

South Essex Homes' Service Area Updates – December 2022 - website

DEPARTMENT	UPDATE
<p>Housing Community Safety Team</p> <p>From Anita McGinley</p>	<p>Domestic abuse cases are increasing and attendance at MARAC (Multi Agency Risk Assessment Conference) a partnership meeting held twice weekly, is seeing attendance at each meeting to discuss and implement safety measures for victims. Our DAHA journey continues. A recent pre assessment was carried out with DAHA and we are looking at our full assessment taking place in February. This is down to the commitment and dedication of priority leads, champions and staff accepting the challenge of imbedding domestic abuse response throughout the organisation</p>
<p>Communications</p> <p>From Julia Pack</p>	<p>The winter issue of Insight magazine is in progress and will be sent out with rent statements in early February 2023.</p> <p>We have recently been trialling a 'ChatBot' on our website, which is basically a clever online search engine which helps visitors get the answers they are looking for on the website. Once we are happy with how it is working, we hope to roll it out across all pages on the website.</p>
<p>Housing Maintenance</p> <p>From Paul Davey</p>	<p>The Property Services, Voids and Responsive repairs has seen an increase in activity due to the cold weather, which is putting added pressure on both our surveyors and Morgan Sindall. We also have two staff members retiring, Bradley Staff who has been with South Essex Homes for 20 years. His last day being the 23 January 2023. Also, Mick Luff, who has been with us for just over 2 years, retiring on the 30 January 2023. We have a new member of staff taking over from Mick, called Stephen Stirk, who will be jointly working with Clive and Antony on the Responsive Repairs delivery.</p>
<p>Projects</p> <p>Paul Longman</p>	<p>Balmoral Structural and Refurbishment works - Works to all council owned properties have been completed in Brecon and the Contractor is now undertaking the refurbishment works in Blackdown. The works at Blackdown are programmed to be completed in May 2023.</p>

South Essex Homes' Service Area Updates – December 2022 - website

<p>Property Services</p> <p>From Russell Haynes</p> <p>From Michael Bryant</p>	<p>Programme of works currently on target with a number of new Tenders either returned for evaluation or out at present. Number of Projects have been completed over the last few months including the Electrical Upgrade Works undertaken to Sheltered Housing at Stephen Mcadden and Nicholson House. A number of the Decent Home contracts are nearing their yearly completions as planned. FRA upgrade works have commenced at Buckingham House and the Boroughwide low rise front door replacement project has started. Riverstone and Mornington House lift refurbishment ,contract has been awarded and materials have been ordered and we have an anticipated start date of February 2023. Remaining projects to be undertaken this year are currently being validate and reviewed.</p> <p>In addition to business as usual for the procurement team, we continue to work on our Compliance regime ensuring the six key H&S strands (Fire Safety, Asbestos, Water Safety, Electrical Safety, Gas Safety, and Lift Safety) are managed efficiently and fit for the upcoming Building Safety legislation.</p> <p>On the subject of Legionella – Flushing process monitored and ongoing with the Sheltered and Void Teams to ensure a regime of sheltered, hostel and void accommodation is undertaken. It is important that taps and showerheads are cleaned and flushed as appropriate where they have been idle for extended periods, and this is recorded, and water temperatures are monitored and recorded.</p>
<p>Specialist Income Management</p> <p>From Lauren Anderson</p>	<p>After 15 years at South Essex Homes, Simon Putt retired from his role as Head of Corporate Resources and Income Management on 30th December 2022.</p> <p>We understand how the current increases in utility costs and the rise in the cost of living are having a major impact on all. The team is continuing to work hard to help tenants to pay their rent and sustain their tenancies. Signposting tenants to the Citizens Advice Service and Support Services Officers for advice and support. If any of our tenants are struggling financially, please contact either the Tenancy and Support Services team or Specialist Income Management team so that we can offer advice.</p> <p>Leasehold services are continuing business as usual, reviewing and processing right-to-buy applications, and assisting leaseholders with queries. The team is currently preparing the estimated Service Charge statements.</p>

South Essex Homes' Service Area Updates – December 2022 - website

<p>Housing Services</p> <p>From Nicola Powell</p>	<p>Staffing</p> <p>We currently have a vacancy for a fixed-term, Tenancy Services Officer position covering West 3.</p> <p>Whilst we are going through the recruitment process, we appreciate your patience during this time. Residents residing within this area are advised to contact South Essex Homes by phoning 0800 833 160 if they require any assistance regarding their tenancy or support needs.</p> <p>Once we have successfully appointed to this position we will ensure that the internet is updated with the details of the new Tenancy Services Officer.</p> <p>Across the service</p> <p>The team is working hard to ensure that they are assisting those that are identified to be struggling with the cost-of-living crisis. As we see the temperatures reducing, we are seeing more residents being affected by the rising cost of fuel. The team is supporting residents to access grants and schemes to access much-needed funds, aiming to assist our residents with the rising cost of fuel, food, and other essential items. If you are experiencing financial hardship please do not hesitate to contact a member of our team.</p> <p>We have been working closely with our Resident Engagement Officer to support our residents living in our Hostel accommodation. Our Resident Engagement Officer obtain the support of Morgan Sindall to decorate some much-needed accommodation within hostels and we are set to access the South Essex Homes Staff Volunteering scheme to get volunteers to paint the communal lounges in hostels to make them a more inviting place for residents to use.</p> <p>Support Services and Resident Engagement have brightened up the festive period by hosting a wonderful Christmas party for families living in hostels. The team is working in partnership with the Toy drive to ensure that every child in the hostels receives a gift this Christmas.</p>
--	--