The South Essex Homes
Resident Newsletter
Summer 2019 issue!

Be part of it!

You are never alone with Careline SOS

Morgan Sindall's Grounds Work Apprentice

Meet Corrinne

REAL PEOPLE'S STORIES

HELPFUL HINTS & TIPS!

INSIDE THIS ISSUE...

TEMPORARY ACCOMMODATION

How we help at hostels

GET THE KIDS OUT THIS SUMMER

CRIMESTOPPERS

WHO IS TAKING CARE OF YOUR PATCH?

AND LOTS MORE...
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 with 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 20th September 2019.

We held a Resident Recognition Event in May to celebrate the fantastic contribution that our residents have made to the success of South Essex Homes.

The Event took place in the Park Inn Palace Ballroom on Southend seafront and was attended by over 100 invited residents, staff members and contractors.

Residents, who have played a part in helping South Essex Homes over the past year, enjoyed afternoon tea and live music, along with a short awards ceremony for those who had been nominated by teams across the organisation.

South Essex Homes can only exist with the support of the residents that we work for – so this annual event is our way of showing our appreciation and recognising the time and effort that residents volunteer to make a difference in their community.

Thank you to our contractors Morgan Sindall for sponsoring the awards and to everyone who came along on the day!

Betty, one of our award winners as nominated by the CarelineSOS team, unfortunately could not make it along to the Event as she was poorly in hospital.

Senior Careline Services Officers Kevin Derbyshire and Caroline Taylor therefore popped along on their day off to visit Betty in hospital and deliver her award soon after, with several members of hospital staff looking on.

Kevin and Caroline very much enjoyed visiting Betty, who received the award for brightening up our Officers’ days whenever they speak to her for her daily check in call – and Betty was thrilled with her award!
Despite being slow in starting, at the time of writing we are enjoying a run of nice summer days so I hope that is continuing by the time this magazine hits your doormats!

In this issue we take a closer look at our hostels and find out a bit more about the temporary accommodation schemes we run on behalf of the Council where, as you will see, there is some excellent work going on to help people who find themselves in times of need.

My 3-year-old Golden Retriever Tilly is the cover model for this issue! I took this photo during a lovely walk over at Two Tree Island in early July. If you’ve never ventured over there for a walk, I highly recommend it!

As always, please get in touch if you have any stories or photos to share or if you want to ask any questions – remember we give away a £10 voucher for each of your stories we print!

Insight will be back with an autumn issue in late October so I hope you enjoy the rest of the summer.

Best wishes
Julia
In total, the buildings we manage provide around 100 hostel rooms for use of individuals and families. These rooms are allocated by the Council to people who present themselves with nowhere to live, to prevent them from becoming homeless. They are intended to provide short term emergency accommodation whilst longer term housing solutions are found, however with a lack of social housing properties available, residents often end up staying in a hostel room for several months before moving on.

The people who come to live in hostel accommodation often have very complex personal situations. They range from young care leavers who are very vulnerable with nowhere else to turn, through to families who have fallen on hard times. Many new residents arrive at the hostels with no earthly possessions other than the clothes on their backs.

Our Support Services Officers look to make residents as welcome as possible and to work alongside other agencies in the town to help residents to face their crises with a view to helping them better their situation and make longer term plans.

Maria said: “By liaising directly with residents and giving them a helping hand in the form of basic kitchen items, clothes and food parcels, we hope to give them a positive start to their time in hostels. We then offer ongoing support, whilst encouraging them to take steps to seek additional help that is available to them. This prevents them having to find the money for essential items themselves, which therefore gives them a chance to hopefully get on top of their finances during their time with us.”

Chaucer House consists of 24 rooms, made up of 22 studio flats and 2 one-bedroomed flats, each with kitchenette and private WC. These rooms are mainly offered to families and can sometimes house up to 6 people in one room.

**What help do we provide?**

**Foodbank**

Chaucer House has its own food & essential items store which residents are welcome to visit to re-stock their cupboards. This is stocked through donations from staff members and members of the public.

We have been working with the charity FareShare for some time, whereby we are able to collect surplus food from Tesco Esso in Southchurch Road (when it is nearing or on its ‘use by’ date but still good to eat) to then redistribute to people living in our hostels.

Asda in Shoebury has also just signed up as a brand new FareShare store so this will provide us with an extra pick up point to be able to help our temporary accommodation residents.
Community garden & Play Area

Our friends at Project49 have helped us to regenerate the beautiful garden space at Chaucer House. Now, residents themselves help with its upkeep and in doing so can benefit by eating the fresh fruit and vegetables being successfully grown there!

There is also a separate play area for children, with space for parents to meet and chat.

Clothes store

Thanks to donations we have received from the community, we have acquired a stock of men’s, women’s and children’s clothing that we can offer residents should they need them.

Holiday Hunger Club

Maria recently met with Asda’s Community Champions, as a result of which they have agreed to provide funding for a Holiday Hunger Club.

During school term time, children from lower income families are able to get free school meals provided for them. However during holiday times when the free meals are not available, the parents of those children sometimes struggle to be able to afford to feed them.

Through the generous Asda funding of £1000, Chaucer House will be open one day a week across the school summer holidays to provide a free lunch to all children living in hostel accommodation and their families, and to provide a food parcel for them to take home to keep them going through the rest of the week.

Extra Funding

Additionally, through our local FareShare Co-ordinator we were successfully put forward to receive funding from Esso which will pay for the supply of emergency packs of crockery, cutlery and kitchen equipment - for people who arrive in hostel accommodation without these basic items.

What help do we need?

Our Officers’ availability is limited and unfortunately doesn’t stretch to allow them time to properly sort out the clothing donations in the shed nor keep on top of restocking the food & essentials store.

If anyone is able to offer their time to help keep these vital services running, then we would welcome help from volunteers. If you would like to get involved, please contact the team on 01702 212650.
‘Get the Kids Out’ is a Southend-based group that organises affordable family trips in school holidays – ensuring that no child needs to miss out on experiencing fun days out!

