

Housing Management Panel: West Hove & Portslade Area

Date: 12 October 2022

Time: 1.30pm

Venue Hybrid Meeting:

In Person: Hove Town Hall Council Chamber (Room G85)
Hove Town Hall, Norton Road, Hove, BN3 3BQ

Remote: Zoom

Members: Councillor Allcock (Chair), Ward Councillors for the Area,
Delegates of Tenants Association in the area.

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AGENDA

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FURTHER INFORMATION

For further details and general enquiries about this meeting contact , (01273 291354, email thomas.bald@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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Date of Publication - Date Not Specified

West Area Panel – meeting invitation

Dear Resident,

On behalf of the West Area Panel, I would like to invite you to the next meeting. This will be held as a hybrid meeting; **both in person and as an online Zoom meeting.**

When	Wednesday 12 October 2022 – from 13:30 to 15:30 (Zoom will open 13:15, Meeting starts at 13:30)
Venue	Council Chamber Room G85, Hove Town Hall, Norton Rd, Hove BN3 3BQ
Zoom	<p>Please type the following address in your browser:</p> <p>https://bit.ly/WAPOCT22</p> <p>There is no difference between uppercase/lowercase letters. You won't need to enter a meeting ID or password.</p> <p>If the link above does not work, you can join through Zoom client instead, using the following details:</p> <p>Meeting ID: 896 7470 8789 Passcode: c2u5dc</p> <p>OR phone in:</p> <p>If you cannot use a device which is able to connect to the internet, you can access the meeting through audio only. With a landline phone, call one of the following numbers and type in the meeting ID and passcode when asked:</p> <p>0330 088 5830 / 0131 460 1196 / 0203 481 5237 / 0203 481 5240</p> <p>Meeting ID: 896 7470 8789 Passcode: 536843</p> <p>To mute and unmute yourself when calling by phone, press *6 (asterisk and 6)</p>
Transport	We can help with transport costs: Please let us know at least 7 days in advance if you need the provision of bus tickets or a taxi to get to the meeting. If you drive, you can claim mileage and parking costs through your resident association grant, or where there is no association, via your Community Engagement Officer.

	Taxis can only be requested by people with mobility issues.
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Please read the papers in advance of the meeting.

Please contact the Community Engagement Admin Team at 07717302986 or 07717302872 communityengagement@brighton-hove.gov.uk if you have any more questions

**HOUSING MANAGEMENT PANEL
WEST AREA
17/8/2022 2PM
MINUTES**

Attendees:

Residents: Anne Tizzard, Joseph Macrae, Roy Crowhurst, Patricia Weller, Vic Dodd, Alison Grey, Murial Briault,

Councillors: Cllr Allcock (Chair), Cllr Barnett,

Officers: Janet Dowdell, Justine Harris, Rich Wheeler, Francis Mitchell, Sam Warren, Laszlo Gera, Natalie Beckwith, Graham Dawes, Geof Gage, Grant Ritchie,

Press: Felice Southwell,

1 – WELCOME, APOLOGIES & INTRODUCTIONS

1.1 Apologies were received from Cllr Atkinson and Cllr Bagaeen.

2.1 2 – ACTIONS AND MINUTES FROM THE PREVIOUS MEETING

Provide a written response to the next meeting regarding the invoices for Muriel's guttering repair.

2.2 Grant Ritchie stated that he can provide a written response to Muriel.

- a. **ACTION** – Grant Ritchie to provide a written response to Muriel regarding the cumulative costs for guttering repair.

2.3 Confirm with Rosemary Whitehouse that investigation of residents contaminated water supply has been actioned.

2.4 Geof Gage stated that he will follow up on this.

- a. **ACTION** – Geof Gage to provide update on this action to the next meeting.

2.5 Update to be provided at the next meeting regarding Estate Inspection routes and frequency

2.6 Janet Dowdell provided a verbal update at the meeting, stating a 12-week estate walkabout pilot had recently been completed with three estate walkabouts being carried out in each area. Janet Dowdell stated that there will be a period dedicated to reviewing feedback given by Councillors, residents and staff before estate walkabouts are rolled out across the city. Janet Dowdell also stated that each walkabout lasted for approximately an hour and a half to two hours and was focused on environmental improvements. Janet Dowdell stated that the intention is to restart estate walkabouts next October.

2.7 Cllr Barnett expressed concern about the condition of some estates and cited the importance of estate inspections.

2.8 Anne Tizzard stated that she had not been notified that estate walkabouts were being resumed and was informed that this was because walkabouts had not yet been held in her estate.

2.9 Muriel Briault was informed that Blakers Court was inspected.

2.10 *Martin Reid to follow up with Robert Walker to provide more detailed responses to questions on page 20 of February's agenda as published by Democratic Services. (Item 4.5: Weed Control Issue)*

2.11 There was no response provided to this question.

2.12 Sam Warren stated that there may have been an administrative error in getting some actions to relevant officers.

- a. **ACTION** – Sam Warren to ensure administrative error is resolved before next meeting.

2.13 *Sam Warren to ask a member of Parking Services to attend next meeting.*

2.14 As stated in the action log, this action is no longer needed as Parking is now open for longer and as such is no longer as much of an issue.

2.15 *Sam Warren/Richard Wheeler to arrange a meeting with CityClean regarding dog-waste bins in Greenleas Park.*

2.16 Laszlo Gera (CityClean Operations Manager) provided an explanation as to why there was an issue with dog-waste bins in Greenleas Park and outlined plans to increase capacity to reduce this issue, citing more bins in the park and more frequent visits from CityClean operatives.

- a. **ACTION** – Laszlo Gera to come back to a future meeting with details on improvements to bin collections in Greenleas Park and to answer questions residents may have.

2.17 *Justine Harris to look into more frequent responses in regard to Environmental Improvement Work.*

2.18 Justine Harris stated that this action had been responded to on page 41 of the agenda.

2.19 *Martin Reid to follow up on vacant homes and home relet times.*

2.20 The Chair stated that information relating to this action is available in item 3 of the agenda.

2.21 Keely and Rosemary to understand what information is being requested by Alison and respond to her list of questions.

2.22 2.13 Sam Warren stated that she would follow this up with Alison Grey outside of the meeting.

- a. **ACTION** – Sam Warren to follow up with Alison Grey outside of the meeting.

- b. Graham Dawes suggested that item 4.5 of the minutes of the meeting held on 18 May should also be an action.

- c. **ACTION** – Grant Ritchie to speak to Aaron Burns to confirm that tenants of non-Council social housing will be informed who to contact for emergency repairs.

3 – HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT QUARTER 1 2022/23 48:55

3.1 Justine Harris delivered the report for this item.

3.2 Cllr Barnett questioned whether it was possible to move residents into houses that were still awaiting refurbishment and was informed by Grant Ritchie that this would not be possible due to the nature of the work often required.

3.3 Justine Harris stated that there were 46 void properties in seniors housing and cited the reason behind this number being a large amount of studio flats which seniors generally do not want to move into.

3.4 Cllr Barnett stated one of the reasons that seniors may not move into a block is due to the fact that amenities such as shops are located far from the property.

3.5 Roy Crowhurst agreed with Cllr Barnett, emphasising the importance of transport connections from residences for seniors.

3.6 Justine Harris stated that due to more staff being available, it is expected that ‘customer service calls answered’ will increase from 83%.

3.7 Roy Crowhurst asked what the Council considers an emergency repair and was informed by Grant Ritchie that an emergency repair is a repair on anything detrimental to a residents health & safety or may cause property damage such as loss of power & water.

3.8 Alison Grey stated that her water bill rose by ~£200 due to her specialist toilet breaking down and was informed by Southern Water that the Council would have to refund this as the price rise was caused internally.

- a. **ACTION** – Grant Ritchie to investigate tenants financial costs due to delays to repair and the water costs for Alison’s specialist toilet caused by such waiting times.

4 – RESPONSES TO RESIDENTS QUESTIONS – 3 STAR

4.1 Oversight of Environmental Improvement Budget.

4.2 Justine Harris presented the response to this question and stated that the Environmental Improvement Budget is £500,000 per year, £400,000 of which is capital funding with the remaining £100,000 being Housing Revenue Account funding.

4.3 Alison Grey was informed that the purpose of the Environmental Improvement Budget is for the Council to improve estates and the Estate Development Budget is community and resident lead.

4.4 Roy Crowhurst was informed that he should contact Rich Wheeler if he would like to access the Estate Development Budget.

4.5 Graham Dawes cited that it was previously discussed that resident representatives may be granted seats on the decision panel for the Environmental Improvement Budget and stated that this had not yet happened.

4.6 Justine Harris clarified that the Environmental Improvement Budget was for Council use and that is why residents have access to the Estate Development Budget.

4.7 Estate Inspections/Estate Walkabouts.

4.8 Muriel Briault stated that she was happy with the response so long as it was guaranteed that every area would be inspected.

4.9 Janet Dowdell informed the panel that every area would be subject to Estate Walkabouts.

4.10 Cllr Barnett was informed that a rolling two-year programme would be produced.

4.11 Graham Dawes was informed that the difference between Estate Walkabouts and the former Estate Inspections is that Walkabouts would focus on the condition of estates and would not involve entering blocks and looking at repairs.

4.12 Geof Gage stated that a programme is being produced to undertake stock condition surveys over the next 6 to 9 months.

4.13 Cllr Barnett stated the importance of inspecting inside blocks and was informed by Janet Dowdell that the Estates Service will continue to provide this service.

- a. **RESOLVED** - The response was received as satisfactory, but the panel recognised that Estate Walkabouts do not cover the inside of blocks and requested communication to residents from relevant teams.

4.14 *Refurbishment of empty properties.*

4.15 Grant Ritchie presented the response to this question.

4.16 Cllr Barnett questioned why house-swap inspections could not be carried out via video link and was informed by Grant Ritchie that this could be an option for residents.

4.17 *Roof Extension.*

4.18 Geof Gage presented the response to this question and the panel had no questions.

4.19 *Long delays in repair work.*

4.20 Patricia Weller stated that while the work has been completed, she remains concerned about the amount of time it took to complete the work.

4.21 *Repairs.*

4.22 Anne Tizzard questioned why rents are increasing if services are not being provided.

4.23 Justine Harris stated rent setting will be looked at as part of the budget going forward.

4.24 Cllr Barnett was informed by Grant Ritchie that a specialist team would be bought in to deal with the backlog of 9600 repairs, with the aim to reduce the backlog to a 'normal work in progress figure' of 1500-2000 outstanding jobs by the end of the financial year, but this would depend on successful recruitment.

5 – RESPONSES TO RESIDENTS QUESTIONS – 2 STAR

5.1 *Grass cutting and grounds maintenance.*

5.2 Patricia Weller expressed concerns over neither Parks & Gardens nor CityClean taking responsibility for grass cutting and grounds maintenance.

- a. **ACTION** – Justine Harris to contact Patricia Weller regarding weed growth on her estate.

5.3 *Uneven grass area, Clarendon Road*

5.4 Janet Dowdell presented the response to this question.

5.5 Alison Grey stated that residents of Clarendon Road were not consulted regarding the installation of a pathway on their estate.

5.6 Justine Harris invited residents to contact Tenancy Services regarding the impact of the pathway on Clarendon Road.

- a. **ACTION** – Discussion between Community Engagement, Tenancy Services and Residents regarding improvements to Clarendon Road estate.

6 – POSITIVE COMMUNITY NEWS

- 6.1 Roy Crowhurst commended the decorating scheme and emphasised the quality of the work and the short time it took.
- 6.2 Anne Tizzard communicated that the Hangleton & Knoll Project had produced a leaflet that informs residents how to report anti-social behaviour to relevant departments.
- 6.3 Anne Tizzard also stated that community learning courses are free for all Council tenants and that there will be a five-week seasonal wellbeing course held on Tuesdays throughout August, October and January which will focus on connecting with nature.

7 – AOB

- 7.1 Roy Crowhurst stated that the Sheltered Housing Action Group (SHAG) would be restarting on September 9th, instead of the originally proposed date in July.

