

Housing Management Panel: East Area

Date: 11 June 2025

Time: 6.00pm

Venue Hybrid –
Whitehawk Hub Meeting Room, Whitehawk Road, BN2 5FL

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

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AGENDA

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FURTHER INFORMATION

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

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Date of Publication - Tuesday, 3 June 2025

**We warmly invite you to the East Housing Area Panel (& surgery)
Please find the papers enclosed to read in advance.**

You can attend the main meeting either in-person or remotely, through the internet or a phone call.

When	Wednesday 11th June 2025 17:30 – 18:00 Housing surgery – for individual enquiries 18:00 – 20:00 East Housing Area Panel
Venue	Whitehawk Hub, Meeting Room Whitehawk Hub, Meeting Room, Whitehawk Rd, BN2 5FL
Join via the Internet or phone call	<p>Attend via video link: Please type the following address in your browser: https://bit.ly/3GTNVuo</p> <p>If the link above does not work, you can join through the Zoom website https://zoom.us/join Join a Meeting with these details:</p> <p>Meeting ID: 846 3089 8518 Passcode: 6xs4q7</p> <p>Want to borrow a tablet? Let the team know!</p> <p>OR phone in: If you cannot use a desktop, smartphone or tablet to connect to the internet, you can access the Area Panel meeting through a phone call: With a landline phone, call one of the following numbers and type in the meeting ID and passcode above when asked:</p> <p>+44 203 481 5237 / +44 203 481 5240 / +44 203 901 7895</p>
Transport	<p>We can help with transport costs:</p> <ul style="list-style-type: none"> • Please let us know at least 7 days in advance if you would like a bus ticket to get to the meeting. • Taxis can be requested by people with mobility issues, ask the Community Engagement Team for the code. • If you drive, you can claim mileage and parking costs through your resident association grant, or via your Community Engagement Officer.

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

BRIGHTON AND HOVE CITY COUNCIL
EAST AREA PANEL – 12.03.2025
MINUTES

Attendees:

Councillors: Williams

Residents: Chris El-Shabba (Chair), Janet Gearing, Dee Simson, Ben D'Montigny

Officers: Francis Mitchell, Justine Harris, Richard Wheeler, Martin Reid, Jan Dowdell, Geof Gage, Keely McDonald, Gab Tiranti, Chloe McLoughlin

Press: Sarah Booker-Lewis

1 – WELCOME, APOLOGIES AND INTRODUCTIONS

1.1 Apologies were received from Councillors Allen and Simon.

2 – MINUTES AND ACTIONS OF THE PREVIOUS MEETING

2.1 The minutes of the previous meeting were agreed as correct record.

2.2 The actions of the previous meeting were agreed.

3 – HOUSING PERFORMANCE REPORT Q3 2024

3.1 Justine Harris presented the report for this item.

3.2 The Chair suggested that call operatives receive further customer services training.

3.3 Martin Reid stated that there was a rise in the number of repairs being reported and provided details on the repairs backlog as well as the volume of repairs being raised.

3.4 Janet Gearing raised concerns regarding an individuals leaking ceiling and questioned whether it would have been cheaper for the Council to repair the entire roof in the first instance rather than having to continuously repair it.

3.5 Martin Reid stated that the Planned Works Programme includes details of roofing repairs.

3.6 Martin Reid stated that work was to be done identifying duplicate repair jobs and repeat visits.

3.7 Ben D'Montigny was informed that closure orders are not considered evictions unless a possession order is granted by a court.

3.8 Justine Harris confirmed that data pertaining to the number of fly-tipping fines did exist.

3.9 Dee Simson was informed that clutter outside of private property could be investigated by the Council, but that courses of action would be limited in cases where the Council was not the landlord.

3.10 Ben D'Montigny was informed that Council tenants who were repeatedly found to be fly-tipping could be in breach of their tenancy agreement.

3.11 Jan Dowdell outlined the Council's evictions policy and procedure.

3.12 Janet Gearing questioned why bulky waste removal services were so expensive and suggested that such high prices encouraged fly-tipping.

3.13 Ben D'Montigny questioned whether a fly-tipping amnesty would be a viable measure to reduce fly-tipping.

4 – SOCIAL HOUSING STANDARDS

4.1 Martin Reid presented for this item.

4.2 Martin Reid reflected on regulators concerns to meet compliance levels and outlined the Fire Safety Reporting Programme.

4.3 Martin Reid stated that the repairs backlog was likely to be reduced completely by July.

5 – BREAK

6 – UPDATE ON DRAFT HATE INCIDENT POLICY

6.1 Justine Harris presented the report for this item.

6.2 Councillor Williams was informed that details of how many people were consulted could be shared.

7 – RESIDENTS QUESTION TIME

7.1 The Chair stated that questions would be taken as read.

7.2 Ben D'Montigny was informed that a Whitehawk Valley welcome back was still in development.

7.3 Janet Dowdell and the Chair outlined support offered to victims of ASB.

7.4 The Chair commended the support given to victims of ASB.

8 – ANY OTHER BUSINESS

8.1 Dee Simson was informed that work is being done with the Tenancy Accommodation Service to offer support for vulnerable residents needs.

8.2 Ben D'Montigny stated that use of foodbanks was a sign of larger economic issues.

8.3 Justine Harris stated that a furniture recycling programme had been implemented.

8.4 Dee Simson was informed that the tenancy signup process signposts potential vulnerable tenants to a Tenancy Sustainment Officer.

