

City wide reports

Update since last Area Housing Panel meetings

1. Seniors' Housing Action Group

Latest minutes attached

2. Home Group main points from meeting on 4 December 2018

- Reports from Core Partnership Group, Resident Inspectors and EDB Panel
- Southern Gas Networks works including pipes across blocks in city
- Environmental improvements project update + discussion on crossovers between Home & other services improvement groups
- Scope of the Home Group + Aims & Objectives clarification
- Windows assessment of condition, program in Hollingdean + Bates Estate
- Procurement for Housing Repairs, Planned Maintenance and Capital Works contract update
- Fire Safety update, specifically sprinkler systems
- Elections of 5 Core Partnership Group resident representatives

3. Involvement & Empowerment main points form meeting on 13 December 2018

- Review of Resident Involvement budgets; agreed to fund Resident Inspector training.
- Discussion on proposed Tenant and Resident Involvement handbook; short and long versions
- Review of recent citywide conference for residents – lessons learnt for use when planning this year's conference.
- Information received from Hannah Barker on SETUP – a group made up of Resident Involvement Officers from a range of Sussex local authorities and housing providers. The group has as its purpose 'to provide affordable and relevant training.
- Discussion on need to review Service Improvement Group's terms of reference

4. Sheltered Housing Action Group Minutes

Leach Court – 25th July 2018

Present: Roy Crowhurst (Chair)

Tony Brown – Evelyn Court

Tony Tidy – Churchill House

Eileen Stewart – Somerset Point

Walter Sargent – Broadfields

Jan Jasmine Court

Bette Jasmine Court

Vic Allan Elwyn Jones Court

Officers Marcus Richardson Surveyors

Miles Davies M&E

Peter Huntbach – Senior Housing

Peter Lloyd – Health Worker

RIO Rebecca Mann

Apologies – Marjorie Leach Court

All minutes agreed.

Outstanding actions – TV licences – Peter H to chase

Chair explained EDB reducing. Roy is involved in the review and is working alongside Hilary so hopes residents will be involved in a compromise. Further report in November. Everyone aware cost of bids reduced. (Roy to update further)

Marcus – communal decorating P&I do look at internal decoration in senior housing blocks as well as general needs housing, and factor the scheme into the programme. They will try and factor in one senior scheme each year where is financially viable from 2019/20 onwards, however I must highlight that this is not a definite, this is based on available budget.

Somerset Point – **Action – Marcus** to investigate condition of painting of doors but is aware that contractors have been asked to address poor performance. He will update SHAG

Evelyn Court – **Action – Marcus** to investigate condition of painting in communal areas as Tony Brown reports in poor state.

Decorating – discretionary scheme – Action make all aware it exists but gets full quickly. Contact Customer Services on 01273 293030 to add to list or get own decorating pack from Brewers if able to do own decs. Action Scheme Managers will help with this if needed.

Action Peter to check if there's a difference in forms from general housing. *(Update) There are no differences in the form and we've promoted the discretionary service.*

Lettable standard for Seniors Housing – Marcus explained there the council is looking at putting in carpet and lino in empty properties and automatically decorated as well.

This will help promote empty homes. We are trialling better decoration and carpeting in seniors properties to see if it improves the void turnover (how long our homes are empty before letting). This based on feedback from representatives and staff that the seniors homes have not always been in good decorative order.

Peter Lloyd was present at meeting to promote work the NHS are doing around supporting residents through the heatwave. Flyers were being circulated urging residents to take care of themselves.

General – Peter said that the council remains committed to fire safety - fire and warden call alarm systems are being replaced through senior housing schemes – Elwyn Jones has been replaced and Leach Court. All residents are welcome to home visits to check safety too through East Sussex Fire and Rescue. Please see Scheme Manager if you would like us to book a visit. Elwyn Jones Court are pleased with the reaction to the recent incident of a fire in that everyone involved acted according to procedure. As a reminder we have a 'delayed evacuation policy' and there are signs in the scheme with more information about this – the

scheme manager also carried out an annual fire drills and circulates information about fire safety. If there were a fire the fire service will take control of the site and make decisions about evacuation./

Action point Somerset Point would like to know when last fire drill took place.

Emphasis on contact Fire Service if any residents wish to discuss fire safety further..

Peter provided update on staffing levels. With staff on Annual Leave and some sickness we've had to provide some limited services in those places over summer months.

Action - Peter said that we do need to fill empty properties so will be organising open day at Hazel Holt to publicise them. If reps would like to have an open day at their own scheme please liaise with the scheme manager.

Action – residents security in schemes. Please ensure do not allow unknown visitors into schemes without knowing who they are – we need to stop tailgating.

Action – Peter - suggestion signs put up to discourage residents from letting in strangers into the scheme.

Action – residents would like to invite Carelink to a SHAG meeting to discuss procedure if it's necessary to call ambulance and how they keep someone safe. How long should someone wait for ambulance? Suggestion is that Carelink come to meeting after AGM.

Peter talked too about falls safety and work the team is doing to help prevent falls. A leaflet will be circulated to all residents soon. Please ask the scheme manager for more information.