

Housing Management Panel: North Area

Date: 15 February 2023

Time: 7.00pm

Venue Hybrid:
Virtual – Zoom
In person - St. Georges Hall, 140 Newick Road, Moulsecoomb
BN1 9JG

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

Contact: Emma Thomson
Democratic Services Officer
Emma.Thomson@brighton-hove.gov.uk

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AGENDA

PART ONE		Page
1	WELCOME, APOLOGIES & INTRODUCTIONS 5 minutes.	5 - 6
2	ACTIONS AND MINUTES FROM PREVIOUS MEETING Minutes and Actions of the meeting held on 14 th December 2022, 15 minutes.	7 - 12
3	EDB REVIEW CONCLUSION REPORT Keely McDonald, 15 minutes – report to follow separately.	
4	HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT QUARTER 3 2022/23 Diane Hughes/ Martin Reid, 20 minutes.	13 - 40
BREAK 5 minutes.		
5	AREA PANEL REVIEW: TERMS OF REFERENCE AND REPORT Sam Warren, 20 minutes – report to follow separately.	
6	RESPONSES TO RESIDENTS QUESTIONS 25 minutes.	41 - 88
7	POSITIVE COMMUNITY NEWS 10 minutes.	
8	ANY OTHER BUSINESS 5 minutes.	
Appendix:		
	ENVIRONMENTAL IMPROVEMENT PROJECT	89 - 102

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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- Do not re-enter the building until told that it is safe to do so.

Date of Publication - Date Not Specified

North Area Panel – meeting invitation

Dear Resident,

On behalf of the North 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 15th February 2023 – from 19:00 to 21:00
Venue	St. Georges Hall 140 Newick Road, Moulsecoomb BN1 9JG
Zoom	<p>Please type the following address in your browser:</p> <p>http://bit.ly/3J2XaaM</p> <p>If the link above does not work, you can join through Zoom client instead, using the following details:</p> <p>Meeting ID: 899 1008 9118 Passcode: 1234</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>0208 080 6591 / 0208 080 6592 / 0330 088 5830 / 0131 460 1196</p> <p>Meeting ID: 899 1008 9118 Passcode: 1234</p> <p>To mute and unmute yourself when calling by phone, press *6 (asterisk and 6)</p>
Transport	<p>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.</p> <p>Taxis can only be requested by people with mobility issues.</p>

Please read the papers in advance of the meeting.

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

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: NORTH AREA

7.00pm 14 DECEMBER 2022

MINUTES

Present:

Councillors: Fowler (Chair) and Grimshaw

Representatives: Ian Beck (Hollingdean Residents Association), Des Jones (Hollingdean Residents Association) and Heather Hayes (Coldean Residents Association)

Officers: Martin Reid (Assistant Director Housing Management), Sam Warren (Community Engagement Manager), Geof Gage (Head of Housing Investment & Asset Management), Justine Harris (Head of Tenancy Services), Hannah Barker (Community Engagement Officer), Grant Ritchie (Head of Housing Repairs & Maintenance), Kenna Kendall (Housing Manager), Francis Mitchell (Democratic Services Support Officer) and Emma Thomson (Democratic Services Officer)

1 – WELCOME AND APOLOGIES

1.1 There were no apologies received.

2 – MINUTES OF THE PREVIOUS MEETING

2.1 It was noted that the resident referred to as 'Catherine Roberts' was actually 'Catherine Lawrence'.

3 – ACTIONS OF THE PREVIOUS MEETING

NA6 – Grant Ritchie acknowledged that this action was yet to be completed.

ACTION – Grant Ritchie to investigate Heather Hayes' lengthy boiler repair time (why it took so long to fix).

4 – EIB QUARTLERY REPORT

4.1 Justine Harris delivered the report for this item.

4.2 There were no questions for this item.

5 – BUDGET

- 5.1 Martin Reid delivered the report for this item.
- 5.2 Heather Hayes was informed that the Council was asked to write a letter to Central Government and the Regulator for Social Housing detailing the work being done to increase resources to combat dampness and mould in private sector and council housing stock.
- 5.3 Martin Reid highlighted that lessons had been learned from the death of a four-year-old in Rochdale caused by exposure to dampness in their home.
- 5.4 Heather Hayes was informed that Housing will be re-looking at all reported high-risk cases of damp.
- 5.5 Grant Ritchie stated that residents are asked to clean damp and black mould off walls using household cleaners as a precautionary measure before staff are sent.
- 5.6 Ian Beck stated that he had previously reported black mould on behalf of a resident and was told by the Council that action would not be taken. Ian Beck further stated that during this correspondence, the Council blamed the tenant for black mould but acknowledged that this was no longer the case. Martin Reid iterated that all instances of black mould should be reported to Housing.
- 5.7 Cllr Grimshaw shared that the number of tenants reporting black mould had increased since the death in Rochester.
- 5.8 Heather Hayes stated that residents are reluctant to contact the Council due to inaction in the past.
- 5.9 Grant Ritchie highlighted measures that can be taken to prevent the growth of black mould and stated that condensation and mould prevention leaflets are being produced.

ACTION – Grant Ritchie to share condensation and mould prevention leaflets with attendees of area panels.

- 5.10 Cllr Grimshaw asked if there was any money set aside for emergency contingency, citing damaged pipes from tenants who are not using their heating over the winter. Martin Reid stated that while there are reserves, tenants are advised to contact the council for support if they are concerned that they will not be able to use their heating during the winter months.
- 5.11 Cllr Grimshaw stated that when current supplies of wooden bath panels are exhausted, plastic bath panels will be installed going forward. Cllr Grimshaw stated the benefits of plastic bath panels, including the fact that they do not flake like their wooden counterparts.

6 – RESIDENTS' QUESTIONS – 3 STAR

Boiler Installation and Repairs: K&T Heating:

- 6.1 Ian Beck stated that he was impressed with the service provided by the K&T Heating out of hours repairs support line, commending their response time, courtesy, and respect to his property.

Repairs:

- 6.2 Cllr Grimshaw was informed that the majority of roofing repairs require scaffolding. Grant Ritchie stated that there are approximately 60 scaffolds assembled in the city. Grant Ritchie stated that cherry pickers are not always a viable alternative to scaffolding, citing concerns with access.
- 6.3 Ian Beck criticised the amount of time taken to remove scaffolding after the completion of repair work.

Poor Maintenance of Verges, Pavements and Parks:

- 6.4 Ian Beck stated that City Parks are not responding to residents or doing the work that is expected of them and cited overgrowing weeds becoming trip hazards. Ian Beck also stated that residents in wheelchairs and those with pushchairs cannot travel on Davey Drive due to overhanging brambles. Ian Beck requested for the first metre of brambles to be cut back.
- 6.5 Martin Reid invited Ian Beck to contact him, Justine Harris, and Grant Ritchie regarding concerns of accessibility on Davey Drive and stated that he would also contact Rachel Chassaud regarding this.

ACTION – Martin Reid to catch up with Ian Beck and Des Jones before the end of January regarding accessibility issues on Davey Drive and Tavistock Down caused by overhanging brambles and overgrowing weeds/nettles.

Anti-Social Behaviour:

- 6.6 Ian Beck stated that he was liaising with Tenancy Services regarding Anti-Social Behaviour and that he was satisfied with both the direction it was going and the response given.

7 – RESIDENTS' QUESTIONS – 2 STAR

7.1 Rubbish and Recycling in Hollingdean:

- 7.2 Ian Beck stated that the collection of rubbish and recycling had improved significantly but mentioned remaining issues regarding rubbish collections in Southmount, stating that there was no consultation regarding the installation of double-yellow-lines in Southmount.

ACTION – Martin Reid to contact Des Jones regarding rubbish and recycling collection in Southmount.

~~Tavistock Down~~ Crestway flats: obstructed access to flats and dangerous storage sheds:

7.3 Ian Beck stated that it is the storage sheds at the back of the Crestway, rather than those on the Tavistock Down side, and despite having been assured by a member of Grant Ritchies team that repairs would be undertaken, a block of concrete fell and narrowly missed a tenant. Ian Beck stated that although the issue was passed to Geof Gage's team, Geof Gage had not been in contact.

7.4 Geof Gage stated that this was being looked at and the External Decorations and Repairs Contract to repair sheds was scheduled to begin in February.

8 – CLEAN UP DAYS DISCUSSION

8.1 Grant Ritchie highlighted potential solutions to keeping estates clean and shared that the idea of an amnesty day that had been mentioned at other area panels.

8.2 Ian Beck stated that the clean up day in Tavistock Down went extremely well and questioned whether the clean-up day could be replicated in other parts of Hollingdean.

8.3 Justine Harris outlined measures being taken to reduce and prevent fly-tipping including mobile CCTV units and stated that an amnesty day is being looked into.

9 – POSITIVE COMMUNITY NEWS

9.1 Ian Beck stated that he was happy with the work being done by Grant Ritchie.

10 – ANY OTHER BUSINESS

Council Housing Performance Report:

10.1 Martin Reid delivered the report on this item.

10.2 Ian Beck criticised that the average time to complete repairs was 55 days and was informed by Martin Reid and Grant Ritchie that the target is 15 days. Martin Reid also outlined the measures being taken to decrease the average time taken for a repair to be completed.

10.3 Grant Ritchie stated that work needs to be done regarding communication with tenants who are on the waiting list for routine repairs so that residents do not believe their repair has been forgotten.

The meeting concluded at 20:54

Signed

Chair

Dated this

day of

Actions from North Area Panel meeting 14th December 2022

Deadline for staff to respond: 19th January at 9am

All staff please note: **Date ACTION completed* refers to when the requested action is done (or planned to be done if outstanding) not this form filled in.

Ref (Date outstanding+ ongoing actions were raised)	Action	Designa ted Officer	Response; including what has been done and/or what is still to do to complete the request?	Is Action completed, outstanding or ongoing?	Date Action completed * or planned completion date?
NA1	Grant Ritchie to investigate Heather Hayes' lengthy boiler repair time (why it took so long to fix).	Matthew Snell	The appliance was replaced in 2021. The fault in question started 17/03/22 with the appliance displaying fault code '224', the K&T engineer was advised that if following the reset the fault reoccurred, Worcester would have to attend. The fault reoccurred and Worcester was contacted. This is where the delay with Worcester started which would appear to be due to the number of missed calls between both Worcester and the Resident, the visit was finally completed on 22/08/22 by Worcester, K&T continued to chase for a confirmed appointment. The appliance is now in operation, Worcester have attended and resolved the issue which had never been seen by them until this stage. No further visits have been made since 14/12/2022.	Complete	14.12.22
NA2	Grant Ritchie to share condensation and mould	Grant Ritchie	I have now received the leaflets back from the printers and I am happy to share at the meeting.	Complete	15.02.23

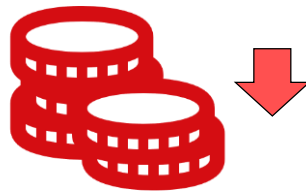
	prevention leaflets with attendees of area panels.				
NA3	Martin Reid to catch up with Ian Beck and Des Jones before the end of January regarding accessibility issues on Davey Drive and Tavistock Down caused by overhanging brambles and overgrowing weeds/nettles.	Martin Reid	This action has been passed to Justine Harris and will be completed by the end of January.	In progress	31.01.23
NA4	Martin Reid to contact Des Jones regarding rubbish and recycling collection in Southmount	Martin Reid	This action has been passed to Justine Harris who will report back directly to Des and provide a verbal update at the next Area Panel.	In progress	May 23

Council housing performance

Quarter 3 2022/23 (Oct to Dec 2022)



100%
Gas safety
compliance



94.12%
Forecast rent
collection rate



64 days
Empty home
re-let time



96.8%
Dwellings
meeting Decent
Homes standard



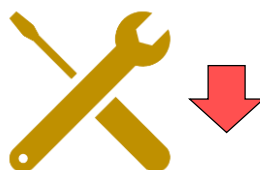
89%
Customer
services calls
answered



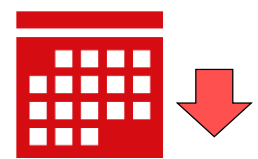
95%
Tenancies
sustained



82%
Complaint
responses within
10 working days



98%
Emergency
repairs within
24 hours

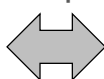


83 days
Average time to
complete routine
repairs

Performance since previous quarter is:



Better



Same



Poorer

Quarter 3 2022/23 council housing performance – key trends

Top scores (compared to target)

1. Stage two complaints upheld (17% vs 18% target)
2. Tenancies sustained following difficulties (95% vs 90% target)
3. Calls answered by Housing Customer Services (89% vs 85% target)
4. Stage one complaints responded to within 10 working days (82% vs 80% target)
5. Energy efficiency rating of council homes (74.0 vs 72.3 target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (83 days vs 15 day target)
2. Average re-let time excluding time spent in major works (64 days vs 21 day target)
3. Routine repairs completed within 28 calendar days (59% vs 92% target)
4. Dwellings meeting Decent Homes Standard (96.8% vs 100% target)
5. Rent collected as proportion of rent due (94.12% vs 95.65% target)

Biggest improvements (since previous quarter)

1. Stage two complaints upheld (35% to 17%)
2. Average re-let time excluding time spent in major works (76 to 64 days)
3. Stage one complaints responded to within 10 working days (74% to 82%)
6. Energy efficiency rating of homes (68.3 to 74.0)
7. Calls answered by Housing Customer Services (88% to 89%)

Biggest drops (since previous quarter)

1. Average time to complete routine repairs (55 to 83 days)
2. Tenancies sustained following difficulties (100% to 95%)
3. Surveyed tenants satisfied with repairs: standard of work (99% to 97%)
4. Surveyed tenants satisfied with repairs: overall customer service (98% to 97%)
5. Rent collected as proportion of rent due (94.58% to 94.12%)

DRAFT Committee workplan progress update and Housing performance report

Quarter 3 2022/23

This report provides updates on the Housing Committee priorities and work plan for 2019 to 2023, as well as a range of performance indicators. Delivery of a complex housing service during the Covid-19 pandemic and recovery phase had been a challenge, and gratitude is expressed to residents for the patience and understanding they have shown.

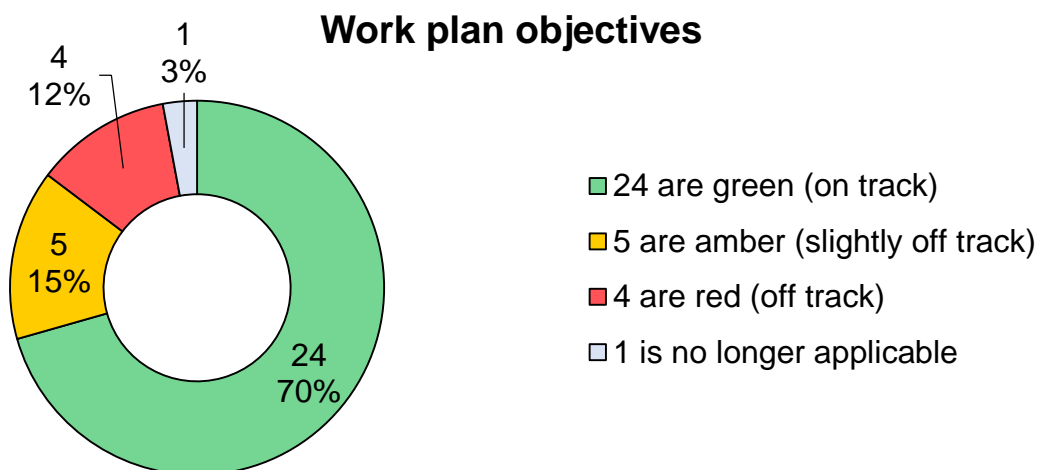
While there continue to be areas of strong performance, with 12 Housing Committee Work Plan objectives on track for delivery and 15 performance indicators on target, some delivery challenges remain. The report highlights actions being taken to improve services where performance has been adversely impacted by the Covid-19 pandemic and recovery phase, and resource capacity issues.