8.5 Janet Gearing questioned whether EDB money could be used for sustainable cooking classes at foodbanks.

8.6 Ben D'Montigny suggested that successful EDB bids be shown on the Council website.

8.7 Dee Simson and Councillor Williams requested EDB forms be reformatted for accessibility.

8.8 Keely McDonald stated that EDB forms were under review and that plans were being made for other avenues of submission.

8.9 Dee Simson shared that the Woodingdean 'Kiddie Roadway' was nearing completion.

8.10 The Chair stated that a meeting was to be held regarding the new Whitehawk Skatepark.

Actions from **East Area Panel meeting Wed 12th March 2025**

Deadline for staff to respond: *Tuesday 13th of May at 5pm*

Outstanding actions carried forward

REF + date first raised	Action History and last Update	Who	Response including what is completed & outstanding	Is action Completed/ Outstanding	Date action completed or planned?
CE Admin creates	CE Admin: carry forward any details about Outstanding actions from the previous area panel Action Log	{Responding Officer}			

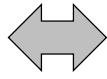
Actions from last meeting

REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed or planned?
CE Admin creates	CE Admin – input details supplied by Democratic Services	{Responding Officer}			
EA1	Justine Harris to include metrics on fly-tipping fines per area to the next meeting.	Justine Harris	In 2024 the Estates Service collected 418 tonnes of bulky waste. This is the equivalent of 4 blue whales or 65 elephants.	Complete	
EA2	Chloe McLaughlin to investigate bins being left unlocked by CityClean at Nuthurst Close.	Chloe McLaughlin	City Clean have been reminded of the importance of ensuring that the bin store is locked after every visit. The Estates cleaners are checking this every week when they are in the area to make sure the bin store remains secure.	Complete	08/05/2025
EA3	Chloe McLaughlin to follow up on potential CCTV installation at Nuthurst Close.	Chloe McLaughlin	This area has been added to the next round of CCTV placements. The cameras have just been upgraded and re sited so	Complete	08/05/2025

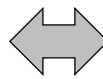
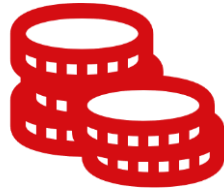
REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed or planned?
			the next placement will be November/December 2025.		
EA4	Community Engagement to clarify whether EDB funds could be used for sustainable cooking classes at food banks to encourage and promote healthier and more financially viable eating habits.	CE team	Yes, this would be a viable project, if the people benefitting from it are a majority of tenants.	Complete	08.05.2025

Council housing performance

Quarter 4 2024/25 (Jan to Mar 2025)



100%
Gas safety
compliance



93.1%
Rent collection
rate



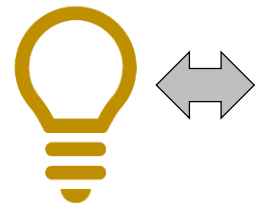
42 days
Empty home
re-let time



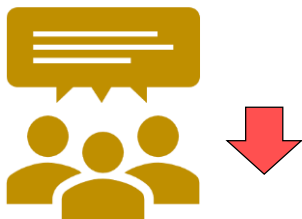
98%
Dwellings
meeting Decent
Homes standard



85%
Customer
services calls
answered



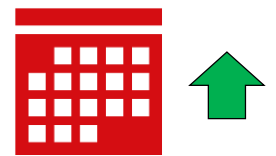
74.1
Average energy
efficiency
(rating out of 100)



73%
Complaint
responses within
10 working days



92%
Repairs
helpdesk calls
answered

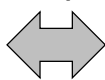


86 days
Average time to
complete routine
repairs

Performance since previous quarter is:



Improved



Same



Poorer

Quarter 4 2024/25 council housing performance – key trends

Top scores (compared to target)

1. Calls answered by Repairs Helpdesk (92% vs 85% target)
2. Surveyed tenants satisfied with repairs: customer service (99% vs 96% target)
3. Surveyed tenants satisfied with repairs: standard of work (98% vs 96% target)
4. Calls answered by Housing Customer Services (85% vs 85% target)
5. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (86 days vs 15 day target)
2. Stage two complaints upheld (51% vs 18% target)
3. Average weeks taken to approve major adaptations (15 weeks vs 10 week target)
4. Routine repairs completed within 28 calendar days (52% vs 70% target)
5. Stage one complaints responded to within 10 working days (73% vs 80% target)

Biggest improvements (since previous quarter)

1. Average time to complete routine repairs (108 to 86 days)
2. Routine repairs completed within 28 calendar days (45% to 52%)
3. Calls answered by Housing Customer Services (84% to 85%)
4. Dwellings meeting Decent Homes Standard (97.7% to 98.0%)

Biggest drops (since previous quarter)

1. Average weeks taken to approve major adaptations (10 to 15 weeks)
2. Average re-let time excluding time spent in major works (39 to 42 days)
3. Calls answered by Repairs Helpdesk (96% to 92%)
4. Stage one complaints responded to within 10 working days (76% to 73%).
5. Lifts restored to service within 24 hours (92% to 89%)

Housing performance report

Quarter 4 and end of year 2024/25

This report provides updates on performance indicators covering a wide range of Housing services. The report covers Quarter 4 (Q4) of the 2024/25 financial year alongside year end results and uses red, amber and green ratings, as well as trend arrows. Commentary has been included for all indicators which are red.

