

Housing Management Panel: East Area

Date: 12 June 2024

Time: 6.00pm

Venue Whitehawk Library, BN2 5FL

Members: Ward Councillors for the Area, Delegates of Tenants Association in the area.

Contact: Niall Breen
Democratic Services Apprentice

01273 294183

Niall.breen@brighton-hove.gov.uk

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AGENDA

PART ONE **Page**

1 WELCOME, APOLOGIES & INTRODUCTIONS **5 - 6**

- 18:00
- 5 Minutes

2 MINUTES AND ACTIONS OF THE PREVIOUS MEETING **7 - 16**

- 18:05
- 15 Minutes

Minutes of the meeting held on 20.03.24 (copy attached).

3 RESPONSES TO RESIDENTS QUESTIONS **17 - 40**

- 18:20
- 15 Minutes

Responses to items raised at the Tenant Only Meeting held on 20.03.24 (copy attached)

4 HOUSING PERFORMANCE REPORT Q4 **41 - 64**

- 18:35
- 15 Minutes

a Break

- 5 Minutes

5 HIAM BUILDING SAFETY RESIDENT ENGAGEMENT STRATEGY + LAUNDRY REVIEW

- 18:55
- 15 Minutes

6 ANTI-SOCIAL BEHAVIOUR

- 19:10
- 30 Minutes

7 POSITIVE COMMUNITY NEWS

- 19:40
- 10 Minutes

8 ANY OTHER BUSINESS

- 19:50
- 10 Minutes

FURTHER INFORMATION

For further details and general enquiries about this meeting contact , (01273 294183, email Francis.Mitchell@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 - Tuesday, 4 June 2024

East Area Panel – Meeting Invitation

Dear Resident,

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

When	Wednesday 12th June, 18:00-20:00
Venue	Whitehawk Hub, Library Ground Floor Meeting Room 179a Whitehawk Road, Brighton, BN2 5FL
Housing Surgery	Housing Issues Drop-in Session (in person only) 5:30-6pm at Whitehawk Hub, Library Ground Floor Meeting Room
Zoom	Please type the following address in your browser: https://bit.ly/EastAPJune24 If the link above does not work, you can join through Zoom client instead, using the following details: Meeting ID: 856 5342 8767 Passcode: 12345 OR phone in: 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: 0208 080 6592 / 0330 088 5830 / 0131 460 1196 / 0203 481 5237 Meeting ID: 856 5342 8767 Passcode: 12345 To mute and unmute yourself when calling by phone, press *6 (asterisk and 6)
Transport	We can help with transport costs: Please let us know at least 7 days in advance if you need the provision of bus tickets or a taxi to get to the meeting. If you drive, you can claim mileage and parking costs through your resident association grant, or where there is no association, via your Community Engagement Officer. Taxis can only be requested by people with mobility issues.

Please read the papers in advance of the meeting.

Please contact the Community Engagement Admin Team at 01273 291518 / communityengagement@brighton-hove.gov.uk if you have any questions.

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed or Outstanding?	Date Action completed or planned completion date?				
			use these areas to manage their landlord services.						
EA3	Provide further information to residents on the procedures regarding the reporting of vandalism and other criminal activities	Janet Dowdell	<p>The Housing Service works in partnership with Sussex Police and other agencies to make Brighton and Hove a safer place to live. We work together to gather intelligence and evidence regarding issues such as anti-social behaviour, vandalism, drug use and drug dealing. The more evidence that is collected, the stronger a case can become and the easier it is to take action to resolve a particular problem.</p> <table border="1" data-bbox="911 704 1514 1386"> <thead> <tr> <th data-bbox="911 704 1213 862">Call Sussex Police on 101 if...</th> <th data-bbox="1220 704 1514 862">Call 999 for Emergency Services if...</th> </tr> </thead> <tbody> <tr> <td data-bbox="911 867 1213 1386"> <ul style="list-style-type: none"> You wish to report criminal activity or other issues such as rough sleeping, or someone urinating in a public place You have any information that could improve the safety of your community </td> <td data-bbox="1220 867 1514 1386"> <ul style="list-style-type: none"> A crime is being committed now and the offender is still there or nearby People are injured or in danger An urgent response is required from Police, Fire & Rescue or </td> </tr> </tbody> </table>	Call Sussex Police on 101 if...	Call 999 for Emergency Services if...	<ul style="list-style-type: none"> You wish to report criminal activity or other issues such as rough sleeping, or someone urinating in a public place You have any information that could improve the safety of your community 	<ul style="list-style-type: none"> A crime is being committed now and the offender is still there or nearby People are injured or in danger An urgent response is required from Police, Fire & Rescue or 	Complete	30/04/24
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Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding		Is Action Completed or Outstanding?	Date Action completed or planned completion date?
			Remember to ask for a serial or crime number relating to your report	Ambulance service		
			Call Housing Customer Services on 01273 293030 if...	Call Environmental Health on 01273 292929 if...		
			You wish to report a possible breach of tenancy such as: Threatening behaviour, tailgating at the main entry door, suspected abuse of alcohol or drugs, keys or fobs being given out to non-residents and any nuisance from animals.	You are being disturbed by regular and frequent incidents of noise nuisance.		
EA4	Provide further information to residents regarding the average wait time residents had	Harry Williams	Over the past three financial years, from 2021/22 to 2023/24, there were 1,132 lets to social housing via Homemove for applicants in the 'Homeless queue'		Complete	09/05/24

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed or Outstanding?	Date Action completed or planned completion date?
	in temporary accommodation.		(homeless households in temporary accommodation) who, upon the date their social housing tenancy started, had been waiting for an average of 3 years and 8 months. However, each households average wait time will depend on their bedroom size, with households requiring a 3-bed property having to wait longer than households requiring a 1 or 2-bed property.		
EA5	Provide further information to residents regarding the income limits for the proposed new allocations policy and how this would be looked at on a case-by-case basis.	Harry Williams	<p>The current Housing Allocations Policy states that if a household's annual income exceeds the following, they will not qualify to join the housing register:</p> <p>Studio/One Bedroom: £22,000 Two Bedroom: £32,000 Three Bedroom or above: £36,000</p> <p>The policy states that the above financial caps can be increased on an annual basis using a calculation based on average rents and average incomes in the Brighton & Hove area. This exercise of increasing the income caps will be undertaken in conjunction with the review of the Housing Allocations Policy that is underway.</p> <p>The current policy's aim is that no more than 50% of applicants' income is spent on housing costs. There is no plan to alter this principle in the review of the Housing Allocations Policy.</p>	Complete	09/05/2024

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed or Outstanding?	Date Action completed or planned completion date?
EAO1 05.12.23	Works required on Sandhurst Avenue following visit from tenancy services with Dee Simpson	Justine Harris/Grant Ritchie	A verbal update will be given at Area Panel	Complete	13.5.24
EAO2 05.12.23	8 properties being Gas Safety Compliant is inclusive of, or separate from, the five properties listed in the previous Housing Performance Report.	Geof Gage	This was correct at that time. Whilst we have a programme to undertake gas safety checks before due dates, we do experience no access on occasions and this was a period of no access. Our gas compliance is generally not less than 99.87% on average, we do of course strive to 100%	Complete	23.04.24

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: EAST AREA

4.00pm 20 MARCH 2024

WHITEHAWK LIBRARY & COMMUNITY HUB

Present:

Co-Chair: Chris El-Shabba, Cllr Williams

Councillors: Allen,

Residents: Dee Simson, Leah Webb, Anne Glow, Chris El-Shabba, Val Steadman, Rosemary Johnson

Officers: Geof Gage, Martin Reid, Justine Harris, Keely McDonald, Grant Ritchie, Luke Harris, Sabina Karabasic, Jane Dowdell, Steve Moreton, Estates Services

Clerk: Niall Breen – Democratic Services Apprentice

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|-----------|---|--------------|
| 1. | WELCOME, APOLOGIES & INTRODUCTIONS | 5-6 |
| | 1.1 Chris El-Shabba started the meeting at 15.58. | |
| | 2.1 There were no apologies. | |
| 2. | MINUTES & ACTIONS OF THE PREVIOUS MEETING | 7-10 |
| | 2.1 The minutes available were agreed unanimously by the panel as an accurate record of the meeting on 05.12.23. | |
| 3. | HOUSING PERFORMANCE REPORT Q3 2023/24 | 11-30 |
| | 3.1 Martin Reid delivered a verbal brief of the item as included in the agenda. | |
| | 3.2 Residents raised concerns regarding maintenance requests not being logged correctly, leading to repetition of jobs. | |
| | 3.3 Grant Ritchie provided a verbal answer regarding the reasons for which a maintenance request would be closed. They also provided information on the frequency of Gas and Electric checks. | |
| | 3.4 Residents requested confirmation on the statistics of social housing availability across the authority jurisdiction. | |
| | 3.5 Martin Reid confirmed the availability in the housing stock at the time of the meeting as 106 properties. | |
| | 3.6 Residents raised concerns regarding vandalism not being followed up on the misuse of CCTV. | |

3.7 Jane Dowdell provided information to the residents on the procedures followed regarding the procedures for reporting vandalism and other criminal activities.

3.8 Residents raised concerns regarding empty and unallocated properties. Martin Reid confirmed the authority had the enforcement powers to ensure properties would be allocated to meet demand.

3.9 Residents requested further information on the average time taken to complete maintenance requests. Martin Reid confirmed the average backlog was around two years, but this was affected by the pandemic.

3.10 Residents requested information on the allocation of new let properties and how this allocation process as decided. Martin Reid confirmed that the process was being set up to alleviate the waiting lists for social housing by prioritising transfers and downsizing.

3.11 Residents requested information regarding the average time residents had to wait in temporary accommodation. Martin Reid confirmed this would be followed up on with a more detailed response.

3.12 Residents raised questions and concerns regarding the allocations policy and the income limits imposed. Martin Reid confirmed this would be followed up on with a more detailed response and was also being looked at in the next item – the housing allocations policy review.

3.13 Cllr Williams raised concerns regarding the number of live cases in the maintenance backlog and how many of these were considered emergency cases. Martin Reid provided confirmation that the cases were taken in a triage format with individual contexts considered so they could be prioritised accordingly.

3.14 Residents raised questions regarding the monitoring of reoccurring cases. Grant Ritchie advised that data was being continuously reviewed and the processes were being continuously improved.

4. HOUSING ALLOCATIONS POLICY REVIEW: CONSULTATION 31-32

4.1 Luke Harris delivered a verbal brief of the item as included in the agenda.

4.2 Cllr Williams asked if those offered private rental by the authority would remain on the allocations list for social housing. Luke Harris confirmed this was the case with the proposed new policy.

4.3 Residents raised concerns regarding access for those who were not digitally literate. Luke Harris confirmed there would be paper copies of the consultation and any accessibility accommodations could be made, they also stated that the end date for the process was the 19th of May 2024.

5. HOUSING STRATEGY 2024-29

5.1 Steve Moreton delivered a verbal brief of the item as included in the agenda.

5.2 Residents raised concerns regarding the student accommodation off campus taking up a greater percentage of housing available to residents.

6. ENGAGEMENT PLATFORM

6.1 Anita McGrath delivered a verbal brief of the item as included in the agenda.

6.2 Residents raised questions regarding what information was saved by the authority when using the platform, Anita McGrath confirmed it would be dependent on the individual consultation and in line with GDPR regulations.

7. RESIDENTS QUESTION TIME

33-52

7.1 The written and verbal answers to all resident raised questions were accepted.

8. ANY OTHER BUSINESS

8.1 Cllr Williams brought the attention of the panel to a health themed Community Engagement meeting the following Monday.

8.2 The panel made note of thanking the authority for EDB funds allocated for the youth centre in central park.

8.3 Chair closed the meeting at 17:50.

9. ITEMS FOR INFORMATION

53-70

Residents Questions - 3 star, All Areas

C3.1 Cleaning at Craven Vale

Area in city	Central
Star rating	3 star/ city wide issue
Date question raised	11 th April
Week of Area Panel	17 th June
Deadline for officer response	Monday 13th May
Name of officer responding	Chloe McLaughlin
Officer job title	Estates Services Manager
Contact Details	chloe.mclaughlin@brighton-hove.gov.uk

C3.1 Question

Issue	The cleaning at Craven Vale is inadequate and insufficient. Residents want to see some action taken to improve the situation.
Background	Cleaning of blocks at Craven Vale is not of an acceptable quality or frequency. For example, one bucket of water is used to clean several blocks, which means the water is filthy and spreads dirt around rather the floors rather than cleaning them. Frequent complaints have been made and residents are frustrated by the lack of improvement and difficulty in getting any action.
Request or Question	<ul style="list-style-type: none"> • Why is the cleaning at Craven Vale not up to standard? What is being done to improve this? • What are the quality standards and what quality controls are in place? • Are there any requirements about how often buckets of water should be changed to ensure cleaning is hygienic and effective? • Can Housing ensure that up to date schedules of cleaning work are posted in every block?

C3.1 Response

Response
<ul style="list-style-type: none"> • Why is the cleaning at Craven Vale not up to standard? What is being done to improve this? The Estates Service listened to the feedback received regarding the cleaning and actioned this by carrying out a deep clean of all the blocks in Craven Vale in April.

- **What are the quality standards and what quality controls are in place?** The blocks should be of a good standard once the cleaners have left. Regular quality checks are carried out by team leaders and any issues are resolved quickly.
- **Are there any requirements about how often buckets of water should be changed to ensure cleaning is hygienic and effective?** A bucket of water should be changed after every two blocks maximum. The cleaning solution that is used is designed to collect dirt at the bottom of the bucket which keeps the water cleaner for longer. However, if a block is particularly dirty and requires more cleaning then that bucket of water will be changed before going on to the next block.
- **Can Housing ensure that up to date schedules of cleaning work are posted in every block?** The cleaning schedules are currently being reviewed and will be put up in blocks when they are completed.

C3.1 Action

Action	As above
Start date	
End date	

C3.2 Hampshire Court Roofs

Area in city	Central
Star rating	3 star/ city wide issue
Date question raised	11 th April
Week of Area Panel	17 th June
Deadline for officer response	Monday 13th May
Name of officer responding	Janine Gosling
Officer job title	Project Manager – Major Works
Contact Details	janine.gosling@brighton-hove.gov.uk

C3.2 Question

Issue	The roofs at Hampshire Court are in urgent need of replacement.
Background	A survey was conducted at Hampshire Court 2/3 years ago. This showed that the roofs were in a bad condition, resulting in leaks in properties. Since the survey, residents have not been informed about any planned works or updated in any way. In some flats (flat 28 is an example) there is permanent leakage.

