

# Housing Management Panel: West Hove & Portslade Area

Date: 18 September 2024

Time: 2.00pm

Venue Council Chamber, Hove Town Hall, Norton Road, Hove, BN3 3BQ  
- HTH/CC

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

Contact: Niall Breen  
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# AGENDA

## PART ONE

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Page

### 1 WELCOME, INTRODUCTIONS & APOLOGIES

5 - 6

- 14:00
- 5 Minutes
- Chair lead item

### 2 MINUTES & ACTIONS OF THE PREVIOUS MEETING

7 - 14

- 14:05
- 15 Minutes
- Minutes of the meeting held on 19.06.24 (copy attached).
- Chair lead item

### 3 HOUSING PERFORMANCE REPORT Q1 24-25

15 - 34

- 14:20
- 15 Minutes
- Verbal briefing
- Report attached
- Grant Ritchie lead item

### 4 BUDGET CONSULTATION UPDATE

- 14:35
- 5 Minutes
- Verbal briefing

### 5 RESIDENT ENGAGEMENT HIGH RISE

35 - 50

- 14:40
- 10 Minutes
- Justine Harris lead item

### 6 ELECTION OF RESIDENT CO-CHAIRS

- 14:50
- 10 Minutes
- Hannah Barker lead item

### 7 BREAK

- 15:00
- 10 Minutes
- Optional break, if attendees are in agreement, the panel can continue to the next item.

### 8 HATE INCIDENT POLICY CONSULTATION

51 - 68

**9 REGULATORY JUDGEMENT**

**10 RESIDENTS QUESTION'S**

**69 - 86**

- 15:30
- 10 Minutes
- Responses to items raised at the Tenant Only Meeting
- Chair lead item

**11 ANY OTHER BUSINESS**

**12 ITEMS FOR INFORMATION**

**87 - 104**

**FURTHER INFORMATION**

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

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Date of Publication - Date Not Specified

## West Area Panel – Meeting Invitation

Dear Resident,

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

<b>When</b>	<b>Wednesday 18<sup>th</sup> September 2024, 14:00-16:00</b>
<b>Venue</b>	<b>Hove Town Hall, Council Chambers</b> Norton Road, Hove, BN3 4AH
<b>Housing Surgery</b>	<b>Housing Issue Drop-in Sessions (in person only)</b> 5:30-6pm at Hove Town Hall, Council Chambers
<b>Zoom</b>	Please type the following address in your browser:  <a href="https://bit.ly/WestAPSept24">https://bit.ly/WestAPSept24</a>  If the link above does not work, you can join through Zoom client instead, using the following details:  <b>Meeting ID: 290 000 1234</b> <b>Passcode: 1234</b>  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:  0203 481 5237 / 0203 481 5240 / 0203 901 7895 / 0208 080 6591  <b>Meeting ID: 290 000 1234</b> <b>Passcode: 1234</b> To mute and unmute yourself when calling by phone, press *6 (asterisk and 6)
<b>Transport</b>	<b>We can help with transport costs:</b> Please let us know <b>at least 7 days in advance</b> if you need the provision of bus tickets or a taxi to get to the meeting. If you drive, you can claim mileage and parking costs through your resident association grant, or where there is no association, via your Community Engagement Officer. Taxis can only be requested by people with mobility issues.

Please read the papers in advance of the meeting.

Please contact the Community Engagement Admin Team at 01273 291518 / [CommunityEngagement@brighton-hove.gov.uk](mailto:CommunityEngagement@brighton-hove.gov.uk) if you have any questions.





Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed or Outstanding?	Date Action completed or planned completion date?
			<p>terms, advising that car parking spaces and garages are for the daily storage of a motor vehicle, which must be in a roadworthy condition (including having a current, valid V5 document and being taxed, insured and with a current MOT) and are not for the storage of items, since the CP&amp;G policy was agreed in 2007. This is due to household items being stored within garages, creating a higher risk of fire within the property. If garage licensees have any questions or would like to clarify the terms within their existing license agreement to use a garage, they can contact the Housing Customer Services Team at <a href="mailto:housing.customerservices@brighton-hove.gov.uk">housing.customerservices@brighton-hove.gov.uk</a> or on 01273 293030 and they will be happy to help.</p>		
<b>WAO3 (19.06)</b>	Better inclusion of residents in EDB consultations	<b>Keely McDonald</b>	Recent West EDB bids and their consultations will be looked at to look at any gaps and offer support to bidders, if this is in reference to a specific bid, please let me know.	<b>Complete</b>	<b>16.08.24</b>
<b>WA4</b>	Regarding matters arising page 14 minutes – West Area Estate Walks, record incorrect as residents unable to attend, Cllr Hewitt confirmed	<b>Justine Harris</b>	<b>A verbal</b> update will be given.		



Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed or Outstanding?	Date Action completed or planned completion date?
	Hangleton walk but no Knoll walk				
<b>WA5</b>	Residents raised concerns surrounding the misrepresentation and confusion between the ability of tenants, leaseholders, freeholders and other parties of relevant interest to sit on and contribute toward EDB decision panels (Relating to prev W3.1)	<b>Sam Nolan</b>	Response available under item W3.1 of Residents Questions.	<b>Complete</b>	<b>16.08.24</b>



**BRIGHTON & HOVE CITY COUNCIL**

**HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA**

**18.00pm 19 JUNE 2024**

**ROOM G91 – HOVE TOWN HALL, NORTON ROAD, BN3 3BQ**

**Present:**

Councillors: Nann (Co-Chair), Hewitt

Clerk: Niall Breen (Democratic Services Officer)

Representatives: Muriel Briault, Patricia Weller

Officers: Geof Gage, Martin Reid, Grant Ritchie, Hannah Barker, Anita McGrath, Jane White, Emma Gilbert, Sam Nolan, Justine Harris, Robert Keelan, Sharon Halle-Richards

Guests: Sarah Booker-Lewis (Local Democracy Reporter),

**1 WELCOME, INTRODUCTIONS & APOLOGIES**

**5 – 6**

1.1 Cllr Nann delivered a verbal brief on pre-election protocols.

1.2 Cllr Nann, read out a statement of condolences for Roy Crowhurst former resident chair.

1.3 There were apologies from Cllr Atkinson, Cllr Grimshaw, Ann Tizzard, Pete Earl, Michael Campbell, Joe McKay, Alison Gray,

**2 MINUTES & ACTIONS**

**7-18**

2.1 **RESOLVED:** The panel agreed unanimously that the minutes were a fair and accurate record of the previous area panel meeting.

2.2 Matters arising page 14, regarding West Area Estate Walks. Neither resident was able to attend, there for the record was incorrect.

2.3 Cllr Hewitt confirmed there had been a Hangleton walk but no Knoll aalk.

2.4 Minutes were agreed as otherwise accurate.

**2.5 Actions:**

2.5 – WA1, regarding providing information surrounding the works programme to Cllr Grimshaw, complete.

2.6 – WA2, regarding ensuring equitable access to new policy information, complete.

2.7 – WA3, regarding ensuring potential resident vulnerabilities are properly considered by external contractors, complete.

2.8 – WA4, regarding overgrowth management and maintenance. Emma Gilbert (EG) provided a verbal response and confirmed it as in progress/to follow up.

2.9 – WA5, regarding consultations surrounding garage licensing. Residents deemed the response unsatisfactory. EG provided a verbal response on the matter.

2.10 – WA6, regarding residents' inclusion in EDB consultations. Keely McDonald confirmed this as in progress.

2.11 – WAO7, regarding providing Cllr Baghoth with further information regarding price caps. There was a comprehensive response, officers also confirmed it had been picked up in budget setting, complete.

2.12 – WAO8, regarding providing Ward Cllrs with further info relating to the new regime of inspections for landlords, Martin Reid (MR) provided a verbal update, complete.

2.13 – WAO9, regarding updating the panel on customer service statistics, complete.

### **3 HOUSING PERFORMANCE REPORT 4 2023-24**

**19-42**

3.1 Emma Gilbert provided a verbal brief of the item as included in the agenda papers.

3.2 Residents queried the response times to designated emergencies, MR clarified this was 24hrs, with 95%+ compliance in the previous Quarterly statistics.

### **4 HIAM BUILDING SAFETY RESIDENT ENGAGEMENT STRATEGY**

4.1 Jane White delivered a verbal only briefing – no item in papers.

### **5 LAUNDRY REVIEW**

5.1 Jane White delivered a verbal only briefing – no item in papers.

5.2 Cllr Hewitt queried out of the 120 approximate households identified to use the facilities, how many properties was this spread across, officers clarified this was 14, with 1 in West Area, Phillip Court, noting some blocks/estates used the same laundry facility for a wider area.

### **6 RESIDENTS' QUESTION TIME**

**43-66**

6.1 W3.1 – Residents raised concerns surrounding the misrepresentation and confusion between the ability of tenants, leaseholders, freeholders and other parties of relevant interest to sit on and contribute toward EDB decision panels. Sam Nolan provided a verbal answer. Residents noted dissatisfaction/confusion over approach to engagement strategy with regard to EDB panel decisions.

6.2 W3.2 – Residents deemed the response unsatisfactory, situation ongoing. Officers confirmed they would follow up with City Parks. Hannah Barker (HB) clarified process should not lead to HAP. They confirmed it should not go pass tenancy associations and should go direct to CityParks or CityClean depending on responsibility.

6.3 W2.1 – Agreed as complete.

6.4 W2.2 – Agreed as complete

## **7 POSITIVE COMMUNITY NEWS**

7.1 Residents noted events taking place in Hangleton Community Centre over the summer such as tabletop sales, events for the ‘big munch’ during school holidays and spring hop with 90 people.

7.2 Noted proposal to move conference around city to increase engagement/attendance.

## **8 ANY OTHER BUSINESS**

8.1 Muriel Briault raised concerns regarding overgrowth maintenance.

8.2 Meeting ended at 19:30

## **9 ITEMS FOR INFORMATION**

**67-88**

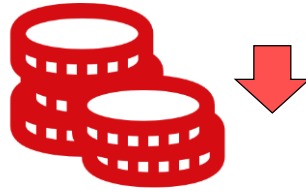


# Council housing performance

## Quarter 1 2024/25 (Apr to Jun 2024)



**99.99%**  
Gas safety  
compliance



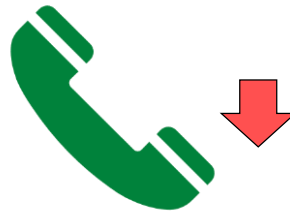
**92.34%**  
Rent collection  
rate



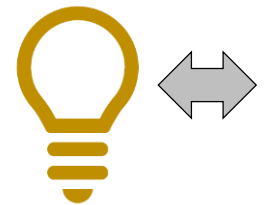
**39 days**  
Empty home  
re-let time



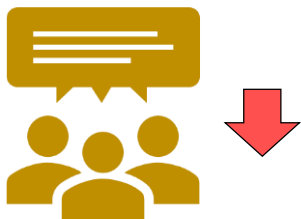
**97.9%**  
Dwellings  
meeting Decent  
Homes standard



**89%**  
Customer  
services calls  
answered



**74.1**  
Average energy  
efficiency  
(rating out of 100)



**76%**  
Complaint  
responses within  
10 working days



**95%**  
Repairs  
helpdesk calls  
answered

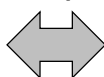


**86 days**  
Average time to  
complete routine  
repairs

Performance since previous quarter is:



Better



Same



Poorer

## **Quarter 1 2024/25 council housing performance – key trends**

### **Top scores (compared to target)**

1. Calls answered by Repairs Helpdesk (95% vs 85% target)
2. Calls answered by Housing Customer Services (89% vs 85% target)
3. Average re-let time excluding time spent in major works (39 days vs 42 day target)
4. Surveyed tenants satisfied with repairs: customer service (99% vs 96% target)
5. Surveyed tenants satisfied with repairs: standard of work (99% vs 96% target)

### **Bottom scores (compared to target)**

1. Average time to complete routine repairs (86 days vs 15 day target)
2. Stage two complaints upheld (47% vs 18% target)
3. Average weeks taken to approve major adaptations (16.3 weeks vs 10 week target)
4. Routine repairs completed within 28 calendar days (46.3% vs 70% target)
5. Stage one complaints responded to within 10 working days (76% vs 80% target)

### **Biggest improvements (since previous quarter)**

1. Average re-let time excluding time spent in major works (59 to 39 days)
2. Routine repairs completed within 28 calendar days (41.3% to 46.3%)
3. Average time to complete routine repairs (92 to 86 days)
4. Calls answered by Repairs Helpdesk (91% to 95%)
5. Surveyed tenants satisfied with repairs: standard of work (98% to 99%)

### **Biggest drops (since previous quarter)**

1. Average weeks to approve major adaptations (9.1 to 16.3 weeks)
2. Stage two complaints upheld (38% to 47%)
3. Stage one complaints responded to within 10 working days (81% to 76%)
4. Rent collected from current council tenants (93.46% to 92.34%)
5. Calls answered by Housing Customer Services (90% to 89%)

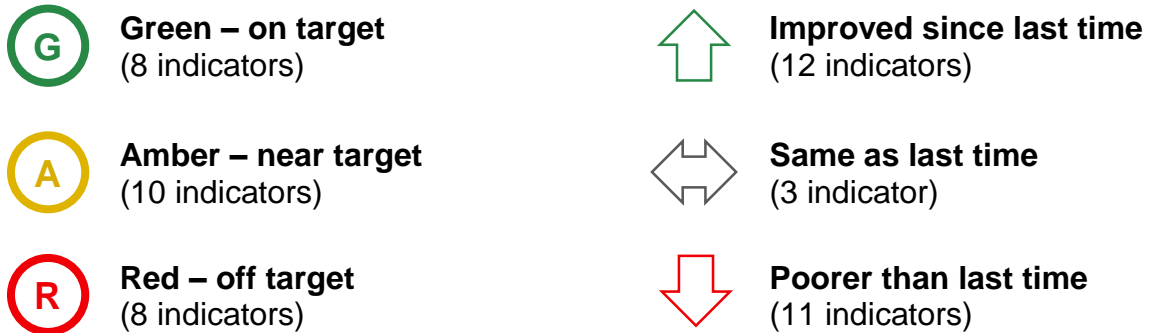


# Housing performance report




## Quarter 1 2024/25

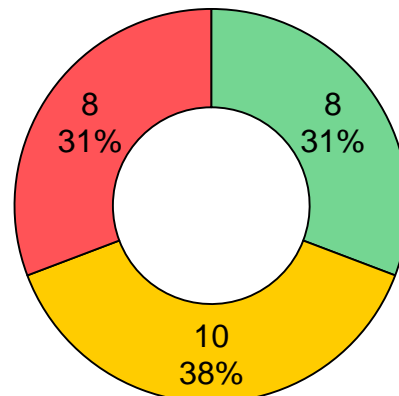
This report provides updates on performance indicators covering a wide range of Housing services. There continue to be areas of strong performance, with 8 indicators on target and an improvement in 12 of the indicators. However, some delivery challenges remain. The report covers Quarter 1 (Q1) of the 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:



