

## You asked / We did

Organisation	Support requested	Response
Babergh District Council	Information on Street/Block Voices	Emailed Gavin information and relevant documents used by South Essex Homes
South Essex Homes	Asked Paul Dawson of St Georges Community Housing if he had any taking courses for residents available on Chairing Meetings.	5 Residents attended 'Chairing Meeting' on 19th March free of charge as Paul covered the costs involved in exchange for our residents chatting and meeting his residents.
Rochford Housing Association	Information on Street/Block Voices	Emailed Gavin information and relevant documents used by South Essex Homes
South Essex Homes	Asked Paul Dawson of St Georges Community Housing if he had any Minute taking courses for residents available.	Offered a free place for 1 resident at course on 9th June, costing Paul £650 for trainer.
South Essex Homes	Asked Paul Dawson of St Georges Community Housing if he could offer training on Chairing & Writing Newsletters at South Essex Homes for residents.	St Georges trained 15 residents on Chairing & Effective Meeting Skills AM & 15 on Writing successful newsletters PM. Free of Charge in exchange for Mystery Shopping & Peer Mentoring training from South Essex Homes.
Flagship Housing Group	Requested Mystery Shopping training for residents.	South Essex Homes delivered Mystery Shopping training to 15 residents in Norwich. Supplied copies & disc of required documentation & feedback of the training to Flagship.
Epping Forest District Council	Requested Mystery Shopping training for residents.	South Essex Homes supplied training schedule and costs. South Essex Homes Mystery Shoppers to carry out shopping for Epping Forest services November 09.
Ipswich Borough Council	Requested Mystery Shopping training for residents.	Supplied training schedule and costs.
Wherry Housing Association	Requested training focussed on chairing and secretarial.	Training Survey to establish who can offer what training in which borough.
Flagship Housing Group	Requested to purchase South Essex Homes Mystery Shopping DVD to deliver training for residents in-house.	In discussions with Flagship Housing to offer purchase of DVD. DVD purchased by Flagship Housing Group who will supply training feedback to South Essex Homes after each training session.

Organisation	Support requested	Response
St Georges Community Housing	Requested training for residents on Mystery Shopping.	6 residents attended training on Mystery Shopping at South Essex Homes free of charge in exchange as above.
Moat Homes Ltd	Requested training on Mystery Shopping.	Officer attended Mystery Shopping training at South Essex Homes.
St Georges Community Housing	Requested training for residents on Peer Mentoring.	6 residents to attend training on Peer Mentoring at South Essex Homes free of charge in exchange as above.
Paradigm Housing Group	Information on Street/Block Voices	Emailed Anthea information and relevant documents used by South Essex Homes
St Albans District Council	Information on Void Inspectors	Emailed Jenny information & training presentation used by South Essex Homes