

Housing Management Panel: Central Area

Date: 14 February 2023

Time: 2.00pm

Venue Hybrid:
Virtual – Zoom
In person – Brighton Town Hall, Committee Room 2

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

Contact: Emma Thomson
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AGENDA

| PART ONE | | Page |
|-----------------|---|----------------|
| 1 | WELCOME AND APOLOGIES 5 minutes. | 5 - 6 |
| 2 | CHAIR'S COMMUNICATIONS 5 minutes. | |
| 3 | MINUTES OF THE PREVIOUS MEETING Minutes of the meeting held on 13 December 2022 – 5 minutes. | 7 - 10 |
| 4 | ACTION LOG 10 minutes. | 11 - 14 |
| 5 | EDB REVIEW CONCLUSION REPORT Keely McDonald, 15 minutes – report to follow separately. | |
| 6 | HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT QUARTER 3 2022/23 Diane Hughes/ Martin Reid, 20 minutes. | 15 - 42 |
| 7 | AREA PANEL REVIEW: TERMS OF REFERENCE AND REPORT Sam Warren, 20 Minutes – report to follow separately. | |
| 8 | REVIEW OF ENVIRONMENTAL IMPROVEMENT PROJECT - WHAT ARE PERMITTED USES? AND WHAT PROPOSALS DO RESIDENTS HAVE? Justine Harris, 5 minutes. | |
| 9 | RESIDENTS QUESTIONS - 3 STAR, ALL 4 AREAS 20 minutes. | 43 - 80 |
| 10 | RESIDENTS QUESTIONS - 2 STAR LOCAL AREA 10 minutes. | 81 - 94 |
| 11 | POSITIVE COMMUNITY NEWS 5 minutes. | |
| 12 | ANY OTHER BUSINESS | |

5 Minutes.

Appendix:

ENVIRONMENTAL IMPROVEMENT PROJECT

95 - 108

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 - Monday, 6 February 2023

Central Area Panel – meeting invitation

Dear Resident,

On behalf of the Central 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 | Tuesday 14th February 2023 – from 14:00 to 16:00 |
| Venue | Brighton Town Hall, Committee Room 2 Bartholomew Rd, Brighton BN1 1JW |
| Zoom | <p>Please type the following address in your browser:</p> <p>http://bit.ly/3wf4hVQ</p> <p>If the link above does not work, you can join through Zoom client instead, using the following details:</p> <p>Meeting ID: 825 2772 1818 Passcode: CENTRAL</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: 825 2772 1818 Passcode: 7468293</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: CENTRAL AREA
2.00pm 13 DECEMBER 2022

MINUTES

Present:

Councillors: Councillors Hugh-Jones (Chair)

Representatives: Jason Williams (Hereford Court Residents Association), Carl Boardman (Warwick Mount Residents Association), Theresa Mackey (Highcroft Lodge Residents Association) and Barney Miller (Sylvan Hall Residents Association)

Officers: Martin Reid (Assistant Director Housing Management), Sam Warren (Community Engagement Manager), Simon Bannister (Community Engagement Officer), 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), Natalie Beckwith (Community Engagement Administrator), Francis Mitchell (Democratic Services Support Officer) and Emma Thomson (Democratic Services Officer)

Guests: Norman Williams (Essex Place)

1 WELCOME AND APOLOGIES

- 1.1 Cllr Rainey and Janet Dowdall (Tenancy Services Operations Manager) sent apologies.

2 MINUTES OF THE PREVIOUS MEETING

- 2.1 Carl Boardman stated that the issues raised regarding the accessibility and security of the rear access laundry room door were in relation to Essex Place, not Warwick Mount.
- 2.2 The minutes from the meeting held on 11 October 2022 were agreed as a correct record subject to the above amendment.

3 ACTION LOG

- 3.1 In relation to action CA2, Justine Harris advised that she awaited further response from the software provider and would provide an update at the next Area Panel.
- 3.2 Norman Williams requested that a manual closure mechanism was fitted to allow automated doors to close immediately if required for security, which Geof Gage advised he would explore further.

- 3.3 With regards to action CA5, Norman Williams advised repairs had been raised for both the bin room lock and the fire door in Essex Place and had not been resolved, therefore, Grant Ritchie advised he would send someone out to look at both issues.
- 3.4 In follow up to action CA7, Theresa Mackey requested that the internal block inspection report for Highcroft Lodge was shared, which Geof Gage advised could be done once the surveys had been completed and finalised.
- 3.5 In relation to action CA8, Norman Williams raised that the padlock for the bin chute room was missing and that the room was not being cleaned, which Justine Harris advised she would look into.
- 3.6 **RESOLVED:** The Actions from the meeting held on 11 October 2022 were agreed as completed subject to the above comments.

4 BUDGET SETTING

- 4.1 The Assistant Director Housing Management, Martin Reid, introduced the presentation on the Housing Revenue Account 2023/24 Budget Setting.
- 4.2 Theresa Mackey was advised that most of the Council's rent was social rent, which was below Local Housing Allowance levels, therefore, it wasn't anticipated that the rent rise would have a negative impact on residents receiving housing benefits.
- 4.3 Barney Miller was informed that a precise breakdown of what the rent increase would look like would be published in the budget papers.
- 4.4 Theresa Mackey advised that she had received a letter from the Fire and Rescue Service stating that she was responsible for undertaking inspections and checks of her building. Grant Ritchie stated that he believed it had been sent to Theresa in error and requested that she forwarded a copy of the letter so he could clarify.
- 4.5 Barney Miller advised that at Homestead, when roof tiles were being repaired, more were broken, and a scaffolding plank was left. Geof Gage advised he would investigate this further.

