

**STATEMENT OF BRENDA COVE**  
**MRS SHIRLEY BAGAN 5 DENT'S TERRACE**

Mrs. Shirley Bagan (**SB**) became a resident at Dent's Terrace on 1<sup>st</sup> November 2012 under the terms of her first **Letter of Appointment dated 27<sup>th</sup> October 2012 (Doc 1)**.

She was appointed by Trustees who have all retired. I have known her since August 2015 when I joined the Trust. She is a lady who is 'larger than life' She can be described as an extrovert, who appears very friendly and her particular enthusiasm is for gardening.

Over the years the Trustees have been aware that SB has been someone whom some of the residents have found difficult to live near. This has come to our notice mainly through informal complaints. We have also been aware that Mrs. Bagan has some health issues and that she visits the Medical Centre quite often. We have also attributed some of her behaviours to those health issues and her medical condition from time to time. The complaints have involved mainly interactions with residents but also trustees and tradespeople employed by the Trust to maintain units.

SB is a very dominant character with a very loud voice. The complaints have largely focused on the following. If things do not suit her then she shouts and argues and she can behave in a threatening manner. This seems to result in her getting her own way with the residents who live in the community of Dent's Terrace. They are all very neighbourly and helpful but SB is reported as becoming over familiar with some of them, ambushing them when they leave their houses and invading their privacy by looking through windows and entering front doors without being invited. Her front door is constantly open during the day so she is aware of comings and goings.

The gardens are where she becomes particularly domineering. She behaves as though she is in charge there. She spends many hours tending the gardens at Dent's Terrace and is very proud of her achievements. She is keen for everyone at Dent's to have a nice display of plants by their cottage and is over enthusiastic to help them achieve that.

She set up a seating area at the top of the garden where she used to entertain friends. Residents said that she eavesdropped on them and commented about them so that they became uncomfortable passing by there in case they were drawn into conversation with her.

**This resulted in the resident Mrs. Lita Jones (LJ) at 3D to email the Trust on 20<sup>th</sup> September 2019 regarding a friend of SB's being very abusive to LJ. Mrs. Pam Christian (PC) also emailed the Trust on 23<sup>rd</sup> September 2019 regarding the same incident and also complaining about SB's behavior towards herself.**

Two Trustees visited LJ to obtain a detailed signed account of the incident and also visited PC and SB. **Visit to PC 25<sup>th</sup> September'19 Visit to SB 28<sup>th</sup> September'19 Signed account from LJ 8<sup>th</sup> October'19**

**(Doc 2)**

**As a result of this The Trust decided that the seating area should be removed.**

On 19<sup>th</sup> July'20 during 'lockdown' PC sent an email complaining that SB was inviting the public into the gardens. When challenged she became aggressive and argumentative.

**(Doc 3)**

On 17<sup>th</sup> February'21 PC sent a Text to the Trust phone complaining that SB had been shouting in the garden and arguing with Bryan & Molly Green BG & MG from 9D.

SB had also rung the Trust phone to complain about BG an account of which was sent by myself in an email to the other members of Appointments & Welfare.

**(Doc 4)**

Regarding her behavior toward Trustees. Soon after Mrs. Karen Spice became a Trustee in 2017 Mrs. Heather Simonds, a Trustee since 2015, was showing Mrs. Spice around the grounds at Dent's Terrace. They were stood outside of the main gate speaking to another Trustee at that time when SB came storming through the gate shouting abuse at them in a very loud voice. Mrs. Spice reported being very shocked at the time.

SB has been abusive to another new Trustee and a local contractor carrying out electrical work at Dent's Terrace. The result of this is that the Chairman wrote to her and asked her to write a letter of apology. **See letter dated 20<sup>th</sup> March 2019**

**(Doc 5)**

In common with other residents the Trust has been very helpful to Mrs. Bagan. When Dent's Terrace was refurbished in 2014 Mrs. Bagan did not want her cottage included. I understand the main reason for this is that she wanted to retain the bath in her bathroom. The baths were removed to create a wet room with shower. This also meant that she did not have to move out of her cottage into another one whilst the renovations were completed. When the MMC's were increased for residents after the renovations Mrs. Bagan's MMC was not increased.

In April 2018 when 6 Dent's Terrace became vacant the Trustees agreed that Mrs. Bagan's cottage should be renovated to bring it up to the same standard of the other cottages particularly because of Health and Safety. She was informed by **letter 1<sup>st</sup> May 2018** and then a visit was arranged to explain the reasons for the refurbishment and to help her organize her move. She had made a list of work she was requesting that the Trust might agree to for the renovation. The Trust agreed to these. **See email 19<sup>th</sup> April'18, 15 May'18**

**(Doc 6)**

Mrs. Bagan is adept at trying to get what she wants and during this refurbishment used Trustees to try and do this. **See emails 22 July'18, 23 July'18 (Doc 7)**

There have recently been further issues with SB and some resident's have been prepared to put their concerns in writing.