Actions from West Area Panel meeting 17.08.22

Deadline for staff to respond: 14.09.22

Action	Officer(s) Responsible	Response	Date of Completion
Grant Ritchie to provide a written response to Muriel regarding the cumulative costs for guttering repair.	Grant Ritchie	I have investigated the property history available, and I do not have records of previous roof work. However, having spoken to the Supervisor who oversaw the most recent works he estimates that the pitched roof was probably in excess of 10yrs old. The cost of the most recent repair was £3408 + VAT.	September 2022
Geof Gage to confirm that an investigation of residents contaminated water supply has been actioned.	Geof Gage	The issue that was identified has been satisfactorily resolved and there are no ongoing matters.	September 2022
Sam Warren to ensure administrative error in getting actions to relevant officers is resolved before next meeting.	Sam Warren	Earlier this year the Engagement Team and Housing agreed a new process for ensuring that Actions from Area Panel were attended to and answered clearly for residents. We apologize that some items were dropped as the new process was adopted. To ensure that all Actions (and Residents Questions) are responded to and answered, Housing have a dedicated admin team who now check all action logs are completed. We hope that this will mean that nothing is dropped again.	September 2022

Laszlo Gera to come back to a future meeting with details on improvements to bin collections in Greenleas Park and to answer resident's questions.	Laszlo Gera	The residents asked for a bigger bin to be put in GreenLeas Park near to Hangleton Way entrance. The council only maintain our smaller size dog bins in the Parks. Anything bigger (normal size litter bins) will belong to City Parks. A verbal update will follow.	N/A
Keely and Rosemary to understand what information is being requested by Alison and respond to her list of questions.	Keely McDonald/Sam Warren	In progress – being followed up through the EDB Task and Finish Group. Alison had asked about the 2016 EDB audit. This was discussed at the EDB Task and Finish Group and most of the group agreed that there was very little that could be resolved about the accuracy of the audit as many of the staff that were involved have now left Brighton and Hove Council. It was resolved that the group would focus on the future and any changes to the EDB processes would be delivered because they are seen to be appropriate now.	N/A
Grant Ritchie to speak to Aaron Burns to confirm that tenants of non-Council owned social housing will be informed who to contact for emergency repairs.	Grant Ritchie	I have contacted colleagues as requested and confirmed that tenants are advised of the numbers to call in the event of a repair. In some case this may be Repairs & Maintenance and in some cases, this may be the Building Owner.	September 2022
Grant Ritchie to investigate tenants financial costs due to	Grant Ritchie	We do provide a letter for tenants who have had significant water leaks to confirm that this is the case that can be used when questioning any bill	September 2022

delays to repair and the water costs for Alison's specialist toilet caused by such waiting times.		increase with their water provider. These are usually provided on request but I have asked the team to be proactive in offering letters where appropriate. Please can any tenant concerned about additional cost due to a leak, email repairs.helpdesk@brighton-hove.gov.uk	
Justine Harris to contact Patricia Weller regarding weed growth on her estate	Justine Harris	To follow up with Estates.	October 2022
Discussion between Community Engagement, Tenancy Services and Residents regarding improvements to Clarendon Road Estate.	Sam Warren & Justine Harris		October 2022
Resident asked for further clarification about EIP and EDB. Residents would like to know how local people can put forward ideas, what projects have been funded over the last 3 years, how much money has been spent, what consultation is expected. EDB – residents are concerned that EDB	Justine Harris Keely McDonald	Please see resident answers papers for the full response.	September 2022

budget is decreasing and feel that they should have a larger budget to manage directly to continue having genuine tenant lead decision making with the aim of improving tenants' quality of life.			
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Housing

Estate Walkabouts pilot Summary Report September 2022

Introduction & Background:

This report will summarise the outcomes to date of the Estate Walkabout Pilot, and a full report with detailed recommendations will be released in October 2022.

Emerging from the pandemic, we were keen for housing staff to get back out onto our estates and re-engage with residents. In addition, the Social Housing Bill places emphasis on residents being involved in improving their environment. We introduced a pilot programme of weekly area walkabouts facilitated by the area Housing Manager. It was hoped these walkabouts would:

- Result in visible environmental improvements
- Improve collaborative working with each team taking responsibility for their actions
- Promote awareness of available budgets, such as the Environmental Improvement Budget (EIB) and publicise how these budgets are spent across the city
- Create opportunities for Housing staff and Councillors to reconnect with residents

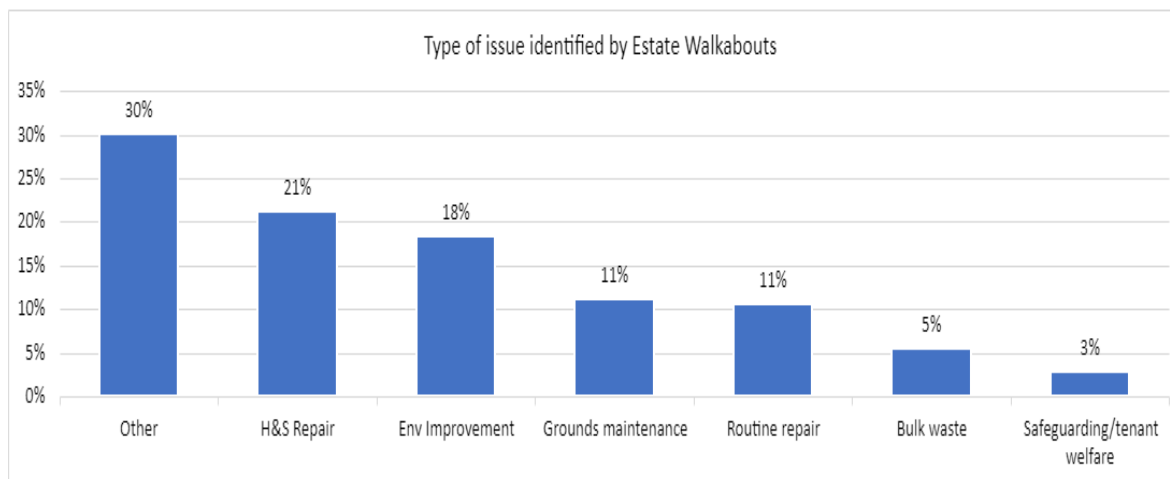
Attendance:

12 Walkabouts were undertaken from 18 May 2022 to 3 August 2022 across the city, attended by Housing Managers, Estate Services, a Surveyor (focusing on Environmental Improvements, Councillors, Community Engagement Officers and residents).

Initially we invited tenant reps only as an appropriate sample size for the pilot, however this was extended as the pilot progressed. A total of 39 residents attended and gave their details over 12 walkabouts. Three of the walkabouts were not attended by any residents, three walkabouts were not attended by a councillor, and two of the walkabouts were not attended by an EIB surveyor (Environmental Improvement Budget). Staff from the Community Engagement Team subsequently attended six of the walkabouts.

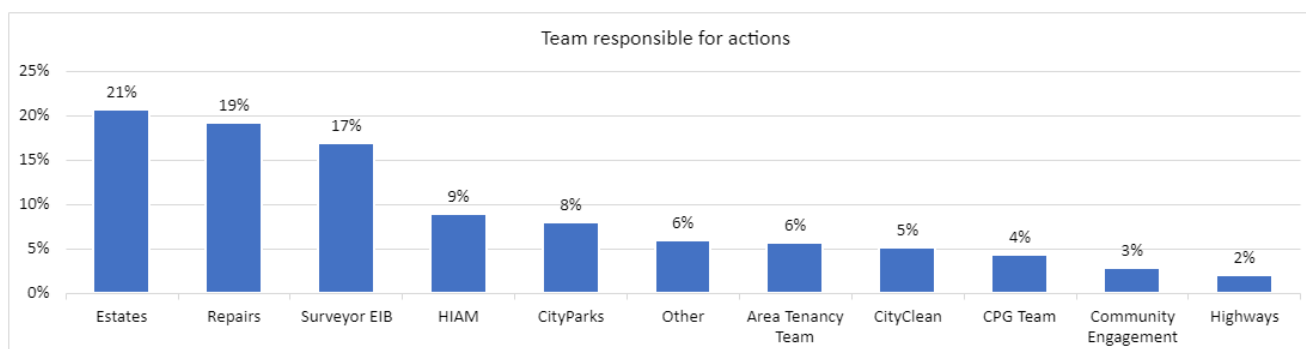
Issues and jobs captured:

A total of 348 issues were identified by the 12 pilot estate walkabouts.



A significant number of issues are categorised as Other (30%) and this is due to the walkabouts covering such a wide range of issues. These mainly concern, parking, highways, cleaning, graffiti and resident involvement queries such as access to water butts, storage for gardening equipment and access to notice boards. Detailed examples are attached as Appendix 1.

Although the walkabouts were not repair focused, 74 H&S repair issues and 37 routine repair issues were reported to the Repairs Helpdesk and the Housing Investment & Asset Management Team.



Estates were responsible for most of the actions arising from the walkabouts (21%), followed by Repairs (19%) and the Surveyor for the Environmental Improvement Budget (17%).

Completed actions:

It is not possible to report on the majority of completed actions at this stage as data from Repairs, CityParks, CityClean, Car Parks & Garages is not readily available and is logged as an issue as part of the project review.

Environmental Improvement Budget (EIB):

As a result of the walkabouts, 24 proposals at an estimated value of £72,700 have been approved by the EIB board. A further 14 proposals are awaiting resident consultation.

		Value
Total proposals	64	
Accepted	24	£72,700.00
Investigation/ Consult	21	£119,600.00
Rejected	19	

The accepted proposals concern planting, signage and improving the appearance and access to refuse & recycling bins. Residents of Swallow Court have already received new pedal operated bins with lids, situated in a new location.

Estates

The Estates Team have completed 36 jobs (out of a total of 64) raised from the walkabouts. These were mainly fly-tip removal, graffiti removal, weeding and painting yellow nosing on to edges of external steps.

There are still some jobs ongoing due to staffing, weather and time restraints but these will be completed by the end of October 2022.

Feedback:

On completion of the walkabouts, we contacted 19 staff, 10 Councillors and 27 residents to complete a feedback questionnaire (Appendix 1) with a response rate of 59%.

In summary, residents feel the successes of the Walkabouts have been

- Residents appreciated the representation of staff across Housing teams and felt listened to
- Appreciated the opportunity to meet with councillors and housing staff in person to discuss longstanding issues on the estate
- Feedback report useful and residents able to see actions completed
- Craven Vale residents appreciated attendance of Rachel Sharpe, Executive Director of Housing, Neighbourhoods & Communities, Sam Warren, Community Engagement Manager and an additional officer who ran a 'surgery' to discuss ASB concerns

Staff feel the positives are

- Very useful for council staff (and councillors) to physically visit estates and to have a presence, particularly after a long period of working mainly online
- Walkabouts present an opportunity to involve a disability expert and link with work on the council's accessible city strategy
- Increased opportunities for collaborative working between Community Engagement and Housing
- Proactive work focusing on what officers can do to improve the area and involving residents in decision making

The main concerns reported by residents are

- Clearer information needed on route and duration, particularly for residents with mobility issues, access to facilities – e.g. shelter and toilets
- Inspections of building condition (internal & external) needed
- Need involvement / attendance from Repairs, CityClean and CityParks
- Improved advertising of walkabouts needed and more residents to attend

The main concerns raised by councillors are

- Internal areas need to be inspected
- Need to adopt a 'one council' approach e.g. reporting uneven pavement to Highways
- Ensure all residents can attend, not just residents involved with Tenant & Resident Associations (TRAs)
- In areas where residents did not attend the walkabout, officers not confident about undertaking improvements without advance consultation.

The main concerns raised by staff are

- Need better representation / input from residents and all interested housing staff should have opportunity to attend
- High number of repair issues noted even though walkabouts are not meant to be repair focused.
- Need for involvement from CityClean and CityParks, lots of questions from residents re. Bins, weeds and grounds maintenance
- Managing expectations of residents
- Additional workload pressure for officers attending walkabouts. Significant time spent on follow up work, particularly following up on repairs and planned maintenance issues.