 Everyone is welcome to join in, so please take a look at the upcoming trips during the school summer holidays listed below...

**Discounted days out for residents!**

**Paradise Wildlife Park, Hertfordshire - 5th August 2019**
£19.50 per person, under 2s get free entry into the park, but will require a coach seat.
8.45am departure - return to Southend at approximately 6pm.

**Frinton-on-Sea, Essex - beautiful sandy beach - 13th August 2019**
£11 per person. 8.15am departure - return to Southend at approximately 6pm.

**Diggerland, Kent - 19th August 2019**
£25 per person. Under 3s get free entry into park, but will require a coach seat.
8.30am departure - return to Southend at approximately 6.30pm.

**Old Macdonald’s Farm, Brentwood - 15th August 2019**
£15 per person. Under 3s get free entry into park, but will require a coach seat.
9am departure - return to Southend at approximately 5.30pm.

Children under 2 will need to pay for a seat unless they sit on an adult’s lap.

Coaches leave and return from the bus stop behind the Odeon and Sainsbury’s on London Road opposite Southend Victoria train station.

A non-refundable deposit is required to secure your place - please contact ‘Get the Kids Out’ for information, as deposit amounts vary depending on the trip. Payments can be made at The Hub in Victoria Shopping Centre or via bank transfer.

With any enquiries, please call 01702 611199 or message their Facebook page www.facebook.com/getthekidsout.

---

**Subcultures**

**Date:** Now until 05 October 2019

**Venue:** Beecroft Art Gallery, Victoria Ave, Southend-on-Sea

Discover Southend’s subcultures through clothing, photographs and memorabilia. From the Southend punk scene, to mods, rockers and beyond this exhibition explores subcultures both past and present.

**Priory Park Bandstand Programme**

**Date:** Every Saturday and Sunday in July, August and September  
**Time:** 15:00 – 17:00  
**Venue:** Priory Park Bandstand

Free live music from a variety of different bands throughout the summer – check out www.visitsouthend.co.uk for full listings

**Southend Planetarium**

**Date:** Now until 14 December 2019  
**Time:** 10:00 - 16:00  
**Venue:** Southend Planetarium

The event will be held in Southend Central Museum, Victoria Avenue, Southend-on-Sea, SS2 6EW, and is Adult £5.00, Concession £4.00, Family Ticket £16.00 to attend. Southend Planetarium offers visitors an unique experience and can seat around 20 people.

All our presentations are given live, giving plenty of opportunity for any questions you may wish to ask from our knowledgeable lecturers. Pre-booked groups are welcomed from Tuesdays to Saturdays. We recommend contacting us to confirm seat availability and current programme.

For more information and to book seats please visit the Southend Museum’s Planetarium webpage.
Crimestoppers is an independent charity that gives you the power to speak up to stop crime, 100% anonymously. Whoever you are, wherever you live, from communities to companies. By phone and online, 24/7, 365 days a year. They also share advice on how to protect the people you care about from crime, so everyone can feel safe.

After receiving your call or a completed anonymous online form, Crimestoppers create a report that brings together all the information you gave them, making sure it doesn’t contain any information that could identify you. Your report is sent to the relevant authority with the legal responsibility to investigate crimes, make arrests and charge people in order to bring them to justice. This could be your local police force or an agency such as the UK Border Agency or HM Revenue & Customs.

We know that it can be difficult to come forward with information. You might have seen or heard something about a crime but don’t know what to do, or are scared to give information. It’s easy to think there is nothing you can do, but Crimestoppers offers you a safe way to do this.

The information below is taken from their website www.crimestoppers-uk.org. Please visit the website or call them for further information.

The Crimestoppers guarantee

Our service is unique and designed to protect your identity, whether you call us on 0800 555 111 or submit our anonymous online form.

In all the years that we have been running, no one has ever been identified after giving information. It is vital that we guarantee your anonymity because if your identity became known, our reputation would be seriously damaged.

We guarantee:

- You will not be asked to reveal your name or any personal details.
- We will listen to any information you have on a crime.
- Your call will not be recorded.
- We have no caller line display, no 1471 facility and have never traced a call.
- Online reports have the same level of anonymity as phone calls.
- Our specially trained call agents will support you through the process and make sure your report contains no information that could identify you.
- We do not make a note of gender, accents, apparent age or ethnicity of any caller.
- Even if you give personal details, they will not be recorded, and we will pass information to the relevant authority without revealing your identity.
- The only person who knows you contacted us with information is you. And your information can make a real difference. Around 10 people are arrested and charged every day as a result of information given to Crimestoppers. Since we were founded, we have been responsible for more than 144,000 people being arrested and charged with a crime, for over £136 million worth of stolen goods being recovered, and for over £346 million worth of illegal drugs being seized.
- No police.
- No witness statements.
- No courts.

We don’t judge. We just listen to what you know and pass it on for you. 100% anonymous. Always.

Ready to contact us? Give information about crime anonymously.

Crimestoppers is not an emergency service and if you see a crime taking place you should ring 999 to report it immediately.
You are not alone...

Today, we all care about our personal safety and want to stay independent and be secure in our own homes. We can feel vulnerable or at risk whatever our age or personal circumstances. Any of us can have an accident, a sudden illness, be threatened by an intruder in our own home or just become less able. Families worry about parents and parents don’t want to be a burden on their children. We can offer a service that may help to lessen those fears and provide reassurance and peace of mind. Our services provide a fast, easy and reliable way to get help for you whatever the time of day or night. CarelineSOS offers a confidential support service 24 hours a day, 7 days a week, 365 days a year.

How it works

Help with push of a button

Step 1
If you need help, simply activate your alarm by pressing the button on your pendant or base unit.