The ratings and trends for **Q4 2024/25** are as follows:



Green – on target
(9 indicators)



Improved since last time
(9 indicators)



Amber – near target
(9 indicators)



Same as last time
(5 indicators)



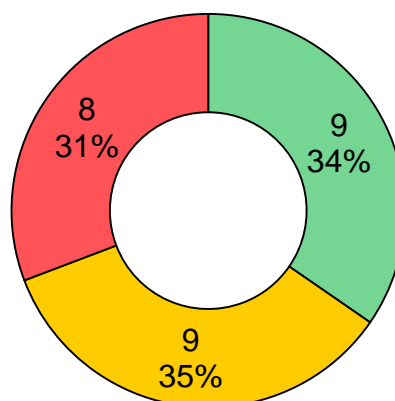
Red – off target
(8 indicators)



Poorer than last time
(12 indicators)

Performance indicators (Q4 2024/25)

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



The ratings and trends for the **2024/25 financial year** are as follows:



Green – on target
(10 indicators)



Improved since last time
(10 indicators)



Amber – near target
(9 indicators)



Same as last time
(3 indicators)



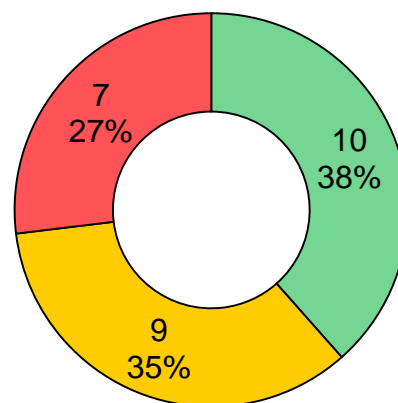
Red – off target
(7 indicators)



Poorer than last time
(13 indicators)










Performance indicators (2024/25 financial year)






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


















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 Customer feedback (all indicators in this table are year to date)		Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
1.1	Compliments received from customers	Info	172	190	n/a	n/a	322	190	n/a	n/a
1.2	Stage one complaints responded to within 10 working days	80% (70%)	76% (462 of 611)	73% (611 of 838)			84% (638 of 764)	73% (611 of 838)		
1.3	Stage one complaints upheld	Info	53% (323 of 611)	49% (408 of 838)	n/a	n/a	55% (423 of 764)	49% (408 of 838)	n/a	n/a
1.4	Stage two complaints upheld	18% (20%)	50% (52 of 103)	51% (67 of 131)			45% (44 of 97)	51% (67 of 131)		
During 2024/25, 67 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 completing repairs (25%), lack of action following a service request (15%) and unhappiness with service delivery (15%). Further information about completion of repairs is provides on page 18 of this report.										

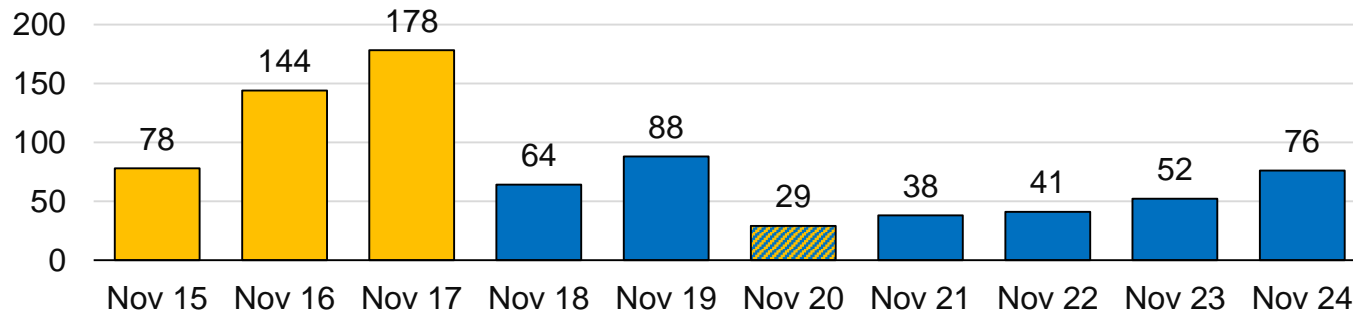
 Private sector housing		Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
2.1	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	1,879	1,963	n/a	n/a	1,733	1,963	n/a	n/a
2.2	Corporate KPI: HMOs where all special conditions have been met (for licences issued over 12 months ago)	55% (50%)	48% (310 of 644)	49% (349 of 714)			73% (1,936 of 2,641)	49% (349 of 714)		
The indicator above measures cases where the council has verified that works required via special conditions have been completed. This indicator includes HMOs covered by the national mandatory licensing scheme and the new local additional and selective licensing schemes introduced during the 2024/25 financial year. The new schemes have increased demand on the Private Sector Housing team and further recruitment is underway to resource a programme of checks to these properties. Please note the figure of 73% from Q4 2023/24 included a former additional licensing scheme which had been running for several years and was still being monitored at the time, which is why performance was higher at that time.										
2.3	Requests for assistance received (RFAs)	Info	168	137	n/a	n/a	638	599	n/a	n/a
The top categories for requests for assistance received during Q4 2024/25 were dampness (30%), disrepair to customer's property (18%) and disrepair to neighbouring property (5%). The top categories for the 2024/25 financial year were disrepair to customer's property (23%), dampness (20%) and requests from landlords for temporary exemptions to HMO licensing (14%).										
2.4	Property inspections completed	Info	141	159	n/a	n/a	944	651	n/a	n/a
2.5	... of which RFA inspections	Info	51	36	n/a	n/a	239	180	n/a	n/a
2.6	... of which HMO licence inspections	Info	90	123	n/a	n/a	705	471	n/a	n/a
2.7	RFA cases closed	Info	81	89	n/a	n/a	486	367	n/a	n/a






