Preliminary recommendations:

- Housing Investment & Asset Management (HIAM) to establish programme of formal building inspections focusing on stock condition and health & safety, whilst ensuring compliance with the Building Safety Act 2022.
- A programme of weekly Estate Walkabouts cannot be fully delivered with current resources and structure. Further investigation is needed into this resource. There is no current capacity to take full ownership of and follow up on actions raised. A significant amount of administration has been done temporarily by the project team and lacks resource in the current structure.
- Further consideration given to the financing of the Environmental Improvements proposals. The current EIB budget is £500,000 per annum, and approximately £72,700 of works have been agreed from 12 walkabouts. It is anticipated that a two year programme (50 walkabouts per annum) will commence 2022/23.
- Further work needed to engage a wider group of residents to contribute to improving their environment, particularly those who do not ordinarily take part in any resident involvement activity.
- Further clarity is needed on the Grounds Maintenance contract.
- Create agreement with other key teams such as City Parks and City Clean.
- Further investigation needed to ensure there is resource in Community Engagement to undertake resident consultations arising from EIB proposals.
- Additional resourcing for EIB surveyor, including arrangements for cover to ensure all walkabouts are attended by a surveyor.
- Actions captured during the Walkabouts and basic feedback to be uploaded to the website on a quarterly basis, rather than sending out to attendees individually via email and post, which is resource intensive.
- Create an agreement with Housing Repairs to coordinate jobs raised through Estate Walkabouts as a body of work.
- Further investigation needed into the role of Field Officers.

Appendices

- Appendix 1 – Examples of issues identified by walkabouts categorised as ‘Other’
- Appendix 2 – Feedback questionnaire (staff & councillors)

Appendix 1 – Examples of issues identified by walkabouts categorised as ‘Other’

Issue (Other)	Action taken
Cracked and uneven paving- report of tripping hazard/fall	Referred to Highways
Misuse of visitors bays	Referred to Car Parks & Garages
Loose cables on block	Referred to HIAM
Graffiti on back of garages	Referred to Estates
Tree growing out of pavement	Referred to Highways
Report of dog users on grass and dog mess being put into recycling bins	Referred to Housing Officer
Padlocks to be replaced or hasp and staples to be fitted on all noticeboards - give key to RA rep	Referred to Estates
The drying areas are never used and the car park has limited use. Could consideration be given the installation of additional housing	Referred to Hidden Homes
Internal Storage area for gardening supplies and equipment requested	Referred to Housing Officer

Appendix 2 - Estate Walkabout Feedback Questionnaire - staff & councillors

Estate Walkabout Pilot Feedback questionnaire

Thank you for attending the recent estate walkabout(s). As this is a pilot project, we are gathering feedback from all attendees and would really appreciate if you could answer the questions below. Your responses will feed into a review and help identify any improvements that need to be made to future estate walkabouts. It is anticipated that a further schedule of walkabouts will start in Autumn 2022.

* Required

* This form will record your name, please fill your name.

1. Was the walkabout what you expected? *

- Yes (skip to question 3)
- No (continue to next question)

2. If you answered no to the previous question, what were you expecting?

3. Overall, do you feel that the estate walkabout was successful in identifying environmental improvements? *

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

4. How do you feel the walkabouts could be improved?

5. Did you attend as a Councillor? *

- Yes (skip to questions 11 & 12)
- No (continue to next question)

6. Roughly, how long did the process take you (including preparation, the walkabout, recording and follow up actions)

- 1 hour
- 2 hours
- 3 hours
- 4 hours
- 5 hours or more

7. Do you feel it would be beneficial for other teams to attend or contribute to future walkabouts? *

- Yes (continue to next question)
- No (skip to question 9)

8. If you answered yes to the previous question, which teams need to be involved?

9. Have you encountered any difficulties following up on issues raised? *

- Yes (continue to next question)
- No (skip to question 12)

10. **Councillors only:** How would you prefer to receive feedback / updates on the outcomes of the walkabouts?

11. If you answered yes to the previous questions, can you provide further details?

12. Is there anything else you would like to add?

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Area Panel Review

Sam Warren
Community Engagement Manager

Scope of review

Methodology

Findings

Recommendations

Introduction

- We have 4 Area Panels (AP) Central, East, North and West which includes Hove and Portslade. They were originally approved by Housing Cabinet Sub Committee in July 1997. The terms of reference was amended in 2016 following a review. (see appendix 1)
- The current remit of area panel meetings is to consider housing operational issues, policy, performance management, items and questions from tenants, elections to the working and focus groups for the city, the election of four tenant representatives to the board of Brighton & Hove Seaside Community Homes and the allocation of the Estate Development Budget (EDB) main bids.





Introduction

- Currently meetings are chaired by a member of the Housing Committee and are appointed by that committee. Each AP meeting is preceded by an agenda planning meeting which is attended by the chair of AP, Democratic Services, Community Engagement Manager or Officer and the tenant vice Chair.
- Tenant Only (TO) meetings are held before of each AP and the information from these meetings informs the agenda items for AP meetings. This is also where tenant and leaseholder questions are agreed. The TO meetings are administered by the Resource Centre. The Community Engagement Team and Housing Leadership Team are tasked with ensuring that the questions from these TO meetings are responded to as part of the formal AP papers.



Scope of review

A scoping document was discussed with all Area Panels, this enabled us to use the views, skills and knowledge of all the valued long term members of the Area Panels to decide on the remit for the review.

scope

- Clarification of the purpose of the area panels
 - Can it make recommendations? If so to who/where?
 - Is it place for consultation?
 - Is it place for debate?
 - What is the best structure and membership for Area Panel to ensure equality and diversity of voice in the panel?
 - Resident or a councillor chair?
 - Should it be open to all tenants and leaseholders?
 - Should it be open to the wider community?
 - How are all tenants able to submit questions and speak?
 - How can residents contribute if not attending - online, portal, surveys, feedback?
- Structure of the AP meetings:
- Tenancy services only and/or area issues outside tenancy services
 - Papers: all housing committee report, tenancy services only committee reports, early drafts of plans/strategies, performance reports. How should this information be presented?
 - Continuation/replacement of resident only questions?
 - Frequency of meetings
 - Support for the chair
- How will we measure whether it's achieving its purpose?

How did we talk to people?

Strengths, Weaknesses,
Opportunities and
Threats sessions
(SWOT), Online Survey
& Workshops

517 people took part,
giving feedback and
their views.

281 Online survey
140 Workshops
96 SWOT sessions

480
residents, tenants and
leaseholders

37 staff and councillors

SWOT, Survey & Workshops

- SWOT sessions were held with each Area Panel, Councillors, senior housing staff and the Involvement and Empowerment group.
- An online survey was carried out with 281 tenants and leaseholders contributing
- Paper copies of the survey were also sent to Seniors housing accommodation
- The survey asked a range of questions about what and how people would like to talk to their housing services.
- 11 workshops with aimed specifically at tenants and leaseholders that do not usually come to meetings or contribute to consultation
- The workshops asked people about their experiences of living in council housing
- 5 with minoritised communities
- 2 parent workshops
- 2 tenant only workshops
- 2 leaseholder only workshops

FINDINGS

36

SWOT findings

all agreed this
things needed
to change

- **Things to change:**
 - A lack of diversity and low attendance
 - Less rules around being a member
 - Other ways to be involved
 - Not widely known about
 - What it's for, who goes and what their role is
 - Barriers to new people joining
 - Too formal
 - Old fashioned format
 - Overly complex presentation of information
 - Jargon heavy
 - Intimidating for newcomers

findings

Positive

things to

EDB progress and decision making

Networking and skill building for residents

Councillor and Resident leading

Residents choose some of the topics to discuss

Helps resolve issues before the meeting

Lived experience from local residents

Councillor provide good link to the council system and change

Improved outcomes for residents

Area based knowledge

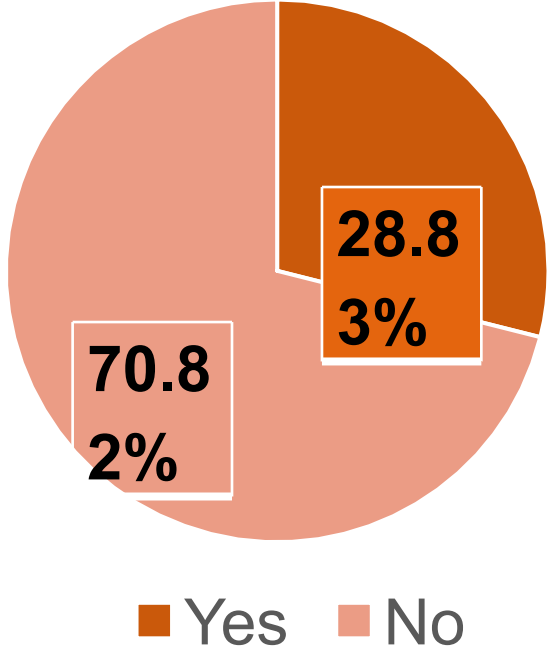
Things to change

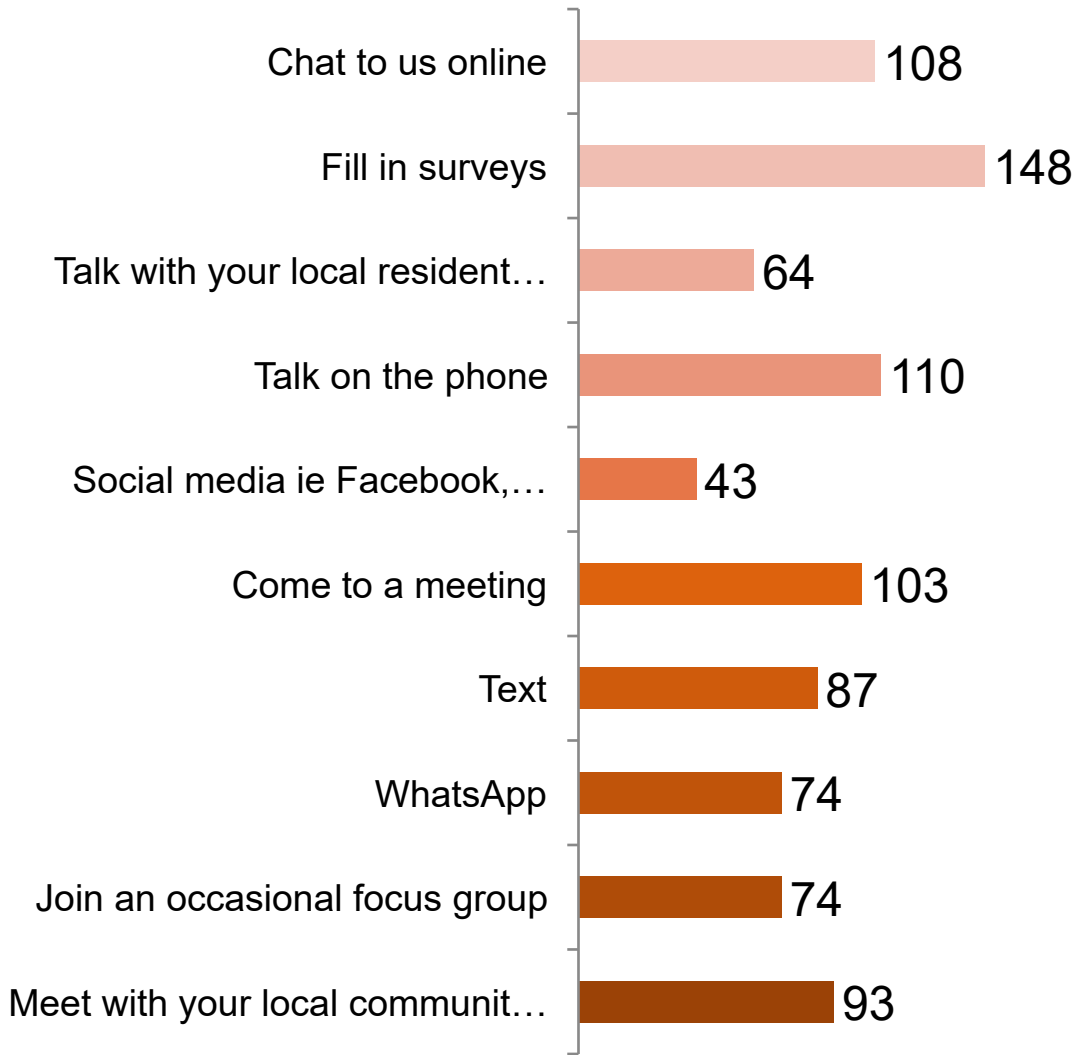
- try to get a city wide view as areas don't always agree
- Meetings should be hybrid (online and in person)
- More in-depth debate on recurring issues or complex subjects
- Clarity on how to add items for tenants and leaseholders
- How to balance the difference in resident and council priorities

Findings from the online survey

281 people completed the online survey. A large proportion of people that completed the survey were not actively involved in a local tenant or resident association.