Request or Question	<ul style="list-style-type: none"> • Are there any planned works for roof replacement at Hampshire Court? • What action are the Council taking to keep Hampshire Court residents informed about follow up to the survey and plans for maintenance of their properties?
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C3.2 Response

Response
<p>We have engaged consultants to undertake a full condition survey and to prepare specifications of works for external repairs which will form part of a future major works project at this time earmarked for 2026/27 financial year subject to budget approval. Once we have the full details of the condition survey our Programme and Delivery team will arrange for resident meetings to discuss the proposed works.</p> <p>The condition survey was issued to the council in February 2024 for works to the main building. This includes roof replacement with insulation, flat windows, communal stairwell windows and brickwork repairs.</p> <p>The management team need to discuss the best delivery route and procurement method for all elements of the work.</p> <p>Formal Stage 1 consultation with residents is due to take place this summer, which will then allow us to go to market and procure contractors. Once we have accurate costs we can then carry out section 20 consultation with leaseholders and arrange for residents to meet the contractor.</p> <p>Works to the car park are programmed for delivery in 2025/6 which includes concrete repairs and drainage and with works to the building following afterwards in 2026/7.</p>

C3.2 Action

Action	Stage 1 consultation for leaseholders and pre-early engagement with all residents due to take place this summer.
Start date	July 2024
End date	October 24

C3.3 Housing Budget Consultation

Area in city	Central
Star rating	3 star/ city wide issue
Date question raised	11 th April
Week of Area Panel	17 th June

Deadline for officer response	Monday 13th May
Name of officer responding	Craig Garoghan
Officer job title	Principal Accountant
Contact Details	craig.garoghan@brighton-hove.gov.uk

C3.3 Question

Issue	Residents would like to have more consultation on the Housing Budget before it is agreed.
Background	In previous years there have been meetings with residents to go through some of the central decisions and priorities for the budget and how this will impact on residents. This has allowed residents to input their own priorities and concerns as part of the process. This didn't happen for the 2024/5 budget and residents are asking for plans to be put into place to ensure that this consultation does happen in 2025/6.
Request or Question	Request plans for consultation with residents on the Housing budget 2025/6 to be put into place, allowing time for thorough involvement of residents.

C3.3 Response

Response
<p>2025/26 Budget proposals will be presented to Area Panels during the latter part of 2024.</p> <p>This will include key budget planning assumptions regarding rent setting, service pressures and capital investment. Proposals will be discussed with residents to ascertain the key priorities for residents.</p>

C3.3 Action

Action	Budget proposals will be presented to Area Panels during the latter part of 2024.
Start date	August 2024
End date	December 2024

C3.4 Window Replacement at Essex Place

Area in city	Central
Star rating	3 star/ city wide issue

Date question raised	11 th April
Week of Area Panel	17 th June
Deadline for officer response	Monday 13th May
Name of officer responding	Janine Gosling
Officer job title	Project Manager – Major Works
Contact Details	janine.gosling@brighton-hove.gov.uk

C3.4 Question

Issue	Windows at Essex Place urgently need replacing. In some cases they are a health and safety hazard.
Background	<p>Problems with the windows include:</p> <ul style="list-style-type: none"> • Not being able to shut them properly • Windows falling off their hinges • High winds causing whistling through gaps in the windows • A big wait for any repairs • Windows being ‘repaired’ by being drilled shut, so they can’t be opened at all. <p>It was noted that new windows in Somerset Point and elsewhere were of shoddy quality, and are cracking, rusting, and generally deteriorating very quickly. Using cheap materials is a false economy – the expense of scaffolding and doing the work is enormous, and products should be installed that will last.</p>
Request or Question	<ul style="list-style-type: none"> • When is a window replacement programme planned for Essex Place? • Why are residents having to wait so long for repairs? • Does the Council think it is acceptable for residents to have their windows drilled shut so they can’t be opened? How does this fit with advice to keep homes aired to prevent condensation and damp? • Can the Council commit to installing good quality windows, that will provide overall value for money? • Can the Council guarantee full consultation with Essex Place residents and the Residents Association when this work is eventually done?

C3.4 Response

Response

Currently there is no window replacement programme planned for Essex Place in the next five years.

In 2014 the windows and louvres to the north and west elevations were replaced, along with the balconies being enclosed with glazing and windows to the south and east elevations were overhauled.

The governments Decent Homes Standard provides that windows should last around 35 years before requiring replacement, so we would be preparing to replace them in 2049.

Regarding repair wait times we have spoken to our contractors, and they are not aware of any outstanding repair requests at Essex Place however if there are any repairs that have not been attended to please contact the repairs help line.

We recognise the importance of ventilating properties and our contractors only screw shut windows at Essex Place when the locking system is broken or dangerous. This is a temporary measure to ensure the health and safety of people around the property and is usually reversed within 14 days. Again, if tenants have been left with a window fixed shut, please report this to the repairs help desk.

The council is always committed to providing value for money as well as quality for each of our projects. We appoint specialist consultants to specify the products to be used to ensure we are using the most appropriate technology. The coastal location of Essex Place which is exposed to the driving wind and rain (as are many of our other high rise buildings) does mean that elements of the windows such as the hinges and rubber seals do not always last as long as expected.

Our procurement for large projects is via the Orbis Partnership with two other local authorities, which ensures we have access to a wide range of competent contractors and suppliers.

As part of the formal consultation with residents and leaseholders, we are able to set up sample windows so residents can see and try out the new windows. This has been done for previous projects when residents had concerns about being able to easily open and close the window, reach the handles and wanted to be able to safely clean the outside of the windows.

C3.4 Action

Action	A window survey can be undertaken by an independent consultant to a sample of windows on each elevation to determine the extent of wear and tear and remaining life expectancy.
Start date	
End date	

E3.1 Anti Social Behaviour

Area in city	East
Star rating	3 star/ city wide issue
Date question raised	11 th April
Week of Area Panel	10 th June
Deadline for officer response	Monday 13th May
Name of officer responding	Jan Dowdell
Officer job title	Tenancy Services Operational Manager
Contact Details	janet.dowdell@brighton-hove.gov.uk

E3.1 Question

Issue	Residents are not satisfied with how the Council are currently dealing with anti-social behaviour (ASB).
Background	<p>Residents' lives and well-being are severely impacted by increasing and persistent incidents of ASB, particularly in Whitehawk. Residents feel that the Council is not taking them seriously on this issue, and not taking responsibility or sufficient action.</p> <p>Residents in Whitehawk are dealing with a number of ASB issues - for example:</p> <ul style="list-style-type: none"> • Tenants dealing drugs. • Frequent instances of Police being called in to deal with drug-related incidents • People with drug and alcohol problems and a history of ASB being housed into blocks of flats where a majority are elderly and/or vulnerable. • Children of residents and adult residents behaving inappropriately in communal areas of blocks – shouting abuse outside people's doors, banging on people's doors etc. • Tailgating – people entering blocks that they don't live in by following closely behind residents • People buzzing to enter into blocks claiming they are the Police or delivering post. <p>When tenants report incidents of ASB to the Council, and where CCTV footage is available, tenants are being told that the Council will not investigate incidents nor view the CCTV footage before the Police are informed.</p> <p>Tenants who live in blocks don't have a door-entry system with a camera, which would allow them to check who was buzzing at their door before letting them in.</p>

Request or Question	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> • The Council's current way of dealing with ASB is not effective. Residents want the Council to take a much more proactive and constructive approach to dealing with ASB. • Why are tenants who have been repeatedly reported for ASB, and in clear breach of their tenancy agreements, not being removed from the property? If the Council's approach is not working to stop the ASB in the early stages, and the problem persists, then the process needs to be reviewed and further action must be taken. • Why are people with a history of ASB / drug / alcohol issues being re-homed in a block which also houses a large population of elderly and vulnerable people? The Council needs to take into consideration the existing community of residents when re-housing tenants to assess whether it's appropriate.
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E3.1 Response

Response
<p>It's understandable that residents feel unhappy about seeing and experiencing ASB and criminal activity in the area they live.</p> <p>We work in partnership with police and other partners within the safer community's partnership to manage situations but understand that we are not always able to provide quick solutions and the activity can be ongoing for a period of time.</p> <p>As with any investigation work, we rely on reporters providing us with facts and evidence to build a case and understand a proportionate response to find lasting solutions.</p> <ul style="list-style-type: none"> • The Council's current way of dealing with ASB is not effective. Residents want the Council to take a much more proactive and constructive approach to dealing with ASB. <p>Complaints about nuisance and ASB are managed by our Area Housing Teams who initiate an investigation into the alleged behaviour. The aim and purpose of the investigation is to use whatever powers and support measures are needed to bring an end to the ASB/nuisance. This can take some time depending on the nature of the case and people involved.</p> <p>The actions depend completely on the facts of that case and the intention is to create solutions which are appropriate for that individual situation using a combination of enforcement and support measures which are intended to alter a person's behaviour and bring an end to the nuisance being caused to other people. The reason for this approach is that it can produce more sustainable and long-term solutions and it is an expectation of the court should we present a case before them.</p>

So far this year we have recorded the following formal actions -
 Closure orders – 1
 Community Protection Warnings – 10
 Community Protection Notices – 4
 Cuckoo case – 5
 Notice of Seeking Possession (NOSP) - 8
 Injunctions - 1

This does not include informal warnings which are the first step in most ASB/Nuisance case.

- Why are tenants who have been repeatedly reported for ASB, and in clear breach of their tenancy agreements, not being removed from the property? If the Council's approach is not working to stop the ASB in the early stages, and the problem persists, then the process needs to be reviewed and further action must be taken.

A council tenant can only be removed (evicted) from their secure tenancy by the court. Before a case can be taken to court to request an order to evict a tenant, officers are required to show the court measures they have taken and what tools they have used to bring about a change in behaviour. They want to see that officers have given the tenant a chance to amend their ways. They will also want to see that we have provided supportive measures where needed to help a tenant change the behaviour that's causing concern.

Eviction has to be the last resort and will only be pursued where other powers have been explored and failed to bring a lasting change.

We require reporters to work with us to build a picture of the situation, gather factual evidence and sometimes be prepared to provide witness statements and attend court. We rely on presenting facts for all legal interventions and work closely with the Police where crimes such as drug dealing are present.

- Why are people with a history of ASB / drug / alcohol issues being re-homed in a block which also houses a large population of elderly and vulnerable people? The Council needs to take into consideration the existing community of residents when re-housing tenants to assess whether it's appropriate.

Some people are excluded from the Housing Register but not all with a history of ASB/drug or alcohol issues are. The council allocates its homes through the published allocation policy.

We do have a Sensitive lets policy which is used in exceptional situations but it's not possible for us to request sensitive lets for all situations where there has been or is ongoing ASB.

E3.1 Action

Action	
Start date	

End date	
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E3.2 City Clean

Area in city	East
Star rating	3 star/ city wide issue
Date question raised	11 th April
Week of Area Panel	10 th June
Deadline for officer response	Monday 13th May
Name of officer responding	Jonathan Pyle
Officer job title	Environmental Services Manager
Contact Details	jonathan.pyle@brighton-hove.gov.uk

E3.2 Question

Issue	The overall quality of service provided by City Clean is not up to standard. Across the city, there are issues of missed bin collections and rubbish left strewn on the streets after a bin collection. Residents of Brighton & Hove are paying for this service through their Council tax. They deserve a better service.
Background	N/A
Request or Question	It was agreed to raise this at all Area Panels. <ul style="list-style-type: none"> Residents would like to know who is currently in charge of City Clean – is it managed directly in-house by the Council, or has the service been tendered out?

E3.2 Response

Response
CityClean is part of the Council and therefore is an in-house service.

E3.2 Action

Action	N/A
Start date	
End date	

E3.3 Asbestos removal

Area in city	East
Star rating	3 star/ city wide issue
Date question raised	11 th April
Week of Area Panel	10 th June
Deadline for officer response	Monday 13th May
Name of officer responding	Damian Rowland
Officer job title	Asbestos Manager
Contact Details	damian.rowland@brighton-hove.gove.uk

E3.3 Question

Issue	Asbestos is only removed from properties after a tenant has moved out or died.
Background	<p>A North Whitehawk resident reported a high incidence of deaths from cancer in the tower blocks in the area recently, and queried whether there is some correlation between the cancers and the asbestos widely present in the tower blocks.</p> <p>The asbestos is only removed once the property is vacant.</p> <p>While it is understood that asbestos is not hazardous until it is disturbed by building works, there is a concern that if a resident were to drill a hole to put a picture up on their wall, for example, they would be exposed to asbestos dust.</p>
Request or Question	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> • Why aren't the Council automatically removing asbestos from all their properties? • Are Council residents warned about the presence of asbestos in their homes, informed about where the asbestos is located, and given clear instructions of what not to do?

E3.3 Response

Response
BHCC has standard advice for tenants on our website and within the repair's handbook regarding the potential for asbestos within the home which is as follows:

“As a tenant you should be aware that there may be asbestos in your home. However, it's only dangerous when it is disturbed and fibres are released into the air.

*This can happen when it is cut, sanded, or drilled, which is why it is important that you contact us for permission **before** starting any improvements.”*

Tenants are also able to request any asbestos surveys that may have been conducted historically to their property, if available, these are provided free of charge.

All buildings built before the year 2000 have the potential to have asbestos. Asbestos use in the built environment was common throughout the UK during the construction and building period of the 1940s-1980s. Asbestos, being a fibrous silicate mineral, is also widespread in the natural environment.

The presence of asbestos containing materials does not itself present a significant risk to health, if the material remains in good condition. The standard advice from the Health and Safety Executive is to leave these items in situ if they remain in good condition.

Information regarding the asbestos within your home can also be found on the HSE website [Asbestos in the home \(hse.gov.uk\) - https://www.hse.gov.uk/asbestos/home.htm](https://www.hse.gov.uk/asbestos/home.htm)

BHCC acknowledge our responsibility under the Control of Asbestos Regulations 2012, specifically regulation 4, the duty to manage asbestos in non-domestic premises. BHCC regularly undertake inspection of all known asbestos items within communal areas through a re-inspection program undertaken by UKAS accredited consultants. The 2023-2024 re-inspection program has been conducted to all managed housing blocks, with any necessary actions taken to ensure any asbestos containing items remain in good condition.

Work to remove asbestos containing materials from within domestic properties is time consuming, highly disruptive, and invasive. When a domestic property becomes vacant, BHCC have taken the approach of surveying and removing most of the identified asbestos containing materials, or enclosing others such as textured coatings to ceilings that are deemed very low risk, prior to a property being reoccupied. All of this is undertaken by a licensed asbestos removal contractor and standards of any licensed asbestos material removal is confirmed by an independent UKAS accredited Asbestos Analyst following all industry safety procedures and guidance.

If you are unsure about asbestos in your home, or require advice or guidance, please contact the Brighton and Hove City Council Help Desk on 0800 0526140 or 01273 294409.

E3.3 Action

Action	N/A
Start date	
End date	

E3.4 Discretionary payments for individual fencing

Area in city	East
Star rating	3 star/ city wide issue
Date question raised	11 th April
Week of Area Panel	10 th June
Deadline for officer response	Monday 13th May
Name of officer responding	Janet Dowdell
Officer job title	Tenancy Services Operational Manager
Contact Details	janet.dowdell@brighton-hove.gov.uk

E3.4 Question

Issue	In Woodingdean, it seems that certain people have had access to discretionary payments to repair/replace their individual fencing, while other residents are told that this is not something the Council will currently repair and is the individual's responsibility. Bids for individual fencing are also not allowed via the Estate Development Budget.
Background	N/A
Request or Question	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> • Where is the money for this discretionary fund coming from? • Why is the Council paying for fencing for some residents while others are told it is their responsibility?

E3.4 Response

Response
<ul style="list-style-type: none"> • Where is the money for this discretionary fund coming from? The HRA budget. • Why is the Council paying for fencing for some residents while others are told it is their responsibility? Although gardening, fencing and trees are outlined in the tenancy agreement as the tenant's responsibility, there are circumstances in which discretionary housing funds can be used to help provide solutions for some council tenants. <p>The issue of unmaintained fencing can often cause distress to tenants especially where children or vulnerable people are affected by such neglect. There will be times where we will want to intervene and arrange the work ourselves.</p>

The discretionary funds are very limited and the Area Housing Managers use their discretion for best use to maximise the impact for the neighbourhoods they work in.

The type of situations we will consider vary and depend on a number of factors but for example we would want to ensure a safe space for children to play by providing an effective boundary from a busy road. Enable a tenant to prevent their dog from escaping their garden to avoid tenancy breach situations or provide a secure environment for an elderly resident concerned about intrusion into their garden.

