

Sheltered Housing Forum Meeting Minutes

Date: 16 July 2026

Venue: Sheltered Housing Forum

Chair: Linda Barker

Attendees

- Linda Barker (Chair)
- Nicola Hall, Later Living Manager
- Terence Dixon, Independent Community Living Manager
- Aaron Waller Head of Estate Operations
- Vilma Shapinskiene Estate Caretaking Manager
- Sally Ford, Later Living Officer
- Augustina Addai-Poku, Later Living Officer
- Claire Fiener Extra Care Manager

1. Welcome and Opening Remarks

Linda Barker opened the meeting and raised concerns regarding meeting administration:

- No agenda had been circulated prior to the meeting.
- Taxi arrangements had not been managed effectively.
- Minutes from the previous meeting had not been circulated.

Suggestion:

- Meeting minutes should be displayed on communal noticeboards within schemes to improve communication with residents.

Action: Future agendas and meeting minutes to be circulated promptly and displayed on communal noticeboards where appropriate.

2. Age UK Presentation: Aids and Adaptations

A short presentation was delivered by Age UK regarding aids and adaptations. Due to time constraints and other agenda items, the session was not completed.

Outcome:

- A further session will be arranged to allow residents to receive the full presentation.

Action: Arrange a future Age UK presentation accessible to all residents.

3. Scheme Issues and Updates

Chapel Street

Moss Treatment

Residents reported that moss clearance had not been completed as expected.

Response: Aaron Waller confirmed the issue would be investigated and advised that moss treatment and clearance should normally take place three times per year.

Action: Aaron Waller to inspect issue and confirm moss treatment schedule.

Car Parking

Residents raised concerns regarding parking availability and access.

Response: Aaron Waller outlined the long-term four-year plan being developed to address parking issues.

Residents also reported that a bollard and tree were restricting access to parking areas.

Action: Aaron Waller to inspect the bollard and tree and assess options for improving access.

Fire Safety

Residents reported that internal fire doors had been measured approximately three years ago but had not yet been replaced.

A resident of Flat 57 raised concerns that fire doors on the floor below were kept locked and questioned whether this complied with fire safety requirements.

Action: Housing team to investigate the fire doors and ensure compliance with fire safety regulations.

Signage

Residents requested additional signage to clearly identify:

- Main entrance doors
- Fire escape routes

Aaron advised that window-cleaning equipment had been purchased and that signage requirements would be investigated.

Action: Review signage requirements and ensure fire risk assessment recommendations are implemented.

John Adams Court

Bin Area

Residents reported ongoing issues with rubbish being left around bin stores. Concerns were raised that nearby residents were using the scheme's bins.

Action: Vilma to investigate and address bin management issues.

Car Parking

Residents reported vehicles being parked overnight by non-residents and requested improved signage.

Action: Review parking signage and investigate enforcement options.

Scheme Meetings

Residents requested more frequent scheme meetings.

Action: Housing management team to consider increasing scheme meeting opportunities.

Cleaning Services

Residents were advised that:

- Cleaning schedules would be displayed on communal noticeboards within two weeks.
- A sign-in book had been introduced to improve monitoring of cleaning attendance.

Service Charges

Aaron Waller explained the service charge structure:

- One charge covers cleaning services.
- A separate charge covers caretaking services.

Aaron Waller explained that the cleaning service charge covers the cleaning of communal areas within sheltered housing schemes. This includes:

- Vacuuming and cleaning communal corridors, lounges, and stairwells.
- Cleaning communal kitchens and toilets where applicable.
- Dusting and wiping communal surfaces.
- Floor cleaning, including mopping and polishing where required.
- Scheduled carpet cleaning.
- Monitoring and maintaining cleanliness in communal areas.

Aaron further explained that a separate **caretaking service charge** applies to external and estate management duties, including:

- Bin management and refuse areas.
- Pathway and external area maintenance.
- Monitoring communal health and safety issues.
- Reporting repairs and maintenance concerns.
- General estate upkeep and environmental inspections.

Residents were advised that cleaning schedules would be displayed on communal noticeboards and that cleaners are now required to sign in and out during visits to provide greater transparency regarding service delivery.

Aaron advised:

- John Adams Court receives two cleaning visits per week at 1.5 hours per visit.
- Site inspections would be carried out to identify service improvements.
- Any formal challenges to service charges must be submitted in writing.
- Carpet cleaning schedules would also be issued.

Actions:

- Aaron Waller to provide breakdown of time allocations and service charges.
- Cleaning and carpet-cleaning schedules to be published.
- Site inspection to be completed.

Lounge Doors

Residents reported that lounge doors frequently blow open and are often left ajar by users of the communal lounge.

Residents requested reminder notices encouraging residents to close the doors.

Actions:

- Investigate and repair door closing mechanisms.
 - Install notices reminding residents to keep doors closed.
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Rendlesham Road**Gate Security**

Residents reported that entrance gates were regularly left unlocked, allowing unknown individuals to access the site.

Response: Aaron Waller confirmed a meeting had been arranged for the following day to review the gates.

Bin Facilities

Residents reported:

- Bins being used by non-residents.
- Elderly residents struggling to lift the lids of the Paladin bins.

Actions:

- Aaron Waller to inspect gate security arrangements.
 - Review suitability of current bin provision and accessibility for residents.
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Chaddlewood House

Car Parking

Residents reported that visitors to nearby bars and restaurants were using the scheme's car park.

Bin Dumping

Residents also reported fly-tipping and inappropriate use of communal bins.

Action: Review parking controls, signage, and waste management arrangements.

St James's Road

A resident reported concerns regarding a large tree overhanging her property. The tree was:

- Tapping against windows.
- Blocking light to the bathroom window.

Response: Aaron Waller requested photographic evidence and confirmed arrangements would be made to assess and cut back the tree where appropriate.

Action: Later Living Officer to provide photographs; Aaron Waller to arrange inspection and tree maintenance.

4. Complaints, Compliments and Grass Cutting Information

Residents were advised that information leaflets were available covering:

- Complaints procedure
 - Compliments process
 - Grass cutting schedules
 - Accessing information online
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5. Service Charge Information

Residents were informed that Claire Kinkaid was unable to attend the meeting.

Claire will attend the next forum meeting and provide a detailed overview of service charges and associated costs.

Action: Claire Kinkaid to attend the next meeting and present a detailed service charge breakdown.

Summary of Actions

Action	Responsible Officer
Circulate agendas and minutes and display on noticeboards	Housing Team
Rearrange Age UK aids and adaptations presentation	Housing Team
Investigate moss treatment at Chapel Street	Aaron Waller
Inspect bollard and tree affecting access at Chapel Street	Aaron Waller
Review fire doors and fire safety compliance at Chapel Street	Housing Team
Investigate and improve signage at Chapel Street	Vilma / Housing Team
Address bin issues at John Adams Court	Vilma
Review parking concerns and signage at John Adams Court	Housing Team
Publish cleaning schedules and carpet cleaning programme	Aaron Waller
Provide service charges and cleaning time breakdown	Aaron Waller
Complete complaint related sheltered housing site inspections	Aaron Waller
Repair lounge doors and install reminder notices at John Adams Court	Housing Team
Review gate security and bin provision at Rendlesham Road	Aaron Waller
Investigate parking and waste issues at Chaddlewood House	Housing Team
Arrange inspection and pruning of tree at St James's Road	Aaron Waller
Present service charge information at next forum meeting	Claire Kinkaid

Meeting Closed.

Date of Next Meeting: To be confirmed.