Step 2
A signal is then sent to the monitoring centre and answered by an operator, who will know who you are, where you are and your emergency contacts.

Step 3
Using the microphone, you will be able to speak with the operator.

Step 4
Appropriate assistance will be called to help, even if you are unable to communicate.

Products and Pricing

Monthly unit rental plus monitoring costs just £13.99 per month, payable by Direct Debit. Our personal alarm is simple to set up and use. The unit plugs into your telephone line and the wearable pendant is pressed whenever you need assistance.

• UK based response team on hand 24 hours, 365 days a year.
• Important medical information securely stored for use in an emergency.
• Includes Alarm unit, pendant and wrist strap, which are quick and easy to install by you in your own home.
• No hidden fees. You can cancel at any time. (One month’s notice required)

Terms and Conditions apply. A one-off set up fee of £39.99 is payable for all new customers.

Optional extras

You can also purchase a key safe through us if you would like to, or arrange for Home Installation of your CarelineSOS alarm unit – ask us for more details.
How to Order
There are two methods available to place your order for CarelineSOS:

1. Online
Please visit our brand new website www.carelinesos.co.uk ...where you or your family members can place an order for CarelineSOS and provide us with all the information we need to set up your service, via a simple and secure online form.

2. By Telephone
Please call us on 0800 833162 (option 1) ...at any time to speak to one of our helpful, friendly and knowledgeable Careline Services Officers.

Want to know more before making your decision?
If you have any questions about the services offered by CarelineSOS, we are more than happy to answer them for you!
Please send an e-mail to info@carelinesos.co.uk or call us on 0800 833162 (option 1)

CarelineSOS offers a confidential support service 24 hours a day, 7 days a week, 365 days a year.

Order before 30th September 2019 and receive a £10 M&S voucher!
Our eleven Tenancy Officers are each allocated a ‘patch’ of the town, with each patch containing a similar number of households. It is the Tenancy Officer’s job, together with Tenancy Assistants and other frontline teams, to manage the tenancies of the people living within their patch to ensure you get the relevant support. The map on this page roughly shows how the patches are broken down, so look for your area on the map, then refer to the corresponding coloured text box below for the name of your officer and a complete list of the roads that their patch covers.

We have been asked to re-print this page having first included it in the Autumn 2018 issue of Insight. Please note that some of the Officers have changed or the roles are being covered on a temporary basis due to secondment or maternity leave.

If you ever need to contact us regarding any issues with your tenancy, you can email your Tenancy Officer direct. You can also contact them via our Contact Centre on 0800 833160 or call the office directly on 01702 212209 or 01702 212210.

**TAKING CARE OF YOUR PATCH**

**PAULA DE’ATH**
paulade’ath@seh.southend.gov.uk

ARTERIAL ROAD
AVENUE ROAD
BEAVER TOWER
BELLHOUSE LANE
BIRCHE CLOSE
BRADFORDBURY
BRENDON WAY
BROOKFIELD
COTTAGES
CROFT CLOSE
DANESCOFT CLOSE
DANESCOFT DRIVE
EAST STREET LEIGH
EASTWOOD OLD ROAD
EASTWOOD ROAD
NORTH
EATON ROAD
ELMSLEIGH ROAD
FLEMMING CRESCENT

FURZEFIELD
HILDAVILLE DRIVE
IRVINGTON CLOSE
LITTLE FRETCHES
MANSELL CLOSE
MUSSETT HOUSE
NESTUDA HOUSE
RAYLEIGH DRIVE
RECTORY GROVE
ROTHWELL CLOSE
SNIER HOUSE
SHANNON CLOSE
SNAKES LANE
WEST STREET
WESTWOOD
WOODBURY CLOSE
WODLEIGH AVENUE

**KATY BROWN**
katybrown@seh.southend.gov.uk

ALTON GARDENS
AUDLEY’S CLOSE
AVRO ROAD
BISHOP HOUSE
CAROLINES CLOSE
CRANSTON AVENUE
DENTON AVENUE
DENTON CLOSE
DEREK GARDENS
EASTWOOD CLOSE
EASTWOODBURY CRES
EASTWOODBURY LANE
HORNBY AVENUE
HORNBY CLOSE

LAKENHAM HOUSE
LUNDY CLOSE
MANNERS WAY
NAYLAND HOUSE
NEIL ARMSTRONG WAY
NIGHTINGALE CLOSE
PRINCE AVENUE
PURLEY WAY
ROCHFORD ROAD
SCOTT HOUSE
SIDMOUTH AVENUE
WESTERN APPROACHES

**ROSS BASSAN**
rossbassan@seh.southend.gov.uk

BRIDGWATER DRIVE
BROOMFIELD AVENUE
BRUTON AVENUE
CECIL COURT
CHARLES CLOSE
CHEDDAR AVENUE
DANBURY CLOSE
DUNSTER AVENUE
FAIRVIEW DRIVE
HARDWICK COURT
HIGHBANK CLOSE
HURST WAY
JONES CLOSE
JUNIPER ROAD
MARTOCK AVENUE
MENDIP CRESCENT
MENDIP ROAD
SANDHURST CRESCENT
ST MARYS COURT
STONEHILL CLOSE
STONEHILL ROAD
THE MENDIPS
THISTLEY CLOSE
TIPTREE CLOSE
TREECOT DRIVE
TREELAWN DRIVE
VICTORIA AVENUE

NORFOLK AVENUE
NORTHVILLE DRIVE
PAVILION DRIVE
PICKETTS AVENUE
PRITTLEWELL CHASE
QUEEN ANNES DRIVE
RANDOLPH CLOSE
ROCHESTER DRIVE
SPRINGFIELD DRIVE
SUFFOLK AVENUE
SURREY AVENUE
TRAFFORD HOUSE
WENHAM DRIVE
WESTBOURNE GROVE
YANTLET