### Performance indicators (Q1 2024/25)

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











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 Customer feedback		Target (amber value)	Q4 2023/24	Q1 2024/25	Status against target	Trend since Q4
1.1	Compliments received from customers	Info	69	44	n/a	n/a
1.2	Stage one complaints responded to within 10 working days	80% (70%)	81% (195 of 240)	76% (150 of 197)		
1.3	Stage one complaints upheld	Info	60% (145 of 240)	52% (102 of 197)	n/a	n/a
1.4	Stage two complaints upheld	18% (20%)	38% (10 of 26)	47% (20 of 43)		
<p>During Q1, 20 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>						

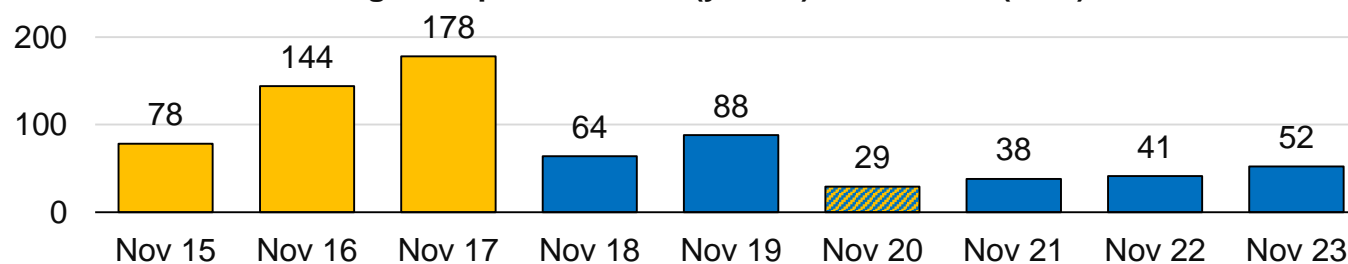
 <b>Private sector housing</b>		Target (amber value)	Q4 2023/24	Q1 2024/25	Status against target	Trend since Q4
2.1	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	1,733	1,814	n/a	n/a
2.2	<b>Corporate KPI:</b> HMOs where all special conditions have been met (for licences issued over 12 months ago)	55% (50%)	73.31% (1,936 of 2,641)	44.90% (251 of 559)		
<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 in Q1 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	143	114	n/a	n/a
Request for assistance top categories during Q1 were 55 (38%) dampness and 40 (28%) disrepair.						
2.4	Property inspections completed	Info	187	233	n/a	n/a
2.5	... of which RFA inspections	Info	50	51	n/a	n/a
2.6	... of which HMO licence inspections	Info	137	182	n/a	n/a
2.7	RFA cases closed	Info	94	86	n/a	n/a

 <b>Private sector housing</b>		<b>Target</b> (amber value)	<b>Q4</b> <b>2023/24</b>	<b>Q1</b> <b>2024/25</b>	<b>Status</b> against target	<b>Trend</b> since Q4
2.8	Properties with Category 1 and 2 hazards resolved through informal action (closed RFAs)	Info	88% (23 of 26)	94% (15 of 16)	n/a	n/a
2.9	Properties with Category 1 and 2 hazards resolved through formal action (closed RFAs)	Info	12% (3 of 26)	6% (1 of 16)	n/a	n/a
2.10	Private sector vacant dwellings (for more than one year) returned into occupation	9	1	20		












 <b>Housing adaptations</b>		Target (amber value)	Q4 2023/24	Q1 2024/25	Status against target	Trend since Q4
3.1	Private sector housing – average weeks taken to approve Disabled Facilities Grant applications	10 (26)	15.4	19.0		
3.2	Private sector housing – average weeks taken for contractor to complete major adaptations	Info	33.9	25.6	n/a	n/a
3.3	Council housing – average weeks taken to approve applications for major adaptations	10 (26)	9.1	16.3		
3.4	Council housing – average weeks taken for contractor to complete major adaptations	Info	14.9	15.3	n/a	n/a
<p>The amber threshold for the two targeted indicators above is set at 26 weeks based on historic guidance timescales, with the target of 10 weeks reflecting revised guidance timescales. The time taken to approve grants and applications has risen in this quarter. This is due to a number of outlier cases where we are waiting for further input from applicants and this has increased the overall average. We will continue to work with those applicants to resolve issues in order to move forward with the works required.</p>						

 <b>Housing options and homelessness</b>		Target (amber value)	Q4 2023/24	Q1 2024/25	Status against target	Trend since Q4
4.1	<b>Corporate KPI:</b> Homelessness cases presenting during the prevention duty stage	50% (40%)	29.64% (99 of 334)	32.44% (121 of 373)		
<p>Although performance has improved since the last quarter, more households tend to be presenting once already homeless, rather than when at risk of homelessness, following a national trend. In April 2024, officers held a conference with 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. During Q1, the consultation on proposed changes to the council’s Housing Allocations Policy ended: 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	<b>Corporate KPI:</b> Homelessness prevention cases closed with a successful prevention outcome	55% (45%)	63.45% (92 of 145)	64.29% (90 of 140)		
4.3	New households with a full housing duty accepted	Info	101	177	n/a	n/a
4.4	Number of households on the housing register	Info	7,585	7,476	n/a	n/a

**Rough sleeper estimates (yellow) and counts (blue)**





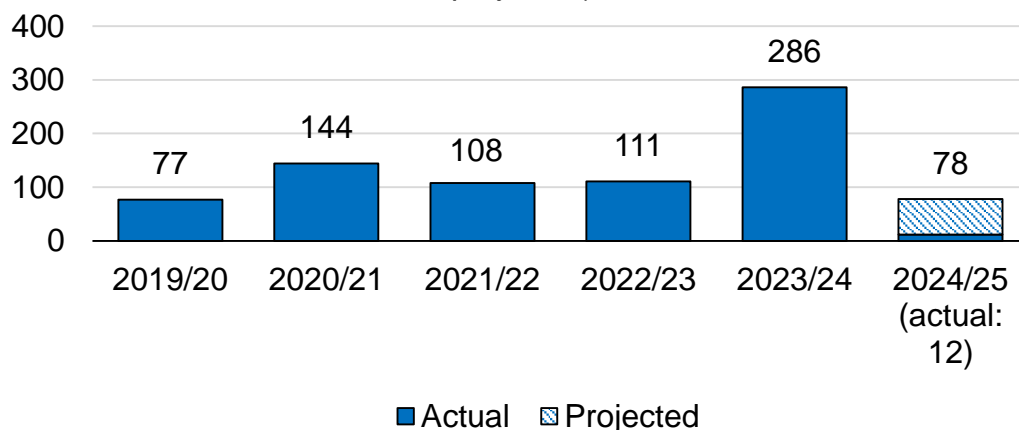
	Temporary accommodation (including emergency accommodation)	Target (amber value)	Q4 2023/24	Q1 2024/25	Status against target	Trend since Q4
5.1	<b>Corporate KPI:</b> Total households in temporary accommodation	1,770 (1,870)	1,770	1,788		
5.2	Rent collected for emergency accommodation (year to date including changes in arrears)	95% (90%)	90.43% (£3.35m of £3.71m)	93.84% (£547k of £583k)		
5.3	Rent collected for leased properties (year to date including changes in arrears)	95% (90%)	98.55% (£5.98m of £6.07m)	107.16% (£1.49m of £1.39m)		
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%)	97.97% (£5.29m of £5.40m)	74.23% (£1.34m of £1.80m)		
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	63	68	n/a	n/a
Three were 68 void emergency and temporary accommodation dwellings at the end of March 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%)	100% (494 of 494)	99.4% (491 of 494)		

## 6.1 New supply of additional council homes

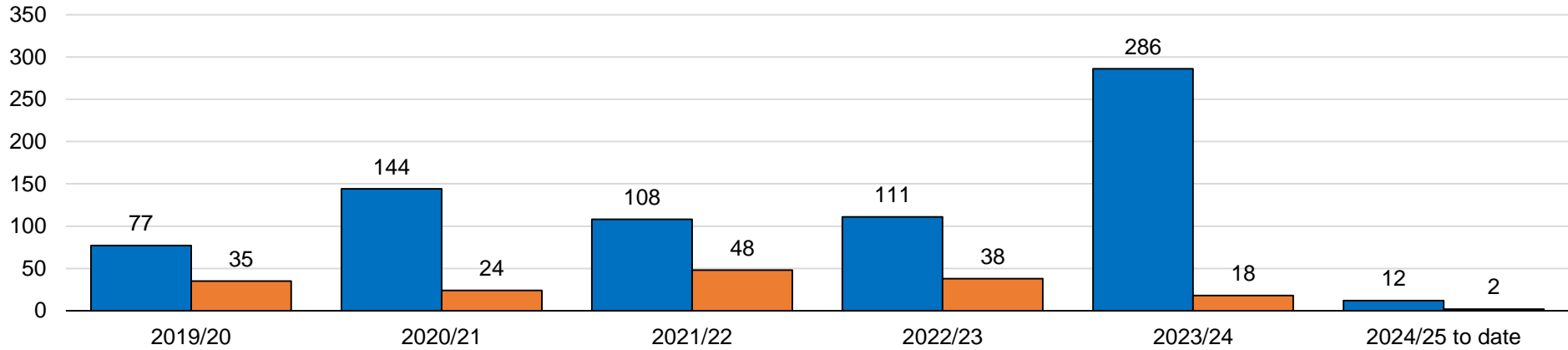
A total of 726 homes were completed between April 2019 and March 2024 with a further 78 projected for completion during the 2024/25 financial year. The total for 2023/24 (286) exceeded all previous years, and this programme has been delivered during a period of unprecedented complexity due to the Covid-19 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: 78 homes (projection) – buy backs (70 Home Purchase and 4 LAHF) and Frederick Street (4). This projection of 78 is also the Corporate target for the 2024/25 financial year.

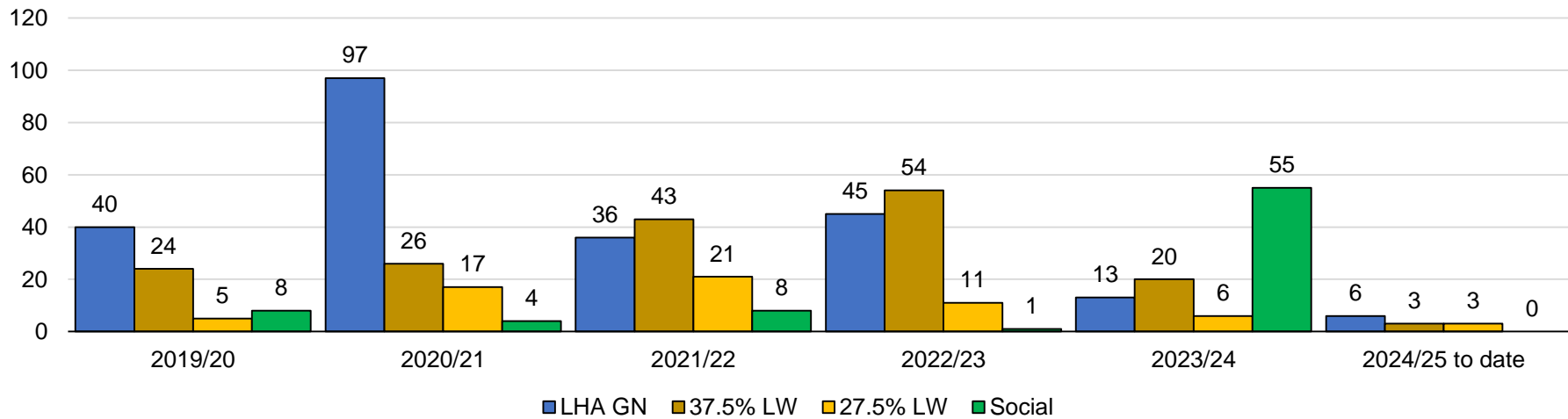
**6.2 Additional council homes per year (actual and projected)**



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



### 6.4 Additional council homes by rent level

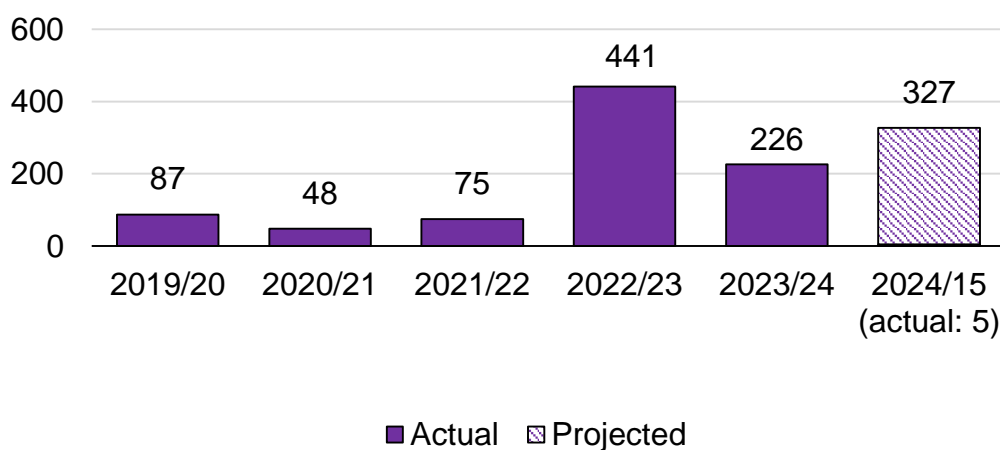








## 6.5 New supply of other affordable homes






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: 327 homes (projection) – Davigdor Road (5), Home X – Preston Barracks (16), Coombe Farm phase one (16), Coombe Farm phase two (13), St Aubyn’s – Rottingdean (37), Lyon Quarter (154), One Preston Park (30) and Hove Central (56)

