Are you part of a Tenant/Resident Association



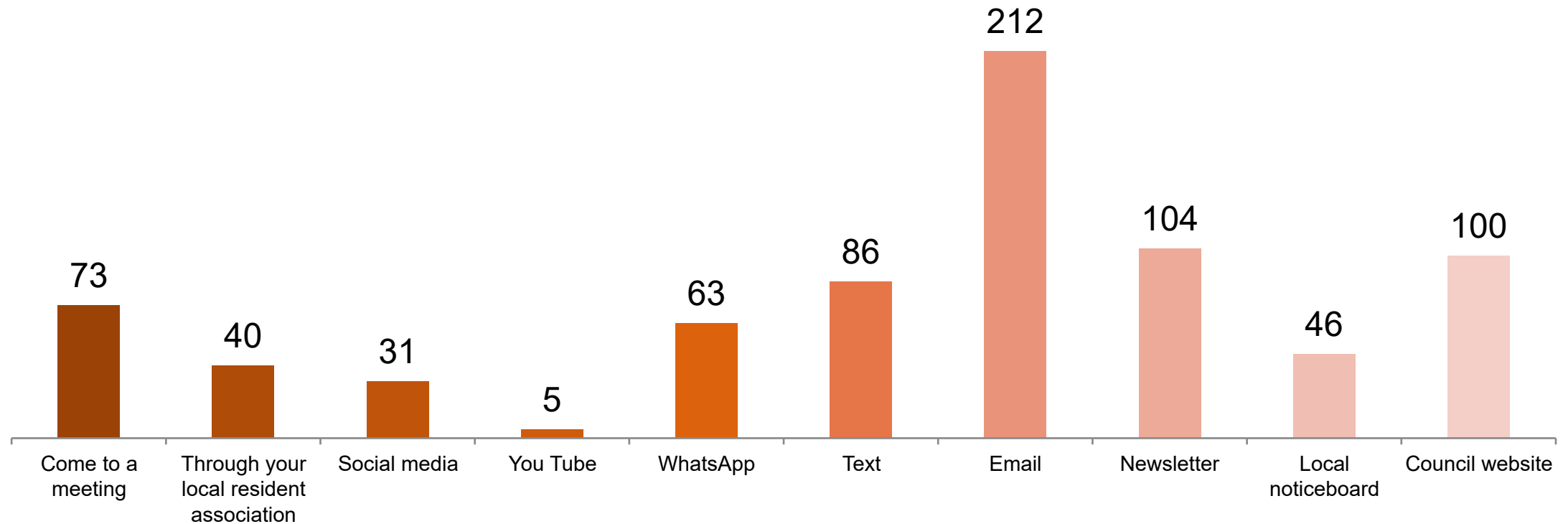


How would you like to share your views with council housing teams ?

How would you like to receive information

There were 281 responses to this part of the question.

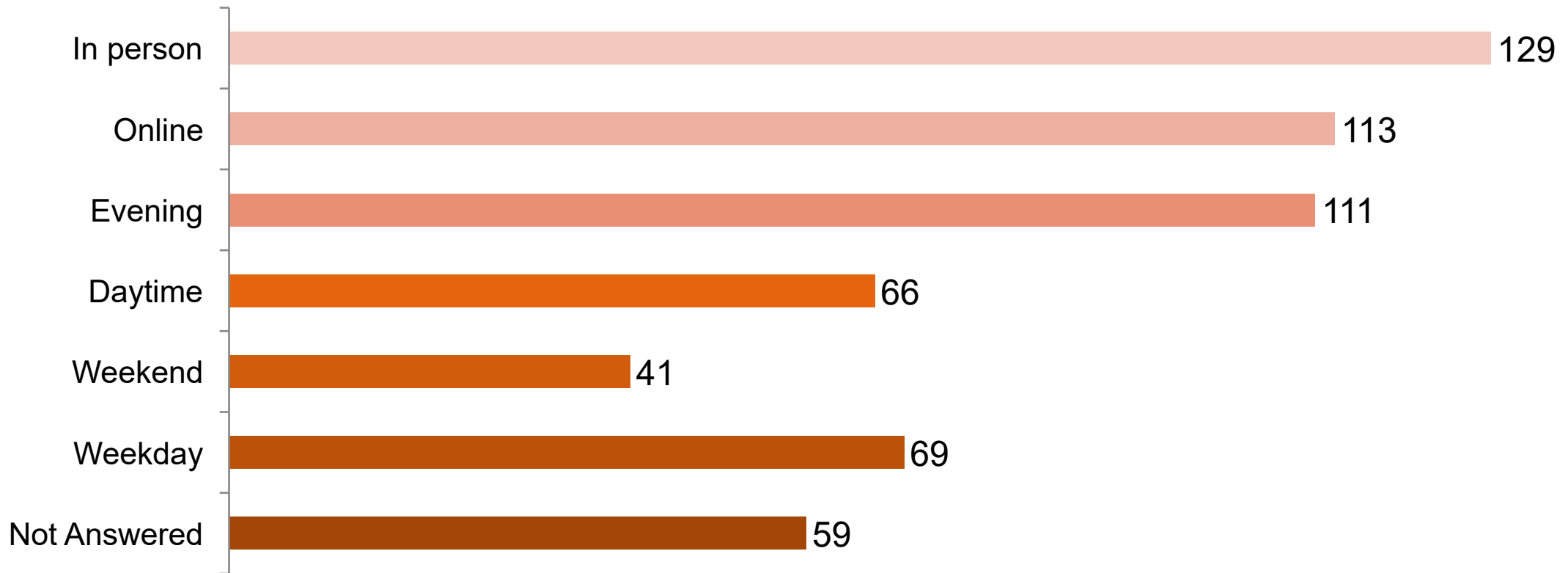
40



meetings:

There were 222 responses to this part of the

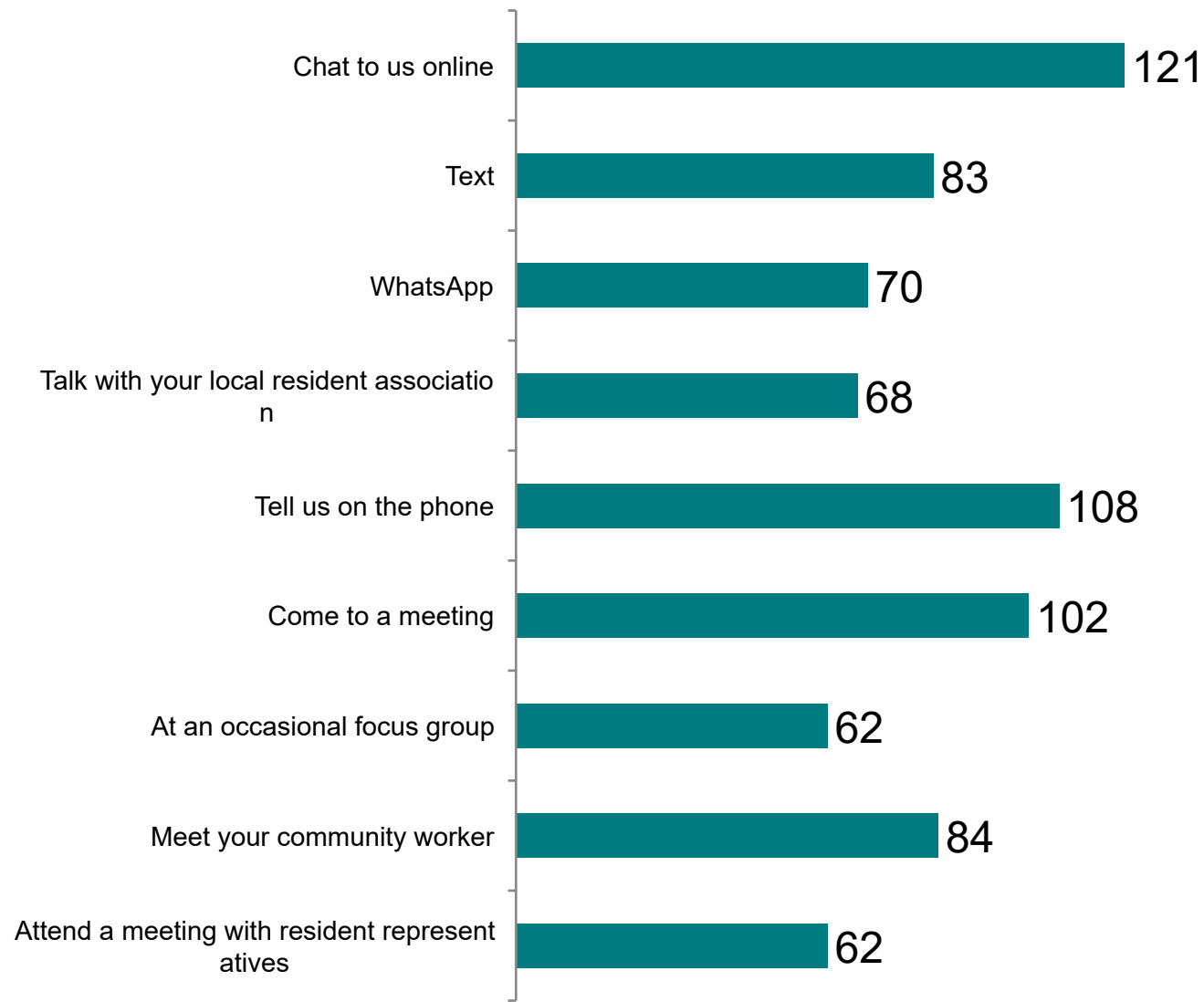
question.



How would you like to raise local issues and put them forward to be discussed at the Area Panel or at other meetings?

