other relevant agencies such as Environmental Health.

The types of conduct that may amount to anti-social behaviour include (but are not limited to):

- Intimidation or harassment
- Aggressive and threatening language or behaviour
- Actual violence against people and property
- Hate crimes/Hate incidents
- Regular and persistent noise nuisance which is having a significant impact on the lives of neighbouring residents

What South Essex Homes Are Not Able To Investigate

The types of conduct that we would not normally investigate as anti-social behaviour are (but not limited to)

- Children playing in the street, around their home or park and not causing damage or being abusive
- Children arguing

- People gathering and socialising in the street, unless causing damage, being abusive or threatening
- Riding bikes or skateboards around the estates that we manage
- Events in the home such as; flushing toilets, cooking smells, smoking in own home, vacuuming floors, washing machines, babies crying or playing
- Staring or looking at someone
- Pets straying across garden areas
- One off noise nuisance such as a one off party or BBQ
- Normal conversation heard through walls or floors
- Noise travelling through ceilings or walls due to poor insulation or type of flooring
- People carrying out DIY in reasonable hours (we normally suggest not outside the hours of 8am to 10pm Monday to Friday and 9am to 10pm on Saturdays and Sundays)
- People mowing lawns during reasonable hours of the day (see previous point for suggested timescales)
- Normal vehicle noise
- Neighbours walking around their home and across floors
- Neighbours closing doors, cupboards or windows
- Parking issues, including parking across driveways
- Civil disputes such as boundary issues
- Certain incidents which may be considered a criminal offence and which should be reported to and dealt with by the police, such as burglary and theft

Every report of anti-social behaviour will be recorded however we will not investigate in isolation the examples of conduct as detailed above.

South Essex Homes officers will exercise their judgement in order to establish an appropriate response to the report of anti-social behaviour including what has happened, the harm caused or risk of harm, the frequency of incidents, the evidence available and any known vulnerabilities of the people involved.

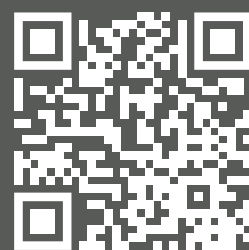
If you need to report ASB, you can phone us on 0800 833160 or email antisocialbehaviour@seh.southend.gov.uk

**Putting All Saints Church in a
new high quality Civic Square
at the heart of the community.**



Not just a Better Queensway.... a brilliant new Queensway!

Watch our new community film at
www.betterqueensway.co.uk to find out
more. If you like what you see you can
pledge your support on our website too!



To give us **FEEDBACK** on the regeneration:

Write to us: Freepost RTZS-BLHS-EUXC, GL
Hearn, 65 Gresham Street, London, EC2V 7NQ

Email us: queensway@glhearn.com

Call us: 0344 225 0003

For all housing enquiries, please contact your
current landlord:

Address: South Essex Homes Ltd, Civic Centre,
Victoria Avenue, Southend-on-Sea, Essex SS2 6FY

Email: sehcustomerservices@seh.southend.gov.uk

Phone: 0800 833 160

BETTER QUEENSWAY

REGENERATION PROGRESSES

Current plans for the Better Queensway regeneration scheme show that Quantock will be the first tower block to be demolished if planning permission is granted.

The project will see £500 million invested in the area since April 2019 when Swan Housing Association signed a contract to work in partnership with Southend-on-Sea Borough Council, work has really progressed quickly to deliver the new estate.

Porters Place Southend-on-Sea LLP was formed and several public events have since been held to understand what residents want and need from the new estate.

It is hoped once planning permission has been granted, that work will start on building the new homes on the current Essex Street car park in 2021 and Quantock residents will move out of the tower block in 2023, ready for it to be demolished.



The key benefits of the proposals are:

- Around 1,669 homes, 612 of which will be affordable homes.
- Different building heights and types, ranging from three to 18 storeys.
- Every new home to have private outside space with a garden, a terrace or a balcony.
- Parking spaces increased on the estate.
- Three new key public green spaces, including a Station Plaza.
- The road layout of Queensway brought up to surface level, with a tree lined highway retaining four lanes of traffic.
- New dedicated off-street cycle lanes and pedestrian walkways on each side of the Queensway.
- A mix of space for different businesses to support the future residents.
- Solutions to improve energy efficiency for the estate.





If you live on the estate, hopefully you've attended one of the events or read one of the Better Queensway newsletters which have been delivered to every home. Residents are being encouraged to join the Resident Steering Group where as a member, you will represent your community and get the chance to find out more about the Better Queensway regeneration, see examples of what other regeneration projects are like and use this experience to help us finalise our plans for the estate.

Contact James for more information by calling 07860 411042 or email jcolwell@swan.org.uk



If you want to find out more there is a lot more information at the website www.betterqueensway.co.uk including a video highlighting all the benefits of the projects and showing what the estate might look like when it's finished. You can also pledge your support for the scheme via the website.

