

Housing Management Panel: East Area

Date: 20 November 2024

Time: 6.00pm

Venue Whitehawk Library

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

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FURTHER INFORMATION

For further details and general enquiries about this meeting contact Francis Mitchell, (01273 294183, email Francis.Mitchell@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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Date of Publication - Tuesday, 12 November 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 20th November 2024 – 18:00-20:00
Venue	Whitehawk Hub, Meeting Room Whitehawk Hub, Meeting Room, 179A Whitehawk Road, BN2 5FL
Housing Surgery	Housing Issue Drop-in session (in person only) 5:30-6pm at Whitehawk Hub, Meeting Room
Zoom	Please type the following address in your browser: https://bit.ly/EastAPNov2024 If the link above does not work, you can join through Zoom client instead, using the following details: Meeting ID: 290 000 1234 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: 290 000 1234 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 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.

East Area Panel Agenda
20 November 2024, 6pm – 8pm,
Whitehawk Hub, Meeting Room, 179A Whitehawk Road,
BN2 5FL

1	18:00 5 mins	Welcome, introductions & apologies - Chair
2	18:05 10 mins	Minutes & Actions - Chair
3	18:15 15 mins	Housing Revenue Account Budget Proposal and tenant feedback Martin Reid (Assistant Director Housing Management)
4	18:30 15 mins	Housing performance report – Q2 2024/25 – Grant Richie (Head of Housing Repairs & Maintenance)
5	18:45 20 mins	Update on Regulatory Judgement Justine Harris (Head of Tenancy Services) and Grant Richie (Head of Housing Repairs & Maintenance)
6	19:05 5 mins	BREAK
7	19:10 20 mins	Reducing Hoarding - how do residents help? How are fire regulations impacted? (unknown presenter) Emma Gilbert (Tenancy Services Operations Manager)
8	19:30 10 mins	Resident Questions 2 and 3-star.
9	19:40 15 mins	Bleed Control Kits and Defibrillators – how can communities get them, where could funding come from, can they be maintained? can all community centres have them? Justine Harris (Head of Tenancy Services)
10	19:55 5 Min	Any Other business
		- Meeting Closed -

Appendices

Laundry

**BRIGHTON & HOVE CITY COUNCIL
EAST AREA PANEL
11.09.2024
MINUTES**

Attendees:

Councillors: Allen

Residents: Chris El Shabba (Chair), Ofoma, Ben D'Montigny, Janet Gearing, Dee Simson, Max, Terry, Angela, Becky, Tommy Charles,

Officers: Francis Mitchell, Sam Nolan, Janet Dowdell, Justine Harris, Grant Ritchie, Keely McDonald, Geof Gage, Gab Tiranti

Press: Sarah Booker-Lewis

1 – WELCOME, INTRODUCTIONS & APOLOGIES

1.1 There were no apologies.

2 – MINUTES & ACTIONS OF THE PREVIOUS MEETING

2.1 The minutes of the previous meeting were agreed pending minor amendment.

3 – ELECTION OF RESIDENT CO-CHAIRS

3.1 Keely McDonald introduced this item and conducted a vote in line with the Area Panel Terms of Reference and as there was only one candidate, it was unanimously agreed by attendees that Chris El-Shabba would continue sitting as resident co-chair.

4 – BUDGET CONSULTATION UPDATE

4.1 Justine Harris provided a verbal update on this item, providing an overview on the status of the budget and the timeline for its delivery to Budget Council in February 2025.

5 – HOUSING PERFORMANCE REPORT QUARTER 1 24-25

- 5.1 Grant Ritchie presented the report on this item, delivering an update on the status of housing repairs and maintenance in the city.
- 5.2 Janet Gearing was informed that waiting times for repairs were partly caused by staffing issues.
- 5.3 Janet Gearing was informed that 24 hours was the maximum timeframe for emergency external door repairs. Grant Ritchie stated that often such emergency repairs would be completed within 4 hours.
- 5.4 Dee Simson was informed that staff absence numbers pertained to office staff.
- 5.5 The Chair commended the ASB team, particularly the short lead times for issues to be dealt with.
- 5.6 Grant Ritchie suggested residents submit photographs to the repairs team in order that operatives can appropriately identify what work needs to be carried out.
- 5.7 Ofoma was informed of the remit and differences between the estates and repairs teams.
- 5.8 Grant Ritchie stated that United Living was a short-term contractor being used to manage less complicated repair jobs.
- 5.9 Grant Ritchie stated that while phone-calls were often dealt with quicker by the repairs team, emails are also generally responded to within 24 hours.

6 – RESIDENT ENGAGEMENT HIGH RISE

- 6.1 Geof Gage and Justine Harris presented the report on this item, delivering an update on the resident engagement strategy for high-rise blocks.
- 6.2 Ben D'Montigny requested residents receive clarification regarding immediate and delayed (stay put) evacuations.
- 6.3 Sam Nolan stated that safety procedures put in place by the Council could be overridden by Fire Services at the scene of an emergency.
- 6.4 Becky questioned the safety of electric-scooter containers being stored under the exposed feet of their high-rise, particularly citing that the integrity of such

containers was compromised by having been drilled into.

6.5 Geof Gage stated that he would investigate safety concerns regarding scooter storage containers at Kingfisher Court and nearby high-rises.

a. **ACTION** – Geof Gage to investigate safety concerns regarding scooter storage containers at Kingfisher Court and nearby high-rises.

6.6 Justine Harris provided an update on work being done to remove bulk waste from high rises.

6.7 Janet Gearing questioned why Council tenants were charged for collection of bulk-waste, but fly-tippers were not. Justine Harris stated that the maximum penalty for fly-tipping was £1000.

7 – HATE INCIDENT POLICY CONSULTATION

7.1 Justine Harris presented the report on this item, providing an overview of how the Council responds to hate incidents involving effecting Council tenants and leaseholders.

7.2 Ben D'Montigny requested more detail from the report on what actions could be taken to deal with hate incidents.

7.3 Janet Dowdell stated that hate incidents should be reported to the Council's customer service team online or over the phone but emphasised that if a crime is committed, then it should first be reported to the police.

8 – ALLOCATIONS POLICY

8.1 Justine Harris provided a verbal update on the Council's new Housing Allocation Policy, stating that the consultation period had come to an end and provided a timeline for the policy's delivery to Cabinet in October or November 2024.

9 – BREAK

10 – APPRENTICESHIPS IN HOUSING MAINTENANCE

10.1 Grant Ritchie provided a verbal update on this item, delivering an overview of apprenticeship in housing maintenance. Grant Ritchie highlighted

the importance of apprenticeships in maintaining an educated and specialised workforce and shared that the apprenticeship schemes were providing benefit to maintenance teams.

10.2 The Chair commended the success of the apprenticeship scheme.

10.3 Dee Simson was informed that retention rates for apprentices were high.

11 – SUPPORTING DISABLED TENANTS’ NEEDS DURING WORKS

11.1 Janet Dowdell provided a verbal update on this item, detailing the ways in which disabled tenants were supported during repair and maintenance works. Janet Dowdell stated that when necessary, housing officers assist the repairs service in arranging support for tenants; such support included finding temporary accommodation for tenants and storing their personal belongings.

11.2 The Chair shared their experience with operatives, stating that they were generally very helpful.

11.3 Geof Gage agreed to follow up with Sarah Potter regarding ongoing works at Robert Lodge.

a. **ACTION** – Geof Gage to follow up with Sarah Potter regarding ongoing works at Robert Lodge.

11.4 Councillor Simon raised concerns regarding operatives withdrawing from tenants’ houses before works were complete due to not being able to meet disabled resident’s needs, suggesting that operatives could be made aware of tenants needs before they are dispatched. Councillor Simon further suggested adding criteria to the repair request form to indicate whether a tenant has additional needs.

11.5 Grant Ritchie provided an overview of the processes followed in arranging repair works.

11.6 Ben D’Montigny suggested contacting residents requesting whether they require help before repairs are carried out.

12 – HOUSING REGULATORY JUDGEMENT

12.1 Justine Harris delivered the presentation on this item.

12.2 Grant Ritchie provided Dee Simson with an update on electrical safety compliance.

13 – RESIDENTS QUESTION TIME

13.1 The panel decided to take residents questions as read.

14 – ANY OTHER BUSINESS

14.1 Janet Gearing questioned when grass would be cut at Woodingdean Lawn Memorial, criticising its unkept state.

14.2 Councillor Allen shared that grass at Woodingdean Lawn Memorial would be cut within a month and stated that the grass is allowed to grow over the summer to promote biodiversity in the area.

15 – ITEMS FOR INFORMATION

Actions from East Area Panel meeting 11 September 2024

Deadline for staff to respond: {Tuesday 22nd October}

Ref	Previous detail > Context > Action	Officer	Update / Response and detail what is Completed or Outstanding	C/O?	Action Date
			<i>Designated officer ></i>	>	>
EA 1	<p>Provide a better system and wider awareness regarding the uploading of photos pertaining to areas/items which were the subject of repair requests.</p> <p>It was suggested at the panel that this would assist the team to more appropriately identify the work that needs to be carried out.</p>	Grant Richie	Residents can send in a photo if a repair is reported by email. This is really useful for assessing a job. When we roll out the new works management system there will also be ability to report via the website.	C	Oct 24
EA 2	<p>Provide clarification to residents regarding immediate and delayed (stay put) evacuations.</p> <p>Residents requested clearer guidance. Residents were also advised that any safety procedure can be overruled by ESFRS.</p>	Justine Harris	<p>If the fire is in your flat you should get out, stay out and phone the fire service on 999.</p> <p>If there is a fire elsewhere in the building, the structure of your flat – walls, floors and doors – are designed to give appropriate protection.</p> <p>If that case, you are usually safer to stay in your flat with the doors and windows closed, unless the heat or smoke from the fire is affecting you. However, if you feel threatened by the fire and wish to evacuate, please do so.</p> <p>The fire service will tell you if you need to leave the building.</p> <p>If you ‘remain in place’ you should still immediately call 999 for advice and to ensure that the fire and rescue service along with attending emergency crews have been notified.</p>	C	Oct 24

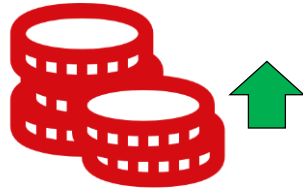
Ref	Previous detail > Context > Action	Officer	Update / Response and detail what is Completed or Outstanding	C/O?	Action Date
EA 3	<p>Investigate residents' safety concerns regarding e-scooter storage containers at Kingfisher Court and surrounding high-rises.</p> <p>Residents questioned the safety of electric-scooter containers being stored under the exposed feet of their high-rise, particularly citing that the integrity of such containers was compromised by having been drilled into.</p>	Garry Collins/ Craig Cameron	Minor holes in containers do not compromise the safety of such structures and any developed fire will stay in the container compartment. The addition of small ventilation points do not compromise this integrity and help in the prevention of any potential over pressure and explosion.	C	Oct 24
EA 4	<p>Provide further details to residents from the Hate Incident Policy Consultation on what actions could be taken to deal with such incidents.</p> <p>Officers advised of the procedures at the panel, residents requested advice formally in writing.</p>	Justine Harris	The final policy will be drafted once the consultation is complete, it will also be published.	C	Oct 24
EA 5	<p>Follow up with Sarah Potter regarding ongoing works at Robert Lodge.</p>	Geof Gage	I have followed up on the work in hand and it is expected by the next AP that these will be complete. If there are any further issues, I will be happy to take them forward.	C	16.10.2024
EA 6	<p>Correspond with residents regarding adding criteria to repair requests to indicate additional needs.</p>	Grant Ritchie	At point of call, the call centre staff ask residents if there are any additional needs or help needed in order to complete a repair.	C	Oct 25

Council housing performance

Quarter 2 2024/25 (Jul to Sep 2024)



100%
Gas safety
compliance



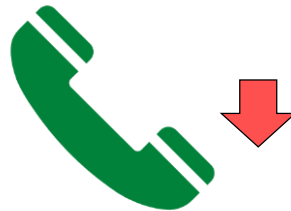
92.90%
Rent collection
rate



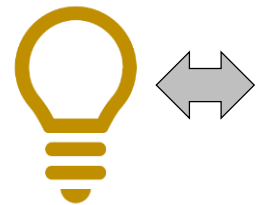
39 days
Empty home
re-let time



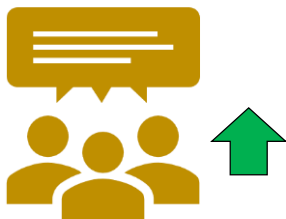
97.9%
Dwellings
meeting Decent
Homes standard



87%
Customer
services calls
answered



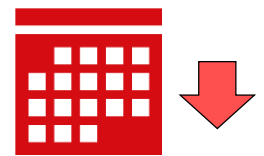
74.1
Average energy
efficiency
(rating out of 100)



78%
Complaint
responses within
10 working days



96%
Repairs
helpdesk calls
answered

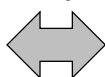


87 days
Average time to
complete routine
repairs

Performance since previous quarter is:



Better



Same



Poorer

Quarter 2 2024/25 council housing performance – key trends

Top scores (compared to target)

1. Calls answered by Repairs Helpdesk (96% vs 85% target)
2. Average re-let time excluding time spent in major works (39 days vs 42 day target)
3. Surveyed tenants satisfied with repairs: customer service (99% vs 96% target)
4. Surveyed tenants satisfied with repairs: standard of work (99% vs 96% target)
5. Calls answered by Housing Customer Services (87% vs 85% target)
6. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (87 days vs 15 day target)
2. Stage two complaints upheld (54% vs 18% target)
3. Average weeks taken to approve major adaptations (14.2 weeks vs 10 week target)
4. Routine repairs completed within 28 calendar days (50.4% vs 70% target)
5. Stage one complaints responded to within 10 working days (78% vs 80% target)

Biggest improvements (since previous quarter)

1. Routine repairs completed within 28 calendar days (45.9% to 50.4%)
2. Stage one complaints responded to within 10 working days (76% to 78%)
3. Lifts restored to service within 24 hours (91% to 92%)
4. Calls answered by Repairs Helpdesk (95% to 96%)
5. Rent collected from current council tenants (92.34% to 92.90%)

Biggest drops (since previous quarter)







1. Average weeks to approve major adaptations (11.8 to 14.2 weeks)
2. Stage two complaints upheld (47% to 54%)
3. Emergency repairs completed within 24 hours (96.9% to 92.1%)
4. Calls answered by Housing Customer Services (89% to 87%)
5. Average time to complete routine repairs (87 to 87 days).