In all situations affordability checks are made by the team and a level of scrutiny around the circumstances before the landlord agrees to complete the work.

If there are situations you feel we should explore, please advise tenants to make contact with our Housing Customer Service Team who will carry out the initial assessment and referral.

Housingcustomerservices@brighton-hove.gov.uk or Tel: 01273 293030

E3.4 Action

Action	N/A
Start date	
End date	

N3.1 Anti-Social Behaviour and Crime

Area in city	North
Star rating	3 Star/ City wide issue
Date question raised	4 th April 2024
Week of Area Panel	10 th June
Deadline for officer response	Monday 13th May
Name of officer responding	Janet Dowdell
Officer job title	Tenancy Services Operations Manager
Contact Details	janet.dowdell@brighton-hove.gov.uk

N3.1 Question

Issue	Residents in Bates Estate, Hollingdean, Coldean, Highcroft Lodge all reported serious cases of ongoing anti-social behaviour and crime in the area, none of which are being dealt with – not by the Police, nor by the Council.
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<p>Background</p>	<p>Resident reps are deeply concerned for the safety and mental well-being of residents in their areas.</p> <p>Hollingdean</p> <p>A flat has been cuckooed and taken over by young people who are dealing drugs on the estate. The group of young people are also committing burglaries and threatening, intimidating and attacking local residents.</p> <p>A resident reported that he was surrounded by a group of teenagers who threatened to set fire to his house and claimed they knew where he lived. St Richards Church & Community Centre was attacked on Good Friday: items were stolen and the property was vandalised.</p> <p>There is CCTV evidence of some of these incidents and resident reps have been keeping a log. These incidents have been reported.</p> <p>Promises have been made by Justine Harris (Brighton & Hove City Council) to deal with this, but nothing has happened so far.</p> <p>The Police have claimed there is insufficient evidence and have not followed up on the incidents.</p> <p>Bates Estate</p> <p>A resident was assaulted, stabbed and taken to hospital. There has been no attempt by the Police or the Council to check up on the resident or follow up on the assault.</p> <p>Coldean</p> <p>Local residents are being terrorised by some Council tenants dealing and taking drugs in the area. They have threatened to set fire to people's homes, and a tenant also set fire to his own home. This has been reported in the local news (https://www.theargus.co.uk/news/24206917.brighton-nightmare-neighbours-terrorise-people-street/)</p> <p>Neighbouring tenants are having nervous breakdowns as a result of this behaviour, and one of the victims has said he wants to kill himself.</p> <p>These tenants are clearly in breach of their tenancy agreement, but nothing is being done by the Council.</p> <p>Highcroft Lodge</p> <p>There are long-term noise management issues in the block. Notices have been put up but the problem persists. Rubbish and other things are being regularly thrown out of windows.</p> <p>This is anti-social behaviour that is extremely wearing for residents affected, and has major impacts over the long term on people's mental health.</p> <p>Action:</p> <ol style="list-style-type: none"> 1) Mireille to put Donna in touch with Craven Vale CA as they have dealt with a lot of anti-social behaviour in their area and may have useful information.
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	<p>2) North area residents to pull together a list of all the ASB & criminal activity in their areas, and present jointly to the Police and the Council.</p> <p>3) For dealing with minor crimes and offences, Donna suggested using the Immediate Justice scheme (https://www.sussex-pcc.gov.uk/pcc-priorities/partnership-working/immediate-justice/). They are based at the Sussex Police & Crime Commissioner Office. Contact number: 01273 481561</p>
Request or Question	<p>It was agreed to raise the following questions at Area Panel: The Police and the Council should be working together to resolve issues of anti-social behaviour and crime. Both are responsible for residents' safety.</p> <ul style="list-style-type: none"> • How are the Council and Police working together to tackle anti-social behaviour and crime on estates? • Why has there been no support and no action taken to resolve the anti-social behaviour and crime issues affecting and reported by Council residents?

N3.1 Response

Response
<ul style="list-style-type: none"> • How are the Council and Police working together to tackle anti-social behaviour and crime on estates? <p>A key aspect of managing ASB casework is multi agency working and experience has shown that joint working with other agencies and partners substantially increases the likelihood of effective action.</p> <p>We work alongside Sussex Police in many cases and have joint case meetings. We also work with any other appropriate organisation including for example: Environmental Health (noise), Brighton and Hove Youth Offending Team, Community Safety Team, Brighton and Hove Mediation Service, Community Mental Health Team, Social Services, Health Authorities, Drug and alcohol services and Probation.</p> <p>How we work together depends on the individual case but includes formal contact, sharing of information, joint visits, case conferences and joint action plans.</p> <ul style="list-style-type: none"> • Why has there been no support and no action taken to resolve the anti-social behaviour and crime issues affecting and reported by Council residents? <p>Complaints about nuisance and ASB are managed by our Area Housing Teams who initiate an investigation into the alleged behaviour. The aim and purpose of the investigation is to use whatever tools, powers and support measures are needed to bring an end to the ASB/nuisance. This can take some time depending on the nature of the case and people involved.</p>

The actions depend completely on the facts of that particular case and the intention is to create solutions which are appropriate for that individual situation using a combination of enforcement and support measures which are intended to alter a person's behaviour and bring an end to the nuisance being caused to other people. The reason for this approach is that it can produce more sustainable and long-term solutions and it is an expectation of the court should we present a case before them.

So far this year we have recorded the following formal actions -

- Closure orders – 1
- Community Protection Warnings – 10
- Community Protection Notices – 4
- Cuckoo case – 5
- Notice of Seeking Possession (NOSP) - 8
- Injunctions - 1

This does not include informal warnings which are the first step in most ASB/Nuisance case.

N3.1 Action

Action	N/A
Start date	
End date	

N3.2 Fencing

Area in city	North
Star rating	3 Star/ City wide issue
Date question raised	4 th April 2024
Week of Area Panel	10 th June
Deadline for officer response	Monday 13th May
Name of officer responding	Grant Ritchie
Officer job title	Head of Housing Repairs and Maintenance
Contact Details	grant.ritchie@brighton-hove.gov.uk

N3.2 Question

Issue	The rules around the replacement of fencing, and what the Council is and isn't responsible for, needs review.
Background	Various residents reported a range of problems around the replacement of fencing.

	<p>Issues raised:</p> <ol style="list-style-type: none"> 1) There is a lack of clarity about who is responsible for boundary fencing between properties. Given that damage to boundary fencing can affect residents on both sides of the fence, but only one of the residents is responsible for its replacement, this can cause difficulties. <ul style="list-style-type: none"> • Jenny at Coldean has been struggling to get the boundary fence between her property and her neighbour's property repaired. She does not know which resident is responsible for the repair. 2) There is a lack of consistency in what, when and for whom fencing is repaired by the Council (whether it's a left or right boundary fence, whether it's located at the front or back of the property etc). <ul style="list-style-type: none"> • Barbara in Moulsecoomb reported that it took ages for some boundary fencing to be repaired, and that the rules around fencing replacement and who is responsible for this are not clear. She was originally told that she would have to pay for the replacement herself, at a cost of £2,000. She was eventually successful in getting the fencing replaced as the fence had become a health and safety hazard and caused an obstruction, and because she was deemed to be 'vulnerable'. 3) Council tenants cannot afford the cost of replacing fences. If they are to be responsible for fencing, a more affordable scheme should be available, e.g. "Rent a Fence" 4) Fencing can be crucial for ensuring tenants' security and safety, and the Council should take this into account when considering whether fencing replacement is their responsibility or not. The Council is putting residents' lives in danger by not repairing such fencing. The Council has a responsibility for the health and safety of their tenants. <ul style="list-style-type: none"> • Ian B in Hollingdean has had young people (see N3.1 about anti-social behaviour) entering onto his property via the back garden because the fence there has been damaged. These young people have been very aggressive and made threats of physical violence to him and Ian fears for his safety. He asked the Council to repair his fence but was told he would have to replace this at a cost of £1,500. He was also told to put up private CCTV. 5) More frequent instances of extreme weather and winds is increasing instances of damage to fencing. Are there options for alternatives, i.e. walls made of breeze block?
<p>Request or Question</p>	<p>It was agreed to raise the following at Area Panel:</p> <ul style="list-style-type: none"> • What are the current rules and policies around repair/replacement of fencing around and between individual properties? What kind of fencing will the Council repair or replace, and under what circumstances and for whom? • Are there plans for a review of the rules and policies around fencing repair?

N3.2 Response

Response
<p>Thank you for your question. Currently the maintenance and repair of boundary fences are a tenant's responsibility. We will maintain fences to common areas such as gardens around blocks of flats. We will also repair fences when a property is empty and being refurbished for re-letting.</p> <p>We are intending to review the works undertaken by the repairs service later in the year, however, we do not currently have a firm date.</p>

N3.2 Action

Action	As above
Start date	
End date	

W3.1 Role of Leaseholders and Private residents in Resident Engagement

Area in city	West
Star rating	3 star/ City wide issue
Date question raised	18 th April 24
Week of Area Panel	17 th June 24
Deadline for officer response	Monday 13th May
Name of officer responding	Sam Nolan
Officer job title	Community Engagement Manager
Contact Details	sam.nolan@brighton-hove.gov.uk

W3.1 Question

Issue	Residents' Associations elect the person who they think is best suited to represent them in the Resident Engagement structure and at the Area Panel. This could be a council tenant, leaseholder, private tenant or homeowner. Whoever is entrusted with this role by their Association should be able to vote and participate fully at Area Panel and at other resident engagement meetings.
Background	At recent resident engagement meetings leaseholders and homeowners were told they were not able to vote as they are not Council tenants. There is some confusion about why the same representatives have been allowed to vote at previous meetings for some years and why there is a sudden change about this. People were also upset about the way this

	was raised at meetings, and that there was no communication or consultation before the meetings.
Request or Question	West Residents are asking that anyone who is the elected representative of their Association is allowed to vote and participate fully at Area Panels and other resident engagement meetings.

W3.1 Response

Response
Thank you for the question. In 2022/23 there was a detailed review of Area Panel that involved workshops with residents and an online survey, as well as input from the Housing leadership team. One of the outcomes of this work was to review the Area Panel Terms of Reference (TOR) which included looking at membership and voting. The new TOR agreed the Area Panel would be open to any tenant and that anyone from a Tenant & Residents Association (TRA) that was nominated by their TRA, could be a voting representative on Area Panel regardless of whether they were a tenant, leaseholder or private homeowner. The exception to this is voting on Estate Development Budget; it was agreed as part of the AP review that voters on EDB projects would be council tenants only. I have attached the Terms of Reference.

W3.1 Action

Action	N/A
Start date	N/A
End date	N/A.

W3.2 Composting and Removal of Green Waste

Area in city	West
Star rating	3 star/ City wide issue
Date question raised	18 th April 24
Week of Area Panel	17 th June 24
Deadline for officer response	Monday 13th May
Name of officer responding	Sarah Carlisle
Officer job title	Operations Manager (West)
Contact Details	sarah.carlisle@brighton-hove.gov.uk

W3.2 Question

Issue	There needs to be a better solution to deal with green waste from parks, communal gardens and green spaces.
Background	Grass cuttings and pruning are not collected and removed but are left scattered around. Sometimes this is part of a recycling/composting process which has some benefits but this does not work with larger pruning from bushes and trees. At Ingram Crescent branches have been thrown over the garden and they do not decompose but make the garden very untidy.
Request or Question	It was suggested that machines are used to mulch down larger pruning and green waste. This would provide waste that was much easier to compost and more environmentally friendly.

W3.1 Response

Response
<p>Cityparks do not collect grass arisings, grass shrivels up very quickly and blows away. Any that is left on the lawns is a nutrient.</p> <p>Prunings are piled and periodically collected. We should not be composting prunings. If the arisings or prunings are from work that Cityparks gardeners have done, Cityparks should be removing them, and we will speak to our gardening team who cover Ingram Crescent to check that is the case.</p>

W3.1 Action

Action	As above
Start date	
End date	

Residents Questions - 2 star, East Area

E2.1 East Area Panel Meetings

Area in city	East
Star rating	2 star/ Local area issue
Date question raised	11 th April
Week of Area Panel	10 th June

Deadline for officer response	Monday 13th May
Name of officer responding	Sam Nolan
Officer job title	Community Engagement Manager
Contact Details	sam.nolan@brighton-hove.gov.uk

E2.1 Question

Issue	It was noted that some local councillors do not attend the Area Panel meetings.
Background	N/A
Request or Question	It was agreed to raise this at East Area Panel. <ul style="list-style-type: none"> • Why aren't local councillors attending East Area Panel meetings?

E2.1 Response

Response
All local councillors are invited to attend Area Panels – but it is their decision whether to attend or not as council officers do not have the remit to encourage or enforce their attendance.

E2.1 Action

Action	N/A
Start date	
End date	

E2.2 Buses from Woodingdean & Whitehawk to BACA

Area in city	East
Star rating	2 star/ Local area issue
Date question raised	11 th April
Week of Area Panel	10 th June
Deadline for officer response	Monday 13th May

Name of officer responding	Nicola Kestla
Officer job title	Project Officer - Public Transport
Contact Details	Nicola.kestla@brighton-hove.gov.uk

E2.2 Question

Issue	There are currently no buses which run from Woodingdean or Whitehawk to Brighton Aldridge Community Academy (BACA). The children of those communities need a direct bus route to take them to and from school.
Background	N/A
Request or Question	It was agreed to raise this at East Area Panel. <ul style="list-style-type: none"> Why isn't there a Council-funded bus service for the children of Whitehawk and Woodingdean to get to BACA? Will the Council provide one?