Performance areas	Page
Housing Committee priorities and work plan	
Additional council homes	6, 8, 21
Other additional affordable homes	6
Council home buy backs	6, 10, 11, 22
Right to Buy sales	8, 21
Sites identified for Community Land Trust development	8
Requests For Assistance received	9
Rough sleepers	10
Housing First placements	10
Energy efficiency rating of council homes	12, 26
Private sector empty homes returned to use	14, 18
Compliments and complaints – all Housing Services	17

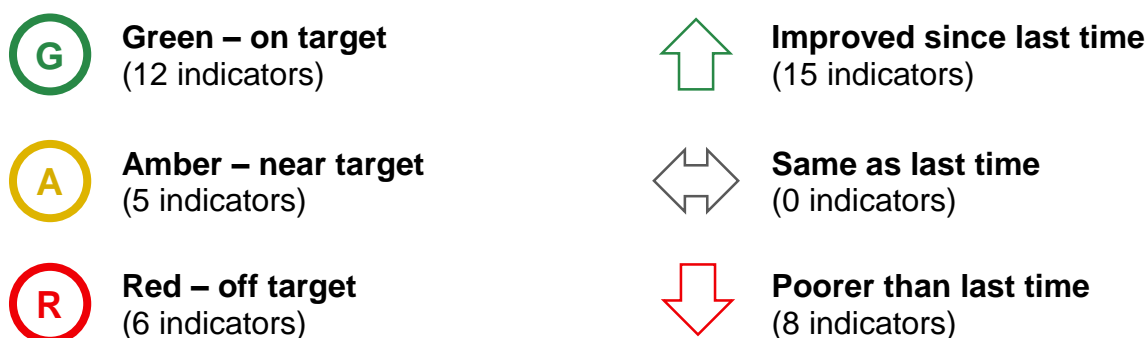
Performance areas	Page
Private sector housing	
Houses in Multiple Occupation (HMO) licensing	18
Private sector vacant dwellings returned to use	18
Housing major adaptations	19
Private housing – time to approve applications	19
Council housing – time to approve applications	19
Housing Options and allocations	
Homelessness preventions	19
Homelessness acceptances	19
Social housing waiting list	19
Temporary and emergency accommodation	
Households placed	20
Rent collected	20
Empty homes	20
Gas safety compliance (Seaside Homes and leased)	20
Council housing supply	
Additional homes by rent level	21
Council housing management	
Rent collected	23
Universal Credit	23
Tenants evicted	23
Anti-social behaviour (ASB)	23
Calls answered (Housing Customer Services)	24
Tenancies sustained	24
Re-let times	24
Empty homes	24
Council housing repairs and maintenance	
Repairs completed in time	25
Satisfaction with completed repairs	25
Calls answered (Repairs Helpdesk)	25
Council housing investment and asset management	
Decent Homes Standard	26
Gas safety compliance (council homes)	26
Lift breakdowns	26
Leaseholder disputes	27

This housing performance report covers Quarter 3 (Q3) of the 2022/23 financial year. It uses red, amber and green ratings to provide an indication of performance.

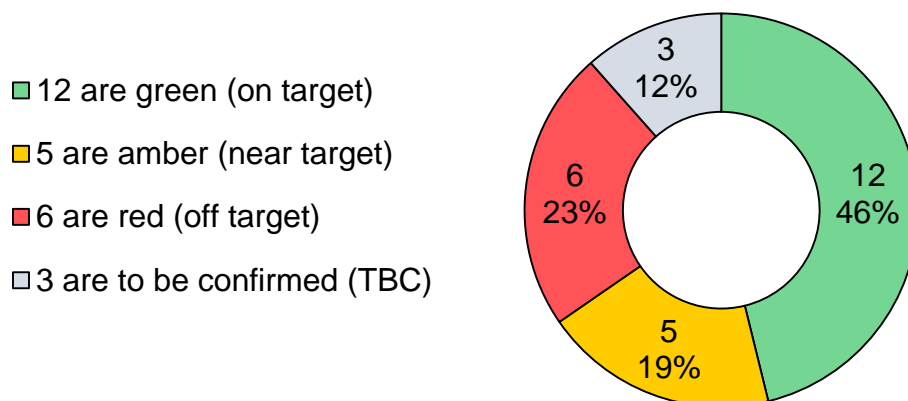
Part one provides an update of performance against the Housing Committee work plan objectives for 2019 – 2023:



Part two presents results for a range of performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows. Commentary has been included for indicators which are red. During Quarter 3, the ratings and trends were as follows:



Performance indicators



Part one: Housing Committee priorities and work plan 2019-23

1. Provide additional affordable homes

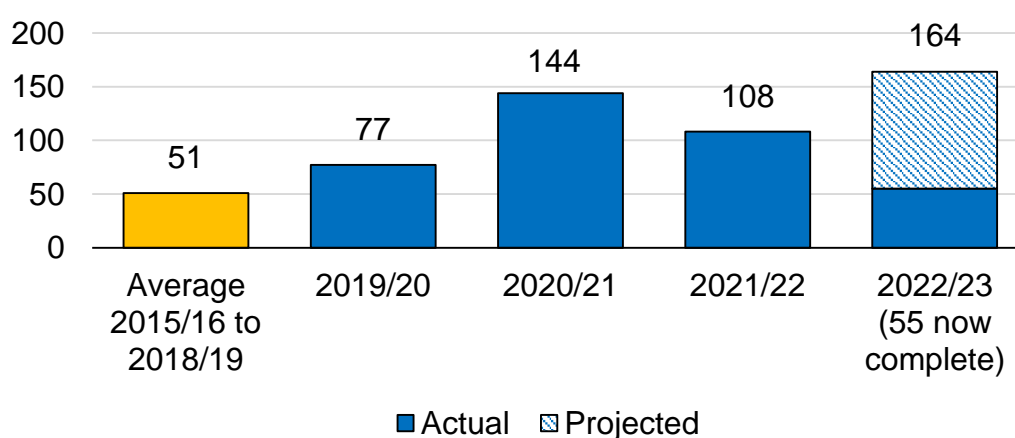
1.1 Off track: Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Regular updates on progress are provided to Housing Supply Member Board.

A total of **493** homes are projected for completion between April 2019 and March 2023, including 384 already completed:

- 2019/20: 77 homes – buy backs (43 Home Purchase), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1 lease handed back)
- 2020/21: 144 homes – buy backs (40 Home Purchase and 24 NSAP – Next Steps Accommodation Programme), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)
- 2021/22: 108 homes – buy backs (66 Home Purchase, 6 NSAP and 18 Rough Sleepers Accommodation Programme – RSAP), Hidden Homes (8) and Oxford Street (10)
- 2022/23: 164 homes – buy backs (107 general needs and 12 RSAP), Hidden Homes (3) and Victoria Road (42)
- Although outside of the timescale of the Housing Committee workplan, there are a further 192 homes projected for completion during 2023/24 (including 176 Homes for Brighton & Hove dwellings)

Additional council homes per year



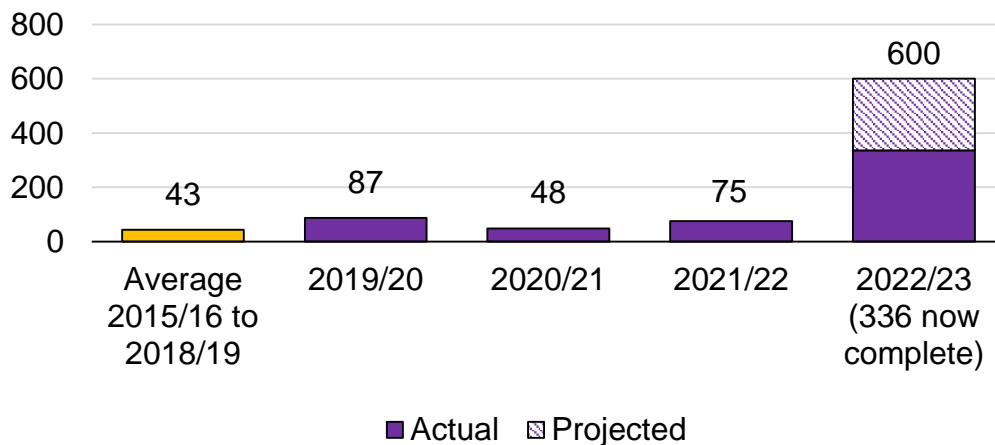
1. Provide additional affordable homes

1.2 On track: Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

A total of **810** homes (243 rent and 567 shared ownership) are projected for completion between April 2019 and March 2023, including 414 already completed:

- 2019/20: 87 homes – Montpelier Place (5), Kingsway (54) and Circus Street (28)
- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 75 homes – Preston Barracks (19), Falmer Avenue (13), Hangleton Way (33) and Lions Gardens (10)
- 2022/23: 600 homes – Edward Street (33), School Road (104), Preston Barracks (226), Graham Avenue (125), Sackville Hotel (7), New Church Road (5) and King's House (100)

Other additional homes per year

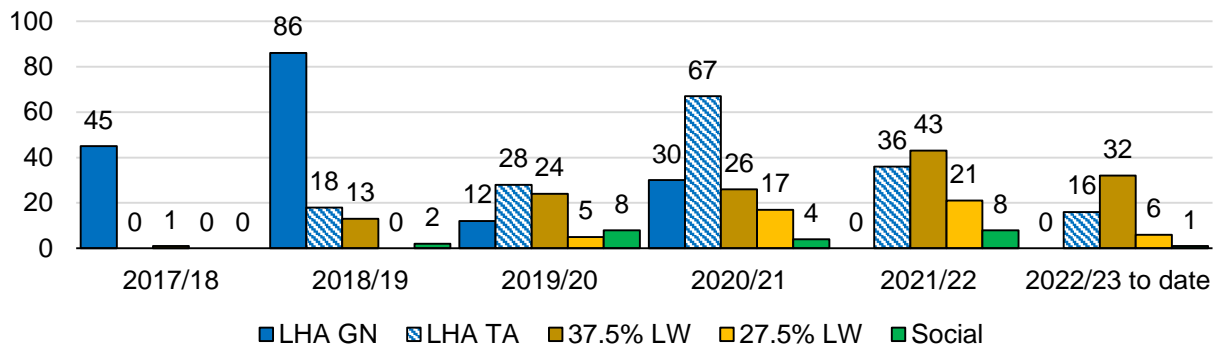


1. Provide additional affordable homes

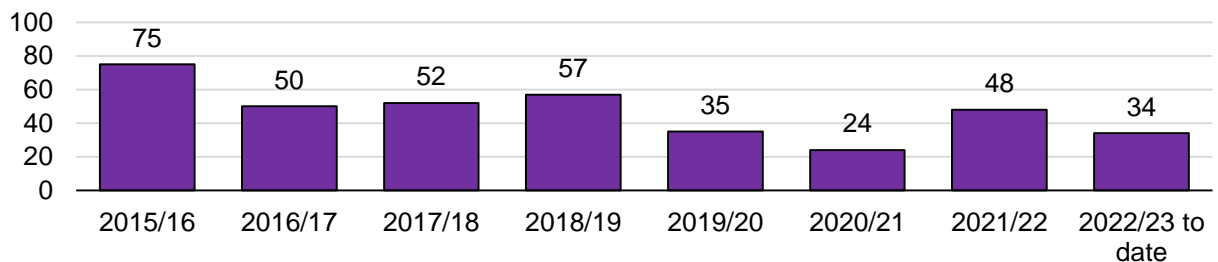
1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

18% of new general needs (GN) council homes delivered during 2022/23 to date are at social or 27.5% Living Wage rents (7 of 39) and the remaining 82% (32 of 39) are at 37.5% Living Wage rents. The 16 new homes at Local Housing Allowance (LHA) rates are temporary accommodation and RSAP properties.

Additional council homes by rent level



Council homes sold through the Right to Buy (RTB)



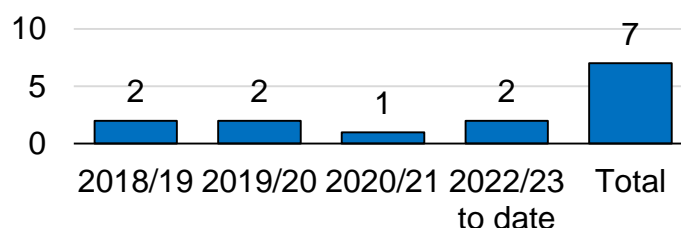
1.4 On track: Develop a policy for the council to take the role of developer on major sites

- Homes for Brighton & Hove Joint Venture is now a delivery company

1.5 Slightly off track: Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

- 7 out of 10 sites so far identified for Community Land Trust development
- Planning applications are regularly reviewed to seek opportunities for self-build plots on large private development sites, but this has not yet yielded suitable plots

Sites identified



2. Improving private rented housing

2.1 On track: Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the city

- Private Sector Housing Update went to Housing Committee in September 2022, which included progress on Selective Licensing and another report on progress is on the agenda at Housing Committee in January 2023

2.2 Off track: Research and review an ethical loan scheme

- This work has been deferred due to Covid-19 recovery priorities and resource capacity issues
- Community Housing Pilot update report went to Housing Committee in November 2022, with an update on the proposed community led housing ethical loans scheme pilot

2.3 Off track: Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

- This work has been deferred due to Covid-19 recovery priorities and resource capacity issues

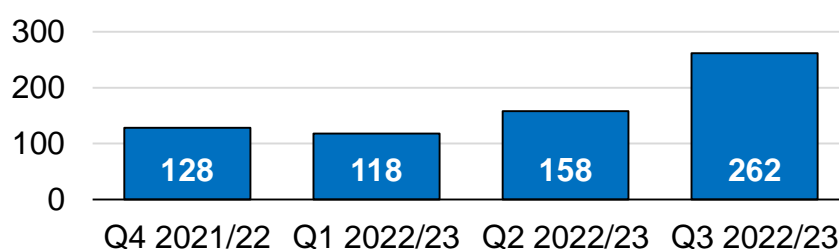
2.4 On track: Research and develop a social lettings agency

- Report due for Housing Committee by end of 2022/23
- Previous report taken to Housing Committee in September 2021, which agreed to re-brand 'Direct Lets' work which places households into the private rented sector

2.5 On track: Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

- Private Sector Housing Update went to Housing Committee in September 2022
- A project for the enforcement of the Minimum Energy Efficiency Standards (MEES) has been ongoing since April 2022. Following a successful grant application to the Department for Business, Energy and Industrial Strategy (BEIS), £70,765 has been awarded for use up to May 2023
- A new set of Performance Indicators were agreed at Housing Committee in September 2022 (please see page 18 of this report)
- Request for assistance top categories during Q3: 95 disrepair (37%), 50 dampness (20%) and 17 HMO noise nuisance (7%)

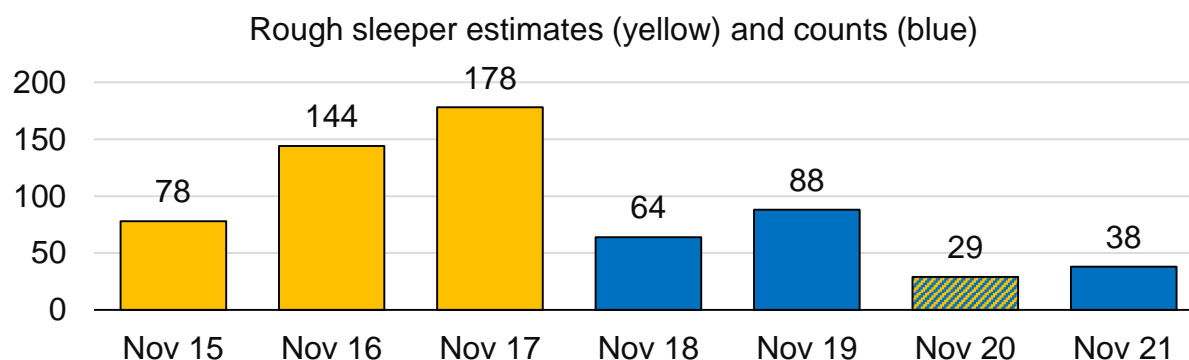
Requests for assistance received



3. Alleviating homeless and rough sleeping

3.1 On track: Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- Homeless & Rough Sleeper Strategy approved by Housing Cttee in June 2020
- Homelessness and Rough Sleeping update went to Housing Cttee in March 2022



The November 2020 figure used a blended methodology of an estimate with a spotlight count, due to the national Covid lockdown at the time. Please note that estimates have only been carried out at times when counts have not been.