Mrs. P Christian moved into 6Dent's Terrace on **15<sup>th</sup> December 2018**. As previously noted she has formally complained about Mrs. Bagan on different occasions. In **July 2020** she became so distressed with living next door to SB that she requested a move when a cottage became vacant. Pamela Hullah in 7D sent an email to support her request on **2 February'21** and describes the affect that SB had on PC including that she had thought about moving. The Trust had by this date agreed a new policy of not allowing residents to move unless under extenuating circumstances. The Trustees did eventually agree to move PC to **10D in May 2021**.

See documents **6/8 July 2020, 2 February'21, 7/8/9/15 March 2021**

She started to keep a diary beginning **17 February'21 - 2August'21**. These contain some very serious accusations.

PC & LS also jointly signed another complaint on **21 August'21 (Doc 8)**

Mr. & Mrs. Shadafza moved into 4Dent's Terrace on **23<sup>rd</sup> September 2019**. Mrs. Shadafza has formally complained about Mrs Bagan. These accusations are again very serious. **3 August 2021**. She also made a joint complaint with PC **21 August 21**

SB also complained about the incidents and texted the Trust phone **3 August'21 (Doc 9)**

Also on the **24 May 2021** there was a phone call to the Trust from Mrs. Rachel Viles who is the daughter of Mr & Mrs. Green who live at 9 Dent's Terrace. She didn't want her parents to know that she had rung. She said SB is upsetting them both continually as she has done for a long time. They do not want to say anything to the Trustees as they are frightened of SB. She told me of incidences that had happened including texts that SB has sent to them. I asked her to put as much as she could in writing and to send it to the Trust. She agreed she would do this but unfortunately she hasn't. **From Trust phone record book 24<sup>th</sup> May'21** There is also a card from MG, which is not dated but was sent to the Trust I believe after the seated had been removed at the top of the garden in October'19 complaining about Mrs. Bagan (it is spelt Beacon in the card).

**(Doc 10)**

The Trustees have become increasingly very concerned about the apparent escalation in SB's behaviour and also that residents are saying that she appears to have a problem with alcohol abuse. We therefore arranged a meeting with her on the **1 September 2021** to set out our concerns and to formally warn her that

she is in jeopardy of losing her house. We informed the Adult Social Services of SB's situation on **29 September** who told us we needed to inform her of this before they could take any action. On the **30 September'21** we wrote to SB to inform her we were going to contact Adult Social Services. We then informed the local Adult Social Services Department of our concerns and they subsequently told us that they tried ringing her but she had not replied. They have therefore written to her. They already have a closed file for her. **Letter 29 August'21, Minutes of meeting with SB 1 September'21, emails 29 September'21, Letter 30 September, email 5 October'21 Phone message 1 October'21**

SB responded to the letter she had received dated **30 September**. On **1 October'21** she rang the Trust phone and complained about the Trust and said she had spoken to Citizen's Advice, her GP and lawyer all who thought the Trust were disgusting.  
**(Doc 11)**

Ms. Teresa Casey (TC) moved into 6 Dent's Terrace, next door to SB, on **2 August 2021**. TC is recovering from a long illness of cancer and was due to have further operations at the end of September.

I rang her on **28 September'21** to find out how she was. She said she loved the house but is upset because of situation with SB and LS 4D and herself – see account. Having only been there for a month she said she would not want to stay at Dent's Terrace if the atmosphere didn't change. She thinks SB uses alcohol and her personality changes. She also rang the **Trust phone on 1 October '21** and related that SB had rung her from Tesco's in Cheltenham to ask TC if she would drive (7 miles) to Tesco to fetch her, as she had no money. TC felt she had to go and get her. TC is a person who is very vulnerable because of her health.  
**(Doc 12)**

On a recent formal Bi-Annual visit to Dent's Terrace on **18<sup>th</sup> October'21** the following was reported.

**TC** was very upset because she says SB is being very intrusive in her life. She constantly wants TC to spend time with her and has come into the house uninvited. When TC locks the door she rattles it to try and gain entry. She looks through the window and TC is now getting net curtains to try and retain her privacy. SB came back from waiting for the bus recently and said there was another old lady waiting for the bus and the bus hadn't turned up. She asked TC to take them into Cheltenham and had agreed with the other person that they would pay her £15. TC said she felt pressured into to doing this. I told her she must start to say no to these things but she says she is frightened of offending SB as she has seen how awful she can be to others.

I have asked if she can give us a written account of these events and she has said she will do this.

**LS/4D** said she didn't speak to **SB** anymore and the atmosphere was not pleasant. She has thought about moving because of this.

**SB** She was quite calm and polite, was willing to sign a new GP Authorisation Form and Next of Kin Form that was needed from some residents to update our records. She complained about **LS** saying that she said things to provoke her. She gave us two letters.

**(Doc 13)**

The Bi-Annual visits to the other residents at Dent's are due 25<sup>th</sup> October 25'21

Signature.....

Name.....Brenda Cove, Trustee.....

Date.....24<sup>th</sup> October 2021.....