E2.2 Response

Response
<p>Council funded school bus services are provided as an adjunct to Brighton & Hove Buses' existing commercial routes, the school bus services are dependent on school catchment area requirements including demand for the service, otherwise it would not be financially viable to provide a separate, dedicated double decker school bus that would only run for the morning and afternoon, term time only.</p> <p>The nearest school to Whitehawk and Woodingdean is Longhill and bus services to Longhill are available from both areas, it is possible to travel from Whitehawk or Woodingdean to BACA by taking regular services 21 or 22 to the Elm Grove/Lewes Road junction and then taking service 49.</p> <p>At present, there is no option to implement a new school bus route between Woodingdean or Whitehawk to Brighton Aldridge Community Academy (BACA).</p> <p>By visiting the secondary school admissions guide at https://www.brighton-hove.gov.uk/secondary-school-admissions-guide-2024-2025#tab--introduction- you can access an interactive map that outlines catchment areas along with school transport related information.</p>

E2.2 Action

Action	N/A
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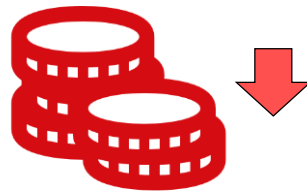
Start date	N/A
End date	N/A

Council housing performance

Quarter 4 2023/24 (Jan to Mar 2024)



99.99%
Gas safety
compliance



93.46%
Rent collected
in past year



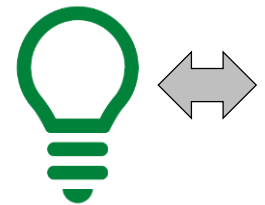
59 days
Empty home
re-let time



97.2%
Dwellings
meeting Decent
Homes standard



90%
Customer
services calls
answered



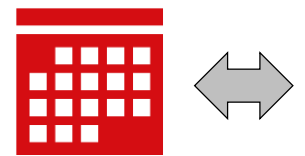
74.1
Average energy
efficiency
(rating out of 100)



81%
Complaint
responses within
10 working days



93%
Repairs
helpdesk calls
answered

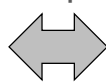


92 days
Average time to
complete routine
repairs

Performance since previous quarter is:



Better



Same



Poorer

Quarter 4 2023/24 council housing performance – key trends

Top scores (compared to target)

1. Average weeks to approve major adaptations (9.1 weeks vs 10 week target)
2. Calls answered by Repairs Helpdesk (91% vs 85% target)
3. Calls answered by Housing Customer Services (90% vs 85% target)
4. Surveyed tenants satisfied with repairs: customer service (99% vs 96% target)
5. Surveyed tenants satisfied with repairs: standard of work (98% vs 96% target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (92 days vs 15 day target)
2. Average re-let time excluding time spent in major works (59 days vs 21 day target)
3. Stage two complaints upheld (33% vs 18% target)
4. Routine repairs completed within 28 calendar days (41.3% vs 70% target)
5. Closed Tenancy Sustainment cases with positive outcome (69% vs 90% target)

Biggest improvements (since previous quarter)

1. Calls answered by Housing Customer Services (81% to 90%)
2. Stage two complaints upheld (35% to 34%)
3. Surveyed tenants satisfied with repairs: customer service (97% to 99%)
4. Average weeks to approve major adaptations (9.2 to 9.1 weeks)
5. Surveyed tenants satisfied with repairs: standard of work (97% to 98%)

Biggest drops (since previous quarter)

1. Closed Tenancy Sustainment cases with positive outcome (88% to 69%)
2. Average re-let time excluding time spent in major works (47 to 59 days)
3. Routine repairs completed within 28 calendar days (50.4% to 41.3%)
4. Stage one complaints responded to within 10 working days (83% to 81%)
5. Calls answered by Repairs Helpdesk (92% to 91%)

Housing performance report

Quarter 4 and end of year 2023/24

This report provides updates on performance indicators covering a wide range of Housing services. There continue to be areas of strong performance, with 11 indicators on target and an improvement in 16 of the indicators. However, some delivery challenges remain. The report covers Quarter 4 (Q4) of the 2023/24 financial year alongside end of year results and uses red, amber and green ratings, as well as trend arrows. Commentary has been included for all indicators which are red.

The ratings and trends for **Quarter 4** are as follows:



Green – on target
(11 indicators)



Improved since last time
(16 indicators)



Amber – near target
(6 indicators)



Same as last time
(2 indicator)



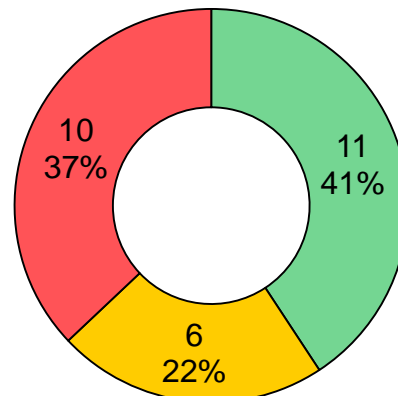
Red – off target
(10 indicators)



Poorer than last time
(9 indicators)

Performance indicators (Q4 2023/24)

- 11 are green (on target)
- 6 are amber (near target)
- 10 are red (off target)



The ratings and trends for the **2023/24 financial year** are as follows:



Green – on target
(10 indicators)



Improved since last time
(13 indicators)



Amber – near target
(9 indicators)



Same as last time
(4 indicators)



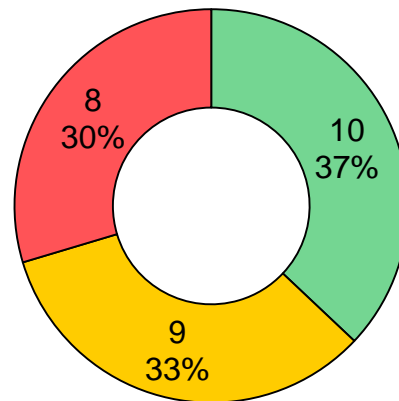
Red – off target
(8 indicators)



Poorer than last time
(10 indicators)












Performance indicators (2023/24)







- 10 are green (on target)
- 9 are amber (near target)
- 8 are red (off target)


















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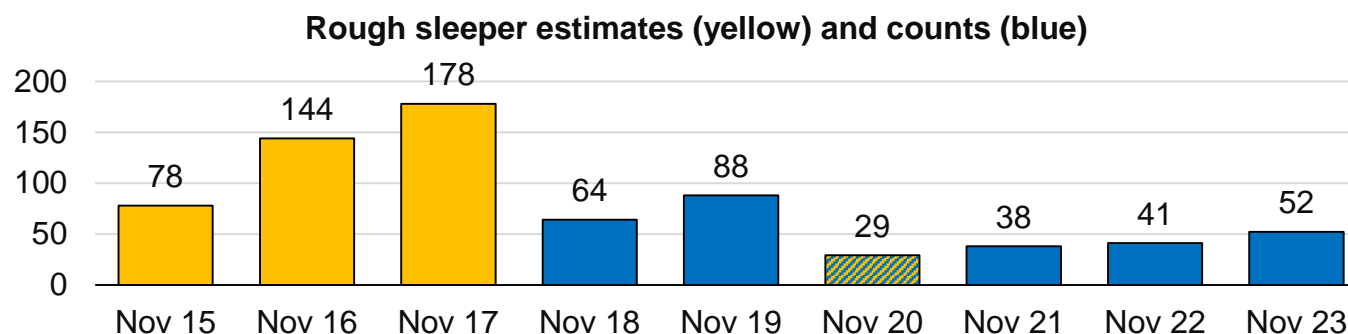
 Customer feedback – all Housing services		Target	Q3 2023/24	Q4 2023/24	Status against target	Trend since Q3	2022/23	2023/24	Status against target	Trend since 2022/23
1.1	 Compliments received from customers	Info	74	69	n/a	n/a	486	322	n/a	n/a
1.2	 Stage one complaints responded to within 10 working days	80%	83% (161 of 195)	81% (163 of 202)			79% (571 of 726)	80% (713 of 891)		
1.3	Stage one complaints upheld	Info	60% (117 of 195)	59% (120 of 202)	n/a	n/a	43% (314 of 726)	52% (474 of 891)	n/a	n/a
1.4	Stage two complaints upheld	18%	35% (14 of 40)	34% (12 of 35)			38% (32 of 85)	40% (52 of 130)		
<p>During Q4, 12 stage two complaints were upheld or partly upheld following investigation by the corporate Customer Feedback team, after they were escalated following the stage one response from Housing. The top categories for the 35 stage two complaints were: 11 (31%) due to delays completing repairs/works, and 5 (14%) due to appointments not being kept and 4 (14%) unhappiness with service delivery. The top categories for the 12 upheld or partly upheld stage two complaints were: 5 (42%) due to delays completing repairs/works and 2 (17%) due to appointments not being kept and 2 due to repairs not (initially) raised (17%).</p>										

  Private sector housing		Target	Q3 2023/24	Q4 2023/24	Status against target	Trend since Q3	2022/23	2023/24	Status against target	Trend since 2022/23
2.1	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	1,555	1,733	n/a	n/a	1,335	1,733	n/a	n/a
2.2	Corporate KPI: HMOs where all special conditions have been met (for licences issued over 12 months ago)	76%	73.83% (1,856 of 2,514)	73.31% (1,936 of 2,641)			66.43% (1,490 of 2,243)	73.31% (1,936 of 2,641)		
<p>The indicator above measures cases where the council has verified that works required via special conditions have been completed. This still includes HMOs covered by the additional licensing scheme which ended in February 2023, as the Private Sector Housing service are able to check conditions that were set as part of this scheme and will continue to do so to ensure that these properties are well managed and maintained.</p>										
2.3	Requests for assistance received (RFAs)	Info	184	143	n/a	n/a	775	638	n/a	n/a
<p>Request for assistance top categories during Q4 were 55 (38%) dampness and 40 (28%) disrepair.</p>										
2.4	Property inspections completed	Info	265	187	n/a	n/a	-	944	n/a	n/a
2.5	... of which RFA inspections	Info	78	50	n/a	n/a	-	239	n/a	n/a
2.6	... of which HMO licence inspections	Info	187	137	n/a	n/a	-	705	n/a	n/a
2.7	RFA cases closed	Info	209	94	n/a	n/a	-	486	n/a	n/a
2.8	Properties with Category 1 and 2 hazards resolved through informal action (closed RFAs)	Info	98% (56 of 57)	88% (23 of 26)	n/a	n/a	-	93% (121 of 130)	n/a	n/a






  Private sector housing		Target	Q3 2023/24	Q4 2023/24	Status against target	Trend since Q3	2022/23	2023/24	Status against target	Trend since 2022/23
2.9	Properties with Category 1 and 2 hazards resolved through formal action (closed RFAs)	Info	2% (1 of 57)	12% (3 of 26)	n/a	n/a	-	7% (9 of 130)	n/a	n/a
2.10	Private sector vacant dwellings returned into occupation during the year to date (dwellings which had been empty for more than two years)	35 for Q4	27	28			57	28		

 Housing adaptations		Target	Q3 2023/24	Q4 2023/24	Status against target	Trend since Q3	2022/23	2023/24	Status against target	Trend since 2022/23
3.1	Private sector housing – average weeks taken to approve Disabled Facilities Grant applications	10	16.1	15.4			17.4	16.9		
3.2	Private sector housing – average weeks taken for contractor to complete major adaptations	Info	28.3	33.9	n/a	n/a	37.0	33.9	n/a	n/a
3.3	Council housing – average weeks taken to approve applications for major adaptations	10	9.2	9.1			14.4	11.0		
3.4	Council housing – average weeks taken for contractor to complete major adaptations	Info	13.7	14.9	n/a	n/a	21.1	15.3	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.</p>										


















 Housing options and homelessness	Target	Q3 2023/24	Q4 2023/24	Status against target	Trend since Q3	2022/23	2023/24	Status against target	Trend since 2022/23	
4.1 Corporate KPI: Homelessness cases presenting during the prevention duty stage	45%	34.49% (139 of 403)	29.64% (99 of 334)			38.73% (603 of 1,557)	39.73% (689 of 1,734)			
<p>The target for 2023/24 has been set at 45%. This is a progression target working over a two-year period, aiming for 45% by the end of 2024 and 50% for the end of 2025. Although this target is challenging, work continues to increase the proportion of homelessness cases presenting during the prevention duty stage. A number of workshops and sessions were held with various partners during 2023/24, including the Social Prescriber Network, stakeholders working with refugee and migrants and partners working in health. A further workshop is being held in Q1 2024/25 at a conference organised by JustLife to promote the council's prevention work. The new Housing Advice & Triage team went live from 8 January 2024 and is responsible for managing all contact into the homelessness service as well as quickly and effectively triaging people who are homeless on the day they present to the council. Further to this, existing processes within the Homelessness Prevention Team have been reviewed. A new stage has been introduced to provide customers with greater information and advice at an earlier point in their journey. The review of the Council's Housing Allocations Policy was presented to and approved by Housing & New Homes Committee on 24th January 2024. Following the committee decision, a consultation on the proposals is running from February to May 2024. One proposed change is aimed at encouraging households who are at risk of homelessness to access our services earlier on, to support this objective and our overall prevention work. The Homelessness & Housing Options service now has its service plan, outlining the changes it will be making in the coming two years, as well as its wider performance management framework, which includes a dashboard of performance indicators to better monitor and respond to service performance.</p>										
4.2 Corporate KPI: Homelessness prevention cases closed with a successful prevention outcome	55%	64.40% (123 of 191)	63.45% (92 of 145)			55.69% (274 of 492)	65.40% (482 of 737)			
4.3 New households with a full housing duty accepted	Info	105	101	n/a	n/a	516	452	n/a	n/a	
4.4 Number of households on the housing register	Info	7,637	7,585	n/a	n/a	7,691	7,585	n/a	n/a	



The November 2020 figure above 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.

	Temporary accommodation (including emergency accommodation)	Target	Q3 2023/24	Q4 2023/24	Status against target	Trend since Q3	2022/23	2023/24	Status against target	Trend since 2022/23
5.1	Corporate KPI: Total households in temporary accommodation	1,472	1,730	1,770			1,715	1,770		

The end year target of 1,472 is a challenging one which has been set to meet financial savings and requires coordination across Housing and other council services. Key to this is reducing the number of households going into temporary accommodation through preventing homelessness (please see the indicators on items 4.1 and 4.2 on the previous page) and finding suitable longer term accommodation to move households into from temporary accommodation, such as social and private sector rented housing. However, this performance is in the context of there now being more households in temporary accommodation nationally than there has ever been before, which is largely due to factors outside the control of the local authority (such as the cost of living making the private rented sector less affordable, and also smaller due to many landlords selling their properties due to increasing mortgage costs). The impact of this is now starting to show in Brighton & Hove, with temporary accommodation numbers increasing, rather than remaining relatively static. The Temporary Accommodation Reduction Strategy continues to drive action, which has helped to mitigate the impact of the unprecedented levels of demand. The Private Rented Sector Offer Policy has been approved by Housing & New Homes Committee and now provides an avenue to discharge duty into the private rented sector. Targeted action is being undertaken to assist long-term occupants of temporary accommodation to bid on the housing register and the council also working with private sector landlords to convert leased and block booked accommodation into a direct tenancies.

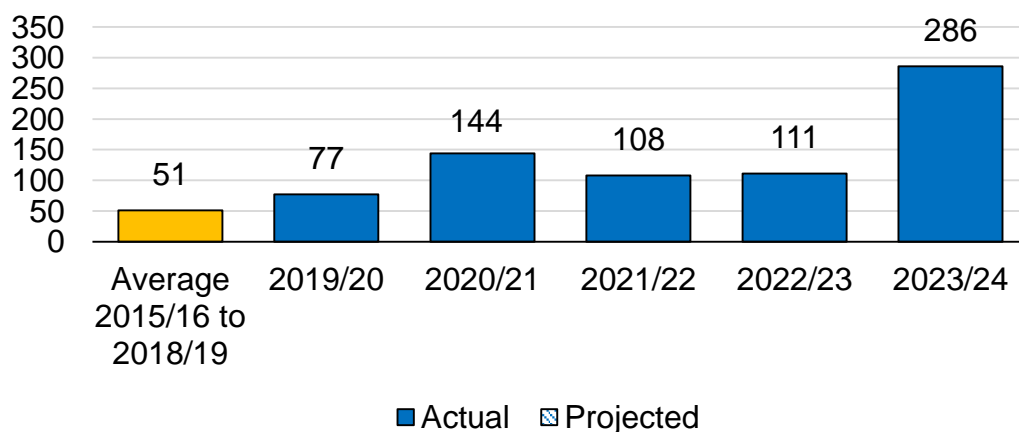
	Temporary accommodation (including emergency accommodation)	Target	Q3 2023/24	Q4 2023/24	Status against target	Trend since Q3	2022/23	2023/24	Status against target	Trend since 2022/23
5.2	Rent collected for emergency accommodation	95%	89.82% (£2.42m of £2.69m)	90.43% (£3.35m of £3.71m)			96.43%	90.43% (£3.35m of £3.71m)		
5.3	Rent collected for leased properties	95%	97.21% (£4.49m of £4.62)	98.55% (£5.98m of £6.07m)			92.71%	98.55% (£5.98m of £6.07m)		
5.4	Rent collected for Seaside Homes	95%	97.32% (£3.99m of £4.10m)	97.97% (£5.29m of £5.40m)			92.76%	97.97% (£5.29m of £5.40m)		
<p>The three indicators above cover the financial year to date, and their methodology has been revised for 2023/24 due to the development of a new reporting system developed in consultation with Finance and the Corporate Debt Board, to align with other income collection indicators used across the council. This methodology excludes rent loss from voids but factors in changes to the amount of rent arrears over time. Rent collection for emergency accommodation tends to be more challenging to collect than for other types of accommodation, because the placements are shorter-term than for other types of accommodation, with income from Housing Benefit often coming in several weeks after the placement started, due to the time taken to process the claim.</p>										
5.5	Void temporary accommodation dwellings	For info	44	63	n/a	n/a	68	63	n/a	n/a
<p>Three were 63 void emergency and temporary accommodation dwellings at the end of March 2024, excluding 34 voids that were with the Empty Homes Team for works.</p>										
5.6	Seaside Homes properties with a valid Landlord's Gas Safety Record	100%	99.60% (492 of 494)	100.00% (494 of 494)			99.39% (491 of 494)	100.00% (494 of 494)		

6.1 New supply of additional council homes

A total of **726** homes were completed between April 2019 and March 2024. The total for 2023/24 (286) exceeded all previous years, and this programme has been delivered during a period of unprecedented complexity due to the Covid-19 pandemic and recovery phase.