  Private sector housing		Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
2.8	Properties with Category 1 and 2 hazards resolved through informal actions	Info	90% (9 of 10)	91% (10 of 11)	n/a	n/a	93% (121 of 130)	95% (60 of 63)	n/a	n/a
2.9	Properties with Category 1 and 2 hazards resolved through formal action	Info	10% (1 of 10)	9% (1 of 11)	n/a	n/a	7% (9 of 130)	5% (3 of 63)	n/a	n/a
2.10	Private sector vacant dwellings (for more than one year) returned into occupation	9	20	81			28	140		

 Housing adaptations		Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
3.1	Private sector housing – average weeks taken to approve Disabled Facilities Grant applications	10 (26)	16	23			17	19		
3.2	Private sector housing – average weeks taken for contractor to complete major adaptations	Info	38	34	n/a	n/a	34	34	n/a	n/a
3.3	Council housing – average weeks taken to approve applications for major adaptations	10 (26)	10	15			11	11		
3.4	Council housing – average weeks taken for contractor to complete major adaptations	Info	13	15	n/a	n/a	15	14	n/a	n/a
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.										

 Housing options and homelessness		Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
4.1	Corporate KPI: Homelessness cases presenting during the prevention duty stage	50% (40%)	33% (144 of 441)	35% (138 of 399)			40% (689 of 1,734)	32% (597 of 1,840)		
The Homelessness & Housing Options service has been undertaking a range of activities to increase the proportion of households who present to the council when at risk of homelessness (the 'prevention duty') rather than once already homeless (the 'relief duty'). These include encouraging early referrals from agencies working with people most at risk of homelessness, training staff about when the 'prevention' or 'relief' duty should apply, implementing the new Housing Allocations Policy and developing a new Homelessness & Rough Sleeping Strategy.										
4.2	Corporate KPI: Homelessness prevention cases closed with a successful prevention outcome	55% (45%)	68% (124 of 182)	63% (95 of 152)			65% (482 of 737)	66% (410 of 625)		
4.3	New households with a full housing duty accepted	Info	186	87	n/a	n/a	452	601	n/a	n/a
4.4	Number of households on the housing register	Info	7,592	6,422	n/a	n/a	7,585	6,422	n/a	n/a

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

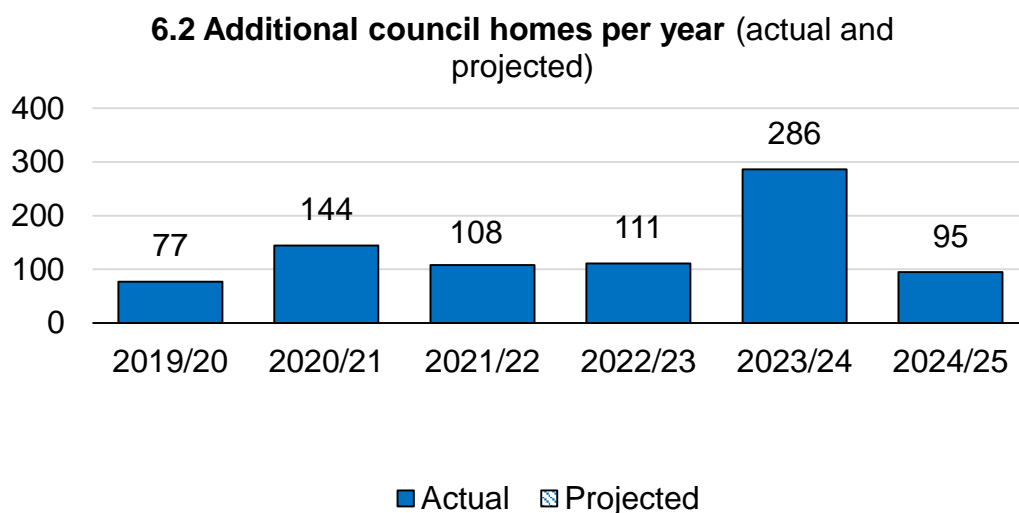


	 Temporary accommodation (including emergency accommodation)	Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
5.1	Corporate KPI: Total households in temporary accommodation	1,770 (1,870)	1,928	1,970			1,770	1,970		
The end year target of 1,770 was set to meet financial savings and requires coordination across Housing and other council services. Key to this is reducing the number of households going into temporary accommodation (TA) through preventing homelessness and moving households from TA into suitable longer term social and private rented sector accommodation. There are now more households in TA nationally than ever before, which is largely due to factors such as cost of living pressures and the private rented sector becoming less affordable. The impact of this has been seen locally in Brighton & Hove, with TA numbers increasing, although generally at a slower rate than for other comparable local authorities. While move on options continue to be limited, especially for larger households, staff are taking targeted action to assist long-term occupants of TA to apply for social housing through the housing register. Furthermore, action is underway across multiple council services to bring in more affordable types of TA, such as former general needs dwellings in Large Panel System (LPS) blocks owned by the council.										
5.2	Rent collected for emergency accommodation (year to date including changes in arrears)	95% (90%)	90.8% (£3.3m of £3.7m)	94.6% (£4.7m of £5.0m)			90.4% (£3.4m of £3.7m)	94.6% (£4.7m of £5.0m)		
5.3	Rent collected for leased properties (year to date including changes in arrears)	95% (90%)	102.0% (£4.5m of £4.4m)	97.0% (£5.7m of £5.9m)			98.6% (£6.0m of £6.1m)	97.1% (£5.7m of £5.9m)		
The Q3 result was over 100% because successful efforts to reduce rent arrears meant that more rent was collected than was due for this period.										
5.4	Rent collected for Seaside Homes (year to date including changes in arrears)	95% (90%)	88.5% (£4.5m of £5.0m)	92.0% (£6.0m of £6.6m)			98.0% (£5.3m of £5.4m)	92.0% (£6.0m of £6.6m)		
5.5	Void temporary accommodation dwellings	For info	80	70	n/a	n/a	63	70	n/a	n/a
There were 100 void temporary accommodation dwellings at the end March 2025, excluding 30 that were with the Empty Homes Team for works.										
5.6	Seaside Homes properties with a valid Landlord's Gas Safety Record	100% (99%)	99.8% (493 of 494)	99.6% (492 of 494)			100% (494 of 494)	99.6% (492 of 494)		