**6.6 Other additional homes per year (actual and projected)**




 <b>Council housing management</b>		Target (amber value)	Q4 2023/24	Q1 2024/25	Status against target	Trend since Q4
7.1	<b>Corporate KPI:</b> Rent collected from current council tenants	95.36% (94.90%)	93.46% (£60.1m of £65.1m)	92.34% (£66.4m of £71.9m)		
<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 collection rate is a forecast for the 2024/25 financial year. During Q1, the service was busy with the annual Universal Credit (UC) rent uplift exercise, which involved officers manually verifying the details of 4,361 UC claimants and reduced the resources for day-to-day casework. UC managed migration resumed and expanded in Q4 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. This is in addition to wider cost of living pressures affecting tenants' ability to pay rent. The service is placing greater emphasis on early intervention and prevention. Procedures have been updated to expand on early contact and all new tenants will be seen face-to-face by an income specialist as part of their sign-up process. 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.</p>						
7.2	Evictions due to rent arrears	Info	0	1	n/a	n/a
7.3	Evictions due to anti-social behaviour (ASB)	Info	2	0	n/a	n/a
7.4	ASB cases opened	Info	146	184	n/a	n/a
7.5	ASB cases closed	Info	127	147	n/a	n/a
7.6	Average days to close ASB cases	Info	137	132	n/a	n/a
7.7	Active ASB cases at quarter end	Info	264	301	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>						
7.8	 Calls answered by Housing Customer Services	85% (80%)	90% (5,902 of 6,529)	89% (5,929 of 6,654)		

 <b>Council housing management</b>		Target (amber value)	Q4 2023/24	Q1 2024/25	Status against target	Trend since Q4
7.9	Emails received by Housing Customer Services	Info	6,799	6,400	n/a	n/a
7.10	Number of council homes let	Info	209	126	n/a	n/a
7.11	... of which new council homes let for the first time	Info	114	16	n/a	n/a
7.12	... of which re-lets of previously occupied council homes	Info	95	110	n/a	n/a
7.13	Average 'key to key' re-let time in calendar days including time spent in major works	Info	163	87	n/a	n/a
7.14	 Average re-let time in calendar days excluding time spent in major works	42 (49)	59	39		
7.15	 Void council homes (includes new homes)	Info	137	149	n/a	n/a
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).						

 Council housing maintenance		Target (amber value)	Q4 2023/24	Q1 2024/25	Status against target	Trend since Q4
8.1	Emergency repairs completed within 24 hours	99% (97%)	95.3% (3,159 of 3,316)	96.9% (2,839 of 2,931)		
8.2	<b>Corporate KPI:</b> Routine repairs completed within 28 calendar days	70% (58%)	41.3% (2,180 of 5,277)	46.8% (2,535 of 5,421)		
8.3	Average days to complete routine repairs	15 (17.5)	92	86		
<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 46.8% (2,535 of 5,421) during Q1. This is impacted by the number of very old non-urgent jobs among those completed (2,396 were originally issued before 1st April 2024). Of the 2,829 newer jobs issued on or after 1st April 2024, 77.0% (2,330 of 3,025) were completed within 28 days, which is above the 70% target.</p>						
8.4	 Calls answered by Repairs Helpdesk	85% (80%)	91% (17,991 of 19,681)	95% (15,070 of 15,880)		
8.5	Emails received by Repairs Helpdesk	Info	6,440	5,070	n/a	n/a
8.6	Online forms received by Repairs Helpdesk	Info	820	390	n/a	n/a

 Council housing maintenance		Target (amber value)	Q4 2023/24	Q1 2024/25	Status against target	Trend since Q4
8.7	 Surveyed tenants satisfied with repairs: standard of work	96% (92%)	98% (778 of 793)	99% (1,806 of 1,829)		
8.8	Surveyed tenants satisfied with repairs: overall customer service	96% (92%)	99% (783 of 793)	99% (1,802 of 1,829)		
8.9	<b>Corporate KPI:</b> Council dwellings meeting Decent Homes Standard	100% (96.3%)	97.2% (11,711 of 12,046)	97.9% (11,876 of 12,129)		
8.10	<b>Corporate KPI:</b> 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% (11,358 of 11,359)	99.99% (11,374 of 11,375)		
The indicator above includes council dwellings served by a communal gas boiler (1,252) as well as those with their own gas supply (10,108).						
8.12	 Lifts restored to service within 24 hours	95% (90%)	94% (197 of 210)	91% (145 of 159)		



 <b>Leaseholder disputes</b>		<b>Q4 2023/24</b>	<b>Q1 2024/25</b>
9.1	Stage one disputes opened	1	6
9.2	Stage one disputes closed	10	7
9.3	Active stage one disputes (end quarter)	27	26
9.4	Stage two disputes opened	2	3
9.5	Stage two disputes closed	3	8
9.6	Active stage two disputes (end quarter)	7	2
9.7	Stage three disputes opened	2	3
9.8	Stage three disputes closed	1	2
9.9	Active stage three disputes (end quarter)	3	4





**Housing  
High-Rise  
Building Safety  
Resident  
Engagement  
Strategy  
2024 to 2026**

*Housing, Care and Wellbeing*



**Brighton & Hove  
City Council**



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](http://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 Housing Strategy and the which can be found on our website at [www.brighton-hove.gov.uk/brighton-hove-city-council-plan-2023-2027](http://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 Geof Gage, 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.

<b>Under the Building Safety Act, this strategy must include information on the following:</b>	<b>How will we do this?</b>
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 residential unit

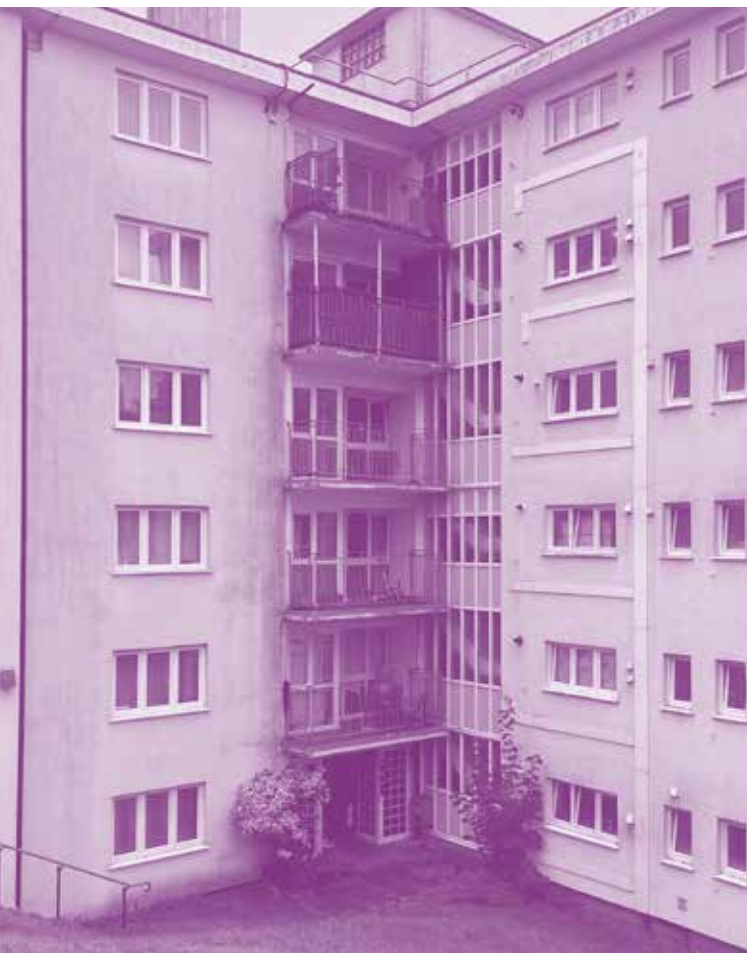
Your behaviours and actions can affect the safety of the building and you may be breaking the law if you do not behave in a responsible way. This means you must:

- 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.



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## 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](http://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 Account 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](http://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 meeting.
- 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](http://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](http://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](mailto: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](http://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](http://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](https://www.gov.uk/guidance/preparing-a-resident-engagement-strategy)

Equality Act 2010 - [www.legislation.gov.uk/ukpga/2010/15/contents](https://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](https://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](https://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](https://www.gov.uk/guidance/operating-a-complaints-system-for-building-safety-in-a-high-rise-residential-building)

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

Safety in high-rise residential buildings: accountable persons - [www.gov.uk/guidance/safety-in-high-rise-residential-buildings-accountable-persons](https://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](https://www.brighton-hove.gov.uk/brighton-hove-city-council-plan-2023-2027)

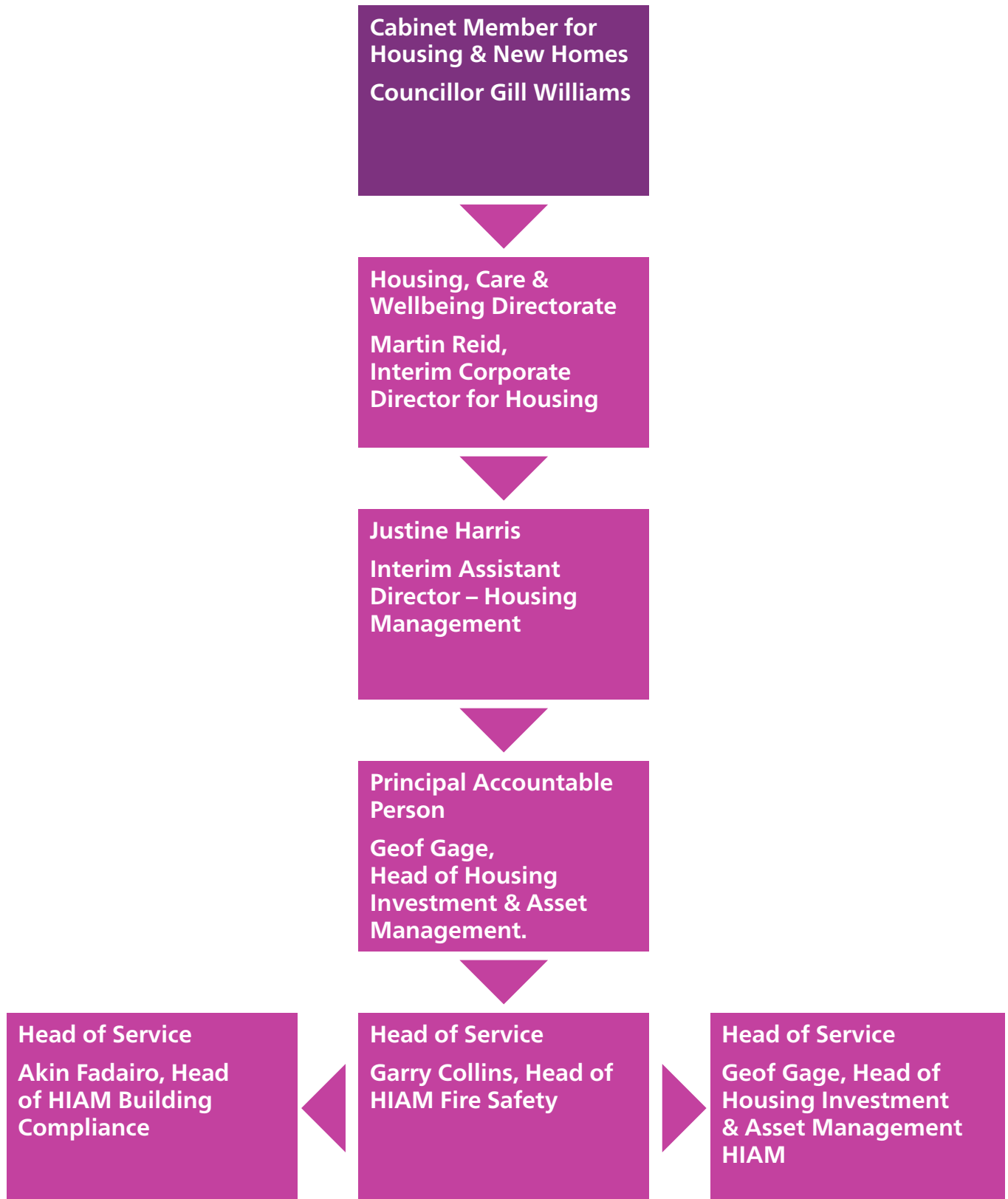


## Appendix 2 - Definitions

Term	Definition
<b>Accountable person (AP)</b>	<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>
<b>Principal accountable person (PAP)</b>	<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>
<b>The Building Safety Act 2022</b>	<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>
<b>High-Rise or Risk / HRRB (higher risk residential building)</b>	<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 residential buildings or higher risk residential buildings (HRRBs)</p>
<b>FRA (fire risk assessment)</b>	<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>
<b>Homing In</b>	<p>A Brighton &amp; Hove City Council housing newsletter, with news and developments for our council tenants and leaseholders, published four times a year.</p>
<b>The Building Safety Regulator (BSR)</b>	<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>
<b>Mandatory Occurrence Report</b>	<p>A safety occurrence is something, if not remedied, could cause serious harm to people when the building is in use.</p> <p><b>It will only be a safety occurrence if it has caused or is likely to cause:</b></p> <ul style="list-style-type: none"> <li>• the death of a significant number of people</li> <li>• serious injury to a significant number of people</li> </ul> <p><b>And relates to:</b></p> <ul style="list-style-type: none"> <li>• structural failure of the building</li> <li>• the spread of fire or smoke in the building</li> </ul> <p><b>The only buildings this applies to are:</b></p> <ul style="list-style-type: none"> <li>• Seven storeys or at least 18 metres high and</li> <li>• Two residential units or is a hospital or a care home.</li> </ul>



## Appendix 3 – Roles & Responsibilities





## **Draft Hate Incident Policy for Housing – Consultation**

### **What is happening?**

We are consulting on a draft Hate Incident Policy for Housing using the council's engagement platform, Your Voice.

### **What is the Hate Incident Policy?**

The policy is a guide which explains how the council responds to hate incidents affecting council tenants and leaseholders where they live. This includes people who live in our Seaside Homes and Temporary Accommodation homes.