FIRE SAFETY tips!

Please find below some simple tips that can help you keep safe from fire.

Never smoke in bed.

If anyone within the house smokes, leave discarded cigarettes in an ashtray with a little drop off water overnight and do not empty into a bin until the morning.

Although we urge you not to use candles as a naked flame can be dangerous, if you do choose to use candles please ensure they are placed on a non-combustible solid base away from curtains or other flammable materials & furniture.

Never place anything combustible on top of a hob, in case the burners are accidentally turned on.

Do not leave any cooking unattended – especially saucepans on the hob or trays under the grill.

Ensure all saucepan handles do not stick out over the edge to ensure they cannot get knocked off the stove accidentally.

When cooking toast, lower the heat of your toaster, it may take a little longer but will not burn or smoke.

Electrical appliances such as irons, hairdryers and straighteners when hot should be placed on a heat proof mat on a hard surface where they cannot fall off and they should never be left unattended and also ensure cables so not create a trip hazard.

COOKING WITH OIL OR FAT:

- Do not overfill pans with oil and heat the pan gradually with a gentle heat.
- Ensure food is at room temperature and dry when putting into hot oil so that it doesn't splash.
- If oil starts to smoke it is too hot - so turn off the heat and leave to cool, do not attempt to move the pan and do not put water into it. Open a window to ventilate the room and monitor the situation.

If you require any further information please do feel free to contact our Fire Safety Manager, Graham Hart, on 07757 845254 or e-mail him at grahamhart@seh.southend.gov.uk

HAVE YOUR CIRCUMSTANCES CHANGED?

A lot can happen to you and other people in your household over the duration of your tenancy, but unless you tell us, our records will only show your personal circumstances at the time you moved in!

If, for example, your mobility, sight or hearing has deteriorated – then we need to know as you may

need extra help in the event of a building evacuation. Also, there may be additional fire alarm sensor equipment we can provide for you.

You can advise us of any change in your circumstances by calling us on **0800 833160** or contacting your Tenancy Officer directly by telephone or email. You can find out who your

Tenancy Officer is on our website – www.southessexhomes.co.uk – under 'Your Tenancy'.

Please also contact us if the people living in your home changes (for example if a child grows up and moves out), or if you have a new phone number.



In Essex 9% of residents have a job in construction, that's around 80,000 people! However, an extra 13,000 to 24,000 employees are needed over the next 9 years. With trade, office-based and professional roles, there is something for everyone!

The South Essex Construction Training Academy (SECTA) was established in January last year with nearly £1m of government funding, with the aim of training up 650 new construction workers by March 2020. By this date, it had smashed this target, with 750 having completed

training and 220 already in sustained employment.

SECTA has recently been awarded a further £500k and plans to support at least a further 200 people into jobs in construction by March 2021.

South Essex Construction Training Academy (SECTA) trains and supports people into jobs in the construction industry. They have training hubs on live construction sites across south Essex and offer online options.

The FREE training includes health and safety, CSCS cards, basic trade courses and specialist courses such

as demolition, asbestos awareness and working from heights. Support includes CVs, job searching and interview skills workshops, 1:1 mentoring, opportunities to meet employers and access to our jobs Facebook group where new construction jobs are added daily.

If you are over 18 years old and not currently working in construction you are eligible to join SECTA. Simply register your interest at <https://www.sectatraining.co.uk/> register or call 01702 212856.

749
completed
training



"Such an amazing team and highly professional, they help you to achieve your goals, and get you a job!! Highly recommended to all my friends or anyone wanting to get into construction!"

SECTA CONTACT DETAILS:

PHONE: 01702 212856 / **EMAIL:** secta@southend.gov.uk / **WEB:** <https://www.sectatraining.co.uk/>

FACEBOOK: SECTA Construction Training: <https://www.facebook.com/sectatraining/>

LINKEDIN: South Essex Construction Training Academy: <https://www.linkedin.com/company/53113987>

SECTA is funded by the Department for Education, administered by the Construction Industry Training Board (CITB) and managed by Southend-on-Sea Borough Council. Working in partnership with Basildon Council, Brentwood District Council, Castle Point District Council, Rochford District Council and Thurrock Council, along with construction companies and referral partners.