42

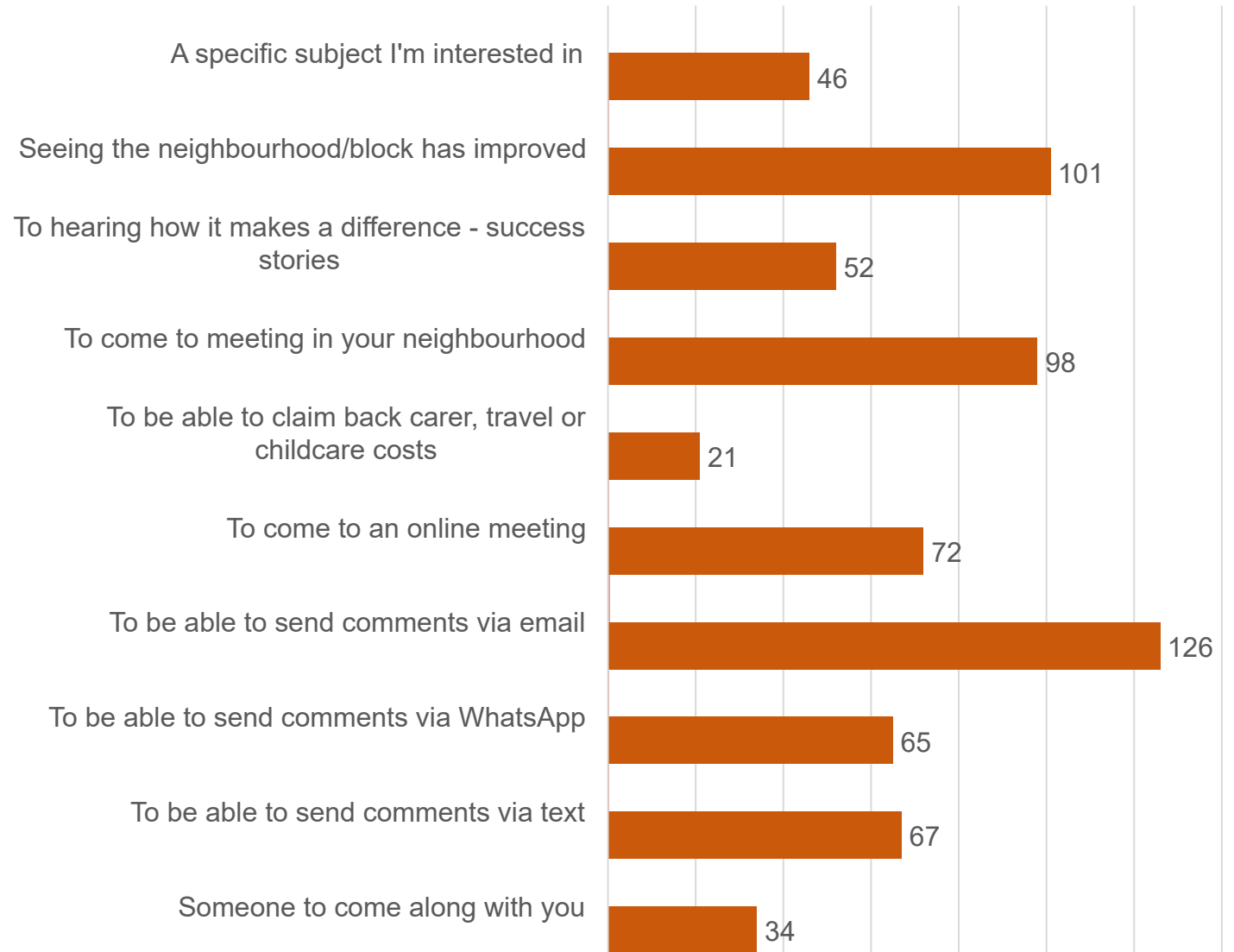
19/9/22



Area Panel Review

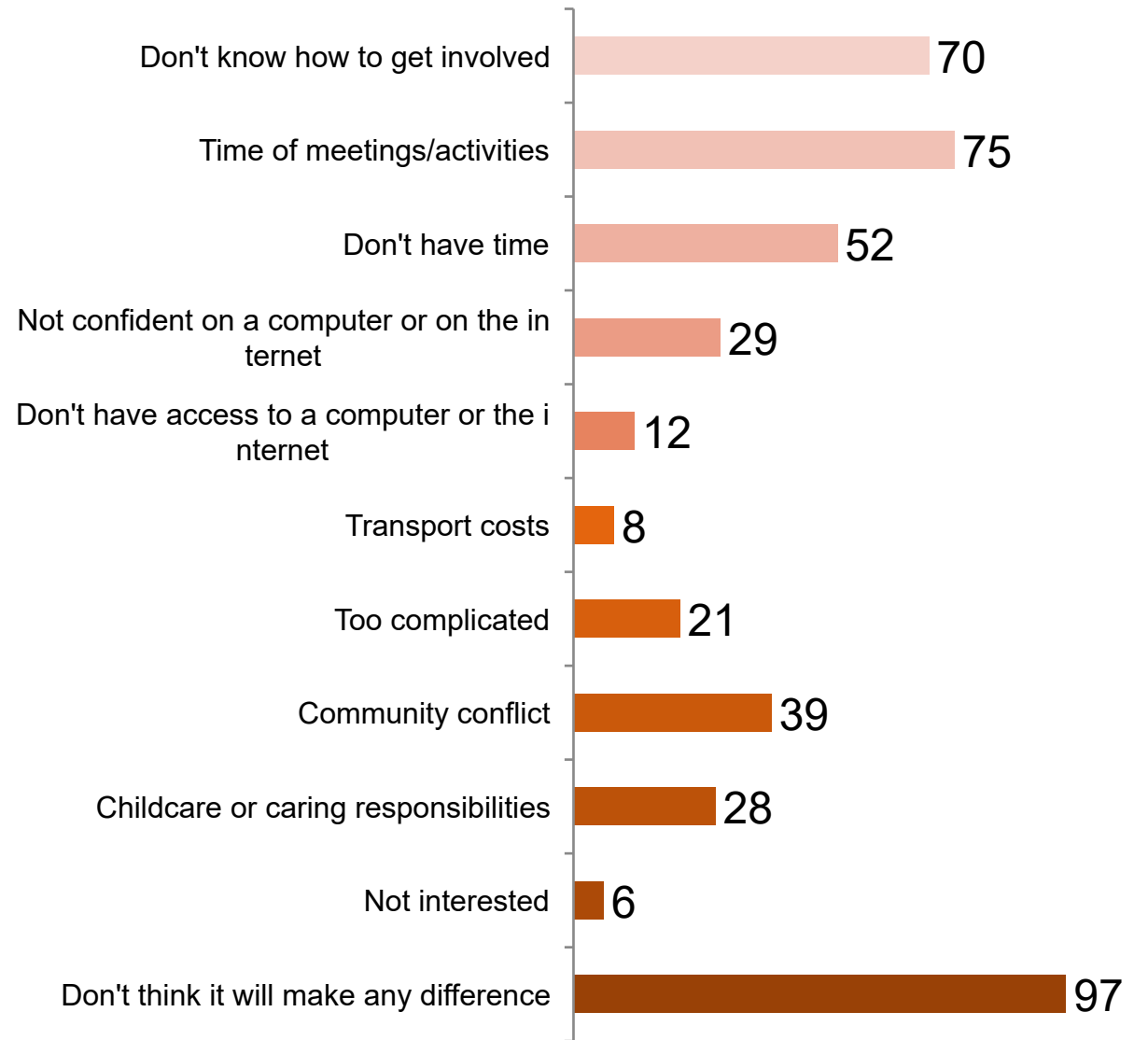
what would encourage you to take part ?

There were 281 responses to this part of the question.

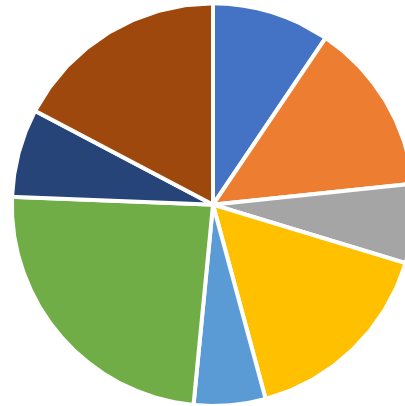


What stops you becoming involved in the housing issues that affect your local area?

44

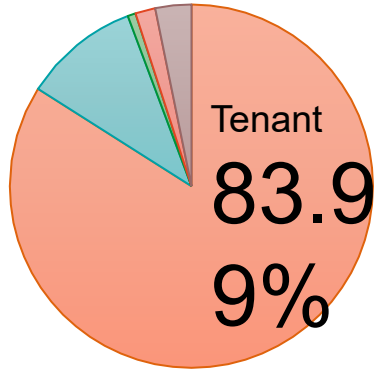


What are the main issues or opportunities in your area that you would like to talk to the council about?



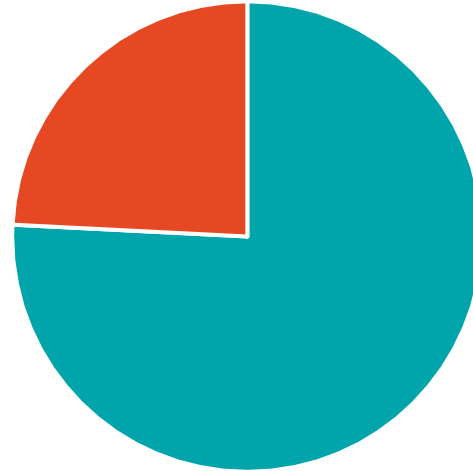
- Community Activities
- Green Spaces
- Community Centres
- Parking
- Traffic
- Housing conditions
- Council housing costs
- Anti Social Behaviour

Tenure



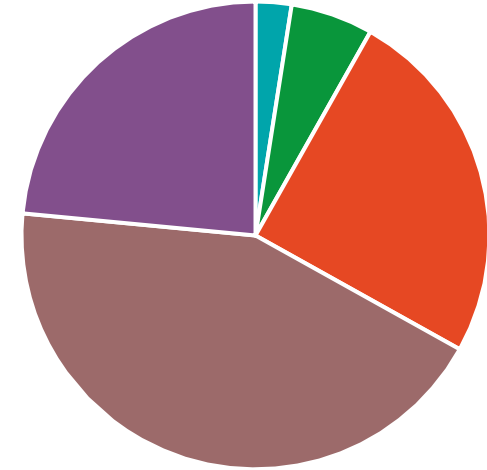
- Council Tenant
- Council Leaseholder
- Private rented tenant
- Freehold home owner
- Private leaseholder

Do you live on a council estate



- Yes
- No

Age



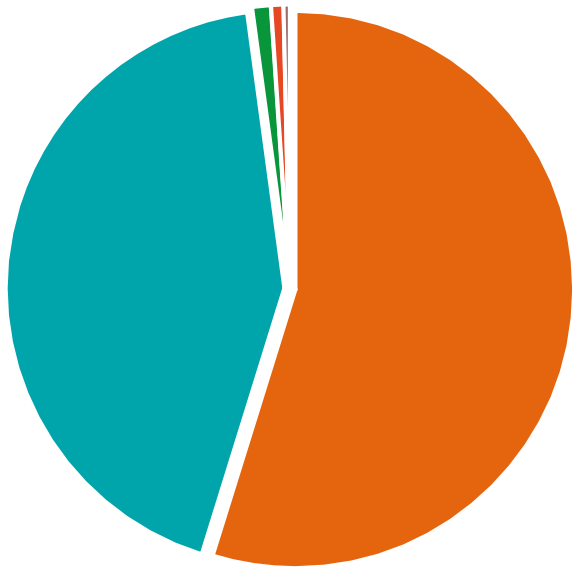
- Under 18
- 18-25
- 26-35
- 36-50
- 51-65
- 65+