5 RESIDENTS' QUESTIONS - 3 STAR - ALL AREAS

Rationalising the repair system

- 5.1 Barney Miller was advised that when repetitive repairs were requested for an issue, this would be recognised, and further works would be organised. Grant Ritchie also advised that a diary system was used to allocate time for operatives for complete jobs and if the task required additional time, then it would be booked as another job.

Anti-Social Behaviour

- 5.2 Barney Miller was advised that one of the recommendations of the Anti-Social Behaviour Review was that enforcement action information was publicised.
- 5.3 Norman Williams raised that regular anti-social behaviour by a group of teenagers in Essex Place had been reported to police and the Council and no action had been

taken and the laundry room door had not been fixed. Grant Ritchie advised someone could go out to look at the laundry room doors.

- 5.4 Martin Reid reassured residents that their health and safety was taken seriously, and that the Council was working closely with the police to tackle anti-social behaviour in Essex Place. Martin advised he would speak with his team to further consolidate a plan to remedy escalating anti-social behaviour in Essex Place.

6 RESIDENTS' QUESTIONS - 2 STAR - LOCAL AREA

Poor state of windows at Highcroft Lodge

- 6.1 Barney Miller was informed that Sylvan Hall was included in next year's programme for Planned Works and that in the interim, any individual window issues should be raised as a repair.

7 POSITIVE COMMUNITY NEWS

- 7.1 There was no discussion.

8 COUNCIL HOUSING PERFORMANCE REPORT

- 8.1 Theresa Mackey requested more information on the criteria for the 'Dwellings meeting Decent Homes standard', which Geof Gage confirmed he would email over.
- 8.2 Barney Miller was advised that the Council wanted a Tourist Accommodation Registration Scheme as the main reservation was that short term holiday lets took too many family homes out of circulation as permanent accommodation.

9 AOB

- 9.1 Carl Boardman highlighted that similar issues were consistently being raised by residents throughout the city and questioned if this was partly due to the symptoms being treated but the causes not being addressed.
- 9.2 Barney Miller raised that there was a lot of anti-social behaviour and drug dealing taking place in Sylvan Hall, which Kenna Kendall requested he follow up on with her.

The meeting concluded at 4.15pm

Actions from Central Area Panel meeting 13th December 2022

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

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 | Designated Officer | Response; including what has been done and/or what is still to do to complete the request? | Is the Action completed, outstanding or ongoing? | Date Action completed * or planned completion date? |
|--|--|--------------------|--|--|---|
| CA1 | Look into closure time of automated doors and explore whether a manual closure mechanism could be fitted to allow immediate closure if required for security | Geof Gage | The question for this was discussed around the possibility of adding a further push button for immediate closing of the door when in the building. We have investigated and this would not be possible to install. The doors are timed to close to meet H&S requirements and an additional push button would not meet the standards. | Complete | 18.12.2022 |
| CA2 | Send someone out to look at repairs for the bin room lock and fire door in Essex Place | Grant Ritchie | The repairs to both the internal fire doors and bin room doors have been completed. | Complete | 18.01.2023 |
| CA3 | Share internal block inspection report for Highcroft Lodge with Theresa Mackey once | Geof Gage | We will be surveying the internal repairs in April with a view to including this on a programme for 2024/25, our current programme is committed. | Complete | 17.01.2023 |

| | | | | | |
|------------|---|----------------|--|----------|------------|
| | surveys completed and finalised | | | | |
| CA4 | Look into the missing padlock for the Essex Place bin chute room and why the room is not being cleaned | Justine Harris | The room is cleaned after each rubbish collection. The missing padlock has been replaced. | Complete | 16.01.2023 |
| CA5 | Look into why Theresa Mackey received a letter from the Fire and Rescue Service stating she was responsible for undertaking inspections and checks of Highcroft Lodge | Geof Gage | We have raised this with East Sussex Fire & Rescue colleagues, it would appear that this was sent in error and was a mistake on their part. We have asked that ESF&R check that this is isolated and has not been sent to other residents elsewhere in the City. | Complete | 16.12.2022 |
| CA6 | Look into broken roof tiles and scaffolding plank left at Homestead | Geof Gage | We are arranging for contractors to attend and identify the issue and to remove the board and repair as necessary | Complete | 17.01.2023 |
| CA7 | Someone to be sent out to look at laundry room doors repair in Essex Place | Geof Gage | An operative has been sent to look at the laundry room door. Please see the complete response in the questions. | Complete | 16.12.2022 |
| CA8 | Speak with team to consolidate plan to remedy escalating anti-social behaviour in Essex Place | Martin Reid | <p>We ask that all incidents of ASB are reported to our Housing Customer Services Team on 01273 293030. It is really important this happens, as it helps to inform our requests to the security team and whether we need to request additional sweeps.</p> <p>We have asked our security company to carry out more thorough sweeps of the building. This includes checking the ground floor, the laundry room and the stairwells. Whenever we get an increase in reports of ASB, one of the things we do is look at our security sweep</p> | Complete | 20.01.23 |

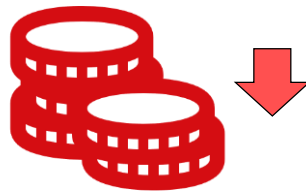
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|------------|---|-----------|--|----------|------------|
| | | | arrangements to determine if additional measures are needed. | | |
| CA9 | Email Theresa Mackey the criteria for 'Dwellings meeting Decent Homes standard' from Council Housing Performance Report | Geof Gage | Require email for Theresa Mackey, the access to the Decent Home standards can be found on the Councils website at this link How we invest in your council homes (brighton-hove.gov.uk) - https://www.brighton-hove.gov.uk/housing/council-housing/how-we-invest-your-council-homes | Complete | 09.01.2023 |

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



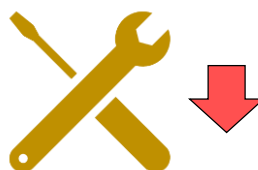
89%
Customer
services calls
answered



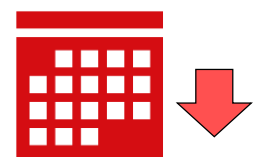
95%
Tenancies
sustained



82%
Complaint
responses within
10 working days



98%
Emergency
repairs within
24 hours

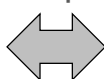


83 days
Average time to
complete routine
repairs

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.

