

SHELTERED HOUSING PANEL MEETING

12 JULY 2016

CROOKED ELMS, MAPLE CLOSE, DOVERCOURT

AGENDA

1. Welcome and Introductions
John opened the meeting and thanked everyone for attending and hoped everyone was well.
2. Apologies for absence
Garry Champion, Dot Clark, Vyntoner House
3. Minutes of meeting held on 12 April 2016 and any matters arising
All agreed that the minutes were a true reflection of the meeting and an amendment was made to the McMillan coffee morning at Honeycroft as it should read Friday 30th September
4. Replacement toilet seats – Jennie Beales
JB was not present at the meeting however Brian Jones said that she had told him that John Johnson was at a full Tenants Panel meeting where it was agreed that toilet seats would only be replaced in void properties if they are broken and TDC will not replace them if they get broken during a tenancy. DB said that from the main panel there are then sub groups and it would have been discussed at the planned maintenance sub group and then the policy change agreed based on evidence provided across the Councils stock. JJ said that he would have received feedback but not necessarily at the meeting. We will revisit how information is shared with the SHP from the full panel meeting in agenda item 8.
5. Feedback on tea dance
DB said that around 50 people attended from Sheltered Housing and then read out the following press release:

Residents of Tendring District Council's (TDC) sheltered housing units joined the Clacton Leisure Centre Tea Dance Club for an afternoon to celebrate the 90th birthday of Her Majesty, Queen Elizabeth II.

The event, a joint effort by TDC's Sheltered Housing and Clacton Leisure Centre teams, began with music and dancing before afternoon tea was served accompanied by guest vocalist Jude McIntyre.

The Chairman of TDC, Cllr Jayne Chapman announced a toast to the Queen and led in the singing of Happy Birthday.

Cllr Chapman praised the teams for coming up with the idea.

I was so pleased to be invited to the event and it was a wonderful way to celebrate the Queen's birthday and see so many people enjoying themselves.

"On behalf of everyone who came along I'd like to thank the teams for organising such a worthwhile event. A good time was had by all!"

Photos taken at the event were circulated at the break and copies can be produced for those who would like them for their schemes, Ted said that they all had a good afternoon and were very well looked after and this was echoed by all who were able to attend.

6. Update on Spendells and Honeycroft

A recent press release caused concern and alarmed people. The Services Committee in April asked for an occupancy presentation on Honeycroft and Spendells, background and statistics were provided. Generally sheltered housing has over 80% occupancy however Honeycroft and Spendells have 50% or less. The recommendations were that TDC should do a feasibility study to show the demand for the buildings on and the 5th June the full cabinet met and commissioned a full feasibility study which maybe carried out either in or out of house. These findings will then be presented to the cabinet in November for them to make a full decision on. The Older Persons Team have done all that we can to promote both schemes. DB has shared all of the information that he has at this stage, as and when more information becomes available it will be shared. The residents at Honeycroft feel that the lack of private bathrooms causes a problem; DB said that Vyntoner House also have shared bathrooms however this is always filled due to the proximity to the village and Clacton. It is for the consultants to carry out the full study, national figures show that it is not always best to convert properties compared to demolishing them and rebuilding. To convert Spendells into 1 bedroom flats where there are currently 30 bedsits with 15 occupied it would have cost £2million and only given us 18 flats. There is also not any demand in the area for the works to be carried out.

7. Repairs/Cleaning update

John Coles reported a problem with his heating to repairs and he told them it was a Blue Flame contracted boiler however they still sent Roalco who were unable to do anything with the boiler fault so he had to call back again to get the right engineer. CP will feed this back into repairs as it was probably an oversight that Blue Flame were not called, DB reiterated that this was probably an misunderstanding.