**GRAEME MOORE**
graememoore@seh.southend.gov.uk

ALEXANDRA ROAD
ARGYLL ROAD
BALTIC AVENUE
BLACKDOWN
BOSTON AVENUE
BRECON
BUCKINGHAM HOUSE
BURL MILL CHASE
CEYLON ROAD
CHINCHILLA ROAD
CLAREMONT ROAD
CRANLEY AVENUE

**LORRAINE GAUDYN**
lorrainegaudyn@seh.southend.gov.uk

ADAMS ELM HOUSE
BLENEHEIM CHASE
CARLTON AVENUE
CLEVELAND DRIVE
COLEMAN AVENUES
DARLINGHURST GROVE
FAIRFAX DRIVE
FOSSTAL CLOSE
GAINSBOURGH DRIVE
HARRIDGE CLOSE
HARRIDGE ROAD
HUNTERS LODGE
INVERNESS AVENUE
KENT AVENUE
MANCHESTER DRIVE

NORWICH AVENUE
NORTHVILLE DRIVE
PAVILION DRIVE
PICKETTS AVENUE
PRITTLEWELL CHASE
QUEEN ANNES DRIVE
RANDOLPH CLOSE
ROCHESTER DRIVE
SPRINGFIELD DRIVE
SUFFOLK AVENUE
SURREY AVENUE
TRAFFORD HOUSE
WENHAM DRIVE
WESTBOURNE GROVE
YANTLET

keep track of any changes on our website
Welcome back to Leasehold Matters, the section in Insight devoted to Leaseholders.

A big thank you to everyone who attended the recent Leasehold Event. If you were unable to make it, we will be hosting a couple of drop-in sessions at the Civic Centre in December. Please see the information box below. In this issue we have a variety of information which our Focus Group Members suggested we include.

Wishing you all an enjoyable summer!

Best Wishes

Jan

Leasehold Drop-in Events
Tuesday 10th December 2019
5.30pm-7pm Committee Room 7

Wednesday 11th December 2019
5.30pm-7pm Committee Room 7
A member of the team will be on hand to deal with any queries in person. Both events will be held at the Civic Centre, Victoria Avenue, Southend-on-Sea, SS2 6FY

Water Saving Equipment
Essex and Suffolk Water are currently offering Water Saving kits to households across Essex and Suffolk. There are numerous devices available for all areas of your home. Best of all; it’s free! Visit the website below and you can order a variety of products to help save water in the garden, kitchen and bathroom:
www.esw.watersavingkit.com

Reporting Repairs at your block
By far the easiest way to report a repair is to call our Customer Service Team on 0800 833 160. The Team take calls between 08:45 - 17:15 Monday to Friday.
When you speak with a Customer Services Officer, they will be able to provide you with a reference number and provide you with a target completion date. If there are any issues with the repair after it has been completed please quote the reference number and the Team will be able to assist with resolving problems.
Contacting the Leasehold Team is likely to lead to a slight delay in getting a repair raised. This is because we are unable to raise repairs directly and have to request the Customer Service Team to raise them for us.

Non urgent repair required which is out of office hours?
If you are unable to contact the Customer Service Team during office hours you can report repairs on our website!
Please visit www.southessexhomes.co.uk and click on the ‘report repair’ icon on the home page.
In an emergency our out of hours service can be reached by calling 0800 833 160.

Interested in attending a Focus Group Meeting?
The Group’s next meeting is on Tuesday 15th October 2019 between 2pm-4pm at the Civic Centre in Committee Room 6. No need to book just head along!

SMART HEATING CONTROL UNITS
A number of our residents have expressed an interest in installing a Smart control unit (such as Nest, Hive, etc) to the heating system in their home.
Whilst we appreciate the benefits of Smart heating control units, we have no plans at present to fit these units into the homes we manage, as the controls already fitted to heating systems meet all the necessary regulations.
Please also note that we do not permit residents to fit their own Smart heating control units (or make any of their own alterations to their heating system), as ongoing responsibility for the upkeep of this equipment sits with us.
Therefore please be aware that if our gas service provider (Aaron Services) is called to repair a system where a Smart heating control unit has been fitted, the cost of the repair will be charged to the tenant.
If you have any further questions on this issue please contact your Tenancy Officer.
IT PAYS TO PAY!

All tenants with a clear rent account (for at least 31 days) are automatically entered in our monthly prize draw, with the chance to win one of four prizes. The prizes that are awarded are:

- 1st – One £100 voucher
- 2nd – One £75 voucher
- 3rd – One £50 voucher
- 4th – One £25 voucher

The lucky winners are able to choose a High Street voucher of their choice, including major supermarkets. The winners are selected at random at the end of each month and notified of their prize directly. So it really does pay to pay!

If you are struggling to pay your rent please make contact with the Specialist Income Management Team on 0800 833 160 at the earliest opportunity, so they are able to offer support and help.

Terms and Conditions

- Tenants must have a clear rent account with no arrears for a minimum of 31 consecutive days
- All tenants with a clear rent account will be entered into the draw
- One prize per household
- Only South Essex Homes’ tenants will be entered into the draw
- Tenants who are in breach of any tenancy conditions may not be eligible for a prize
- The prizes are non-exchangeable and are not redeemable for cash or other prizes

Don’t just take our word for it, one of last year’s winners was pleased to share her experience with us:

“IT was very well received, as I won a £100 voucher for Marks and Spencer, back in December, I was able to treat the family to some lovely biscuits just in time for Christmas.”

YOUR CHANCE TO WIN £100

If you would like a further chance of winning £100, all you need to do is allow gas safety engineers from Aaron Services to have access to your home on their first service appointment.

One resident each month will be drawn at random by Aaron Services from the list of residents who have allowed them to service their appliance on the first visit to their home.

Operatives from Aaron Services are responsible for carrying out essential gas safety visits. Allowing them access is essential as it literally could mean the difference between life and death.

