

## **SHELTERED HOUSING PANEL MEETING**

**13<sup>th</sup> SEPTEMBER 2016**

### **GREENFIELDS, EDENSIDE, KIRBY CROSS**

**Attended by:** John Johnson (Chair) , John Gosling, Joyce Lamb, John Lange, Barbara Cambell, Brain Jones, Shelia Jones, Dorothy Clark, Mick Carter, Edwards Clements, Garry Champion, John Coles and Pam Colcomb.

**Staff attended:** Dee Hurry (Older Persons Team Leader), Jennifer Beales (Building and Maintenance Surveyor), Lisa Tappenden (Tenancy Management Support Apprentice) & Natasha Markham-Lee (Sheltered Support Officer)

#### Welcome and Introductions

John opened the meeting and thanked everyone for attending and hoped everyone was well.

#### Apologies for absence

David Black (Housing Manager), Toni Wright (Facilities Manager) and George Kates (Sheltered Housing Panel member)

#### Minutes of meeting held on 12<sup>th</sup> July 2016 and any matters arising

All agreed that the minutes were a true reflection of the last meeting.

JC from Belmans Court brought up about the toilet seats in residents flats. JC said that the current toilets are the old fitting and none of the new toilet seats will fit. JB said that she has no objection to replacement any of toilet seats, only when they require doing so. But if it becomes a regular thing in the same resident's flat, JB will have to speak to their SSO as they may need more support i.e. toilet seat raiser.

BJ from Honeycroft asked DB at the previous meeting if they could have some photos of the Queen's birthday party that was held back in June 2016, LT has looked into this and BJ has now received these photos.

Update on installation on the new telecare (Careline) systems to all Sheltered Housing Schemes. DH advised that, during 2016/17, the Council intends to update the telecare (Careline) System in all of the Sheltered Schemes and, once, further details are known, we will let Panel members know. DH & all SSO's have a meeting regarding this on 19<sup>th</sup> September 2016.

#### To agree sheltered representatives to attend full Tenants Panel meetings in the future.

Two Sheltered Housing Panel representatives are required to attend future meetings of the Tenants Panel to act as a link to the Sheltered Housing Panel. It was agreed that Brian from Honeycroft and Gary from Greenfields will attend these meetings in future.

#### Update on Spendells House & Honeycroft

Due to DB apologies, this matter will be postponed until the next meeting.

## Feedback from Tenants Panel- 30<sup>th</sup> August

JJ gave back feedback to the residents from the Tenants Panel and advised that there were many issues raised regarding Roalco.

John outlined a few cases and he advised that satisfaction surveys should always be handed out after the work has been carried out. JJ also asked panel members to make sure that they complete and return these forms as they help us to monitor Roalco's performance.

## Repair, maintenance and cleaning issues update

JB informed the residents of ongoing projects around the sheltered schemes as set out below:

Belmans Court- We are currently in the process of ordering new fire doors for the communal corridors, this should be from November/December 2016.

Kate Daniels House- The communal laundry room is due for an update, although this is subject to the available budget. If there is enough money left in the budget at the end of the year, this could get completed then otherwise it will be completed in 2017/18.

## Any Other Business

It was brought up that tenants were experiencing trouble with the organising of the above event, raffle prizes etc and BJ stated that the SSO's have been told not to assist. DH responded by explaining that it was a scheme event and that the previous one held at Honeycroft had also incorporated an Open day to promote the scheme hence why staff were so heavily involved. SJ said that they were only asking for raffle prizes that were being donated by the other schemes to be given to SSO's to bring to the event before hand so that the organising could be carried out before the day. DH said that she would let the SSO's know that they could assist in this way.

BJ (Honeycroft) - Requested if the shower room in the block down stairs will be refurbished, JB approved and said this will be completed.

BJ also asked if the Keep Clear sign on the road outside the scheme can be repainted.. This will have to be looked at to who deals with it and who can do it and a request has been sent to Essex County Council, Highways Department.

GC (Greenfields) - Asked if the scheme guest rooms could be refurbished. JB informed us that there isn't enough money in the budget for this but JB will ask TW for some new bed sheets etc.

It was also asked how long the lift will be out of service, when this is due to be refurbished and what happens to the people who can't use the communal stairs. JB will give feedback on this at the next meeting when she has all the information.

JC (Belmans Court) asked who is responsible for cleaning outside the scheme by the front main entrance door. JB replied that it isn't anyone responsibility and especially not the scheme cleaners. A quote has been requested from the scheme's window cleaner that might be able to do it, but for now no one is responsible for it.

JC also mentioned that the cleaner is always in the office in Belmans, so residents can't go and see the SSO's.. JB is currently already dealing with this with TW and Kosheen.

PC (Belmans court) mentioned that the communal bin rooms are smelling very bad due to this weather. JB will arrange this to be jet cleaned to get rid of the dirt and smell.

JL (Vyntoner House) mentioned that the communal fire doors at night can be very loud if someone uses them and does not shut them quietly. JL also asked why the communal fire doors have to shut at night and JB said this was likely to be because of the fire and safety regulations. JB will give feedback on this at the next meeting.

JJ (Greenfields) asked if the gardener's can tidy the front of the scheme and behind flat 2 as there are massive weeds growing and it doesn't look nice when visitors come to the scheme. DH will get in contact with the gardeners for this issue and the other issues that were raised today.

BC(Groom House) asked if it is the SSO's job to clear a flat after a tenant has vacated.. DH said that this isn't part of the SSO job, but we could perhaps amend this into the Support Plans.

BC (Groom House) asked if Sheltered Housing is meant for independent people. DH assured her that it is for independent living and even, if the resident needs that extra support, this should be set in place before they move in.

BC also informed us that she isn't very happy with the service that Careline are given out, NML the SSO will visit BC to fill out a complaints form.

Next meeting

Tuesday 6<sup>th</sup> December at 2.30pm in communal lounge at Groom House, Clacton-On-Sea.