- 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: 111 homes – buy backs (52 Home Purchase and 17 RSAP) and Victoria Road (42)
- 2023/24: 286 homes – buy backs (42 Home Purchase, 5 RSAP and 15 Local Authority Housing Fund – LAHF), Homes for Brighton & Hove rented units (49 at Quay View and 127 at Coldean Lane), Hidden Homes (4), Kubic Apartments (38), Charles Kingston Gardens (2) and Grand Parade (4)

Additional council homes per year (actual and projected)

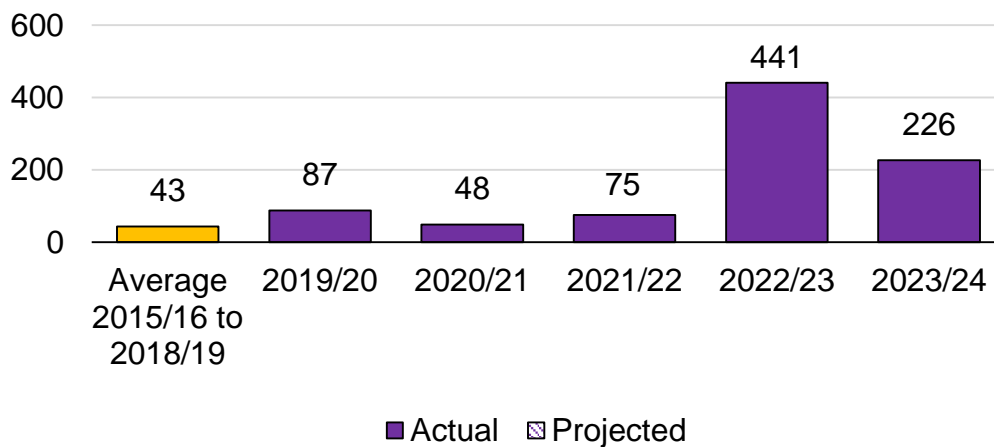


6.2 New supply of other affordable homes

A total of **877** homes (385 rent and 492 shared ownership) were completed between April 2019 and March 2024. This programme has been delivered during a period of unprecedented complexity due to the Covid-19 pandemic and recovery phase.

- 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: 441 homes – Edward Street (33), School Road (104), Preston Barracks (67), Graham Avenue (125), Sackville Hotel (7), New Church Road (5) and King’s House (100)
- 2023/24: 226 homes – Homes for Brighton & Hove shared ownership units (55 at Quay View and 115 at Coldean Lane), York and Elder (22), Hove Gardens – Ellen Street (16), Allingham Place – Ovingdean Road Ovingdean (18)

Other additional homes per year (actual and projected)



6.3 Council housing – buy backs (Home Purchase, NSAP, RSAP and LAHF)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Total
Total applications	5	53	87	156	155	94	110	660
... of which became purchases	2	32	53	91	82	53	30	343
... of which rejected by either party	3	21	34	65	72	38	18	251
... of which outcome pending	0	0	0	0	1	3	62	66


Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Total
Completed purchases	1	13	43	65	89	70	62	343
... general needs social rent	0	0	1	4	0	2	0	7
... general needs 27.5% Living Wage	0	0	5	17	21	11	11	65
... general needs 37.5% Living Wage	1	5	24	15	42	39	26	152
... general needs at LHA rates	0	0	0	0	0	0	8	8
... temporary housing at LHA rates	0	8	13	29	26	18	17	111


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 (£)
343	7	65	152	119	60 *	£2.649m **	(£0.891m)

* Of the 168 purchases following Housing Committee decision to use rent reserve to keep rents as low as possible

** Applied up to 31 March 2024 – this leaves £0.611m to be carried forward to 2024/25 to be used against the future programme.

 Council housing – new supply		Q3 2023/24	Q4 2023/24	2022/23	2023/24
6.4	Additional council homes	18	112	111	286
6.5	... at Local Housing Allowance (LHA) rents	33% (6 of 18)	11% (12 of 112)	41% (46 of 111)	9% (25 of 286)
6.6	... at 37.5% Living Wage rents	44% (8 of 18)	5% (5 of 112)	48% (53 of 111)	10% (26 of 286)
6.7	... at 27.5% Living Wage rents	17% (3 of 18)	5% (5 of 112)	10% (11 of 111)	4% (11 of 286)
6.8	... at social rents	6% (1 of 18)	80% (90 of 112)	1% (1 of 111)	78% (224 of 286)

 Council housing – stock		Q3 2023/24	Q4 2023/24	2022/23	2023/24
7.1	Stock additions from new supply (excluding Kubic Apartments and one block at Denman Place*)	18	112	111	207
7.2	Other stock additions (acquisitions from housing associations which already had tenants)	0	15	0	31
7.3	Council homes sold through the Right to Buy	2	3	38	18
7.4	Net change in the number of council homes	+16	+124	+73	+220
7.5	Total council owned homes	11,915	12,039	11,819	12,039

*The end of year 2023/24 stock figure of 12,039 has been aligned with the Housing Revenue Account (HRA) stock reconciliation carried out by Finance for the council's annual Statement of Accounts, which does not yet include 79 of the 286 additional council homes counted in the previous table (38 at Kubic Apartments and 41 at one of the blocks at Denman Place). This is because while this new supply had been achieved during 2023/24 from a development perspective, these new build properties were not quite at a stage where they could be counted as part of stock for the purpose of valuations. The council owned dwelling stock of 12,039 includes 10,946 general needs, 895 seniors housing and 198 temporary housing.

**Council housing – tenancy management**

Target

Q3
2023/24Q4
2023/24Status
against
targetTrend
since
Q3

2022/23

2023/24

Status
against
targetTrend
since
2022/23

8.1

Corporate KPI: Rent collected from current council tenants

95.36%

93.63%
(£61.0m of
£65.2.m)93.46%
(£60.1m of
£65.1m)94.02%
(£55.1m of
£58.6m)93.46%
(£60.1m of
£65.1m)

The methodology for the indicator above excludes rent loss from voids but factors in changes to the amount of rent arrears over time. The Q3 collection rate is a forecast for the 2023/24 financial year and the Q4 rate is the actual result. Although there was a decline in the rent collection rate of 1.64 percentage points over the course of the 2022/23 financial year performance is now stabilising, as the decrease during 2023/24 was lower at 0.56 percentage points. Performance was particularly impacted by staff vacancies in the Income Management team earlier in the year, which have now been resolved. The impact of Universal Credit (UC) on tenants' incomes remains a challenge. At the end of March 2024, 30% of households are known to be in receipt of UC. The team are newly able to report this using the UC Verification Portal from the Department for Work and Pensions (DWP) as the data source, and new indicator(s) about UC will be developed for this report going forward. Of the households on UC, 57% have their rent paid directly to the council because they are in arrears, of these 14% are in significant arrears. An increasing number of claimants are migrating on to UC from legacy benefits. The DWP have confirmed that migration will resume in Brighton and Hove in February 2024. This is expected to have an impact on at least 800 households over the coming months. This will automatically increase arrears, as UC claimants are generally paid five weeks in arrears. The 2024/25 financial year will contain 53 Mondays, and therefore rent weeks, rather than the 52 covered by UC in a given year (UC is calculated this way because it is paid monthly). This will lead to a shortfall of one week's worth of UC payments for all tenants on UC, this will also impact on arrears. The service resumed serving Notices of Seeking Possession for rent arrears in January 2023 and as of February 2024 has resumed enforcement action through the courts where this and other interventions have failed. During the Notice period there is an emphasis on support, including face-to-face contact such as home visits. Many procedural changes introduced over the last year place a greater emphasis on early intervention. A key element of the recovery plan is the further development of the housing management IT system to improve income recovery through a system led escalation policy. This will also help categorise, prioritise and automate some of the casework. The revised escalation policy is currently in progress with a 'go live' date expected in Q3 2024/25. The revised collections approach has been introduced to the team and has been partially implemented, focusing on personal contact which will form the basis of a wider collection procedure. A 'go live' date for the full procedure is expected to be released alongside the escalations policy in Q3 2024/25. Tenants also have the offer of the money advice and debt provider (Money Advice Plus) service which is separate to but funded by Housing.

8.2

Evictions due to rent arrears

Info

0

0

n/a

n/a

0

0

n/a

n/a

8.3

Evictions due to anti-social behaviour (ASB)

Info

1

2

n/a


n/a

1










3

n/a








n/a

 Council housing – tenancy management	Target	Q3 2023/24	Q4 2023/24	Status against target	Trend since Q3	2022/23	2023/24	Status against target	Trend since 2022/23	
8.4	New reports of ASB from victims and witnesses	Info	154	130	n/a	n/a	657	626	n/a	n/a
8.5	ASB perpetrator cases opened	Info	99	83	n/a	n/a	428	402	n/a	n/a
8.6	ASB perpetrator cases closed	Info	83	74	n/a	n/a	449	369	n/a	n/a
8.7	Average days to close ASB perpetrator cases	Info	103	149	n/a	n/a	108	122	n/a	n/a
8.8	Active ASB perpetrator cases at quarter end	Info	162	171	n/a	n/a	138	171	n/a	n/a














The ASB indicators in this report were developed to reflect the way ASB is recorded on the housing management IT system, which includes reports from victims and witnesses as well as linked cases dealt with in relation to the perpetrators. There can often be multiple victims and witnesses linked to a single perpetrator. Recent analysis for 2023/24 of the overlaps between these has identified 675 unique ASB cases recorded during it, and the indicators in this table will reflect this revised methodology from Q1 2024/25 onwards. The Housing service wishes for residents to report ASB, so the number of cases can be driven by reporting as well as incidents and the service welcomes the former.

8.9	 Calls answered by Housing Customer Services	85%	81% (4,480 of 5,565)	90% (5,902 of 6,529)			87% (22,160 of 25,382)	87% (22,193 of 25,628)		
8.10	Emails received by Housing Customer Services	Info	4,102	6,799	n/a	n/a	25,159	23,600	n/a	n/a
8.11	Closed Tenancy Sustainment cases with positive outcome	90%	88% (35 of 40)	69% (9 of 13)			94% (75 of 80)	85% (56 of 66)		
















Performance was below target during Q4 because four cases were closed due to non-engagement by the tenant. Performance for 2023/24 was better than for Q4, but down compared to the previous financial year. A potential factor influencing performance is the increasingly complex needs of tenants referred to the service, who are difficult to engage and to achieve a sustained outcome. The officers will only close a case for non-engagement after several attempts at contact, or if the tenant does not consent to work with the team. Closing cases in a timely way ensures we can open new cases on the waiting list for the service.




















 Council housing – voids and lettings	Target	Q3 2023/24	Q4 2023/24	Status against target	Trend since Q3	2022/23	2023/24	Status against target	Trend since 2022/23	
9.1  Average re-let time in calendar days excluding time spent in major works	21	47	59			77	56			
<p>Although the target was missed for Q4 and the 2023/24 financial year, performance for this indicator has improved over the last three financial years (96 days in 2021/22, 77 days in 2022/23 and 56 days in 2023/24). Re-let times still remain high while recovery efforts remain underway to tackle a backlog of empty council homes, which although decreasing still includes many homes which have been empty for long periods of time. Nonetheless, the total number of lets (the sum of items 9.3 and 9.4 below) has been increasing over the last three financial years (515 in 2021/22, 639 in 2022/23 and 753 in 2023/24). There has been the additional challenge during 2023/24 of letting a large number of new homes (256 of the 753 lets) from new build schemes completed at Victoria Road, Quay View and Denman Place, which has had the knock-on effect of many previously occupied homes becoming void due to many existing tenants transferring to new homes in these schemes.</p>										
9.2 Average 'key to key' re-let time in calendar days including time spent in major works	Info	109	163	n/a	n/a	125	140	n/a	n/a	
9.3 Number of previously occupied council homes re-let (general needs and seniors)	Info	134	95	n/a	n/a	560	497	n/a	n/a	
9.4 Number of new council homes let for the first time (general needs and seniors)	Info	12	114	n/a	n/a	79	256	n/a	n/a	
9.5  Void general needs and seniors council homes (includes new homes)	Info	106	137	n/a	n/a	180	137	n/a	n/a	
9.6 Void council owned temporary and NSAP/RSAP accommodation homes (includes new homes)	Info	17	36	n/a	n/a	22	36	n/a	n/a	
<p>The two indicators above provide a snapshot of empty council owned homes on the last day of the period, whether they were available to let or otherwise (for example, because they were undergoing major works at the time).</p>										


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 yet possible to fully integrate reporting between them, meaning that performance data is currently being extracted and manually combined.

 Council housing – Repairs and maintenance		Target	Q3 2023/24	Q4 2023/24	Status against target	Trend since Q3	2022/23	2023/24	Status against target	Trend since 2022/23
10.1	Emergency repairs completed within 24 hours	99%	95.2% (3,345 of 3,512)	95.3% (3,159 of 3,316)			97.8% (11,377 of 11,635)	95.4% (13,113 of 13,751)		
10.2	Corporate KPI: Routine repairs completed within 28 calendar days	70%	50.4% (2,899 of 5,755)	41.3% (2,180 of 5,277)			53.3% (9,863 of 18,518)	46.4% (10,048 of 21,664)		
10.3	Average days to complete routine repairs	15	92	92			74	94		

Repairs completed recently have included jobs from a backlog of older non-urgent jobs, which is in the process of being reduced. This means that these jobs took longer than their target timescales once they were completed. The 2023/24 result for the proportion of routine council housing repairs completed within 28 calendar days is 46.4% (10,048 of 21,664). This is impacted by the number of very old non-urgent jobs (4,700 were originally issued before 1st April 2023). Of the 16,964 newer jobs issued on or after 1st April 2023, 58.1% (9,851 of 16,964) were completed within 28 days, which is closer to the 70% target. There were increased pressures earlier in the year following a period of poor weather and significantly higher levels of reported damp and condensation cases following the tragic Rochdale case. Repairs & Maintenance had 950 live damp and condensation cases on 23 April 2024, which is down from 1,010 on 15 December 2023. All recruitment has now been completed and the service has taken on two additional contractors to help recover the backlog of older jobs to ensure that essential repairs are carried out, and these contractors will contact tenants directly to arrange appointments. The service completed an average of 7,538 repairs per quarter (2,909 of which are emergency and 4,629 of which are routine repairs) during 2022/23. Since then, the quarterly average for 2023/24 has increased to 8,854 (of which 3,438 emergency and 5,416 routine). The average number of repairs per quarter between 2015 and 2020 when Mears held the contract for repairs was 8,102 repairs per quarter.