We would like to remind all residents to always ask to see the ID badges of any operatives who visit your home. ID badges should include a photograph, company name and telephone number so you can check the operative’s identity.

Don’t be afraid to ask them to wait while you confirm by telephone their ID, as a genuine visitor should not mind that you do this. If in doubt, contact Aaron Services on 01702 415890 or South Essex Homes on 0800 833 160.
Corrinne Brown
Apprentice Groundsperson

Basworx and South Essex Homes

When Corrinne started with Morgan Sindall Property Services (MSPS) back in January, she was long term unemployed, and her confidence was at an all-time low. Occasionally she did odd jobs here and there but was finding it very difficult to find a full time job.

Corrinne heard about the Basworx ‘work to learn’ program from the employment coach at the Jobcentre Plus. She had seen MSPS vans driving about, and saw this as a great opportunity to work for MSPS as well as gaining industry recognised qualifications and work experience for her C.V.

After completing Basworx, Corrinne was apprehensive about the future, she had made great friendships in the program and had enjoyed the routine of being at work.

MSPS’ Promise

As part of the Basworx programme all trainees are offered a guaranteed interview and continued support until an apprenticeship or employment has been secured.

At Corrinne’s interview she demonstrated a real interest in construction, and was keen to learn - an apprenticeship being ideal. In the meantime, she had secured a job at a local warehouse but she really wanted to learn a trade and develop her skills.

Although they had no suitable roles at the time - they kept Corrinne’s information on file and as soon as they had a vacancy they let Corrinne know.

Looking to the future

A role became available on the new contract that MSPS secured with South Essex Homes. Corrinne lives in Southend - so was a perfect fit. The vacancy was for an Apprentice Grounds Work Operative- and Corrinne started her role in May.

MSPS caught up with Corrinne to find out how she is finding her new role and she said, ‘The role is going good and I am part of a great team. Gary who I am shadowing is very patient and I am learning new skills every day’

‘I am looking forward to September as that is when I start college so I can understand the processes in more detail, I am grateful to MSPS for the opportunities I’ve had since completing the traineeship and I’d recommend it to anyone who is out of work and looking for a new opportunity’

Residents’ Case Studies

During MSPS’s first set of Digital Workshops at Scott House and Bishop House in June, they assisted a number of residents to get online – here are a few examples of how they helped:

Supporting Residents

MSPS helped Derek by setting up an email account on his iPad and syncing it with his mobile phone. Derek had many pictures of his granddaughter on his iPad which he wanted to share with his son via WhatsApp/email. To accommodate that they set up a One Drive account for faster transfer of his gallery pictures. Derek had thought he’d have to send the pictures one by one via email due to their size. Derek was also unsure of what ‘cc’ and ‘bcc’ meant in emails and they explained this and showed him where the email address of the recipient should go, the benefits of adding a subject and where the body of the text goes and how to attach from gallery/One Drive.

Small Successes that Increase Quality of Life

Dora had only been using her tablet to play games, she previously had a music app which she loved however it had stopped working. MSPS found out that the app had been replaced by a new version. Once they downloaded the new version they tested it out and the reggae music she loves came flooding out - the joy on her face was brilliant. Dora said “I’ll have it on whilst I’m tidying up and when I’m cooking, and it will make such a difference”

Understanding Needs

Angela has early onset dementia and had forgotten the password for her email address. She had a login previously and wanted it to be the same but as that name had already been used it was rejected. MSPS suggested to add a number in order to make it different but not so much that it became difficult to remember. She chose one and agreed to set her phone up to remember her password for her as it was a personal device not a shared one, which was a function she never knew existed.
DO YOU STRUGGLE TO GET ONLINE?

Would you like help with using your smart phone, filling in online forms, or doing your banking online?

Morgan Sindall Property Services are organising a series of Digital Workshops at Sheltered Housing schemes across Southend, to take place every two months up to the end of next year.

These sessions are open to ALL residents, not just those living at the schemes - so come along and enjoy a cup of tea and a slice of cake while they answer your questions about all things digital.

The next workshops will be held on Monday 19th August as follows:
10am - 12pm at Crouchmans, 46 Centurion Close, Shoeburyness, SS3 9UT
2pm - 4pm at Great Mead, 200 Frobisher Way, Shoeburyness, SS3 8XJ

Where you will learn about...

Smart phones
- Apps
- Video calls
- Voicemail
- Photo messaging
- Photos albums
- New contacts

Staying safe
- Creating passwords
- Scam emails
- Opening/saving files

Social media
- Facebook
- Twitter
- Instagram
- YouTube

Saving money
- Online banking
- Electricity/Gas
- Broadband

Online shopping
- Food shopping
- Amazon
- Ebay
- PayPal account

Council services
- Log a repair
- Council tax
- Rubbish collection
- Citizenship

Please bring your own device (laptop, tablet or mobile phone).
Don't have your own device? Don't worry - you can use one of ours!

This workshop is free to attend and everyone is welcome.
If you have any questions please email CSRbox@morgansindall.com.

Take a look at the table below to find out what month the Digital Workshop is scheduled to be held at other schemes in the borough. The exact dates and times are yet to be confirmed so please look out for more event details nearer the time!