3.2 On track: Review/consult/adopt the Homeless Bill of Rights

- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- The Homeless Bill of Rights was adopted by Full Council in March 2021 and is an aspirational document against which to measure services and progress

3.3 No longer applicable: Provide a 365 day night shelter

- Night shelter was closed in early April 2020 on the advice of what was then the Ministry of Housing, Communities & Local Government (MHCLG) and Public Health England due to Covid-19 restrictions, as it had congregate sleep sites

3.4 On track: Expand Housing First

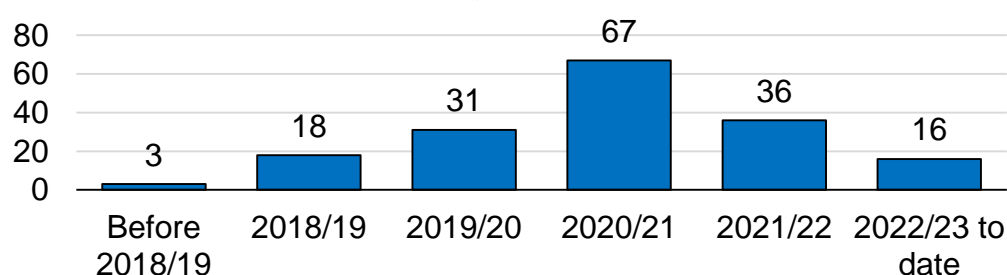
- As of end December 2022, there were 107 homes used for Housing First including Housing-led support

3. Alleviating homeless and rough sleeping

3.5 On track: Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Report due for Housing Committee in Quarter 4 2022/23
- Manoj House (Hartington Road) – 38 homes became ready in February 2021
- George Cooper House (Oxford Street) – 10 homes completed in March 2022
- Buy backs – 29 of 266 homes purchased are for temporary accommodation, plus 30 NSAP and 33 RSAP (92 dwellings across all three categories)

Council owned temporary accommodation, NSAP and RSAP dwellings by year delivered



3.6 On track: Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them

- Homelessness & Rough Sleeper Strategy approved by Housing Committee in June 2020
- Homeless Reduction Board has been meeting since September 2020 and its role includes monitoring progress of the aspirations contained in the Homeless Bill of Rights and making recommendations to Housing Committee
- Homeless Reduction Operational Board has been meeting quarterly since July 2021 and includes people with a lived experience of homelessness. It reports to the Homeless Reduction Board

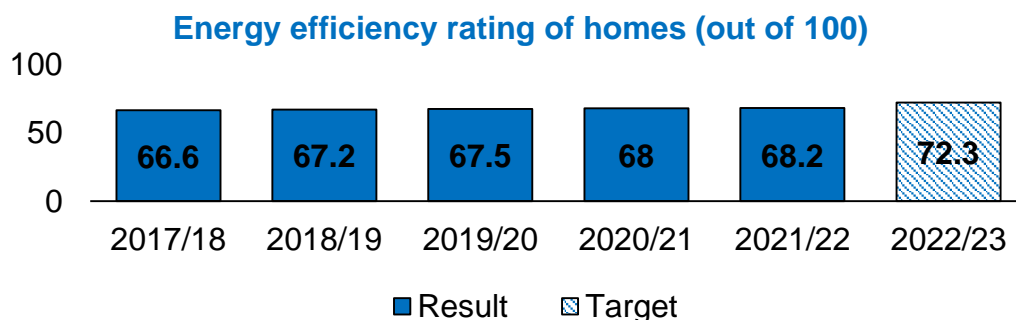
4. Achieving carbon reductions and sustainability in housing including address fuel poverty

4.1 On track: Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- Latest 'Carbon Reduction in Housing Update' report went to Housing Committee in September 2022 which details work towards developing an Energy Plan, aligned to a revised Asset Management Strategy, and outlines work to inform a plan towards the 2030 carbon neutral target
- Energy modelling software is currently being used to enable costed retrofit plans to be developed for council homes
- Work progressing with the Retrofit Taskforce, led by Lewes and Eastbourne and University of Brighton to identify regional approach to retrofitting council homes
- Over 40 Air Source Heat Pumps have been installed in properties with inefficient electric heating, with insulation upgrades at the same time where appropriate, and a further 50-60 installs are planned in the remainder of the current financial year
- Options appraisals are currently being carried out to install low carbon heating and hot water services in five high rise blocks and one seniors housing scheme

4.2 Slightly off track: Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- A New Builds Sustainability Policy has been produced and agreed. The revised HRA Energy Strategy is in progress and will be finalised when the revised HRA Asset Management Strategy has been approved at Housing Committee
- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A
- Procurement of domestic solar PV programme on council homes (1,000 households to be delivered over three years) began October 2022 with install programme expected to start in Spring 2023



4.3 On track: Review the energy efficiency and provision on all new developments

- A report providing an 'Update on Sustainability Measures for New Homes and Housing Supply Sustainability Policy' went to Housing Committee in January 2021 and the committee endorsed a draft New Build Housing Sustainability Policy
- Victoria Road new build scheme will pilot a low energy 'microgrid' heating and electricity solution integrating ground source heat pumps and solar panels to reduce residents' bills

4. Achieving carbon reductions and sustainability in housing including address fuel poverty

4.4 On track: Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Round 1 of the Solar Together Sussex (STS) scheme was launched in Autumn 2020 with over 80 installations completed in this phase
- Round 2 of STS was launched in September 2021: over 7,000 homes registered across Sussex and a local supplier has been appointed to carry out installations
- Options for Round 3 of the scheme are currently being considered by the partnership of Sussex local authorities

5. Improving council housing and community involvement

5.1 On track: Work with tenants to develop a 'decent environment' standard

- Report due for Housing Committee in Quarter 4 2022/23
- A twelve-week pilot of estate walkabouts was undertaken from May to August 2022: these will help establish a schedule of improvements and budget allocation
- A review of the pilot was completed and reported to area panels in October 2022, and information from it will be used to consider a decent environment standard
- The Estates Walkabout schedule will be published for two years and promoted with ward councillors, lead councillors and residents

5.2 On track: Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes
- The Building Safety Bill is now confirmed as an act and consultants are now in place to provide a road map to support the council's responsibilities under the new act, which has links to the Social Housing Regulation
- A full Fire, Health & Safety and Compliance report is currently being undertaken on council housing stock and the requirements on the council. This will detail the current arrangements and the resources needed to meet future arrangements
- Meetings with East Sussex Fire and Rescue (ESFR) take place every four weeks and they are fully engaged with the council processes

5.3 On track: Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- New Tenant and Leaseholder Engagement Strategy was approved at Housing Committee in March 2021

5. Improving council housing and community involvement

5.4 On track: Extend participatory budgeting

- Report approved at March 2021 Housing Committee including development of a policy for extending participatory budgeting

5.5 On track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- New Tenant and Leaseholder Engagement Strategy was approved at Housing Committee in March 2021
- Consultation with leaseholders on planned and major capital works and other improvement projects has concluded and our contracts and framework are now operating
- Leaseholders are being consulted where the council has plans to undertake works under these contracts on a block-by-block basis
- A procedure for engagement with tenants and leaseholders for proposed projects that will be tendered through the major works framework has been established and a more robust resident engagement process adopted
- Our planned works contracts and all other projects will be consulted with residents in the same manner as capital major projects
- Extended leaseholder payment options are approved and available to leaseholders who request this

6. Enabling more affordable home ownership

6.1 On track: Work with Community Land Trust (CLT) to develop self-build opportunities

- CLT focus is on affordable rented homes which are likely to be self-build
- Self-build plots including for community led housing groups have been included as part of planning agreement for Toad's Hole Valley

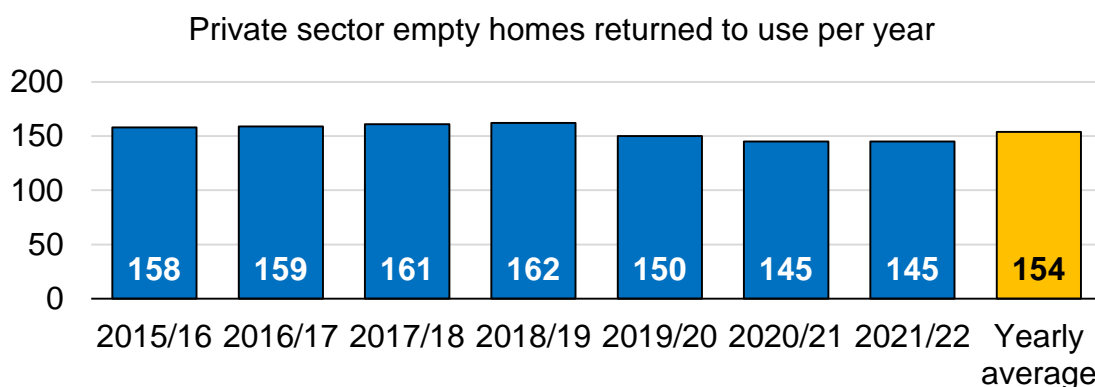
6.2 On track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- 567 shared ownership homes are projected for development between April 2019 and March 2023
- The Living Wage Joint Venture, Homes for Brighton & Hove, has started construction on its first two sites totalling 346 homes
- Homes for Brighton & Hove is becoming a delivery company, with 168 Hyde shared ownership homes and 178 rented homes (176 council and 2 Hyde) expected for completion in 2023/24

7. Make fuller use of shared housing capacity

7.1 Slightly off track: Review our empty homes policy to ensure 650 empty homes are brought back into use

- 440 private sector vacant dwellings (empty for more than six months) were returned into occupation within the first three years of the timescale of the Housing Committee workplan, with one year remaining



7.2 On track: Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Report due to Housing Committee in Quarter 3 2023/24

7.3 Off track: Investigate the possibility of supporting a 'lodger' scheme and report to Committee

- Committee report due for March 2021 – deferred due to service pressures and Covid-19 recovery priorities

7.4 On track: Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

- Report on Regulation of Short-Term Holiday Lets was agreed at Tourism, Equalities, Communities & Culture and Housing committees in March 2020. It included using existing powers to deal with complaints, ensuring coordinated approach to enforcement between services and lobbying central government for enhanced enforcement powers and a national registration scheme
- A system is in place for the public to report issues with short term holiday lets, so that relevant council teams can take appropriate enforcement action where possible
- The council responded to the Government's call for evidence on a Tourist Accommodation Registration Scheme

8. Alleviating poverty

8.1 Slightly off track: Ensure the in house repairs services include measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- The Repairs & Maintenance service currently employs seven electrical apprentices and is planning to expand to 20 apprenticeships in total by the end of 2023

8.2 Slightly off track: Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort








- The arrears policy is currently being reviewed by the Housing Income Management Team







8.3 On track: Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation

- Policy is in place for long term temporary accommodation which matches that in council owned housing

Part two: Performance indicators






The council is responsible for managing 11,772 council owned homes and 2,278 leaseholder homes, as well as providing temporary accommodation for 1,795 households.


	Customer feedback – all Housing services	Target	Q2 2022/23	Q3 2022/23	Status against target	Trend since Q2
9.1	 Compliments received from customers	Info	106	163	n/a	n/a
9.2	 Stage one complaints responded to within 10 working days	80%	74% (111 of 150)	82% (150 of 182)		
9.3	Stage one complaints upheld	Info	38% (57 of 150)	46% (83 of 182)	n/a	n/a
9.4	Stage two complaints upheld	18%	35% (8 of 23)	17% (4 of 23)		












  Private sector housing		Target	Q2 2022/23	Q3 2022/23	Status against target	Trend since Q2
10.1	Total licensed Houses in Multiple Occupation (HMOs)	Info	3,527	3,574	n/a	n/a
10.2	Corporate KPI: HMOs where all special conditions have been met (for licences issued over 12 months ago)	58%	62.92% (1,205 of 1,915)	65.00% (1,250 of 1,923)		
The target of 58% for the end of Q2 is set as a step towards a target of 60% at the end of Q4. The indicator above measures cases where the council has verified that conditions have been completed and it is anticipated this figure will continue to rise over the course of the year.						
10.3	Corporate KPI: Private sector vacant dwellings returned into occupation (empty for more than two years)	9	18	9		
This indicator used to apply to properties empty for longer than six months but has now changed to focus on properties empty for more than two years, which require more intensive casework. Most properties empty for less than two years do not require intensive casework and may often come back in to use without intervention.						




NB Additional indicators relating to private sector housing are being developed with the aim of including them in the reports starting with the Housing Committee version of the report covering Quarter 3 2022/23. These are as follows:

- Number of requests for action
- Number of property inspections completed
- Number of Category 1 and 2 hazards identified
- Proportion of Category 1 and 2 hazards resolved through informal action
- Proportion of cases escalated following non-compliance of improvement notice.

 Housing adaptations		Target	Q2 2022/23	Q3 2022/23	Status against target	Trend since Q3
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	18.4	18.3		
11.2	New: Private housing – average weeks taken for contractor to complete works	Info	38.4	34.7	n/a	n/a
11.3	Council housing – average weeks taken to approve applications and commence works	10	21.2	11.1		
11.4	New: Council housing – average weeks taken for contractor to complete works	Info	23.9	16.6	n/a	n/a
<p>The amber threshold for the two targeted indicators above is set at 26 weeks based on historic guidance timescales, with the target of 10 weeks reflecting revised guidance timescales. We are now also able to provide two additional indicators measuring the average time taken to complete adaptations works, as requested at Housing Committee.</p>						

 Housing Needs – Housing Options and allocations		Target	Q2 2022/23	Q3 2022/23	Status against target	Trend since Q2
12.1	Corporate KPI: Households where homelessness was prevented due to casework by the council and partner agencies	424	403	TBC	TBC	TBC
<p>We are planning to introduce new performance indicators relating to homelessness prevention and relief for 2023/24. The indicator above is not an ideal measure of performance, as lower numbers of preventions could occur because fewer people are being threatened with homelessness, rather than a lower proportion of overall cases resulting in a prevention.</p>						
12.2	New households accepted as homeless	Info	136	TBC	n/a	n/a
12.3	Number of households on the housing register	Info	7,506	7,582	n/a	n/a

	Housing Needs – temporary accommodation (including emergency accommodation)	Target	Q2 2022/23	Q3 2022/23	Status against target	Trend since Q2
13.1	Corporate KPI: Total households in temporary accommodation	1,750 or fewer	1,809	1,795		
The target of 1,750 for the end of Q3 is set as a step towards a target of 1,700 at the end of Q4. For now this Corporate KPI includes 38 NSAP and RSAP households but will be reviewed for the next financial year.						
13.2	Rent collected for emergency accommodation (year to date including loss from empty homes)	89.21%	88.97% (£1.92m of £2.16m)	95.24% (£2.99m of £3.14m)		
13.3	... as above but excluding rent loss from empty homes	For info	105.49% (£1.92m of £1.82m)	109.81% (£2.99m of £2.72m)	n/a	n/a
The indicator above (like the other rent collection indicators in this table) measures the actual amount of rent collected during the year to date compared to the amount due within the same period. It is sometimes possible for the former to be larger, thereby producing results over 100%.						
13.4	Rent collected for leased properties (year to date including loss from empty homes)	96.96%	89.00% (£3.10m of £3.48m)	86.56% (£4.58m of £5.29m)		
The service is working to bring the rent collection rate for leased properties in line with the rate for Seaside Homes, building upon recent successes in bringing the latter back on target.						
13.5	... as above but excluding rent loss from empty homes	For info	94.99% (£3.10m of £3.26m)	92.08% (£4.58m of £4.92m)	n/a	n/a
13.6	Rent collected for Seaside Homes (year to date including loss from empty homes)	91.00%	89.02% (£2.45m of £2.75m)	91.50% (£3.83m of £4.18m)		
13.7	... as above but excluding rent loss from empty homes	For info	94.57% (£2.45m of £2.59m)	97.46% (£3.83m of £3.93m)	n/a	n/a
13.8	Empty temporary accommodation homes	For info	79	62	n/a	n/a
The indicator above includes 31 block-booked, 19 private sector leased and 12 Seaside Homes dwellings. These are dwellings that were available to let as temporary accommodation.						
13.9	Seaside Homes properties with a valid Landlord's Gas Safety Record	100%	99.4% (419 of 422)	99.8% (421 of 422)		
13.10	Leased properties with a valid Landlord's Gas Safety Record	For info	84.6% (498 of 589)	83.5% (475 of 569)	n/a	n/a
The indicator above does not have a target because when it comes to leased properties the council's role is to monitor progress and remind landlords to arrange gas safety checks, whereas the council's gas contractor carries out checks in Seaside Homes.						

 Council housing – supply		Q2 2022/23	Q3 2022/23
14.1	 Additional council homes	24	16
14.2	... at Local Housing Allowance (LHA) rents	25% (6 of 25)	50% (8 of 16)
All homes at LHA rates delivered during Q3 were for RSAP households			
14.3	... at 37.5% Living Wage rents	64% (16 of 25)	31% (5 of 16)
14.4	... at 27.5% Living Wage rents	4% (1 of 25)	19% (3 of 16)
14.5	... at social rents	4% (1 of 25)	0% (0 of 0)
14.6	Council homes sold through the Right to Buy	5	8
Of the 8 homes sold during Q3, 2 were leasehold (flats) and 6 were freehold (houses)			
14.7	Net change in the number of council homes – all rent levels	+19	+8
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	-3	-5
14.9	 Total council owned homes	11,764	11,772
Total council owned dwelling stock of 11,772 includes 10,724 general needs, 877 seniors housing, 38 council owned emergency accommodation, 70 council owned temporary accommodation, 30 NSAP and 33 RSAP dwellings (including new dwellings).			

14.10 Council housing – buy backs (Home Purchase and Next Steps / Rough Sleepers accommodation)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23 to date	Total
Total applications	5	53	88	157	158	69	530
Of which, became purchases	2	32	53	91	78	10	266
Council declined	1	13	11	16	10	6	57
Owner declined offer	1	5	12	15	14	1	48
Owner withdrew	1	3	12	34	51	15	116
Outcome pending	0	0	0	1	5	37	43

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23 to date	Total
Completed purchases	1	13	43	64	90	55	266
... general needs social rent	0	0	1	4	0	1	6
... general needs 27.5% Living Wage	0	0	5	17	21	6	49
... general needs 37.5% Living Wage	1	5	24	14	43	32	119
... temporary housing at LHA rates	0	8	13	29	26	16	92





Summary of all buy backs since start of programmes, September 2017







Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy (surplus) over all properties to date (£)
266*	6	49	119	92	46 **	£1.973m ***	£232,000

* Of which 240 are flats (7 studio, 82 one bed, 131 two bed, 20 three beds plus) and 26 are houses (4 two bed, 22 three beds plus)






** Following Housing Committee decision to use rent reserve to keep rents as low as possible

*** Applied during 2021/22 – a further £830k is anticipated to be used during 2022/23















 Council housing – management		Target	Q2 2022/23	Q3 2022/23	Status against target	Trend since Q2
15.1	Corporate KPI: Rent collected as proportion of rent due (current tenants)	96.65%	94.58% (£55.5m of £58.7m)	94.12% (£55.3m of £58.7m)		
<p>The Q2 and Q3 figures above are forecasts for the whole of the 2022/23 financial year. The methodology excludes rent loss from empty properties and includes arrears from the end of the previous financial year. Analysis from Housemark has found that rent arrears across the social housing sector have increased steadily since the summer of 2021 (when emergency uplifts to benefits ended and inflation started to rise) and continue to increase with ongoing cost-of-living crisis. Locally, a recovery plan is being implemented to reduce arrears and vacancies in the Income Management team are being recruited to, which should improve collection rates. The team will also be reviewing its approach to income collection, working closely with the council's corporate debt board to implement a 'training standard' and are also looking at some proactive work with LIFT to identify and support households with multiple debts.</p>						
15.2	 Tenancies on Universal Credit (UC)	Info	29% (3,377 of 11,405)	31% (3,572 of 11,457)	n/a	n/a
15.3	Tenancies on UC who are in arrears and have an Alternative Payment Arrangement (APA)	Info	43% (1,006 of 2,332)	42% (1,066 of 2,529)	n/a	n/a
<p>Of the 3,572 tenants on UC there were 2,529 who also had rent arrears. Of the latter, 1,066 had an APA in place, whereby housing costs of UC are paid direct to the council as their landlord.</p>						
15.4	Arrears of UC tenancies as a proportion of total arrears	Info	59% (£1.9m of £3.2m)	64% (£2.2m of 3.5m)	n/a	n/a
15.5	Evictions due to rent arrears	Info	0	0	n/a	n/a
15.6	Evictions due to anti-social behaviour (ASB)	Info	0	0	n/a	n/a
15.7	New reports of ASB from victims and witnesses	Info	206	110	n/a	n/a
15.8	ASB perpetrator cases opened	Info	147	75	n/a	n/a
15.9	ASB perpetrator cases closed	Info	154	112	n/a	n/a
15.10	Average days to close ASB perpetrator cases	Info	80	105	n/a	n/a
15.11	Active ASB perpetrator cases at quarter end	Info	164	124	n/a	n/a
<p>The anti-social behaviour (ASB) indicators in this section have been developed to reflect the way ASB is recorded on the new housing management IT system, which includes reports from victims and witnesses as well as linked cases dealt with in relation to the perpetrators. There are often multiple victims and witnesses linked to a single perpetrator.</p>						











	Council housing – management	Target	Q2 2022/23	Q3 2022/23	Status against target	Trend since Q2
15.12	 Calls answered by Housing Customer Services	85%	88% (6,123 of 6,972)	89% (5,061 of 5,715)		
15.13	Tenancies sustained following difficulties (Tenancy Sustainment Team cases)	90%	100% (20 of 20)	95% (19 of 20)		


Please note the indicators in the table below and their targets are being reviewed as part of a project across Housing focused on reducing the number of empty council homes.