 Council housing – Repairs and maintenance		Target	Q3 2023/24	Q4 2023/24	Status against target	Trend since Q3	2022/23	2023/24	Status against target	Trend since 2022/23
10.4	 Calls answered by Repairs Helpdesk	85%	92% (18,315 of 19,807)	91% (17,991 of 19,681)			85% (69,333 of 82,030)	93% (65,985 of 70,994)		
Following a request at Central Area Panel, this report will also include the number of emails and online forms received by the Repairs Helpdesk, starting from Q1 2024/25. This request has already been actioned when it comes to emails received by Housing Customer Services.										
10.5	 Surveyed tenants satisfied with repairs: standard of work	96%	97% (1,128 of 1,161)	98% (778 of 793)			97% (2,321 of 2,382)	98% (5,075 of 5,185)		
10.6	Surveyed tenants satisfied with repairs: overall customer service	96%	97% (1,123 of 1,161)	99% (783 of 793)			98% (2,326 of 2,382)	98% (5,072 of 5,185)		

 Council housing – investment and asset management		Target	Q3 2023/24	Q4 2023/24	Status against target	Trend since Q2	2022/23	2023/24	Status against target	Trend since 2022/23
11.1	Corporate KPI: Council dwellings meeting Decent Homes Standard	100%	96.6% (11,428 of 11,828)	97.2% (11,711 of 12,046)			95.8% (11,323 of 11,819)	97.2% (11,711 of 12,046)		
<p>There were 335 non-decent homes at the end of Q4, down from 404 at the end of Q3. Of these, 58% were because ‘key components’ such as windows and external doors were not up to standard. Another 23% were because ‘non-key’ components such as kitchens and bathrooms were not up to standard, 12% were because of identified health and safety risks (which are prioritised) and 6% because thermal comfort criteria were not met. Delivery of planned works for all areas is ongoing following delays in establishing contracts and five-year improvement programmes are now in place for these, including kitchens, bathrooms, roofs, doors and external/communal decorations. A difficulty with works such as kitchens and bathrooms is that they are disruptive to tenants, and often have to be carried out while properties are empty. There have been performance issues with kitchens and bathroom contractors, and additional contractor resource has now been appointed, with a view to enhance the programme accordingly during 2024/25. The government are reviewing the decent homes standard as part for the Social Housing Regulation Act. To prepare for this, the Housing investment & Asset Management service have been planning and resourcing the service for expected increases in requirements. Two asset stock surveyors have been appointed to improve the information held on the asset management IT system and to provide additional review of that information, their priorities will be internal surveys of our stock and to update on the condition of kitchen and bathrooms in particular as well as general conditions and identifying damp and mould issues.</p>										
11.2	Corporate KPI: Energy efficiency rating of council homes (out of 100)	73.8	74.1	74.1			74.1	74.1		
11.3	 Council dwellings with a valid Landlord's Gas Safety Record	100%	99.97% (10,073 of 10,076)	99.99% (10,107 of 10,108)			99.98% (10,108 of 10,110)	99.99% (10,107 of 10,108)		
11.4	 Lifts restored to service within 24 hours	95%	89% (118 of 133)	94% (197 of 210)			91% (530 of 582)	91% (611 of 673)		

 Leaseholder disputes		Q3 2023/24	Q4 2023/24	2022/23	2023/24
12.1	Stage one disputes opened	39	1	18	52
12.2	Stage one disputes closed	39	10	20	50
12.3	Active stage one disputes (end quarter)	36	27	28	30
12.4	Stage two disputes opened	8	2	9	12
12.5	Stage two disputes closed	6	3	5	13
12.6	Active stage two disputes (end quarter)	7	6	7	6
12.7	Stage three disputes opened	2	2	1	5
12.8	Stage three disputes closed	1	1	0	4
12.9	Active stage three disputes (end quarter)	2	3	2	3

Environmental Improvement Proposals -carried forward from 2022/23 - approved

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Committed/ spend
EIP079	Central	01-Oct-19	Residents via Community Engagement Team	Kebbell Lodge, High Street, BN2 1SU	Benches x 4 broken desire for more.	Accept subject to consultation	Consultion completed 29/11/23	£4,104	£4,104		Completed 19/4/23	£3,149.73
EIP080	Central	01-Oct-19	Residents via Community Engagement Team	Kebbell Lodge, High Street, BN2 1SU	Raised beds for vegetables/ Herb garden,	Accept subject to consultation	Consultion completed 29/11/23	£1,410	£1,410		Completed 19/4/23	£1,410.44
EIP108	Central	02-Oct-19	Residents via Community Engagement Team	Kebbell Lodge, High Street, BN2 1SU	Garden clearance and planting	Accept subject to consultation	Consultion completed 29/11/24	£6,317	£500	£5,817	Completed 19/4/23	£5,906.37
EIB110	Central	02-Oct-19	Residents via Community Engagement Team	Kebbell Lodge, High Street, BN2 1SU	Additional Storage plus increase wall height	Accept subject to consultation	Consultion completed 29/11/26	£1,100	£1,100		Completed 19/4/23	£1,100.00
EIB094	West	07-Nov-19	Residents via Housing Manager	Harmsworth Crescent, Hove BN3 8BU	Enclosure of bin areas outside bungalows (remainder)	Accept	Second phase	£9,689	£9,689		Completed 22/6/23	£8,769.00
EIB103	North	04-Aug-20	Residents via Community Engagement Team	Roedale Court, Upper hollingdean Road, BN1 7GR	Landscaping	Accept	Completing landscaping during winter	£1,613		£1,613	Completed 28/2/24	£1,250.00
EIB147	Central	04-May-20	Residents via Community Engagement Team	Leach Court, Eastern Road, Brighton, BN 2 0DE	Landscaping	Accept	12 month visit/ gap up	£2,903		£2,903	Completed 28/2/24	£2,400.00
EIB225	North	09-Apr-21	Deborah Byrne	Hodshrove place, Brighton	Bin storage	Accept		£7,993	£7,000	£993	Completed 26/10/23	£6,457.22
EIB237	North	16-Jun-21	Residents via Housing Manager	Horton Road	Bin Storage	Accept	Delay in delivery of bins	£8,185	£8,185		Completed Aug 23	£9,612.00
EIB251	West	03-Aug-21	Residents via Community Engagement Team	Conway Court	Landscaping	Accept	12 month maintenance/ mulching & additional access path	£2,416		£2,416	Completed 21/2/24	£2,393.50
EIB256	North	25-Aug-21	Residents via area panel	Davey Drive	Landscaping	Accept	12 month maintenance visit and additional planting	£5,000		£5,000	Completed 28/2/24	£1,285.00
EIB287	North	05-Nov-21	Residents via Housing Manager	Burstead Close	Bin Storage	Accept	Remainder of monies - additional works required	£8,991	£8,991		Completed 26/4/23	£1,619.00
EIB301	East	01-Mar-22	Residents via Housing Manager	Lichfield& Framfield	Bin Storage	Accept	approved March 2022	£5,000	£5,000		Completed 8/8/23	£6,086.51

EIB311	North	10-Mar-22	Residents via Community Engagement Team	Hodshrove place, Brighton	Landscaping	Accept	remaining money used to gap up, bins & grouting patio				Completed 22/3/24	£1,930.82
EIB331	West	24-May-22	Residents via Housing management	Elizabeth Court	Increase bio-diversity	Accept		£800		£800	Wild flower turf due March 24	£850.00
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	<i>Review as part of future tree planting</i>	
EIB380	North	27-Jul-22	Stanmer Heights Walkabout	The Gathering Place	Brambles around community centre	Accept	12 month maintenance visit and additional planting	£1,325		£1,325	<i>Completed 28/2/24</i>	£1,445.00
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	<i>Closed</i>	Referred to city parks
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	<i>No balls sign removed. Waiting for consultation</i>	
EIB396	Central	03-Aug-22	Complaint via housing management	Sylvan Hall Estate	Bin Storage Phase I	Accept		£24,309	£24,309		<i>Part completed & new bins ordered proposals drawn up for further consultation</i>	£1,940.00
EIB403	East	22-Aug-22	Complaint via Councillor	Lodsworth Close/ Tillington/ Lichmere	Bin storage & increasing recycling	Accept	Partial completed, access to tilsmore needed reprocurement	£1,000	£1,000		<i>Completed 6/7/23</i>	£565.00
EIB407	West	29-Sep-22	Residents via Community Engagement Team	Muriel House	Grouting of paved area, wild flower turf & replacement garden benches and improve appearance	Accept	Let down by contractor,- procure	£12,000		£12,000	<i>Completed 8/8/23 - gardening works in progress</i>	£11,950.31
EIB415	West	01-Nov-22	Residents via Housing management	Harmsworth Crescent	Clearance of weeds and over grown shrubs	Accept	clearance of additional hard standing (85-100)	£3,681		£3,681	<i>Completed 21/6/23</i>	£985.00
EIB416	West	16-Nov-24	Residents via Community Engagement Team	Ingram crescent	Adaptions to bin storage areas for greater accessibility	Accept	Mountbatten & Jordan Courts	£5,505		£5,505	<i>Completed 26/9/24</i>	£2,226.69
EIB417	West	24-Nov-22	Residents via Housing management	Hazel Holt	Replacement of fencing	Accept	remaining monies for bin screening & wild flower turf	£8,686	£4,000	£4,686	<i>Completed 15/6/23</i>	£4,779.67

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	£3,000	£3,000		<i>needs consultation for bike store due to accessibility</i>	
EIB420	East	15-Nov-22	Residents via Housing management	Waltermay House	Remaining monies from landscape refresh	Accept	Sorted flooding, fencing, steps, handrails to improve access. and garden furniture	£5,599	£5,599		<i>Completed 17/1/24</i>	£6,905.64
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		<i>Completed 24/10/23</i>	£15,526.74
EIB423	Central	24-Nov-22	Residents via Housing management	Sloane Court	Landscape improvements	Accept	Used for paving around planters, new fence & additional plants	£6,383	£3,000	£3,383	<i>Completed 9/1/24</i>	£6,735.30
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		<i>Completed 12/1/24</i>	£5,420.98
EIB425	East	28-Nov-22	Residents via Housing management	Manor Paddock	Garden Improvements	Accept	Remaining money used to replace dilapidated garden furniture	£2,486	£2,486		<i>Completed 24/11/23</i>	£1,372.50
EIB427	North	28-Nov-22	Residents via Housing management	Elwyn Jones Court	Landscape improvements to reduce noise/ pollution	Accept	<i>Planting and dilapidated fence replaced</i>	£5,102		£5,102	<i>Completed 21/2/24</i>	£2,685.19
EIB428	Central	06-Dec-22	Residents via Housing management	Sorrel Court	Planters for the green	Accept	Replaced knee rail, wildflower turf & 3 raised planters	£6,000	£6,000		<i>Works completed 29/7/23</i>	£4,708.76
EIB432	Central	22-Dec-22	Residents via Housing management	Somerset Point	Access & garden improvements	Accept	<i>Delay due to scaffolding</i>	£6,400	£5,000	£1,400	<i>Completed 8/3/24</i>	£5,829.07
EIB433	North	06-Jan-23	Residents via Community Engagement Team	Warmdene Road	Replacement fencing/ bike storage	Accept		£12,000		£12,000	<i>Completed 22/6/23</i>	£8,027.00
EIB438	East	02-Feb-23	H&S	Chadbourn Close	Replace damaged railing for safety	Accept	Agreed	£6,000	£6,000		<i>Completed 18/5/23</i>	£3,281.61
EIB439	North	10-Feb-23	Residents via Housing management	Rodmell Place	Raised planters and restoration of garden areas.	Partial	Further consultation required	£2,000	£2,000		<i>Completed 06/07/23</i>	£2,482.50
EIB440	West	14-Feb-23	Residents via Housing management	Lovegrove Court	Accessible Bin storage	Accept		£8,000	£8,000		<i>Residents requested stop while review</i>	

EIB441	North	21-Feb-23	Residents via Community Engagement Team	Tavistock Down	Community garden replacement of raised planters	Accept		£8,000	£8,000		<i>Completed 06/07/23</i>	£5,883.17
EIB443	East	03-Mar-23	Residents via Community Engagement Team	Manor Way	Refresh garden area around South Whitehawk Sign	Accept		£1,500		£1,500	<i>Completed 29/2/24</i>	£1,155.97
								£ 229,498				£ 148,126

Environmental Improvement Proposals 2023/2024 - approved

EIB 430	East	10-Dec-22	Residents via Community Engagement Team	White Hawk	Antislip coating & relining of multi-use games area	Accepted	Following survey agreed to increase funding to resurface tarmac	£35,000.00	£25,000	£10,000	Resurface completed 25/3/24. Relining/ coating by 13/5/24	£34,810.00
EIB445	West	23-Mar-23	Residents via Community Engagement Team	Parker Court,	Replacement knee rail & Bike storage	Accept		£8,500.00	£8,500		Works completed 6/12/23	£8,177.02
EIB446	West	03-Apr-23	Residents via Community Engagement Team	Ellen House	Bike Storage	Accept	Consult on location	£3,500.00	£3,500		Works completed 12/12/23	£2,220.31
EIB447	West	03-Apr-23	Residents via Housing management	Elizabeth Court	Awning/ gazebo	Approved		£5,000.00			Works completed 15/3/24	£3,662
EIB448	West	03-Apr-23	Residents via Housing management	Muriel House	Path improvements	Accept	tarmac deteriorating making it difficult for users of walkers -	£6,000.00	£6,000		<i>Completed 23/6/23</i>	£4,227.26
EIB450	East	13-Mar-23	Residents via Housing management	Chadborn Close	Bin storage	Accept	<i>Increase due to complaints- new area created</i>	£7,500.00	£7,000	£500	<i>Completed 6/3/24</i>	10650,37
EIB451	North	20-Apr-23	Residents via Community Engagement Team	Nettleton Court & Dudeney Lodge	Dog free growing area	Accept	<i>Fencing, raised vegetable planters, composters</i>	£8,000.00	£6,000	£2,000	<i>Completed 26/3/24</i>	£5,245.81
EIB452	North	26-Apr-23	Residents via Community Engagement Team	Stanmer Heights	Replace notice boards	Accept	<i>Needs to be closed boards with mag locks</i>	£2,000.00		£2,000	Completed 14/12/23	£2,782.67
EIB453	North	03-May-23	Residents via Housing management	Burwash lodge	Handrail	Accept		£1,500.00	£1,500		<i>Completed 23/8/23</i>	£710.89
EIB454	East	04-May-23	Housing management	WestHam	Tidy up	Accept		£2,000.00	£2,000		<i>Completed 30/7/23</i>	£1,845.00
EIB456	East	09-May-23	H&S	Nuthurst Close	path repairs/ resurfacing	Accept	<i>but inform/ check access</i>	£7,000.00	£7,000		<i>Completed 5/12/23</i>	£6,971.64