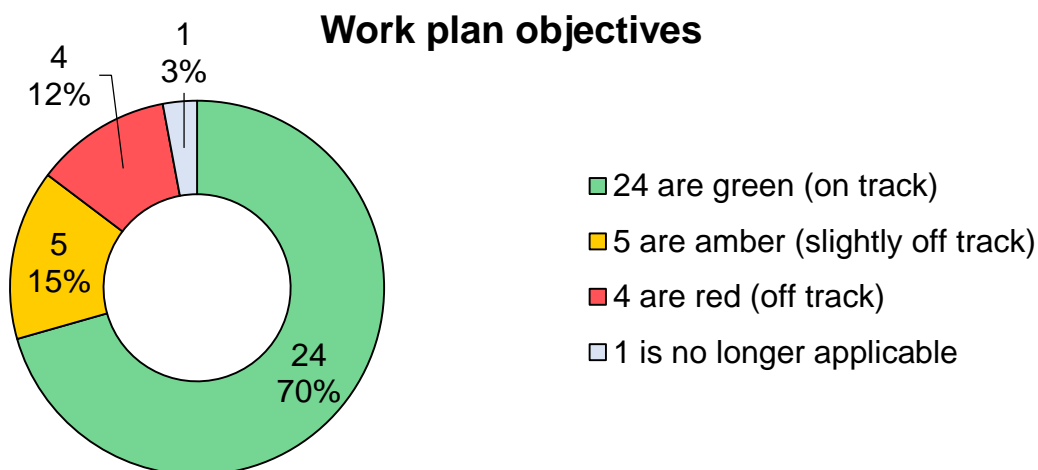
While there continue to be areas of strong performance, with 12 Housing Committee Work Plan objectives on track for delivery and 15 performance indicators on target, some delivery challenges remain. The report highlights actions being taken to improve services where performance has been adversely impacted 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 |

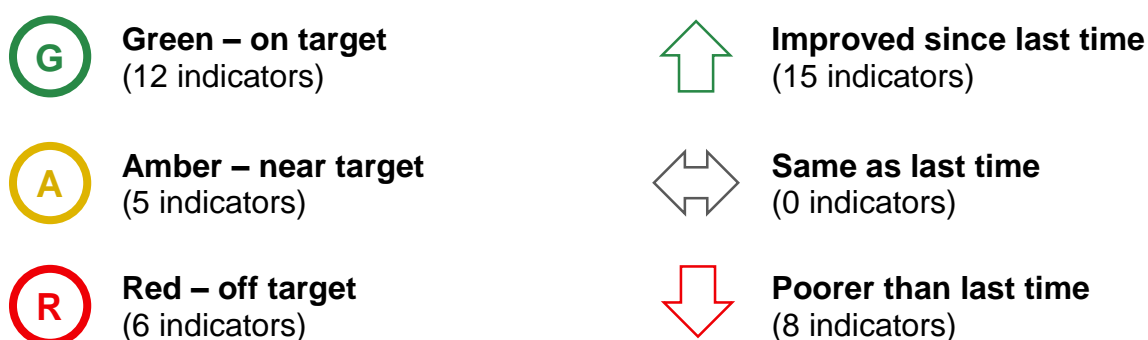
| Performance areas | Page |
|--|-------------|
| Private sector housing | |
| Houses in Multiple Occupation (HMO) licensing | 18 |
| Private sector vacant dwellings returned to use | 18 |
| Housing major adaptations | 19 |
| Private housing – time to approve applications | 19 |
| Council housing – time 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.

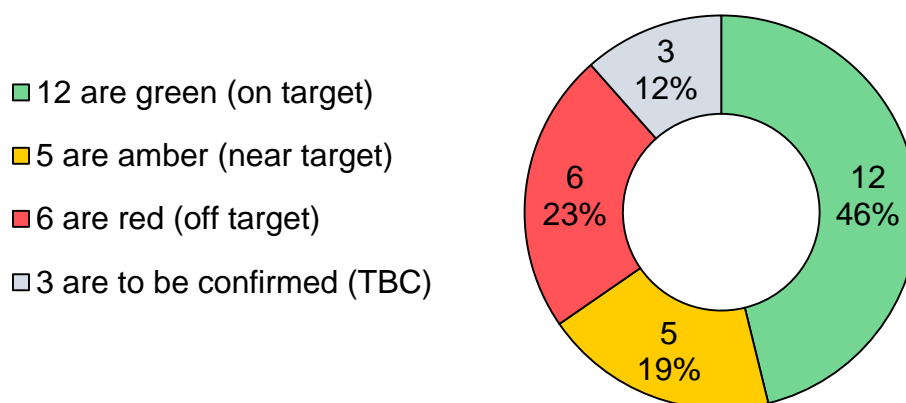
Part one provides an update of performance against the Housing Committee work plan objectives for 2019 – 2023:



