

South Essex Homes' Service Area Updates – August 2023 – website

DEPARTMENT	UPDATE
<p>Housing Community Safety Team</p> <p>From Anita McGinley</p>	<p>Laila Kricha has left the team to join the Resident Engagement Team, we are currently looking to hire a temp to cover this role.</p> <p>In the past couple of months, we have secured two injunctions and are currently working on a further three. We are gathering evidence at the moment for several serious significant ASB incidents at locations across the city. We also carried out events and promoted activity during ASB Awareness Week.</p>
<p>Corporate Services – Communications & Projects</p> <p>From Julia Pack</p>	<p>Insight reached residents after slight delay due to technical hitch with data extraction for rent statements.</p> <p>Managing the Shared Data Migration project for SEH from Council servers to SharePoint is a main focus at the moment, trying to make the process as simple as possible for our managers.</p> <p>Also doing work to make it easier for all staff and managers to monitor which policies and procedures are due for review.</p>
<p>Corporate Services – Executive & Governance</p> <p>From Carol Cooper</p>	<p>Executive and Governance have a new Admin Assistant starting mid-September.</p>
<p>Finance</p> <p>From Rebecca Coleman</p>	<p>We have almost finished our external audit now and will soon be budget setting. Our management fee bid needs to be submitted to the Council in September, so staff need to review their budgets for the past year for this. We are also currently setting services charges for next year.</p>

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<p>Property Services</p> <p>Health & Safety From Nigel Sutton</p> <p>Housing Attributes From Anthony Ambrose</p> <p>Compliance Team From Michael Bryant</p>	<p>We are currently working on the responsive repairs and voids tender. A new interim building safety manager will be starting on the 4th of September. Crouchmans boiler room upgrades have just been completed. A discussion is ongoing regarding our occupational health provider and the need for it.</p> <p>Stock condition surveys are continuing</p> <p>Workstream Updates: Procurement and other projects:</p> <ul style="list-style-type: none"> • The 2023/24 Procurement Plan has been approved by Council. • Aaron Services continue with the Gas Servicing & Maintenance contract (Y2). • Castle Point Gas & Heating continue with the boiler replacement programme (Y3). <ul style="list-style-type: none"> ○ Boiler replacement works at Crouchmans now completed. • Integrated Water Services continue with the Water Hygiene contract (Y4) <ul style="list-style-type: none"> ○ Colleagues must ensure a regime of flushing in communal facilities of sheltered & hostel accommodation and voids is undertaken. It is important that taps and showerheads are cleaned & flushed as appropriate where they have been idle for extended periods, and this is recorded, and water temperatures are monitored and recorded. <p>Steve Morl manages all the above contracts.</p> <ul style="list-style-type: none"> • M2324-01 - Door Entry, Emg Lighting & Associated Works – Paperwork being finalised before publication. • M2324-02 – Lift Refurbishment, awaiting approval to award (Gt Mead, Scott Hse, Furzefield, Kestrel Hse) • M2324-04 – Responsive Repairs & Voids Works – PQ stage published and closes for expressions of interest 29-Sept. MS will end their contract on 31st June 2024. <p>Other workstreams:</p> <ul style="list-style-type: none"> • Since 1st April we have been reporting on monthly compliance for Tenant Satisfaction Measures (TSM) for the six key H&S strands (Fire Safety, Asbestos, Water Safety, Electrical Safety, Gas Safety, and Lift Safety).
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	<ul style="list-style-type: none">• Graham Hart continues a regime of fire risk assessments to all blocks with six monthly visits to higher and medium rise buildings as well as dealing with fire related incidents and increasingly spending time on advising Tenancy colleagues in relation to scooter storage & charging within blocks.• To comply with legislative requirements, new photo-luminescent way finder signage is being procured for our high-rise blocks. Also, site plans are awaiting approval from Essex County Fire & Rescue Service (ECFRS) to meet new Building Safety Regulations.• The Door Maintenance Team have taken over the rollout of <i>Propeller</i>, where each door is asset tagged with a barcode which will allow accurate and real-time recording of future inspections and remedial works and compliance. The pilot was undertaken at Barringtons.
Specialist Income Management From Lauren Anderson	Business as usual. We are continuing to support residents in the collection of rent and arrears. Leasehold services are also currently going through the service charges.