MINUTES OF THE ESTATE FOCUS GROUP MEETING ON  
11th AUGUST at 10:00am  
AT THE CIVIC CENTRE

Officers: T Holliday (TH) – Estate Services Manager  
P Baker (PB) – Estate Services Admin Assistant  
S Rickard (SR) - Community Development Assistant

Residents: N Burn (NB), G Ashdown (GA), B Andrews (BA), G Scales (GS), C Thipthor (CT), P Nightingale (PN), T Brown (TB) and Y Raimo (YR)

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<th>Action</th>
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<td><strong>1. Apologies For Absence And Introductions.</strong></td>
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<td>S Frost, S Griffin and P Somerville were not present for this meeting.</td>
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<td><strong>2. Gardens In Bloom</strong></td>
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<td>SR informed the group that posters were displayed in blocks and social media was used to advertise GIB however so far only 10 entries have been received and the closing date is 12/08/2016. Communications team will be sending a reminder out on Facebook. Some entries have sent photos in and SR has 5 inspections to complete. All agreed on the current awarding system. There will be an additional GIB meeting in September for judging. TH suggested next year that maybe there could be a Sheltered Housing competition between schemes.</td>
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<td><strong>3. Minutes of previous meeting.</strong></td>
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<td>All agreed that previous minutes were accurate.</td>
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<td><strong>4. Matters Arising</strong></td>
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<td><strong>4.1 Items 4.1 – Refuse Collections and Refuse Bins</strong></td>
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<td>TH stated that additional bins have been ordered for Blackdown and Brecon to aid the current waste disposal issues. A recent meeting with Veolia confirmed that they were missing collections due to communications issues between their staff however this has now been resolved. TB stated that upon leaving for today’s meeting the general refuse bins were full already but wasn’t sure when a collection was due. PN stated that the food waste bin has a broken lid and TB stated this is very smelly and residents above cannot open their windows due to the smell. <strong>PB will inform Veolia.</strong></td>
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<td>TB also mentioned that there is litter blowing around the estate due to the bins being full/overflowing. TH stated that issues regarding waste collections in the Balmoral blocks should decrease/be resolved following the recent meeting with Veolia. TH stated that there could be a request for a third weekly collection but this would increase service charges. TB requested a separate meeting to discuss waste collection issues.</td>
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<td>BA stated that the recycling was not collection at Westwood when scheduled. <strong>PB to inform Veolia.</strong></td>
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<td>TH stated again that following a recent meeting with Veolia, all issues regarding waste collections have been discussed and Veolia management are monitoring these to prevent future issues. NB asked whether flatted properties are getting blue sacks or bins for recycling. <strong>TH stated that Veolia will inform residents when necessary of changes to recycling.</strong></td>
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### 4.2 Item 4.2 – Noticeboards
TH stated that noticeboards are currently being updated as well as additional boards on order. PN stated that the key provided by Sam Elliot does not fit the new noticeboard; TH will organise a key being delivered to PN.

### 4.3 Item 4.3 – Other Issues Raised Last Meeting
- TH stated that Ashley Seymour will attend the next Focus Group meeting as booked appointments prevented him being able to attend today.
- Westwood line painting will be included in the next programme of works.
- CT stated that contractors are still blocking space for emergency services/ambulances. TH is aware of this issue and Paul Longman has instructed that vehicles found to be parking in prohibited areas can be clamped.
- Previous item 7.6- gate was requested to be removed at Blackdown; TB stated this is now causing issues with bikes etc. going down the path at some speed. TH to look into whether this can be installed again.
- TB also stated that there were no ‘no smoking’ signs in the lifts. TH and PN stated that signs are present.
- TH stated that window cleaning is commencing in some blocks within the next two weeks. Nicholson House has already been completed; high level windows are not maintained by Caretaking Services but will be completed in due course.

### 5. Estate Services Update

#### 5.1 Caretaking Services Update
TH stated that the service is still working effectively under the output based specification basis and additional deep clean works are being completed across the borough. All members of the Caretaking Service are now included in weekend working.

TB asked whether blocks are going to be painted with anti-graffiti paint. **TH stated that this has been previously investigated and is still in hand.**

NB asked whether the Caretaking Team can sweep the bin cages/areas, **TH will pass this onto the team.**

#### 5.2 Recycling Update
Veolia are now in the process of delivering recycling sacks/materials to South Essex Homes properties and have also delivered materials to the Caretaking Department to give to residents when requested. CT stated that there has been no official notice of recycling changes; TH stated that Veolia will have to investigate the best methods of recycling for specific sites such as Nicholson where residents are disabled/less mobile.

TB stated that cardboard being left by the bins are not being collected and TH stated that this should be being picked up by Veolia. TH informed group to report any issues such as this on the day that it is missed so PB can inform Veolia.

Discussion then took place regarding refuse bins at Balmoral Estate.

TH reminded the group that Veolia are not fully to blame for issues with
waste/ waste collections but it is also the responsibility of residents to dispose waste correctly.

NB asked how fridges can be disposed. TH stated that this is a high cost to South Essex Homes to dispose; NB asked if they can be collected by Veolia and TH stated this can be arranged. PB gave NB details on how to contact Veolia to arrange this.

6. **Agenda Items For Next Meeting**

6.1 Ashley Seymour- Maintenance Technician to attend. TH to ask Veolia to attend to give update.

7. **Any Other Business**

7.1 **Item 7.1 – N Burn**
NB requested to speak to TH after the meeting regarding weeds on the Sherwood Way estate. TH agreed.

7.2 **Item 7.2 – B Andrews**
BA asked if information is going to be sent to residents regarding the blue bags for recycling. TH stated that this is being organised by Veolia and therefore Veolia will send out all relevant information to residents where necessary.

7.3 **Item 7.3 – P Nightingale**
PN stated that there are lights out in the garage site and issues raised in the previous estate walkabout have not all been resolved. PB stated that the broken lamppost in the garage site is in hand to be resolved and any other issues can be raised with the Contact Centre if PN has reference numbers for the previous works. TB stated that the garages are in poor condition and no further works have been completed. TH to speak to Paul Longman regarding the development of the garage site.

7.4 **Item 7.4 – T Brown**
TB stated that the litter bins on the Balmoral Estate don’t have liners and this is causing issues. TH stated that caretaking teams are going to use black bags in the bins and TH is in the process of ordering new inserts and bins to install in the Balmoral Estate and other sites. TB also stated that contractors who are clearing properties are leaving mess and rubbish in the bin rooms and on the landings. TH will inform Paul Longman of this.

7.4i **Item 7.4i – T Brown**
BA then mentioned that contractors also leave windows open in void properties when completing works. TH stated he will report this as well but the group also discussed that issues such as this could be reported via Careline and needs to be raised in the Repairs Focus Group Meeting.

7.5 **Item 7.5 – G Ashdown**
GA requested whether no ball game signs can be installed in East Street and Sutton Road. TH to discuss with Rianne Lowe and install signage.

7.6 **Item 7.6 – C Thipthorpe**
CT stated that the ex-warden’s garden at Nicholson House was cut but now overgrown again. PB stated that this is now regularly maintained by the grounds maintenance team as they collect the key from herself. CT asked whether the garden could just be paved over as it isn’t used, TH stated that this isn’t probably but advised to speak to Margaret Hutchings.

8. **Date of next meeting** – 8th December 2016