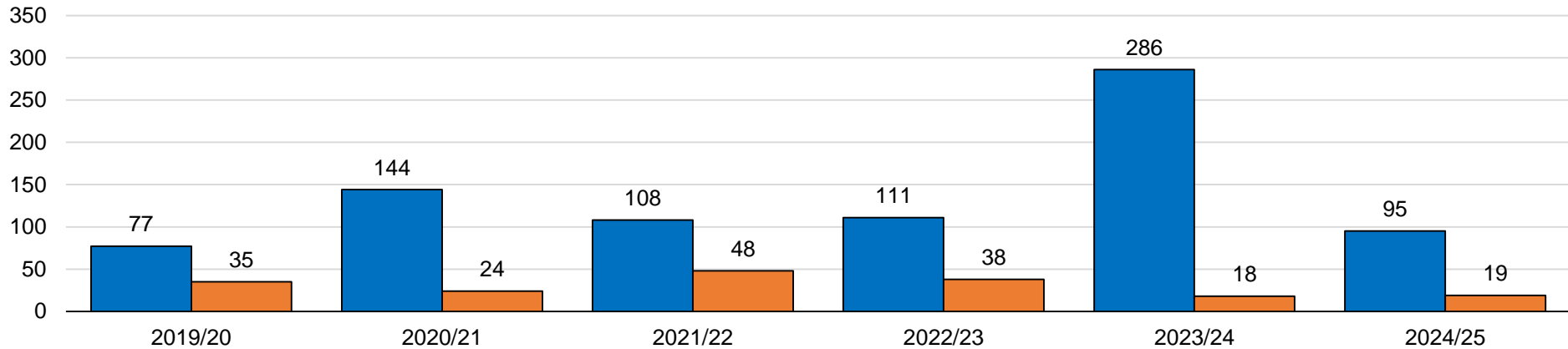
6.1 New supply of additional council homes

A total of 821 homes were completed between April 2019 and March 2025.

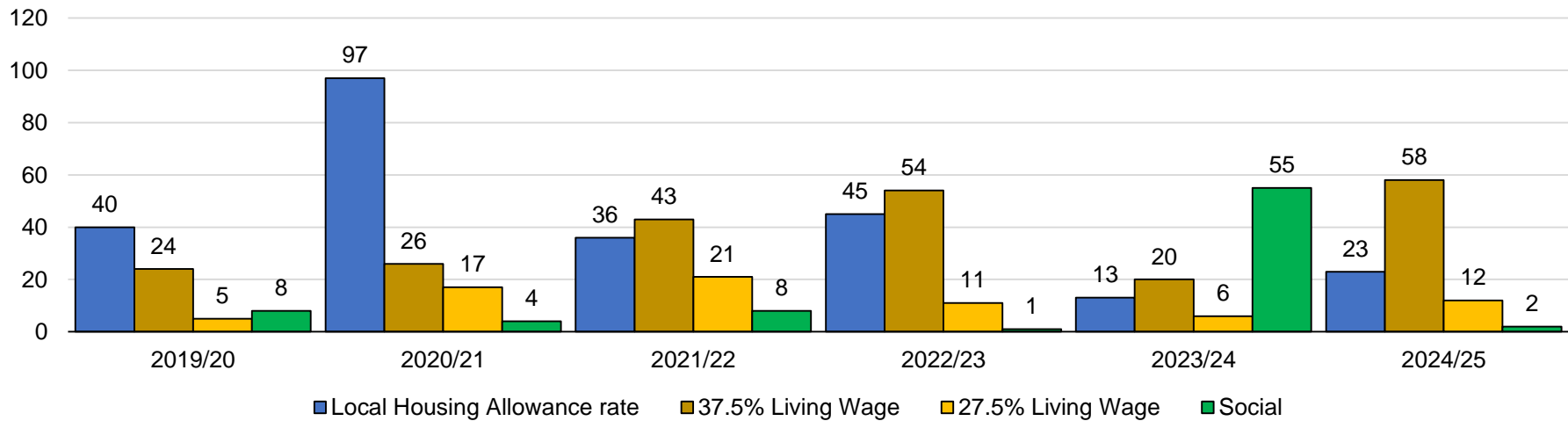
- 2019/20: 77 homes – buy backs (43), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1 lease handed back)
- 2020/21: 144 homes – buy backs (64), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)
- 2021/22: 108 homes – buy backs (90), Hidden Homes (8) and Oxford Street (10)
- 2022/23: 111 homes – buy backs (69) and Victoria Road (42)
- 2023/24: 286 homes – buy backs (62), 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: 95 homes – buy backs (74), and St Aubyn's (21). This result is above the target of 78 for the 2024/25 financial year.