Housing performance report




Quarter 2 2024/25

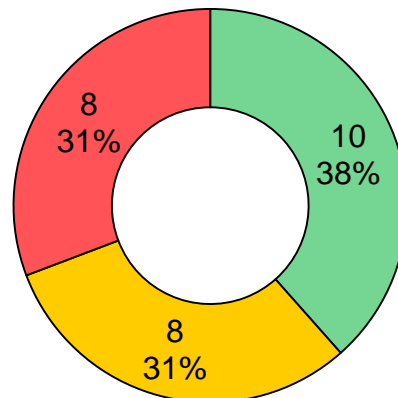
This report provides updates on performance indicators covering a wide range of Housing services. There continue to be areas of strong performance, with 10 indicators on target and an improvement in 11 of the indicators. However, some delivery challenges remain. The report covers Quarter 1 (Q1) of the 2024/25 financial year 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 the quarter are as follows:

 Green – on target (10 indicators)	 Improved since last time (11 indicators)
 Amber – near target (8 indicators)	 Same as last time (5 indicator)
 Red – off target (8 indicators)	 Poorer than last time (10 indicators)

Performance indicators (Q2 2024/25)

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











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	Customer feedback (all indicators in this table are year to date)	Target (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
1.1	Compliments received from customers	Info	44	132	n/a	n/a
1.2	Stage one complaints responded to within 10 working days	80% (70%)	76% (154 of 197)	78% (253 of 323)		
1.3	Stage one complaints upheld	Info	52% (102 of 197)	60% (193 of 323)	n/a	n/a
1.4	Stage two complaints upheld	18% (20%)	47% (20 of 43)	54% (36 of 67)		
<p>During 2024/25 to date, 36 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. These complaints were most commonly about delays in the council doing something, such as completing repairs.</p>						

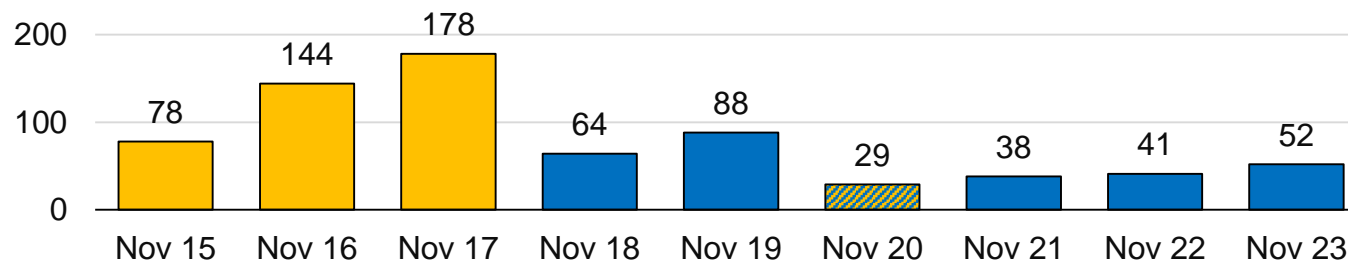
 Private sector housing		Target (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
2.1	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	1,814	1,845	n/a	n/a
2.2	Corporate KPI: HMOs where all special conditions have been met (for licences issued over 12 months ago)	55% (50%)	44.90% (251 of 559)	45.47% (271 of 596)		
<p>The indicator above measures cases where the council has verified that works required via special conditions have been completed. This latest result only includes HMOs covered by the national mandatory licensing scheme and no longer includes those previously covered by the former additional licensing scheme which expired on 28 February 2023 and which continued to be monitored through this indicator up to the end of 2023/24. The primary focus recently has been on clearing the backlog of mandatory HMO licensing applications. Once this is completed resources can be assigned to checking compliance against the conditions.</p>						
2.3	Requests for assistance received (RFAs)	Info	114	180	n/a	n/a
<p>The types of the 180 RFAs received during Q1 included 38 disrepair (21%) and 23 dampness (13%).</p>						
2.4	Property inspections completed	Info	233	145	n/a	n/a
2.5	... of which RFA inspections	Info	51	38	n/a	n/a
2.6	... of which HMO licence inspections	Info	182	107	n/a	n/a
2.7	RFA cases closed	Info	86	111	n/a	n/a












 Private sector housing		Target (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
2.8	Properties with Category 1 and 2 hazards resolved through informal action (closed RFAs)	Info	94% (15 of 16)	100% (26 of 26)	n/a	n/a
2.9	Properties with Category 1 and 2 hazards resolved through formal action (closed RFAs)	Info	6% (1 of 16)	0% (0 of 26)	n/a	n/a
2.10	Private sector vacant dwellings (for more than one year) returned into occupation	9	20	18		

 Housing adaptations		Target (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
3.1	Private sector housing – average weeks taken to approve Disabled Facilities Grant applications	10 (26)	30.2	14.8		
3.2	Private sector housing – average weeks taken for contractor to complete major adaptations	Info	25.6	29.6	n/a	n/a
3.3	Council housing – average weeks taken to approve applications for major adaptations	10 (26)	11.8	14.2		
3.4	Council housing – average weeks taken for contractor to complete major adaptations	Info	15.3	12.4	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 (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
4.1	Corporate KPI: Homelessness cases presenting during the prevention duty stage	50% (40%)	35.4% (162 of 457)	21.1% (87 of 413)		
<p>An increasing proportion of households tend to be presenting once already homeless, rather than when at risk of homelessness, following a national trend. During Q2, officers held seven workshops with different voluntary and statutory agencies to explain the housing pressures in the city and urge early referrals for those at risk of homelessness and will be holding more of these ‘awareness raising’ workshops this financial year. Also, during Q2, the service started work to develop its stakeholder engagement plan, identifying the groups of people most at risk of homelessness and the agencies they are most likely to engage with, with a view to encourage partners to refer to the service as early as possible. Furthermore, the proposed changes to the council’s Housing Allocations Policy are due to be presented to Cabinet in October 2024: these are designed to encourage people to contact the council as soon as they become at risk of homelessness and will be taken to Cabinet for approval in September 2024. The Homelessness Transformation Programme is also progressing with changes to the operating model coming into effect from March 2025.</p>						
4.2	Corporate KPI: Homelessness prevention cases closed with a successful prevention outcome	55% (45%)	62.4% (93 of 149)	64.5% (80 of 124)		
4.3	New households with a full housing duty accepted	Info	182	142	n/a	n/a
4.4	Number of households on the housing register	Info	7,476	7,516	n/a	n/a

Rough sleeper estimates (yellow) and counts (blue)



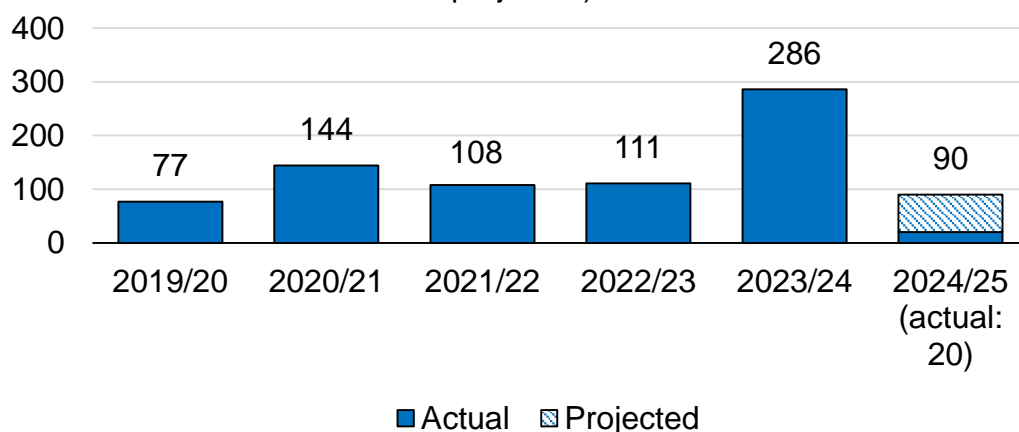
	Temporary accommodation (including emergency accommodation)	Target (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
5.1	Corporate KPI: Total households in temporary accommodation	1,770 (1,870)	1,788	1,838		
5.2	Rent collected for emergency accommodation (year to date including changes in arrears)	95% (90%)	93.84% (£547k of £583k)	91.88% (£2.13m of £2.32m)		
5.3	Rent collected for leased properties (year to date including changes in arrears)	95% (90%)	107.16% (£1.49m of £1.39m)	101.98% (£2.93m of £2.87m)		
The latest result is over 100% because successful efforts to reduce rent arrears have meant that more rent was collected during the period than was charged during it.						
5.4	Rent collected for Seaside Homes (year to date including changes in arrears)	95% (90%)	74.23% (£1.34m of £1.80m)	79.60% (£2.81m of £3.53m)		
The Seaside Homes collection rate has fallen due to delays in the Department for Work and Pensions (DWP) updating many of these households' Universal Credit (UC) Housing Element after the rent and Local Housing Allowance (LHA) increase in April, meaning a lower proportion of their rent is being covered by LHA than should be the case. This has been escalated to senior management within the DWP.						
5.5	Void temporary accommodation dwellings	For info	68	89	n/a	n/a
There were 115 void emergency and temporary accommodation dwellings at the end of September 2024, excluding 26 voids that were with the Empty Homes Team for works.						
5.6	Seaside Homes properties with a valid Landlord's Gas Safety Record	100% (99%)	99.4% (491 of 494)	100% (499 of 494)		

6.1 New supply of additional council homes

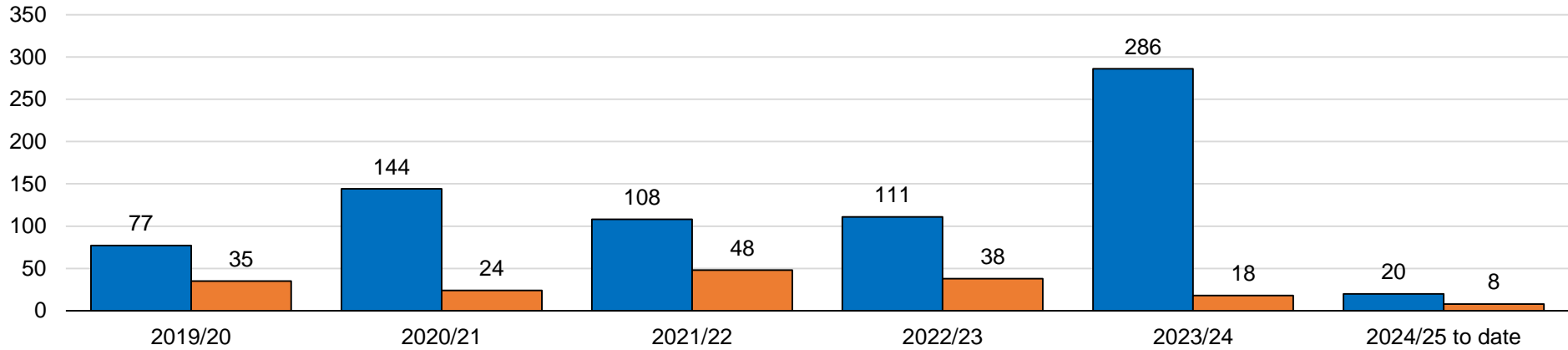
A total of 726 homes were completed between April 2019 and March 2024 with a further 90 projected for completion during the 2024/25 financial year. The total for 2023/24 (286) exceeded all previous years, and this programme has been delivered during a period of unprecedented complexity due to the Covid-19 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)
- 2024/25: 90 homes (projection) – buy backs (61 Home Purchase and 4 LAHF), Frederick Street (4) and St Aubyn’s (21). This projection is currently above the target of 78 for the 2024/25 financial year.

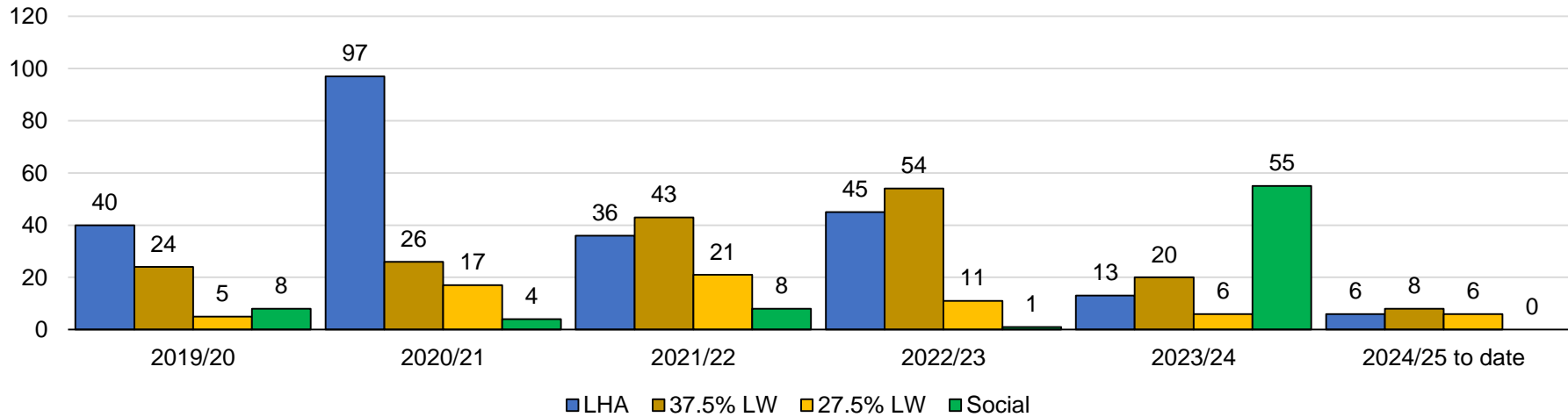
6.2 Additional council homes per year (actual and projected)



6.3 Additional council homes completed compared to those sold through the Right to Buy (RTB)



6.4 Additional council homes by rent level

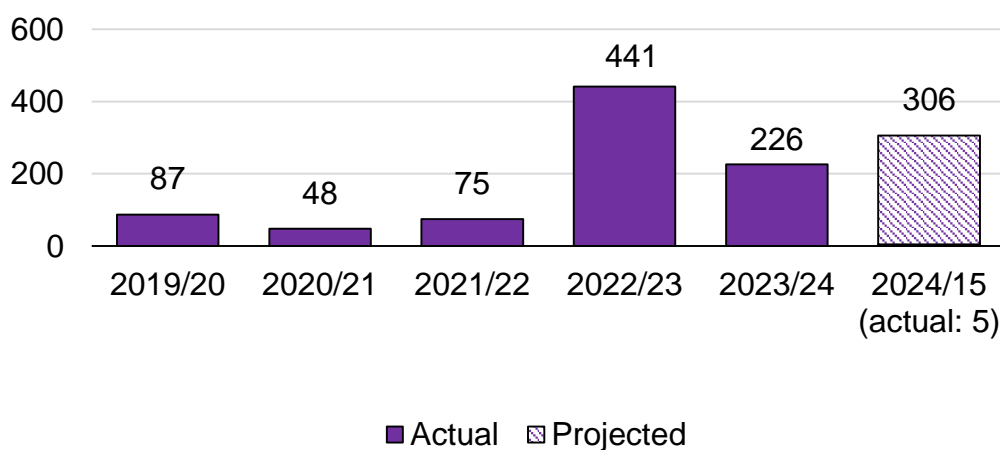





6.5 New supply of other affordable homes






A total of 877 homes (385 rent and 492 shared ownership) were completed between April 2019 and March 2024 with a further 327 projected for completion during the 2024/25 financial year. 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) and Allingham Place – Ovingdean Road (18)
- 2024/25: 306 homes (projection) – Davigdor Road (5), Home X – Preston Barracks (16), Coombe Farm phase one (16), Coombe Farm phase two (13), St Aubyn’s – Rottingdean (16), Lyon Quarter (154), One Preston Park (30) and Hove Central (56)














6.6 Other additional homes per year (actual and projected)




 Council housing management		Target (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
7.1	Corporate KPI: Rent collected from current council tenants	95.36% (94.90%)	92.34% (£66.4m of £71.9m)	92.90% (£67.2m of £72.3m)		
<p>The methodology for the indicator above excludes rent loss from voids but factors in changes to the amount of rent arrears over time. The Q1 and Q2 collection rates are forecasts for the 2024/25 financial year. Universal Credit managed migration has resumed and expanded which means hundreds more tenants are moving from Housing Benefit (HB) to UC which increases the caseload for staff to recover the arrears which tend to increase as a result of this switch: 283 tenants moved to UC during Q2, up from 64 during Q1. This is in addition to wider cost of living pressures and changes affecting tenants' ability to pay rent, including upcoming changes to eligibility for benefits such as Winter Fuel Payments. The Income Management service is placing greater emphasis on early intervention and prevention. Procedures have been updated to expand on early contact and all new tenants are being contacted by an income specialist, as are those who have recently been migrated over from HB to UC. The service is also working with the Welfare, Revenue and Benefits Service (WRBS) and the Seniors Housing Service to increase the uptake of Pension Credit as this will allow residents to be automatically eligible for Winter Fuel Payments. In support of this, IT project work is ongoing to update the housing management system, NEC, to help officers manage casework including implementation of an 'escalations policy' in cases where arrears are increasing, improved tracking of arrangements set up with tenants to repay arrears and potential automation of verification of UC claims to support staff to focus more of their time on critical casework.</p>						
7.2	Evictions due to rent arrears	Info	1	1	n/a	n/a
7.3	Evictions due to anti-social behaviour (ASB)	Info	0	3	n/a	n/a
7.4	ASB cases opened	Info	184	206	n/a	n/a
7.5	ASB cases closed	Info	147	186	n/a	n/a
7.6	Average days to close ASB cases	Info	132	130	n/a	n/a
7.7	Active ASB cases at quarter end	Info	296	317	n/a	n/a
<p>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.</p>						