	Council housing – empty homes	Target	Q2 2022/23	Q3 2022/23	Status against target	Trend since Q2
15.14	 Average re-let time in calendar days excluding time spent in major works	21	76	64		
Re-let times are high while recovery efforts remain underway to tackle a backlog of empty council homes, which includes many homes which have been empty for long periods of time. However, the number of re-lets during 2021/22 (472) was up on 2020/21 (213) and above pre-pandemic levels seen during 2019/20 (445). Furthermore, the number of re-lets during the three quarters of 2022/23 (455) is significantly above 2021/22 levels (which averaged 118 per quarter) and the number of empty homes has decreased from 153 to 144 during the quarter.						
15.15	Average 'key to key' re-let time in calendar days including time spent in major works	Info	130	103	n/a	n/a
15.16	Number of previously occupied council homes re-let (general needs and seniors)	Info	154	125	n/a	n/a
15.17	Number of new council homes let for the first time (general needs and seniors)	Info	18	16	n/a	n/a
15.18	 Empty general needs and seniors council homes (includes new homes)	Info	153	144	n/a	n/a
15.19	Empty council owned temporary, emergency, NSAP and RSAP accommodation homes (includes new homes)	Info	33	30	n/a	n/a

Please note the figures for the first three indicators in the table below are provisional as there are currently issues with reporting of repairs data arising from the switchover of our main housing management IT system since the start of July 2021. At present two IT systems are being used and it is not possible to integrate reporting between them, meaning that performance data is currently being extracted and manually combined from the two systems, which is likely to be less accurate than automatic system reporting (due to the volume and multiple stages of the jobs managed by the Repairs & Maintenance service). We are in the process of procuring a new works management system. Once we have this new system, we should be able to report on all jobs automatically.

 Council housing – repairs and maintenance		Target	Q2 2022/23	Q3 2022/23	Status against target	Trend since Q1
16.1	 Emergency repairs completed within 24 hours	99%	98.6% (2,645 of 2,682)	98.3% (3,431 of 3,490)		
16.2	Corporate KPI: Routine repairs completed within 28 calendar days	70%	58.5% (2,384 of 4,077)	59.0% (2,959 of 5,014)		
Although performance has improved, recently completed routine repairs have included jobs from a backlog which has built up since the start of the pandemic and due to reduced staffing levels and availability of contractors. This means that these jobs took longer than their target timescales once they were completed. The Repairs & Maintenance service has completed the recruitment of trade staff and has recruited additional staff to help deal with the current backlog. Sub-contractors have also been mobilised to increase capacity.						
16.3	Average time to complete routine repairs (calendar days)	15	55	83		
As above.						
16.4	 Calls answered by Repairs Helpdesk	85%	92% (15,973 of 17,315)	TBC	TBC	TBC
16.5	 Surveyed tenants satisfied with repairs: standard of work	96%	99% (911 of 924)	97% (456 of 470)		
16.6	Surveyed tenants satisfied with repairs: overall customer service	96%	98% (908 of 924)	97% (456 of 470)		

 Council housing – investment and asset management		Target	Q2 2022/23	Q3 2022/23	Status against target	Trend since Q2
17.1	 Corporate KPI: Dwellings meeting Decent Homes Standard	100%	96.2% (11,317 of 11,764)	96.8% (10,218 of 11,772)		
There had been a lack of planned installations of new kitchens and bathrooms throughout much of 2020/21 and 2021/22 due to Covid restrictions, shortages of supplies and components. Performance is expected to improve further with the recent Housing Committee decision to approve the appointment of up to two new contractors for kitchens and bathrooms.						
17.2	Corporate KPI: Energy efficiency rating of homes (out of 100)	72.3	68.3	74.0		
This increase is partly due to the procurement of new energy modelling software, which came into use for reporting this indicator during Q3 2022/23 and involved extensive updates to the underlying data in order to reflect improvements made to the council housing stock, such as boiler replacements and new windows.						
17.3	 Council properties with a valid Landlord's Gas Safety Record	100%	99.99% (10,102 of 10,103)	100% (10,104 of 10,104)		
17.4	 Lifts restored to service within 24 hours	95%	83% (134 of 161)	TBC	TBC	TBC

 Leaseholder disputes		Q2 2021/22	Q3 2022/23
18.1	Stage one disputes opened	5	9
18.2	Stage one disputes closed	1	12
18.3	Active stage one disputes (end quarter)	26	29
18.4	Stage two disputes opened	0	2
18.5	Stage two disputes closed	1	0
18.6	Active stage two disputes (end quarter)	6	8
18.7	Stage three disputes opened	1	0
18.8	Stage three disputes closed	0	0
18.9	Active stage three disputes (end quarter)	2	2

Resident Questions for Housing Area Panel

Reference: N3.1

Question Title	Poor maintenance of verges, pavements and
Date question raised	19/12/2022
Week of Area Panel	13/2/2023
Area in city	North
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Melissa Francis
Officer job title	Head of Operations, CityClean

Resident Question

Issue:	The city is falling into disrepair and neglect due to lack of regular maintenance.
Background:	<p>As raised at previous Residents' Only meetings across the city, the maintenance of Brighton and Hove's roads, paths, verges, green areas, and public highways has been grossly neglected.</p> <p><i>{Examples:}</i></p> <ul style="list-style-type: none"> Residents in Moulsecoomb have resorted to clearing weeds and overgrown verges themselves. A resident in Hollingdean has noticed that there have been no road sweepers in the area for at least 2 years. <p>Council officers' response to this issue has been lack of staffing. Residents were informed at the last Area Panel that "the Council has taken measures to address these problems, increasing pay for the lowest paid workers which means that we are now getting more applicants for jobs and earmarking some money to deal with the crumbling infrastructure in the parks".</p>
Action requested:	<ul style="list-style-type: none"> Residents are surprised that there is a problem with recruitment when so many people are looking for work. Are the Council being proactive and creative enough in the way they are publicising and recruiting for new staff? Residents suggested using Community Payback to deal with understaffing issues in Residents Questions raised at the last Area Panel. This suggestion was not addressed by the officer in their written response. Residents request a response to this suggestion.

	<ul style="list-style-type: none"> - Is the Council planning to reinstate a regular maintenance schedule, once staff are recruited, to cut back trees and bushes, deal with weeds and overgrown verges, ensure streets are cleaned and more generally that the city is kept to a decent standard? When can residents expect maintenance to return to acceptable levels?
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Officer Response

Officer contact details:	Melissa.Francis@brighton-hove.gov.uk
Officer Response:	<p>Residents are surprised that there is a problem with recruitment when so many people are looking for work. Are the Council being proactive and creative enough in the way they are publicising and recruiting for new staff?</p> <p>The Council is proactive in publicising and recruiting new staff. Last year CityClean organised an 'open day' for people looking for work who may struggle to complete online applications. The event was held in Bartholomew House, staff from across the Council were on hand to help candidates to complete applications. In addition, the Council ran a pre-employment course called 'Get Started At CityClean'. Anyone attending the course was guaranteed an interview. We attended recruitment fairs at the Job Centre and University (summer jobs for students). We also ran advertising campaigns. In 2022 it was widely reported a labour shortage and other industries such as the hospitality industry were also struggling with recruitment.</p> <p>Residents suggested using Community Payback to deal with understaffing issues in Residents Questions raised at the last Area Panel. This suggestion was not addressed by the officer in their written response. Residents request a response to this suggestion.</p> <p>During the summer of 2022 CityClean were in regular contact with Community Payback particularly for weeding. Unfortunately, they were not able to supply anyone.</p> <p>Is the Council planning to reinstate a regular maintenance schedule, once staff are recruited, to cut back trees and bushes, deal with weeds and overgrown verges, ensure streets are cleaned and more generally that the city is kept to a decent standard? When can residents expect maintenance to return to acceptable levels.</p> <p>Recruitment is still a challenge. We have recently advertised 12 vacancies and have been able to recruit to 6. CityParks has also struggled with recruitment. Cuts to funding means there is less budget available for services, and this is unlikely to improve soon with the cost of living crisis and inflationary rises which impacts Council budgets. The Street Cleansing service work hard to deliver a good service within the resources available.</p>
Action:	N/A
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference: N3.2

Question Title	Repair Services
Date question raised	19/12/2022
Week of Area Panel	13/2/2023
Area in city	North
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Sam Crick
Officer job title	Operations Manager, Housing Repairs and Maintenance

Resident Question

Issue:	The repairs service needs improvement in various areas.
Background:	<p>While residents were pleased to hear that repairs turnaround time is decreasing, they raised the following concerns regarding both routine and emergency repairs:</p> <ul style="list-style-type: none"> Emergency repairs line: having to wait a long time for calls to be answered. <p><i>Example: an elderly woman in Moulsecoomb called the emergency number and had to wait 45 minutes on the phone, in a state of distress. She eventually had to ask a neighbour to help report this online, as she was not able to do this herself.</i></p> <ul style="list-style-type: none"> Multiple visits over a period of time to address a single repair issue. This is not an efficient use of existing staff time, particularly given the Council have reported a shortage of staff. Lack of communication and response by the Repairs team: when a repair is reported, there is no acknowledgement or response from the team for a long time – residents don't know if their repair is being dealt with or not, or when they can expect the repair to be dealt with. Residents are having to push and hassle Council staff to get repairs done. Residents do not want to have to constantly push and chase Council staff for a basic repairs service. The Repairs team are giving instructions to and encouraging residents to deal with boiler issues themselves, rather than sending a Gas Safe plumber.

Action requested:	<ul style="list-style-type: none"> • Is it standard procedure for Repairs staff to be encouraging residents to sort out boiler issues themselves? • Why is the Repairs service not coordinated and organised in such a way as to minimise the number of visits in order to get the repair done? Is anything being done to streamline the process, and make it more efficient? • Why do residents not receive some kind of acknowledgement or confirmation when they report a repair? Are the Council doing anything to improve communications and responsiveness of the Repairs team with their customers? • Residents should not have to put constant pressure on the Council just to get basic repairs done. Why is this having to happen? What will the Council do to rectify the situation?
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Officer Response

Officer contact details:	Sam Crick, Operations Manager, Housing Repairs and Maintenance
Officer Response:	<ul style="list-style-type: none"> • Current average wait time on phones for Jan 2023 is 8mins 8secs. The helpdesk has experienced some staff shortages and very busy periods due to weather. • Is it standard procedure for Repairs staff to be encouraging residents to sort out boiler issues themselves? Gas boiler issues reported to our Helpdesk will be triaged and some advice and questions may be offered to the resident to either help diagnose or resolve the issue such as checking thermostat settings/batteries or the controls on the boiler. The aim of this is to help resolve the issue swiftly for the resident and save a wasted visit for a gas engineer who could be on another job. • Why is the Repairs service not coordinated and organised in such a way as to minimise the number of visits in order to get the repair done? Is anything being done to streamline the process, and make it more efficient? The repairs service makes every effort to coordinate works in such a way as to minimise visits and make the service as efficient as possible. On occasions there may be operational factors that affect this. We are constantly looking at ways to improve the metric of first time fixes, for example reviewing van stock lists. • Why do residents not receive some kind of acknowledgement or confirmation when they report a repair? Are the Council doing anything to improve communications and responsiveness of the Repairs team with their customers? Residents reporting repairs over the phone will receive verbal acknowledgment and be told the order number for any orders raised. We are also rolling out our Housing Online system which

	<p>will allow residents to check on the status of their outstanding repairs.</p> <ul style="list-style-type: none"> • Residents should not have to put constant pressure on the Council just to get basic repairs done. Why is this having to happen? What will the Council do to rectify the situation? <p>The repairs and maintenance service are doing all they can to ensure that repairs are carried out within appropriate timeframes. With the current workload that the service is dealing with it is essential that works are prioritised correctly ensuring that the most urgent repairs for our residents who are most vulnerable are carried out first.</p>
Action:	N/A
Start date:	Jan 23
End date:	Jan 23

Resident Questions for Housing Area Panel

Reference: N3.3

Question Title	Damp and Mould
Date question raised	19/12/2022
Week of Area Panel	13/2/2023
Area in city	North
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Grant Ritchie
Officer job title	Head of Repairs and Maintenance

Resident Question

Issue:	There are major problems with damp and mould in Council properties across Brighton and Hove. Residents have found it extremely difficult to get the Council to take the issue seriously when these are reported, and for the Council to take action to resolve the problems. Meanwhile residents have had to live in terrible conditions, impacting adversely on their health.
Background:	<p>Residents in the North area reported numerous cases of damp and mould in properties across Moulsecoomb, Coldean and Hollingdean. Some of the cases reported are so severe that residents have developed respiratory issues. One resident reported that the damp is so extreme that her floor is soaked and the pipes are dripping. Multiple residents have reported that their possessions have had to be thrown out repeatedly due to mould caused by damp.</p> <p>They also reported that the stock response they get from Repairs is to either close windows, or to open windows, and being told the damp is caused by condensation.</p> <p>Residents also wanted to point out that many people in Council properties are on low incomes and many are not putting on the heating this winter because they cannot afford to: it is not helpful to be told by Council workers to put the heating on, or to open windows under these circumstances.</p> <p>When repairs do take place, they are temporary fixes, rather than getting to the root of the problem, and the damp and mould come back. There have been many reports in the media recently about the effects of damp and mould on health. The government has issued a letter requiring social housing providers to put systems in place to ensure that their properties are free from a hazardous level of damp and mould, and to deal with cases promptly and effectively – and not to blame residents' lifestyles.</p>

Action requested:	<p><i>Same as West Area.</i> Residents in North Area:</p> <ul style="list-style-type: none"> Request a report and discussion at next Area Panel (February 2023) on what action the Council is taking around damp and mould. This should include: <ul style="list-style-type: none"> What information the Council currently have on the extent of damp and mould issues in Council properties. What action the Council has taken in response to the Housing Ombudsman's report (published in November 2021). Request Area Panel updates on the Council's response to the Government. <p>The Council have been asked to provide extensive information to the Government on how they are ensuring that the Decent Homes Standard is met for damp and mould:</p> <ul style="list-style-type: none"> How will the Council ensure that damp and mould cases are identified and dealt with promptly and effectively when raised by tenants and residents?
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Officer Response

Officer contact details:	Grant Ritchie
Officer Response:	<p>Q. What information the Council currently have on the extent of damp and mould issues in Council properties.</p> <p>As a council, we are committed to working with our tenants and residents to address the issues of damp and mould and ensure the health and safety of those living in our homes.</p> <p>Our approach is to work with tenants to understand the cause of the damp and mould issues they may face and work together to find a solution. While there are some measures a tenant can take to reduce damp and mould problems, we recognise that there may be other factors outside of a tenant's control. This may be linked to issues such as: vulnerability; low income; overcrowding in some of our homes; increases in heating costs; a lack of clothes drying facilities in flats.</p> <p>Unfortunately, condensation dampness issues do occur in our housing stock. Different properties have different challenges, for example lack of adequate insulation or adequate ventilation, insufficient heating system, or the condition of the external fabric (brickwork, pointing etc).</p> <p>There may be barriers to resident reporting problems. We try to work with tenants and other stakeholders to remove barriers to ensure tenants are able to engage with our services, and to report issues, including damp and mould.</p> <p>We are working hard to maintain our continuous improvement of the standard of our council housing stock. Helping residents live in well insulated, efficiently heated, healthy homes is a key investment objective, supported through our Housing Revenue Account (HRA)</p>

capital programme. In terms of asset management there will be particular emphasis on improvements in property insulation, window installation and mechanical ventilation.