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



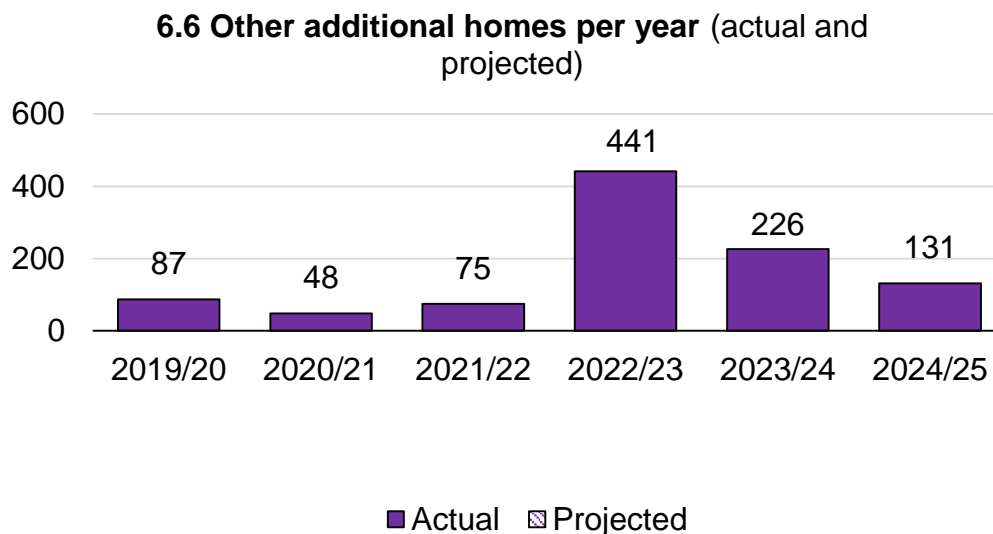
6.4 Additional council homes by rent level

















6.5 New supply of other affordable homes


















A total of 1,008 homes (418 rent and 590 shared ownership) were completed between April 2019 and March 2025.


























- 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: 131 homes – Davigdor Road (5), Home X – Preston Barracks (16), St Aubyn's – Rottingdean (16), Lyon Quarter (77), Hove Central (17)




 Council housing management		Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
7.1	Corporate KPI: Rent collected from current council tenants	95.4% (94.9%)	93.1% (£67.2m of £72.2m)	93.1% (£68.6m of £73.6m)			93.5% (£60.1m of £65.1m)	93.1% (£68.6m of £73.6m)		
<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 Q3 collection rate was a forecast for 2024/25 and the Q4 rate is the actual result for the financial year. Universal Credit (UC) managed migration has resumed and expanded which means hundreds more tenants are moving from Housing Benefit (HB) to UC which increases the caseload for staff to recover the arrears which tend to build up following this switch: around 900 tenants are known to have been migrated over during 2024/25. The Department of Work and Pensions plans to move all benefit claimants to UC by March 2026, thereby completing the rollout. This is in addition to wider cost of living pressures and changes affecting tenants' ability to pay rent, including changes to eligibility for benefits such as Pension Credit and Winter Fuel Payments. The Income Management service is placing greater emphasis on early intervention and prevention. To promote and increase the uptake of debt advice among tenants, the service is now a member of the Money Adviser Network which provides instant debt advice. The service continues to focus on early contact and all new tenants are being contacted by an income specialist, with over 550 new tenants contacted during 2024/25, and a dedicated officer has been recruited into the service tasked specifically to provide advice and support to tenants moving to UC. Furthermore, the service has worked closely with the council's Welfare, Revenue and Benefits Service (WRBS) and the Seniors Housing service to increase the uptake of Pension Credit, thereby making them automatically eligible for Winter Fuel Payments, or otherwise supporting them to access the local Brighton & Hove Fuel Payment scheme for older people struggling with energy costs.</p>										
7.2	Evictions due to rent arrears	Info	3	2	n/a	n/a	0	7	n/a	n/a
7.3	Evictions due to anti-social behaviour (ASB)	Info	1	0	n/a	n/a	3	3	n/a	n/a
7.4	ASB cases opened	Info	164	209	n/a	n/a	675	785	n/a	n/a
There were also 349 open ASB cases on 31 March 2025, 83% of which had been opened during 2024/25 and 17% before then.										
7.5	ASB cases closed	Info	152	154	n/a	n/a	614	636	n/a	n/a
7.6	Average days to close ASB cases	Info	97	151	n/a	n/a	122	135	n/a	n/a
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.										

 Council housing management		Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
7.7	Calls answered by Housing Customer Services	85% (80%)	84% (4,944 of 5,908)	85% (5,653 of 6,636)			87% (22,193 of 25,628)	86% (22,395 of 25,920)		
7.8	Emails received by Housing Customer Services	Info	5,191	8,713	n/a	n/a	23,600	26,645	n/a	n/a
7.9	Number of council homes let	Info	110	179	n/a	n/a	753	584	n/a	n/a
7.10	... of which new council homes let for the first time	Info	34	48	n/a	n/a	256	140	n/a	n/a
7.11	... of which re-lets of previously occupied council homes	Info	76	122	n/a	n/a	497	444	n/a	n/a
7.12	Average 'key to key' re-let time in calendar days including time spent in major works	Info	73	79	n/a	n/a	108	85	n/a	n/a
7.13	Average re-let time in calendar days excluding time spent in major works	42 (49)	39	42			56	40		
7.14	Void council dwellings (includes new properties)	Info	119	119	n/a	n/a	137	119	n/a	n/a
The indicator above provides a snapshot of void council owned dwellings 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). Please note that although the snapshot number of voids was 119 at the end of both Q3 and Q4 2024/25 these were mostly different dwellings, with only 20 dwellings void on both 31 December 2024 and 31 March 2025.										