 Council housing management		Target (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
7.8	Calls answered by Housing Customer Services	85% (80%)	89% (5,929 of 6,654)	87% (5,760 of 6,616)		
7.9	Emails received by Housing Customer Services	Info	6,400	6,341	n/a	n/a
7.10	Number of council homes let	Info	126	147	n/a	n/a
7.11	... of which new council homes let for the first time	Info	16	13	n/a	n/a
7.12	... of which re-lets of previously occupied council homes	Info	110	134	n/a	n/a
7.13	Average 'key to key' re-let time in calendar days including time spent in major works	Info	87	94	n/a	n/a
7.14	Average re-let time in calendar days excluding time spent in major works	42 (49)	39	39		
7.15	Void council homes (includes new homes)	Info	149	116	n/a	n/a
<p>The indicator above provides a snapshot of empty council owned homes on the last day of the period, whether they were available to let or not (e.g. because they were undergoing major works at the time).</p>						

 Council housing maintenance		Target (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
8.1	Emergency repairs completed within 24 hours	99% (97%)	96.9% (2,842 of 2,934)	92.1% (2,807 of 3,049)		
8.2	Corporate KPI: Routine repairs completed within 28 calendar days	70% (58%)	45.9% (2,598 of 5,657)	50.4% (2,701 of 5,355)		
8.3	Average days to complete routine repairs	15 (17.5)	86	87		
<p>Repairs completed recently have included jobs from a backlog of older non-urgent jobs, which is in the process of being reduced, with two additional contactors now mobilised to focus on these. Nonetheless, this means that jobs which had been part of this backlog exceeded their target timescales once completed. The proportion of routine council housing repairs completed within 28 calendar days was 48.12% (5,299 of 11,012) during 2024/25 to date. This is impacted by the number of very old non-urgent jobs among those completed (3,417 were originally issued before 1st April 2024). Of the 7,595 newer jobs issued on or after 1st April 2024, 66.99% (5,088 of 7,595) were completed within 28 days, which is closer to the 70% target. The Repairs & Maintenance service is continuing to see a high volume of repair requests in addition to the number of older backlogged jobs and has appointed two specialist contractors to help us reduce the backlog and after a period of mobilisation they are now beginning to impact the backlog figures.</p>						
8.4	Calls answered by Repairs Helpdesk	85% (80%)	95% (15,070 of 15,880)	96% (16,329 of 17,062)		
@gra 8.5	Emails received by Repairs Helpdesk	Info	5,070	5,841	n/a	n/a
8.6	Online forms received by Repairs Helpdesk	Info	390	489	n/a	n/a

 Council housing maintenance		Target (amber value)	Q1 2024/25	Q2 2024/25	Status against target	Trend since Q1
8.7	Surveyed tenants satisfied with repairs: standard of work	96% (92%)	99% (1,806 of 1,829)	99% (3,394 of 3,439)		
8.8	Surveyed tenants satisfied with repairs: overall customer service	96% (92%)	99% (1,802 of 1,829)	99% (3,398 of 3,439)		
8.9	Corporate KPI: Council dwellings meeting Decent Homes Standard	100% (96.3%)	97.9% (11,876 of 12,129)	97.9% (11,880 of 12,131)		
8.10	Corporate KPI: Energy efficiency rating of council homes (out of 100)	77.2 (72.8)	74.1	74.1		
8.11	Council dwellings with a valid Landlord's Gas Safety Record	100% (99%)	99.99% (11,374 of 11,375)	100% (11,274 of 11,274)		
The indicator above includes council dwellings served by a communal gas boiler (1,252) as well as those with their own gas supply (10,026).						
8.12	Lifts restored to service within 24 hours	95% (90%)	91% (145 of 159)	92% (134 of 146)		

 Leaseholder disputes		Q1 2024/25	Q2 2024/25
9.1	Stage one disputes opened	6	13
9.2	Stage one disputes closed	7	3
9.3	Active stage one disputes (end quarter)	26	36
9.4	Stage two disputes opened	3	3
9.5	Stage two disputes closed	8	3
9.6	Active stage two disputes (end quarter)	2	2
9.7	Stage three disputes opened	3	3
9.8	Stage three disputes closed	2	2
9.9	Active stage three disputes (end quarter)	4	5

Residents Questions – 3-star, All Areas

E3.1 Anti-social behaviour

Area in city	East
Star rating	3 Star/ city-wide issue
Date question raised	26 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	{Housing Area Panel team completes}
Officer job title	{Housing Area Panel team completes}
Contact Details	{Designated Officer completes}

E3.1 Question

Issue	Residents are fed up with lack of visible outcomes to longstanding and persistent problems of reported anti-social behavior.
Background	<p>Issues around anti-social behaviour were raised at the last East Area Resident Only meeting (11th April 2024). It was raised again at the meeting on 27th June 2024.</p> <p>All estates reported ongoing issues with various types of anti-social behaviour: drug dealing, drug taking, aggressive/threatening behaviour, drunk and disorderly behaviour. These are ongoing, persistent, and frequently have lasted years. Many of the problems are linked to identifiable and repeat offenders. Residents feel unsafe in their homes and in the communal areas of their buildings.</p> <p>It was felt that there was insufficient support for vulnerable residents, leaving them exposed to drug dealing/taking, cuckooing and/or generally descending into anti-social behaviour.</p> <p>The residents are not satisfied with the response from the Council Officer Janet Dowdell (ref Residents Questions, page 75, E 3.1).</p> <p>It was felt that the current actions that the Council is taking to tackle anti-social behaviour is piecemeal and tokenistic. Residents don't feel like the issues they report are being addressed; they do not see action being taken, and most importantly, they are not seeing positive outcomes. They simply experience the same issues again and again. Residents feel like reporting ASB issues doesn't result in anything changing so do not see the point of reporting at all.</p>
Request or Question	<ul style="list-style-type: none"> Residents suggest that regular and visible Police presence (PCSOs etc) around the estates would help deter ASB. Can the Council ensure that PCSOs are reinstated in and around the estates? The Council Officer stated that a series of visits is carried out at set points during the 12-month probationary period for new tenancies to

	<p>nip any issues in the bud. What if a person is in a secure tenancy already and is reported for ASB – what systems do the Council have in place to monitor this person regularly and ensure that any support needs are met?</p> <ul style="list-style-type: none"> • While the Council claims to be taking various actions around tackling ASB, this is not producing the outcomes that residents are looking for. Clearly - given the extent to which ASB is reported as an issue across all areas in the city - what the Council are currently doing is ineffective and needs to be reviewed. What actions are the Council taking to improve outcomes for residents affected by ASB? • Why are Council tenants expected to continue to live with the ongoing stress of anti-social behaviour?
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E3.1 Response

Response
<ul style="list-style-type: none"> • Residents suggest that regular and visible Police presence (PCSOs etc) around the estates would help deter ASB. Can the Council ensure that PCSOs are reinstated in and around the estates? <p>The way police resources are deployed across the city is a decision for the Police. We work alongside the police on issues happening on our estates and will highlight areas of concern. Residents are encouraged to report crime to the police as this helps them with deployment of resources in the area.</p> <ul style="list-style-type: none"> • The Council Officer stated that a series of visits is carried out at set points during the 12-month probationary period for new tenancies to nip any issues in the bud. What if a person is in a secure tenancy already and is reported for ASB – what systems do the Council have in place to monitor this person regularly and ensure that any support needs are met? <p>In my last response E.3.1 I mentioned our work with ASB is still reactive and that we would like to undertake more home visits and be more present on our estates to understand more about how people are managing their tenancies and relationships with neighbours. We are looking into how we could resource this approach but we remain a reactive service at this time. When we receive reports of ASB from a council tenant, our investigations begin and reporters are asked details of the situation, risk assessed and contact arrangements are agreed.</p> <p>Each ASB case will present differently, and our officers have to work within guidance and legislation to manage the situation. It will not always be possible to disclose our actions and it is not always obvious that action is being taken. The type of action we will be taking will depend on the situation but will include working with other agencies and colleagues such as adult social care, police, community safety team, mental health services, children services and other support providers to better understand what needs to happen to bring resolution.</p>

We are expected to work with perpetrators to bring about a change in the behaviour and part of that will be exploring support needs of individuals living in our tenancies. It has to be acknowledged that not all individuals with identified support needs are happy to accept support and that can sometimes present a barrier to behaviour change. In such cases we have to explore options for enforcement depending on the seriousness of the situation and the impact it has on others.

- While the Council claims to be taking various actions around tackling ASB, this is not producing the outcomes that residents are looking for. Clearly - given the extent to which ASB is reported as an issue across all areas in the city - what the Council are currently doing is ineffective and needs to be reviewed. What actions are the Council taking to improve outcomes for residents affected by ASB?

ASB remains a top priority for us and remains one of the areas of service we look continuous improvement in. As mentioned above, we would like to be more pro active in preventing ASB by being more present on our estates and improve our level of communication around the work we do to tackle ASB on council estates.

We continue to have a high caseload of ASB work and I take this opportunity to share some statistics from the tenancy team who manage this area of service.

We currently have 297 open ASB cases across the city. The case types range from serious crime and physical violence to noise and pet nuisance.

Most cases are resolved with informal tenancy warnings or serving of a notice of seeking possession (NOSP-the first step to taking action against someone's tenancy).

When warnings or notices are not effective in bringing about a lasting change to behaviour, we must consider formal legal action to bring about an end to the breach of tenancy. We have legal tools and powers available to us such as injunctions, closure orders, possession orders which all come with the need for good, corroborated evidence as they require a case to be presented at court.

Its worth saying that without a weight of evidence, we may be unable to build a case for formal legal action. Below are some of the actions the team have taken since January 2024 –

- 20 NOSPs have been served and are being monitored
 - 1 injunction
 - 6 cuckooing cases – working with police to resolve situations within our estates
 - 23 Community Protection Warnings
 - 11 Community Protection Notices
 - 4 Closure Orders – properties are closed to all for a 3-month period
-
- Why are Council tenants expected to continue to live with the ongoing stress of anti-social behaviour?

As mentioned above, the majority of cases are resolved with warnings and informal action, but when perpetrators do not respond to our initial efforts to effect a change in behaviour, we have to consider use of our available tools and powers. We are expected to have a stepped approach which requires us to try all available options before presenting a case to court. The court expects to see that we have given good opportunities for change and that we have attempted to support the person to bring behaviour change.

This can be a very complex area of work, and will take time for us to resolve. During this time we aim to support the reporters and victims of ASB with regular contact arrangements, risk mitigation measures and a review of the risks on a regular basis.

Previous response referred to in the question

E 3.1. The council's approach to casework is to take prompt action to deal with reports of ASB. Experience shows if we don't do this it may become harder to resolve. We are also aware that the way we work is still reactive and there are instances where we could have prevented the ASB from occurring in the first place, such as being more present the estates, undertaking more home visits This enables us to gain good information in an area and understand more about how people are managing their tenancies and relationships with neighbours. In every case where there are victims or witnesses to incidents of ASB the case officer will contact them to get details of the situation, carry out a risk assessment and put in place appropriate risk reduction measures. During this contact there will be a wider discussion regarding what measures the victim or witness feel need to be taken, and the measures that housing are able to take. Ideally this contact may need to be more frequent so that tenants are supported. In situations where it is appropriate, housing will liaise with resident representatives. However, in most cases housing is unable to discuss case details with other people because it would involve the sharing of sensitive and personal information, and this cannot be done without a lawful basis. There is a probationary period for all new tenancies. Every new tenant hasn't previously held a secure tenancy, will have an introductory tenancy which is a probationary tenancy lasting for a period of 12 months. This enables us to understand whether people are sticking to the terms of their agreement. A series of visits are carried out at set points during the 12-month period and where there are concerns, including anti-social behaviour issues or support needs, monitoring visits can be put in place until the issues are resolved or action to extend or end the introductory tenancy are taken.

E3.1 Action

Action	{Designated Officer completes: Please include what will be done}
Start date	{Designated Officer completes}
End date	{Designated Officer completes}

E3.2 Visitor Parking Permits

Area in city	East
Star rating	3 Star/ city-wide issue
Date question raised	26 Sept 2024
Week Area Panels begin	18 Nov 2024

Deadline for officer response	Tuesday 22nd October
Name of officer responding	Paul Nicholls, Benjmain Tedder
Officer job title	Projects and Policy Lead, Car Parks and Garages Manager
Contact Details	paul.nicholls@brighton-hove.gov.uk benjmain.tedder@brighton-hove.gov.uk

E3.2 Question

Issue	It was noted that the residents were no clearer on the specific issues they raised following the Residents Questions (p77, item E3.2).
Request	<ul style="list-style-type: none"> Residents request that visitors' parking permits are made available to community assets – such as community centers – to allow volunteers and users of the centre to be able to park in the area, as well as delivery vans (delivering to the food banks etc.). Parking Review update to be given at the next East Area Panel as suggested.

E3.2 Response

Response
<p>Community groups can rent numbered spaces for their regular use at managed Housing parking sites, where these are available, at a weekly charge. Visitor bays on Housing sites are limited in number and are primarily for the use of residents' visitors, such as relatives or carers.</p> <p>The parking review update is available on the council website –This did not include a review of parking on Housing land.</p> <p>There are currently no plans to expand the criteria beyond residents as this would come with significant cost.</p> <p>The purpose of the parking review was to create a simpler, fairer and better service for our city.</p> <p>A report was presented to Cabinet it set out a parking plan for residents, support local businesses and help the growth of our visitor economy.</p> <p>The review has helped to set out a series of objectives and actions for an improved and sustainable service in both the short and long term. It addressed aspects of parking, from resident permits and restriction times to car parks and tariffs. As well as the long-term plan for parking, the report also outlined measures the council can take between now and April 2025 to improve parking services and help reduce the forecast shortfall in the parking income budget.</p> <p>These include:</p> <ul style="list-style-type: none"> Encouraging people to use under-used car parks through promotion and reducing prices, Introducing early bird/commuter rates, Considering a merger of overnight and evening tariffs, Offering weekend parking tickets

Following a review of parking zones in central parts of Brighton & Hove, 56 additional parking spaces have been identified in zones X, Y (Central Brighton) and M (Brunswick & Adelaide) and 16 more in zone C (Queens Park area), improving availability for residents and visitors.

E3.2 Action

Action	N/A
Start date	
End date	

E3.3 Estate Inspections

Area in city	East
Star rating	3 Star/ city-wide issue
Date question raised	26 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	Emma Gilbert
Officer job title	Interim head of Tenancy Services
Contact Details	emma.gilbert@brighton-hove.gov.uk

E3.3 Question

Issue	Estate inspections haven't happened in a long time.
Question	When are Estate Inspections scheduled to happen?

E3.3 Response

Response
<p>We are very keen to start up a programme of planned estates inspections. Once we are in a position to do this we will we publish the two year schedule, this includes 128 routes. Feedback from residents was that they wanted blocks to be included in the inspections which we will do. The delay in implementing a planned programme of inspections has been caused by a lack of capacity in the area Housing teams, we are working through how we resolve this and are confident we will be in position to start them from April '25.</p> <p>In the mean time, until we have a planned programme, estate inspections/ site visits are carried out on an ad hoc basis in response to resident and or cllr requests. Please contact us if you want to arrange a visit/walkabout in your area.</p>

E3.3 Action

Action	N/A
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Start date	
End date	

E3.4 Overgrown Weeds, Bushes, Trees

Area in city	East
Star rating	3 Star/ city-wide issue
Date question raised	26 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22nd October
Name of officer responding	Chloe McLaughlin
Contact Details	Chloe.mclaughlin@brighton-hove.gov.uk

E3.4 Question

Issue	There is insufficient maintenance of overgrown weeds, bushes and trees.
Background	<p>Residents reported various locations in their areas that required maintenance. For example:</p> <ul style="list-style-type: none"> • Overgrown weeds on pavements between 81-95 Langley Crescent – which is a tripping hazard for people with mobility issues • Brambles growing into the verge at Robert Lodge. Residents are taking it upon themselves to maintain these spaces but this is the Council's responsibility.
Request or Question	<ol style="list-style-type: none"> Can Community Payback be used to address the problem that green spaces and communal pathways are not being maintained regularly enough? Park rangers used to be responsible for maintaining these areas. Are they still responsible for this? If not, who is?