Our 23/24 budget proposals include investment of over £34m in existing council homes, including increasing our investment in damp and condensation measures as well as our overall investment in planned and major works.

As a service we have seen a significant increase in reports of dampness and condensation in our homes following the tragic case in Rochdale.

As reported to Housing Committee in Chairs' communication on the 18th of January, we currently have 708 damp jobs raised with our Housing Repairs and Maintenance service. This represents a 33% increase since December 2022. As well as utilising our in-house Repairs and Maintenance resource we have also increased our specialist contractor capacity to address the number of reports we currently have.

Q. What action the Council has taken in response to the Housing Ombudsman's report (published in November 2021).

In October 2021, the Housing Ombudsman released a spotlight report on damp and mould issues. This produced a 26-point list of recommended improvements for landlord to consider how their current and future approach can be modified/improved to better manage this serious issue. We have used these recommendations as guidance when shaping our response to damp and mould concerns and particularly when selecting the specialist contractors (outlined below) to support us with this work. We have also increased our budget allocation for this work in the budget proposals for 2023 / 2024.

Q. Update Area Panel on the Council's response to the Government. How are the Council ensuring that the decent homes standard is met for damp and mould. How will the Council ensure that damp and mould cases are identified and dealt with promptly and effectively.

We have responded to the Social Housing Regulator with the information they have requested from all social landlords.

The Council have a proactive approach to managing damp works. We have a dedicated team to manage reported damp concerns. To support this team and extend the scope of our works we have appointed a number of specialist contractors. This will give us additional resource to respond to damp problems and be more proactive in dealing with the route cause.

This group of contractors is designed to provide:

- Specialist surveying resource
- Specialist damp treatment works
- Specialist damp remedial works
- Cavity wall insulation

We are working with colleagues in other council services, including Families, Children and Learning and Public Health, to identify families and vulnerable individuals particularly at risk. We are also working to identify properties with damp and mould and raise awareness to the risks and the need to report cases.

Since the tragic death in Rochdale reported in the national media we have seen a significant increase in cases of damp and mould as awareness grows. We are currently focusing on our response to these cases. We do this in three phases,

1. Visit the property to access the extent of the mould, establish the priority and specify remedial works.
2. Wash Down the affected area and apply anti-fungal treatment and anti mould paint.
3. In cases where penetrating damp is identified undertake remedial works to remove the source of the damp.

The majority of damp and mould reported is as a result of condensation. In these cases, we will generally wash down the affected area and apply treatments. During this visit we will also talk to tenants about the causes of condensation and try and help establish if there is anything that the tenant can do to reduce the risk of condensation occurring. However, we are very clear that this is not about blame, it's about understanding the cause and working together to find a solution.

Condensation generally occurs when one or more things happen some of which may be outside of the tenants control. In these cases, we will often fit electric fans to the kitchen and bathroom or in some cases insulate the internal walls of properties. Each case can be very different and requires different solutions.

For general advice, our new '[Condensation, damp and mould in your home](https://www.brighton-hove.gov.uk/housing/council-housing/condensation-damp-and-mould-your-home)' webpage - <https://www.brighton-hove.gov.uk/housing/council-housing/condensation-damp-and-mould-your-home> is now live and linked with an extra line on our main [Ask for a repair to your council home](https://www.brighton-hove.gov.uk/housing/council-housing/ask-repair-your-council-home) webpage - <https://www.brighton-hove.gov.uk/housing/council-housing/ask-repair-your-council-home>. We also have a leaflet that we share with tenants which gives practical advice on prevention and early treatment of condensation and mould.

We are also beginning to use technical monitoring equipment. This measures the amount of moisture in the air and the temperature in the

	<p>home. This data helps us analyse the environment and more accurately pinpoint cause of the condensation. We can also leave air purifiers and dehumidifiers in residents' homes where necessary, pending the initial treatment.</p> <p>Given the significant increase in the number of reported cases, which has impacted upon some response times, we are prioritising cases based on risk and we are working with our contractors to increase the number of calls we do a week and reduce the waiting time.</p> <p>In addition to directly tackling the problem we are also increasing loft insulation where necessary and, in some cases, are installing cavity wall insulation.</p> <p>We continue to take this issue very seriously and understand the concern that this is causing. Particularly the impact this may have on vulnerable people, the old and the young. We are prioritising cases following a risk-based approach to ensure an effective and timely response to families and vulnerable residents potentially most at risk. However, we are adding to our resources and increasing our overall capacity to respond.</p> <p>Information is also being made available to help tenants who are worried about fuel bills and the general pressure on the cost of living. Information has been included on our web site, other information leaflets and we would encourage anyone worried by these issues to contact us.</p>
Action:	N/A
Start date:	
End date:	

Resident Questions for Housing Area Panel

Reference: C3.1

Question Title	Damp and Mould
Date question raised	19/12/2022
Week of Area Panel	13/2/2023
Area in city	Central
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Grant Ritchie
Officer job title	Head of Repairs and Maintenance

Resident Question

Issue:	There are major problems with damp and mould in Brighton & Hove Council properties and it can be very difficult to get this problem addressed by the Council. As a result, many people are living in distressing and potentially dangerous conditions caused by damp and mould.
Background:	<p>There has been a lot of publicity recently about the serious consequences of damp and mould in people's homes. Tragically, long-term exposure to black mould was responsible for a respiratory condition that killed a two-year-old in Rochdale.</p> <p>A Housing Ombudsman report in October 2021 said that addressing damp and mould needs to be a higher priority for landlords, with a change in culture from reactive to proactive. The report, 'Spotlight on damp and mould—it's not lifestyle' made recommendations to social landlords about reviewing and improving their practice and policies. It recommended taking a more proactive approach to ensure homes are dry and warm. The full report can be found here: www.housing-ombudsman.org.uk/wp-content/uploads/2021/10/Spotlight-report-Damp-and-mould-final.pdf</p> <p>A letter (November 2022) from the Government Regulator of Social Housing to CEOs of large social housing providers (including Councils) said that all providers should have systems in place to ensure that their homes are free from hazardous levels of damp and mould, and to identify and deal with cases promptly and effectively. They have asked the Council to provide extensive information on how they are ensuring that the Decent Homes Standard is met. The full text of the letter can be found here www.gov.uk/government/publications/letters-to-registered-providers-about-damp-and-mould/letter-to-ceos-of-large-rps-regarding-damp-and-mould-accessible-version</p>

Action requested:	<p>Request a report and discussion at next Area Panel (February 2023) on what action the Council is taking around damp and mould. This should include:</p> <ol style="list-style-type: none"> What information the Council currently have on the extent of damp and mould issues in Council properties. What action the Council has taken in response to the Housing Ombudsman's report (published in November 2021). Request Area Panel updates on the Council's response to the Government. The Council have been asked to provide extensive information to the Government on how they are ensuring that the Decent Homes Standard is met for damp and mould. Of particular importance is how the Council will ensure that damp and mould cases are identified and dealt with promptly and effectively when raised by tenants and residents.
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Officer Response

Officer contact details:	Grant Ritchie
Officer Response:	<p>Q. What information the Council currently have on the extent of damp and mould issues in Council properties.</p> <p>As a council, we are committed to working with our tenants and residents to address the issues of damp and mould and ensure the health and safety of those living in our homes.</p> <p>Our approach is to work with tenants to understand the cause of the damp and mould issues they may face and work together to find a solution. While there are some measures a tenant can take to reduce damp and mould problems, we recognise that there may be other factors outside of a tenant's control. This may be linked to issues such as: vulnerability; low income; overcrowding in some of our homes; increases in heating costs; a lack of clothes drying facilities in flats.</p> <p>Unfortunately, condensation dampness issues do occur in our housing stock. Different properties have different challenges, for example lack of adequate insulation or adequate ventilation, insufficient heating system, or the condition of the external fabric (brickwork, pointing etc).</p> <p>There may be barriers to resident reporting problems. We try to work with tenants and other stakeholders to remove barriers to ensure tenants are able to engage with our services, and to report issues, including damp and mould.</p> <p>We are working hard to maintain our continuous improvement of the standard of our council housing stock. Helping residents live in well insulated, efficiently heated, healthy homes is a key investment objective, supported through our Housing Revenue Account (HRA) capital programme. In terms of asset management there will be particular emphasis on improvements in property insulation, window installation and mechanical ventilation.</p> <p>Our 23/24 budget proposals include investment of over £34m in existing council homes, including increasing our investment in damp</p>

and condensation measures as well as our overall investment in planned and major works.

As a service we have seen a significant increase in reports of dampness and condensation in our homes following the tragic case in Rochdale.

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Q. What action the Council has taken in response to the Housing Ombudsman's report (published in November 2021).

In October 2021, the Housing Ombudsman released a spotlight report on damp and mould issues. This produced a 26-point list of recommended improvements for landlord to consider how their current and future approach can be modified/improved to better manage this serious issue. We have used these recommendations as guidance when shaping our response to damp and mould concerns and particularly when selecting the specialist contractors (outlined below) to support us with this work. We have also increased our budget allocation for this work in the budget proposals for 2023 / 2024.

Q. Update Area Panel on the Council's response to the Government. How are the Council ensuring that the decent homes standard is met for damp and mould. How will the Council ensure that damp and mould cases are identified and dealt with promptly and effectively.

We have responded to the Social Housing Regulator with the information they have requested from all social landlords.

The Council have a proactive approach to managing damp works. We have a dedicated team to manage reported damp concerns. To support this team and extend the scope of our works we have appointed a number of specialist contractors. This will give us additional resource to respond to damp problems and be more proactive in dealing with the route cause.

This group of contractors is designed to provide:

- Specialist surveying resource
- Specialist damp treatment works
- Specialist damp remedial works
- Cavity wall insulation

We are working with colleagues in other council services, including Families, Children and Learning and Public Health, to identify families and vulnerable individuals particularly at risk. We are also working to

identify properties with damp and mould and raise awareness to the risks and the need to report cases. Since the tragic death in Rochdale reported in the national media we have seen a significant increase in cases of damp and mould as awareness grows. We are currently focusing on our response to these cases. We do this in three phases,

1. Visit the property to assess the extent of the mould, establish the priority and specify remedial works.
2. Wash Down the affected area and apply anti-fungal treatment and anti mould paint.
3. In cases where penetrating damp is identified undertake remedial works to remove the source of the damp.

The majority of damp and mould reported is as a result of condensation. In these cases, we will generally wash down the affected area and apply treatments. During this visit we will also talk to tenants about the causes of condensation and try and help establish if there is anything that the tenant can do to reduce the risk of condensation occurring. However, we are very clear that this is not about blame, it's about understanding the cause and working together to find a solution.

Condensation generally occurs when one or more things happen some of which may be outside of the tenants control. In these cases, we will often fit electric fans to the kitchen and bathroom or in some cases insulate the internal walls of properties. Each case can be very different and requires different solutions.

For general advice, our new '[Condensation, damp and mould in your home](https://www.brighton-hove.gov.uk/housing/council-housing/condensation-damp-and-mould-your-home)' webpage - <https://www.brighton-hove.gov.uk/housing/council-housing/condensation-damp-and-mould-your-home> is now live and linked with an extra line on our main [Ask for a repair to your council home](https://www.brighton-hove.gov.uk/housing/council-housing/ask-repair-your-council-home) webpage - <https://www.brighton-hove.gov.uk/housing/council-housing/ask-repair-your-council-home>. We also have a leaflet that we share with tenants which gives practical advice on prevention and early treatment of condensation and mould.

We are also beginning to use technical monitoring equipment. This measures the amount of moisture in the air and the temperature in the home. This data helps us analyse the environment and more accurately pinpoint cause of the condensation. We can also leave air purifiers and dehumidifiers in residents' homes where necessary, pending the initial treatment.

Given the significant increase in the number of reported cases, which has impacted upon some response times, we are prioritising cases based on risk and we are working with our contractors to increase the number of calls we do a week and reduce the waiting time.

In addition to directly tackling the problem we are also increasing loft insulation where necessary and, in some cases, are installing cavity wall insulation.

	<p>We continue to take this issue very seriously and understand the concern that this is causing. Particularly the impact this may have on vulnerable people, the old and the young. We are prioritising cases following a risk-based approach to ensure an effective and timely response to families and vulnerable residents potentially most at risk. However, we are adding to our resources and increasing our overall capacity to respond.</p> <p>Information is also being made available to help tenants who are worried about fuel bills and the general pressure on the cost of living. Information has been included on our web site, other information leaflets and we would encourage anyone worried by these issues to contact us.</p>
Action:	N/A
Start date:	
End date:	

Resident Questions for Housing Area Panel

Reference: C3.2

Question Title	Security of council residents: door at Essex Place Laundry
Date question raised	19/12/2022
Week of Area Panel	13/2/2023
Area in city	Central
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment & Asset Management

Resident Question

Issue:	A resident using the laundry room at Essex place was recently attacked. Urgent action needs to be taken to make the outer laundry door secure.
Background:	<p>It is believed that the gang of teenagers that carried out the attack may have got in through the outer laundry room door. This door is located on the outside of the block to allow residents from Warwick Mount to use the facilities. Since at least 2019, Essex Place Residents Association has time and time again asked for a proper security door to be put on. The door is broken and very easy to break into. This has been reported many times and the Association has met with numerous officers to discuss it.</p> <p>Due to this lack of action from the Council, this problem has escalated from rough sleepers and drug users getting in to the laundry to residents actually being attacked. The Council as the landlord have a responsibility to make sure that buildings are secure and if they had done so this attack would not have happened.</p> <p>This issue was raised at the Area Panel in December 2022, and the Council promised that they would address this urgently. No one has yet been in touch with the Residents Association. In the meantime, residents are too frightened to use the laundry room.</p>
Action requested:	<ol style="list-style-type: none"> Immediate action to put in a proper safety door, with full communication with Essex Place Residents Association. Response from the Council on how they are meeting their duty of care throughout the city to ensure buildings are secure and residents safe.

Officer Response

Officer contact details:	Geof Gage, Head of Housing Investment & Asset Management
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Officer Response:	<p>A) We are in the process of obtaining quotations for the replacement of the door for a secure by design aluminium door, the current anticipated install date would be May/June 2023. As an interim measure the door has been screwed shut to prevent access externally.</p> <p>B) The Council takes resident safety very seriously and we will always attend and manage risks accordingly. Due to external users of the laundry it has been necessary to undertake engagement before securing.</p>
Action:	None - complete
Start date:	16.12.2022
End date:	16.12.2022

Resident Questions for Housing Area Panel

Reference: C3.3

Question Title	Refuse Collection at Sylvan Hall
Date question raised	19/12/2022
Week of Area Panel	13/2/2023
Area in city	Central
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Melissa Francis
Officer job title	Head of CityClean

Resident Question

Issue:	The refuse collection service for the whole of Sylvan Hall was closed down for several weeks because of a health and safety concern which just affected one block. A private company was then brought in to partially restore the service.
Background:	None supplied.
Action requested:	Raise the following questions at Area Panel: a. Why was the service stopped for the whole estate when only one block was affected? b. What constitutes a health and safety issue and who decides this? c. Why were private firms able to collect rubbish but not CityClean?

Officer Response

Officer contact details:	Melissa.Francis@brighton-hove.gov.uk
Officer Response:	<p>Thank you for your query regarding Sylvan Hall.</p> <p>Q. Why was the service stopped for the whole estate when only one block was affected?</p> <p>A. Following the incident where a staff member sustained an injury collecting bins, an initial assessment was undertaken and as a result bin stores were closed where it was identified there was a health and safety risk. Collections continued from bin stores where it was determined safe to continue collecting.</p> <p>Q. What constitutes a health and safety issue and who decides this.</p> <p>A. If there is an incident or near miss, a review of the task is completed, and a risk assessment is undertaken. The employer (Brighton & Hove</p>

	<p>City Council) has a duty to protect the health, safety and welfare of employees. Therefore, the Council makes the decision on what constitutes a health and safety issue to protect staff and not expose them to risks.</p> <p>Q. Why were private firms able to collect rubbish but not CityClean?</p> <p>A. Private firms are responsible for the health and safety of their employees, and we cannot comment on their health and safety practices. The Council has a duty to protect the health, safety and welfare of its employees.</p>
Action:	N/A
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference: C3.4

Question Title	Scaffolding
Date question raised	19/12/2022
Week of Area Panel	13/2/2023
Area in city	Central
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Grant Ritchie
Officer job title	Head of Housing Repairs and Maintenance

Resident Question

Issue:	The Council should ensure that scaffolding is erected for the minimum amount of time necessary to do the work.
Background:	Scaffolding often stays up for many months, often when work is not being done or has been completed. There have been recent examples of this at Sylvan Hall, but it is an on-going problem across the city. Scaffolding can obstruct light and access – residents' quality of life should not be secondary to the convenience of scaffolding companies.
Action requested:	Ask for a report on: <ul style="list-style-type: none"> a. Why is scaffolding kept up when it is not necessary? b. Are the Council paying for this? c. What action does the Council take to ensure scaffolding is only erected for the minimum time? Do contracts have penalties for a violation of this?