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

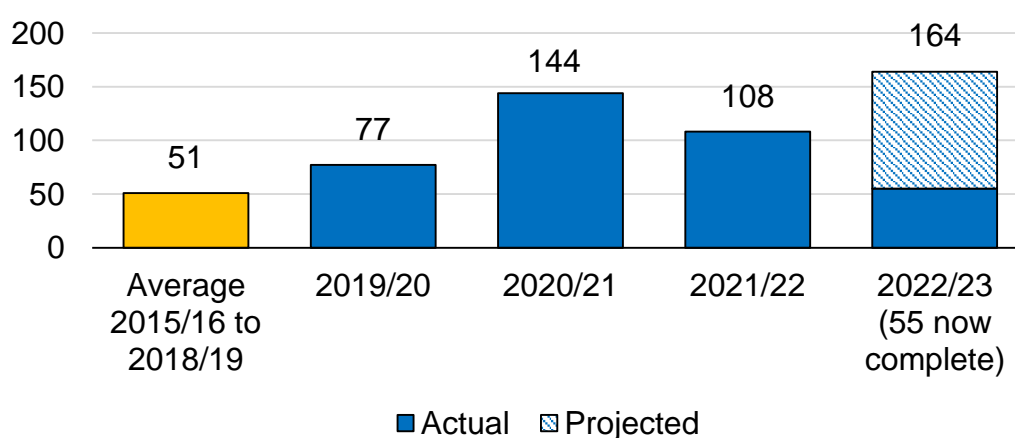
1.1 Off track: Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

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



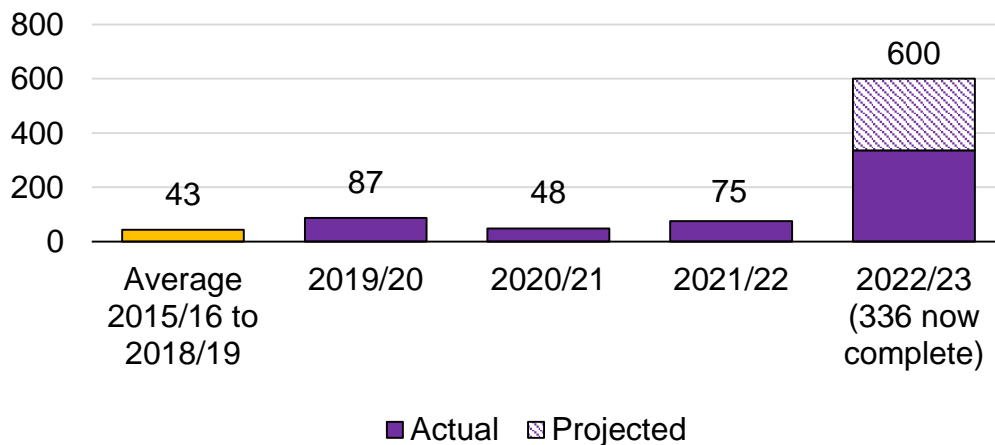
1. Provide additional affordable homes

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

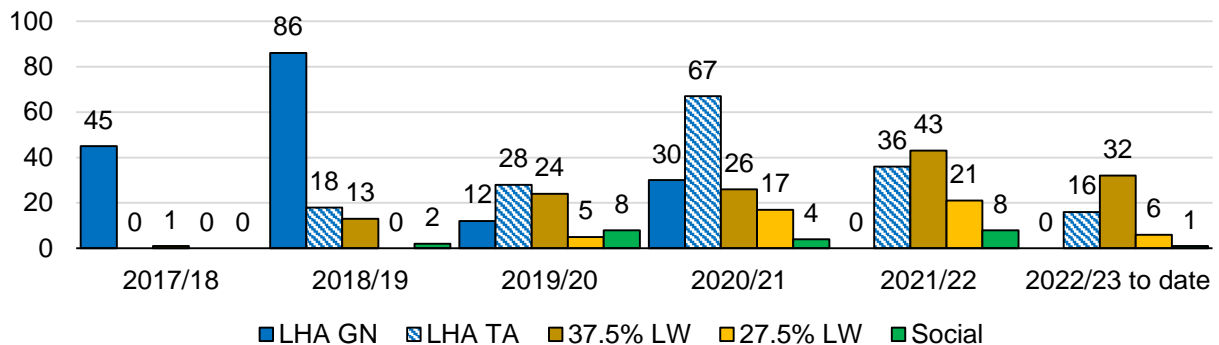


1. Provide additional affordable homes

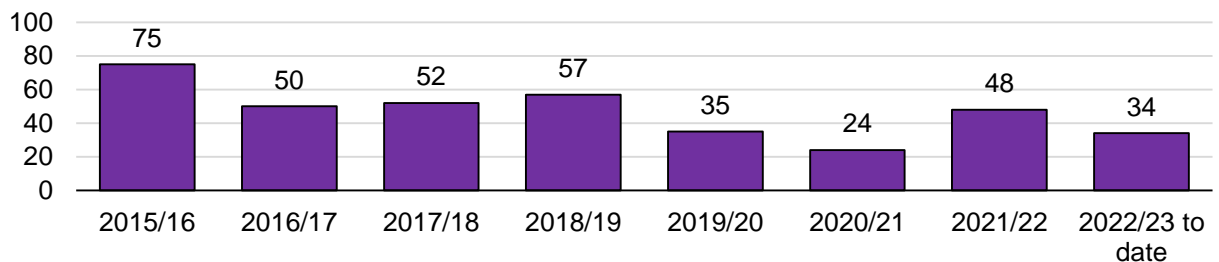
1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

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)



