Estates Focus Group Meeting
Thursday 26th October 2017

Minutes of Meeting

Present:

Rob Brushette (RB), Craig Judge (CJ), Steve Nunn (SN), Resident (PS), Resident (PN), Resident (BA), Resident (TB), Resident (YR), Resident (TW), Sue Rickard (SR)

1 **Welcome**

CJ welcomed everyone to the meeting.

TB brought along TW from the Balmoral Estate and asked if the group would be happy for TW to become a member. Everyone was happy for TW to become a part of this group and welcomed her.

2 **Apologies**

Apologies were received from three residents.

SR stated GS wishes to resign from this group; everyone thanked him for his work and wishes him the best for the future.

3 **Minutes of last meeting and matters arising**

The minutes were agreed to be a true record.

**Matters Arising**

CJ stated Donna has taken over from Pheobe whilst she is on maternity and will be dealing with Grounds Maintenance.

CJ stated he is still trying to get Veolia to come to a meeting and will continue to try and get them in.

Handyman Service – Steve Nunn is here today to give an update.

4 **General Update on Estates Services**

**Caretaking**

CJ stated that large containers have appeared on the estates and this is part of a fire exercise. Any bulk rubbish will go in these and this way bulk rubbish is away from the blocks and is fire safe. The Bulk Team have three designated areas and they will be piloting this to see if it is successful.

TB queried the only issue with these containers is the security risk at night time, cars on the Balmoral Estate have been interfered with already.

CJ stated that was the only place the container could be put on the Balmoral Estate due to
fire safety and security. CJ stated he will pass on TB comments to Tony Holliday.

CJ stated Gordon is now back to Caretaking at Blackdown and Nicholson House has a new Caretaker.

TB asked at Brecon and Grampian is there only one Caretaker per block? CJ stated the blocks actually have three caretakers and they each do their own block.

TB stated the Tenancy Assistant - Donna Vincent recently did an Estate Walkabout through Brecon and Blackdown and was concerned the drying rooms were in a bad state and the communal areas were a problem.

Balmoral recently had a resident’s open meeting and there was a lot of concern around the caretaking on the blocks. TB state Sam Elliott and the Tenancy Officer attended the meeting, CJ stated himself or RB have not heard anything regarding these concerns.

TB stated the residents at Grampian and Brecon were not happy with the maintenance and Caretaking, Cllr Margaret Bolton also did a walkabout last week and was concerned about the floors and drying rooms.

TB queried the Fire safety doors are not working and there are still no Fire Safety Signs, CJ stated this is a repairs issue and should be reported to them.

TB stated the street lights are not working; CJ stated this will also be repairs.

TB stated at the last Fire Safety meeting, Mike Gatrell said the Caretakers do regular walkabouts around the blocks and report any problems regarding fire safety. Also at the meeting Paul Longman said if anyone has any concerns to report it to the Caretakers.

RB stated he recently went round the estate with the Group manager and she was very happy with the floors, RB stated it is a communal area and they will be cleaned but not to everyone’s standards.

RB asked TB what was wrong with the drying rooms, TB stated the windows are not cleaned, CJ stated if there is washing in there then the caretakers cannot go in there to clean. TB stated the windows have not been cleaned in the drying rooms for a couple of years, RB stated they were done last year.

CJ stated he has not heard anything from Donna Vincent or Cllr Margaret Bolton about their concerns on this.

CJ stated himself and RB are always happy to attend residents meetings but they need to be invited. CJ and RB to speak to TB about his concerns after the meeting.

YR queried the boxes used for recycling; when the dustman come and collect them they leave the boxes in the road which is very dangerous.

CJ stated Veolia has been asked to use the blue bags as there is a problem with them doing this around the Borough.

BA queried their last estate walkabout was cancelled, RB stated Tracey Williams did come but she said no residents attended however there were a couple of things brought up. CJ stated Christchurch and Nursery Place landings are waiting to be cleaned; they are waiting for power to put in so they can use the machines.

CJ stated the new machines are ready for any caretaker to use but they need power in the blocks as the battery does not last long.
BA queried the Grounds Maintenance at Christchurch, the front grass has been done but nothing has been done around the back, CJ stated he will speak to Nigel.

The Fire Doors seals at Barringtons have not been done, CJ stated he will speak to Kerry Sinclair after today’s meeting.

PS asked if they can have an extra bin at Nicholson House as the recycling bags are being left out as the current bins have filled up. CJ stated they are currently looking at a new bin area for Nicholson House; they are looking to knock the current bin area down and put a cage in for safety reasons. CJ stated he will give Clive Digby a nudge and try and get some information for the next meeting.

5 Update from Maintenance Technician – Steve Nunn

SN is currently covering Ashley Seymour and is going round doing the maintenance at Bewley, Longman, Temple, Sutton and now the Balmoral Estate.

SN stated he has been able to get most of the windows cleaned on the Balmoral Estate but it has been hard to get in to properties due to people working.

SN has sent out a letter to let residents know he will be servicing the windows, if they are not in he will leave a calling card for them to call to book an appointment. If he still does not hear then he will pass onto the Tenancy team.

SN said he is checking the safety and making sure the windows are fit for purpose.

SN stated he is going round all the high rise blocks and also getting the fire notices up in the flats. SN confirmed Balmoral is nearly all done.

SN stated he has done all of the town centre blocks, and still has more to do at Cecil, Beaver Tower and Bewley Court.

CJ stated when Ashley comes back he will be going round the blocks to do the Gerda doors.

TB queried the ventilation shafts in the stairwells, the grills have been removed in the shaft at Blackdown, CJ stated they have put through urgent repairs for the Gerda doors that have been damaged.

6 Agenda Items for next meeting

- Veolia

7 Any other Business

TB stated there is a van that keeps blocking the entrance at Brecon so Veolia is missing pick ups

The main entrance doors have been recently painted but the blue on the doors are coming off and there is rust coming through on the bottom. SN stated he will pop up and get some photographs of this.

TB stated he has been told Caretaking cannot remove the graffiti that is on the walls, CJ said they have the graffiti remover so they should be able to use that.

TB stated the drains by Brecon are blocked solid, CJ stated Corys used to clear this but Veolia does not, CJ to speak to Dave Kerner.

TB stated there is still a broken street light at Brecon, he was told it was not South Essex Homes responsibility but the surveyor said it was, but was told they do not have the facility
to do this. BA stated he attended the planned maintenance focus group and said he will get the details from TB and discuss at the focus group.

Rough sleeper – if anyone is concerned call the 0800 number and they will get the guard patrols to go round.

TB asked what about if it’s during the day, CJ said to call the ASB number, TB stated he has done that and was told by Joe Osborne that they don’t have the facility or staff to deal with this.

BA stated he went out to do a void inspection at Brecon and thought it was quite nice and clean.

RB and CJ stated he will meet with TB and go round Brecon, Grampian and Blackdown to see the issues

8 Date of next meeting

The next meeting was due to take place on Thursday 7th December but will be cancelled due to this meeting taking place.

The 2018 dates will be booked and you will be informed.