### **Why is the council consulting on the Hate Incident Policy?**

[New regulatory standards for social housing](#) were introduced in April 2024. We need to respond to these changes by creating a separate Hate Incident Policy clearly setting out our approach to how we deter and tackle hate incidents.

We want to hear residents feedback on the draft policy so we can strengthen our response hate incidents.

### **How can I read the Draft Hate Incident Policy and respond to the consultation?**

You can read the draft policy and respond to the consultation by answering some questions using this link: [Project: Draft Hate Incident Policy for Housing | Brighton & Hove City Council \(brighton-hove.gov.uk\)](#).

The questions are available in Easy read and there is an option to translate the questions online. If you require assistance with translation, alternative formats or you would prefer to take part by speaking to someone, please contact Housing Customer Services on 01273 293030 or email [housing.customerservices@brighton-hove.gov.uk](mailto:housing.customerservices@brighton-hove.gov.uk).

If you have reported hate incidents to us before, there is also an option to tell us more about your experience.

The survey is open until Monday 11<sup>th</sup> November.

### **What happens next?**

The results of the consultation will help shape the final policy, which will be used by Housing alongside the [Anti social behaviour policy](#).

We are aiming to launch the final policy by early summer 2025.

### **Any further questions?**

Please contact the Performance & Improvement Team at [housing.performance@brighton-hove.gov.uk](mailto:housing.performance@brighton-hove.gov.uk)



### Hate Incident Policy

#### 1.0 Introduction

- 1.1 This policy covers how we as a council will deal with hate incidents affecting tenants and leaseholders in housing provided by Brighton & Hove City Council. This includes people who live in our Seaside Homes and Temporary Accommodation homes.
- 1.2 If you require assistance with translation of this policy, large print, easy read, braille, or an audio copy, contact us by phone on 01273 293030 or by email [housing.customerservices@brighton-hove.gov.uk](mailto:housing.customerservices@brighton-hove.gov.uk).

#### 2.0 Scope

- 2.1 Brighton & Hove City Council is committed to preventing, tackling and managing (anti-social behaviour and) hate incidents in accordance with the Housing Regulator's Standard. Under the Neighbourhood and Community Standard, registered providers of social housing are required to publish a policy on how they work with relevant partners to prevent and tackle anti-social behaviour (ASB) & hate incidents in areas where they own and manage properties.
- 2.2 This policy sets out our approach to dealing with hate related behaviour and applies to:
- Those who are victims and witnesses of hate related behaviour and live in our homes or visit our properties
  - Those who are victims and witnesses and are not our tenants but are experiencing hate related behaviour being perpetrated by people who live in our homes or regularly visit our properties
  - Those who are the perpetrators of hate related behaviour and live in our homes or visit our properties
  - Those who are the perpetrators of hate related behaviour and are not our tenants but are perpetrating conduct motivated by hate and their conduct is having a direct impact on our housing management functions
- 2.3 This includes people who live in our general needs' accommodation, Seniors schemes, leaseholders, Temporary Accommodation and Seaside Homes as well as people who live in other tenures (where their conduct is having a direct impact on our housing management function).

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## Tenancy Management Policy

### 3.0 Strategic Statement

3.1 To achieve this, we aim to:

- Ensure information on how to report hate incidents is clear to understand and easily available to all tenants.
- We will take active steps to investigate whether any anti-social act or acts of nuisance or annoyance might be motivated by hate.
- We will take a victim centred approach, and an incident will be investigated as a hate incident where the victim perceives it as such.
- We will take steps to prevent hate related behaviour from happening. Where it does, we aim to take swift and effective action to find a resolution.
- Our focus is on reducing the harm caused to the victim and communities. We will signpost victims to access support tailored to their individual needs. We will also focus on providing support where perpetrator has vulnerabilities that cause, or contribute to, the situation.
- We will work in partnership with the police, Community Safety Team, other agencies, and members of the community to address all forms of hate crime, take action against offenders and protect victims. This will ensure that Brighton & Hove is a safe & secure place to live, work and visit.
- Victims will be provided a point of contact and will be asked how they would like to keep in contact to report further incidents and receive regular feedback.
- We will use the legal and civil tools and powers available to us to tackle hate incidents.
- We will monitor and evaluate the effectiveness of our services in addressing Hate incidents, reporting our performance and making changes where necessary in relation to best practice and resident feedback.

3.2 This policy compliments our [Anti social behaviour policy](#) and where appropriate should be read in conjunction with it.

### 4.0 Definition

4.1 A **hate incident** is any incident that is perceived by the victim or any other person as being motivated by a hostility or prejudice based on a persons perceived:

- disability
- race or ethnic identity

# Housing

## Tenancy Management Policy

- religion/belief
- gender or gender identity
- sexual orientation

4.2 Hate behaviour can be displayed against individuals or groups. People can be targeted due to their association with individuals who have the above personal characteristics.

4.3 Hate incidents can take many forms including; verbal abuse or harassment which includes name calling, spitting, physical attacks or violence, damage to property including offensive graffiti, arson (fire), threats and intimidation and offensive literature (such as letters, emails, posters and social media).

4.4 A hate incident may or may not constitute a criminal offence. When hate incidents are criminal offences they are known as **hate crimes**. Hate crime can fall into one of four main types: physical assault, verbal abuse, incitement to hatred and criminal damage.

4.5 **Mate crime** is a term generally used when referring to a person befriending another with the intention of taking advantage of, exploiting, or abusing them. People are often targeted because they are disabled. Examples of taking advantage may include but are not limited to, stealing money, forcing themselves into another's home and using their home for illegal activity, i.e. drug use.

4.6 Mate crime can lead to cuckooing. Cuckooing is an extreme form of exploitation whereby criminal gangs take over a person's home for the purpose of carrying out large scale prostitution, human trafficking or drugs activity.

4.7 For information about domestic abuse and related issues of gender violence, including forced marriage and sexual violence, please refer to our Domestic Abuse policy ([Link to be added](#)).

### 5.0 How to report a hate incident

5.1 We will investigate all incidents reported to us. Anyone can report a hate incident or hate crime including:

- the victim or any person who has been directly affected
- anybody who witnessed the incident
- any third party, including family, friends, neighbours and community leaders, including religious leaders or leaders of the public

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## Tenancy Management Policy

### 5.2 Report to Sussex Police

- If you feel in immediate danger or in an emergency phone 999 and ask for the police.
- If it is not an emergency, you can contact the police by phoning 101.
- You can also report [online](#).

### 5.3 Report to Brighton & Hove City Council Housing

Council tenants, council leaseholders and tenants of leaseholders should report hate incidents to Housing Customer Services by:

- phone 01273 293030
- email [Housing.CustomerServices@brighton-hove.gov.uk](mailto:Housing.CustomerServices@brighton-hove.gov.uk)
- completing the [online](#) reporting form

Seniors housing tenants may also speak to their scheme manager. Seaside Homes and Temporary Accommodation tenants should report hate incidents to Temporary Accommodation by:

- phone 01273 294400 (option 4, option 1)
- email [temporary.accommodation@brighton-hove.gov.uk](mailto:temporary.accommodation@brighton-hove.gov.uk)
- completing the [online](#) reporting form

Housing association tenants should report hate incidents to their housing provider. Brighton & Hove City Council cannot intervene in housing association cases.

### 5.4 Report to Brighton & Hove City Council Community Safety Team

Private rented sector tenants and owner occupiers can report hate incidents to the Community Safety Team by:

- phone 01273 292735 (please leave a voicemail)
- email [CommunitySafety.Casework@brighton-hove.gov.uk](mailto:CommunitySafety.Casework@brighton-hove.gov.uk)
- completing the [online](#) reporting form

### 5.5 Report to a third-party organisation

True Vision is a national online service where you can report a hate crime to Sussex Police.

- [More information](#)
- [True Vision website](#)



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## Tenancy Management Policy

### 6.0 Reporting a safeguarding concern

- 6.1 If you are concerned about an adult in Brighton and Hove at risk of abuse or neglect you can report a safeguarding concern online at: [Report a safeguarding concern](#) or phone 01273 295555.
- 6.2 If you are worried about a child, you can report a safeguarding concern online at: [Refer a child or family to Front Door for Families](#) or phone 01273 290400. If you feel that somebody is at immediate risk of harm and it is an emergency, call 999.

### 7.0 Policy

- 7.1 Wherever possible we will arrange to meet with the victim within two working days of the report of the incident, at a location of their choice.
- 7.2 The victim's perception of the incident is all-important, and no evidence of the incident will be required during the first meeting.
- 7.3 During the first meeting, we will carry out an initial assessment taking into consideration the needs of the victim to ensure that any action is victim led. We will advise as necessary if another service needs to take the lead (such as Sussex Police or a Housing Association).
- 7.4 We will let the victim know what action we will be taking and indicate how long we believe this will take.
- 7.5 We will keep victims up to date with our actions and check in on their welfare using their preferred method of contact and agreed frequency of contact (e.g. once a week or fortnightly). We will do this until the case is closed.
- 7.6 We will ensure all victims have access to a copy of the hate incident policy and we will signpost to local support and advice services where appropriate.
- 7.7 We will make statutory safeguarding referrals where necessary, particularly for child victims. We will make residents aware of the [ASB case review](#), formerly known as Community Trigger.
- 7.8 Whilst we encourage residents to inform the police of any notifiable incidents, however we will not make this a condition of providing support or assistance to them.
- 7.9 We will ensure victims are clear on how to report further incidents and provide diary sheets (where appropriate).

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## Tenancy Management Policy

- 7.10 Our **insert position** Manager will be aware of each report of hate crime to ensure responses to incidents can be monitored and followed up at a senior level in Housing Services.
- 7.11 We will regularly review cases and close them at the appropriate time. We will aim to do this only when the situation is resolved, and no further action is required or because we are unable to find evidence to take any further action.
- 7.12 We may also close the case if we can't contact the reporter or victim. We will aim to offer to meet with the victim before closing the case.
- 7.13 We will use the victim's preferred method of contact to tell them that we intend to close the case and why. Where necessary we will also give them advice on what to do next and reiterate this in writing.
- 7.14 We will treat any future report from the victim as a hate incident if the victim reports it as such and depending on the specifics of the situation, we may start a new investigation or escalate the case from the last action.
- 7.15 In some cases, we may decide that a new investigation is not required, for example where the report is of a substantially similar nature to something we have already investigated and concluded that action is not possible. We will explain what we are doing and why to the person making the report.

### **8.0 Prevention & Support**

- 8.1 We recognise that hate-related behaviour and hate crimes have a profoundly devastating impact on victims and witnesses, often greater than the effects of non-hate motivated offences. We understand the harm these acts cause and impact it has on quality of life.
- 8.2 Victims may also experience compounded trauma due to the intersection of multiple marginalized identities, such as race, gender, sexual orientation, disability, or religion. This intersectionality can result in more severe and complex consequences, affecting not only the immediate victims but also their communities. As a result, ripple effects of hate crimes extend beyond the initial incident, significantly diminishing the quality of life for affected individuals and groups.
- 8.3 The volatile nature of today's socio-political landscape, often heightened by the media and global conflicts, has created an environment where certain groups face heightened vulnerability. We will consider and respond to the

# Housing

## Tenancy Management Policy

impact of these external factors on both perceived and actual risks to individuals and communities.

- 8.4 We will therefore provide a service focussing on the victim by assessing the impact with awareness of these factors and tailoring support based on individual needs.
- 8.5 We will keep in regular contact with victims and witnesses throughout the investigation. We'll ensure they understand what action we are taking and why.
- 8.6 We will give advice, support and guidance throughout our investigation.
- 8.7 Examples of how we may support victims and witnesses based on their individual circumstances include:
- providing a single point of contact, usually a Housing Officer or Scheme Manager
  - referral or signposting to other organisations for support, such as Victim Support
  - visits to court before a hearing
  - application for special measures, which includes options such as giving evidence behind screens or via video link in a different room
  - advice and/or support through any legal hearings
  - provide additional security measures, such as new locks, where appropriate
  - carry out any repairs resulting from a hate incident as a priority, where appropriate
- 8.8 Where there are multiple cases in a neighbourhood, a lead officer will co-ordinate the response, including referring to the Joint Action Group (JAG), to ensure strong communication with all the victims and witnesses.
- 8.9 We are committed to ensuring that victims can remain in their home whenever possible. However, in exceptional circumstances and when the victim is at risk of serious physical harm and we are unable to resolve the situation in other ways, we may offer emergency accommodation and work with the victim to explore longer-term housing options. In very exceptional cases, this may result in a priority transfer in accordance with the Allocations Policy.
- 8.10 Where possible we want to make sure hate incidents do not happen in the first place. We do this by:

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- Encourage reporting by increasing awareness amongst residents of what constitutes a hate-related incident through publicising information and advice.
- Ensuring new tenants understand their rights and responsibilities and what will happen if they breach their tenancy conditions.
- Issuing introductory tenancies for an initial one year period to tenants moving into general needs who have not held a social housing tenancy before.
- Publicising our strong approach to stopping hate behaviour and the cases where we have taken legal action.
- Tailoring support to meet individual needs.
- Working with teams such as the Community Engagement Team on community cohesion initiatives.
- Use of sensitive lets where appropriate.
- Frontline teams to be kept up to date on any community tensions in line with data sharing protocols.
- Ensuring tenants, contractors and staff feel comfortable to challenge prejudice and stereotyping.
- Identify and support people who are susceptible to radicalisation, referring to PREVENT for early intervention to reduce the risk and harms of terrorism. For further information, visit [Prevent - preventing terrorism \(brighton-hove.gov.uk\)](https://www.brighton-hove.gov.uk/prevent).

### 9.0 Taking action

- 9.1 Council housing tenants and leaseholders are required to comply with the conditions set out in their tenancy agreement and lease. We will take appropriate action, in line with the relevant policy/procedure, if the conditions are breached.
- 9.2 We will take victims views into consideration when deciding what action to take and be victim centred in our approach.
- 9.3 We will decide on the most appropriate action based on factors such as the:
- Evidence available
  - Impact on the victim
  - Best way to achieve a lasting solution
- 9.4 Gathering evidence may include witness statements, officer observations, incident diaries, CCTV and working with other agencies, such as Sussex Police.