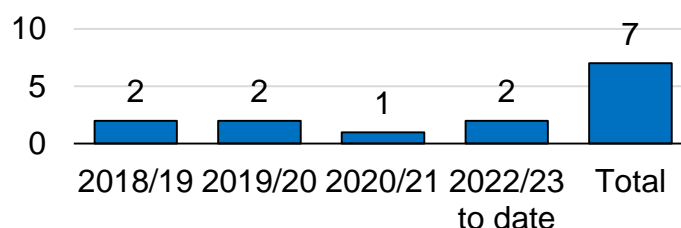
1.4 On track: Develop a policy for the council to take the role of developer on major sites

- 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

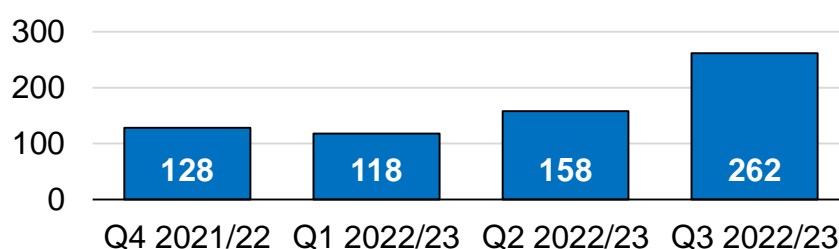
2.4 On track: Research and develop a social lettings agency

- 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%)

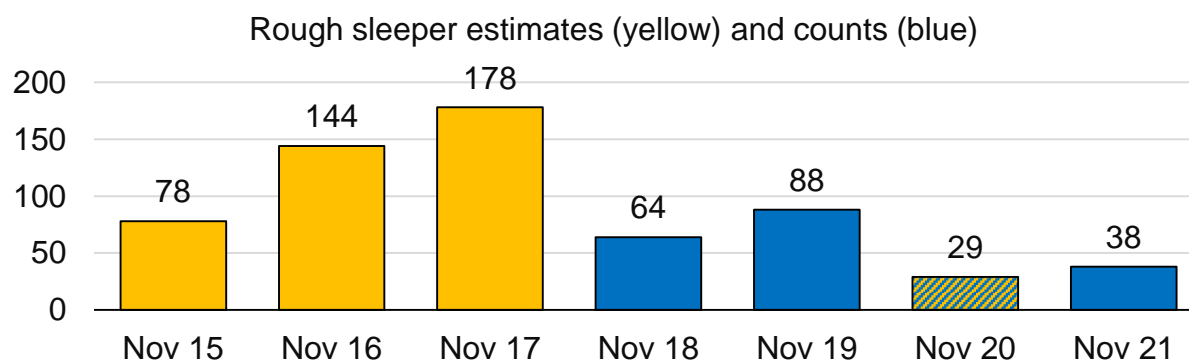
Requests for assistance received



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

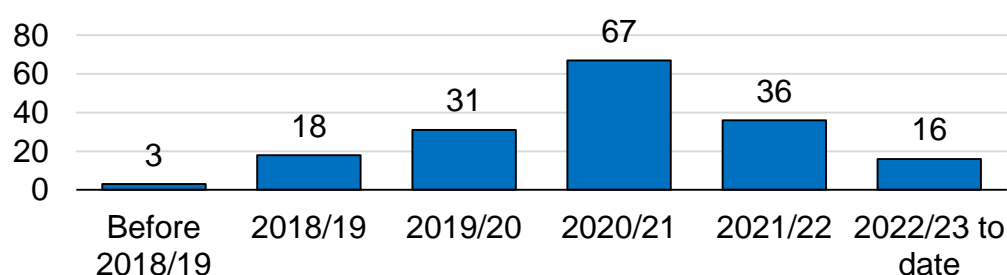
- As of end December 2022, there were 107 homes used for Housing First including Housing-led support

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

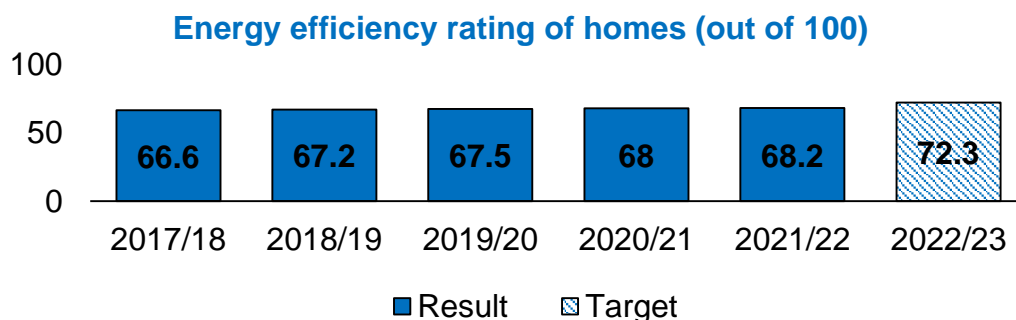
4. Achieving carbon reductions and sustainability in housing including address fuel poverty

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

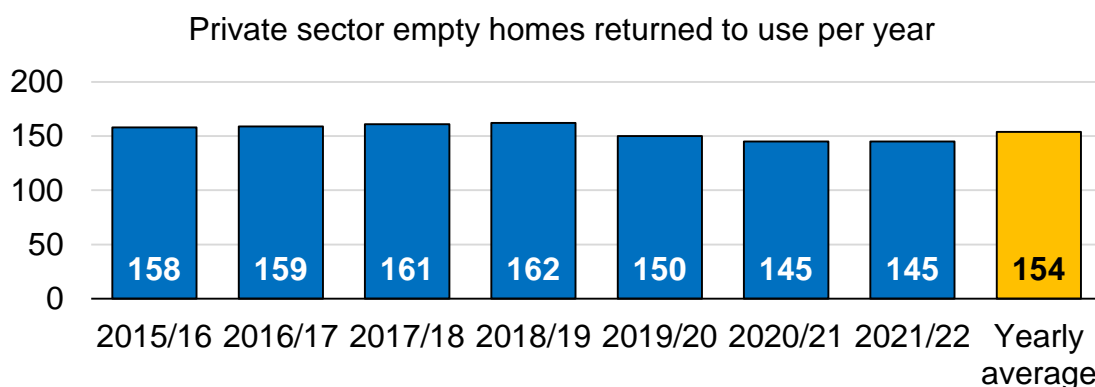
6.2 On track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- 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: 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> |

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| 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

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| 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 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.