<table>
<thead>
<tr>
<th>Sheltered schemes</th>
<th>Month Digital Inclusion Sessions taking place</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kestrel House</td>
<td>October 2019 (morning)</td>
</tr>
<tr>
<td>Nayland House</td>
<td>October 2019 (afternoon)</td>
</tr>
<tr>
<td>Keats House</td>
<td>December 2019 (morning)</td>
</tr>
<tr>
<td>The Jordans</td>
<td>December 2019 (afternoon)</td>
</tr>
<tr>
<td>Nicholson House</td>
<td>February 2020 (morning)</td>
</tr>
<tr>
<td>Trevett House</td>
<td>February 2020 (afternoon)</td>
</tr>
<tr>
<td>Norman Harris House</td>
<td>April 2020 (morning)</td>
</tr>
<tr>
<td>Stephen McAdden House</td>
<td>April 2020 (afternoon)</td>
</tr>
<tr>
<td>Buckingham House</td>
<td>June 2020 (morning)</td>
</tr>
<tr>
<td>The Brambles</td>
<td>June 2020 (afternoon)</td>
</tr>
<tr>
<td>Adams Elm House</td>
<td>August 2020 (morning)</td>
</tr>
<tr>
<td>Mussett House</td>
<td>August 2020 (afternoon)</td>
</tr>
<tr>
<td>Furzefield</td>
<td>October 2020 (morning)</td>
</tr>
<tr>
<td>Trafford House</td>
<td>October 2020 (morning)</td>
</tr>
<tr>
<td>Senier House</td>
<td>December 2020 (morning)</td>
</tr>
<tr>
<td>Nestuda House</td>
<td>December 2020 (afternoon)</td>
</tr>
</tbody>
</table>
Bye Bye to Pet Hair!
Pet hair on your sofa? To collect unwanted hair from staying on your sofa, using a latex glove, wet it slightly, then run your hand over the sofa, including those hard to reach areas, to make your own hair ball and dispose of it 😊

A Buck Well Spent
Tired of your washing basket snapping under the pressure of a heavy load? Why not invest in a plastic flexi large bucket? They have a high density and strong handles – also ideal for storing toys and shoes – as well as bricks for builders!

Easy Peasy
Find it tricky to put salt into the dishwasher? Cut the top from an empty drinks bottle and use the spout as a funnel. No more waste!

Squeaky Clean
Have a plastic shower curtain in need of a clean? Use baking powder on a cloth to remove the dirt. Make sure you carry out a spot test on a small section of the curtain first.

On the Scent
Place a tumble dryer sheet behind a radiator, so when it comes on a sweet smell gets spread across the room. The sheets can also be used to clean the dust from blinds.

Who needs you!

*Always be careful when carrying out household hacks for the first time!

Please send in your own household tips!
Each printed hack will receive a £10 voucher – send in your photos to us (all photos must be your own)

Via our Facebook page – search ‘South Essex Homes’ By text or WhatsApp: 07785631966
By post: FREEPOST South Essex Homes By email: communications@seh.southend.gov.uk
BE BARBECUE SAFE THIS SUMMER

Now that the warm, light evenings are with us and the summer holidays are fast approaching, barbecues are beginning to sizzle across Essex.

But behind the bangers and burgers, summer fun has a serious side. As part of the Fire Kills campaign, Essex County Fire and Rescue Service is asking everyone to take extra care when cooking al fresco, especially when lighting barbecues or dealing with bad weather.

It’s natural to want to go outdoors and enjoy the warmer weather with family and friends – many of us can’t wait to get the barbecue lit. We all know how tempting it can be to give stubborn coals a helping hand, but please be patient and make sure you use the right tools for the job.

And if you’ve planned a barbecue and the weather lets you down, don’t take the barbecue indoors or into a tent. In recent years, some people have sadly succumbed to carbon monoxide poisoning as a result, so we are urging everyone to stay safe this summer.

Follow these top tips to ensure your barbecue is a safe and enjoyable event:

• Never leave a lit barbecue unattended.
• Follow the safety instructions provided with disposable barbecues.
• Never use a barbecue indoors or on a balcony.
• Make sure your barbecue is well away from sheds, fences, trees, shrubs or garden waste.
• Keep children, pets and garden games away from the cooking area.
• After cooking, make sure the barbecue is cool before moving it.
• Use enough charcoal to cover the base of the barbecue, but not more.
• Empty ashes onto bare garden soil, not into dustbins or wheelie bins. If they’re hot, they can melt the plastic and cause a fire.
• Enjoy yourself, but don’t drink too much alcohol if you are in charge of the barbecue.
• Always keep a bucket of water, sand or a garden hose nearby for emergencies.

On their website, Essex County Fire and Rescue Service says: “This may seem a long list but most of these things are common sense. By far the biggest danger is the use of flammable liquids to light the barbecue. We have had a couple of occasions where people have poured petrol onto the charcoal in an effort to get it going and the reaction has, not surprisingly, been violent and highly dangerous. Prepare well in advance and light the charcoal early. Most of all, enjoy yourself safely”

LUCKY ESCAPE

A block of 20 flats in Barking were completely destroyed by fire on Sunday 9th June after someone lit a barbecue on one of the balconies.