John Coles also raised that he had used one of the communal bathrooms and opened an unlocked door within the bathroom and the floor was filthy. When he spoke to the SSO about it he was told that he shouldn't have opened the door in the first place and that the floors in there aren't cleaned. DB said that responsibility for cleaning has switched whereas in the past it was what each scheme wanted as opposed to areas that needed more attention. Communal bathrooms are now the highest priority and everything is under review to make it more streamlined.

Crooked Elms and Honeycroft both said that they are really happy with their cleaners and the bathrooms at Honeycroft are now the cleanest they have ever been.

Honeycroft are all really pleased with the new kitchens that have been installed in the bungalows.

8. Discussion about the future operation of SHP

DB asked what the SHP members would like to see on the agenda as it is usually set by officers at the town hall and we need input from you.

Feedback from the main Tenants Panel isn't being shared properly, in future SHP meetings the minutes from the main TP will be read out by John Johnson and this will be added onto the agenda each time.

An agenda item will also be set for the next meeting to ask for additional representatives to attend the full TP meetings at Weeley Council Chamber every 2 months to see if anyone else would like to be involved.

Everyone was asked to discuss the issues that residents at their schemes would like us to discuss

Permanent agenda items will:

- TP Feedback
- Update on Spendells House and Honeycroft
- Repairs/Cleaning update

The chair order for Honeycroft is to be chased and DB will ask Dee Hurry to arrange a meeting with Belmans Court to discuss their replacement chairs, due to the size of the scheme it maybe necessary to carry this out over 2 financial years however the majority should be ordered this financial year.

The redecoration at Belmans Court will be carried out this financial year as per the planned maintenance document shared at the last meeting.

9. Election of Chairperson

John Johnson was nominated and re-elected as chairperson of the Sheltered Housing Panel

10. Any Other Business

Belmans Court – The garage business at the top of Deanes Close is causing a lot of problems to residents, they are now running a car cleaning business as well and there are cars parked on the pavement all day. They also use Deanes Close to carry out brake testing on cards and using the Belmans Court residents parking spaces. CP suggested that the Belmans Court Residents Association take this issue on board as St Marys Court had similar issues and successfully campaigned to Essex County Council to get more double yellow lines installed and also to have the road made into residents parking only. *An online form can be completed to report a problem with a highway on the Essex County Council Website www.essexcc.gov.uk then entering the transport and roads section and report a highway problem. Alternatively you can write to Essex County Council at County Hall, Market Road, Chelmsford, CM1 1QH. Another suggestion would be to contact the North Essex Parking Partnership at North Essex Parking Partnership, PO Box 5575, Town Hall, Colchester, CO1 9LT 01206 282316 who maybe able to offer advice.*

DB also advised that format diaries should be completed for 3-4 weeks to show the problems that are being caused so that evidence can be provided.

Crooked Elms – On Friday night Ted reported an issue to Careline with the emergency lights as there were no lights other than emergency lights in the communal areas. He called back again at 9pm as the batteries had run out on the emergency lighting and they were in darkness. He called again at 4pm on Saturday as there had been no further contact and the lights were still off and was told that they contractor had just been spoken to and would be coming out, they were fixed at 5pm Saturday. DB will investigate this further.

Kate Daniels House – Is there a date for the laundry to be upgraded? CP will raise this with JB.

Belmans Court – Is there a law that prevents people from smoking outside the front of the building as residents and visitors have complained about people smoking at the front and they feel it should be done at the rear of the building in the garden. DB will follow this up.

Greenfields – The guest rooms are of a poor standard in regards to the cleaning and the bedding. If someone stays at the weekend it is not always cleaned in time for someone else to use and the residents are using their own bedding as it is of such a poor standard now. DB said it has been minuted and as there is a regular agenda item around repairs and cleaning it can be raised with them and get a response at the next meeting. John Johnson felt that they are not being cleaned correctly and that there have been times when the cleaner has not turned up and that he turns up at different times of the day instead of a set daily time and that they are not being checked up on.

11. Next meeting

Tuesday 13th September 2016 at 2:30pm in the communal lounge.