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| | <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

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| 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

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| 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

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| 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

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|---|----------------------------------|
| 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

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| 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

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| 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> |

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| | <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

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| 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

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| 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

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| 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. |

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| | <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

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| 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

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| 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

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| 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

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| 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

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| 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

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| 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> |

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| | <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

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|---|---------------------------------|
| 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

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| 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

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| 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. |

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| | <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: N3.2

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|---|---|
| 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

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| 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. |

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| 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

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| 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 |

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| | <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: W3.1

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| 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

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| 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: |

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| | <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

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| 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

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| | <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

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|---|---|
| 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

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| 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

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|---------------------------------|--|
| 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 |

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| | <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: W3.4

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|---|------------------------------------|
| 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

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| 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

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|---------------------------------|---|
| 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> |

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| | <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

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|---|---|
| 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

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| 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

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|---------------------------------|---|
| 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> |

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| | <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

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|---|---|
| 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

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| 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

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| 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 |

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| | <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

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|--------------------------|---|
| 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

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|---------------------------------|--|
| 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 |

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| | <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 |

Resident Questions for Housing Area Panel

Reference: C2.1

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|---|------------------------------------|
| Question Title | Window Replacements at Sylvan Hall |
| Date question raised | 19/12/2022 |
| Week of Area Panel | 13/02/2023 |
| Area in city | Central |
| Star rating applied by residents | 2 star – Local issue |
| Deadline for officer response | 9am on 19 th January |
| Name of officer responding | Ryan Mulliner |
| Officer job title | Windows and Doors Project Manager |

Resident Question

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|--------------------------|--|
| Issue: | Windows at Sylvan Hall badly need replacing. |
| Background: | Residents have been told that their windows are due to be replaced in 2023. They asked for confirmation that this is in the programme and will be happening. |
| Action requested: | Request confirmation of schedule for replacement of windows at Sylvan Hall. |

Officer Response

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| Officer contact details: | Ryan Mulliner |
| Officer Response: | <p>I can confirm that the windows will be replaced alongside the external decorations programme in the following blocks;</p> <p>1-22 Hollybank (2023-2024) 1-9 Rowan House (2023-2024) 1-6 Maple House (2024-2025) 1-12 Maple House (2024-2025) 1-6 Elm Lodge (2024-2025)</p> <p>Currently, we are unable to give more accurate timescales when works will commence at this stage, but the scope of works and pricing is currently being carried out. Once we have more information, further communications will be released, followed by section 20 consultation.</p> |
| Action: | Further communication will be sent to all affected residents. |
| Start date: | 09/01/2023 |
| End date: | 31/03/2023 |

Resident Questions for Housing Area Panel

Reference: C2.2

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|---|---|
| Question Title | Essex Place: Lack of response from officers |
| Date question raised | 19/12/2022 |
| Week of Area Panel | 13/02/2023 |
| Area in city | Central |
| Star rating applied by residents | 2 star – Local issue |
| Deadline for officer response | 9am on 19 th January |
| Name of officer responding | Hilary Edgar |
| Officer job title | Housing Service Operations Manager |

Resident Question

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| Issue: | Essex Place residents are very disappointed in the lack of response they have had from officers and Councillors when they email to report problems. This is demoralising and frustrating and is leaving residents with the impression that the Council is not very concerned about the well-being of their residents. Items 14-17 are all issues Essex Place have not been able to resolve at a local level, so they are raising them at Area Panel. |
| Background: | None supplied |
| Action requested: | What will the Council do to improve their response and work more effectively with residents? |

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|---------------------------------|---|
| Officer contact details: | Hilary.edgar@brighton-hove.gov.uk |
| Officer Response: | <p>I am sorry to hear that Essex Place residents feel they have not had responses from officers to their emails.</p> <p>I have been party to some recent correspondence with the association and individual residents about the laundry and parking and have replied to their enquiries. I am aware that repairs reported have also been raised and a new external door for the laundry is being planned.</p> <p>I suggest that Essex Place Residents' Association work with their Community Engagement Officer to detail their concerns, then invite officers to an association meeting to discuss them.</p> |

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| | In the meantime, repairs should be reported to repairs.helpdesk@brighton-hove.gov.uk or tel: 01273 294409 and general enquiries about council housing to housing.customerservices@brighton-hove.gov.uk or tel: 01273 293030 |
| Action: | N/A |
| Start date: | N/A |
| End date: | N/A |

Resident Questions for Housing Area Panel

Reference: C2.3

| | |
|---|------------------------------------|
| Question Title | Parking Enforcement at Essex Place |
| Date question raised | 19/12/2022 |
| Week of Area Panel | 13/2/2023 |
| Area in city | Central |
| Star rating applied by residents | 2 stars – Local Issue |
| Deadline for officer response | 9am on 19 th January |
| Name of officer responding | Hilary Edgar |
| Officer job title | Housing Service Operations Manager |