Thankfully no-one was injured, however this acts as a stark reminder that is the responsibility of every single resident to take a common sense approach when it comes to the prevention of fire.
<table>
<thead>
<tr>
<th>DATE</th>
<th>PLACE</th>
<th>TIME</th>
<th>START POINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/09/2019</td>
<td>Kingfisher Close, Sandpiper Close, Eagle Way, Fraser Close, Cunningham Close</td>
<td>9.30am</td>
<td>Outside Kingpiper Hall</td>
</tr>
<tr>
<td>04/09/2019</td>
<td>Anson Chase, Ashanti Close</td>
<td>9.30am</td>
<td>Corner of Anson Chase and Bulwark Road</td>
</tr>
<tr>
<td>05/09/2019</td>
<td>Cedar Close, Maple Square, Dickens Close, Wordsworth Close</td>
<td>9.30am</td>
<td>Cedar Close Car Park</td>
</tr>
<tr>
<td>06/09/2019</td>
<td>Riverstone, Mornington House</td>
<td>9.30am</td>
<td>Outside Riverstone Main Entrance</td>
</tr>
<tr>
<td>10/09/2019</td>
<td>John Street, George Street, Dane Street, Longmans</td>
<td>9.30am</td>
<td>Corner of George Street and Dane Street</td>
</tr>
<tr>
<td>12/09/2019</td>
<td>Shannon Close, Little Fretches, Wood Farm Close, Belthouse Lane, Leighwood Avenue, Eastwood Road North</td>
<td>9.30am</td>
<td>Shannon Close Car Park</td>
</tr>
<tr>
<td>12/09/2019</td>
<td>East Street, Sutton Road, East Street Naval</td>
<td>9.30am</td>
<td>Outside St Mellitus Hall, Sutton Road</td>
</tr>
<tr>
<td>13/09/2019</td>
<td>The Brambles, The Mulberrys</td>
<td>9.30am</td>
<td>Outside entrance</td>
</tr>
<tr>
<td>13/09/2019</td>
<td>Saxon Gardens, Viking Court, Wool Pack</td>
<td>9.30am</td>
<td>Outside Viking Court Main Entrance</td>
</tr>
<tr>
<td>13/09/2019</td>
<td>Bradford Bury, Rothwell Close, Eastwood Old Road, Westwood</td>
<td>9.30am</td>
<td>Outside Bradfordbury Community Hall</td>
</tr>
<tr>
<td>18/09/2019</td>
<td>Eaton Road, Senier House, East Street Leigh</td>
<td>10.00am</td>
<td>Corner of Eaton Road and Herschell Road</td>
</tr>
<tr>
<td>18/09/2019</td>
<td>Avon Way, West Road</td>
<td>9.30am</td>
<td>Outside 2-30 Avon Way Main Entrance</td>
</tr>
<tr>
<td>19/09/2019</td>
<td>Keats House, Shelley Square</td>
<td>9.30am</td>
<td>Outside Keats House Main Entrance</td>
</tr>
<tr>
<td>20/09/2019</td>
<td>Delaware Road, Delaware Crescent, Ness Road</td>
<td>9.30am</td>
<td>Outside Thorpedene Library</td>
</tr>
<tr>
<td>24/09/2019</td>
<td>Blyth Avenue, Bunters Avenue, St Audreys Court</td>
<td>9.30am</td>
<td>Corner of Blyth Avenue and Delaware Road</td>
</tr>
<tr>
<td>26/09/2019</td>
<td>Hunters Lodge, Norfolk Avenue, Trafford House</td>
<td>9.30am</td>
<td>Outside Hunters Lodge Main Entrance</td>
</tr>
<tr>
<td>01/10/2019</td>
<td>Great Mead, Kestrel House, Crouchmans</td>
<td>9.30am</td>
<td>Outside Great Mead Car Park</td>
</tr>
<tr>
<td>02/10/2019</td>
<td>Christchurch Court, Nursery Place</td>
<td>9.30am</td>
<td>Outside Christchurch Court</td>
</tr>
<tr>
<td>03/10/2019</td>
<td>Malvern, Chiltern, Pennine, Yantlet</td>
<td>9.30am</td>
<td>Outside Malvern Main Entrance</td>
</tr>
<tr>
<td>03/10/2019</td>
<td>Snakes Lane</td>
<td>9.30am</td>
<td>Corner of Brendan Way and Snakes Lane</td>
</tr>
<tr>
<td>03/10/2019</td>
<td>Yantlet</td>
<td>9.30am</td>
<td>Outside Yantlet Main entrance</td>
</tr>
<tr>
<td>04/10/2019</td>
<td>Temple Court, Sutton Court, Cluny House, Norwich Close</td>
<td>9.30am</td>
<td>Outside Temple Court Main Entrance</td>
</tr>
<tr>
<td>09/10/2019</td>
<td>Southchurch Rectory Chase</td>
<td>9.30am</td>
<td>Outside 7-12 Southchurch Rectory Chase</td>
</tr>
<tr>
<td>10/10/2019</td>
<td>Mendip Road, Mendip Crescent, The Mendips</td>
<td>9.30am</td>
<td>Outside West Office, Mendip Road</td>
</tr>
<tr>
<td>11/10/2019</td>
<td>Bruton Avenue, Dunster Avenue</td>
<td>9.30am</td>
<td>Meet at corner of Bruton/Mendip Crescent</td>
</tr>
<tr>
<td>16/10/2019</td>
<td>Sherwood Way, Archer Avenue, Newington Avenue Flats</td>
<td>9.30am</td>
<td>Corner of Sherwood Way</td>
</tr>
<tr>
<td>17/10/2019</td>
<td>Martock Avenue, Cheddar Avenue, Treelawn Drive</td>
<td>9.30am</td>
<td>Meet at old South Essex Homes West Office</td>
</tr>
<tr>
<td>18/10/2019</td>
<td>Rochford Road</td>
<td>9.30am</td>
<td>Outside entrance to garage site next to 126-148 Rochford Road</td>
</tr>
<tr>
<td>18/10/2019</td>
<td>Danbury Close</td>
<td>10.00am</td>
<td>Outside entrance to close</td>
</tr>
<tr>
<td>18/10/2019</td>
<td>Beaver Tower</td>
<td>10.00am</td>
<td>Outside main entrance</td>
</tr>
<tr>
<td>23/10/2019</td>
<td>Bewley Court, Longbow</td>
<td>9.30am</td>
<td>Outside Bewley Court Main Entrance</td>
</tr>
<tr>
<td>24/10/2019</td>
<td>Cecil Court, outside Hardwick Court</td>
<td>9.30am</td>
<td>Outside Cecil Court Main Entrance</td>
</tr>
<tr>
<td>24/10/2019</td>
<td>Norman Harris House, outside Hardwick Court</td>
<td>9.30am</td>
<td>Outside Norman Harris House Main Entrance</td>
</tr>
<tr>
<td>25/10/2019</td>
<td>Alton Gardens, Lakenham House, Carolines Close</td>
<td>9.30am</td>
<td>Outside 1-9 Lakenham House Main Entrance</td>
</tr>
<tr>
<td>29/10/2019</td>
<td>Hamstel Road, Lornes Close, Lewes Road, Peartree Close</td>
<td>9.30am</td>
<td>Corner of Hamstel Road and Cokefield Avenue</td>
</tr>
<tr>
<td>31/10/2019</td>
<td>Blackdown, Brecon, Grampian, Buckingham House</td>
<td>9.30am</td>
<td>Outside Blackdown Main Entrance</td>
</tr>
<tr>
<td>01/11/2019</td>
<td>Purley Way, Hornby Avenue</td>
<td>9.30am</td>
<td>Outside 1-12 Purley Way Main Entrance</td>
</tr>
<tr>
<td>06/11/2019</td>
<td>Townfields</td>
<td>9.30am</td>
<td>Outside Townfields Main Entrance</td>
</tr>
<tr>
<td>07/11/2019</td>
<td>Barringtons</td>
<td>9.30am</td>
<td>Outside Barringtons Main Entrance</td>
</tr>
<tr>
<td>07/11/2019</td>
<td>Nicholson House</td>
<td>9.30am</td>
<td>Outside main entrance</td>
</tr>
<tr>
<td>08/11/2019</td>
<td>Western Approaches, Lundy Close, Neil Armstrong Way</td>
<td>9.30am</td>
<td>Corner of Western Approaches and Eastwoodbury Lane</td>
</tr>
<tr>
<td>14/11/2019</td>
<td>St Mary’s Court</td>
<td>9.30am</td>
<td>Outside St Mary’s Court on corner of Victoria Avenue/ Roots Hall Football Stadium</td>
</tr>
<tr>
<td>21/11/2019</td>
<td>Claremont Court</td>
<td>9.30am</td>
<td>Outside Claremont Court Main Entrance</td>
</tr>
<tr>
<td>28/11/2019</td>
<td>Fairfax Drive, Cleveland Drive</td>
<td>9.30am</td>
<td>Corner of Fairfax Drive and Gainsborough Drive</td>
</tr>
</tbody>
</table>
Do you want to help raise the profile of people with disabilities?