EIB458	Central	16-May-23	Residents via Community Engagement Team	Essex Place, Montague Street, BN2 1LB	Garden improvements	Accept	<i>Replace fencing, tarmac pathway, provide accessible planters and level patio. Refresh planting</i>	£22,000.00	£15,000	£10,000	<i>Completed 28/2/24</i>	£21,623.92
EIB459	West	22-May-23	Residents via Community Engagement Team	Conway court	Accessibility - replace benches with flip seating x 2	Accept		£500.00	£500		<i>Completed 30/10/23</i>	£782.00
EIB460	North	26-May-23	Residents via Community Engagement Team	Bates Estate BN1 6PF	Tidy up	Accept		£8,000.00		£8,000	<i>Completed 5/3/24</i>	£6,819.71
EIB462	Central	01-Jun-23	H&S	The Courtlands, Ashton Rise	Replace damaged railing for safety	Accept		£1,000.00	£1,000		<i>Completed 3/8/23</i>	£1,642.16
EIB463	Central	03-Jun-23	Residents via Housing management	Cranbrook	Bin screening	Accept	<i>but just in same position</i>	£2,000.00	£1,500	£500	<i>Completed 23/8/23</i>	£3,508.37
EIB464	North	07-Mar-23	Residents via Community Engagement Team	Roedale Court	waterbutts & more raised planters	Accept		£5,000.00	£5,000		<i>Completed 21/3/24</i>	£3,370.00
EIB467	East	30-Jun-23	H&S	Falcon Court	Replacement hand rail	Accept		£4,000.00	£4,000		<i>Completed 15/12/23</i>	£2,287.98
EIB469	West	30-Jun-23	Residents via Local Councillor	Harmsworth Crescent	Additional bin storage	Accept		£15,000.00	£15,000		<i>Completed 27/11/23</i>	£15,685.72
EIB470	North	07-Jul-23	Residents via Housing management	Rodmel Place	Bin storage area	Accept		£8,000.00	£8,000		<i>Completed 2/1/24</i>	£9,450.00
EIB471	East	23-Jul-23	Residents via Community Engagement Team	Lichfield Court	remove old bin store	Accept		£3,500.00		£3,500	<i>Completed 6/9/23</i>	£2,459.96
EIB472	Central	20-Jul-23	Residents via Community Engagement Team	Kingswood Flats	Access and improvements	Accept		£7,000.00	£7,000		Approved works completed Waiting for final consultation	£1,798
EIB473	Central	20-Jul-23	Residents via Community Engagement Team	Kingswood Flats rear	Improvements to rear garden	Accept		£18,000.00	£18,000		works Completed 14/3/24 - some landscaping to complete	£11,325
EIB474	Central	20-Jul-23	Residents via Community Engagement Team	Milner Flats/Nelson Row	Garden clearance and gating Nelson Row	Accept		£8,700.00	£6,000	£2,700	<i>Completed 22/2/24</i>	£6,439.20
EIB476	West	27-Jul-23	Residents via Housing management	Sanders House	Paving & landscaping	Accept		£7,000.00		£7,000	<i>Completed 5/3/24</i>	£4,511.84

EIB477	West	27-Jul-23	Residents via Community Engagement Team	Ellen Street	Fencing & Handrails	Accept		£4,000.00	£4,000		<i>Works completed 9/11/23</i>	£1,690.92
EIB479	North	01-Aug-23	Residents via Community Engagement Team	Waldron Avenue	Repair planters	Accept		£2,000.00	£2,000		<i>Completed 6/11/23</i>	£2,494.00
EIB480	West	01-Aug-23	Residents via Housing management	Muriel House	Refresh Planting	Accept		£3,000.00		£3,000	<i>Completed 21/2/24</i>	£2,112.75
EIB481	Central	07-Aug-23	Residents via Local Councillor	Ashton Lodge	Prune back vegetation on bank	Accept		£1,000.00		£1,000	<i>Completed 4/1/24</i>	£195.00
EIB482	West	09-Aug-23	Residents via Community Engagement Team	Parker Court, Foredown Road, Portslade, BN41 2FT	Bike storage and landscaping	Accept	<i>fencing & landscaping</i>	£5,000.00	£2,500	£2,500	<i>Completed 4/1/24</i>	£4,935.24
EIB483	West	09-Aug-23	Residents via Community Engagement Team	Downland Court, Stonery Drive, Portslade, BN41 2PS	Pathway , signage, bin storage	Accept - partial	<i>Yes to wall & signage. Path covered by majors . No to bins</i>	£4,000.00	£4,000		<i>Completed 27/11/23</i>	£3,317.68
EIB486	North	11-Aug-23	Residents via Community Engagement Team	Mimosa Court	Washing area/ fencing	Accept	<i>Concerns over positioning of rotary dryers - consult</i>	£7,000.00	£6,000	£1,000	<i>Part complete/ consulting</i>	£395
EIB487	Central	16-Aug-23	Residents via Community Engagement Team	Essex Place,	Replacement Gate	Accept		£1,500.00	£1,500		<i>Completed 30/11/23</i>	£1,310.88
EIB488	North	16-Aug-23	Residents via Community Engagement Team	Brentwood Road, Btn, BN1 7EQ	Replace fencing rear of 10-20	Accept		£4,000.00	£4,000		<i>Completed 14/2/24</i>	£3,723.18
EIB489	North	16-Aug-23	Residents via Community Engagement Team	Brentwood Road, Btn, BN1 7EQ	Resort bin storage	Accept		£2,500.00	£2,500	£2,500	<i>Completed 24/1/24</i>	£3,466.84
EIB490	East	07-Sep-23	H&S	Whitehawk upper play area	Fencing	Accept		£12,000.00	£12,000		<i>Part Complete 15/12/23/ ordered</i>	£4,508
EIB491	North	06-Sep-23	Residents via scheme manager	Jasmine Court, Patchdean, BN1 8NG	Bike Store	Accept	<i>But see if can locate shelter/ store</i>	£3,000.00	£3,000		<i>Completed 1/2/24</i>	£1,449.09
EIB493	North	21-Aug-23	Residents via Community Engagement Team	Bates Estate BN1 6PF	Pathway/steps	Accept		£2,000.00	£2,000		<i>Completed 6/12/23</i>	£987.47
EIB494	North	24-Aug-23	Residents via Community Engagement Team	Barcombe Place	Fence/ Bin area	Accept		£2,000.00	£2,000		<i>Completed 30/11/23</i>	£716.88

EIB496	East	21-Aug-23	Residents via Housing management	Robert Lodge	Bin Storage	Accept		£3,000.00		£3,000	bin enclosures not suitable- re procuring	£1,212
EIB499	Central	29-Aug-23	Residents via Community Engagement Team	Essex Place	Community room Kitchen refurb	Accept		£20,000.00		£20,000	<i>Invoiced 30/10/23</i>	£20,000.00
EIB500	West	06-Sep-23	Residents via Community Engagement Team	Clarke Court, Walsingham Rd Hove BN3 4FW	Fence for wild garden	Accept		£3,000.00	£3,000		<i>Completed 27/11/23</i>	£2,014.68
EIB501	West	28-Oct-23	Residents via Community Engagement Team	Clarendon Community rooms	Refresh of community rooms	Accept	<i>Redecorate, new ceiling, carpets, furniture</i>	£12,000.00	£9,000	£3,000	Main works complete, more works identified	£7,845
EIB504	North	08-Sep-23	Residents via Housing management	Elwyn Jones Court	Line marking	Accept		£2,500.00	£2,500		Delayed due to major works	£2,119
EIB507	Central	13-Sep-23	Residents via Community Engagement Team	Balchin Court	Landscaping	Accept	<i>Tidy, refresh, pathways & 2 raised planters</i>	£2,500.00	£2,500		<i>Completed 14/3/24</i>	£3,376.03
EIB508	North	14-Sep-23	Residents via Housing management	Southmount, Brighton, BN1 7BD	Security gate to side of flats	Accept	<i>Also consult on fence</i>	£5,000.00	£5,000		<i>Completed 26/1/24</i>	£3,259.48
EIB509	North	21-Sep-23	Residents via Housing management	Laburnum Lodge	Resurface pathway	Accept		£25,000.00	£25,000		works completed more to follow	£9,205
EIB510	East	05-Oct-23	Residents via Community Engagement Team	Nuthurst Place	Bin storage	Accept	<i>subject to consultation</i>	£6,000.00		£6,000	Consulting/ procuring	
EIB511	East	05-Oct-23	Residents via Community Engagement Team	Nuthurst Place	Community Space	Accept		£8,000.00	£4,000	£4,000	<i>Completed 29/4/24</i>	£7,737.75
EIB513	West	11-Oct-23	Residents via Local Councillor	Kingston Close	Secure rear gardens	Accept		£3,000.00		£3,000	<i>Completed 20/2/24</i>	£1,613.94
EIB514	North	21-Sep-23	Residents via Community Engagement Team	Holmstead	Landscape improvements/ wildflowers	Accept	<i>Pathway relaid & drainage complete</i>	£12,000.00	£6,000	£6,000	Part completed waiting for further consultation	£8,735.00
EIB515	East	11-Oct-23	Residents via Community Engagement Team	Bird Estate/ adjacent to upper park	Community Space	Accept	<i>Sentri box & benches installed in play area, waiting further consultation</i>	£12,000.00	£10,000	£3,000	Part ordered/ Consulting	£5,000.00
EIB516	North	20-Oct-23	Residents via Local Councillor	Hawthorn Bank	Bin storage	Accept		£1,500.00			<i>Completed 16/2/24</i>	£1,478.34

EIB517	North	20-Oct-23	Residents via Local Councillor	Hodshrove Woods	Clear brambles/ makemore open	Accept		£2,500.00	£2,500	too late before bird nesting		
EIB518	North	20-Oct-23	Residents via Local Councillor	Birdham Place	Fencing / gated access	Accept		£6,000.00	£4,000	£1,000	Completed 17/1/24	£7,603.73
EIB520	North	23-Oct-23	Residents via Community Engagement Team	The Gathering Place	Imake more inviting	Accept		£5,000.00	£5,000		Procuring	
EIB521	West	11-Oct-23	Residents via Community Engagement Team	Clarke Court, Walsingham Rd Hove BN3 4FW	garden improvements	Accept	Clearance, grouting and gate undertaken, further consult on entrance	£12,000.00	£6,000	£4,000	Works completed but consulting on some	£4,793.40
EIB525	East	15-Nov-23	Residents via Community Engagement Team	Turton Close	Bike calming barrier	Accept		£2,000.00		£2,000	Completed 25/1/24	£1,638.26
EIB527	West	01-Dec-23	Residents via Community Engagement Team	Drove Crescent	Community Space	Part	needs wider consultation	£5,000.00	£1,000	£4,000	Completed 26/1/24	£3,215.58
EIB528	North	23-Nov-23	Senior Surveys	Broadfields	Ramp	Accept		£1,000.00		£1,000	Cancelled use change	
EIB529	North	23-Nov-23	Senior Surveys	Charles Kingston Gardens	Ramp & garden refresh	Accept		£5,000.00		£5,000	Ramps installed/ landscape refresh to do	£1,329.88
EIB533	North	23-Nov-23	Senior Surveys	Jubilee Court	Bin screening/ landscape tidy	Accept		£1,000.00		£1,000	Completed 23/2/24	£346.84
EIB535	East	23-Nov-23	Senior Surveys	Southease, White hawk Road	Landscape refresh/ accessibility	Accept	Needs consultation	£12,000.00	£3,000	£9,000		
EIB536	North	30-Nov-23	Residents via Housing management	Lindfield Court	Landscape improvements	Part		£6,000.00		£6,000	Completed 21/3/24	£5,943.97
EIB537	West	23-Nov-23	Senior Surveys	Woods House	Ramp	Accept		£1,500.00	£1,500		Completed 26/3/24	£1,820.00
EIB538	Central	30-Nov-23	Residents via Community Engagement Team	Highden	Community Space	Part	Resurface paths, replace gates, repaint handrails	£5,000.00		£5,000	Costs too high revised/ procuring	
EIB539	Central	30-Nov-23	Residents via Community Engagement Team	Albion House	Garden clearance	Accept		£5,000.00		£5,000	having trouble procuring	
EIB540	West	07-Dec-23	Composting scheme	Conway Court	Access path	Accept		£1,050.00		£1,050	Completed 19/2/24	£1,450
EIB541	East	09-Jan-24	Residents via Housing management	Sandhurst	Overgrown area	Accept		£12,000.00	£2,000	£10,000		
EIB542	East	09-Jan-24	H&S	Queensway	Knee rail	Accept		£3,500.00	£3,500		Completed 11/3/24	£2,467.11
EIB543	West	10-Jan-24	Residents via Cllr enquiry	Hangerton Road	Knee rail	Accept		£2,000.00	£2,000		Completed 13/2/24	£2,905.17

EIB544	Central	12-Jan-24	Residents via Housing management	Thornsedale	Security Fence	Accept		£6,000.00	£6,000		<i>Completed 11/3/24</i>	£5,432.62
EIB547	Central	24-Jan-24	Residents via Community Engagement Team	Grosvenor Centre	Community centre refresh	Accept	needs consultation	£11,000.00	£10,000	£1,000		
EIB548	Central	24-Jan-24	Residents via Community Engagement Team	Tyson Place,	ASB	Accept	needs consultation	£8,000.00				
EIB550	East	25-Jan-24	Residents via Community Engagement Team	Kingfisher community rooms	Community room refurb	Accept	<i>Redec, carpets, kitchen refresh</i>	£15,000.00			<i>Procuring</i>	
EIB552	North	12-Feb-24	Residents via Community Engagement Team	St George's Hall	Improvements	Accept	<i>Tarmac ramps, gate repairs, fencing, gardening</i>	£20,000.00			<i>Tarmac completed, procuring rest</i>	£6,970.00
	North	22-Mar-24	Residents via Community Engagement Team	Dudeney Court	Build Greenhouse	Accept	<i>Request via EDB</i>	£840.00		£840		£840.00

£512,590

£313,172

73

	Proposals	Category	Estimate	Actual
2022-23	40	Accepted/carried forward	£ 229,498	£ 148,126
2023-24	76	Accepted	£ 512,590	£ 313,172
	16	Rejected	£ -	
	116	2023/24 Total	£ 742,088.31	£ 461,297.89
	29	Investigation/ Consult	£ 225,800	

Total projects 116
 Projects completed 87
 Projects in progress 16

Environmental Improvement Proposals - 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			In consultation/ new proposals	

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				In consultation/ new proposals	
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 Team	£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 Engagement Team	£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				Awaiting consultation	
EIB345	North	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				Awaiting consultation	
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 - residents to prioritise requests	£10,000.00				consultation in progress	
EIB351	Central	22-Jun-22	Residents on Estate Walkabout	Front entrances Barclay, Napier, Johnson Bank	Gates requested revisit previous proposal EIB288	Consult	Wider consultaion by Community Engagement	£11,000.00				Awaiting consultation	
EIB368	East	13-Jul-22	Residents on Craven Estate walkabout	Parham Close lower blocks	Creating planters from old bin stores Raised beds requested around community vegetable garden	Consult	Wider consultaion required by Community Engagement Team	£8,000.00				Awaiting consultation	
EIB369	East	13/07/2022	Residents on Craven Estate walkabout	Parham etc	Broken waterbutts across the estate - might be better as EDB quick bid.	Further investigation	Wider consultaion required by Community Engagement	£1,000.00				Awaiting consultation	
EIB372	East	13-Jul-22	Residents on Craven Estate walkabout	Craven Road	tenants would like benches around the estate so they can sit out	Consult	Wider consultaion required by Community Engagement Team	£2,500.00				Awaiting consultation	
EIB381	North	27-Jul-22	Residents on Stanmer Heights Walkabout	Across Estate eg Orchid View rear of blocks	Re-purpose old brick built bin storage at rear of blocks for bicycle Storage or general storage.	Consult	Wider consultaion required by Community Engagement Team	£3,000.00				Awaiting consultation	