E3.4 Response

Response
<ol style="list-style-type: none"> Housing will be working with Cityclean to look at how we work with Community Payback. A meeting has been set up for January '25, an update will be provided after then. 85-91 Langley crescent is the responsibility of Cityclean and the Streets Operations Manager requested on the 18th October 2024 that this area is weeded, however, they have advised it could be a couple of weeks before this work can be completed due to other work priorities.

Cityclean is responsible for the public footpaths around Robert Lodge and the Estates team responsible for the grounds itself. This was cleared earlier in the year.

E3.4 Action

Action	Meeting with Housing and CityClean in January 25 and follow up provided afterwards.
Start date	January 25
End date	January 25

E3.5 Support For Older Residents During The Winter

Area in city	East
Star rating	3 Star/ city-wide issue
Date question raised	26 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	Tabitha Cork
Officer job title	Revenues & Benefits Manager
Contact Details	tabitha.cork@brighton-hove.gov.uk

E3.5 Question

Issue	Residents are concerned about the welfare of older residents during this winter, particularly in terms of keeping warm.
Background	Residents shared what community groups and centers were doing to assist people to access vital information and support regarding accessing Winter Fuel Allowance (form-filling), getting grants for heated blankets and other items to keep warm during the winter, tips on how to heat homes, and where to find warm community hubs and warm meals.
Request or Question	What are the Council doing to ensure the welfare of their elderly residents during this winter?

E3.5 Response

Response
The council will be using the Household Support Fund to support older residents with their energy costs this winter. Proactive use of data analytics will identify residents eligible for Pension Credit, but not currently claiming. Officers will make

contact and support these households to apply for Pension Credit, ensuring they continue to receive their Winter Fuel Payment this year and in the future.

In addition, the Community Hub team will be delivering the council's Energy Support for Older People (ESOP,) taking incoming calls from residents concerned about their energy costs this winter, checking their eligibility for Pension Credit and supporting them to make a claim, providing financial support to those struggling who do not qualify for a winter fuel payment this year and sharing money saving tips on reducing energy consumption in the home. The Community Hub will have ESOP up and running by mid-November, with city-wide promotion of the scheme.

E3.5 Action

Action	As above
Start date	Winter 24
End date	Spring 25

C3.1 Unresponsive Estates Team

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	19 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	Emma Gilbert
Officer job title	Interim Head of Tenancy Services
Contact Details	emma.gilbert@brighton-hove.gov.uk

C3.1 Question

Issue	Multiple issues that are the responsibility of the Estates Manager are not being addressed and residents' emails are going unanswered
Background	Multiple issues including cleaning, fly-tipping and overgrown weeds have been raised in multiple emails to the Estates Manager. All these issues have been raised in more than one email, and none of them have received any response at all from the estates team.
Request or Question	<ul style="list-style-type: none"> • Why are multiple emails to the Estates Manager going unanswered, by the manager or any of her team? • When and how is this going to be rectified? • Residents at Craven Vale have requested a meeting with the estates manager. Are they unwilling or unable to come to this meeting and, if yes, who should residents be

	meeting with instead to discuss Estate Management issues?
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C3.1 Response

Response
<p>The Estate Services Team are happy to meet with residents on site and do Estate Inspections to identify issues and find solutions where possible, they do this on a regular basis with tenant groups and ward Cllrs.</p> <p>Emails should always be sent to the Estates Team inbox which is monitored throughout office hours rather than individual email addresses to avoid delays in response, caused by annual leave etc.</p> <p>Due to the level of service demand, if we have already responded to an enquiry we will not continue to respond to repeated emails in relation to that enquiry, we would refer to the earlier response.</p> <p>The Complaints Process provides the route to escalate issues if residents are unhappy with the response they have received.</p> <p>In relation to the specific question about Craven Vale.</p> <p>The service has responded to issues raised, met requests for information and the Estates Service Managers and Team Leaders have also met with residents on site on several occasions.</p> <p>We do not have any outstanding enquiries that we have not responded to directly by the Estates Team or through the Complaints process at this time.</p>

C3.1 Action

Action	
Start date	
End date	

C3.2 Gas Pipe Maintenance

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	19 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	Robert Mabey

Officer job title	Mechanical and Electrical Manager
Contact Details	robert.mabey@brighton-hove.gov.uk

C3.2 Question

Issue	The external gas pipes at Essex Place are visibly rusted and need to be inspected.
Background	Gas companies are responsible for inspecting and maintaining the gas pipes in/on Council buildings. Residents don't know who to contact about gas pipe issues. It is clear that the pipes at Essex Place have not been inspected recently because (i) they are clearly in a state of disrepair, cover in rust, and no longer coloured yellow as they should be; and (ii) the pipes are covered in cladding for most of the height of the building, only being exposed towards the bottom. In order for the pipes to be inspected, this cladding would have had to be removed – at least temporarily – and residents know this has not happened. The gas pipes at Essex Place are external and metal, whereas at Craven Vale they are internal and plastic. Residents questioned whether all gas pipes are now supposed to be plastic, or whether external pipes are still allowed to be metal.
Request or Question	<ul style="list-style-type: none"> • Who is responsible for inspecting and maintaining gas pipes in Council properties? • How can residents get information about how frequently gas pipes need to be inspected, when they were last inspected (and associated reports), and when they are next due to be inspected? • Can the Council put pressure on the gas companies to ensure that safety standards are being met and that residents have access to appropriate information to evidence that safety standards are being met? • Would new external gas pipes now be metal or plastic? • What are the expected life spans of external, metal gas pipes?

C3.2 Response

Response
<p>Southern Gas Networks (SGN) are the regulated, local network provider and distribution company. They are responsible for the upkeep, repair, replacement/upgrade of gas service pipework throughout Southeast England. They are an independent company and are not under the Council's control. However, we always seek to work closely with them to minimise disruption where possible.</p> <p>The Council will raise issues with SGN where there are significant concerns with compliance. Many High-Rise Buildings were supplied with plastic piping historically. In line with more recent regulation however, all plastic pipes in our buildings over 18 metres have now been replaced with metal equivalents.</p> <p>SGN check the condition of these pipework between 1, 5 or 10 years in a schedule, based on the last inspection condition, location and environmental conditions. Pipework can last around 62 years, depending on environmental conditions such as exposure to moisture and corrosive</p>

minerals like salt. Latest inspection reports will be shared with Building Owners like the Council, over the coming months.

Residents with concerns about the condition of their pipework can contact SGN directly on 0800 912 1700, by email customer@sgn.co.uk or through their website <https://www.sgn.co.uk/>.

C3.2 Action

Action	N/A
Start date	
End date	

C3.3 Communications About Major Works

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	19 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment and Asset Management
Contact Details	geofrey.gage@brighton-hove.gov.uk

C3.3 Question

Issue	Residents are not told about plans for works that are going to cause disturbance.
Background	Warwick Mount has had new scaffolding put up recently and there have been no communications from the Council about what it is for. Wiltshire House has had scaffolding up for many years and residents can't remember what it is there for and haven't been told when the job will be completed and the scaffolding taken down.
Request or Question	<ul style="list-style-type: none"> • What has the scaffolding been put up at Warwick Mount for? How and when is the Council planning to communicate with residents about these works? • When are the works at Wiltshire House going to be finished? How and when is the Council planning to communicate with residents about these works?

	<ul style="list-style-type: none"> Can the Council clarify what the policy and procedures are for communicating with residents about major works that cause significant disruptions to their lives?
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C3.3 Response

Response
<p>Scaffold was erected at Warwick Mount as part of the building safety works for the external wall fire risk assessments for a short amount of time. I'm very sorry this was not communicated to residents.</p> <p>The works at Wiltshire House are subject to the Building Safety Act submission for all works now required, the regulator is experiencing delays of up to 20 weeks for responses and until we receive the necessary consent from them, we are unable to proceed with the project, the delay is out of our remit.</p> <p>For major works we prepare and send to all residents an FAQ and hold meetings with them before and during the works. The residents at Wiltshire House have been updated throughout the project and a further coffee morning has been arranged for October. We have in place a resident engagement procedure.</p>

C3.3 Action

Action	
Start date	
End date	

C3.4 - Council Staff Accountability

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	19 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	Victoria Paling
Officer job title	Customer Experience Lead
Contact Details	Victoria.Paling@brighton-hove.gov.uk

C3.4 Question

Issue	Ensuring the complaints process about Council staff is neutral and effective
Background	Central residents feel that their complaints are not always taken seriously or dealt with in a neutral manner.

Request or Question	How does the Council ensure that complaints raised by residents about staff actions and behaviour are dealt with in a fair and unbiased way?
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C3.4 Response

Response
<p>Complaints which mention dissatisfaction with the actions or behaviour of a staff member are taken seriously and investigated according to our policy - https://www.brighton-hove.gov.uk/council-and-democracy/brighton-hove-city-council-corporate-complaints-policy-and-procedure#tab--10-complaints-about-staff, which is based on the statutory complaint handling code from the Housing Ombudsman and the best practice guidance from the Local Government and Social Care Ombudsman.</p> <p>All complaint handling staff receive detailed training which puts emphasis on the importance of the principles of good complaint handling and specifically focuses on the need for complaint investigations to be objective, neutral and non-defensive. The training also gives clear instruction to staff regarding how to take forward complaints where the staff member may have a conflict of interests (e.g. if they have a personal relationship with any party involved, or for other reasons feel that they may not be able to be entirely independent or neutral in their investigation).</p> <p>If a customer remains dissatisfied following the initial (Stage 1) response to their complaint, then they are invited to escalate their complaint to Stage 2 of the process. Stage 2 complaints are considered by a separate, central team who are independent of service areas, further reducing the risk of defensiveness or bias in the investigation. The complaints process gives ultimate recourse to complain to the relevant ombudsman who are entirely independent of councils, if the customer is still dissatisfied with the outcome of their complaint, or how it has been handled. Whenever fault is found through an investigation at any stage, careful consideration is made as to whether any actions/learning or service improvement can be put in place to prevent future complaints of the same nature.</p> <p>Brighton & Hove City Council is committed to the principles of good complaint handling, outlined in the policy which includes an explicit statement regarding complaints being "...dealt with in a way that is fair to both the complainant and the staff involved." The policy describes how complaints about members of staff will be considered:</p> <p>10. Complaints about staff <i>If a complaint involves criticism of a member of staff, they should be:</i></p> <ul style="list-style-type: none"> • <i>advised as soon as possible</i> • <i>given a copy of the complaint</i> <p><i>The member of staff should be:</i></p> <ul style="list-style-type: none"> • <i>given the opportunity to comment on the issues of the complaint</i> • <i>kept informed of any proposed action taken as a result of the complaint</i> <p><i>Senior Officers must formally respond to complaints about named officers.</i> <i>In cases of complaints about misconduct by an employee, the matter should be investigated and, where appropriate, action taken in accordance with the council's disciplinary procedure, in Part 4 of the Constitution.</i></p> <p>If the senior officer who considers the case finds that the staff member has not behaved appropriately, then further action may be taken in line with internal HR procedures. If it is found the staff member was acting within the scope of their role, but that the outcome or decision is the root cause of the dissatisfaction, then this will be investigated through the complaint process and a full response and explanation will be provided to the customer.</p>

We recognise that some responses to complaints about staff behaviour can seem less transparent than responses to other types of complaint. This is because complaints about staff behaviour may lead to action through the council's internal HR processes, rather than through the complaint process, depending on the nature of the allegation. If the matter is subject to an internal process, then we would not be able to share that information, or the outcome of that process with a customer because of our duty to protect individual data privacy rights.

C3.4 Action

Action	N/A
Start date	
End date	

C3.5 - Broken Lifts

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	19 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	James Deamer
Officer job title	Mechanical & Electrical Engineer (Lift Services)
Contact Details	james.deamer@brighton-hove.gov.uk

C3.5 Question

Issue	Lifts are regularly broken and take weeks or months to get fixed
Background	Lifts in all buildings break down regularly. The Council have just renewed their contract with Liftech to maintain the lifts in the city's Council housing, despite the fact there are often long delays in fixing lifts when they are broken. Residents have been told that the delays are because the parts aren't available in the UK. Lifts matter to all residents, especially those who are elderly or disabled. Broken lifts mean that some residents cannot leave their blocks.
Request or Question	<ul style="list-style-type: none"> • What is the Council's policy on how long repairs to lifts should take? • How does the Council hold their contractors to account and ensure these policy obligations are being met? • What is the Council's legal responsibility, policies and plan for a situation where all the lifts in one block are broken simultaneously?

C3.5 Response

Response
<p>Firstly, we want to assure residents that we appreciate the huge inconvenience caused when lifts are out of operation. We work hard through servicing and repairs to minimise disruption as much as possible.</p> <p>Terms in Tenancy agreements and the Landlord & Tenants Act 1985, obligates the Council to keep communal equipment such as lifts well-maintained. The Council is also aware of its responsibilities under the Housing Health and Safety Rating System and Equality Act 2010. However, we also recognise that completing a repair in reasonable timescale depends on the extent and complexity of the repair, as well as ease of obtaining spare parts.</p> <p>To manage the service, we have a comprehensive Lift Breakdown Procedure which is reviewed regularly. We also track outstanding repairs through daily reports from Liftec and respond quickly to new incidents. Where there are no alternative lift services, we work quickly to identify vulnerable residents and provide support services through our area housing teams. We aim to keep all residents informed while the lift is out of service.</p> <p>We hold monthly and quarterly meetings with Liftec, keeping minutes and tracking follow-up actions. We also monitor and review spend on the contract regularly, addressing any contractual issues promptly.</p>

C3.5 Action

Action	N/A
Start date	
End date	

W3.1 - Impact Of Time And Resources Going To High Rise

Area in city	West
Star rating	3 Star/ City wide issue
Date question raised	26 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	Rachel Kelly
Officer job title	Interim Programme Director Housing Regulatory Response
Contact Details	rachel.kelly@brighton-hove.gov.uk

W3.1 Question

Issue	Following a recent Government report, a lot of time and money is being spent ensuring that High Rise blocks meet fire and safety standards.
Background	While it is recognised that this work has to be done, there is concern that other housing services and types of properties will be neglected as funding and staff time is diverted.
Request or Question	<p>Raise the following question at Area Panel:</p> <ul style="list-style-type: none"> • Where is the money and staff time for the High-Rise work coming from? • Who is losing out as a result? What impact is the increased spending and diversion of staff time having on other areas of service delivery, maintenance and capital works?

W3.1 Response

Response
<p>The funding for these safety improvements comes from the council’s overall Housing Revenue Account (HRA).</p> <p>To manage this increase in work without impacting other services too significantly, we’ve brought in extra staff specifically for compliance.</p> <p>We’ve brought in additional resources for electrical compliance who are working across all properties, and we also have water safety contractors starting soon. This added capacity helps us tackle safety comprehensively, ensuring other services and improvements are not sidelined. Additionally, we’ve engaged two additional contractors to help address the backlog in repairs across all our portfolio. This way, we can keep other maintenance needs moving forward as we focus on safety upgrades.</p> <p>Our approach to fire and safety work is based on prioritizing the highest-risk areas first. While we’ve started with Large Panel System (LPS) blocks due to their priority, this focus is expanding as we take a broader, measured approach across our full portfolio. For example, we’re also actively working on senior housing blocks. We completed Fire Risk Assessments (FRAs) across all properties, so we know exactly where the most urgent actions are needed and are tackling these first.</p> <p>Initially, our attention was on the Large Panel System blocks to ensure swift action where it was most necessary. Now, we are shifting to a more steady, long-term approach that allows us to roll out these safety improvements across our wider housing portfolio. Our “test and learn” method lets us improve as we go, so each stage of work benefits from prior learning.</p> <p>To further support this, we’ve brought in additional resources for electrical compliance who are working across all properties, and we also have water safety contractors starting soon. This added capacity helps us tackle safety comprehensively, ensuring other services and improvements are not sidelined.</p> <p>Our capital program and maintenance continues to operate as it always has, unaffected by these changes. In fact, through our current safety work, we are building a stronger base of information that will guide future capital works, helping us plan even more effectively.</p>

While we can't do everything at once, please be assured that we're actively working to address housing needs across the board. By focusing on the highest risks first, we are building a safer, more sustainable housing environment for everyone.

