

Sheltered Housing Forum - Meeting Minutes

Date: 30 October 2025

1. Welcome & Purpose

Terrence Dixon opened the meeting by welcoming attendees and outlining the purpose of the forum:

- To share updates across sheltered housing schemes.
 - To listen to tenant feedback and concerns.
 - To work collaboratively to improve services and resident wellbeing.
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2. Brittany House Update

Concerns Raised

- Tenants expressed concern over the use of Brittany House for temporary accommodation (TA) and decant placements.
- Lack of communication when TA tenants are moved in—no formal notification or letters received.

Tenant Feedback

- Strong preference for Brittany House to remain designated as Sheltered Housing only.
- Desire for improved transparency and communication regarding tenant changes.

Response

- Brittany House will continue to operate as Sheltered Housing.
- TA tenants will be moved on as their tenancies end, though this will be a gradual process.
- NH and Clinton Knight acknowledged communication gaps and committed to improving notification procedures.

Additional Feedback

- Tenants suggested better use of the **electronic notice board**, including:
 - Displaying communal repair updates.
 - Sharing relevant scheme information.

Actions

- NH to liaise with Jim Dunn and the Later Living Officer to improve use of the electronic notice board.

- NH to order **whiteboards** for all schemes to display:
 - Communal repair details (job number, date/time, status).
 - Contact information for key staff.
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3. Scheme-Specific Updates

Chapel Street

- **Estate Walkabouts:**
 - Resident-inclusive walkabouts to begin in December.
 - Clinton Knight to coordinate with FRO and Sheltered teams.
 - **Cleaning Schedule:**
 - Drafted and will be displayed in all blocks.
 - **Action:** Vilma Skapinskiene to post schedules by end of November.
 - **Door Entry System:**
 - Issue unresolved for 14 weeks now repaired.
 - **FRO Visibility:**
 - Clinton Knight confirmed his team is available to support tenants when Sheltered staff are unavailable.
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Bramley House

- **Meeting Frequency:**
 - Quarterly meetings reinstated in response to tenant feedback.
 - **Agenda Setting:**
 - Tenants invited to contribute to future meeting agendas.
 - **Fire Safety:**
 - Concerns raised about removal of communal fire extinguishers.
 - NH explained extinguishers are only placed in high-risk areas due to training requirements.
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John Adams Court

- **Meeting Frequency:**
 - Regular meetings to be reinstated.
- **Environmental Issues:**
 - Ants nest in communal toilet treated.
 - Carpet cleaning and moss removal scheduled.
 - Deep cleaning underway across blocks.
- **Service Charges:**
 - Claire Kinkaid to provide breakdown of cleaning duties and service charges.
- **Fire Safety:**
 - New front doors inspected and confirmed compliant.

- Tenants requested installation of a sprinkler system.
 - **Staffing Concerns:**
 - No on-site officer during Augustina's annual leave.
 - NH confirmed cover was provided; tenants raised concerns about paying intensive housing management charges without full-time staff.
 - NH to address this in scheme-specific meetings.
 - **Lift Issues:**
 - Frequent breakdowns reported.
 - NH confirmed multiple repairs completed, including hydraulic replacements.
 - Full lift replacement request submitted to corporate.
 - **Cleaning Expectations:**
 - Tenants requested a schedule of cleaning duties.
 - VS explained staffing constraints and prioritisation of urgent tasks (e.g., fly-tipping).
 - Tenants noted that consistent cleaning would reduce need for deep cleans.
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Buckfast House

- **Role Clarity:**
 - Confusion around Later Living Officer role addressed.
 - Handout distributed to residents and posted on notice boards.
 - **FRO Engagement:**
 - Clinton Knight attended to engage directly with tenants.
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Ringlewell & Norton Close

- **Emergency Response Concerns:**
 - Tenants raised concerns about slow ambulance response times.
 - Suggested installing defibrillators in schemes.
 - **Discussion:**
 - NH acknowledged the importance but highlighted the physical and emotional demands of using a defibrillator.
 - Suggestion for a nominated trained person noted but not suited to Sheltered Housing.
 - NH clarified that emergency response times are managed by call handlers and cannot be influenced by sheltered housing staff.
 - In case of emergency, tenants should pull the cord for **Safe & Connected** assistance.
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4. Service Overviews

- **Vilma Skapinskiene:** Provided an overview of cleaning and caretaking services.
- **Clinton Knight:** Presented an overview of the FRO service and team availability.

5. Tenant Engagement

- Tenants were invited to share feedback, concerns, and suggestions.
 - Encouraged to contact their **Later Living Officer** for ongoing support and queries.
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6. Questions Received

. Tenant Engagement

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- Encouraged to contact their **Later Living Officer** for ongoing support and queries.

John Adams Court

- **Questions:**
 - What areas have been cleaned and when?
 - How long did each task take?
- **Action:** VS to respond to Maher Reskalla – **07985 470719**

Cullens Grove

- **Concerns:**
 - Window replacements – timeline requested.
 - Stained carpets throughout the block.
 - Uneven garden flooring – safety hazard.
 - Doors require replacement.
 - Hole under window of Flat 7.
 - Residents allowing unauthorised individuals into the block.
 - Dryer not working.
- **Action:** Terrence Dixon to call Peter Holder – **07310 355483**

Rendlesham Road

- **Concerns:**
 - Rubbish bins being used by non-residents.
 - Responsibility for cleaning the rear grill where wastewater enters the system.
 - Moss falling from roof and settling on rear path.
 - Stairs not swept weekly or washed fortnightly.
 - **Action:** Dennis Munns / VS to call Myron John – **07836 672958**
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Bramley House

- **Concerns:**
 - Clarification of caretaking duties.
 - Dustbin room not being swept or cleaned.
- **Action:** Dennis Munns / VS to call Vicky – **07956 389859**

7. Follow-Up Actions

Action	Responsible	Deadline
Order whiteboards for all schemes	NH	30 th Nov 2025
Display communal repair details (job number, date/time, status)	NH & TD	30 th Nov 2025
Improve use of electronic notice board at Brittany House	NH	30 th Nov 2025
Display Later Living Officer role and contact info at all schemes	NH & TD	30 th Nov 2025
Post basic cleaning duties in each block	VS	30 th Nov 2025
Progress replacement lift request for John Adams Court	NH	30 th Nov 2025
Arrange estate walkabouts at Chapel Street	CK	30 th Nov 2025
Clarify service charges and cleaning duties	CK	30 th Nov 2025
Display contact numbers for VS and CK at each scheme	NH & TD	30 th Nov 2025
Respond to written questions from John Adams Court	VS	30 th Nov 2025
Contact Peter Holder regarding Cullens Grove concerns	TD	30 th Nov 2025
Contact Myron John regarding Rendlesham Road concerns	DM / VS	30 th Nov 2025
Contact Vicky regarding Bramley House concerns	DM / VS	30 th Nov 2025