Resident Question

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|--------------------------|--|
| Issue: | People who don't live in Essex Place are regularly using the car park which is reserved for residents. |
| Background: | There is no parking enforcement taking place, so people just continue to park illegally. Essex Place Residents Association have reported this and e-mailed officers but have had no response. |
| Action requested: | <p>a. What action does the Council take to enforce parking regulations in Essex Place car park? How can they improve this?</p> <p>b. Why are residents not receiving any response when they report this?</p> |

Officer Response

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|---------------------------------|---|
| Officer contact details: | Hilary.edgar@brighton-hove.gov.uk |
| Officer Response: | <p>Thank you for your interest in parking enforcement at Essex Place.</p> <p>I have checked recent contact from Essex Place residents to the Housing Customer Services team about parking and cannot see any outstanding queries. I am happy to investigate further if residents can let me know their specific concerns either about enforcement, or a lack of response when contacting us about this.</p> <p>Extensive information about parking in this car park, including how to report cars parked without a permit, or in the wrong place, was reported to the Central Area Panel in August 2022. This is reproduced, below, for your information.</p> |

Central Area Panel in August 2022 - Response to residents' questions about parking enforcement

I am sorry to hear of residents' frustrations with the current parking arrangements at Essex Place. I will respond to the specific points, in turn, below.

a) Issues around these car parks have been raised many times, over a long period, with Councillors and officers. Central residents are very frustrated by the Council's lack of action and failure to resolve the situation.

Car parks on Housing land are patrolled daily by our parking enforcement contractor, One Parking Solution, (OPS). OPS will issue Parking Charge Notices where they find unauthorised parking in the numbered bays rented to individual licensees. If residents who rent bays find cars using their spaces, they should contact OPS who will attend and ticket the vehicle. OPS can be contacted during business hours by telephone (0330 043 0240) and by text (07500326306) in the evenings and at weekends. During business hours licensees can also contact the Housing Customer Service team on 01273 293030 to get an alternative bay to use while their own is occupied.

This is a general overview of the enforcement arrangements that are in place. I would be happy to attend a residents' association meeting to discuss car parking in Essex Place and the wider area.

b) Residents at Somerset Point, Essex Place and Warwick Mount put time and energy into a monitoring process with the Council over a four-month period. There has been no action or improvement following this.

I am sorry to hear this was the case. I believe the bays monitored were for visitor parking. We have a 'three strike' procedure that can lead to the permanent withdrawal of visitors' permits from residents who are found to misuse them. However, it can sometimes take a long time for this to happen due to gaps between instances of misuse.

Misuse of visitor bays should be reported to the Housing Customer Service team, giving details of where the bay is, the vehicle registration and the number on the permit which the vehicle is displaying (this is important, as each permit is linked to a specific resident's address and will let us know if misuse is happening repeatedly).

c) The regulations for parking are not enforced. The private companies employed to do this are slow to respond and often won't take action. They ask for photographic evidence and residents have been abused and threatened when they do this.

OPS should attend when called and if this is not the case, can residents please let the Housing Customer Service team know when this happens.

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| | <p>Although, OPS are required to patrol each site once per day, in practice, particularly in the town centre car parks, they attend several times a day.</p> <p>OPS have confirmed that between 19th July 2021 and 18th July 2022 they issued a total of 140 Parking Charge Notices and made regular patrols of the car park. I can confirm that they do not require any photographic evidence to be provided by residents in order to carry out enforcement.</p> <p>To investigate and prove visitor permit misuse, the Housing Customer Service team asks for the information in b) above. Some residents provide this by sending in photos, however, this is not needed for the team to act on the information provided and we do not want anybody to put themselves at risk by doing this.</p> <p>d) Clear guidelines about the parking regulations are not easily available and should be widely circulated.</p> <p>There is information about the enforcement scheme displayed in each car park. In terms of visitor bay parking, information about this was circulated to residents yearly, with new visitor permits. Please see point g) below for plans to reissue these.</p> <p>e) Visitors' permits are copied and sold with no action taken.</p> <p>If Housing Customer Services are informed about these cases and misuse is proven, these permits will be permanently rescinded.</p> <p>f) Visitors' permits are used for extended stays in resident bays.</p> <p>The Housing Customer Service team will investigate every report of overuse and discuss these with the resident who has issued the visitor permit. In a small number of cases, if there are personal sensitivities that a resident has made us aware of where they need to have a visitor park more often, we would allow this. However, we would still ensure these arrangements do not lead to unreasonable usage.</p> <p>g) There have been no new permits issued since 2016.</p> <p>This is the case. We held back on reissuing permits as we want to move to digital permits for visitor parking, where bays can be booked for specific periods of time and misuse dealt with without relying so heavily on residents' reports. However, given the length of time since the permits were last issued, we will reissue them this year while we continue to work on a new visitor parking system. Information on how to use them will be given to residents at the same time as the reissue of visitor parking permits for Essex Place car park.</p> |
| Action: | N/A |
| Start date: | N/A |
| End date: | N/A |

Resident Questions for Housing Area Panel

Reference: C2.4

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|---|---------------------------------|
| Question Title | Cleaning at Essex Place |
| Date question raised | 19/12/2022 |
| Week of Area Panel | 13/2/2023 |
| Area in city | Central |
| Star rating applied by residents | 2 Stars – Local Issue |
| Deadline for officer response | 9am on 19 th January |
| Name of officer responding | Chloe McLaughlin |
| Officer job title | Estates Manager |