 Council housing maintenance		Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
8.1	Emergency repairs completed within 24 hours	99% (97%)	98% (3,310 of 3,391)	98% (3,256 of 3,337)			95% (13,656 of 14,318)	97% (12,836 of 13,169)		
8.2	Corporate KPI: Routine repairs completed within 28 calendar days	70% (58%)	45% (3,661 of 8,112)	52% (4,016 of 7,780)			46% (10,321 of 22,333)	47% (13,509 of 28,620)		
8.3	Average days to complete routine repairs	15 (17.5)	108	86			94	97		
Repairs completed recently have included jobs from a backlog of older routine jobs, which is being reduced but with the effect 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 47% (13,509 of 28,620) during 2024/25. This is impacted by the number of very old routine jobs among those completed (6,095 were originally issued before 1 April 2024). Of the 22,525 newer jobs issued on or after 1 April 2024, 59% (13,292 of 22,525) were completed within 28 days, which is closer to the 70% target. Although the Repairs & Maintenance service has experienced a higher volume of repair requests compared to when it was first introduced in April 2020, it has managed to decrease the backlog of routine jobs during Q4 2024/25. The backlog of routine repairs, as measured by a snapshot of the number of jobs that had been open for more than 28 days on a given date, decreased from 6,950 on 31 December 2024 to 4,134 on 31 March 2025.										
8.4	Calls answered by Repairs Helpdesk	85% (80%)	96% (17,109 of 17,924)	92% (17,651 of 19,319)			93% (65,985 of 70,994)	94% (66,159 of 70,185)		
8.5	Emails received by Repairs Helpdesk	Info	6,498	5,391	n/a	n/a	19,987	22,800	n/a	n/a
8.6	Online forms received by Repairs Helpdesk	Info	763	693	n/a	n/a	2,433	3,146	n/a	n/a
The indicator above now includes repairs raised by directly by tenants using the Housing Online service, which have been an increasingly large proportion of total online forms received by the Repairs Helpdesk during 2024/25.										

 Council housing maintenance		Target (amber value)	Q3 2024/25	Q4 2024/25	Status against target	Trend since Q3	2023/24	2024/25	Status against target	Trend since 2023/24
8.7	Surveyed tenants satisfied with completed repairs: standard of work	96% (92%)	99% (2,141 of 2,167)	98% (1,640 of 1,677)			98% (5,075 of 5,185)	99% (8,981 of 9,112)		
8.8	Surveyed tenants satisfied with completed repairs: overall customer service	96% (92%)	99% (2,135 of 2,167)	99% (1,652 of 1,677)			98% (5,072 of 5,185)	99% (8,987 of 9,112)		
8.9	Corporate KPI: Council dwellings meeting Decent Homes Standard	100% (96.3%)	97.9% (11,926 of 12,177)	98.0% (11,933 of 12,181)			97.2% (11,711 of 12,046)	98.0% (11,933 of 12,181)		
8.10	Corporate KPI: Energy efficiency rating of council homes (out of 100)	77.2 (72.8)	74.1	74.1			74.1	74.1		
8.11	Council dwellings with a valid Landlord's Gas Safety Record	100% (99%)	100% (11,280 of 11,280)	100% (11,279 of 11,279)			99.99% (11,358 of 11,359)	100% (11,279 of 11,279)		
The indicator above includes council dwellings served by a communal gas boiler (1,253) as well as those with their own gas supply (10,026).										
8.12	Lifts restored to service within 24 hours	95% (90%)	92% (137 of 149)	89% (160 of 179)			91% (611 of 673)	91% (576 of 633)		
Figures show 19 lifts were restored outside the 24-hour target during Q4 2024/25. Each lift averaged 10 days to repair with the longest lasting 29 days. For comparison, 57 lifts experienced similar delays during the year. They were restored in 9 days on average, with the longest repair taking 31 days. The council is working with the contractor to source critical spare parts, to reduce delays in future.										

 Leaseholder disputes		Q3 2024/25	Q4 2024/25
9.1	Stage one disputes opened	68	15
9.2	Stage one disputes closed	21	30
9.3	Active stage one disputes (end quarter)	82	67
9.4	Stage two disputes opened	4	7
9.5	Stage two disputes closed	2	7
9.6	Active stage two disputes (end quarter)	4	4
9.7	Stage three disputes opened	1	4
9.8	Stage three disputes closed	1	0
9.9	Active stage three disputes (end quarter)	5	9

Residents Questions, 2- star East Area

E2.1 - Recycling collections at Robert Lodge

Area in city	East
Star rating	2 star/ Local area issue
Date question raised	10 th April 2025
Week of Area Panel	9 th June 2025
Deadline for officer response	Tuesday 13 th May
Name of officer responding	Tomas Szalma
Officer job title	Lead Operations Manager - Environmental Services
Contact Details	tomas.szalma@brighton-hove.gov.uk

E2.1 Question

Issue	The recycling collections at Robert Lodge have not improved since the issue was raised at the last Residents' Only meeting. The communal recycling bins are frequently over-full and residents don't know what days collections are due.
Background	When this issue was raised as a 2-star item at the last RO meeting, David Young (Lead Operations Manager) responded that collections at Robert Lodge would be made a priority. However, residents have seen no improvement to the service. The collections don't happen for a long time, and when they do, they happen on random days, rather than scheduled collection days.
Request or Question	Residents ask that this issue be followed up and resolved as soon as possible. Residents would like: <ul style="list-style-type: none"> • Recycling collections to happen at the frequency they're meant to – i.e. once a week • Recycling collections to happen on the day they are scheduled to

E2.1 Response

Response
A collection has been happening on a weekly schedule from the bins store. Unfortunately, two bins at the front of the house were missed because the crew was not aware that

these bins had been moved outside of the property. From now on, the collection day will be every Wednesday.