W3.1 Action

Action	As above.
Start date	
End date	

W3.2 - Building Strong Residents Associations

Area in city	West
Star rating	3 Star/ City wide issue
Date question raised	26 Sept 2024
Week of Area Panel	25 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	Sam Nolan
Officer job title	Community Engagement Manager
Contact Details	sam.nolan@brighton-hove.gov.uk

W3.2 Question

Issue	How can the Community Engagement Team support stronger, more vibrant Residents' Associations? Are they still committed to doing this?
Background	<p>There are a diminishing number of Residents Associations. Those which are still operating are not getting the same level of support they have in the past. Residents who are interested in setting up Associations are not receiving sufficient encouragement and help, making it difficult to establish themselves.</p> <p>A further block to building a successful Association is how difficult it is to get things changed. Residents must continually raise the same issues, while seeing very little progress. It is hard to convince people that an Association is useful if there is no evidence of them being listened to or the Council addressing their concerns.</p>
Questions	<ul style="list-style-type: none"> • Is supporting and building Residents' Associations still a central part of the Community Engagement Team's work? • How can residents and the Community Engagement Team work together constructively to build stronger Residents' Associations? • How can Residents' Associations get action more quickly and effectively around the issues they raise?

W3.2 Response

Response

The Community Officers have six core priorities, this included support to residents to develop groups and TRA's.

1. Help residents to develop strong & active tenant-led groups that can be a representative voice, develop and deliver ideas and projects and are open and inclusive and actively seek to be diverse.
2. Develop the use of Community rooms and spaces so that they can be used for activities/events that improves the quality of life for people living in the area
3. Make sure residents have many varied area-based opportunities to share their views on housing and other council services, using many different approaches - events, fun, door knocking, surveys, meetings, going to existing activities etc
4. Build strong working relationships with other teams and area-based services and organisations, i.e. housing, TDC, family hubs, networking sessions to meet the aims of the Social Housing Regulation Act and the council plan
5. Work with residents to help them develop new skills and confidence.
6. Actively provide feedback to local communities, tenants and resident/tenant groups, community organisations, Area Panels, Cllrs, senior managers.

We have been very short of staff over the last year, and we are very pleased to announce that we will have a complete full team from the 5th November 2024. This means we have more support for tenants in each area. Contact details for the team are below. All Community Engagement Officers work approximately 18.5 hours in each area. This will make sure we have enough staff to work with any tenants that wish to set up a new group or promote the work of a current TRA.

West

Community Engagement Officers
Barry Winchester and Steph Mooney

Senior Community Engagement Officer
Hannah Barker

Central

Community Engagement Officers
Simon Bannister, Rich Wheeler and Hemangi Sharma

Senior Community Engagement Officer
Hannah Barker

East

Community Engagement Officers
Gabs Tiranti, Steph Mooney and Hemangi Sharma

Senior Community Engagement Officer
Keely McDonald

North

Community Engagement Officers
Clare Nicols, Barry Winchester and Simon Bannister

Senior Community Engagement Officer
Keely McDonald

Community engagement Manager
Sam Nolan – all areas of the city

Digital engagement
Ufuoma Itoje

Estate Development Budget
Lucy Beasley

Email addresses and phone numbers

Barry.winchester@brighton-hove.gov.uk

Steph.mooney@brighton-hove.gov.uk

Hemangi.sharma@brighton-hove.gov.uk

Simon.bannister@brighton-hove.gov.uk

Richard.wheeler@brighton-hove.gov.uk

gabriel.tiranti@brighton-hove.gov.uk

Clare.nicols@brighton-hove.gov.uk

Sam.nolan@brighton-hove.gov.uk

Keely.Mcdonald@brighton-hove.gov.uk

Lucy.beasley@brighton-hove.gov.uk

Hannah.barker@brighton-hove.gov.uk

I would be happy to work with a group of residents to look at what issues are commonly getting stuck and see if there is a better way to report or resolve them.

W3.2 Action

Action	
Start date	
End date	

W3.3 - Staffing Levels at Community Engagement Team

Area in city	West
Star rating	3 Star/ City wide issue
Date question raised	26 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	Sam Nolan
Officer job title	Community Engagement Manager
Contact Details	Sam.nolan@brighton-hove.gov.uk

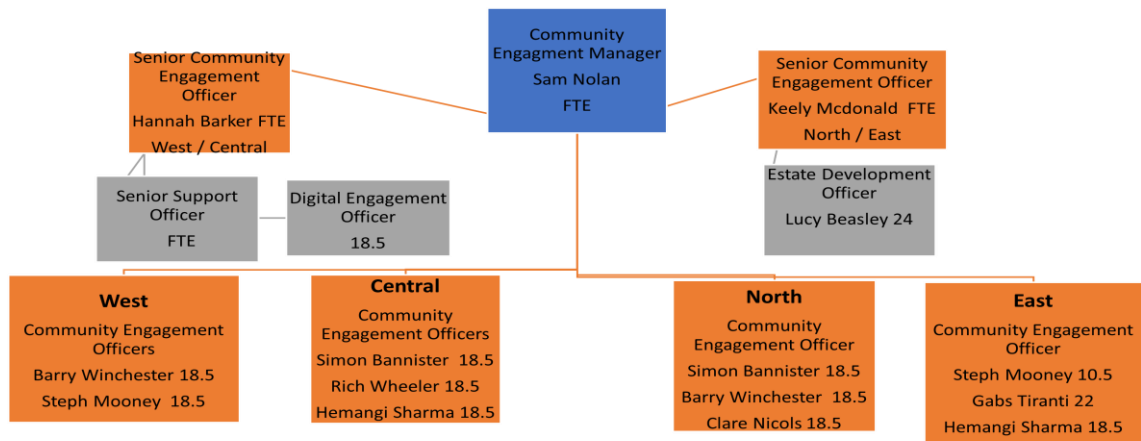
W3.3 Question

Issue	What staffing levels are the CET operating at?
Background	A lot of resident engagement meetings are cancelled or postponed at short notice. It can also be difficult to find staff available to attend Resident Association meetings or supervise AGMs. Residents have been told that these problems are down to a shortage of staff, and that with new appointments the situation will improve.
Request or Question	it was agreed to ask the following questions at Area Panel <ul style="list-style-type: none"> • How many staff should the Community Engagement Team have if all posts were filled? • How many staff do they currently have? • How many staff are based at home and not available for face-to-face work with residents?

W3.3 Response

Response
<p>We have been very short of staff over the last year, especially over the last few months. We have had</p> <p>1 x Manager 2 full time Senior community engagement officers, 1 working remotely 1 full time community engagement officer (CEO), 2 part time CEOs, 1 x part time on extended leave EDB officer – part time.</p> <p>However, we are very pleased to announce that we will have a complete team from the 5th November 2024. The complete Community Engagement Team is made up of</p> <ul style="list-style-type: none"> 1 x Full time manager 2 x Full time Senior Community Engagement Officers 3 x Full time Community Engagement Officers 4 x Part time Community Engagement Officers (1 x 30hrs per week, 2 x 18.5 hrs per week, 1 x 22hrs per week) 1 x Digital Engagement Officer 18.5 hrs per week 1 x Estate Development Officer 24hrs per week 1 x full time administrator <p>We do recognise that the Community Engagement Team is a face-to-face service and while we have appreciated Keely McDonald remaining in post this was always a temporary situation. Sadly, this means Keely will be leaving us in March 2025 and we will be recruiting to the post locally.</p>

Current Team Structure below



Sam Nolan

W3.3 Action

Action	No further actions
Start date	
End date	

N3.1 Repairs

Area in city	North
Star rating	3 Star/ city-wide issue
Date question raised	19 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	Sam Crick
Officer job title	Operations Manager – Housing Repairs and Maintenance

Contact Details	sam.crick@brighton-hove.gov.uk
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N3.1 Question

Issue	Repair and other works are not being quality-checked.
Background	A Moulseccomb resident had two power sockets, and some light switches repaired. When the repair was completed, the resident discovered that tiles had been broken and the light switches had been installed upside down.
Question	<ul style="list-style-type: none"> Residents would like to know what percentage of repairs/works to properties are assessed for quality upon completion of the repairs/works. If repairs/works are not being regularly quality-checked, how is the Council able to know whether the work is being completed to a decent standard, or whether a sub-contractor is meeting their contractual obligations?

N3.1 Response

Response
<p>In the case of low value, directly delivered responsive repair work our aim is to achieve 10% post inspections.</p> <p>If at any time a tenant has a complaint or concern about works carried out, they should contact the Repairs Helpdesk who will make arrangements for a visit to be undertaken to check works.</p>

N3.1 Action

Action	N/A
Start date	
End date	

N3. 2 Estates in a state of disrepair

Area in city	North
Star rating	3 Star/ city-wide issue
Date question raised	19 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October

Name of officer responding	Chloe McLaughlin
Officer job title	Estates Services Manager
Contact Details	chloe.mclaughlin@brighton-hove.gov.uk

N3.2 Question

Issue	Estates are in a state of disrepair and neglect, caused by poor maintenance, uncollected rubbish/fly-tipping, little or no street cleaning, uncut grass, hedges and trees. Residents are frustrated at the poor levels of service they are receiving, in spite of increases in services charges and council tax.
Background	<p>All reported that their areas were poorly maintained and looking increasingly dirty and dilapidated. Street cleaners haven't been seen in the areas for months or years, and staff are not being replaced. Signage around estates is old and out-of-date. Residents are putting a lot of energy into keeping things clean & tidy in their areas but dirty streets, uncollected rubbish and the infestation of vermin and overgrown vegetation means that their efforts are fruitless (See also Item 4).</p> <p>It was noted that other cities/towns managed to be in a much better state (e.g. clean and tidy streets), and questions were raised as to why Brighton was failing to do the same.</p> <p>Hollingdean also reported:</p> <ul style="list-style-type: none"> • There is a dripping tap by the garages, which is on Council land. This has been reported to Southern Water, at the last Area Panel, to Highways, and to Councillors but no action has been taken. • On the grass verge by Flat 8, Southmount, there is water coming up like a spring, which has been going on for 2 months. Again, this has been reported but nothing has been done and the Council are denying responsibility for fixing the issue. • A tree behind a block of flats near Southmount needs cutting back – the branches are banging against a resident's window.
Question	<p>Residents would like to know which department is responsible for what services and areas at the Council – i.e.</p> <ul style="list-style-type: none"> • What are the statutory responsibilities of Estate Services, City Parks & City Clean? Which areas do they each cover, what is their remit? • What is the caretaker's role? What are they meant to be doing? How often? • How many vacancies do Estate Services currently have for caretakers? How long have these positions been vacant?

N3.2 Response

Response

- **What are the statutory responsibilities of Estate Services, City Parks & City Clean? Which areas do they each cover, what is their remit?**

The Estates Service Team are responsible for the cleaning and minor maintenance of the council housing estates. Duties include cleaning common areas, removal of fly tipping from Housing land, graffiti removal, lock changes and minor repairs such as light bulb changes.

City Parks are responsible for maintaining areas such as allotments, parks, countryside, playgrounds and trees. Their duties include the general upkeep of these areas by carrying out tasks such as mowing and weeding and other ground maintenance tasks.

City Clean are responsible for the collection of refuse and recycling across the City. Their street's department looks after all the street cleansing, removing fly tips not on Housing land, jet washing and graffiti removal.

- **What is the caretaker's role? What are they meant to be doing? How often?**

The Estates Assistant's role is to keep the common areas of Council Housing blocks clean and tidy. Their duties include, but not exhaustive of, sweeping, mopping, hoovering, dusting and litter picking the immediate areas to the blocks.

If the block is a high rise and has a lift then an Estates Assistant will attend and carry out daily, weekly and monthly tasks. These are:

Daily tasks – Sweep and mop or Hoover ground floor entrance way. Clean accessible glass in entrance lobby. Sweep and mop lift. Check stairwells. Inspect bin areas.

Weekly tasks – Litter pick immediate areas. Clean and tidy bin areas.

Monthly tasks – Sweep and mop of Hoover landings. Clean all accessible internal glass. Clean all edges and ledges. Clean lift doors.

- **How many vacancies do Estate Services currently have for caretakers? How long have these positions been vacant?**

There are currently 2 vacancies for Estates Assistants. They have been vacant for 3 weeks. Recruitment is in progress.

N3.2 Action

Action	N/A
Start date	
End date	

Residents Questions - 2-star, EAST Area

E2.1 Fly-tipping Bristol Estate

Area in city	East
Star rating	2 Star/ local area issue

Date question raised	26 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	Chloe McLaughlin
Officer job title	Estates Service Manager
Contact Details	chloe.mclaughlin@brighton-hove.gov.uk

E2.1 Question

Issue	Fly-tipping is rife around the communal bins at Bristol Estate.
Background	There used to be a mobile camera installed at Bristol Estate, which was effective in preventing people from fly-tipping. Now that the mobile camera is gone, fly-tipping is on the increase.
Request or Question	<ul style="list-style-type: none"> • Can the Council install dummy cameras on the estate to deter fly-tipping, if real cameras cannot be installed? • Can the Council provide signage stating that there is CCTV, to help deter fly-tipping?

E2.1 Response

Response
<p>The next move for the mobile CCTV is due in December/January. Bristol Estate has been included in the areas to investigate for a camera. Chloe McLaughlin is meeting City Clean and the chair of BELTA on 8th November and will discuss any hot spot sites.</p> <p>Dummy cameras are not effective as a deterrent. Signage that says there is CCTV when there isn't CCTV although can deter for a short period, is known to be a dummy camera when footage is requested.</p> <p>Residents are encouraged to report fly tipping to the Estates Service Team on 01273 294769 or by email estatesserviceteam@brighton-hove.gov.uk.</p> <p>Any evidence that can be passed on that can identify the person or persons responsible for fly tipping should also be reported so that this information can be given to the Environmental Enforcement Team to investigate.</p>

E2.1 Action

Action	N/A
Start date	
End date	

E2.2 Rubbish & Recycling

Area in city	East
Star rating	2 Star/ local area issue
Date question raised	26 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	Chloe McLaughlin
Officer job title	Estates Services Manager
Contact Details	estateserviceteam@brighton-hove.gov.uk

E2.2 Question

Issue	Communal rubbish and recycling bins are often overflowing - rubbish and recycling piles up on the side, which means that rubbish often gets strewn about.
Background	The bins have limited capacity and get over-full quickly. Residents – particularly on Bristol Estate - noted that the current number of communal bins provided for the number of flats/residents in the area was insufficient and that collections weren't happening frequently enough.
Request	Can the Council either provide more communal bins to serve an area or increase the number of refuse collections to prevent this problem from occurring?

E2.2 Response

Response	The Estates Managers have a meeting on 8 th November 2024 with City Clean and the Chair of BELTA to look at bin capacity. A verbal update will be provided at the next Area Panel following the outcome of this meeting.
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E2.2 Action

Action	Meeting to discuss bin capacity and report back to Area Panel.
Start date	8 th November 24
End date	Next Area Panel

E2.3 Councillor Behaviour at East Area Panel Meeting

Area in city	East
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Star rating	2 Star/ local area issue
Date question raised	26 Sept 2024
Week Area Panels begin	18 Nov 2024
Deadline for officer response	Tuesday 22 nd October
Name of officer responding	Anthony Soyinka
Officer job title	Head of Democratic Services
Contact Details	democratic.services@brighton-hove.gov.uk

E2.3 Question

Issue	A Woodingdean councillor attending the last Area Panel meeting spoke very rudely to one of the residents. It is not acceptable for councillors to speak to hard-working volunteer council residents in this manner.
Request	Councillors to be reminded that council residents are hard-working volunteers, trying to improve their areas, and they should be treated with respect.