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- 9.5 We will be clear with victims about what can and cannot be achieved and be realistic about possible outcomes.
- 9.6 Where there is evidence of hate behaviour appropriate action will be taken. The action we take will be proportionate to the behaviour exhibited and circumstances of the case, alongside the options available to Housing. The full range of civil legal remedies will be considered including the powers established by the Anti-social Behaviour, Crime and Policing Act 2014, which may include injunctions and possession proceedings. We will also use restorative practice where appropriate to reduce harm and change behaviour. For more details please see the [Anti-social Behaviour policy](#).
- 9.7 If we establish no evidence of targeted harassment, we will continue to deal with the matter in line with our ASB policy and seek to defuse tensions between the victim and the perpetrator, for example, through mediation.
- 9.8 We will refer home owners or those in privately rented accommodation to the Community Safety Team.
- 10. Working with perpetrators**
- 10.1 Where necessary, we will work with the person responsible for the hate behaviour to identify support needs which may address the underlying causes of their behaviour. This may include reasons such as drug or alcohol addiction, mental health issues or support with parenting.
- 10.2 We will work with partner agencies in seeking to address and support the underlying issues, which may be the best way to prevent further unacceptable behaviour. Providing support for perpetrators does not prevent us taking enforcement action when it is necessary to do so. It is also important to note that there are rare occasions where someone cannot control their behaviour. In these cases, we will look at other ways of dealing with the situation.
- 10.3 If someone has been offered support but does not engage and their hate behaviour continues, we will take appropriate action. We will ensure that any action we take is reasonable and proportionate and meets our obligations under the Equality Act 2010 and any other relevant legislation. We will make reasonable adjustments to our policy and procedures where appropriate.
- 11.0 ASB & hate incident case review**
- 11.1 The ASB & hate incident case review (previously known as the 'Community Trigger') is a process available to people who are suffering anti-social



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## Tenancy Management Policy

behaviour and/or hate incidents and feel that the organisations involved are not doing enough to resolve the problem.

11.2 The ASB & hate incident case review can be raised with Brighton & Hove City Council or Sussex Police. Where it meets the criteria, the Housing Team, alongside any other organisations involved in a case, will review the action that has been taken and make recommendations if there are additional actions that can be taken.

11.3 Further information about ASB case reviews can be found on the [Brighton & Hove City Council](#) or Sussex Police websites or by telephoning Housing Customer Services on (01273) 293030 or emailing [housing.customerservices@brighton-hove.gov.uk](mailto:housing.customerservices@brighton-hove.gov.uk).

### **12. Partnership working**

12.1 We will work in partnership with other organisations and council teams to prevent and tackle hate behaviour, whilst supporting those involved.

12.2 We encourage victims of a potential hate crime to report this to the police and will not report an incident to the police without permission of the victim unless there is a risk of harm or criminal activity.

12.3 We work closely with the police to collect evidence, such as CCTV and co-ordinate actions, such as taking tenancy action following a criminal conviction.

12.4 We may provide support or make referrals to specialist hate support services who can offer a range of services including safety planning advice, support with attending court, emotional support and counselling.

12.5 We work closely with Adult Social Care and Front Door for Families where there are safeguarding concerns and will act in accordance with our safeguarding policy.

12.6 The monthly Hate and ASB Risk Assessment Conference (HASBRAC) addresses the harm caused to victims of hate incidents and crimes through supportive interventions and manages the behaviour of priority and repeat perpetrators. Perpetrators are offered appropriate interventions to address their behaviour and enforcement is used when necessary.

12.7 We will work with CityClean to ensure that offensive graffiti is removed within 24 hours of it being reported.

### **13.0 Supporting staff**

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- 13.1 We understand that staff may find investigating hate-related incidents upsetting and stressful. We will ensure that staff are properly supported by their managers and are made aware of how to access free counselling available to employees of Brighton & Hove City Council.
- 13.2 We provide training and guidance to staff on how to respond to hate incidents, which includes using a trauma informed approach. We also ensure that staff are informed of the local support agencies available for victims of hate incidents.
- 13.3 All staff are trained on equality and diversity as part of their induction. We promote a safe and diverse working environment for staff and contractors.
- 13.4 We do not tolerate abusive behaviour towards staff and will take action against residents, where the staff member provides consent.

### **14.0 Data Protection, Confidentiality & Information exchange**

- 14.1 We will not disclose any information about, or provided by, a Complainant without their consent unless there are safeguarding issues that could impact on the safety of children or adults at risk or where there may have been a crime committed. We will therefore disclose to safeguard and fulfil any other statutory duty including those duties under the Crime and Disorder 1998 Act and Anti-Social Behaviour, Crime & Policy 2014 Act.
- 14.2 All information shared in respect of perpetrators will adhere to the principles of the UK General Data Protection Regulation (UK GDPR) and Data Protection Act (DPA) 2018, as it relates to information sharing between agencies for the purposes of the reduction of crime and disorder.
- 14.3 Further information on the way we share information to tackle anti-social behaviour and hate incidents is covered in the [Housing Service's privacy notice](#).

### **15.0 Complaints**

- 15.1 We will seek to fully resolve any complaints about our service. If you have a complaint about our service please get in touch with us directly, so that we have the opportunity to put things right.
- 15.2 If you still remain dissatisfied, you are able to [make a complaint using our corporate complaints procedure](#).

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15.3 If you have been through our formal complaints process but are not satisfied, the next step is to contact the Housing Ombudsman. Further details about the advice, mediation and complaint resolution role of the Housing Ombudsman Service is available [online](#), or by phoning 0300 111 3000 or emailing [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk).

15.4 For more information read our [Corporate Complaints Policy and Procedure](#).

### 16.0 Monitoring & measuring performance

16.1 We will monitor and learn from the feedback we receive about how we manage and respond to hate related cases to ensure a high standard of our services, in line with the Tenants Satisfaction Measures Standard introduced in April 2023 by the Regulator for Social Housing.

16.2 We will measure our service based on customer satisfaction. We will aim to send a customer survey with the case closure letter for each case. We ask questions such as how satisfied they were with:

- The service they received when they first reported the problem.
- The service they received throughout the investigation.
- The outcome of their report.

16.3 We will ensure our performance results are available to customers. [Link to be added](#)

16.4 The number of new hate incident cases, including by type and locality, will be publicised on the website quarterly. [Link to be added](#)

16.5 We will review cases and outcomes on an annual basis.

16.6 We will also look at identifying trends in hate crime, where they are occurring around our estates, looking to adapt services to assist with prevention.

16.7 Housing has clear written procedures to enable staff to implement this policy. These are regularly reviewed and updated following relevant changes to legislation, regulation or policy.

16.8 All relevant staff will be regularly trained on a rolling programme. All new staff will also be trained as part of their induction. Staff are trained to recognise hate incidents and how to challenge and respond.

### 17.0 Roles and Responsibilities



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## Tenancy Management Policy

17.1 The Assistant Director of Housing and Assistant Director of Housing Needs & Supply have overall responsibility for this policy and for ensuring that its principles are understood. The Head of Tenancy Services and Head of Temporary & Supported Accommodation are responsible for the implementation and review of this policy. This will be achieved through planning and implementing procedures and processes to support the policy.

### 18.0 Consultation

18.1 In developing this policy residents' views and feedback have been considered, including an analysis of formal complaints.

18.2 Consultation on this policy has taken place with residents, managers and staff within Housing, Community Safety Team, Legal Services, local third sector organisations and the Sussex Police Hate Crime Lead.

### 19.0 Equalities

19.1 This Policy has been subject to an Equalities Impact Assessment and will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010. To request a copy of this assessment, please contact us at [housing.performance@brighton-hove.gov.uk](mailto:housing.performance@brighton-hove.gov.uk).

19.2 We will act sensitively towards the diverse needs of individuals and communities, and we will take positive action to reduce discrimination and harassment.

19.3 We will provide information in languages other than English.

19.4 We will provide information in alternative formats including braille, large print, easy read and audiotape.

19.5 Our receptions and interview rooms are fitted with a hearing loop system.

19.6 Alternatives to written incident diary sheets, such as the use of voice recording technology will be offered.

19.7 We provide support with translation. We do not expect friends or relatives to interpret for victims but will accept translations from them if requested by the victim. We won't rely on children who are under 18 to translate or provide reports.

### 20.0 Legislative Framework

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- ASB Crime and Policing Act 2014
- Equality Act 2010
- Housing Acts 1985, 1988 ,1996 and 2004
- ASB Act 2003
- Crime and Disorder Act 1998
- GDPR 2018
- Data Protection Act 2000
- Protection from Harassment Act 1997
- Racial and Religious Hatred Act 2006
- Policing and Crime Act 2009
- Police Reform and Social Responsibility Act 2011
- Criminal Justice Act 2003
- Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005
- The Human Rights Act 1998
- Domestic Abuse Act 2021
- Public Order Act 1986
- The Care Act 2014
- Counter-Terrorism and Security Act 2015

### 21.0 Associated policies and strategies

- [Accessible City Strategy 2023 to 2028](#)
- [Adult Learning Disability Strategy 2021-26](#)
- [Anti-Racism Strategy 2023 to 2028 \(brighton-hove.gov.uk\)](#)
- ASB Policy
- Community Safety Strategy 2023-2026
- Council Plan [A city where people feel safe and welcome \(brighton-hove.gov.uk\)](#)
- Domestic Abuse Policy
- [Equality and Inclusion Policy Statement and Strategy](#)
- [PREVENT strategy](#)
- [Sussex Police Hate Crime Policy](#)
- [Sussex Safeguarding Adults Policy](#)

### 22.0 Sources of support

- 22.1 [Community Security Trust \(CST\)](#) – a charity protecting British Jews from antisemitism and related threats.

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- 22.2 [Crimestoppers](#) – a national charity with a free helpline for reporting crime anonymously.
- 22.3 [Galop](#) – a national charity providing advice and support to members of the LGBT community.
- 22.4 [SafeSpace website](#) – contains additional information about local support services.
- 22.5 [Sussex Hate Incident Support Service](#) – a Sussex wide service which can help immediately after an incident or any time after the crime has taken place. They will listen to you in confidence and offer information, practical help and emotional support. You can self refer by calling 0808 1689274. If you need help outside of office hours, you can call the national support line free on 0808 1689111.
- 22.6 [Racial Harassment Forum](#) - Racial Harassment Forum advocates and supports people affected by racist and faith hate incidents to increase reporting in Brighton & Hove.
- 22.7 [Tell MAMA](#) – a national project supporting victims of anti-Muslim hate and monitoring anti-Muslim incidents.
- 22.8 [True Vision](#) – a scheme owned by the National Police Chiefs' Council providing hate crime advice and online reporting, including advice on [internet hate crime](#).





## Residents Questions - 3 star, All Areas

### C3.1 - Lack of action on guttering repairs and maintenance

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	11 <sup>th</sup> July 2024
<b>Week of Area Panel</b>	16 <sup>th</sup> Sept 2024
<b>Deadline for officer response</b>	<b>1pm on 12<sup>th</sup> August</b>
<b>Name of officer responding</b>	Sam Crick
<b>Officer job title</b>	Operations Manager
<b>Contact Details</b>	sam.crick@brighton-hove.gov.uk

#### C3.1 Question

<b>Issue</b>	Residents have found it impossible to get any action taken over broken and blocked gutters at Warwick Mount and repairs to gutters at Somerset Point.
<b>Background</b>	<p>Warwick Mount residents have been raising concerns about the damage from broken/blocked guttering for years, without any action being taken. Water runs down the walls and is causing damage to the external wall insulation which was installed at great expense.</p> <p>Pippin Boardman talked to Geoff Gage (Head of Housing Investment &amp; Asset Management) and asked him to view and address the problems at Warwick Mount. Geoff did not think it was necessary to come and see the guttering but said it would be addressed. No action has been taken and there is considerable frustration about the delays and lack of communication.</p> <p>Eileen Stewart is also trying to get some action around a repair to broken guttering at Somerset Point.</p>
<b>Request or Question</b>	<p>Ask the following questions at the September Central Area Panel:</p> <ul style="list-style-type: none"> <li>• Why is it so hard to get <i>action</i> on repairs and maintenance issues? How can this be improved?</li> <li>• How can <i>communication</i> about on-going repairs and maintenance be improved, so residents are kept informed? Without updates and good communication residents feel that the issue has been completely neglected and nothing is being done.</li> </ul>

#### C3.1 Response

<b>Response</b>
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There has only been one job raised this year at Somerset Point which was allocated to skylift (access equipment due to height and to eliminate the need to scaffolding) to complete the works to the gutter. No other guttering jobs have been raised. Warwick Mount - Outstanding job with contractor to clear blocked hopper/downpipe. This was not carried out by the first contractor so was reallocated to new contractor and again is the only outstanding job which was raised in March 2024.

To answer “Why is it so hard to get action on repairs and maintenance issues? How can this be improved?” I would really need more information about specific cases, looking at the repairs history, responsive repairs issues are being completed when they are reported to us.

We have made advancements with tenants being able to use their Housing Online account to monitor outstanding repairs jobs at their property. Unfortunately, this does not cover blocks or communal areas as they can only see their property. When something is happening at a block (such as scaffolding going up or external repairs that might affect or inconvenience tenants) then we will write to tenants but currently there is no system whereby we update tenants on orders registered against a communal block that they may be ‘attached’ to.