Officer Response

Officer contact details:	Grant Ritchie
Officer Response:	Thank you for your question. I acknowledge that scaffold can stay up for a longer period than is necessary. We will request that a scaffold is erected two weeks before a repair is scheduled to be undertaken. Sometimes it is necessary to change the repair date which can lead to the scaffolding being in place for a longer period. There are also occasions when the extent of the repair is greater than anticipated which again can lead to the scaffold being in place longer than required.

	<p>On completion of works we will ask our contractors to strike scaffolds and we will stop paying for them at this stage. It is also worth noting that we only pay rental after a period of six weeks.</p> <p>I am aware that contractors can be slow to remove scaffolds and we do try to monitor this and repeat requests where we see scaffolds are still in place.</p> <p>I am also aware that as we are trying to complete as many roof repairs as possible and our contractors will prioritise the erection of scaffolds over striking them.</p> <p>I do however feel that this is an area we can improve, and I propose that we focus on this going forward.</p>
Action:	Improve contractors time to strike scaffolding
Start date:	Ongoing
End date:	Ongoing

Resident Questions for Housing Area Panel

Reference: C3.5

Question Title	Laundry Room Review
Date question raised	19/12/2022
Week of Area Panel	13/2/2023
Area in city	Central
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Hilary Edgar
Officer job title	Housing Service Operations Manager

Resident Question

Issue:	Residents are concerned that a review of the laundries is taking place without the involvement of Resident Associations and residents who use the laundries.
Background:	Residents have ideas about the management and future of the laundries in their blocks and would like these to be listened to and considered before any proposals are put forward by the Council.
Action requested:	Ask for a report: <ul style="list-style-type: none"> a. Is there a review of the laundries in progress? b. What plans are there to involve residents in this?

Officer Response

Officer contact details:	Hilary.edgar@brighton-hove.gov.uk
Officer Response:	Thank you for your interest in the council's laundries. The current contract for laundry provision in general needs housing is due to end in July this year; this will not affect laundries in seniors' housing. We are considering options for the future of this service and are interested in hearing residents' views. A report on this will be presented at the next round of Area Panel meetings.
Action:	Report to Area Panels
Start date:	Ongoing
End date:	Ongoing

Resident Questions for Housing Area Panel

Reference: C3.6

Question Title	Improving Communication with the Council
Date question raised	19/12/2022
Week of Area Panel	13/2/2023
Area in city	Central
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Sam Warren
Officer job title	Community Engagement Officer

Resident Question

Issue:	Communication lines with the Council are often not good, and need improving.
Background:	Residents Associations deal with a wide range of issues, and often feel they are shunted from one department to another to try and get these addressed. This could be improved if there was a single point of contact as has happened in the past.
Action requested:	Residents would like to be involved in some constructive discussion about the possibility of a single contact point and ways of resolving communication issues.

Officer Response

Officer contact details:	Sam.warren@brighton-hove.gov.uk
Officer Response:	<p>Thanks for the question. Resident Associations do deal with a wide range of issues and navigating the council services can be very complex. In the first instance please contact your Community Engagement Officer if you need help to identify where to or who to talk to about a specific issue as they will try to put you in touch with the right officers or teams. However, we do recognise that this does not always lead to the problem being resolved and this can be frustrating for the residents.</p> <p>I would like to suggest that we look at this in more detail at the Involvement and Empowerment Service Improvement Group, so we are able to have a clear understanding of the needs of residents and look at how to find some solutions. The I&E group have already begun to look at how to create a flow chart and some signposting documents for residents to help with understanding the many council services and</p>

	<p>departments and this could be part of a solution to this problem, alongside a specific point of contact.</p> <p>Please contact Hannah Barker (01273 296639) if you would like to attend the Involvement and Empowerment Group and are not already a member.</p>
Action:	To be discussed in detail at the Involvement and Empowerment Group, to be added to the agenda.
Start date:	Feb 2023
End date:	March 2023

Resident Questions for Housing Area Panel

Reference: E3.2

Question Title	Communal bins at Craven Vale
Date question raised	15/12/2022
Week of Area Panel	13/2/2023
Area in city	East
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Melissa Francis
Officer job title	Head of CityClean

Resident Question

Issue:	Broken and damaged communal bins have still not been replaced at Craven Vale.
Background:	<p>This item was first raised at the meeting of East Area Residents on 25th August 2022.</p> <p>Several communal bins at Craven Vale are damaged and have not been replaced.</p> <ul style="list-style-type: none"> • Some bins have pedals to raise the bin cover that are broken and don't work – elderly residents are struggling to get their rubbish in. • Some bins don't have a cover, which has meant that birds/seagulls are getting to the rubbish or the wind is tipping the bins over, and rubbish is getting strewn everywhere on the roads and pavements, causing obstructions for road-users. <p>Residents were last informed that the current bin supplier had gone bust and there were supply chain issues that meant parts could not get replaced.</p>
Action requested:	This is presumably a city-wide problem and residents would like an update on the situation and to know when they can expect the communal bins to be replaced.

Officer Response

Officer contact details:	Melissa.Francis@brighton-hove.gov.uk
Officer Response:	The repairs and renewal of these bins are the responsibility of Housing. The bins with no lids and pedals are beyond repair and need to be replaced. New orders of bins take 12 – 16 weeks to deliver.

	<p>Previously, there were issues within the supply chain for bins and spare parts but this has since been resolved and the usual delivery time is 12 – 16 weeks.</p> <p>The replacement bins for Craven Vale have been ordered.</p>
Action:	N/A
Start date:	Ongoing
End date:	Ongoing

Resident Questions for Housing Area Panel

Reference: W3.1

Question Title	Damp and mould
Date question raised	15/12/2022
Week of Area Panel	13/2/2023
Area in city	West
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Grant Ritchie
Officer job title	Head of Repairs and Maintenance

Resident Question

Issue:	There are major problems with damp and mould in Brighton & Hove Council properties and it can be very difficult to get this problem addressed by the Council. As a result, many people are living in distressing and potentially dangerous conditions caused by damp and mould.
Background:	<p>There has been a lot of publicity recently about the serious consequences of damp and mould in people's homes. Tragically, long-term exposure to black mould was responsible for a respiratory condition that killed a two-year-old in Rochdale.</p> <p>A Housing Ombudsman report in October 2021 said that addressing damp and mould needs to be a higher priority for landlords, with a change in culture from reactive to proactive. The report, 'Spotlight on damp and mould—it's not lifestyle' made recommendations to social landlords about reviewing and improving their practice and policies. It recommended taking a more proactive approach to ensure homes are dry and warm. The full report can be found here: www.housing-ombudsman.org.uk/wp-content/uploads/2021/10/Spotlight-report-Damp-and-mould-final.pdf</p> <p>A letter (November 2022) from the Government Regulator of Social Housing to CEOs of large social housing providers (including Councils) said that all providers should have systems in place to ensure that their homes are free from hazardous levels of damp and mould, and to identify and deal with cases promptly and effectively. They have asked the Council to provide extensive information on how they are ensuring that the Decent Homes Standard is met. The full text of the letter can be found here: www.gov.uk/government/publications/letters-to-registered-providers-about-damp-and-mould/letter-to-ceos-of-large-rps-regarding-damp-and-mould-accessible-version</p>
Action requested:	Request a report and discussion at next Area Panel (February 2023) on what action the Council is taking around damp and mould. This should include:

	<ul style="list-style-type: none"> a. What information the Council currently have on the extent of damp and mould issues in Council properties. b. What action the Council has taken in response to the Housing Ombudsman's report (published in November 2021). c. Request Area Panel updates on the Council's response to the Government. The Council have been asked to provide extensive information to the Government on how they are ensuring that the Decent Homes Standard is met for damp and mould. Of particular importance is how the Council will ensure that damp and mould cases are identified and dealt with promptly and effectively when raised by tenants and residents.
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Officer Response

Officer contact details:	Grant Ritchie
Officer Response:	<p>Q. What information the Council currently have on the extent of damp and mould issues in Council properties.</p> <p>As a council, we are committed to working with our tenants and residents to address the issues of damp and mould and ensure the health and safety of those living in our homes.</p> <p>Our approach is to work with tenants to understand the cause of the damp and mould issues they may face and work together to find a solution. While there are some measures a tenant can take to reduce damp and mould problems, we recognise that there may be other factors outside of a tenant's control. This may be linked to issues such as: vulnerability; low income; overcrowding in some of our homes; increases in heating costs; a lack of clothes drying facilities in flats.</p> <p>Unfortunately, condensation dampness issues do occur in our housing stock. Different properties have different challenges, for example lack of adequate insulation or adequate ventilation, insufficient heating system, or the condition of the external fabric (brickwork, pointing etc).</p> <p>There may be barriers to resident reporting problems. We try to work with tenants and other stakeholders to remove barriers to ensure tenants are able to engage with our services, and to report issues, including damp and mould.</p> <p>We are working hard to maintain our continuous improvement of the standard of our council housing stock. Helping residents live in well insulated, efficiently heated, healthy homes is a key investment objective, supported through our Housing Revenue Account (HRA) capital programme. In terms of asset management there will be particular emphasis on improvements in property insulation, window installation and mechanical ventilation.</p> <p>Our 23/24 budget proposals include investment of over £34m in existing council homes, including increasing our investment in damp</p>

and condensation measures as well as our overall investment in planned and major works.

As a service we have seen a significant increase in reports of dampness and condensation in our homes following the tragic case in Rochdale.

As reported to Housing Committee in Chairs' communication on the 18th of January, we currently have 708 damp jobs raised with our Housing Repairs and Maintenance service. This represents a 33% increase since December 2022. As well as utilising our in-house Repairs and Maintenance resource we have also increased our specialist contractor capacity to address the number of reports we currently have.

Q. What action the Council has taken in response to the Housing Ombudsman's report (published in November 2021).

In October 2021, the Housing Ombudsman released a spotlight report on damp and mould issues. This produced a 26-point list of recommended improvements for landlord to consider how their current and future approach can be modified/improved to better manage this serious issue. We have used these recommendations as guidance when shaping our response to damp and mould concerns and particularly when selecting the specialist contractors (outlined below) to support us with this work. We have also increased our budget allocation for this work in the budget proposals for 2023 / 2024.

Q. Update Area Panel on the Council's response to the Government. How are the Council ensuring that the decent homes standard is met for damp and mould. How will the Council ensure that damp and mould cases are identified and dealt with promptly and effectively.

We have responded to the Social Housing Regulator with the information they have requested from all social landlords.

The Council have a proactive approach to managing damp works. We have a dedicated team to manage reported damp concerns. To support this team and extend the scope of our works we have appointed a number of specialist contractors. This will give us additional resource to respond to damp problems and be more proactive in dealing with the root cause.

This group of contractors is designed to provide:

- Specialist surveying resource
- Specialist damp treatment works
- Specialist damp remedial works
- Cavity wall insulation

We are working with colleagues in other council services, including Families, Children and Learning and Public Health, to identify families and vulnerable individuals particularly at risk. We are also working to identify properties with damp and mould and raise awareness to the risks and the need to report cases.

Since the tragic death in Rochdale reported in the national media we have seen a significant increase in cases of damp and mould as awareness grows. We are currently focusing on our response to these cases. We do this in three phases,

1. Visit the property to assess the extent of the mould, establish the priority and specify remedial works.
2. Wash Down the affected area and apply anti-fungal treatment and anti mould paint.
3. In cases where penetrating damp is identified undertake remedial works to remove the source of the damp.

The majority of damp and mould reported is as a result of condensation. In these cases, we will generally wash down the affected area and apply treatments. During this visit we will also talk to tenants about the causes of condensation and try and help establish if there is anything that the tenant can do to reduce the risk of condensation occurring. However, we are very clear that this is not about blame, it's about understanding the cause and working together to find a solution.

Condensation generally occurs when one or more things happen some of which may be outside of the tenants control. In these cases, we will often fit electric fans to the kitchen and bathroom or in some cases insulate the internal walls of properties. Each case can be very different and requires different solutions.

For general advice, our new '[Condensation, damp and mould in your home](https://www.brighton-hove.gov.uk/housing/council-housing/condensation-damp-and-mould-your-home)' webpage - <https://www.brighton-hove.gov.uk/housing/council-housing/condensation-damp-and-mould-your-home> is now live and linked with an extra line on our main [Ask for a repair to your council home](https://www.brighton-hove.gov.uk/housing/council-housing/ask-repair-your-council-home) webpage - <https://www.brighton-hove.gov.uk/housing/council-housing/ask-repair-your-council-home>. We also have a leaflet that we share with tenants which gives practical advice on prevention and early treatment of condensation and mould.

We are also beginning to use technical monitoring equipment. This measures the amount of moisture in the air and the temperature in the home. This data helps us analyse the environment and more accurately pinpoint cause of the condensation. We can also leave air purifiers and dehumidifiers in residents' homes where necessary, pending the initial treatment.

Given the significant increase in the number of reported cases, which has impacted upon some response times, we are prioritising cases

	<p>based on risk and we are working with our contractors to increase the number of calls we do a week and reduce the waiting time.</p> <p>In addition to directly tackling the problem we are also increasing loft insulation where necessary and, in some cases, are installing cavity wall insulation.</p> <p>We continue to take this issue very seriously and understand the concern that this is causing. Particularly the impact this may have on vulnerable people, the old and the young. We are prioritising cases following a risk-based approach to ensure an effective and timely response to families and vulnerable residents potentially most at risk. However, we are adding to our resources and increasing our overall capacity to respond.</p> <p>Information is also being made available to help tenants who are worried about fuel bills and the general pressure on the cost of living. Information has been included on our web site, other information leaflets and we would encourage anyone worried by these issues to contact us.</p>
Action:	N/A
Start date:	
End date:	

Resident Questions for Housing Area Panel

Reference: W3.2

Question Title	Voids: improving recycling and reducing waste
Date question raised	15/12/2022
Week of Area Panel	13/2/2023
Area in city	West
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Chloe McLaughlin
Officer job title	Estates Services Manager

Resident Question

Issue:	West residents are concerned that there is a lot of waste when properties are refurbished or re-let and would like to see more recycling and reuse.
Background:	Furniture and fittings from properties which are being refurbished or re-let often have a lot of life left in them. It seems very wasteful for these to be thrown away, when people are in great need and would be able to make use of them. It would also be more environmentally sustainable and reduce the amount of landfill.
Action requested:	Ask for a report at the February Area Panel on: <ul style="list-style-type: none"> a. What is the policy on reuse and recycling from voids/re-lets? b. Are there specific problems making more re-use and recycling difficult? c. Is there a way that community organisations and residents could be involved in helping facilitate more reuse and recycling?

Officer Response

Officer contact details:	Chloe McLaughlin
Officer Response:	<p>The Estates Service Team reuse and recycle good quality furniture from void properties.</p> <ul style="list-style-type: none"> a. We have a policy of reusing and recycling from void properties. This can be to help new tenants moving in or existing tenants. When a property becomes void, the operative will identify at the time of lock change if there is any suitable furniture inside that can be used for Housing's furniture recycling scheme. This sometimes involves liaising with next of kin. b. There are no specific problems which make reuse and recycling more difficult. The only issue that the Estates Service Team

	<p>encounter is receiving more and more requests for furniture. This sometimes means that our stores run low, and tenants need to be placed on a waiting list.</p> <p>c. Community organisations and residents can help by donating their good condition furniture to the Estates Service Team by calling 01273 294769. This has also been promoted in Homing In. Good condition means that furniture needs to not be broken, mattresses should not have any stains on them, and sofas and armchairs need to be clean and have no rips or tears and be fire safety compliant.</p>
Action:	N/A
Start date:	10.01.2023
End date:	Ongoing

Resident Questions for Housing Area Panel

Reference: W3.3

Question Title	Street Sweeping
Date question raised	15/12/2022
Week of Area Panel	13/2/2023
Area in city	West
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Melissa Francis
Officer job title	Head of CityClean

Resident Question

Issue:	Some areas have not had any street cleaning over the autumn months and it has been infrequent everywhere. This means pavements have become covered in leaves and are extremely slippery and dangerous in the wet and icy weather. This is particularly difficult for anyone with mobility problems and wheelchair users who can find the pavements too dangerous to use. West residents feel that central Brighton & Hove are better serviced than the outlying estates.
Background:	None supplied.
Action requested:	Ask for a report on: <ul style="list-style-type: none"> a. The council has a duty of care to ensure pavements are safe, which isn't being met at the moment. What plans are there to meet this requirement? b. How often were the streets swept in September/October/November? c. Is it done more frequently in the autumn months? d. Is street sweeping done less in out-lying areas?