46

Demographics

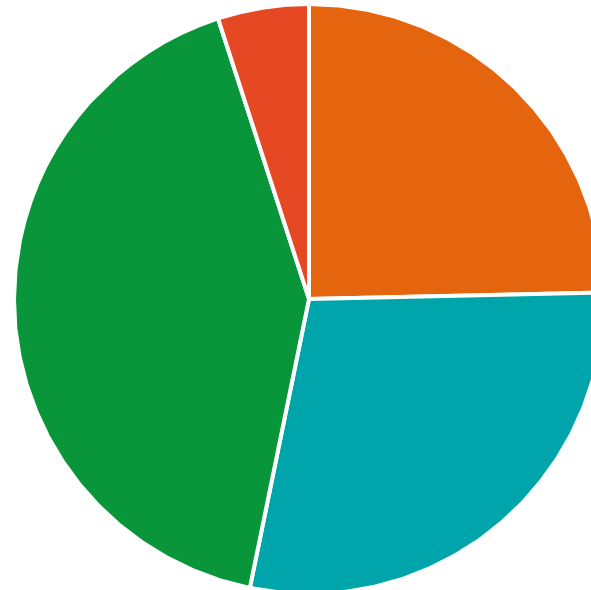
Demographics

Gender



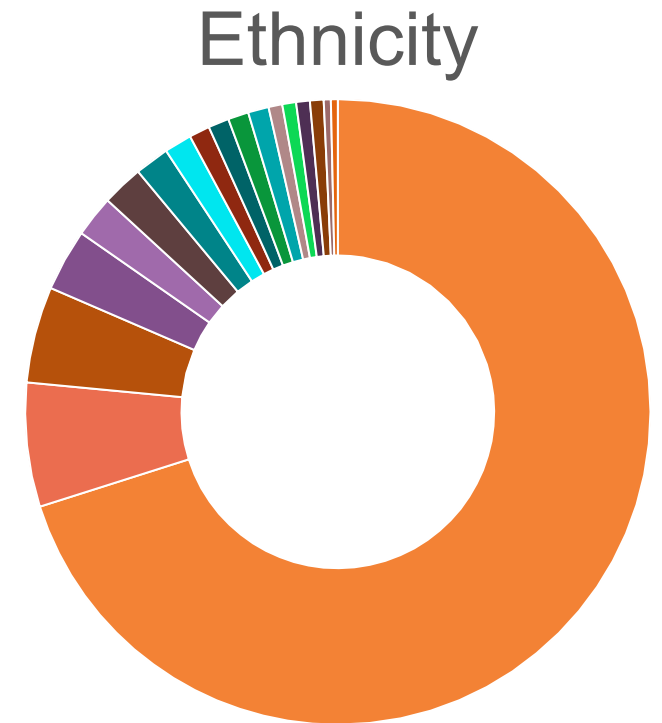
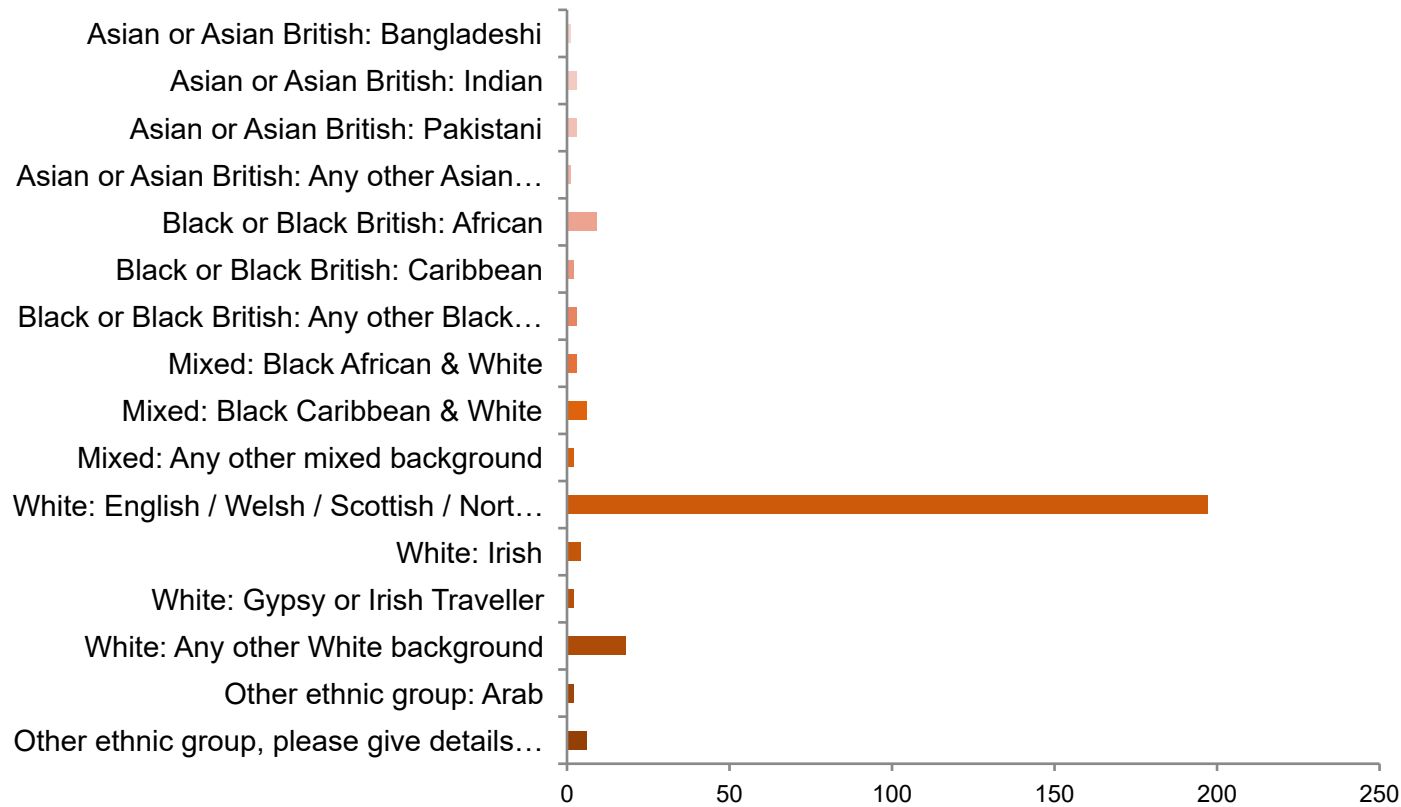
Female Male Other Prefer not to say Not Answered

Disability



Yes a little Yes a lot No Prefer not to say

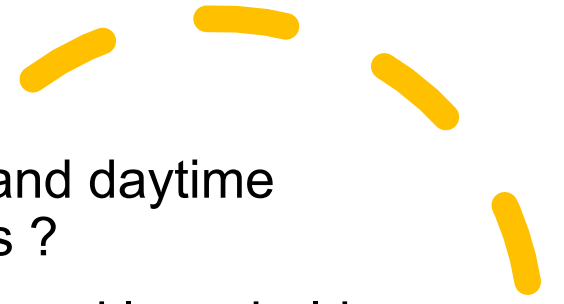
Demographics



Findings from the workshops

- All workshops gathered a large and detailed amount of information from tenants and leaseholders, around 140 people attended the workshops
- There were a number of themes that came out of these that will be feedback to departments and teams in housing including repairs, long term maintenance, culture, estate maintenance,
- There was feedback about a lack of trust between residents and the council and a sense 'us and them' was referred to on a numbers of occasions. Many tenants and leaseholders said they found it difficult to be actively engaged with the council as they felt very little changed even if they did share their views.
- This is not consistent with the Housing Market Review

From the findings we know



FOR
DISCUSSION

- Many people wanted evening and daytime meetings – how to manage this ?
- We need to improve the tenant and leaseholder diversity to ensure the AP is hearing a range of views, – how can we do this?
- The survey show that predominantly residents are interested in their housing but also other key neighbourhood issues – how can we incorporate these into AP
- Tenants and Leaseholder wanted a range of ways to share and receive communication – newsletters, website etc?
- Tenant and leaseholder online participation – how could questions and items be put forward online, do these need to link to the TO meetings?

50

From the findings we know



FOR
DISCUSSION

- The SWOT showed there was differing views on who should Chair AP, a similar amount of views on both resident and councillor Chair – How can we decide?
- The workshops showed that many people wanted to raise their individual issues – How could we create opportunities for AP participants to speak to housing outside of the meeting?
- Many people said they wanted to see and hear about improvements – how can we show the impact of AP – what would we measure?
- Sometimes a city wide view on a policy or paper is needed - how can we do this and retain 4 panels ?

Next steps

- Tenants and leaseholders able to shape the findings into workable recommendations at Area Panel
- Final meeting with Community Engagement Team, open to any tenants and leaseholders to present draft recommendations, prior to Housing committee
- Re-draft Area Panel Terms of Reference inline with draft recommendations
- Housing Committee approval January 2023
- Implementation of new Terms of reference and action plan - April 2023

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Thank you

Sam Warren

Community Engagement Manager

Sam.warren@bright
on-hove.gov.uk

Resident Questions for Housing Area Panel

Reference Number: W3.2

Department	Community Engagement
Date question raised	18/08/22
Date of Area Panel	12/10/22
Area in city	West Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/22
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Role of Community Engagement Officers
Issue:	West Residents Associations feel they are not getting the same level of support as they have in the past, and that the role of the Community Engagement Officers has changed.
Background:	<p>In the past, a crucial part of getting Residents Associations up and running successfully was very practical, on-the-ground support from what was then the Resident Involvement Team.</p> <p>Amongst other things, this was about organising start-up meetings, leafleting neighbourhoods and attending meetings. Officers would be in regular contact, actively involved with the Association and give lots of support to individuals.</p>
Action requested by residents:	Request a report for Area Panel with a clear description of the job of Community Engagement Officers and what support Residents Associations can expect.

Officer Response

Officer contact details:	Sam Warren – Community Engagement Manager
Officer Response:	Firstly, I would like to apologise if you felt the West of the city has not had the support you would like. There are a few reasons for this that I am currently addressing, and I hope this will resolve the issue.

	<p>The part time officer in the West retired a few months ago and we have had a short pause on recruitment to complete a team restructure. However, we are currently recruiting a new part time CEO for the West of the city which will increase the support for groups within this area.</p> <p>In addition, the existing CEO will soon be joined by a support worker, this will make it possible for him to carry out some of the duties that are currently more difficult for him with his visual impairment.</p> <p>The Community Engagement Team is funded 70% through the HRA budget and 30% through the general fund and works with residents of any tenure, although in line with the funding we spend at least 70% of the time working with tenants and leaseholder groups.</p> <p>The CEO role is very varied, and they work with a range of community, tenant and leaseholder groups.</p> <p>This includes supporting residents to organise start-up meetings, leafleting neighbourhoods, and attending meetings. CEOs work with many groups and are in regular contact with them to support their development, help guide funding bids, support them to contact officers in the council and other organisations and give a range of support to develop resident led projects in the area.</p> <p>The CEOs also support some of the Service Improvement groups, attend Area Panels and other local groups such as the Portslade forum, community networking sessions, and meet with local voluntary sector groups such as the Hangelton and Knoll Project.</p> <p>I have attached the Community Engagement Officer Job Description.</p>
Action:	Recruitment of new part time post 18.5 hrs per week Recruitment of support worker for the current CEO
Start date:	12 th September advertising for part time post
End date:	October/Nov start date for the part time post Support worker in post

Resident Questions for Housing Area Panel

Reference Number: W3.1

Department	Community Engagement
Date question raised	18/08/22
Date of Area Panel	12/10/22
Area in city	West Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/22
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Estate Development Budget 'roll over'
Issue:	West residents were told recently that any EDB projects not completed by the end of the financial year (April 2023) would not be done and the money returned to the EDB pot.
Background:	In previous years, if an agreed EDB project was still outstanding at the end of the financial year, money allocated to it was rolled over into the next financial year. If this policy has changed, it will penalise residents for slow work by the Council.
Action requested by residents:	Residents asked for clarification of the current position and an assurance that any agreed, but incomplete, EDB work will be completed in the following financial year.

Officer Response

Officer contact details:	Sam Warren Community Engagement Manager Sam.warren@brighton-hove.gov.uk
Officer Response:	<p>Please accept our apologies if this is something you had heard from a member of staff. However, this information is completely incorrect.</p> <p>There is a process of recording and reporting all projects to the EDB Panel to monitor progress of any outstanding bids. This process has not changed and there are no plans to bring in any changes.</p>

	<p>The EDB Delivery Team will continue to work to complete all bids within a financial year, but in the event, they can't be delivered the EDB Panel will work with the council to ensure any delays are resolved where possible and the residents who submitted the bid are kept informed throughout. Where a project has been approved by the EDB panel but cannot be completed within the financial year the funding is ringfenced to this project and rolled over to the following year.</p> <p>I hope this reassures residents that any EDB projects that have been approved by the panel, will be delivered even if there are delays in a financial year.</p>
Action:	No actions needed.
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: W3.3

Department	Housing Tenancy Services + Community Engagement
Date question raised	18/08/22
Date of Area Panel	12/10/22
Area in city	West Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/22
Name of officer responding	Justine Harris & Keely McDonald
Officer job title	Head of Tenancy Services & Community Engagement Officer

Resident Question

Title of Question	Further clarification of EIB and EDB
Issue:	EIB – Residents would like to know how local people can put forward ideas, what projects have been funded over the last 3 years, how much money has been spent, what consultation is expected. EDB – residents are concerned that EDB budget is decreasing and feel that they should have a larger budget to manage directly to continue having genuine tenant lead decision making with the aim of improving tenants' quality of life.
Background:	
Action requested by residents:	Request a response for Area Panel with clear information on EIB and how the council plans to address the reduction in EDB funding

Officer Response

Officer contact details:	Keely McDonald – Community Engagement Officer
Officer Response:	The Community Engagement Team has been promoting the Estate Development Budget (EDB) at in person events and online which has shown an increase in successful bids in 2022/23. We are developing an engagement plan for next year to increase awareness further and will be co-producing a process for more people to take part in EDB decision making, including using online voting in the new financial year.

	<p>The Community Engagement Team will be meeting with Housing colleagues in October to look at the decreasing budget due to the reserves being depleted by the end of the next financial year, the aim is to ensure that the EDB budget is able to respond to the expected need in coming years. The following quotes were gathered from residents who had benefited from EDB bids and highlights the importance of the continued availability of this funding:</p> <ul style="list-style-type: none"> • <i>EDB has really helped us in our general aim of bringing pride and community involvement for our residents</i> • <i>Every project delivered has offered talking points and pride and thanks that we can make change to better the community</i> <p>Both the Estate Development Budget (EDB) and the Environmental Improvement Budget (EIB) are important when it comes to estate improvement. The EIB enables us to respond as a landlord to make improvements, whilst the EDB enables residents to come together to submit proposals. The budgets are distinct. Most of the EIB projects will now be driven by the findings of the Estate Walkabouts. As requested by residents, quarterly reports on EIB will come to Area Panels, these will show what improvements have been agreed, whether they were funded by the capital budget or HRA and what consultation has taken place.</p>
<p>Action:</p>	<p>Recruitment of new part time post for West 18.5 hrs per week Recruitment of support worker for the current CEO, to enable them to fully deliver their work</p>
<p>Start date:</p>	<p>Middle of October Meeting with Housing and Community Engagement to discuss EDB funding</p>
<p>End date:</p>	<p>End of financial year 2023/24 for implementation of EDB Task and Finish Group Recommendations</p>

Resident Questions for Housing Area Panel

Reference Number: C3.1

Department	Housing
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/2022
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Anti-Social Behaviour
Issue:	Anti-social behaviour is a major, on-going issue. It is extremely disruptive and stressful to residents. Despite lots of reports and discussions, the situation on the ground is getting worse, rather than improving.
Background:	<p>A recent Anti-Social Behaviour (ASB) review was undertaken by the Housing Tenancy Management team, with involvement from residents. This made some recommendations around ASB and there was positive feedback from residents involved in the process. Central residents raised some concerns about what happens next:</p> <ul style="list-style-type: none"> • Central residents stressed they wanted action not words. People are living in extremely difficult situations which affect every aspect of their lives and are not seeing the Council take any action. • The Council does not take strong enough action against ASB. Stronger policies are needed, and firmer implementation of policies that do exist. Too many exceptions are made and issues are not followed through. • People should be held accountable for their actions, and victims of Anti-Social Behaviour need to see the Council acting to protect them. • There was a frustration about the seemingly intractable nature of the problem.