Resident Question

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| Issue: | Cleaning at Essex Place is not up to standard. Floors are only done occasionally, and the bin room is not cleaned. There are also concerns about health and safety as notices are not put up when floors are wet and slippery. |
| Background: | None supplied. |
| Action requested: | What oversight is there to ensure that cleaning is being done to the required standard and health & safety issues followed? What action is taken if cleaning is not being done properly? |

Officer Response

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|---------------------------------|--|
| Officer contact details: | Chloe McLaughlin |
| Officer Response: | <p>Responsibility for this work is with the Housing Estates Service. Team leaders and managers have inspected Essex Place multiple times. When an inspection has taken place, they have noted that the cleaning is of an acceptable standard.</p> <p>Floors are scheduled to be cleaned once monthly and the ground floor and lifts daily. The bin room is cleaned once a week, after the bin crew have attended.</p> <p>The cleaner for Essex Place has been reminded that the wet floor signs need to be placed in the area she is working.</p> <p>To report any issues in relation to the Estates Service on 01273 294769 or estatesserviceteam@brighton-hove.gov.uk</p> |

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| Action: | Regular inspections of Essex Place by the team leaders to continue, including checks to make sure wet floor signs are put out. Residents to report any concern as they are noted. |
| Start date: | 10.01.2023 |
| End date: | Ongoing – quality checks, 121s etc |

Resident Questions for Housing Area Panel

Reference: C2.5

| | |
|---|---|
| Question Title | Overgrown paving in Essex Place grounds |
| Date question raised | 19/12/2022 |
| Week of Area Panel | 13/2/2023 |
| Area in city | Central |
| Star rating applied by residents | 2 stars – Local Issue |
| Deadline for officer response | 9am on 19 th January |
| Name of officer responding | Chloe McLaughlin |
| Officer job title | Estates Service Manager |

Resident Question

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|--------------------------|--|
| Issue: | Long grass is causing a hazard on pavements in Essex Place grounds. There is no maintenance being done, and the pavements are now dangerous, with people tripping over and slipping. |
| Background: | None supplied. |
| Action requested: | Maintenance work needs to be done urgently as this is a health and safety issue. |

Officer Response

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|---------------------------------|--|
| Officer contact details: | Chloe.mclaughlin@brighton-hove.gov.uk |
| Officer Response: | The Estates Service has been out and inspected this area. They have arranged weeding of all paths. Housing will also be undertaking a review of the ground maintenance contract with CityParks. A report will come back to Area Panel. |
| Action: | To bring a report back to Area Panel |
| Start date: | May 2023 |
| End date: | May 2023 |

Resident Questions for Housing Area Panel

Reference: C2.6

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|---|-------------------------------------|
| Question Title | Essex Place: Light bulbs in laundry |
| Date question raised | 19/12/2022 |
| Week of Area Panel | 13/12/2023 |
| Area in city | Central |
| Star rating applied by residents | 2 stars – local issue |
| Deadline for officer response | 9am on 19 th January |
| Name of officer responding | Mikila Beck/Chloe McLaughlin |
| Officer job title | Operations Manager/Estates Manager |

Resident Question

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|--------------------------|---|
| Issue: | There are no functioning light bulbs in the laundry room. Outside lights are also not working, so it is completely dark going into the building. |
| Background: | Replacement light bulbs were requested in the summer but nothing has happened. This is of particular concern given the recent attack in the laundry and overall lack of security. |
| Action requested: | a. Light bulbs to be replaced urgently b. Why has this taken so long and residents requests been ignored? |

Officer Response

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|---------------------------------|--|
| Officer contact details: | Mikila Beck/Chloe McLaughlin |
| Officer Response: | <p>A call was received for the need for replacement bulbs for the laundry at Essex Place on 13th December.</p> <p>On 14th December, an electrician attended the site. Due to the height of the ceiling, they requested further works - "Needs 2 operatives and tall steps required to replace 6 x 5ft lamps and starters".</p> <p>These works were completed on 13th January. There were currently no outstanding works for external lights.</p> <p>An Electrical Supervisor carried out a post inspection survey on 18th January and noticed that one external light is out at the rear access from the community room. This has now been booked in to be replaced on Wednesday 25th January under job reference 580849/1.</p> |
| Action: | Replace one external light at the rear access from community room |
| Start date: | 25/01/2023 |

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|------------------|------------|
| End date: | 25/02/2023 |
|------------------|------------|

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 |

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|--------|---------|-----------|---|--|---|----------------|---|-----------|--------|--------|----------------------|-----------|
| 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 |

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|--------|---------|-----------|--|--|---|------------------------|---|---------|---------|--------|----------------------|-----------|
| 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 safety | £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 |

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|--------|---------|-----------|---|--------------------------------------|--|----------------|---|---------|---------|--------|--|------------|
| 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 |

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|--------|---------|-----------|---|---|---|---------------|---|---------|---------|--------|---|-----------|
| EIB383 | North | 27-Jul-22 | Stanmer Heights Walkabout | Across estate but particularly around Orchid View | Overgrown shrubs/ tree seedlings 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 |

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|--------|---------|-----------|---|--|--|--------|----------------------|---------|---------|---------|------------------------------------|------------|
| 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 | |

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|--------|---------|-----------|----------------------------------|---|---|------------------|--|---------|---------|--------|---------------------------|-----------|
| 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 | |

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|--------|------|-----------|--|---|----------------------------------|--------|---|-----------|---------|--|-----------|-----------|
| 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 | |

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|--------|-------|------------|--|---|--|-----------------------|---|-----------|--|--|-----------------------|--|
| 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 | |

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|--------|---------|-----------|---------------------------------------|--------------------|---|---------|---|------------|--|--|--------------------------|--|
| 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 |

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| 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 |

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| 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 |

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