Officer Response

Officer contact details:	Melissa.Francis@brighton-hove.gov.uk
Officer Response:	<p>Q. The council has a duty of care to ensure pavements are safe, which isn't being met at the moment. What plans are there to meet this requirement?</p> <p>Across Brighton and Hove, there are 20,000 gullies and approximately 600 kilometres of roads which gives an indication of the size of the challenge keeping gullies, roads, pavements and channels free of leaves. Street</p>

	<p>Cleansing has teams of operatives and mechanical sweepers who sweep the roads according to schedules. Leaf fall is continuous and areas that have been swept the day before can be covered by leaves again the next morning which means it is not possible to keep areas completely free of leaves.</p> <p>Q. How often were the streets swept in September/ October/ November? Is it done more frequently in the autumn months?</p> <p>During the weeding and leafing season, adjustments are made across the service to respond to leaves/weeds. Street Cleansing have prioritised the areas with the most leafing and areas that are hot spots for flooding.</p> <p>Q. Is street sweeping done less in out-lying areas?</p> <p>The East and West of the city is covered 5 days a week, the city centre is covered 7 days a week as it is a high footfall area. Street sweeping includes leaves, weeds and litter, and because there is a lot of litter in the city centre, it requires attention 7 days a week.</p>
Action:	N/A
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference: W3.4

Question Title	Remit of Estate Walkabouts
Date question raised	15/12/2022
Week of Area Panel	13/2/2023
Area in city	West
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Marcus Richardson
Officer job title	Quality Assurance Manager, Housing

Resident Question

Issue:	West residents are concerned that Estate Walkabouts, unlike the previous Estate Inspections, do not include the interior of buildings.
Background:	None supplied.
Action requested:	Interior of buildings to be included in Estate Walkabouts

Officer Response

Officer contact details:	Marcus.richardson@brighton-hove.gov.uk
Officer Response:	<p>The Estate Walkabouts are focused on identifying what environmental improvements can be delivered to estates across the city to help improve overall satisfaction for residents. The focus is on items like planters/planting, seating, bike storage or bin stores etc. This is due to there being other capital investment programmes that concentrate on delivery of external and internal repairs and decoration to the Council's housing stock.</p> <p>The Council conducts internal surveys of council blocks for our internal decoration programme which runs every year, but as we have over 1,200 properties with communal areas, we aren't able to survey every block on a yearly basis. When these surveys of blocks are conducted, the information we collect is just a snapshot of the condition at that time and can change rapidly dependant on external factors of the building and resident use, and we have prioritised the external elements of the blocks in a good state of repair, as leaking roofs or penetrating damp affect the internal areas of the blocks more than daily use by residents. We also carry out multiple other visits to the common ways of blocks on a regular basis, such as fire risk assessments and communal</p>

	<p>electrical testing, and any immediate issues within blocks are reported following these visits as well for action.</p> <p>In addition, the council will start later this year carrying out stock condition surveys of blocks across the city, these surveys will be a rolling piece of work and will record the current condition of the housing stock and will go towards planning future years' capital investment programmes such as internal decorations.</p> <p>If there are specific blocks that residents have questions or concerns about, we will happily arrange for a survey and feedback the information/condition collected and give an indication of when the internal decoration is due to happen. Please email hiamenquiries@brighton-hove.gov.uk</p>
Action:	None
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference: W3.5

Question Title	Records of housing repairs
Date question raised	15/12/2022
Week of Area Panel	13/2/2023
Area in city	West
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Sam Crick
Officer job title	Operations Manager, Repairs and Maintenance Service

Resident Question

Issue:	West residents are concerned that records of repairs, improvements and maintenance work done under the previous contractors, Mears, have not been passed on to the Council.
Background:	Discussions at Area Panel have indicated that the records kept by Mears are not available to the Council now (eg Estate Development Budget work). There was concern about the gaps this left. Records should be kept so that it is possible to see everything that has been done in the history of a property – this would help inform future work.
Action requested:	Request a report at February Area Panel on: <ul style="list-style-type: none"> a. What records are kept for individual properties? b. Are records from work done by Mears available to the Council? c. Are there areas where records are missing?

Officer Response

Officer contact details:	Sam Crick, Operations Manager, Repairs and Maintenance Service
Officer Response:	<p>What records are kept for individual properties? Job descriptions and photographs are taken for all responsive repairs requested dating back to April 2010 are currently accessible. More recent jobs carried out since April 2020 include the additional information of operative's notes and dates/times of visits and a full audit log for the job within the system.</p> <p>Are records from work done by Mears available to the Council?</p>

	<p>The above information refers to work done by Mears on responsive repairs.</p> <p>Are there areas where records are missing? Specific operative's job notes and audit log detail are not available for jobs attended between April 2010 – April 2020. There may also be some detail missing from major works and planned contracts carried out by Mears during their tenure. Full contract files should have been handed over on completion of works but it would have to be checked with HIAM where this information has been stored.</p>
Action:	N/A
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference: W3.6

Question Title	Working with residents
Date question raised	15/12/2022
Week of Area Panel	13/2/2023
Area in city	West
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Sam Warren / Justine Harris
Officer job title	Community Engagement Manager / Head of Tenancy Services

Resident Question

Issue:	West residents are concerned that what the Council calls consultation can in practice just be an exercise in informing residents about an issue and the solutions that the Council has already decided on, rather than engaging in a joint process of discussion and development with residents from the beginning.
Background:	The specific example given at the meeting was the proposals about changes to the laundry rooms. Philip Court, which has a laundry room, has not been asked for their opinion or involved in any previous discussion on this issue. More generally, this is about how the process of consultation and engagement with residents could be improved.
Action requested:	Can these concerns be fed into the Area Panel review and future discussions on resident involvement?

Officer Response

Officer	Sam Warren
Officer Response:	Thanks for the question. Firstly, it is really important to ensure all engagement and consultation is clear for the participants, so that people are aware if they are being given information, being asked to give their views and opinions or if they are being asked to make a decision on something. The Community Engagement Team will be refreshing the Community engagement framework this year, and this will set up specific standards for consultation and engagement to improve practice across the council and within housing. However, the community engagement team are available to offer support and advice on consultation methods for all housing teams and if residents are not clear or happy with a consultation, please let us know and we will

	<p>always offer to support the service to develop a genuine and inclusive approach.</p> <p>The Community Engagement Manager will speak to Housing colleagues and residents to see what didn't work well so that this can be understood and resolved for future consultations.</p> <p>In regard to laundries, Housing will bring a paper to the next Area Panel. This will include future options for these facilities, their future use has not been decided. The paper will consider their cost, value and management arrangements. We are very keen to have residents' feedback as part of this process.</p>
Action:	Community Engagement Manager to speak to housing officers and residents to understand what happened with the Philip Court Laundry room consultation.
Start date:	Feb 2023
End date:	March 2023

Resident Questions for Housing Area Panel

Reference: W3.7

Question Title	Three Star Items
Date question raised	15/12/2022
Week of Area Panel	13/2/2023
Area in city	West
Star rating applied by residents	3 stars – city wide
Deadline for officer response	9am on 19 th January
Name of officer responding	Sam Warren
Officer job title	Community Engagement Manager

Resident Question

Issue:	At the last West Area Panel the Chair noted that 3-star items from other Areas are presented at Area Panels for information only and not discussion.
Background:	3-star items are issues raised by different Areas that are of concern to all residents across the city. If these never get considered by all Areas across the city, it's not clear what being a 3 star 'city-wide' item means. Due to time constraints and the amount on the agendas, it is difficult to develop discussions and explore issues in any detail at Area Panels. This is a limitation on their value as part of the resident involvement process.
Action requested:	Can these concerns be fed into the Area Panel review and future discussions on resident involvement?

Officer Response

Officer contact details:	Sam Warren Sam.warren@brighton-hove.gov.uk 07717303331
Officer Response:	3 star residents' questions are issues that are considered to be city wide or strategic and relevant to all areas. The Chairs of the Area Panels will generally ask the members of the panel if they have any thoughts or comments and if they are happy with the written response from the officer. As part of the Area Panel review there is a proposal to limit the number of 3-star questions at each panel to 5. However, when there is a need to discuss an item in detail, this still can take some time and it is not always possible to discuss every question in detail in a 2-hour time slot. For this reason, we try to put the detail into the written reply, so every question does not need a full discussion. At the agenda setting meetings the Chair and Vice Chair will consider which questions may need longer to be discussed so they

	<p>are able to manage the timing of the meeting. With the other questions residents will be asked if they are satisfied with the response. If there are issues that are unresolved or not discussed in full due to time constraints they can be added to the next agenda and/or the action log.</p> <p>If residents have some thoughts about other ways to manage the time pressures within the meeting, please do contact the Community Engagement Team as we are always willing to listen and try out new ideas.</p>
Action:	Ongoing
Start date:	Ongoing
End date:	Ongoing

Environmental Improvement Proposals 2022 - approved

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Committed/ spend
EIB304	Central	17-Mar-22	Residents via Community Engagement Team	Theobold House	Garden restoration ,Fencing and planters	Accept		£11,200	£6,000	£5,200	Contractor appointed	
EIB305	North	17-Mar-22	Residents via Housing Manager	Mouslecoomb parade	Hanging baskets/ planting	Accept		£1,500		£1,500	Completed	£642.40
EIB306	North	21-Mar-22	Residents via Community Engagement Team	Hollingdean Community Centre	Upgrade appearance and storage	Accept	No to painting building but yes to fence, bin screening signage	£12,000	£6,000	£6,000	ongoing discussion	
EIB307	North	22-Mar-22	Residents via Housing Manager	Leybourne Parade	Improve appearance and clearance	Accept		£25,000	£5,000	£20,000	Completed	£20,000.00
EIB308	West	01-Apr-22	Residents via Housing Manager	Stonery Close	Wood blocking to stop ASB	Accept	accepted short section and trees	£700		£700	Completed	£798.20
EIB311	North	10-Mar-22	Residents via Community Engagement Team	Hodshrove place, Brighton	Bike Storage	Accept		£15,000	£12,000	£3,000	Completed	£12,000.00
EIB314	Central	01-May-22	Residents via Community Engagement Team	Hampshire Court	Phase 2 Fencing works	Accept		£20,000	£20,000		Completed	£17,000.36
EIB315	Central	02-May-22	Residents via Estates team	St Johns Mount	knee rail fencing	Accept		£1,500		£1,500	Completed	£1,823.90
EIB316	East	02-May-22	H&S	Swallow Court	Replace damaged railing for safety	Accept		£5,000	£5,000		Completed	£5,126.53
EIB317	North	21-Apr-22	Residents via Community Engagement Team	Collington, Warmdene Road	Accessible gardening Gardening for residents	Accept		£10,000	£8,000	£2,000	Completed	£9,000.00
EIB318	Central	16-May-22	H&S	Geranium, Donald Hall Road	Protection from Vehicles - Accident	Accept		£4,637	£4,637		Completed	£4,636.57

EIB320	North	16-May-22	Residents via Community Engagement Team	Highway Close, BN2 4FZ	Accessible gardening	Accept	Partial	£4,000	£3,000	£1,000	Completed	£1,921.41
EIB321	North	18-May-22	Residents via Community Engagement Team	Hornby Place	Bin Storage	Accept		£8,000	£8,000		Contractor appointed	
EIB324	East	18-May-22	Residents on Bird Estate walkabout	Swallow Court	Relocate bin storage due to smell caused by bin lids being left open.	Accept June 22	Partial Agreed new pedal operated bins with lids	£2,500	£2,500		Completed	£2,580.00
EIB327	East	18-May-22	Residents on Bird Estate walkabout	Blackdown	Slope in front of block - Slope crazy paved with weeds growing through	Pending	Investigate further	£5,000.00			Contractor appointed	
EIB330	East	18-May-22	Residents on Bird Estate walkabout	Med rise blocks	Review of bins storage & screen of bin stores	Accept Sept 22	Initially on Hold Revisited after complaint	£6,500	£6,500		Part completed	£3,913.50
EIB331	West	24-May-22	Residents via Housing management	Elizabeth Court	Increase bio-diversity	Accept		£1,000		£1,000	Part completed	
EIB332	Central	25-May-22	Residents on Mount Pleasant Walkabout	Tyson Place, Grosvenor Street, Brighton, BN2 0JQ	Recycling bins are looking tatty and the 2 refuse bins have no lids.	Accept June 22	Improve appearance & usage	£2,500		£2,500	Completed	£1,640.00
EIB335	Central	25-May-22	Residents on Mount Pleasant Walkabout	Avon Court	Avon Court car Park- Cars park on grass as bollards missing – request to replace the bollards	Accept June 22	To replace missing ones and maintain safe pedestrian access	£1,000		£1,000	Completed	£210.60
EIB336	Central	25-May-22	Residents on Mount Pleasant Walkabout	St John's Mount -	External recycling bins look tatty and refuse bin without lid.	Accept June 22	Improve appearance & usage	£2,000		£2,000	Completed	£1,640.00
EIB339	Central	27-May-22	Complaint via housing management	St Marys place BN2 1PR	Graffiti on walls	Accept		£700		£700	Completed	£473.87
EIB340	North	10-Jun-22	Residents via housing management	Southmount, Brighton, BN1 7BD	Bin storage	Accept		£8,000	£8,000		Completed	£6,335.43

EIB341	Cntral	01-Jun-22	Via Councillor	Allamanda building Donald Hall Road	Bike Storage	Accept		£2,800	£2,800		Completed	£1,820.43
EIB342		01-Jun-22	Central area panel/Justine Harris	Slyvan Hall estate	Dog poo signage	Accept		£2,500		£2,500	Completed	£592.61
EIB345		01-Jun-22	Estate Walkabout Nettleton & Dudeney	Dudeney Lodge, Upper Hollongdean Road,	submit proposal to provide boxed hose storage with retractable reel in Millenium Garden	Accept	Check re water safery	£500				
EIB347	North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney & Nettleton - bin store	Limited space on site for these recycling bins but improvements can be made by installing a low fence around the pavement side.	Accept June 22	To improve visual appearance	£2,000		£2,000	Completed	£2,887.70
EIB348	North	15-Jun-22	Residents on Wiston Road Walkabout	Wiston Road	Can there be play installed in open space for younger children	Accept partial July 22	Reject play as another play area within 120m, but plant fruit trees	£3,000		£3,000	Completed	£3,000.00
EIB350	Central	22-Jun-22	Residents On Estate Walkabout	Barclay House/ Morley Lodge	Shrub & Tree works required to clear lighting columns and pathways	Accept July 22	To resolve issues/ improve safety	£3,000		£3,000	Completed	£1,290.00
EIB353	Central	22-Jun-22	Residents on Estate Walkabout	Morley Lodge	Request for building signage as only way can tell is looking at DES.	Accept July 22	None present	£500		£500	Completed	£203.56
EIB354	West	29-Jun-22	Residents on Clarendon Estate Walkabout	Conway Court - front car park west	Screening of bin storage in front car park	Accept July 22	To improve appearance/ reduce fly tipping	£2,500	£2,500		Completed	£339.69
EIB355	West	29-Jun-22	Residents on Clarendon Estate Walkabout	Ellen Street	Previously promised screening of recycling areas through EDB	Accept July 22	To improve appearance/ reduce fly tipping	£10,000	£10,000		Completed	£2,584.27
EIB358	North	29-Jun-22	Residents on Bates Estate Walkabout	All Estate	Request for one off clearance of pathways	Accept July 22	To assist with access across site	£5,000		£5,000	Contractor appointed	£1,190.00

EIB359	North	29-Jun-22	Residents on Bates Estate Walkabout	Selsfield Drive	Restore island at the entrance to the estate	Accept July 22	To improve appearance/ accessibility for vehicles	£500		£500	Closed - Highways land, not allowed to do as would speed up cars and increase run off.	
EIB360	North	06-Jul-22	Residents via Community Engagement Team	Lindfield Court	Fencing & Planting	Accept	consult on fence	£3,000		£3,000	Contractor appointed	£3,760.00
EIB363	West	06-Jul-22	Residents on Ingram crescent Walkabout	Jordan Court	Bin storage areas are raised & insufficient recycling.	Accept Aug 22	To improve accessibility & recycling	£12,000	£12,000		Completed	£17,980.70
EIB364	West	06-Jul-22	Residents on Ingram crescent Walkabout	Jordan Court	Bin areas on show/ unsightly at roundabout at entrance to Jordan Court	Accept Aug 22	To improve appearance/ reduce fly tipping	£2,500		£2,500	Contractor appointed	£3,176.99
EIB370	East	13-Jul-22	Residents on Craven Estate walkabout	Parham Close lower blocks	Rotary lines requested - investimate partial removal of washing lines and installation of rotary.	Accept Aug 22	To improve visual appearance and increase usage	£2,500		£2,500	Completed	£1,597.93
EIB374	Central	20-Jul-22	Residents on Albion Hill Walkabout	Ecclesden, Grove Hill, Brighton, BN3	Install wooden edging board to prevent mulch/ debris falling on pavement/steps	Accept Aug 22	To improve visual appearance/ safety	£700		£700	Completed	£778.70
EIB375	Central	20-Jul-22	Residents on Albion Hill Walkabout	Ecclesden, Grove Hill, Brighton, BN4	There are a number of pot holes in the front entrance way which are a trip hazard	Accept Aug 22	To improve safety	£3,500		£3,500	Needs resurfacing refer to CP&G	
EIB380	North	27-Jul-22	Stanmer Heights Walkabout	The Gathering Place	Remove brambles around community centre to improve visual appearance. Consideration to be given to planting with low maintainace planting.	Accept Aug 22	To improve visual appearance	£3,000		£3,000	Completed	£2,500.00