	<p>Central residents have worked for years and put many hours of their time into trying to improve things. They have raised complaints, held joint meetings with different agencies, met with officers and Councillors, been part of reviews and working groups and still do not see any improvement in the situation.</p>
Action requested by residents:	<p>Request a discussion on ASB at the next Central Area Panel. This needs to allow enough time for residents' contributions and for officers and Councillors to say what concrete actions they are taking around the issues raised.</p>

Officer Response

Officer contact details:	<p>Justine.harris@brighton-hove.gov.uk</p>
Officer Response:	<p>Thank you for your question. I fully appreciate why residents want action and not words. ASB has such a high impact on individuals and communities.</p> <p>As set out in the review of ASB, that came to Area Panel in May 2022, the policy is being rewritten.</p> <p>The policy will go to Housing Committee for approval in January 2023. It will take into account feedback from residents, much of what is reflected in this question. This includes better communication with residents, relating to decision making and the legal process and a having a clear victim centred approach.</p> <p>One of the recommendations is to explore the use of Community Protection Notices, currently used by other services but not Housing. Residents who took part in the ASB review told us that the council needs to show they are taking action to protect residents. In response, to this feedback, the task and finish group suggested that the council publish statistics on ASB related court action.</p> <p>I would welcome a discussion on ASB with residents at the Area Panel. I have let the Community Engagement team know that residents have requested this so that it can be included on the agenda and given the time for the discussion it needs.</p>
Action:	<p>Add to the next Area Panel agenda</p>
Start date:	<p>Next Area Panel is 13th December</p>
End date:	<p>N/A</p>

Resident Questions for Housing Area Panel

Reference Number: C3.2

Department	Housing
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/2022
Name of officer responding	Hilary Edgar
Officer job title	Housing Services Operations Manager

Resident Question

Title of Question	Carparks at Somerset Point, Essex Place and Warwick Mount
Issue:	The report on car parks to the last Area Panel did not adequately address the problem.
Background:	There is extensive abuse of the parking regulations, poor administration and lack of enforcement. There are specific problems at Essex, Warwick and Somerset but poor administration and lack of enforcement is a city-wide issue. This is a long-term problem which won't improve unless the Council takes some major and decisive action, for example taking the carparks back under Council control.
Action requested by residents:	Request a response from Councillors, with their ideas for major and decisive actions to improve the management and enforcement of regulations in council carparks.

Officer Response

Officer contact details:	Hilary.edgar@brighton-hove.gov.uk Tel: 01273 293250
Officer Response:	I have contacted the resident representative from Essex Place, who was at the residents' only meeting where this question was asked. This was in order to find out what the specific problems are in the Essex, Warwick and Somerset car parks. I will be meeting Emma and residents from the other two blocks at Essex Place in October (date to be confirmed at time of writing) with the

	aim of drawing up an action plan to address the parking issues at these sites.
Action:	Action plan tailored to parking problems at Essex, Warwick and Somerset car parks.
Start date:	October 2022
End date:	

Resident Questions for Housing Area Panel

Reference Number: C3.5

Department	Housing
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/2022
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Cleaners at Essex Place and Citywide
Issue:	Cleaners at Essex Place are being asked to cover too big an area. This makes it impossible for them to do a decent job. @More cleaners are needed. Residents are paying for cleaning services through their rents and are not getting value for money. Cleaners can also do the best job if they have a regular patch so they can build relationships with residents and knowledge of the area. This is a problem throughout the city, not just in Essex Place.
Background:	
Action requested by residents:	The Council needs to employ more cleaners, so tenants get the service they are paying for.

Officer Response

Officer contact details:	Chloe McLaughlin – x1072
Officer Response:	Cleaning schedules are created using the size of the high rise and surrounding areas. High rise blocks are cleaned as follows: Daily clean – ground floor lobby, lifts, walk through of floors and back stairs, bin area Weekly – litter-pick, bin areas, accessible entrance glazing Monthly – Landings & stairwells, accessible glazing, stairs, lift doors and interior

	<p>Over time some cleaners have condensed this cleaning and clean their high rises fully once a week or once a fortnight. Throughout the period of the pandemic they also focussed more on touch surfaces. I am currently reviewing the cleaning schedules in order to revert to the original way of working.</p> <p>The Estates Service have just recruited four extra cleaners to enable us to keep to an agreed schedule with the block cleaning.</p>
Action:	Current cleaning schedules for high rise blocks is being reviewed, any changes implemented will be to ensure high standard of cleaning is being provided.
Start date:	September 2022
End date:	October 2022

Resident Questions for Housing Area Panel

Reference Number: C3.4

Department	Housing
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/2022
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment and Asset Management

Resident Question

Title of Question	Insulation of Council Properties
Issue:	The importance of insulating Council properties has been underlined by the enormous rise in energy costs. Urgent action is needed.
Background:	Residents have been raising the importance of insulation for some time. There is now a crisis situation, where many residents will be thrown into fuel poverty over the winter. Insulation would reduce costs and save energy.
Action requested by residents:	There needs to be a firm commitment from the council to insulate properties as a priority and a clear message to all residents about the Council's plans.

Officer Response

Officer contact details:	Miles Davidson, miles.davidson@brighton-hove.gov.uk
Officer Response:	<p>The Council has historically had programmes of insulation in our properties, and we will continue to build further programmes of insulation as part of our planned maintenance and carbon neutral programmes. Aligned to a revised Asset Management Strategy we are developing an energy plan that will outline the opportunities and programmes for improving the fabric of our building alongside our Carbon neutral 2030 programme.</p> <p>Where we identify opportunities to improve the insulation of homes through existing programmes we do so where feasible, for example our current Air Source Heat Pump installation programme includes a survey of the insulation and will improve this where needed and possible.</p>

	In addition, the Housing Repairs & Maintenance roofing teams do undertake work around loft insulation top ups. This work is either generated by the tenant contacting us, roofing operatives noting the lack of insulation when inspecting the property or referrals from the damp team who are visiting the property to investigate damp/condensation. The team currently have a backlog of repair work. However, once this has reduced, we could look to encourage tenants to check their lofts and contact us through proactive communications including articles in Home In.
Action:	N/A
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: C3.3

Department	Highways
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/2022
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Making our city accessible for people with disabilities
Issue:	Brighton & Hove is developing a reputation as a city where it is difficult for people with disabilities to get around. This is because of obstructed and broken pavements.
Background:	<p>Disability Groups are increasingly arguing against Brighton & Hove as a conference venue, because problems with pavements and access mean it is not seen as a disability friendly city. The city is losing income because of lack of action to improve the situation.</p> <p>It was recognised that there is a shortage of funding that limits the number of pavements that can be improved and repaired. However, it was felt that some changes could be made that aren't expensive (stopping obstruction of the street with advertising etc).</p> <p>The Council should also be looking at long-term, coherent policies that – even if they take time - will be moving in the direction of making our city safe and pleasant for pedestrians and people with disabilities.</p>
Action requested by residents:	Request for information on plans to improve the situation and for residents and disability groups to be included in any policy reviews.

Officer Response

Officer contact details:	David Fisher, Highway Regulation Manager
Officer Response:	We are currently reviewing our policies that relate to licensed items on the highway which include Advertising boards, outside seating areas and shop displays. We will be engaging with stakeholder groups over the coming

	months to draft new policies and guidance for how these items are controlled and enforced. The guidance will also be used by the council when installing street furniture.
Action:	New policies agreed by Environment, Transport and Sustainability committee late 2022.
Start date:	September 2022
End date:	December 2022

Resident Questions for Housing Area Panel

Reference Number: E3.1

Department	Housing
Date question raised	25/08/2022
Date of Area Panel	W/O - 10/10/22
Area in city	EAST
Star rating applied by residents	3 stars
Deadline for officer response	19/09/22
Name of officer responding	Aaron Burns/Justine Harris
Officer job title	Head of Homelessness and Housing Options/Head of Tenancy Services

Resident Question

Title of Question	Anti-social behaviour
Issue	Police are being blocked by the Council when carrying out investigations into anti-social behaviour.
Background	<p>All East area Associations reported many instances of anti-social behaviour, such as intimidation, drug-dealing, drug-taking, cuckooing, and vandalism.</p> <p>Residents at Craven Vale reported that there is a tenant on the estate in a 'Sensitive Let', who has been intimidating a young single mother, and shooting an air rifle at her.</p> <p>Residents have been told to report anti-social behaviour to the police.</p> <p>However, police officers who are investigating the issues have told residents that they are blocked by the Council from taking any further action and investigation.</p> <p>There is one instance in Craven Vale where police requested CCTV footage from the Council, but the police have not heard anything back.</p> <p>Residents believe that the Council do not take enough action on tenants reported for anti-social behaviour when these tenants are classed as 'vulnerable', opting instead for giving the tenant the option of moving elsewhere or attending court. This does not resolve the problem, and only moves the issue to a different area.</p> <p>While residents understand the need to house vulnerable people, the mental health of all those who live in the area is being severely impacted by such individuals.</p>

Action requested by residents	<ol style="list-style-type: none"> 1. Why are the Council blocking the police from pursuing their investigations into anti-social behaviour, and obstructing further action? 2. What are the Council doing to resolve these issues?
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Officer Response

Officer contact details	Aaron.Burns@brighton-hove.gov.uk
Officer Response	<p>1. The council cooperate fully with the police when they make a formal request to view or access any CCTV that we hold following an incident. The police and the council follow a process with which to request information is shared.</p> <p>To ensure that we are complying with our legal obligation in respect to responsibilities under the Data Protection Act, we ask for evidence that the request has been authorised by a senior officer. There can sometimes be a delay in authorisation.</p> <p>If this occurs, we collect the data requested but cannot release it until the form is completed and validated. We have a minimum of a 28-day retention period for footage. Events captured beyond this time frame are unlikely to be retained. Some of our newer CCTV units have fewer cameras and less footfall can retain footage for longer but not usually beyond 56 days.</p> <p>2. The local authority has a legal duty to provide accommodation for homeless clients some of whom will have an additional level of need. It is never possible to completely factor out issues as those highlighted in the question are often variable in nature. The local authority has to balance support and enforcement when issues occur within a tenancy to protect not only the tenant but also the local community. It is accepted that these issues can be challenging for neighbours.</p> <p>The council is currently in the process of reviewing its commissioned supported housing pathway. Within this review, we will be looking at increasing supported housing capacity for homeless clients identified with additional needs reducing the need to provide dispersed accommodation within its stock.</p>
Action	To review the commissioned supported housing pathway
Start date	N/A
End date	N/A

Resident Questions for Housing Area Panel

Reference Number: E3.2

Department	Environment
Date question raised	25/08/2022
Date of Area Panel	W/O - 10/10/22
Area in city	EAST
Star rating applied by residents	3 stars
Deadline for officer response	19/09/22
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Communal Bins Craven Vale
Issue:	Broken and damaged communal bins are not being replaced.
Background:	There was an Estate Walkabout in Craven Vale area on 13 th July 2022. Communal bins that needed replacement/repair in Parham Close were identified. However, these have not yet been replaced or repaired.
Action requested by residents:	Residents would like to know: What is the Council's policy on replacement of damaged communal bins?