### C3.1 Action

<b>Action</b>	N/A
<b>Start date</b>	
<b>End date</b>	

### N3.1 - Anti Social Behaviour and crime

<b>Area in city</b>	North
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	20 <sup>th</sup> June 2024
<b>Week of Area Panel</b>	9 <sup>th</sup> Sept 2024
<b>Deadline for officer response</b>	<b>1pm on Monday 12<sup>th</sup> August</b>
<b>Name of officer responding</b>	Janet Dowdell
<b>Officer job title</b>	Tenancy Service Operations Manager
<b>Contact Details</b>	<a href="mailto:janet.dowdell@brighton-hove.gov.uk">janet.dowdell@brighton-hove.gov.uk</a>

### N3.1 Question

<b>Issue</b>	There are continued reports of anti-social behaviour and crime across the North Area. The meeting noted that there was a lack of police/PCSO presence around the areas where they live, where there used to be more.
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<b>Background</b>	<p>Residents across the North area all reported serious ongoing cases of ASB &amp; crime at the last RO meeting (April 2024).</p> <p>Most recently, residents across Hollingdean, Moulsecoomb, Bates Estate and Coldean have reported gangs of teenagers on motorbikes racing around the estates. They are not just causing noise nuisance, but also putting residents at risk of severe injury (riding through fields where children are playing, riding very close to residents).</p>
<b>Request or Question</b>	<p>The meeting agreed to raise this at all Area Panels.</p> <p>While this is not directly related to Housing, the issue of ASB seems to disproportionately affect residents living on estates.</p> <ul style="list-style-type: none"> <li>• Is the Council able to do anything to ensure that PCSOs are reinstated on estates? Can the Council put pressure on the Police to provide more PCSOs in and around estates?</li> </ul>

### *N3.1 Response*

<b>Response</b>
<p><b>N 3.1</b></p> <p>Thank you for this question. As members of the Brighton and Hove Community Safety Partnership the Council regularly meets with Sussex Police in order to work together to increase wider community safety throughout the city by tackling crime, the underlying causes of crime, and the fear of crime, to make Brighton and Hove a safer place to live, work and visit. This includes communication between the four area Housing teams and neighbourhood policing teams which includes PCSOs.</p> <p>A meeting so we can plan our response in a location-based way, is named the Joint Action Group, This group is jointly chaired by the council and the police, it looks at strategic issues and the deployment of resources in the city. We are ensuring the areas mentioned and ongoing concerns raised in this question are brought up for discussion and plan for this area.</p> <p>This is an example of how this approach can work, it's been very effective in other areas.</p> <p>We encourage residents to report all incidents to the Police or Housing so that we have the times, dates and location details to enable some targeted work to happen. Without these reports we are unable to plan our response or understand when there is a wider issue in a location.</p> <p>Call Sussex Police on 101 or 999 in case of emergency. report online at <a href="http://www.sussex.police.uk">www.sussex.police.uk</a></p> <p>Call Housing Customer Services on 01273 293030 or report online <a href="mailto:housing.customerservices@brighton-hove.gov.uk">housing.customerservices@brighton-hove.gov.uk</a></p>

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**E3.1 - Anti Social Behaviour**

<b>Area in city</b>	East
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	27 <sup>th</sup> June 2024
<b>Week of Area Panel</b>	9 <sup>th</sup> Sept 2024
<b>Deadline for officer response</b>	<b>1pm on Monday 12<sup>th</sup> August</b>
<b>Name of officer responding</b>	Janet Dowdell
<b>Officer job title</b>	Operations Manager
<b>Contact Details</b>	janet.dowdell@brighton-hove.gov.uk

*E3.1 Question*

<b>Issue</b>	It takes a long time for the Council to initiate the first steps into investigating incidents of ASB.
<b>Background</b>	<p>Issues around anti-social behaviour was raised at the last East Area Resident Only meeting (11<sup>th</sup> April 2024).  A response was received from Jan Dowdell, Tenancy Services Operational Manager (E3.1, page 45-47).  While there is an acknowledgement from residents that investigations into ASB take time, residents also pointed out that it takes the Council a long time to even initiate the first steps (e.g. informal warnings, support etc), by which time:</p> <ul style="list-style-type: none"> <li>a) the ASB is embedded and systemic;</li> <li>b) residents affected by ASB are aggravated and frustrated, and there are massive impacts on their mental health.</li> </ul> <p>It would be better for the Council to address the problem early on for interventions to be effective, and for local residents to be reassured.</p>
<b>Request or Question</b>	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> <li>• Residents ask the Council to be more rapid in their initial response to reports of anti-social behaviour, and address the issue before it escalates.</li> <li>• Residents ask that any initial response to, and interventions for dealing with reports of ASB involve a discussion/consultation with members of the community, including resident reps.</li> </ul>



	<ul style="list-style-type: none"> <li>Residents suggest a probationary period for any new tenancies before they become secure, with regular check-ins to ensure that any problems are detected and dealt with early on, including provision of support and necessary preventative work.</li> </ul>
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*E3.1 Response*

<b>Response</b>
<p><b>E 3.1.</b> 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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>

*E3.1 Action*

<b>Action</b>	N/A
<b>Start date</b>	N/A
<b>End date</b>	

## E3.2 - Guttering Work

<b>Area in city</b>	East
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	27 <sup>th</sup> June 2024
<b>Week of Area Panel</b>	9 <sup>th</sup> Sept 2024
<b>Deadline for officer response</b>	<b>1pm on Monday 12<sup>th</sup> August</b>
<b>Name of officer responding</b>	Sam Crick
<b>Officer job title</b>	Operations Manager
<b>Contact Details</b>	sam.crick@brighton-hove.gov.uk

### E3.2 Question

<b>Issue</b>	Residents are being told that subcontractors are due to clear the guttering on their homes, but are not being informed about when this will happen.
<b>Background</b>	<p>A resident in Woodingdean was told that the guttering on her house would be cleared at some point by subcontractors. When asked when this would happen, she was informed that the Council don't know when and that the subcontractor would just knock on the door at some point. The guttering that needs to be cleared is at the back of the property so a subcontractor would need to be let in.</p> <p>If residents don't know the date that the work is due to happen, they</p> <ul style="list-style-type: none"> <li>• may not be at the property when the subcontractor happens to come by</li> <li>• may be unaware that a subcontractor is due to arrive, and refuse entry because they don't know who they are</li> </ul>
<b>Request or Question</b>	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> <li>• Residents should be informed in advance by letter or text message about the date the subcontractor is due to be working in their area, so that they are alerted to the fact and can make necessary arrangements.</li> <li>• Subcontractors should be expected to communicate with the Council about progress of work, and when they are due to be working in particular areas.</li> <li>• The Council need to improve their level of communication with residents, and keep residents regularly notified about what stage the repair/work is at.</li> </ul>

### E3.2 Response

<b>Response</b>
<p>Initially, the intention was that the contractor would be notifying residents of appointments via SMS or automated call. Unfortunately, this system has been delayed their end but ready for trial at the end of this month (August). Currently, the contractors are calling ahead where they can, but it is a huge task on such a large scale. If tenants are missed then a calling card is left with details to contact the contractors to rearrange.</p> <p>We are meeting with the contractor 15/8/24 to discuss this further</p>

### E3.2 Action

<b>Action</b>	As above
<b>Start date</b>	
<b>End date</b>	

### E3.3 - Visitor Parking Permits

<b>Area in city</b>	East
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	27 <sup>th</sup> June 2024
<b>Week of Area Panel</b>	9 <sup>th</sup> Sept 2024
<b>Deadline for officer response</b>	<b>1pm on Monday 12<sup>th</sup> August</b>
<b>Name of officer responding</b>	Paul Nicholls
<b>Officer job title</b>	Parking Strategy & Contracts Manager
<b>Contact Details</b>	paul.nicholls@brighton-hove.gov.uk

### E3.3 Question

<b>Issue</b>	Officers were going to conduct a review of visitor parking permits but residents have not heard the outcome of this review yet or seen any changes.
<b>Background</b>	The issue and questions about visitors parking permits was first raised as a 3-star item at the Resident Only meeting 29 <sup>th</sup> June 2023, leading into the Area Panel meeting 4 <sup>th</sup> September 2023.

	<p>The original response from Paul Nicholls, Parking Strategy &amp; Contracts manager, was:</p> <p>“The visitor parking permit purchase process is being reviewed with a view to streamlining the process. This is a technical piece of work but work has started on this.”</p> <p>It was raised again at the Resident Only meeting of 9<sup>th</sup> January 2024, leading into the Area Panel meeting of 18<sup>th</sup> March 2024.</p> <p>Jenny Mitchell (Parking Customer Services Manager) responded:</p> <p>“A parking review is due to take place spring 2024, we will review this point at that time.</p> <p>“We are currently in the process of exploring virtual visitor permits whilst still offering physical scratch cards.</p> <p>“Visitor permits are issued to residents who meet the criteria, they must reside at the property 5 nights a week or more. They must be able to supply proof of address dated within the last 3 months, we are also able to check council tax records to confirm they are a resident of the property they are requesting permits for.</p>
<p><b>Request or Question</b></p>	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> <li>• Residents request an update on the parking review</li> <li>• Residents would like to discuss potential changes to visitor parking permit costs, structure and criteria for eligibility. The problems raised were: <ul style="list-style-type: none"> <li>○ Parking permits are too expensive</li> <li>○ The limit of 50 permits per person needs review</li> <li>○ Community assets, such as community centres, are currently not eligible to purchase parking permits</li> </ul> </li> </ul>

*E3.3 Response*

<b>Response</b>	
<p>The Parking review update is being presented to Cabinet on 26<sup>th</sup> September to agree the strategy and policy direction within Parking Services.</p> <p>We will be happy to provide an update to residents at the next Area Panel.</p>	

*E3.3 Action*

<b>Action</b>	As above
<b>Start date</b>	26.09.24
<b>End date</b>	N/A

### E3.4 Stop bleeding kits

<b>Area in city</b>	East
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	27 <sup>th</sup> June 2024
<b>Week of Area Panel</b>	9 <sup>th</sup> Sept 2024
<b>Deadline for officer response</b>	<b>1pm on Monday 12<sup>th</sup> August</b>
<b>Name of officer responding</b>	Caroline Vass
<b>Officer job title</b>	Interim Director of Public Health
<b>Contact Details</b>	<a href="mailto:Caroline.vass@brighton-hove.gov.uk">Caroline.vass@brighton-hove.gov.uk</a>

### E3.4 Question

<b>Issue</b>	There is a need for a greater network of “Stop bleeding kits”, much like defibrillators.
<b>Background</b>	N/A
<b>Request or Question</b>	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> <li>Residents are asking for more Stop bleeding kits to be rolled out across the city, and for training to be provided to community groups / residents on how to use these.</li> <li>BELTA resident rep would like to work with the Council on the provision of these kits and the training.</li> </ul>

### E3.4 Response

<b>Response</b>
<p>Thank you for your question regarding stop bleeding kits. It is unclear whether there is in fact a need for such kits. This is not an identified topic in the BHCC three year planning cycle for needs assessments, and would not be part of the public health offer. However Public Health colleagues will contact South East Coast Ambulance Service to understand their thoughts on the need for these kits, and/or any training that the NHS may offer, to feed into the Area Panel discussions.</p> <p>The model for any roll out is a similar model to the roll out of defibrillators across the city. There is work underway to explore the learning from the defib programme and if similar approaches were suggested for other tools the learning may be useful.</p>

W3.1 - Role of Leaseholders & private tenants in resident engagement (including EDB panels)

<b>Area in city</b>	West
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	3 <sup>rd</sup> July 2024
<b>Week of Area Panel</b>	16 <sup>th</sup> Sept 2024
<b>Deadline for officer response</b>	<b>1pm on Monday 12<sup>th</sup> August</b>
<b>Name of officer responding</b>	Keely McDonald
<b>Officer job title</b>	Senior Community Engagement Officer
<b>Contact Details</b>	keely.mcdonald@brighton-hove.gov.uk

W3.1 Question

<b>Issue</b>	Elected representatives of residents' associations are not able to vote at various Resident Engagement meetings if they are leaseholders or homeowners (i.e. not Council tenants).
<b>Background</b>	<p>This issue was raised at the last West RO meeting (see minutes 18<sup>th</sup> April 2024, Item 2).</p> <p>At recent resident engagement meetings, leaseholders and homeowners were told they were not able to vote as they are not Council tenants. Residents Associations elect the person who they think is best suited to represent them in the Resident Engagement structure and at the Area Panel. This could be a council tenant, leaseholder, private tenant or homeowner. Whoever is entrusted with this role by their Association should be able to vote and participate fully at Area Panel and at other resident engagement meetings.</p> <p>While the Terms of Reference state that elected reps - regardless of whether they are tenants, residents, leaseholders or homeowners - are able to vote at Area Panel meetings, this does not extend to other Resident Engagement meetings and panels, such as the Estate Development Budget panel. Elected reps are currently being invited to these panels but are then told that they cannot participate in voting and decision-making processes because they are not Council tenants.</p> <p>While they have been told by Sam Nolan (BHCC Community Engagement Manager) that these procedural issues are under review, the meeting would like the review to make the following change:</p>

<b>Request or Question</b>	West Residents are asking that anyone who is an elected representative of their Association is allowed to vote and participate fully at Area Panels and all other resident engagement meetings (including EDB panel meetings).
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### W3.1 Response

<b>Response</b>
<p>I recognise that this issue is still a concern for some residents in the West area. Due to the underspend over the past few years, there have been no votes held at the West Main Bid Estate Development Budget Meetings. Each meeting agrees whether to hold a vote in this instance and all have decided that it was not necessary but would continue to discuss and offer feedback for each proposed bid. Due to the level of underspend in West currently, it's unlikely the next Main Bid meetings will have a need for a vote either and, as previously, each attendee will be able to play an equal role in discussing and ensuring funding is awarded appropriately.</p> <p>Although the previous comments made about the issues West residents have raised, in relation to voting rights, have been recorded, there are no plans to change the Area Panel Terms of Reference at this time. This request will be added to the previous comments made.</p>

### W3.1 Action

<b>Action</b>	N/A
<b>Start date</b>	
<b>End date</b>	

## W3.2 - Estate Development Budget Process

<b>Area in city</b>	West
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	3 <sup>rd</sup> July 2024
<b>Week of Area Panel</b>	16 <sup>th</sup> Sept 2024
<b>Deadline for officer response</b>	<b>1pm on Monday 12<sup>th</sup> August</b>
<b>Name of officer responding</b>	Keely McDonald
<b>Officer job title</b>	Senior Community Engagement Officer
<b>Contact Details</b>	keely.mcdonald@brighton-hove.gov.uk

### W3.2 Question

<b>Issue</b>	No action has yet been taken with regards to West residents' requests at the last meeting.
<b>Background</b>	<p>This issue was raised at the last West RO meeting (see minutes 18<sup>th</sup> April 2024, Item 3).</p> <p>West residents asked for:</p> <ul style="list-style-type: none"> <li>evidence that proper consultation was carried out about changes to the Estate Development Budget terms and conditions, to include minutes and Area Panel reports. This has not been received. West residents requested that this information be sent to the Chairs of the West Resident Only meetings (Muriel and Alison)</li> <li>a meeting between West representatives and Keely McDonald and Sam Nolan, where these issues can be properly aired and discussed (Muriel Briault is the contact for this).</li> </ul> <p>Neither of these has happened</p>
<b>Request or Question</b>	West residents request follow-up on the above items.