EIB383	North	27-Jul-22	Stanmer Heights Walkabout	Across estate but particularly around Orchid View	Overgrown shrubs/ tree seedings some interfering with light to flats and in wrong place.	Accept Aug 22	To improve visual appearance/ prevent issues with light	£1,500		£1,500	Procuring	
EIB384	North	27-Jul-22	Residents on Stanmer Heights Walkabout	Across Estate	.A couple of water butts could be installed in the middle of each block at the rear of the building to assist in the growing of plants.	Accept Aug 22	To assist residents in growing their own	£2,000		£2,000	Completed	£845.00
EIB389	West	03-Aug-22	Residents on Locks Crescent Walkabout	Cowhayes Court - front	Brambles in shrub borders - replace planting along bank with something more suitable	Accept Aug 22	To improve visual appearance and reduce maintenance	£3,500		£3,500	Contractor appointed	£2,700.00
EIB391	West	03-Aug-22	Residents on Locks Crescent Walkabout	Cowhayes Court	Bins on show - screen/ contain bins.	Accept Aug 22	To improve visual appearance	£1,500		£1,500	Completed	£2,064.78
EIB392	West	03-Aug-22	Residents on Locks Crescent Walkabout	Portslade Court	Old no ball games sign needs replacing and block signage could do with upgrade.	Accept Aug 22	To improve visual appearance	£500		£500	No balls sign removed. Consult on Block signage	
EIB395	East	11-Jul-22	Residents via Housing Management	Tilsmore	Bin storage	Accept		£7,000	£7,000		Completed	£2,668.32
EIB396	Central	03-Aug-22	Complaint via housing management	Sylvan Hall Estate	Bin Storage Phase I	Accept		£15,000	£15,000		Essential works rest on hold	£2,409.07
EIB397	Central	03-Aug-22	Complaint via housing management	Sylvan Hall Estate	Bin Storage Phase II	Accept		£20,000	£20,000		Further consultation	
EIB398	North	05-Aug-22	Complaint via housing management	Woburn Place	Bin Storage	Accept		£4,500	£4,500		Contractor appointed	£5,400.16
EIB399	Central	05-Aug-22	Residents via Community Engagement Team	Wiltshire House	Bin Storage	Accept		£6,000	£6,000		Base complete/ procuring screening	£4,011.05

EIB401	East	30-Aug-22	Complaint via housing management	Lockwood & Villiers Close, Woodingdean	Bin storage & increasing recycling	Accept		£10,000	£10,000		Completed	£6,443.47
EIB402	East	30-Aug-22	Complaint via housing management	Findon Road	Bin storage & increasing recycling	Accept		£6,000	£6,000		Completed	£10,201.91
EIB403	East	22-Aug-22	Complaint via Councillor	Lodsworth Close/ Tillington/ Lichmere	Bin storage & increasing recycling	Accept		£6,500	£6,500		Part complete/contractor appointed	£3,913.50
EIB405	North	07-Sep-22	Complaint via housing management	The Crestway	Increase recycling and improve access to bins	Accept		£7,000	£7,000		Completed	£4,667.87
EIB407	West	29-Sep-22	Residents via Community Engagement Team	Muriel House	Grouting of paved area in courtyard and at front to stop trip hazard from weeds and improve appearance	Accept		£12,000		£12,000	Works ordered/procuring	£4,750.00
EIB408	West	10-Oct-22	Complaint via housing management	Ingram Crescent East, BN3 5LX	Replace fence	Accept		£12,000	£12,000		Completed	£5,406.91
EIB410	Central	14-Oct-22	Complaint via housing management	Parkmead,	Clearance of ivy from building	Accept		£2,500		£2,500	Procurement failed	
EIB411	Central	18-Oct-22	Residents via Community Engagement Team	Hampshire Court	Phase 3 (final) phase of fencing	Accept		£18,000	£18,000		Contractor appointed	£16,865.07
EIB412	Central	21-Oct-22	Residents via Community Engagement Team	Ardingly Court I BN2 1SS	Gates/ fencing	Accept	Partial - fence only	£5,000	£5,000		Contractor appointed	£4,594.82
EIB413	West	31-Oct-02	H&S	Evelyn Court	Additional Hand rails	Accept		£3,500	£3,500		Contractor appointed	£935.09
EIB414	North	31-Oct-22	Complaint via housing management	Goring/ Ferring/ Angmering Court	Bin Storage	Accept		£3,500	£3,500		needs consult	
EIB415	West	01-Nov-22	Residents via Housing management	Harmsworth Crescent	Additional bin storage and initial Landscaping	Accept		£10,000	£10,000		Contractor appointed/procuring	£6,318.97
EIB416	West	16-Nov-22	Residents via Housing management	Mountbattern Court	Accessible Bin storage	Accept		£15,000	£15,000		Procuring	

EIB417	West	24-Nov-22	Residents via Housing management	Hazel Holt	Replacement of fencing	Accept		£20,000	£20,000		Procuring	
EIB418	West	24-Nov-22	Residents via Housing management	Hazel Holt	Garden improvements	Accept		£9,000		£9,000	Procuring	
EIB419	Central	24-Nov-22	Residents via Housing management	Lavender Court, Upper St James Street BN2 1LN	Wooden edge & bike storage	Accept	minimum of 3	£4,000	£4,000		Procuring	
EIB420	East	15-Nov-22	Residents via Housing management	Walter May House	Garden improvements	Accept partial	Landscaping approved	£16,000	£10,000	£6,000	Procuring	
EIB421	Central	15-Nov-22	Residents via Housing management	Warwick Mount, Montague Street, BN2 1LB	Concrete Fence replacement	Accept	nb only metal railings	£18,000	£18,000		Procuring	
EIB423	Central	24-Nov-22	Residents via Housing management	Sloane Court Park Street, BN2 0DG	Landscape improvements/ Shed	Accept partial	no to patio, & limit plnters	£20,000	£15,000	£5,000	Part completed/pro curing	£1,000.00
EIB424	Central	28-Nov-22	Residents via Housing management	Leach Court, Eastern Road, Brighton, BN 2 0DE	Bin screening	Accept	inc jet wash	£12,000	£12,000		Procuring	
EIB425	East	28-Nov-22	Residents via Housing management	Mannor Paddock	Garden improvements	Accept	refer greenhouse & cloche to EDB. Install patio away from building	£12,500	£10,000	£2,500	Procuring	
EIB426	Central	28-Nov-22	Residents via Housing management	Leach Court, Eastern Road, Brighton, BN 2 0DE	Garden Improvements	Accept - partial	EDB bid for front garden area	£5,000	£3,000	£2,000	Procuring	
EIB427	North	28-Nov-22	Residents via Housing management	Elwyn Jones Court	Landscape improvements to reduce noise/ pollution	Accept		£7,500	£5,000	£2,500	Procuring	
EIB428	Central	06-Dec-22	Residents via Housing management	Sorrel Court	Planters for the green	Accept	yes to fence plus support plnters elsewher	£7,000	£7,000		Procuring	

EIB429	West	05-Dec-22	Residents via Housing management	Parker Court, Foredown Road, Portslade, BN41 2FT	Replace dilapidated knee rail	Accept	Do in metal railings - nb might need to do in 2 phases	£20,000	£20,000		Procuring	
								£ 530,737				£ 218,641

Environmental Improvement Proposals 2022 - proposals awaiting consultation

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Commitment/ spend
EIB325	East	18-May-22	Residents on Bird Estate walkabout	Near Swallow Court	Fence area and create community seating area	Consult	Wider consultaion required by Community Engagement	£12,500.00			Awaiting consultation	
EIB329	East	18-May-22	Residents on Bird Estate walkabout	Across estate	Additional benches for residents to sit & enjoy plus daffodils	Consult	Consult. Consider community involvement for planting	£3,100.00			Awaiting consultation	
EIB334	Central	25-May-22	Residents on Mount Pleasant Walkabout	Mount Pleasant	Issues with graffiti around the youth centre areas of the estate. A couple of options to reduce ongoing graffiti:	Consult	Wider consultaion required by Community Engagement	£10,000.00			Awaiting consultation	
EIB338	Central	25-May-22	Residents on Mount Pleasant Walkabout	Derby Place/ Devon Lodge/ Cambridge Place	Greenspace underused.- further consultation for more usage of greenspace.	Consult	Wider consultaion required by Community	£7,000.00			Awaiting consultation	
EIB343	North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road,	Consider installation of secure external storage for garden equipment	Accept June 22	To provide storage other than community room	£5,000			consult	
EIB346	North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road, - Community	Redecorate and recarpet area with changes to existing lighting which is institutional.	Consult	Consultation to be lead by Community Engagement team -	£10,000.00			Awaiting consultation	
EIB351	Central	22-Jun-22	Residents on Estate Walkabout	Front entrances Barclay, Napier, Johnson Bank	Gates requested revisit previous proposal EIB288	Consult	Wider consultaion by Community Engagement	£11,000.00			Awaiting consultation	

EIB368	East	13-Jul-22	Residents on Craven Estate walkabout	Parham Close lower blocks	Creating planters from old bin stores Raised beds requested around community vegetable garden	Consult	Wider consultaion required by Community Engagement Team	£8,000.00			Awaiting consultation	
EIB369	East	13/07/2022	Residents on Craven Estate walkabout	Parham etc	Broken waterbutts across the estate - might be better as EDB quick bid.	Further investigation	Wider consultaion required by Community Engagement	£1,000.00			Awaiting consultation	
EIB372	East	13-Jul-22	Residents on Craven Estate walkabout	Craven Road	tenants would like benches around the estate so they can sit out	Consult	Wider consultaion required by Community Engagement Team	£2,500.00			Awaiting consultation	
EIB381	North	27-Jul-22	Residents on Stanmer Heights Walkabout	Across Estate eg Orchid View rear of blocks	Re-purpose old brick built bin storage at rear of blocks for bicycle Storage or general storage.	Consult	Wider consultaion required by Community Engagement Team	£3,000.00			Awaiting consultation	
EIB385	North	27-Jul-22	Residents on Stanmer Heights Walkabout	Across Estate	Encourage food growing/ increased interest/ community involvement across the estate. Provide shallow raised vegetable beds	Consult	Wider consultaion required by Community Engagement Team	£3,000.00			Awaiting consultation	
EIB386	West	03-Aug-22	Residents on Locks Crescent Walkabout	Blakers Court Portslade BN41 2AD	Resident planting and seating area out front of block. Perhaps with low level fencing, raised planters and a picnic bench. Needs further consultation.	Consult	Wider consultaion required by Community Engagement Team	£7,000.00			Awaiting consultation	
EIB388	West	03-Aug-22	Residents on Locks Crescent Walkabout	Kemps Court	Waterbutts already present but is there any desire for more formal seating areas, raised planters or secure storage. Consultation requied.	Consult	Wider consultaion required by Community Engagement Team	£5,000.00			Awaiting consultation	

EIB390	West	03-Aug-22	Residents on Locks Crescent Walkabout	Cowhayes Court	Washing area not used but area in use for community. improve this area with raised planters, climbers and permanent seating	Consult	Wider consultaion required by Community Engagement Team	£4,000.00			Awaiting consultation	
EIB394	West	03-Aug-22	Residents on Locks Crescent Walkabout	Horsfield Court	Community garden active & in use is there anything we can do to assist, eg paving for under seating or raised planters?	Consult	Wider consultaion required by Community Engagement Team	£5,000.00			Awaiting consultation	
EIB397	Central	03-Aug-22		Sylvan Hall Estate	Bin Storage Phase II	Consult	Housing Management	£20,000.00			Consultation in progress	
EIB404	North	30-Aug-22	Resident/ City Clean	The Linkway	Bin storage & increasing recycling	Consult	Wider consultaion required by Community Engagement Team				Awaiting consultation	
								£ 117,100				

Environmental Improvement Proposals 2022 - proposals rejected

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status
EIB309	West	04-Apr-22	Residents via Community Engagement Team	Knoll Park	Signage/ improvements	Reject	Environmental services land				Closed
EIB313	Central	28-Apr-22	Residents via Housing Management	Saxonbury, Ashton Rise	Sort bin storage - bins blown into cars and hidden homes due.	Reject	On hold due to Hidden homes works				Closed
EIB322	North	18-May-22	Residents via Community Engagement Team	Bates Estate BN1 6PF	Mural on old bin stores	Reject	Investigate other sources of funding				Closed
EIB323	East	18-May-22	Residents on Bird Estate walkabout	Whitehawk North play area	Additional funding to play area	Reject Jun 22	£35,000 awarded out of planned works				Closed
EIB326	East	18-May-22	Residents on Bird Estate walkabout	Kestral Court and Kingfisher Court	Mural for blank concrete walls	Reject Jun 22	Community benefit limited, this is just for a car park wall				Closed
EIB328	East	18-May-22	Residents on Bird Estate walkabout	Kingfisher, Falcon & Kestral	Screen externallly located recycling	Reject Jun 22	Surveyor Observation not a specific request				Closed
EIB330	East	18-May-22	Estate Walkabout Bird Estate	Med rise blocks	Review of bins storage & screen of bin stores	Reject	On Hold until look at med rise blocks				Closed
EIB333	Central	25-May-22	Residents on Mount Pleasant Walkabout	Tyson Place, Grosvenor Street, Brighton, BN2 0JQ	Concern over congregation of youths in area under building. proposal to reduce unauthorised access.	Reject	Monitor situation.				Closed
EIB337	Central	25-May-22	Residents on Mount Pleasant Walkabout	Derby Place/ Devon Lodge/ Cambridge Place	Bin storage in view and restricting access under canopy. Check with City clean	Reject	No current issues				Closed
EIB344	North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road,	Investigate options for watering point for border by entrance	Reject	Cost high and already have a tap on site				Closed
EIB352	Central	22-Jun-22	Residents on Estate Walkabout	Jonston Bank, Napier, Barclays Rear car park to estate	Cars re still speeding through the estate- request for pathway alongside to make safe.	Rected July 22	Need further evidence on traffic numbers				Closed
EIB356	North	29-Jun-22	Residents on Bates Estate Walkabout	Selsfield Drive	Accessible planters	Reject July 22	Would consider a proposal from a gardening group/ across estate.				Closed
EIB357	North	29-Jun-22	Estate Walkabout Bates Estate		Tree works required to clear dead, overgrown and resolve light issues	Reject	Referred to tree officer				Closed

EIB361	North	06-Jul-22	Residents via Community Engagement Team	Bates Estate BN1 6PF	Murals on sheds	Reject	Investigate other sources of funding				Closed
EIB362	West	06-Jul-22	Residents on Ingram crescent Walkabout		Overgrown Shrubberies programmed review of landscape	Reject	A lot spent on this estate recently.				Closed
EIB365	West	06-Jul-22	Residents on Ingram crescent Walkabout	Stevens Court	Bin area 25-28 Stevens "designed to attract fly tipping "	Reject	Monitor/ delay -a number of bin areas improved this is less of a priority				Closed
EIB366	West	06-Jul-22	Residents on Ingram crescent Walkabout		Can further consideration be given to safe bike storage	Reject	Wait for further roll out of cycle hangers project				Closed
EIB367	East	13-Jul-22	Residents on Craven Estate walkabout	Craven / Hadlow / Parham	Bins missing lids and foot pedals/ Area adjacent to 133 Craven Rd sign prone to fly tipping and needs to be designed out (around Buddleia)	Withdraw	Raised as wider issue with on street bins - looking at alternative funding sources				Closed
EIB371	East	13-Jul-22	Residents on Craven Estate walkabout	Parham Close upper blocks	Please can chain link gates be replaced with wooden gates to deter dog walkers and people thinking it's a short cut	Reject	Would increase maintenance costs and if left open get damaged easily				Closed
EIB373	Central	20-Jul-22	Residents on Albion Hill Walkabout	Ecclesden, Grove Hill, Brighton, BN2	Bikes chained to railings, consider bike storage - request for secure bicycle storage.	Reject	Wait for further roll out of cycle hangers project				Closed
EIB376	Central	20-Jul-22	Residents on Albion Hill Walkabout	Normanhurst	Plant low flowering shrubs in front border either side of steps	Reject	Major works planned, refer as social value				Closed
EIB377	Central	20-Jul-22	Residents on Albion Hill Walkabout	Highleigh, Grove hill, BN2 9NL	Consider repair and securing bicycle storage	Reject	Repair only				Closed
EIB378	Central	20-Jul-22	Residents on Albion Hill Walkabout	Highleigh, Grove hill, BN2 9NL	Tree planting across estate	Reject	Referred to Housing tree officer				Closed
EIB379	North	27-Jul-22	Residents on Stanmer Heights Walkabout	Orchid View	Cars are parking on grass verge adjacent to car park - tarmac or create parking	Reject	Car park deteriorating as well cost £11,419 Refer to Car Parks/ major works				Closed
EIB382	North	27-Jul-22	Residents on Stanmer Heights Walkabout	Orchid View/ across Estate	Tree planting to improve estate especially around bin store in Orchid View Include fruit trees.	Reject	Referred to Housing tree officer				Closed
EIB387	West	03-Aug-22	Residents on Locks Crescent Walkabout	Blakers Court Portslade BN41 2AD	Tree stump - could a tree be replanted here and around estate	Reject	Referred to Housing tree officer				Closed

EIB393	West	03-Aug-22	Residents on Locks Crescent Walkabout	Portslade Court	Grass area is very bare, plant flowering trees to enhance	Reject	Referred to Housing tree officer				Closed
EIB400	North	02-Aug-22	Via Councillor	Hollingdean Community Centre	Accessible ramp	Reject	Not HRA land and building Would have to demonstrate the benefit to housing residents				Closed
EIB409	North	11-Oct-22	Resident complaints	Orchid View, Escclesden, Jonson Bank	Resurfacing car parks	Reject	checking if can do out of CP&G budget				Closed
EIB422	North	24-Nov-22	Residents via Housing management	Elwyn Jones Court	Mobility Scooter storage	Reject	Refused by H&S Manager/ Fire risk				Closed

Total proposals		
	121	
Accepted	73	£ 530,737.00
Investigation/ Consult	18	£117,100.00
Rejected	30	£ -