Officer Response

Officer contact details:	Hilary Edgar, hilary.edgar@brighton-hove.gov.uk
Officer Response:	We will repair/replace communal bins when needed. Rather than replace on an ad hoc basis we are looking at a programme of replacement for these and other bins of a similar age and condition. Although, replacement may take longer, this approach will provide better value for money.
Action:	We will update Area Panels when we have more detailed information on the replacement programme.
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: E3.3

Department	Housing
Date question raised	25/08/2022
Date of Area Panel	W/O - 10/10/22
Area in city	EAST
Star rating applied by residents	3 stars
Deadline for officer response	19/09/22
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment and Asset Management

Resident Question

Title of Question	Leaseholder payment schemes for major works
Issue:	Leaseholders receive very large bill for major works. The payment plans currently available to leaseholders do not take into consideration all leaseholders' financial situations, particularly those who struggle to pay such large amounts.
Background:	When leaseholders are sent bills for thousands of pounds' worth of major works by the Council, there are very limited options for repayment. There are leaseholders who do not have the immediate facility or cash to repay such amounts. Payment plans and options for repayment are limited.
Action requested by residents:	Improvements be made to the current repayment schemes available to leaseholders, which take into consideration leaseholders' financial situations.

Officer Response

Officer contact details:	Simon.Plotkin@brighton-hove.gov.uk
Officer Response:	The council has what in our view is a wide range of ways to spread the cost of Major Works bills. All leaseholders can pay by instalments and are entitled to council loans. Resident leaseholders who are unable to afford repayments also have the option to take up an equity loan where no payments are due and the council takes a

	percentage of the property's worth once it is transferred or sold. Recently we extended the equity loans to non-resident leaseholders for whom the leasehold property is the only one they own. I do recognise that in light of the current financial situation in the UK it may be prudent to review eligibility for our extended payment options to reflect these circumstances.
Action:	Review Eligibility for Extended Payment Options.
Start date:	10/10/22
End date:	10/11/22

Resident Questions for Housing Area Panel

Reference Number: E3.4

Department	Environment
Date question raised	25/08/2022
Date of Area Panel	W/O - 10/10/22
Area in city	EAST
Star rating applied by residents	3 stars
Deadline for officer response	19/09/22
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Overgrown grass verges
Issue:	The grass verges in the city are overgrown. This is impacting on dogs/pets' health.
Background:	Residents have had reports from concerned dog-owners that the grass seeds from overgrown dart grass in the city are getting into their dog's ears, posing a danger to their health. This is costing pet owners huge amounts in veterinary bills. There is concern that unhappy dog-owners will sue the Council for neglecting to cut overgrown grass in the city.
Action requested by residents:	Residents would like to know: <ul style="list-style-type: none"> - What type of grass is the Council seeding in the city? - What are the Council doing to ensure that grass seeds don't get into dogs' ears?

Officer Response

Officer contact details:	robert.walker@brighton-hove.gov.uk
Officer Response:	The council seeds with rye, bent and fescue grass seed mixes, the mixture depending on the site. The mixes we use do not include barley grass which occurs naturally throughout the city and which there is no practical way to remove from grass areas.

	Unfortunately, we cannot ensure that seeds do not get into dog's ears.
Action:	No action required.
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: E3.5

Department	Housing
Date question raised	25/08/2022
Date of Area Panel	W/O - 10/10/22
Area in city	EAST
Star rating	3 stars
Deadline for response	19/09/22
Name of officer responding	Aaron Burns
Officer job title	Head of Housing Options and Homelessness

Resident Question

Title of Question	Sensitive Lets Craven Vale
Issue	Vulnerable people being placed into Sensitive Lets are not being sufficiently supported.
Background	<p>Vulnerable individuals do not have the continued support they need once they have been housed.</p> <p>Craven Vale residents have observed a tenant in a Sensitive Let, who has now been befriended, or 'cuckooed', by a local resident who is known to be a drug dealer.</p> <p>The tenant has since been reported to the police for anti-social behaviour.</p> <p>With sufficient support, the situation would not have escalated to this point, and much harm could have been avoided.</p>
Action requested	<p>Residents would like to know:</p> <ul style="list-style-type: none"> - What support is currently given to vulnerable people after being housed, and how long for? - Does the Council think this is sufficient? And if not, what are the Council's plans to extend support to vulnerable tenants?

Officer Response

Contact details	Aaron.Burns@brighton-hove.gov.uk
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Response	<p>For council tenants we have a team of Tenancy Sustainment Officers who do targeted pieces of work with clients who are at risk of losing their home. This team will often link in with other statutory and non-statutory services such as Mental Health, Adult Social Care, in order to address the support needs of tenants.</p> <p>The temporary accommodation service also has an Anti-Social Behaviour Officer who will provide similar interventions with clients in their stock of accommodation, as well as a team of Welfare Officers who provide support and resettlement for clients. Further to this, where a tenant is in a Housing First unit of Temporary Accommodation, they will be provided with support from Mungo's, the commissioned support provider for this type of accommodation.</p> <p>The support a tenant needs will vary, as this will depend on the levels of presenting need of the client and their willingness to engage with the support which is on offer.</p> <p>The support offer for tenants is being reviewed across the Housing Service.</p>
Action	N/A
Start date	N/A
End date	N/A

Resident Questions for Housing Area Panel

Reference Number: N3.2

Department	Housing
Date question raised	30.08.22
Week of Area Panel	10.10.22
Area in city	North Area
Star rating applied by residents	3 Star
Deadline for officer response	19.09.22
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment & Asset Management

Resident Question

Title of Question	Boiler Installation and Repairs
Issue:	Council contractors have installed boilers incorrectly. KT Heating don't appear to be able to carry out repairs on boilers.
Background:	<p>A resident of Coldean reported a faulty boiler to the Council. KT Heating visited the property 5 times before calling out a specialist Worcester-Bosch engineer to fix the boiler issue.</p> <p>The Worcester-Bosch engineer told the resident that the boiler had been incorrectly housed: it should not have been boxed in and sealed, which is not safe.</p> <p>This is a building standard issue of concern across all areas of the city.</p>
Action requested by residents:	<p>It was agreed to raise the following at all Area Panels:</p> <ul style="list-style-type: none"> • Are KT Heating qualified to do repairs on boilers? • Are contractors fitting new boilers aware that boilers are not meant to be boxed in?

Officer Response

Officer contact details:	Rob Mabey, Mechanical and Electrical Manager
Officer Response:	1. Yes, absolutely. K&T are our Gas Contract partner and have been fitting and fixing boilers for us for

nearly 10 years. All their staff are Gas Safe registered and highly trained in repairs and maintenance of gas appliances.

2. Most modern boilers are fine to be boxed-in. Older boilers used to get warm and needed airflow to keep them cool, but any Worcester Bosch Boiler fitted within our housing stock in the last 10 years is okay to be boxed-in. Subject to a few minor restrictions on how small the boxing should be. See below guidance from Worcester Bosch.

TECHNICAL BULLETIN TB 0060 a (2012/11)

TECHNICAL BULLETIN

PRODUCT: GREENSTAR GAS FIRED BOILERS

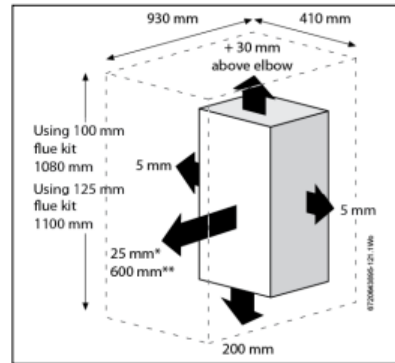
AIRING CUPBOARD INSTALLATIONS:

The installation of a Greenstar Gas-Fired Boilers is permissible within an airing cupboard and presently the requirements of BS 6798 are mentioned within the installation instructions. In summary that requires the storage section of the cupboard to be partitioned off from the boiler with a recommendation that a wire mesh with a diameter of no greater than 13mm is used for this purpose. These requirements were written many years ago when Gas-Fired boilers and flues were of a non condensing variation quite regularly not room sealed and experienced high casing temperatures.

The Greenstar Gas-Fired condensing range is highly efficient, room sealed and has casing temperatures taken from all 4 aspects at temperatures below 50°C, i.e., lower temperatures on the casing than there is from the pipe work leaving the product. Therefore we believe that the requirement to make a partition between the boiler and the storage space is unnecessary and would suggest that providing the boiler is installed in the top part of the airing cupboard/storage cupboard and shelving is introduced below the boiler for storage purposes then that would suffice. **Any storage in the cupboard must be below this shelf.** If the boiler is located within the cupboard where laundry could be stacked then provision **must** be made to ensure the minimum required air gap.

A label would be need to be added to the airing cupboard door/boiler etc warning the end user that all storage should be below the boiler.

It should be ensured that the service and installation instructions should be adhered to, and any minimum clearances required for free ventilation. Consult the boiler installation instructions for guidance.



* Minimum clearance to removable door
 ** Minimum clearance required for servicing

Fig. 1: Extract from Greenstar 28i Junior installation instructions showing minimum clearances in a ventilated cupboard

Action:

If the resident could share more info on this specific property, then we can investigate the repairs history to get a better idea of the fault. It can be frustrating for the resident if repeated visits are required. It's rare, but sometimes a process of elimination is required on intermittent faults that take a few visits to get it right.

Start date:

06.09.2022

End date:

06.09.2022

Resident Questions for Housing Area Panel

Reference Number: N3.1

Department	Environment
Date question raised	30.08.22
Week of Area Panel	10.10.22
Area in city	North Area
Star rating applied by residents	3 Star
Deadline for officer response	19.09.22
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Recycling and Rubbish Collections
Issue:	The recycling and rubbish collections are still not being carried out on a regular basis in the Hollingdean area, and elsewhere in the city.
Background:	<p>Reports have been made to Area Panel on a number of occasions about the problems with recycling and rubbish collections in Hollingdean and other parts of the city. This has still not been resolved.</p> <p>In Southmont, Hollingdean: since the beginning of the year there have only been 20 rubbish collections completed; 11 collections have been missed. There have only been 5 recycling collections completed; 14 collections have been missed; there were 3 part-collections.</p> <p>It was reported that Hollingbury were experiencing the same issues of missed collections.</p> <p>Residents are not satisfied with the response they received from officers at the last Area Panel.</p>
Action requested by residents:	<p>It was agreed to raise the following at all Area Panels:</p> <ul style="list-style-type: none"> • Why has the problem of rubbish and recycling collections still not been resolved? • When will it be resolved? • Residents would like Rachel Chasseaud (CityClean) to be present at the next Area Panel meeting

Officer Response

Officer contact details:	Melissa.francis@brighton-hove.gov.uk
Officer Response:	We apologise for any missed collections of Southmont and for the inconvenience this would have caused. Our data does not reflect the number of missed collections reported in this question. We urge residents to report them online if possible or email CityClean@brighton-hove.gov.uk if there are any, so that this can be logged and investigated immediately.
Action:	A representative of City Clean will be attending the next area panel meeting to discuss further.
Start date:	Ongoing
End date:	Ongoing

Resident Questions for Housing Area Panel

Reference Number: W2.1

Department	Environment
Date question raised	18/08/22
Date of Area Panel	12/10/22
Area in city	West Area
Star rating applied by residents	2 Star
Deadline for officer response	19/09/22
Name of officer responding	Robert Walker
Officer job title	Head of Operations (City Parks)

Resident Question

Title of Question	Uneven Grass at Clarendon Road
Issue:	The grassy area at Clarendon Road remains a health and safety hazard despite recent work done under the Environmental Improvement Budget.
Background:	<p>The grassy area is uneven and full of potholes.</p> <p>An EDB bid to have it levelled was deemed too expensive, so different work was done on this area. The potholes were supposed to be filled in as part of this, but they remain a problem.</p> <p>The situation is made worse by the grass not being cut, so it isn't possible to see what is underfoot. Residents have fallen and sustained injuries.</p>
Action requested by residents:	Raise again and ask for the potholes to be filled and grass cut to make the area safe.

Officer Response

Officer contact details:	robert.walker@brighton-hove.gov.uk
Officer Response:	The grass has been cut; levelling would not be done as part of routine City Parks maintenance.

	Options for this are being considered and a verbal update will be given.
Action:	Continue to cut the grass in this area.
Start date:	Ongoing
End date:	Ongoing