E2.3 Response

Response	
<p>We're very sorry that you have had to complain about one of the Councillors that attended the meeting.</p> <p>All attendees, whether they are council staff, councillors or residents should be treated with respect and dignity in any interaction. This has been noted and a reminder will be included in the Chairs communications for Housing Area Panels on the expectations regarding behaviour and conduct at public meetings to facilitate respectful debate.</p> <p>Councillors and Housing staff really appreciate all the work that the volunteer council residents do for our community.</p>	

E2.3 Action

Action	To include in the running order for Area Panels.
Start date	November 2024
End date	

END

Environmental Improvement Approved Proposals carried forward

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Committed/ spend
EIB414	North	31-Oct-22	Complaint via housing management	Goring/ Ferring/ Angmering Court	Bin Storage	Accept		£3,500			Needs consultation to relocate to parking spaces	
EIB419	Central	24-Nov-22	Residents via Housing management	Lavender Court, Upper St James Street BN2 1LN	Wooden edge & bike storage (3 hoops)	Accept		£3,500	£2,500	£1,000	Wooden edge ordered, bike store issue accessibility	£940
EIB424	Central	28-Nov-22	Residents via Housing management	Leach Court, Eastern Road, Brighton, BN 2 0DE	Bin screening	Accept	monitor if further fencing required	£8,143	£4,000	£4,183	Fencing completed 29/5/24	£2,409
EIB 430	East	10-Dec-22	Residents via Community Engagement Team	White Hawk	Antislip coating & relining of multi-use games area	Accepted	tarmac completed, awaiting antislip coating	£10,000		£10,000	Completed 13/5/24	£9,811
EIB438	East	02-Feb-23	H&S	Chadbourn Close	Replace damaged railing for safety	Accept	Agreed	£2,718	£2,718		Completed 17/5/24	£1,491
EIB440	West	14-Feb-23	Residents via Housing management	Lovegrove Court	Accessible Bin storage	Accept		£8,000	£8,000		Residents requested stop while review	
EIB472	Central	20-Jul-23	Residents via Community Engagement Team	Kingswood Flats	Access and improvements	Accept	Remaining funds	£5,202	£5,202		Initial works completed/ further consultation	
EIB473	Central	20-Jul-23	Residents via Community Engagement Team	Kingswood Flats rear	Improvements to rear garden	Accept	Remaining funds	£6,675.17		£6,675	Clearance completed Planting due autumn	Procuring
EIB474	Central	20-Jul-23	Residents via Community Engagement Team	Milner Flats/Nelson Row	Garden clearance and gating Nelson Row	Accept	gates done awaiting external staircase replacement to do gardens	£2,260.80		£2,261	Review, clearance part of major works	
EIB476	West	27-Jul-23	Residents via Housing management	Sanders House	Paving & landscaping	Accept	Remaining money for gapping up	£3,488.16		£3,488	Autumn works	Procuring
EIB486	North	11-Aug-23	Residents via Community Engagement Team	Mimosa Court	Washing area/ fencing	Accept	initial work done, consult	£6,605.00	£3,000	£3,105	Autumn works	Procuring
EIB496	East	21-Aug-23	Residents via Housing management	Robert Lodge	Bin Storage	Accept		£1,787.98		£1,788	bin enclosures not suitable- review	

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EIB501	West	28-Oct-23	Residents via Community Engagement Team	Clarendon Community rooms	Refresh of community rooms	Accept	<i>One area complete, sundaries & WC to do</i>	£6,640.00		£6,640	Order placed for WC refurb	£6,600
EIB504	North	08-Sep-23	Residents via Housing management	Elwyn Jones Court	Line marking	Accept	<i>Delayed due to major works</i>	£2,500	£2,500		Order placed	£2,980
EIB509	North	21-Sep-23	Residents via Housing management	Laburnum Lodge	Resurface pathway	Accept	<i>Main path done, patio works raised planters to do</i>	£15,795	£15,795	£2,000	Patio/ internal paths works complete Garden works ordered	£18,312
EIB510	East	05-Oct-23	Residents via Community Engagement Team	Nuthurst Place	Bin storage	Accept	<i>subject to consultation</i>	£6,000	£6,000		Order placed	£4,084
EIB511	East	05-Oct-23	Residents via Community Engagement Team	Nuthurst Place	Community Space	Accept	<i>tarmac path to complete</i>	£1,112	£1,112		<i>Completed 29/4/24</i>	£850
EIB514	North	21-Sep-23	Residents via Community Engagement Team	Holmstead	Landscape improvements/ wildflowers	Accept	<i>Pathway relaid & drainage complete - planters/ bench ordered</i>	£3,265	£3,265		<i>Completed 1/10/24</i>	£2,283
EIB515	East	11-Oct-23	Residents via Community Engagement Team	Bird Estate/ adjacent to upper park	Community Space	Accept	<i>Senri box & benches installed in play area, waiting further consultation</i>	£10,000	£10,000		consultation to be done on benches	
EIB517	North	20-Oct-23	Residents via Local Councillor	Hodshrove Woods	Clear brambles/ makemore open	Accept		£2,500		£2,500	too late before bird nesting - autumn	Procuring
EIB520	North	23-Oct-23	Residents via Community Engagement Team	The Gathering Place	Imake more inviting	Accept	<i>delayed as more added</i>	£5,000	£5,000		Works ordered	£3,540
EIB521	West	11-Oct-23	Residents via Community Engagement Team	Clarke Court, Walsingham Rd Hove BN3 4FW	garden Improvements	Accept	<i>Clearance, grouting and gate undertaken, further consult on entrance</i>	£7,250	£7,250		Withdrawn as no further proposals	
EIB529	North	23-Nov-23	Senior Surveys	Charles Kingston Gardens	Ramp & garden refresh	Accept	<i>ramps install, remainder for landscaping</i>	£3,670		£3,670	Autumn works	
EIB538	Central	30-Nov-23	Residents via Community Engagement Team	Highden	Community Space	Part	<i>Resurface paths, replace gates, repaint handrails</i>	£5,000	£5,000		Completed 29/4/24/ in progress	£7,108

EIB539	Central	30-Nov-23	Residents via Community Engagement Team	Albion House	Garden clearance	Accept		£5,000.00		£5,000	Completed 16/6/24	£4,975
EIB541	East	09-Jan-24	Residents via Housing management	Sandhurst	Overgrown area	Accept		£12,000.00	£2,000	£10,000		
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	<i>Works placed</i>	£10,315
EIB548	Central	24-Jan-24	Residents via Community Engagement Team	Tyson Place,	ASB	Accept	needs consultation	£8,000.00			<i>Consulting/ preparing brief</i>	Procuring
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		£8,665	<i>Works in progress/ procuring</i>	£9,585
EIB552	North	12-Feb-24	Residents via Community Engagement Team	St George's Hall	Improvements	Accept	<i>Tarmac ramps, completed, procuring rest</i>	£13,030.00	£10,000	£3,030	<i>Completed 29/7/24</i>	£8,384
EIB554	West	06-Mar-24	Residents via Housing management	Mountbatten Court	Repairs to bike shelter	Accept		£3,000.00		£3,000	<i>Works ordered</i>	£3,660
EIB555	Central	01-Mar-24	Residents via Housing management	Somerset Point	Landscaping/ accessibility	Accept	<i>Raised planter, completed, clearing border, mulch, wild flowers</i>	£7,000.00	£5,000	£2,000	<i>Works ordered</i>	£5,134
								£ 204,643				£102,460

Environmental Improvement Proposals 2024/2025 - approved

EIB524	East	30-Jul-24	Gabs Tiranti	The Crew Club	Community garden/grow space	Accept		£15,000.00	£5,000	£1,000	<i>Procuring</i>	
EIB530	West	23-Nov-23	Residents via Housing management	Elizabeth Court	Furniture/ patio extension	Approved		£12,000.00	£9,000	£3,000	<i>In progress</i>	£9,315
EIB556	North	08-Mar-24	Residents via Community Engagement Team	Roedale Court	Planters, wild flower, fence	Accept		£5,000.00	£3,000	£2,000	<i>in progress some spring planting</i>	£4,381
EIB559	North	03-Apr-24	Residents via Community Engagement Team	Norwich Crescent	benches, raised planters, bike hoops	Accept		£9,500.00	£5,000	£5,000	<i>Works completed 24/9/24</i>	£10,395

EIB560	North	03-Apr-24	Residents via Community Engagement Team	Warwick Mount, Montague Street, BN2 1LB	Path/garden	Accept		£15,000.00	£12,000	£3,000	<i>Path complete remainder ordered</i>	£12,440
EIB561	West	16-Mar-24	Residents via Community Engagement Team	28 Clarendon Villas	Garden refresh	Accept		£2,500.00		£2,500	<i>Review</i>	
EIB563	Central	14-Mar-24	Residents via Community Engagement Team	Thornsedale	Community room improvement	Accept		£15,000.00	£10,000	£5,000	<i>Delays in getting back quotes</i>	
EIB564	West	14-Mar-24	Residents via Community Engagement Team	Ingram Crescent	Bike sheds	Accept		£7,000.00	£3,500	£3,500	<i>Works ordered</i>	£5,000
EIB565	West	05-Apr-24	Residents via Housing management	Ingram Crescent	Bin storage	Accept	<i>prioritise under buildings</i>	£10,000.00	£10,000		<i>preparing brief</i>	
EIB566	West	26-Mar-24	Residents via Community Engagement Team	Churchill House	Refresh of sunken garden	Accept	<i>Use blocks not sleepers</i>	£11,000.00	£10,000	£1,000	<i>In progress/ plants to order</i>	£8,262
EIB567	West	03-Apr-24	Residents via Housing management	Muriel House	Artificial plants for indoor planters	Accept		£500.00		£500	<i>Procuring</i>	
EIB568	North	08-Apr-24	Residents via Housing management	Goodwood Way	Parking control measures	Accept		£1,035.00	£1,035		<i>Completed 17/5/24</i>	£1,035
EIB570	North	11-Apr-24	Residents via Community Engagement Team	The Gathering Place	Community Space	Accept		£6,500.00	£6,000	£500	<i>Completed 22/7/24</i>	£4,413
EIB572	North	15-Apr-24	Residents via Housing management	Lindfield	Planters/ replace hedge	Accept		£7,000.00	£4,000	£3,000	<i>Consultation required</i>	
EIB575	North	18-Apr-24	Residents via Community Engagement Team	Barcommbe Place	Planters	Accept		£3,500.00	£3,000	£500	<i>Completed 31/5/24</i>	£1,756
EIB578	North	18-Apr-24	Residents via Community Engagement Team	Elwyn Jones Court	Fruit trees, bulbs, steps, more seating	Accept		£5,000.00	£3,000	£2,000	<i>needs some consultation</i>	
EIB579	North	18-Apr-24	Residents via Community Engagement Team	Charles Kingston Gardens	Tidy/ Refresh of garden area/ make more accessible	Accept		£6,000.00	£3,000	£3,000	<i>needs some consultation</i>	
EIB581	Central	09-May-24	Residents via Community Engagement Team	Thornsedale	Access ramp	Accept	<i>feasibility study/works to complete approved</i>	£10,000.00	£7,000	£3,000	<i>Completed 2/7/24, ordered additional</i>	£12,750

Total projects	60
Projects completed	13
Projects in progress	23

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	
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. Eg grow	Consult	Wider consultaion required by Community Engagement Team	£7,000.00			Awaiting consultation	
EIB346	North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road, - Community Room	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 communty. improve this area with raised planters, climbers and permanent seating	Consult	Wider consultaion required by Community Engagement Team	£4,000.00			Awaiting consultation	
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>	
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	
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	
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	
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	
EIB531	North	23-Nov-23	Senior Surveys	Elwyn Jones Court	Artificial plants	Consult		£1,000.00			waiting for consultation	
EIB532	West	23-Nov-23	Senior Surveys	Evelyn Court	seating refresh	Consult	<i>Needs to be acceptable to all</i>	£3,500.00			waiting for consultation	

EIB553	North	28-Feb-24	Residents via Housing management	Netleton & Dudeny	Woof Park	CONSULT	<i>wider consultation and support by residents required</i>	£12,000.00			waiting for consultation	
								£ 145,300				

Environmental Improvement Proposals 2024-2025 - proposals rejected

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status
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:	Withdrawn May 2024	Withdrawn - Youth centre being redeveloped				Closed
EIB396	Central	03-Aug-22	Complaint via housing management	Sylvan Hall Estate	Bin Storage	Accept	Withdrawn - further proposals rejected				Closed
EIB573	Central	17-Apr-24	H&S	St John's Mount	External bin storage for fire safety	Reject	<i>Fund out of alternative budget</i>				Closed
EIB577	West	26-Apr-24	Residents via Housing management	Downland Court	Block old coal bins to stop ASB	Reject	<i>find other solutions</i>				revisit
EIB580	West	08-May-24	Local Councillor	Mile Oak Rec	Access barrier to protect park	Reject	<i>no previous issues here with encampments</i>				Closed
EIB582	West	08-May-24	Residents via Community Engagement Team	Philip Court	Car parking	Reject	<i>Car park extensions need to be funded out of increased revenue</i>				Closed
EIB585	Central	08-May-24	Residents via Community Engagement Team	Ecclesden	Move bin storage out of building	Reject	<i>only one resident and will need to be funded out of fire safety works</i>				Closed
EIB587	West	21-May-24	H&S	40 Hova Villas	Bicycle store	Reject	<i>Fund out of alternative budget</i>				Closed
EIB589	East	04-Jun-24	Residents via Community Engagement Team	Apple/Peach	Bin enclosure	Reject	<i>Not long refurbished</i>				Closed
EIB592	Central	11-Jul-24	Residents via Community Engagement Team	Essex Place	Bin door replacement	Reject	<i>Bin areas in highrise blocks under review as part of new regs</i>				Closed
EIB594	Central	22-Jul-24	security	Highleigh	Renew bin room door	Reject	<i>Bin areas in highrise blocks under review as part of new regs</i>				Closed

EIB598	West	01-Aug-24	Residents via Community Engagement Team	Evelyn Court	Community room redecorating & new blinds	Reject	<i>Refer to seniors budget</i>				Closed



Housing High-Rise Building Safety Resident Engagement Strategy

2024 to 2026
Version 1 September 2024

 Housing, Care and Wellbeing



Brighton & Hove City Council is responsible for ensuring that we have a resident engagement strategy in line with the Building Safety Act 2022. The following strategy shows how we will engage with residents on matters of building safety for our high-rise buildings.

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This strategy should be read alongside our existing Tenant and Leaseholder Engagement Strategy, which can be found on our website at www.brighton-hove.gov.uk/tenant-and-leaseholder-engagement-strategy

Welcome

Welcome to the first Brighton & Hove City Council High Rise Building Safety Resident Engagement Strategy. As a council we have new responsibilities under the Building Safety Act 2022, and we have produced this document to explain the extra ways we will be communicating and engaging with you on how we will improve the safety of your homes.

We want to make sure our residents feel safe and up to date on the work we will be doing over the coming years and are aware of how to report an issue. We want you to know what to do if an incident happens, be aware of your responsibilities in and around your home, plus tell us if we are not listening or getting things right. We will actively encourage more

residents to get involved in different ways, make information easy to understand and report back our actions in response to your feedback. Along with our regular performance reports, we will provide updates on the monitoring of this strategy.

We are committed to making the changes our residents want and need to your housing service. I'll look forward to meeting residents across the city, hearing your views on how we can do even more to keep our buildings and communities safe.

Councillor Gill Williams

Cabinet Member for Housing and New Homes

Introduction

Welcome to the first Brighton & Hove City Council, High-Rise Building Safety Resident Engagement Strategy, developed in line with the Building Safety Act 2022. Our commitment to the health and safety of our residents and those who visit and work in your homes is our key priority. This strategy compliments the council's approach to put residents at the heart of all we do and engage with residents as outlined in the Brighton & Hove City Council Plan, which can be found on our website at www.brighton-hove.gov.uk/brighton-hove-city-council-plan-2023-2027.