### W3.2 Response

<b>Response</b>	I apologise that this has not happened yet, a meeting was provisionally arranged for July however had to be rescheduled due to staff availability. This meeting has now been arranged for 15 <sup>th</sup> August, a verbal update will be available at the next West Area Panel meeting.
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### W3.2 Action

<b>Action</b>	Meeting to be held with Muriel, Alison, Sam Nolan and Keely McDonald to discuss issues.
<b>Start date</b>	15/08/2024
<b>End date</b>	15/08/2024

### W3.3 - Areas in and round Estates in state of neglect and disrepair

<b>Area in city</b>	West
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	3 <sup>rd</sup> July 2024
<b>Week of Area Panel</b>	16 <sup>th</sup> Sept 2024
<b>Deadline for officer response</b>	1pm on Monday 12 <sup>th</sup> August



<b>Name of officer responding</b>	Chloe McLaughlin/Grant Richie
<b>Officer job title</b>	Estates Service Manager
<b>Contact Details</b>	<a href="mailto:chloe.mclaughlin@brighton-hove.gov.uk">chloe.mclaughlin@brighton-hove.gov.uk</a>

### W3.3 Question

<b>Issue</b>	<p>All areas reported that their estates were being left in a state of neglect and disrepair, and looking increasingly shabby and dirty. Residents and resident reps all work very hard to improve their estates and areas but time and time again are faced with hurdles when they try to do so. Residents feel demoralised that they constantly have to fight to get things done, and wait a long time for things to get fixed or sorted.</p>
<b>Background</b>	<p>When residents request action or report issues to the Council, they would like to be kept informed and know the outcome – even if the outcome is that whatever is requested can't be done. If the outcome is that things <i>can't</i> be done, then they would like to know what <i>can</i> be done.</p> <p><b>Conway Court / Livingstone House / Clarendon &amp; Ellen areas reported:</b></p> <ul style="list-style-type: none"> <li>• Litter, graffiti, fly-tipping, overgrowing weeds.</li> <li>• When an area looks neglected, it attracts anti-social behaviour such as drug taking and drug dealing, which creates more problems.</li> <li>• Lifts being out of order, or needing maintenance – repairs or maintenance can take years to take place.</li> <li>• Windows repairs – this took 2 years to fix.</li> <li>• Hedge-trimming and pruning doesn't happen – residents have had to sort this out themselves.</li> <li>• Bushes haven't been cut back on the pathway along Clarendon Road, making it difficult for people, particularly those in mobility scooters, to get past.</li> <li>• Pavements have loose slabs or tree roots growing, creating hazards for people, particularly those in mobility scooters or those with mobility issues.</li> </ul> <p>Residents also reported inefficiencies in building &amp; repairs work. Work isn't being checked to see if it's up to standard; contractors don't have access to the right materials; those coming to assess repairs don't understand the buildings well enough.</p> <p><b>Knoll Estate:</b> See also item 8.</p> <p>Residents have resorted to cutting back overgrown hedges / bushes across paths themselves because areas are not being routinely maintained by the Council and action isn't being taken quickly enough when problems are reported. When they subsequently ask the Council to come and clear the cuttings, they have been told that this can't be done,</p>

	<p>and that residents have to deal with clearing the cuttings themselves, because they are the ones who did the work.</p> <p>There is a lot of goodwill amongst resident volunteers to take on some of this kind of work. However, it's extremely frustrating that there is absolutely no support from the Council.</p> <p>For example, it would be a good idea to have Council drivers to have regular rounds to come and collect and clear some of these cuttings around the estates, or to have a Council service whereby residents could call up to ask for a free collection.</p> <p><b>North Portslade:</b></p> <p>As reported at the last RO meeting – Lack of grass cutting and maintenance of footpaths, pavements, verges.</p>
<p><b>Request or Question</b></p>	<p>West Residents would like to know when the Council are going to start taking action to improve the condition of estates, and be more proactive and communicative about taking action in and across the following areas:</p> <ul style="list-style-type: none"> <li>• Maintenance of communal areas inside blocks</li> <li>• Maintenance of communal areas outside blocks</li> <li>• Individual repairs and maintenance</li> <li>• Maintenance of pathways and pavements (including cutting back of hedges/bushes/tree suckers &amp; weeds)</li> <li>• Keeping residents informed</li> </ul>

*W3.3 Response*

<b>Response</b>
<p>The Council are taking action every day to improve the condition of tenant's homes and the wider estates. As we have reported before there is a backlog of repairs which has impacted upon the condition of people's homes. We are now making good progress in reducing this backlog, we have brought in an additional two contractors. In addition we have started to introduce new preventative measures such as gutter clears which will reduce the damage to people's homes and the nuisance of overspilling gutters during rain.</p> <p>We are regularly undertaking repairs to communal areas both inside and outside of our buildings in addition to the planned improvement works that are undertaken each year.</p> <p>Please let us know if you think that we have not done a good job or if you see something that needs repairing please call Repairs Help Desk and report it <b>01273 294409</b> or email <a href="mailto:Repairs.Helpdesk@brighton-hove.gov.uk">Repairs.Helpdesk@brighton-hove.gov.uk</a></p> <p>We recognise that grounds maintenance across our estates is a concern for residents. Chloe Mclaughlin, Estates Service Manager, is currently working with City Parks to improve the scheduling of work. We are compiling a list of areas that we know need attention.</p> <p>If you know of any areas that need immediate attention please contact <a href="mailto:estateserviceteam@brighton-hove.gov.uk">estateserviceteam@brighton-hove.gov.uk</a> for the attention of Chloe Mclaughlin.</p>

We fully support residents who help maintain their estates and the Estates Service Team regularly collect bagged garden waste. If a group of residents have done some work in a communal area. You can ask for a free collection of garden waste by ringing the Estates Service Team on 01273 294769.

### W3.4 - Anti Social Behaviour Cases: Statistics

<b>Area in city</b>	West
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	3 <sup>rd</sup> July 2024
<b>Week of Area Panel</b>	16 <sup>th</sup> Sept 2024
<b>Deadline for officer response</b>	<b>1pm on Monday 12<sup>th</sup> August</b>
<b>Name of officer responding</b>	Janet Dowdell
<b>Officer job title</b>	Operations Manager
<b>Contact Details</b>	janet.dowdell@brighton-hove.gov.uk

#### W3.4 Question

<b>Issue</b>	In response to North Area's question (N3.1, p58) regarding ASB, Janet Dowdell (BHCC tenancy Services Operations Manager) provided a breakdown of ASB cases and formal actions taken (p.59), but didn't specify which area this covered, or whether it was citywide.
<b>Background</b>	N/A
<b>Request or Question</b>	West residents request a report of ASB cases and Council actions taken, broken down by area (North, West, East, Central).

#### W3.4 Response

<b>Response</b>
<p>The area breakdown for the 675 unique ASB cases recording <b>during 2023/24</b> referred to in the commentary of the previous Housing Performance Report was as follows:</p> <ul style="list-style-type: none"> <li>• 201 Central</li> <li>• 96 East</li> <li>• 228 North</li> <li>• 150 West</li> </ul> <p>The area breakdown of formal actions taken <b>since April 2024</b> is presented in the table below. (recording of events have only recently been included on our system. this is not a</p>

complete picture of the events for the whole year. CPW/Ns have only been in use since April 2024).

Action	Central	East	West	Total
Closure Notice/Order	1	2		3
Community Protection Notice	3		1	4
Community Protection Warning Issued	7		6	13
Cuckooing Case	8	4		12
NOSP Served	6	5		11
<b>Total</b>	<b>25</b>	<b>11</b>	<b>7</b>	<b>43</b>

## Residents Questions - 2 star, West Area

### W2.1 - Minutes of resident engagement not being circulated

<b>Area in city</b>	West
<b>Star rating</b>	2 Star/ Local issue
<b>Date question raised</b>	3 <sup>rd</sup> July 2024
<b>Week of Area Panel</b>	16 <sup>th</sup> Sept 2024
<b>Deadline for officer response</b>	<b>1pm on Monday 12<sup>th</sup> August</b>
<b>Name of officer responding</b>	Hannah Barker
<b>Officer job title</b>	Senior Community Engagement Officer
<b>Contact Details</b>	<a href="mailto:Hannah.Barker@Brighton-Hove.Gov.Uk">Hannah.Barker@Brighton-Hove.Gov.Uk</a> 07771 389497

### W2.1 Question

<b>Issue</b>	Resident representatives are not receiving minutes of various Resident Engagement meetings they attend, and therefore are unable to scrutinise decisions that have been made and actions that have been agreed at those meetings.
<b>Background</b>	Resident representatives reported that they are not receiving minutes of the Area Panel meetings, Housing panel meetings and other meetings they have attended.
<b>Request or Question</b>	West residents ask that all attendees at meetings receive the minutes.

## W2.1 Response

### Response

We are sorry to hear this has happened. The Community Engagement Team circulate minutes regularly as a matter of day-to-day work engaging with residents.

Residents can always contact the Community Engagement Team to ask where minutes they are expecting are if some seem to have gone missing. Residents don't need to wait the 11 weeks that will go by for this Residents Question process to run its course, for administrative issues.

Our admin team are not aware of any recent incidents of missing papers. We are aware that in the past there have been a small number of postal service issues, or a delay due to new staffing in Democratic Services – but all these past incidents were explained at the time.

We politely request that residents provide the team with more details of which meetings they do not have minutes for, so that we can investigate the issue. Without this further information it is not possible to answer this question as it does not identify any individual nor specific papers missing.

I have today (29 July) emailed and/or texted all individuals who attended the West Area Resident Only meeting to try to find out from you this information.

### West Area Panel Meeting minutes

There are currently 16 people on the West Area Panel mailing list to receive invitations, including a copy of the minutes of the last meeting, through the post and via a link to online papers including minutes. Any council housing tenant, or leaseholder can be added to this mailing list on request.

In light of this question, we have amended our process to ensure that we include adding any new residents who attend the Resident Only meeting to the area panel mailing list.

## W2.1 Action

<b>Action</b>	Emailed and texted all West residents requesting further information in order to look into this matter further.  Updated process so that any new people attending Resident Only meetings are included onto Area Panel mailing list.
<b>Start date</b>	29 July
<b>End date</b>	





## Estates Development Budget Outstanding Works – 20.08.24

Bid type	Area	Bid Year	Bidder	Description of Works	Job Notes	Bid
Main Bids	Central	20/21	Hanover	Bird Spikes on fire escape 9-16 Westmount	With JJ pest prevention December/January - DLO to be used - Panel would prefer Fire Gel as more humane option. Going ahead with FireGel with agreement of Panel	£ 8,285.36
Main Bids	Central	20/21 additional work	Essex Place	Adjust existing cycle racks in cycle shelter	Three person job	
Quick Bids	Central	Jul-23	Lavender House	Supply and install new sleeper planter as previously installed	Being completed by Robert Woodbridge - date TBC	£ 1,000.00
Main Bids	Central	Oct-22	Leach Court	Garden space renewal	Approved Oct 22 - Railings changed to a wooden solid fence, 05/01/23 - fencing complete, concrete slabs to be levelled.	£ 8,921.30
Quick Bids	Central	Sep-23	Craven Vale	New bench	Residents looking into own contractor	£ 1,000.00
Main Bids	Central	Oct-23	Wiltshire House Residents Association	Deep clean of lobby and laundry room	With contractor waiting for start date	£ 1,320.00
Main Bids	East	20/21	Bylands	Secure and weather-resistant bike storage facility	Haven't received choice of units that the association have chosen	£ 8,207.21
Main Bids	East	Apr-22	Craven Vale	Installation of new steps	Residents looking into own contractor	£ 6,380.00
Main Bids	East	Apr-22	Craven Vale	Installation of new path	Residents looking into own contractor	£ 4,500.00
Quick Bids	East	Jul-23	Craven Vale	Install new bench on concrete strip foundations	Residents looking into own contractor	£ 1,000.00
Main Bids	East	Jul-22	Craven Vale	Install new steel door	22-Apr	£ 3,850.00

Quick Bids	East	Jul-22	Craven Vale	community room - Supply new door & window	Approved July 22 - New door installed April 2023 but wrong type. Will be adjusted	£ 1,000.00
Main Bids	East	Jun-23	Walter May House	Rub down and re varnish outdoor furniture	Approved June 23	£1,371.52
Main Bids	East	Oct-22	Craven Vale	Southwater Close new allotment	Approved Oct 22	£ 6,193.00
Quick Bids	East	Nov-23	BELTA	Widen Gate at apple block	EDB team project	£ 1,000.00
Quick Bids	East	Nov-23	BELTA	Bid changed from patio heaters to outdoor plugs only	Residents looking into own contractor	£ 1,000.00
Main Bids	North	22/23 Main bid	East Moulsecoombe	Improvements to path at Moulsecoombe woods	Approved April 22 - North panel	£ 4,134.68
Main Bids	North	22/23 Main bid	Coldean	Insulation and new heating to Coldean community building	Approved April 22 - North panel. Referred to HIAMS for additional repairs work	£ 9,192.22
Quick Bids	North	Jun-23	Coldean Independants	Install X 2 Noticeboards	Noticeboards ordered waiting to be installed	£ 1,000.00
Main Bids	North	Oct-22	Highway Close	Supply and install new raised beds x 3	Approved Oct 22 - Attended 02/11/11 conflicting information supplied by RA, Rebecca Mann to confirm new details.	£ 3,130.08
Main Bids	North	Oct-22	Highfield Road, Coldean	Excavate and install new block and slab steps with handrail, and a bench at the top of the pathway.	Approved Oct 22. KP to negotiate to ensure comes in at or under bid value	£ 3,657.06
Quick Bids	North	Sep-23	Laburnam Grove	Waterbutt and guttering	Approved Sept 23	£ 800.00
Main Bids	North	Oct-23	Hollingdean Community Centre	Mural in community centre	With mural artist to plan dates for works	£ 5,050.00

