

# Central Area

## Responses to 2 stars (★★) items from resident only meetings

### September 2020 Area Panel

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#### Report from Essex Place

*Computer access: During lock-down it has been essential to have internet access to report problems to the council, get information and access support (forms often need filling out online). Low-income and elderly residents are experiencing hardship due to lack of access to the internet, because they can't afford mobile data or the purchase of tablets, computers, broadband. Residents have been helping each other out with this but have limited resources themselves. At the start of lock-down the Association was asked if they needed anything to help with lock-down and requested two mobile phones and a tablet to rotate amongst the committee. They haven't heard anything more about this, and asked if this was still an option?*

*Barry Hughes to ask whether there is funding available to supply Residents Associations with mobile phones/tablets.*

#### Response

**Sam Warren, Community Engagement Manager. Tel: 07717 303331**

The CETs team are looking to purchase a number of tablets and phones that can be loaned out to TRA's and tenant representatives. This will enable residents who do not have access to technology to be able to participate in resident meetings and calls.