Do you want to help others and support people to get access to services?

Are you a carer/parent of a disabled person or a young disabled person yourself?

Do you want to promote independence and reduce isolation?

BECOME A MEMBER OF THE ACTION GROUP

Join us and have your say on how to best support disabled people in our community.

For more information on becoming a member, please contact Sue Rickard on 0800 833160

SUMMER WORDSEARCH...

We have hidden 20 summery words in the wordsearch - can you find them all?

AUGUST | BARBECUE | BEACH | BIKINI | FLOWERS | HOLIDAY | HOT

ICE CREAM | JULY | JUNE | PARASOL | PICNIC | POOL | SALAD

SHORTS | SUNGLASSES | SUNSHINE | SWIM | TENNIS | WIMBLEDON

Supported by:

Disability & Carers Action Group


INSIGHT 19
South Essex Homes and The Estate Services Focus Group would like to invite you to enter the 2019 Garden in Bloom competition.

If you are interested in participating, please complete and return the entry form below to ‘FREEPOST South Essex Homes’ by 23rd August.

You can send us images of your garden at its best along with your application if you wish – you can enclose photographs or a memory stick/CD so we can download the pictures electronically.

The Estate Services Focus Group will finalise winners at their meeting in September.

Anyone living in any South Essex Homes property can enter!

The awards will be judged on impact, overall design including use of space, colour, originality, upkeep and presentation.

There will be three awards awarded in each of the main categories – gold, silver and bronze.

Closing Date for applications of interest is Friday 23rd August 2019.

- The competition is for anyone living in any South Essex Homes’ property including residents in tower blocks.
  - Each applicant can only enter one category.
  - Only one entry will be accepted for each communal area.
  - The Estate Services Focus Group will finalise winners at their meeting in September.

Please contact South Essex Homes for more information about the competition on 01702 212650.

**ENTRY FORM**

**Tenant and Leaseholder Categories**

<table>
<thead>
<tr>
<th>Options</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>Best Front Garden</td>
</tr>
<tr>
<td>☐</td>
<td>Best Back Garden</td>
</tr>
<tr>
<td>☐</td>
<td>Best Hanging Baskets</td>
</tr>
<tr>
<td>☐</td>
<td>Best Window or Patio Container</td>
</tr>
<tr>
<td>☐</td>
<td>Tallest Sunflower</td>
</tr>
<tr>
<td>☐</td>
<td>Best Vegetable Plot or Pot</td>
</tr>
</tbody>
</table>

**Ages 3-7**

<table>
<thead>
<tr>
<th>Options</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>Mini Vegetable Plot or Pot</td>
</tr>
<tr>
<td>☐</td>
<td>Tallest Sunflower</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Options</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>Best Window Box (only where fitted)</td>
</tr>
<tr>
<td>☐</td>
<td>Best Balcony Pot</td>
</tr>
<tr>
<td>☐</td>
<td>Best Vegetable Pot</td>
</tr>
</tbody>
</table>

**Ages 8-15**

<table>
<thead>
<tr>
<th>Options</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>Mini Vegetable Plot or Pot</td>
</tr>
<tr>
<td>☐</td>
<td>Tallest Sunflower</td>
</tr>
</tbody>
</table>

**Individual Flat in a Block Categories**

<table>
<thead>
<tr>
<th>Options</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>Best Window Box (only where fitted)</td>
</tr>
<tr>
<td>☐</td>
<td>Best Balcony Pot</td>
</tr>
<tr>
<td>☐</td>
<td>Best Vegetable Pot</td>
</tr>
</tbody>
</table>

**Pictures of your garden**

What are you enclosing with this form?

-Photographs
-USB stick
-CD

**NOTE:** Please ensure all items you send us are clearly labelled so they do not become detached from your application and so we can return them to you (if desired) after judging has taken place.

Please keep the top half of this application form for your information.

Return completed form to: Freepost, South Essex Homes

Name ____________________________
Address ____________________________
Postcode ____________________________
Telephone ____________________________