Main Bids	West	20/21	Muriel House	Communal kitchen: new worktop. Replace kitchen sink unit. Relocate plug socket in cupboard	Sent to Oakville for recosting - Will visit	£ 2,500.00
Main Bids	West	March 22 Overspend	Ingram Crescent Residents Group	Water Butts x 9	Approved March 22 - Wish Court complete, awaiting quote from TP for 4" down pipe diverters	£ 1,700.00
Main Bids	West	March 22 Overspend	Evelyn Court	Rotovate and level existingn area, reseed or turf.	Approved March 22 - Existing ground cannot be levelled without causing additional ground work issues, EDB suggest concrete slab surrounds to existing planters - 1 x Bench installed 27/10/22, other bench on site padlocked to the other bench, location needed.	£ 10,000.00
Main Bids	West	20/21	Clarendon & Ellen	Supply and install new galvanised key clamp railings to bin areas	Approved on CP&G - Cars and containers in the way.	
Main Bids	West	22/23 Main bid	Clarke Court	Supply and install new waterbutts and storage	Approved April 22 - West panel. Storage grant sent to residents. Waterbutts o/s	£ 1,500.00
Main Bids	West	Oct-22	Muriel House	Muriel House - New porch and tip up seats	Approved Oct 22. KP Sourcing contractor	£ 4,751.13
Main Bids	West	Oct-22	ICRA	Rub down and repaint white railings at the rear of Knoll House	Approved Oct 22 - On hold due to Knoll house building works. HIAMS to confirm whether railings will be kept.	£ 2,498.64
Main Bids	North	March 24 Underspend	Action for Bevendean Community	Noticeboard	Waiting on contractor to be appointed	£ 1,125.00
Main Bids	West	March 24 Underspend	Hazelholt	Seated yoga classes	1st invoice £50 paid 15/05/24 £250 paid -3/07/24. £150 paid 18/07/24	£ 2,600.00

Quick Bids	North	Mar-24	Jasmine Court RA (seniors)	Seated Yoga	£300 paid 15/05/24 £300 paid 03/07/24 £150 paid 18/07/1/24	£ 1,000.00
Quick Bids	North	Mar-24	Hollingdean RA	Keep Britain tidy campaign	Waiting on final cost for package for campaign	£ 1,000.00
Main Bids	Central	May-24	Craven Vale Community Association	Mural	Scaffolding paid for - mural will be complete by end of August 24	£ 9,900.00
Main Bids	Central	May-24	Grosvenor Centre Management Committee	Community room items	Hold funds until new acc open	£ 9,060.95
Main Bids	Central	May-24	Sloane Court Tenants	Seated Yoga classes	£200 paid 03/07/24 £150 paid 18/07/24	£ 2,400.00
Main Bids	West	May-24	Woods House Residents Association	Smiling sessions singing activity	1st installment paid £3475 13/06/24	£ 9,990.00
Main Bids	West	May-24	Murial House	Seated yoga	£150 paid 03/07/24 £150 paid 18/07/24	£ 2,400.00
Main Bids	East	May-24	Wellsbourne Drop-in café	Drop in café project funding	1st installment paid 3/7/24	£ 8,588.00

06

2024-25	Dwellings	% of Budget	Budget Split	Total Spent up until end August 2024	Total remaining
Central	2712	22.75%	£63,468.86	£52,858.86	£10,610.00
North	3700	31.04%	£86,596.63	£19,210.67	£67,385.96
East	2562	21.50%	£59,981.56	£52,433.14	£7,548.42
West	2945	24.71%	£68,936.95	£15,266.41	£53,670.54
<b>Total</b>	<b>11919</b>	<b>100.00%</b>	<b>£278,984.00</b>	<b>£139,769.08</b>	<b>£139,214.92</b>

## Estates Development Budget Complete Works – 20.08.24

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

Quick Bids	North	Mar-24	Bates Estate Community Association	Litter pickers	Purchased and sent to group April 2024	£ 426.29
Quick Bids	West	Mar-24	Phillip Court	Lounge items	Items ordered for Scheme May 2024	£ 372.00
Quick Bids	West	Mar-24	Evelyn Court	Easter Party	Paid March 2024	£ 965.80
Quick Bids	West	Mar-24	Knoll Community Association	Bleed control kit	Paid March 2024	£ 662.00
Main Bids	North	March 24 Underspend	Growing Hollingdean / Carl Evans	Mural on Lynchet close and 2 x storage units	Paid May 2024	£ 9,550.00
Main Bids	West	March 24 Underspend	Beauty of Clay	Pottery workshops	Paid May 2024	£ 8,950.00
Main Bids	East	March 24 Underspend	North Whitehawk Residents Association	Items for community centre (Kingfisher)	Paid May 2024	£ 3,372.04
Quick Bids	East	Mar-24	BELTA	Air Curtains	Paid June 24	£ 1,000.00
Quick Bids	East	Mar-24	Robert Lodge Community Association	Wi-Fi and set up costs	Paid June 24	£ 1,000.00
Main Bids	North	Oct-22	Lindfield Court	Remove vegetation to rear, supply and install bases for poly tunnel, potting shed, and 3 x cloches 05/01/22 - vegetation removed.	Paid direct to residents association August 2024	£ 5,758.34



Main Bids	East	March 24 Underspend	Woodingdean Tenants & Residents Association	Kids cycle track	Paid direct to residents association June 2024	£ 2,034.00
Main Bids	East	May-24	BELTA	Walk in chiller	Paid 05/06/24	£ 8,337.60
Main Bids	East	May-24	BELTA	Room refurb	Paid 05/06/24	£ 7,090.00
Main Bids	East	May-24	Woodingdean Tenants & Residents Association	Multi-use basketball goal	PO raised 06/06/24	£ 9,000.00
Main Bids	East	May-24	Woodingdean Tenants & Residents Association	Re-surfacing	Paid 06/06/24	£ 9,600.00
Main Bids	East	May-24	Brighton Peoples Theatre	Community workshop funding	Paid 31/07/24	£ 9,980.00
Main Bids	Central	May-24	The Esswick Social Club	Chairs, tables and cushions	Paid 23/05/24	£ 8,222.00
Main Bids	Central	May-24	Brooke Mead	Puppet workshops	Paid 14/06/24	£ 8,008.00
Main Bids	Central	May-24	Hereford Court Community Garden	Garden items	Paid 12/06/24	£ 1,468.42
Main Bids	Central	May-24	Albion Life/Thornsdales community room	Bathroom refurb in community room	Paid 06/06/2024	£ 5,950.00

Main Bids	Central	May-24	Leach Court Yoga Group	Yoga classes	Paid to Tess 05/06/24	£ 2,000.00
Main Bids	North	May-24	Brighton borrowers	Cargo Bike	Order raised 24/05/24	£ 9,966.43

**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	Accept	minimum of 3	£3,000	£3,000		<i>needs consultation for bike store due to accessibility</i>	
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	<i>Completed 29/5/24</i>	£1,630.58
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	£9,811.00
EIB438	East	02-Feb-23	H&S	Chadbourn Close	Replace damaged railing for safety	Accept	Agreed	£2,718	£2,718		<i>Completed 17/5/24</i>	£1,490.57
EIB440	West	14-Feb-23	Residents via Housing management	Lovegrove Court	Accessible Bin storage	Accept		£8,000	£8,000		<i>Residents requested stop while review</i>	
EIB472	Central	20-Jul-23	Residents via Community Engagement Team	Kingswood Flats	Access and improvements	Accept	<i>Remaining funds</i>	£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	<i>Remaining funds</i>	£6,675.17		£6,675	Clearance completed Planting due autumn	
EIB474	Central	20-Jul-23	Residents via Community Engagement Team	Milner Flats/Nelson Row	Garden clearance and gating Nelson Row	Accept	<i>gates done awaiting external staircase replacement to do gardens</i>	£2,260.80		£2,261	<i>Review after major works</i>	
EIB476	West	27-Jul-23	Residents via Housing management	Sanders House	Paving & landscaping	Accept	<i>Remaining money for gapping up</i>	£3,488.16		£3,488	<i>Autumn works</i>	
EIB486	North	11-Aug-23	Residents via Community Engagement Team	Mimosa Court	Washing area/ fencing	Accept	<i>initial work done, consult</i>	£6,605.00	£5,000	£1,105	Consultation needs clarification	

EIB496	East	21-Aug-23	Residents via Housing management	Robert Lodge	Bin Storage	Accept		£1,787.98		£1,788	bin enclosures not suitable-procuring	
EIB501	West	28-Oct-23	Residents via Community Engagement Team	Clarendon Community rooms	Refresh of community rooms	Accept	<i>One area complete, sundaries &amp; WC to do</i>	£6,640.00	£6,640		Procuring	
EIB504	North	08-Sep-23	Residents via Housing management	Elwyn Jones Court	Line marking	Accept	Delayed due to major works	£2,500	£2,500		Delay due to major works, reordered	£2,119
EIB509	North	21-Sep-23	Residents via Housing management	Laburnum Lodge	Resurface pathway	Accept	<i>Main path done, patio/ raised planters to do</i>	£15,795	£15,795		Patio/ internal paths works due.Procuring	£7,650
EIB510	East	05-Oct-23	Residents via Community Engagement Team	Nuthurst Place	Bin storage	Accept	<i>subject to consultation</i>	£6,000		£6,000	Consulting/ preparing brief	
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>	£850.00
EIB514	North	21-Sep-23	Residents via Community Engagement Team	Holmstead	Landscape improvements/ wildflowers	Accept	<i>Pathway relaid &amp; drainage complete - planters/ bench ordered</i>	£3,265		£3,265	Order placed	£ 2,282.53
EIB515	East	11-Oct-23	Residents via Community Engagement Team	Bird Estate/ adjacent to upper park	Community Space	Accept	<i>Senri box &amp; 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	
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	£3,121.08
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	£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>Preparing brief</i>	
EIB548	Central	24-Jan-24	Residents via Community Engagement Team	Tyson Place,	ASB	Accept	needs consultation	£8,000.00			<i>Consulting/ preparing brief</i>	
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>Procuring-further works proposed</i>	£8,665.00
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>Works part finished/ bench on order</i>	£8,384.39
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>	£3,659.99
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>Planters for wall to source</i>	£3,472.05
								£ 204,143				£ 65,219
<b>Environmental Improvement Proposals 2024/2025 - approved</b>												
EIB530	West	23-Nov-23	Residents via Housing management	Elizabeth Court	Furniture/ patio extension	Approved		£12,000.00	£9,000	£3,000	<i>Wild flower turf placed /Procuring</i>	£2,715.04
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>Works ordered</i>	£4,381.16

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>Some works ordered/procuring</i>	£7,058
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>Works order issued/procuring</i>	£9,985
EIB561	West	16-Mar-24	Residents via Community Engagement Team	28 Clarendon Villas	Garden refresh	Accept		£2,500.00		£2,500	<i>consult</i>	
EIB563	Central	14-Mar-24	Residents via Community Engagement Team	Thornsedale	Community room improvement	Accept		£15,000.00	£10,000	£5,000	<i>Creating brief</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 order issued</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>Works order issued/procuring</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>	£ 1,035.00
EIB570	North	11-Apr-24	Residents via Community Engagement Team	The Gathering Place	Community Space	Accept		£6,500.00	£6,000	£500	<i>Works ordered</i>	£4,413.22
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>	£1,755.95
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>	





**Environmental Improvement Proposals - proposals awaiting consultation**

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Commitment/ spend
EIB325	East	18-May-22	Residents on Bird Estate walkabout	Near Swallow Court	Fence area and create community seating area	Consult	Wider consultaion required by Community Engagement	£12,500.00			In consultation/ new proposals	
EIB329	East	18-May-22	Residents on Bird Estate walkabout	Across estate	Additional benches for residents to sit & enjoy plus daffodils	Consult	Consult. Consider community involvement for planting	£3,100.00			In consultation/ new proposals	
EIB334	Central	25-May-22	Residents on Mount Pleasant Walkabout	Mount Pleasant	Issues with graffitti around the youth centre areas of the estate. A couple of options to reduce ongoing graffiti:	Consult	Wider consultaion required by Community Engagement Team	£10,000.00			Withdrawn - Youth centre being redeveloped	
EIB338	Central	25-May-22	Residents on Mount Pleasant Walkabout	Derby Place/ Devon Lodge/ Cambridge Place	Greenspace underused.- further consultation for more usage of greenspace.	Consult	Wider consultaion required by Community Engagement Team	£7,000.00			Awaiting consultation	
EIB346	North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road, - Community	Redecorate and recarpet area with changes to existing lighting which is institutional.	Consult	Consultation to be lead by Community Engagement team - residents to prioritise requests	£10,000.00			consultation in progress	
EIB351	Central	22-Jun-22	Residents on Estate Walkabout	Front entrances Barclay, Napier, Johnson Bank	Gates requested revisit previous proposal EIB288	Consult	Wider consultaion by Community Engagement	£11,000.00			Awaiting consultation	
EIB368	East	13-Jul-22	Residents on Craven Estate walkabout	Parham Close lower blocks	Creating planters from old bin stores Raised beds requested around community vegetable garden	Consult	Wider consultaion required by Community Engagement Team	£8,000.00			Awaiting consultation	
EIB369	East	13/07/2022	Residents on Craven Estate walkabout	Parham etc	Broken waterbutts across the estate - might be better as EDB quick bid.	Further investigation	Wider consultaion required by Community Engagement	£1,000.00			Awaiting consultation	

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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 communy. improve this area with raised planters, climbers and pernanent 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	

EIB396	Central	03-Aug-22	Complaint via housing management	Sylvan Hall Estate	Bin Storage	Accept		£23,422			<i>Part completed proposals drawn up for further consultation</i>
EIB449	North	04-Apr-23	Housing Management	Tavistock Down	Trim trail - bring up to standard	Consult	<i>make safe &amp; consult</i>	£10,000			Awaiting consultation
EIB505	West	12-Sep-23	Residents via Community Engagement Team	Sherbourne Close, Hove	Dog free zone/ pruning/ 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			
EIB532	West	23-Nov-23	Senior Surveys	Evelyn Court	seating refresh	Consult	<i>Needs to be acceptable to all</i>	£3,500.00			
EIB553	North	28-Feb-24	Residents via Housing management	Netleton & Dudeney	Woof Park	CONSULT	<i>wider consultation and support by residents required</i>	£12,000.00			
								£ 178,722			

### Environmental Improvement Proposals 2024-2025 - proposals rejected

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status
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