EIB385	North	27-Jul-22	Residents on Stanmer Heights Walkabout	Across Estate	Encourage food growing/ increased interest/ community involvement across the estate. Provide shallow raised vegetable beds	Consult	Wider consultaion required by Community Engagement Team	£3,000.00			Awaiting consultation	
EIB386	West	03-Aug-22	Residents on Locks Crescent Walkabout	Blakers Court Portslade BN41 2AD	Resident planting and seating area out front of block. Perhaps with low level fencing, raised planters and a picnic bench. Needs further consultation.	Consult	Wider consultaion required by Community Engagement Team	£7,000.00			Awaiting consultation	
EIB388	West	03-Aug-22	Residents on Locks Crescent Walkabout	Kemps Court	Waterbutts already present but is there any desire for more formal seating areas, raised planters or secure storage. Consultation requied.	Consult	Wider consultaion required by Community Engagement Team	£5,000.00			Awaiting consultation	
EIB390	West	03-Aug-22	Residents on Locks Crescent Walkabout	Cowhayes Court	Washing area not used but area in use for communtiy. improve this area with raised planters, climbers and pernanent 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	£7,000.00			Awaiting consultation	
EIB414	North	31-Oct-22	Complaint via housing management	Goring/ Ferring/ Angmering Court	Bin Storage	Accept		£3,500			Awaiting consultation	
EIB449	North	04-Apr-23	Housing Management	Tavistock Down	Trim trail - bring up to standard	Consult	<i>make safe & consult</i>	£10,000			Awaiting consultation	
EIB457	North	10-May-23	Residents via Housing management	Hodshrove place, Brighton	Fence	Consult	<i>see if residents want further improvements to garden</i>	£8,000			waiting for consultation	
EIB505	West	12-Sep-23	Residents via Community Engagement Team	Sherbourne Close, Hove	Dog free zone/ prunning/ football goal	Consult	<i>Need further consultation for clarity</i>	£35,000			waiting for consultation	

EIB506	West	12-Sep-23	Residents via Community Engagement Team	Sherbourne Close, Hove	Additional Parking	Consult	<i>unlikely to be funded except through controlled parking</i>	£20,000			waiting for consultation	
EIB526	West	01-Dec-23	Residents via Community Engagement Team	Stonery Close	Gate/ Door for security	Consult	<i>Needs to be acceptable to all</i>	£1,200			waiting for consultation	
EIB530	West	23-Nov-23	Residents via Housing management	Elizabeth Court	Furniture/ patio extension	Consult	<i>Needs to be acceptable to all</i>	£7,000.00				
EIB531	North	23-Nov-23	Senior Surveys	Elwyn Jones Court	Artificial plants	Consult		£1,000.00				
EIB532	West	23-Nov-23	Senior Surveys	Evelyn Court	seating refresh	Consult	<i>Needs to be acceptable to all</i>	£3,500.00				
EIB553	North	28-Feb-24	Residents via Housing management	Netleton & Dudeney	Woof Park			£12,000.00				
								£ 225,800				

Environmental Improvement Proposals 2022/2023 - proposals rejected

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status
EIB444	Central	16-Mar-23	Residents via Community Engagement Team	Wiltshire House	Tool storage shed	Reject	Major works due to this block which will include use of carpark.				Closed
EIB455	North	04-May-23	Residents via Community Engagement Team	Walton Bank	Fencing/ ASB	Reject	<i>Need further consideration.</i>				Closed
EIB461	North	31-May-23	Residents via Community Engagement Team	Warmdene Road	Fruit trees & tidy up of garden areas	REJECT	<i>Pass to EDB</i>				Closed
EIB465	North	27-Jun-23	Residents via Housing management	Birdham Place	Landscaping	Reject	<i>Patio works should be Estates/ repairs</i>				Closed
EIB466	North	07-Jul-23	Residents via Housing management	Chelwood Close	Knee rail	Reject	<i>Benefits only one person</i>				Closed
EIB466	North	07-Jul-23	Residents via Housing management	Chelwood Close	Knee rail	Reject	<i>Benefits only one person</i>				Closed
EIB478	North	01-Aug-23	Residents via Community Engagement Team	The Avenue, Bevenden	Parking control measures	Reject	<i>Better as enforcement</i>				Closed

EIB484	West	10-Aug-23	Residents via Community Engagement Team	Downland Court	Outdoor Gym equipment	Reject	<i>we have already invested on the external play area and feel that we should encourage them to seek other funding</i>				Closed
EIB485	North	07-Sep-23	Residents via Housing management	27-41 Lower Bevendean Avenue	Accessible path/ bin storage	Reject	<i>SGN should have considered this , concerns over paths under windows</i>				Closed
EIB492	North	18-Aug-23	Residents via Community Engagement Team	Birdham place	Garden Improvements	Withdrawn	<i>Most items already picked up via Cllr walkabout</i>				
EIB497	North	25-Aug-23	Residents via Community Engagement Team	Bates Estate	Play area	Reject	<i>Concerns over limited flat land on site and currently investment in play areas is high</i>				Closed
EIB498	West	31-Aug-23	Residents via Community Engagement Team	Downland Court	Additional Parking	Reject	<i>Best funded through increased revenue from controlled parking</i>				Closed
EIB502	East	10-Aug-23	Residents via Housing management	17-19 Ravenswood Drive Woodingdean	Fencing	Withdrawn	<i>Carried out by repairs team</i>				Closed
EIB519	North	20-Oct-23	Cllr Walkabout	Staplefield Drive	Parking control measures	Withdrawn	<i>Will do as parking control</i>				Closed
EIB534	West	23-Nov-23	Seniors surveys	Sanders House	Benches/ garden furniture	Reject	<i>Redevelopment of Knoll house</i>				Closed
EIB545	North	22-Jan-24	Cllr Enquiry	Medmerry Hill	Replace bench	Withdrawn	<i>Bench replaced by others (unknown)</i>				Closed

Estates Development Budget Report – Dated 21st May 2024

Outstanding Works

Bid type	Area	Bid Year	Bidder	Description of Works	Job Notes	Bid
Main Bids	Central	20/21	Hanover	Bird Spikes on fire escape 9-16 Westmount	With JJ pest prevention December/January - DLO to be used - Panel would prefer Fire Gel as more humane option. Going ahead with FireGel with agreement of Panel	£ 8,285.36
Main Bids	Central	20/21 additional work	Essex Place	Adjust existing cycle racks in cycle shelter	Three person job	
Quick Bids	Central	Jul-23	Lavender House	Supply and install new sleeper planter as previously installed	Scheme manager looking into sourcing contractor	£ 1,000.00
Main Bids	Central	Oct-22	Leach Court	Garden space renewal	Approved Oct 22 - Railings changed to a wooden solid fence, 05/01/23 - fencing complete, concrete slabs to be levelled.	£ 8,921.30
Quick Bids	Central	Sep-23	Craven Vale	New bench	Bench order and waiting installation	£ 1,000.00
Main Bids	Central	Oct-23	Wiltshire House Residents Association	Deep clean of lobby and laundry room	With contractor waiting for start date	£ 1,320.00
Main Bids	East	20/21	Bylands	Secure and weather-resistant bike storage facility	Haven't received choice of units that the association have chosen	£ 8,207.21
Main Bids	East	Apr-22	Craven Vale	Installation of new steps	22-Apr	£ 6,380.00
Main Bids	East	Apr-22	Craven Vale	Installation of new path	22-Apr	£ 4,500.00
Quick Bids	East	Jul-23	Craven Vale	Install new bench on concrete strip foundations	23-Jul	£ 1,000.00

Main Bids	East	Jul-22	Craven Vale	Install new steel door	22-Apr	£ 3,850.00
Quick Bids	East	Jul-22	Craven Vale	community room - Supply new door & window	Approved July 22 - New door installed April 2023 but wrong type. Will be adjusted	£ 1,000.00
Main Bids	East	Jun-23	Walter May House	Rub down and re varnish outdoor furniture	Approved June 23	£1,371.52
Main Bids	East	Oct-22	Craven Vale	Southwater Close new allotment	Approved Oct 22	£ 6,193.00
Quick Bids	East	Nov-23	BELTA	Widen Gate at apple block	EDB team project	£ 1,000.00
Quick Bids	East	Nov-23	BELTA	Bid changed from patio heaters to outdoor plugs only	EDB team project	£ 1,000.00
Main Bids	North	22/23 Main bid	East Moulsecombe	Improvements to path at Moulsecomb woods	Approved April 22 - North panel	£ 4,134.68
Main Bids	North	22/23 Main bid	Coldean	Insulation and new heating to Coldean community building	Approved April 22 - North panel. Referred to HIAMS for additional repairs work	£ 9,192.22
Main Bids	North	Oct-22	Broadfields	Remove and relay existing paving, using new concrete slabs where required	22 April 2023	£ 1,600.00
Quick Bids	North	Mar-23	Broadfields	Install new shed	Approved March 23	£ 1,000.00
Quick Bids	North	Jun-23	Coldean Independants	Install X 2 Noticeboards	Noticeboards ordered waiting to be installed	£ 1,000.00
Main Bids	North	Oct-22	Lindfield Court	Remove vegetation to rear, supply and install bases for poly tunnel, potting shed, and 3 x cloches 05/01/22 - vegetation removed.	Approved Oct 22 - 05/01/23 - Vegetation removal completed. KP to confirm and ask Lucy to order	£ 5,758.34

Main Bids	North	Oct-22	Highway Close	Supply and install new raised beds x 3	Approved Oct 22 - Attended 02/11/11 conflicting information supplied by RA, Rebecca Mann to confirm new details.	£ 3,130.08
Main Bids	North	Oct-22	Highfield Road, Coldean	Excavate and install new block and slab steps with handrail, and a bench at the top of the pathway.	Approved Oct 22. KP to negotiate to ensure comes in at or under bid value	£ 3,657.06
Quick Bids	North	Sep-23	Laburnam Grove	Waterbutt and guttering	Approved Sept 23	£ 800.00
Main Bids	North	Oct-23	Hollingdean Community Centre	Mural in community centre	With mural artist to plan dates for works	£ 5,050.00
Quick Bids	North	Nov-23	Elwyn Jones Court Social Fund	New shed with installation	EDB team project	£ 1,000.00
Main Bids	West	20/21	Muriel House	Communal kitchen: new worktop. Replace kitchen sink unit. Relocate plug socket in cupboard	Sent to Oakville for recosting - Will visit	£ 2,500.00
Main Bids	West	March 22 Overspend	Ingram Crescent Residents Group	Water Butts x 9	Approved March 22 - Wish Court complete, awaiting quote from TP for 4" down pipe diverters	£ 1,700.00
Main Bids	West	March 22 Overspend	Evelyn Court	Rotovate and level existing area, reseed or turf.	Approved March 22 - Existing ground cannot be levelled without causing additional ground work issues, EDB suggest concrete slab surrounds to existing planters - 1 x Bench installed 27/10/22, other bench on site padlocked to the other bench, location needed.	£ 10,000.00
Main Bids	West	20/21	Clarendon & Ellen	Supply and install new galvanised key clamp railings to bin areas	Approved on CP&G - Cars and containers in the way.	

Main Bids	West	22/23 Main bid	Clarke Court	Supply and install new waterbutts and storage	Approved April 22 - West panel. Storage grant sent to residents. Waterbutts o/s	£ 1,500.00
Main Bids	West	Oct-22	Muriel House	Muriel House - New porch and tip up seats	Approved Oct 22. KP Sourcing contractor	£ 4,751.13
Main Bids	West	Oct-22	ICRA	Rub down and repaint white railings at the rear of Knoll House	Approved Oct 22 - On hold due to Knoll house building works. HIAMS to confirm whether railings will be kept.	£ 2,498.64
Main Bids	North	March 24 Underspend	Action for Bevendean Community	Noticeboard	Waiting on contractor to be appointed	£ 1,125.00
Main Bids	West	March 24 Underspend	Hazelholt	Seated yoga classes	1st installment paid 15/05/24 - Lessons are over 12 months.	£ 2,600.00
Main Bids	East	March 24 Underspend	Woodingdean Tenants & Residents Association	Kids cycle track	Funds to be paid in June 2024	£ 2,034.00
Quick Bids	North	Mar-24	Jasmine Court RA (seniors)	Seated Yoga	1st intallment paid 15/05/24	£ 1,000.00
Quick Bids	North	Mar-24	Hollingdean RA	Keep Britain tidy campaign	Waiting on final cost for package for campaign	£ 1,000.00
Quick Bids	East	Mar-24	BELTA	Air Curtains	Group arrnaging electrician and purchase	£ 1,000.00
Quick Bids	East	Mar-24	Robert Lodge Community Association	Wi-Fi and set up costs	Waiting on account set-up	£ 1,000.00

Completed Works – updates from last report

Bid type	Area	Bid Year	Bidder	Description of Works	Job Notes	Bid
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Main Bids	North	March 24 Underspend	Action for Bevendean Community	New fencing	Paid for March 2024	£ 1,950.00
Main Bids	West	March 24 Underspend	Hangleton Newsletter Group	Newsletter	Paid for March 2024	£ 8,516.52
Quick Bids	Central	Jul-22	Crown Hill	Install new planting trug, to be bolted down to hard surface	Items sent to group April 2024	£ 1,000.00
Main Bids	Central	Oct-23	Pankhurst Area Community Assocation	Green corridor project	Paid April 2024	£ 4,800.00
Main Bids	Central	Oct-23	Albion Community Garden	Sleepers, composter and water storage	Paid May 2024	£ 9,965.00
Main Bids	North	Oct-22	Nettleton & Dudeney	Install new greenhouse	Complete March 2024	£ 1,199.99
Quick Bids	West	Nov-23	Wickhurst Rise	Garden items	Vouchers sent to group	£ 997.15
Quick Bids	West	Nov-23	Hazelholt	Seated yoga classes	Complete May 2024	£ 1,000.00
Quick Bids	North	Mar-24	Jasmine Court RA (seniors)	Art lessons	Paid to group April 2024	£ 840.00
Quick Bids	North	Mar-24	Bates Estate Community Association	Litter pickers	Purchased and sent to group April 2024	£ 426.29
Quick Bids	West	Mar-24	Phillip Court	Lounge items	Items ordered for Scheme May 2024	£ 372.00
Quick Bids	West	Mar-24	Evelyn Court	Easter Party	Paid March 2024	£ 965.80

Quick Bids	West	Mar-24	Knoll Community Association	Bleed control kit	Paid March 2024	£ 662.00
Main Bids	North	March 24 Underspend	Growing Hollingdean / Carl Evans	Mural on Lynchet close and 2 x storage units	Paid May 2024	£ 9,550.00
Main Bids	West	March 24 Underspend	Beauty of Clay	Pottery workshops	Paid May 2024	£ 8,950.00
Main Bids	East	March 24 Underspend	North Whitehawk Residents Association	Items for community centre (Kingfisher)	Paid May 2024	£ 3,372.04

Budget Summary 2023-2024

2023-24	Dwellings	% of Budget	Budget Split	Total Spent
Central	2690	22.95%	£73,440.00	£73,148.05
North	3579	30.52%	£97,664.00	£65,488.15
East	2521	21.50%	£68,800.00	£53,361.56
West	2935	25.03%	£80,096.00	£44,538.43
Total	11725	100.00%	£320,000.00	£236,536.19

Budget Summary 2024-2025

*Please note at the time of creation of this report, no voting panels had taken place.

2024-25	Dwellings	% of Budget	Budget Split	Total Spent
Central	2712	22.75%	£63,468.86	£0.00

North	3700	31.04%	£86,596.63	£0.00
East	2562	21.50%	£59,981.56	£0.00
West	2945	24.71%	£68,936.95	£0.00
Total	11919	100.00%	£278,984.00	£0.00