Leaseholders'

BUILDINGS INSURANCE

As you may be aware, Southend-on-Sea Borough Council renewed the Buildings Insurance cover in April 2020. Following the tender, Avid Insurance Services Ltd. was selected to provide the Buildings Insurance for Leasehold properties. Below is a summary of the cover and the Full Buildings Insurance documents are available to download from the South Essex Homes website. Should you require a paper copy please contact the Leasehold Team on 0800 833 160 or email LeaseholderServices@seh.southend.gov.uk

Buildings Cover Available	What is not covered
Fire, Smoke, Lightning, Explosion, Earthquake, thunderbolt, and subterranean fire	-
Storm, tempest or flood	Loss or damage caused by frost Loss or damage to fences and gates Loss or damage to swimming pools, tennis courts, paved terraces, patios, footpaths, drives, foundations unless the main structure of the building is damaged by the same cause at the same time
Freezing water in fixed water or fixed heating systems, escape of water from washing machines, dishwashers, fixed water or fixed heating systems or oil escaping from a fixed heating system	Loss or damage to the appliance or system itself from which the water escapes except where the damage is caused by freezing. Loss or damage to swimming pools. Subsidence, landslip or heave caused by escaping water. Loss or damage where the housing unit has been unoccupied for more than 30 days.
Riot, civil commotion, strike, labour or political disturbance	Any claim reported to us more than 28 days after the date of the incident
Malicious damage	Loss or damage caused by you. Loss or damage where the housing unit has been unoccupied for more than 30 days
Theft or attempted theft	Loss or damage caused by you or any visitors to you or any immediate family Loss or damage where the housing unit has been unoccupied for more than 30 days
Subsidence (including sinkholes), heave or landslip of the site on which your buildings stand	Loss or damage related to solid floors unless the foundations of the outside walls are damaged by the same cause and at the same time. New structures bedding down. Loss or damage caused by coastal or river erosion. Loss or damage caused by or as a result of the buildings being under construction demolished, altered or repaired. Loss or damage which commenced or occurred before the inception of Your policy.
Falling trees or branches	-
Falling aerials or satellite receiving equipment	-
Impact by flying objects, vehicles, trains, animals or aircrafts or anything dropped from them	-
Accidental damage to drains, pipes, cables and underground tanks used to provide services to or from the buildings which you are legally responsible for	Loss or damage caused by or from movement settlement or shrinkage of any part of the buildings or land belonging to the buildings
Accidental breakage of fixed glass in doors or windows, ceramic hobs if fitted, sanitary ware, solar heating panels fixed to or forming part of the building or within the boundary of the building	-
Accidental damage	Loss or damage caused by the buildings moving, settling, shrinking, collapsing or cracking. Loss or damage caused by any process of cleaning, repairing, renovating or maintaining the buildings. Loss or damage to swimming pools, tennis courts, patios, paved footpaths, roads, car parks, lamp posts and drives. Loss or damage where the housing unit has been unoccupied for more than 30 days.

To Make a Claim

Should you need to make a claim Avid use a claims administrator to process claims. Questgates Limited can be contacted on 01204 860427 quoting Policy Number 2020CP000180. To make a claim outside of normal office hours you can contact Avid directly on 0121 411 0535

Policy Excess

Below is a list of the Excess costs:
General Excess - £50
Accidental Damage Excess - £50
Subsidence Excess - £1,000 or £2,500 in the aggregate in respect of any one block of flats with more than two leaseholders.

If you have any further queries in respect of the Building Insurance cover please contact the Leasehold Team on 0800 833 160 or email LeaseholderServices@seh.southend.gov.uk

KEEPING TENANTS ENTERTAINED DURING LOCKDOWN

South Essex Homes has been working in partnership with the Focal Point Gallery to keep our residents entertained throughout the lockdown period.

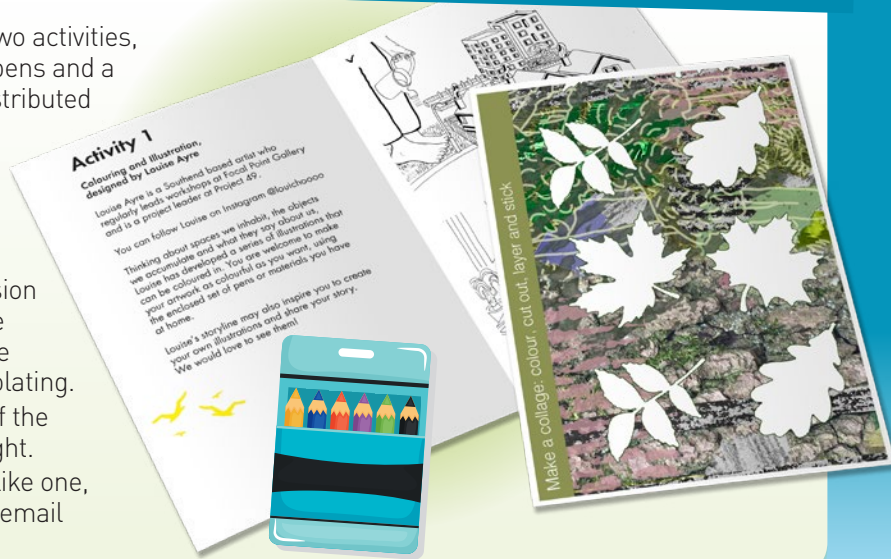
Focal Point Gallery (FPG) based in Elmer Avenue, Southend, provided us with art packs consisting of two activities, both designed by local artists, along with colouring pens and a glue stick. In the first instance these packs were distributed to children living in tower blocks, with little or no access to private outside space.

