



southessexhomes

working together



Having your say

Section 6

Having your say

We want you to have a say in how the Housing Service is run and a good way of doing this is to join your local Tenants and Residents Association. These are open to both Tenants and Leaseholders. By working together we can share ideas and make better decisions about the housing service. By joining the Tenants Association you can be involved in discussions with your neighbours about services which affect your area.

What is a Tenants'/Residents' Association?

This is a group of local people who come together to put forward the views of tenants or residents in an area. An Association raises issues of concern to its members and works with South Essex Homes to solve local problems. The sort of issues that groups get involved in include

- Estate Management
- Cleaning of streets and communal areas
- Environmental improvements
- Play facilities and social activities
- Repairs
- Parking problems
- Vandalism and crime prevention

Why join an Association?

An organised group has a stronger voice than an individual person. We will always consult with recognised groups on important housing issues. This means that you have the chance to influence the decisions we make.

Locally, your Association can help to increase community spirit and give everyone the chance to get to know each other.

You can also provide information to people living in your area about what is going on, through regular newsletters and meetings.

Leaseholder Focus Group

South Essex Homes holds quarterly meetings with leaseholders at which a variety of matters are discussed.

These are matters relevant to your leases, the estates in which your properties are situated, and Service Charges.

All leaseholders are welcome, and we are always pleased to see new faces. It may be that a problem you thought only affected you is brought up and by discussing it, it is possible a more cohesive approach can be found in dealing with it.

If you would like to be involved, please contact Resident Participation on 01702 214257 and they will ensure that you are sent details of the next meeting. The meetings normally take place in the evening at the Civic Centre.

What if I do not want to join an association?

If you do not want to join an association, we will still consult you on matters that affect you as a leaseholder. This might be by letter, survey, newsletter or meeting. We will then take your views into account when we make the final decision.

How to make a complaint or give a compliment?

We aim to give the best service possible to you, our customers. It helps for us to know if we are doing things well or if you feel something is wrong.

There are several ways to do this. These are

- By e mail to complaints@seh.southend.gov.uk
- By completing the complaints form on the internet at www.southessexhomes.co.uk
- In writing to The Corporate Services Department, South Essex Homes Limited, Cheviot House, First Floor, 70 Baxter Avenue, Southend on Sea, Essex, SS2 6JA
- By completing the complaints form which is available from any of our three Area Housing Offices
- By telephone to the Corporate Services Department on 01702 236100 or 01702 236113 between the hours of 8.30 am and 5.00 pm
- By text to number 07770 326376

We will post an acknowledgement of your complaint within one working day of receipt, and refer the matter to the relevant department. We aim to respond fully to you within ten working days. We take all complaints seriously and try to put right anything which has gone wrong.

Unhappy with our response?

If you feel that our response to your complaint is not satisfactory, you have the right to request a review. We will aim to respond fully to you within ten working days, and will also advise you of your right to appeal. Should you choose to appeal, you must advise us within 15 working days of receipt of our reply. We will then arrange for your appeal to be heard at the next available Review Panel of South Essex Homes.

We will always try to sort things out to your satisfaction, but if we cannot agree, or if you feel we have not dealt with your complaint properly, you can also contact the Leasehold Valuation Tribunal. This is an independent body who will, if the matter falls within their remit, investigate your complaint. You can get a booklet called 'Leasehold Valuation Tribunals – Guidance on Procedure' from the Leasehold Valuation Tribunal. See back of handbook for full address and contact details.

Compliments and suggestions

- If you are particularly pleased with the way a member of staff has dealt with you, please let us know. All compliments are passed onto the relevant person, and it helps us to know what we do right, as well as what we do wrong. Or, if you have a comment on our services, or a suggestion on how we can improve our services, please let us know.

We will also publish all suggestions and ideas that have been agreed in the Housing magazine “Insight”.

Useful Telephone Numbers

Leasehold Services	01702 236154
Area Housing Office – East	01702 589498
Area Housing Office – West	01702 511521
Area Housing Office – Central	01702 214200
Resident Support Officers	01702 214257
Repair Helpline	0800 833160/1/2/3
Southend Borough Council Main Switchboard	01702 215000
Money Advice	01702 215454
Rating & Income (Borough Treasurers Dept)	01702 215796
Noise Nuisance	01702 215811
Noise Nuisance (Out of Office Hours)	01702 466550
Dog Warden	01702 215836
Pest Control	01702 215809
Cleansing Department	01702 215396
Citizens Advice Bureau	01702 610610
Leasehold Valuation Tribunal	0207 446 7700

Useful Addresses

Leasehold Services Head of Finance

Cheviot House
70 Baxter Avenue
Southend on Sea
Essex
SS2 6JA

Area Housing Offices

The East Area Housing Office
166 Delaware Road
Shoeburyness
Essex
SS3 9NR

The West Area Housing Office
2 Mendip Road
Westcliff on Sea
Essex
SS0 0HD

The Central Area Housing Office
49 Alexandra Street
Southend on Sea
Essex
SS1 1BW

Borough Treasurers Department Rating & Income Section

P.O. Box 2
Civic Centre
Victoria Avenue
Southend on Sea
SS2 6BR



Technical & Environmental Services

Civic Centre
Victoria Avenue
Southend on Sea
Essex
SS2 6BR

Citizens Advice Bureau

1 Church Road
Southend on Sea
Essex
SS1 2AL

Leasehold Valuation Tribunal Service

10 Albert Place
London
WC1E 7LR