Following the tragic Grenfell Tower fire in June 2017, extensive reviews, recommendations, and legislation have emphasised the need for better communication and engagement about safety with our residents. We want to make sure that our residents are safe and feel safe where they live. The Building Safety Regulator launched a campaign for residents of high-rise buildings in February 2024, following this:

- High-rise building residents have more rights and protections than ever before.
- Residents can now check if their high-rise building is registered.
- The Building Safety Regulator is there to drive forward safety standards across the built environment. The Building Safety Act 2022 is at the centre of building safety reforms in England.

The new regulator is asking all those living in high-rise buildings in England to be aware of how new building safety laws affect them.

We want to be inclusive, listen to, and make it easy for residents to request information, raise concerns and escalate complaints in relation to building safety. This strategy is produced with residents in mind and explains our approach to ensure all residents are aware of our key building safety messages, know how they can raise building safety issues with us and be involved in decision making.

Purpose

The Building Safety Act 2022 introduced a new regulatory system for the management of building safety in 'higher risk buildings'. Higher risk buildings are defined as buildings which are at least 18 metres high, or 7 or more storeys and which contain at least 2 flats.

The most significant of the new requirements on landlords was the creation of the new accountable person role. The council have nominated the Head of Housing Investment & Asset Management - as the Principal Accountable Person, who has the following specific responsibilities:

- To implement a single Residents' Engagement Strategy for the whole building (to be agreed in cooperation with the other accountable persons and residents living in the building).
- To establish and operate a system for the investigation of residents' complaints.
- To be responsible for applying for registration and certification for the whole building, including bringing together a single safety case report.
- To be responsible for displaying information about the most recent building assessment certificate, compliance notices and details of those responsible for managing building safety for the building.
- Where a special measures order has been made, ensuring that no building assessment certificate relating to the building is displayed in the building.
- To take the lead responsibility for coordinating safety information for the building, keeping everything updated and ensuring it is accurate and accessible.
- Establish and operate a system for mandatory occurrence reporting.

For the first time, it is a statutory requirement for a Building Safety Act High-Rise Resident Engagement Strategy to be in place. The purpose of this strategy is to provide clear guidance on how we will engage, inform, and involve residents over the age of 16,



and anyone who owns a residential unit, in building safety decisions.

we will communicate and how residents can be involved in decisions about the safety of their homes.

This strategy outlines our aims and how we will ensure these are met, the ways in which

Our aims

The aims of this strategy are clearly set out under the Building Safety Act 2022. The table below gives details of what the strategy must achieve and how we will do this.

Under the Building Safety Act, this strategy must include information on the following:	How will we do this?
Residents feel safe in the buildings in which they live.	Page 8 – Roles & Responsibilities
Residents know how to easily report any problems about their home or any part of the building which may impact on their or their neighbour’s safety.	Page 12 – Building Safety Complaint Procedure
Residents know what to do in the event of an incident in the block where they live.	Page 9 – Information to be provided to residents
Residents have a clear understanding of our responsibilities as a landlord, and their responsibilities to ensure their homes remain safe.	Page 8 – Roles & Responsibilities
Residents are aware of the ways in which they can get involved and influence building safety and the services to high-rise buildings we give.	Page 10 - How we will communicate
Residents know what we are doing in response to their feedback.	Page 12 – Building Safety Complaint Procedure
Effectively communicate in a way that residents themselves find accessible and easy to understand.	Page 10 - How we will communicate
Residents know how to make a complaint if they feel their concerns are not being listened to.	Page 12 – Building Safety Complaint Procedure
Residents know how the effectiveness of the strategy will be monitored and measured.	Page 11 - Monitoring and Review

Roles and responsibilities

Housing

The Principle Accountable Person (appendix 3) has overall responsibility for ensuring building safety risks are being managed appropriately and that statutory obligations are met.

We are committed to making sure that you and your family are safe in our high-rise properties, to ensure this we will do the following:

- Fully comply with building and fire safety legislation.
- Keep all fire risk assessments for our high-rise blocks up to date and actions completed.
- Keep building safety policies and procedures up to date and review regularly.
- Monitor and report on compliance with fire, gas, electric, asbestos, water and lifts as set out in the Tenant Satisfaction Measures (TSM).
- Prioritise enquiries and complaints relating to building safety.

Residents

Everyone that lives in or visits your home has a part to play in keeping the building safe. This means meeting all the obligations set out in tenancy agreements and leases.

A resident is anyone over 16 years of age who lives in or owns a residential unit. They should help their accountable person to keep their building safe from building safety risks. These are the spread of fire or structural failure. This applies to those who are:

- leaseholders.
- social housing tenants
- private renters
- non-residential owners of a residential unit

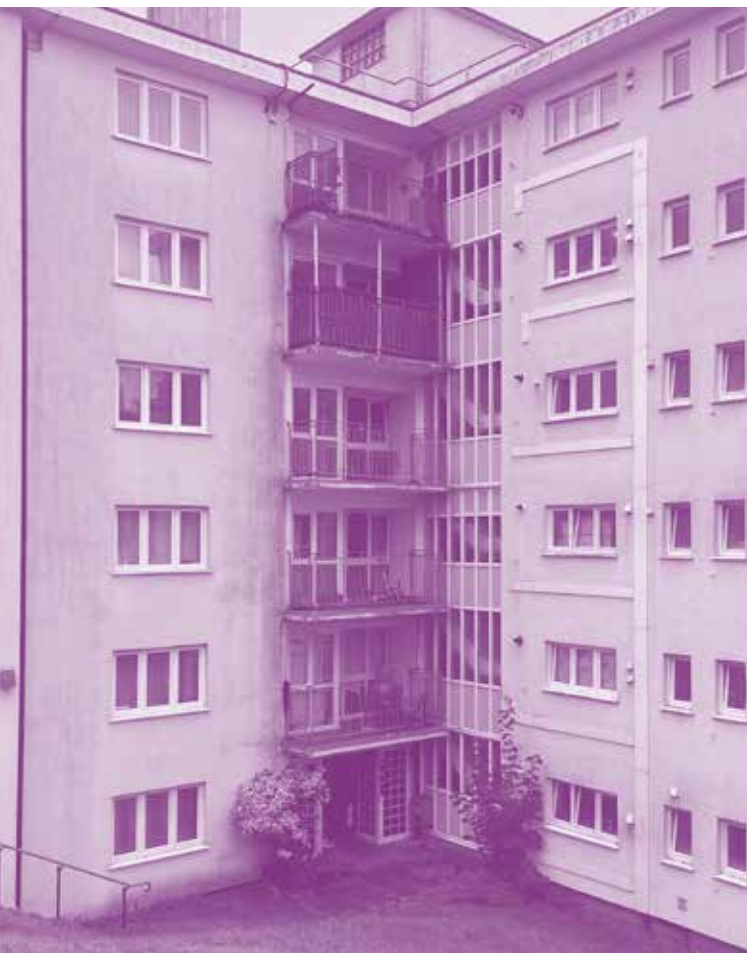
Your behaviours and actions can affect the safety of the building and you may be breaking the law if you do not behave in a responsible way. This means you must:

- Not act in a way that creates a safety risk of a building safety risk materialising.
- Not interfere with or damage a 'relevant safety item' (this is defined as anything forming common parts that is intended to improve building safety).
- Comply with an accountable person's request for information that is reasonably required to enable them to perform their duties.
- Comply with an accountable person's request to provide access where health and safety is concerned.

Refurbishment or building work in your home might be permitted within the terms of your lease or tenancy agreement.

If you wish to carry out any alterations or improvements in your home, you must seek permission from the council before you start any work. Please contact the Housing Customer Services Team if you need more information.

You should notify housing of any planned work in your residence before it begins.



Understanding our residents

We recognise that everyone accesses information in different ways, and that a 'one-size fits all' approach to engaging with you about important safety matters related to where you live will not work for everyone. We will make sure the information we provide on building safety matters is accessible in a range of ways.

For each high-rise building, we will use our existing housing management system, survey data, and other sources to help us understand whether there are any households or individuals who may be at a greater risk from fire, or who may require information to be provided in specific ways, such as large print, in another language or braille. Our records may not have always captured vulnerabilities and so we would ask you to bring to our attention any extra needs you may have.

We will also use this data to understand what additional barriers some residents face, and how to remove them, so that all residents feel and are safer. Any information will be collected in line with current General Data Protection Legislation (GDPR), a copy of our Housing Service Privacy Notice can be found on the council website at www.brighton-hove.gov.uk/about-website/service-privacy-notice/housing-service-privacy-notice.

Information to be provided to residents

To increase our residents' knowledge, understanding and recollection of fire safety measures in their homes, we will use a wide range of consultation methods. Residents will also be signposted to additional information available from the Housing Ombudsman and how we are meeting the requirements of the Fire Safety Act 2021.

We will provide you with information about what you should do in the event of an incident in your block. This information can be found on the fire action notices located on each floor of your building and in the entrance way.



We will also write to you once a year with information on what to do in the event of a fire, how you can get a home safety visit from East Sussex Fire and Rescue Service and any new information from incidents that may have happened.

In respect of building safety, examples, of the information we may provide are:

- Changes in legislation that require the council to put in extra safety measures or change the way we are currently working.
- How the council are performing regarding building safety legislation.
- Any advice from the fire service for your block.
- Any changes to the way we manage building safety for your block such as the storage of e-scooters or e-bikes.
- Where there are new duties on residents requiring them to play a significant part in the safety of their building.
- Any changes we may make following an incident.

This information will be provided to residents with the aim of informing them about the safety of their building and how we comply with mandatory requirements.

This includes providing confirmation that the Principal Accountable Person has been given the power to ensure compliance with both the council's and residents' obligations. They, or their representative, may require access to residents' homes to fulfil their duties relating to building safety or to determine whether a residents' duty has been met.

How we will communicate

The following are some of the methods we will use to ask you for your opinions, provide feedback and communicate information on any changes from your feedback:

- Resident meetings.
- Letters and leaflets; these can be produced in different languages, large print and in, some cases braille, on request.
- Building safety information provided at sign up to all new tenants.
- Information on fire and building safety on our website at www.brighton-hove.gov.uk/fire-safety-in-flats
- Area Panel meetings.
- Drop-in sessions held at your block, making use of the community room where possible.
- Individual one to one meetings.
- Surveys and door knocking.
- Publishing articles in the Homing In newsletter.

The council also has a new consultation and engagement platform called Your Voice. Your Voice offers better and fairer opportunities for residents to have their say, follow projects they are interested in and be informed about the different phases and decisions a project may go through. We will utilise this for future engagement.

Your Voice can be found at yourvoice.brighton-hove.gov.uk

This strategy also sits alongside our existing Tenant and Leaseholder Engagement Strategy.

Decisions we will ask you about

From time to time, we will contact you to ask your views on decisions that will affect you about building and fire safety. We will include all residents and anyone who owns a residential unit. We will do this in a range of ways, as outlined in the previous section. A building safety decision is any decision made by an accountable person about the management of the building, the management of building safety risks or any other decision connected to the duties of an accountable person.

We will make it clear, why we are doing this, how the information will be reviewed, and how we will act on your opinions. We will be clear about how much time you have to submit your opinion. Any changes that are made as a result will then be fed back to you in a way that suits your needs.

It may not always be necessary for the council to contact all residents about all work undertaken. We will contact you if you are affected by any such works. For example, we may ask you about the following:

- How any disruptions could be kept to a minimum including what times of the day work could be carried out.
- Any major or planned work to the building you live in.
- When the strategy is issued and when any change to the document is proposed. The accountable person will ensure that all consultation is held open at a minimum for 3 weeks.

We recognise that some decisions will be a higher priority in terms of building safety and, therefore, the time scale for residents to provide their opinions may vary. We will provide residents with a time scale in which you should provide your views, when writing to you about the specific decision

It may not always be practical to consult residents on all matters, for example, where there is an emergency situation which requires an immediate response, emergency repairs or where other statutory authorities (such as East Sussex Fire and Rescue) make recommendations.

In these circumstances, we will always tell you about the action taken. As a minimum we will write to you once a year to update you on information relating to your block. We will also write to you separately about any changes we make to improve the safety of the building.

Any information will be collected in line with current General Data Protection Legislation (GDPR). A copy of our Housing Service Privacy Notice can be found on the council website at www.brighton-hove.gov.uk/about-website/service-privacy-notice/housing-service-privacy-notice.

Equality

We will always engage with you in line with the duties and obligations placed upon us by the Equality Act 2010 and the Public Sector Equality Duty.

Monitoring and review

It is important to make sure this strategy does what we want it to in terms of purpose and aims. The best way to do this is to regularly monitor and review what we are doing.

We will do this in the following ways:

- Recording how many responses we get when we ask about a building safety decision.
- Reviewing and considering any opinions we receive from residents and owners of residential units about our strategy.
- Regularly assessing the ways in which we encourage involvement from residents in building safety decisions.
- Checking who is engaging and seeing whether any specific groups are under-represented in the responses, for example in different age groups or ethnicity.

We will review this strategy:

- at least every 2 years
- after every consultation of the strategy
- after a mandatory occurrence report
- after the completion of significant material alterations to a building

We will keep a written record of each review including whether or not we make any changes to this strategy. Residents and owners of residential units can make a complaint about the strategy to us. If you are not satisfied with the outcome of the complaint, you can escalate the complaint to the Building Safety Regulator.

We will review this strategy as new legislation is developed and further requirements emerge.

How to report a building safety issue

The health and safety of our residents remains an absolute priority for the council. We are committed to working with you as part of our ongoing response to fire and building safety.

If you notice any structural issues such as cracks in the walls, ceilings or foundations, or defects to safety equipment such as doors, fire equipment or signage please let us know so that we can respond to the issue. Urgent concerns posing risks to health and safety will be promptly addressed, ensuring swift investigation, response, and any necessary actions which may include making a 'Mandatory Occurrence Report'.

If you have a concern about a building safety issue, you can raise this by contacting our Repairs Helpdesk:

- Email repairs.helpdesk@brighton-hove.gov.uk
- Call **01273 294 409**

Building Safety Complaints Procedure

As part of the Building Safety Act 2022, the Principal Accountable Person of a high-rise residential building must establish and operate a complaints system for residents and other users of the building, who want to raise an issue about:

- A building safety risk to a specific building;
- or
- The performance of an accountable person.

We are committed to making sure priority is given to any customer contact or complaints which may have an impact upon building safety and acting quickly regarding any safety concerns. We will make sure that, when this procedure is completed, we publish information about how to raise a safety complaint on our website and in other communication and we will make it as easy as possible for you to do so.

Complaints about building safety will be monitored and reported to the appropriate board within housing to make sure we are looking at all aspects of the complaint and any trends that occur.

We have a 2-stage corporate complaint process, You can find full details on our website at www.brighton-hove.gov.uk/complaints.

If you have been through the complaints process and remain unsatisfied, you can escalate the complaint to the Building Safety Regulator. You can find details at www.gov.uk/guidance/contact-the-building-safety-regulator

You can also make a complaint directly to the Building Safety Regulator without raising the issue with the council first.