During the second phase of this project, our Support Services Officers have been distributing art packs to residents in sheltered housing schemes.

It is hoped that residents will enjoy a gentle diversion by doodling, colouring and collaging and will find the activities relaxing and engaging - especially for those residents who live alone and have been shielding/isolating.

The team will be gathering feedback and photos of the finished work to publish in the Autumn issue of Insight.

If you have not yet received an art pack but would like one, please contact Sarah Gallagher on 07770 830782 or email sarahgallagher@seh.southend.gov.uk.



SOUTHEND TENANTS & RESIDENTS FEDERATION



Do you live in a Southend Borough Council property managed by South Essex Homes or in a Leaseholder's property?

Then you are a Member of the Federation!

Residents Information Day

The first bit of news we have for you is, due to Covid-19 and the restrictions on social distancing, the Residents Information Day at Room-21 has had to be cancelled.

All being well it will be on next year.

Federation Virtual Meeting

The next Federation meeting is scheduled to take place on Tuesday 25th August 2020 at 3.00pm.

In light of Covid-19 and the restrictions currently in place around social distancing it will not be possible to hold the meeting in the usual way. It will therefore be taking place online using Zoom. In order for residents to attend we will be arranging for a Zoom link to be sent to those individuals who request it.

If you would like to attend this meeting please email me at

keith.ducker@strf.org.uk, providing an email address to which we will send the link. In order to join the meeting, you will need to download Zoom.

The link will be sent to you on Monday 24th August 2020.

You can download Zoom for Windows from this link: <https://zoom.us/support/download>

You can download Zoom for Mac from this link: <https://zoom.us/download>

For mobile or tablet versions: Android users go to the Google Play Store or iPhone/iPad users go to the Apple App Store to download the Zoom app.

Learn how to join a Zoom meeting for the first time via this link: <https://nerdschalk.com/how-to-join-a-zoom-meeting-for-the-first-time/>

If you would rather watch a video

on how to download and use Zoom, then there are several simple video tutorials available on YouTube or via your favourite internet search engine:

If you need help getting Zoom on your computer then please contact me on 07944 551579 and I will guide you through the process.

We would love to see you all at the next meeting so that you can see and hear why you should attend Federation meetings.

Calling all SEH/SBC children

Watch out for an exciting announcement in the next issue of Insight. You will not want to miss it.

Keith Ducker

Chair of the STRF

Email: keith.ducker@strf.org.uk

Mobile: 07944 551579

Vacancy
for a...

TENANT BOARD MEMBER

South Essex Homes manages and maintains homes in Southend-on-Sea on behalf of Southend Borough Council; whilst continuing to improve services, involve our customers and build strong communities.

We have a high calibre Board made up of 10 other non-executive Directors and are looking to recruit a tenant of Southend Borough Council, as a Board member with the ability to build effective relationships internally and externally and a strong commitment to best practice in governance.

We are particularly interested in people who are computer literate and who have skills or knowledge relating to business acumen, financial awareness or housing experience - which will help us to evolve and ensure our organisation continues to develop and improve in a changing environment.

We anticipate that people interested in this role will be passionate about making a contribution, can take on an ambassadorial role and be a strong team player, whilst embracing the future ambitions of South Essex Homes to provide good value, quality housing.

This vacancy is a paid voluntary position, which would actively enhance any job opportunities for the successful candidates in the future.

South Essex Homes in partnership with Southend Tenants & Residents Federation welcomes applications regardless of race, sex, age, disability or marital status.

For an informal discussion, please contact Simon Putt on 01702 212624.

The application pack is available on the South Essex Homes website or can be requested by email to carolcooper@seh.southend.gov.uk.

Closing date: Friday 4th September 2020.

Please note: subject to the responses received, the Coronavirus situation and the ability to hold interviews, candidates will be advised of the subsequent interview process and time in due course.



QUICK CROSSWORD

Clues

Across

- 2. High kicking dance (6)
- 6. Absolutely not (5)
- 7. Cost (5)
- 10. High level educational institution (10)
- 14. Idea (6)
- 15. 1960s Dance craze (5)

Down

- 1. Destiny (4)
- 3. English cheese (7)
- 4. Regretful (5)
- 5. Pasta in narrow tubes (8)
- 8. Italian rice dish (7)
- 9. 14 pounds in weight (5)
- 11. Exactly right (4,2)
- 12. Barrier between gardens (5)
- 13. Male monarch (4)

