



victory

neighbourhood
action group

NEWSLETTER

Winter / Spring Issue

February '15

CARETAKING

Over the next couple of months South Essex Homes caretaking department will be starting a new way of caretaking the estates in Southend, on a one year trial basis.

This will mean that there will not be any dedicated days that a caretaking crew will be in your area covering the duties it has before. In some areas i.e. tower blocks, will continue to get a five day service, but other areas will only get a service as and when required. Needless to say if there is a problem, caretakers can and will be dispatched to carry out specific tasks.

There will be a new system of grading for each estate from A—D, A being a high level and D being a very low level. It is expected that most areas will come into a B category.

The new way of working for the caretaking department will mean that more ownership of the caretaking service will be put on to residents to report any problems in their area and not leave it to one individual person to report.

So why is this being done? It is because year on year the Council reduces the amount of money it gives to South Essex Homes in the form of a management fee, therefore South Essex Homes has to provide the same or better services to you as residents for less money. The new caretaking service should go some way in helping to achieve this.

There will be more information on this in the next edition of Insight and letters to all residents on this topic should also be coming through your doors.

If you should need anymore advice or information please do not hesitate to contact Glenn Ashdown on the number on the next page or contact South Essex Homes on 0800 833 160

PLEASE DO NOT CONTAMINATE THE RECYCLE BINS WITH BLACK BAGS, POLYSTYRENE OR FOOD WASTE, CORYS WILL NOT EMPTY THE BINS IF THEY ARE CONTAMINATED LEAVING THEM UN-EMPTIED UNTIL THE FOLLOWING WEEK WHEN THE GENERAL WASTE BINS ARE CLEARED.

YOUR COOPERATION IS NEEDED

Happy New Year to all residents on the estate, hoping this also turns out to be a productive one, in respect of getting essential works done in the area.

If you have any ideas that would benefit the whole estate then please contact Glenn on the number on the next page and give him a brief description of your idea for him to carry forward to South Essex Homes.

Did You Know?

Were you aware that out of the 84 properties on this estate 1 in 3 is owned by leaseholders, but where do leaseholders go to complain when they have problems with services that are provided. Only one or two go to the leaseholder focus group meetings where they can air their grievances to the relevant officers of South Essex Homes.

Is it time to stand up and be counted, as you are expected to pay your service charges up front.

Contact South Essex Homes on 0800 833 160 to find out when the next Leaseholder Focus Group is being held, If you have a question at the meeting don't be fobbed off with them saying ask Glenn for an answer, demand a reply there and then.

Sutton Road Block



Your views on the management of this estate is vital, whether you are a tenant or a leaseholder. We all have a vested interest as we live here.

If you have something you would like to discuss, please contact Glenn on the number below.

What a nightmare parking on this estate has become lately. No, we have not lost any parking spaces since the yellow lining was done, in fact there are still 64 spaces across the estate for you to use.

The problem is that some residents have more than one car and are entitled to use the parking bays, but people who do not live on the estate park here as well clogging up the area that is meant for we residents.

If you see or know of any vehicles that are parked on the estate that perhaps are not residents please take down its make and registration number and let South Essex Homes know, they can check to see if the vehicles owner lives on the estate, if not they can contact the owner and demand they do not park in our parking bays on our estate. Lets take the 'Don't Live Here, Don't Park Here' approach

This Years Rent Increase

Rents for Council Tenants will this year be going up by 4.45 % this was agreed at a recent Cabinet meeting of Southend Borough Council, although some councillors wanted the rent to increased by 5.59%.

Council Tax will also be increased but only by 1.95%, this is still a lot less than some other Local Authorities

The Fed

Everyone gets a copy of the Fed magazine through their door, so do you have any interesting articles that you can share with other residents in the borough, if so you can email them to the editor Carol Thipthorp at carol.thipthorp@strf.org.uk or write it up and call Glenn on the number below to collect and pass on.



Produced by Glenn Ashdown ~ tel 615641

Security Patrols

Over recent months the Victoria Ward has been lucky to have Security Patrols checking on Anti Social Behaviour. This trial project has been funded initially by Southend Borough Council, but working for the benefit of South Essex Homes.

The patrolling guards have so far been successful and tackled many issues for South Essex Homes., they have been able to report on lights out in communal areas, knock on peoples doors if they have left their rubbish out, instead of disposing of it in the proper manner, tackle noise nuisance and anti social behaviour.

Now the trial period is almost over feedback from residents will be sought and upon those findings a decision will be made as to whether or not South Essex Homes takes on the management of the patrols on a permanent basis and rolls it out across the entire borough.

You can never have enough security.....

GRAFFITI

Graffiti on the estate has increased lately, it is a criminal offence. If you see any Graffiti on the estate please contact South Essex Homes on 0800 833 160 where it will be inspected and removed within 24 hours—if the graffiti is offensive it will be removed sooner.

If you see someone doing graffiti phone 999 Don't let these anti social youths ruin our estate.....

Southend Community Event

Southend Tenants and Residents Federation are busy organising this years event, last year over 4000 people turned up in spite of the early days weather. The organising committee are hoping to have more people attend this year and are always looking for help on the day to man stalls etc.

Sponsors are also needed, so if you have or know someone with a business who would like to sponsor this event please contact Shirley Oreilly on 07876 116552

This years event date is 5th August and will be held at Priory Park, funds for this years charity the Special Care Baby Unit will be raised at the event