Appendix 1 - Information sources and references

Preparing a resident engagement strategy - www.gov.uk/guidance/preparing-a-resident-engagement-strategy

Equality Act 2010 - www.legislation.gov.uk/ukpga/2010/15/contents

Residents and owners of residential units: actions to keep your building safe - www.gov.uk/guidance/residents-and-owners-of-residential-units-actions-to-keep-your-building-safe

Building Safety Act 2022 - www.legislation.gov.uk/ukpga/2022/30/section/91/enacted

Operating a complaints system for building safety in a high-rise residential building - www.gov.uk/guidance/operating-a-complaints-system-for-building-safety-in-a-high-rise-residential-building

Safety in high-rise residential buildings: accountable persons - www.gov.uk/guidance/safety-in-high-rise-residential-buildings-accountable-persons

Brighton & Hove City Council plan 2023 to 2027 - www.brighton-hove.gov.uk/brighton-hove-city-council-plan-2023-2027



Appendix 2 - Definitions

Term	Definition
Accountable person (AP)	<p>An accountable person is an organisation or individual who owns or has a legal obligation to repair any common parts of the building.</p> <p>The AP will have a duty to take all reasonable steps to prevent a building safety risk happening, with building safety risk defined as 'spread of fire and/or structural failure.'</p>
Principal accountable person (PAP)	<p>Each of these buildings must have a principal accountable person (PAP) who owns or is legally responsible for the repair of the exterior and structure of the building.</p> <p>This person has overall responsibility for ensuring building safety risks are being managed appropriately and statutory obligations are met.</p>
The Building Safety Act 2022	<p>The Building Safety Act gained Royal Assent on 28 April 2022 and makes ground-breaking reforms to give residents and homeowners more rights, powers, and protections.</p> <p>The act overhauls existing regulations, creating lasting change and makes clear how residential buildings should be constructed, maintained, and made safe.</p>
High-Rise or Risk / HRRB (higher risk residential building)	<p>The Building Safety Act and this strategy applies to buildings with at least two homes that are at least 18 metres in height or have at least seven storeys. These are sometimes referred to as higher risk high-rise residential buildings or higher risk residential buildings (HRRBs)</p>
FRA (fire risk assessment)	<p>Building owners and landlords, are required by law to carry out regular fire risk assessments on residential buildings. These routine checks look for issues that affect the safety of the building and everyone who lives in, works in or visits. If any actions are needed, these are listed and prioritised and the building owner must carry them out.</p>
Homing In	<p>A Brighton & Hove City Council housing newsletter, with news and developments for our council tenants and leaseholders, published four times a year.</p>
The Building Safety Regulator (BSR)	<p>An independent body established by the Building Safety Act, 2022, and is part of the Health and Safety Executive (HSE).</p> <p>The BSR will raise building safety and performance standards and oversee a new stringent regime for high-rise residential buildings, as well as overseeing the wider system for regulating safety and performance of all buildings. Increasing the competence of relevant regulators and industry professionals.</p>
Mandatory Occurrence Report	<p>A safety occurrence is something, if not remedied, could cause serious harm to people when the building is in use.</p> <p>It will only be a safety occurrence if it has caused or is likely to cause:</p> <ul style="list-style-type: none"> • the death of a significant number of people • serious injury to a significant number of people <p>And relates to:</p> <ul style="list-style-type: none"> • structural failure of the building • the spread of fire or smoke in the building <p>The only buildings this applies to are:</p> <ul style="list-style-type: none"> • Seven storeys or at least 18 metres high and • Two residential units or is a hospital or a care home.

Appendix 3 – Roles & Responsibilities



EDB Report Summary of Bids and Projects

Quick Bids (Central)

- **Ardingly Court (Jul-24):** Ordered benches worth £397.93; total-
- **Brooke Mead (May-23):** Soil purchased, pots pending purchase by SB; total bid £420.00. Completion by Simon.
- **Lavender House (Jul-23):** Installation of sleeper planter; total bid £1,000.00. Managed by Robert Woodbridge.
- **Lavender House Social Club (Sep-24):**
 - Trip to Stanmer Park, grant-funded; total bid £190.00. Lucy Beasley to pay.
 - Bingo sessions, grant-funded; total bid £960.00. Lucy Beasley to pay.
- **Leach Court (Jul-24):** Compost and bark; total bid £570.00. Managed by Simon.
- **Leach Court (Jul-22):** Various activity tasters including minibus, yoga, and crafting supplies; total bid £1,000.00. Completion by Simon.
- **Leach Court (May-24):** Activity outings with minibus invoice pending; total bid £675.00. Lucy Beasley to pay.
- **Somerset Point (Sep-24):**
 - Day trips; total bid £1,000.00. Invoice managed by minibus company; LB to pay.
 - Activity tasters managed by SB; total bid £1,000.00. Completion by Simon.
- **Somerset Point Gardening Group (Jul-24):** Garden items; total bid £723.78. Managed by Simon.
- **Friends of Theobald House RA (Mar-23):** Irrigation project for community garden; total bid £1,000.00. Managed by Simon.

Main Bid Summary

1. Essex Place (20/21 Additional Work):

- Description: Adjust existing cycle racks in cycle shelter for easier access.
- Notes: No costs listed on the tracker. Project on hold for new contractor.

2. Grosvenor Centre Management Committee (May-24):

- Description: Community room items.
- Job Notes: Funds held until a new account is opened.
- Bid Amount: £9,060.95.
- Extra Notes: LB ordered items worth £339 and £951.88 on 10/10/24.

3. Hanover (20/21):

- Description: Installation of bird spikes on fire escape at 9-16 Westmount.
- Job Notes: JJ Pest Prevention involved, DLO to be used. FireGel chosen as a humane option with Panel approval.
- Bid Amount: £8,285.36.
- Extra Notes: Managed by Simon.

4. Sloane Court Tenants (May-24):

- Description: Seated yoga classes.
- Job Notes: Various payments made on 03/07/24 (£200), 18/07/24 (£150), 11/09/24 (£350), and 09/10/24 (£150).
- Bid Amount: £2,400.00.
- Extra Notes: LB to pay.

5. Transsober (Apr-23):

- Description: Core running costs.
- Job Notes: Payments made on 01/06/23 (£1,000), 31/08/23 (£1,000), and 27/03/24 (£1,000).
- Bid Amount: £6,272 - Extra Notes: LB to pay.

6. Wiltshire House Residents Association (Oct-23):

- Description: Deep clean of lobby and laundry room.

- Job Notes: Waiting for start date with contractor.
- Bid Amount: £1,320.00.
- Extra Notes: Issue with securing contractor; confirmation needed if residents still want the service.

Main Bids Summary (East)

Robert Lodge (Underspend March 22):

- **Description:** Purchase of various items for communal areas as part of the RL project.
- **Job Notes:** Some items have already been ordered; the remaining budget is £8,378.85.
- **Status:** With Lucy Beasley to complete.

Wellsbourne Drop-in Café (May-24):

- **Description:** Funding for the drop-in café project.
- **Job Notes:** The first instalment was paid on 03/07/24.
- **Bid Amount:** £8,588.00.
- **Status:** With Lucy Beasley to complete

Main Bids Summary (Central/East)

1. Craven Vale (Apr-22):

- Installation of New Steps
 - Bid Amount: £6,380.00.
 - Status: Spoke to Alan, still wanted ASAP as of Oct 24.

2. Craven Vale (Apr-22):

- Installation of New Path
 - Bid Amount: £4,500.00.
 - Status: Spoke to Alan, still wanted ASAP as of Oct 24.

3. Craven Vale (Jul-22):

- Install New Steel Door
 - Completion Date: Initial installation planned for 22-Apr.

- Bid Amount: £3,850.00.
- Status: Spoke to Alan, still wanted ASAP as of Oct 24.

4. Craven Vale (Oct-22):

- Southwater Close New Allotment
 - Approval Date: Approved in Oct 22.
 - Bid Amount: £6,193.00.
 - Status: On hold, waiting for the Community workshop.

5. Craven Vale (Date unspecified):

- Contribution Towards Southwater Project
 - Bid Amount: £10,000.00.
 - Status: On hold and ring-fenced until further notice

Quick Bids Summary (North)

6. Hornby Road (Jul-24):

- Description: Planting project.
- Bid Amount: £1,000.00.
- Status: LB to order, with the resident arranging the gardener. LB to pay.

7. Jasmine Court Residents Association (Sep-24):

- Description: Seated yoga lessons.
- Job Notes: £50 paid on 09/10/24.
- Bid Amount: £1,000.00.
- Status: LB to pay.

8. Laburnam Grove (Sep-23):

- Description: Waterbutt and guttering installation.
- Job Notes: Approved in Sept 23. Still wanted as of Oct 24 (confirmed with Greg Evans).
- Bid Amount: £800.00.

9. Laburnam Grove (Jul-24):

- Description: Seated yoga classes.
- Job Notes: £200 paid on 11/09/24 and £150 paid on 09/10/24.
- Bid Amount: £1,000.00.
- Status: LB to pay.

10. Lindfield Court Garden and Social Club (Sep-24):

- Description: Chair yoga sessions.
- Bid Amount: £1,000.00.
- Status: LB to pay the teacher.
-

Main Bids Summary (North)

11. Action for Bevendean Community (March 24 Underspend):

- Description: Installation of a noticeboard.
- Bid Amount: £1,125.00.
- Status: Waiting for contractor to be appointed; check with Jordan/Kay.

12. Barcombe Place (Apr-22):

- Description: Fence painting, installation of a new gate, and garden sundries.
- Job Notes: £258.79 remaining in the budget.
- Bid Amount: £1,194.66.
- Status: LB to pay.

13. Coldean (22/23 Main Bid):

- Description: Insulation and new heating for the Coldean community building.
- Job Notes: Approved in April 22 by the North panel, referred to HIAMS for additional repairs.
- Bid Amount: £9,192.22.
- Status: With Geof Gage for completion; £9,192.22 allocated for payment.

14. East Mouslecoomb (22/23 Main Bid):

- Description: Path improvements at Mouslecoomb Woods.
- Job Notes: Approved in April 22 by the North panel.
- Bid Amount: £4,134.68.
- Status: Marked as URGENT.

15. Highfield Road, Coldean (Oct-22):

- Description: Excavation and installation of new block and slab steps, including a handrail and bench at the top of the pathway.
- Bid Amount: £3,657.06.
- Status: Marked as URGENT

Quick Bids Summary (West)

1. Elizabeth Court (Sep-24):

- Description: Seated yoga classes.
- Job Notes: £50 paid on 09/10/24.
- Bid Amount: £1,000.00.
- Status: LB to pay.

2. Muriel House Gardeners (Sep-24):

- Description: Purchase of garden items.
- Job Notes: LB to buy a garden centre voucher.
- Bid Amount: £500.00.
- Status: LB to pay.

3. Sanders House (Jul-24):

- Description: Seated yoga classes.
- Job Notes: £100 paid on 11/09/24 and £150 paid on 09/10/24.
- Bid Amount: £1,000.00.
- Status: LB to pay.

Main Bids Summary (West)

- 1. Clarendon & Ellen (20/21):**
 - Description: Supply and install new galvanised key clamp railings for bin areas.
 - Notes: Approved by CP&G. Work was never completed due to cars and a container obstructing the area.
- 2. Clarke Court (22/23 Main Bid):**
 - Description: Installation of water butts and storage solutions.
 - Job Notes: Approved in April 22 by the West panel; storage grant sent to residents but no receipts received. Status of water butts uncertain.
 - Bid Amount: £1,500.00.
- 3. Evelyn Court (March 22 Overspend):**
 - Description: Rotovate and level an area, reseed or turf, and purchase various garden items.
 - Job Notes: Items ordered by SB, £100 e-gift card, benches ordered on 14/10/22 (£799.98), and a £500 garden centre voucher paid on 20/04/23.
 - Bid Amount: £10,000.00.
- 4. Hazelholt (March 24 Underspend):**
 - Description: Seated yoga classes.
 - Job Notes: Multiple payments made: £50 (15/05/24), £250 (03/07/24), £150 (18/07/24), £300 (11/09/24), and £150 (09/10/24).
 - Bid Amount: £2,600.00.
 - Status: LB to pay.
- 5. Ingram Crescent Residents Group (March 22 Overspend):**
 - Description: Installation of 9 water butts.
 - Job Notes: Approved in March 22. Wish Court is complete, awaiting a quote for 4" down pipe diverters.
 - Bid Amount: £1,700.00.
 - Status: Needs CEO follow-up.
- 6. Muriel House (20/21) (new worktop, sink unit, and plug socket relocation).**
 - Job Notes: Sent to Oakville for recosting; visit planned.
 - Bid Amount: £2,500.00.
 - Status: Urgent, add to contractor list.
- 7. Muriel House (Oct-22):**
 - Description: New porch and tip-up seats.
 - Job Notes: Approved in Oct 22, KP sourcing a contractor.
 - Bid Amount: £4,751.13.
 - Status: Urgent, add to contractor list.
- 8. Muriel House (May-24):**
 - Description: Seated yoga classes.
 - Job Notes: Payments of £150 (03/07/24), £150 (18/07/24), £350 (11/09/24), and £150 (09/10/24).
 - Bid Amount: £2,400.00.

- Status: LB to pay.
- 9. **Woods House Residents Association (May-24):**
 - Description: Smiling sessions singing activity.
 - Job Notes: 1st instalment (£3,475) paid on 13/06/24, 2nd instalment (£3,475) paid on 03/09/24.
 - Bid Amount: £9,990.00.
 - Status: LB to pay.

Budget Summary by Area

1. Central

- Total Budget: £63,468.86
- Quick Bids Spent to Date: £8,999.49
- Main Bid Spend (May Panel): £44,314.37
- Main Bid Spend (November Panel): £0.00
- Total Main Bid Spend: £44,314.37
- Total Remaining: £10,155.00
- Total Spent: £53,313.86

2. North

- Total Budget: £86,596.63
- Quick Bids Spent to Date: £13,088.18
- Main Bid Spend (May Panel): £9,966.43
- Main Bid Spend (November Panel): £0.00
- Total Main Bid Spend: £9,966.43
- Total Remaining: £63,542.02
- Total Spent: £23,054.61

3. East

- Total Budget: £59,981.56
- Quick Bids Spent to Date: £3,000.00
- Main Bid Spend (May Panel): £49,433.14
- Main Bid Spend (November Panel): £0.00

- Total Main Bid Spend: £49,433.14
- Total Remaining: £7,548.42
- Total Spent: £52,433.14

4. West

- Total Budget: £68,936.95
- Quick Bids Spent to Date: £4,376.41
- Main Bid Spend (May Panel): £12,390.00
- Main Bid Spend (November Panel): £0.00 390.00
- Total Remaining: £52,170.54
- Total Spent: £16,766.41

Overall Totals

- Total Budget: £278,984.00
- Quick Bids Spent to Date: £29,464.08
- Total Main Bid Spend (May Panel): £116,103.94
- Total Main Bid Spend (November Panel): £0.00
- Total Main Bid Spend: £116,103.94
- Total Remaining: £133,415.98
- Total Spent: £145,568.02

General Notes:

- The majority of the budget remains in the North area, with significant remaining funds of £63,542.02.
- The East and Central areas have used most of their budgets, with lower remaining balances.

Update for all Area Panels - Report Date - 30/10/24 - Contacts - Jane White and Craig Cotton

BHCC Housing has been carrying out a review of the laundry service, which is available at 14 sites in the city, since June 2024.

Why are we doing the review

We are carrying out the review to firstly understand how many residents use the service, and secondly what their circumstances are. For example, are they using the laundries for convenience, health or disability reasons, lack of space in their flat for a machine, or financial reasons. Housing is aware that the laundries are not used as much as they have been in the past. A total of 1674 households are eligible to use the 14 laundries. However, our understanding is that only 100-150 households actually do.

How did we speak to people

We spoke to people via seven resident meetings, direct correspondence (with translations as required) with identified users, posters displayed in all the laundries. Surveys (with self-addressed envelopes) were included with this and so distributed widely, and emails were also used. At four of the laundries there is no entry via a fob, so identifying users isn't possible. We therefore wrote to the entire four blocks. By these methods we sought to identify and connect with as many users as possible.

How many people did we speak to

We have spoken to a large number of people at resident meetings and received 136 completed surveys from this and our correspondence. At resident meetings and via correspondence we have communicated that no decision has been taken on the future of the laundries, but their closure is something that we will consider due to the apparent underuse.

What did we find out

We found out that the numbers of households using the laundries is within our expectations. There have been a variety of circumstances reported by residents. We asked what residents would do if the laundries were no longer available. Some people reported they rely heavily on the laundry being available in their block, due to health reasons and others would find it difficult to afford a machine in their home. Other residents would be ok with installing a machine at home or use the laundrette.

How will decisions be made – officers/ Cllrs etc

A review report has been created and this will be discussed at a Housing Leadership Team (HLT) meeting in November 2024.

What decisions have been made (if any)

No decision to date has been made on the long-term future of the laundries. They are available, free of charge, as usual.

Residents and Area Panels will be kept informed.

What is the timescale for the changes to take place

There is no decision regarding whether any changes will happen or not, therefore no timescale.