E2.1 Action

Action	N/A
Start date	
End date	

Residents Questions, 3-star East Area

E3.1 - Citywide & service improvement groups

Area in city	East
Star rating	3 Star/ City wide issue
Date question raised	10 th April 2025
Week of Area Panel	9 th June 2025
Deadline for officer response	Tuesday 13 th May
Name of officer responding	Sam Nolan
Officer job title	Community Engagement Manager
Contact Details	communityengagement@brighton-hove.gov.uk

E3.1 Question

Issue	Most citywide and service improvement group meetings have been halted. Residents have been told that this is due to low attendance and not having sufficient staff to organise them.
Background	Residents feel that these citywide meetings are a useful space for residents to discuss and exchange information and share issues across the city. For example, residents in sheltered and predominantly senior housing would find it useful to come together to discuss issues that jointly impact them as well as exchange ideas (e.g. what kind of social activities are being run, what works/what doesn't).
Request or Question	Residents would like some of the citywide & service improvement groups re-instated and request a discussion with the Community Engagement Team to explore possibilities and options. Rather than stop having these meetings entirely, perhaps alternative avenues could be looked at to address the issues around attendance.

E3.1 Response

Response
<p>Thank you for your feedback about citywide and service improvement group meetings. I understand the concern about these meetings stopping and the value that they offered residents across different housing communities.</p> <p>The move away from service improvement groups happened over time. However, we weren't clear enough about these changes, which left many of you unsure and frustrated. We should have kept you better informed about changes to meetings that matter to you. I apologise for this and commit to improving our transparency moving forward.</p> <p>When we presented new ideas at the last Involvement and Empowerment Group meeting, members wanted to keep the old meeting structure but also agreed it was hard to get people to attend. You asked us to work harder to get people to attend meetings. While the meetings worked well for some residents, they weren't reaching the wide range of people who live in our homes.</p> <p>When we look at who attends our engagement activities, we see gaps in representation across age groups, ethnicities, disabilities, gender, and family types. People's lives are busy and how they want to get involved is changing. We believe a new approach will help more people share their views and ideas to improve council housing services. there will be many face to face and digital opportunities to be involved.</p> <p>In response, we've starting to develop "A Taste of What's Possible When We Listen" - a comprehensive menu of engagement opportunities that allows residents to participate at their preferred level of involvement:</p> <p>Starters - Quick and easy ways to speak up (Digital polls, Pop-up stalls)</p> <p>Light Bites - Regular engagement with minimal time commitment (Surveys, Coffee mornings)</p> <p>Main Courses - Regular meetings with significant impact (Focus groups, Service workshops)</p> <p>Chef's Specials - Engagement on specific interest areas</p> <p>The Full Works - Formal involvement in governance, co-production groups and scrutiny of specific areas of housing.</p> <p>This menu directly responds to feedback where tenants expressed enthusiasm about meaningful opportunities to influence service changes. We want to co-produce a plan that is truly built on your voices - based on tenant feedback gathered through tenant conferences, focus groups, workshops, tenant and resident associations, area panels, service improvement groups, and working with housing colleagues. We want to create a genuine culture change in how we work together.</p> <p>Next Steps</p> <p>We are planning a citywide co-production workshop in the next month to work together with tenants on designing new opportunities to be involved. This is a perfect opportunity for you to help shape how future engagement will work. Your experience with the previous citywide groups would be particularly valuable in this discussion.</p>

E3.1 Action

Action	As above
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Start date	
End date	

E3.2 - Resident inspections and Estate Walkabouts

Area in city	East
Star rating	3 Star/ City wide issue
Date question raised	10 th April 2025
Week of Area Panel	9 th June 2025
Deadline for officer response	Tuesday 13 th May
Name of officer responding	Janet Dowdell
Officer job title	Tenancy Services Operations Manager
Contact Details	janet.dowdell@brighton-hove.gov.uk

E3.2 Question

Issue	Resident inspections and Estate Walkabouts have not been happening.
Background	Residents were told that these would be taking place. However, nobody has received information as to when or where these might happen. Residents value these opportunities to run through issues on their estates together with Council workers.
Request or Question	Residents would like to know when and where resident inspections and estate walkabouts will take place.

E3.2 Response

Response
<p>We continue to respond to individual requests for an estate inspection/walkabout and can be quite responsive when approached by tenant representatives and Councillors. This has been adhoc pending our recruitment to our new Neighbourhood Officer posts.</p> <p>I am pleased to report our new recruits will be joining the team through May and June. We will introduce the new Neighbourhood Officers to Area Panels soon and they will be spending some time getting to know the areas and estates initially. We will come back to panels with information on the launch of our planned programme of inspections as soon as we are able to.</p>

E3.2 Action

Action	
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	N/A
Start date	
End date	

Residents Questions – 3-star, Central, North and West Areas

C3.1- Use of residents' car parks by builders

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	3 rd April 2025
Week of Area Panel	16 th June 2025
Deadline for officer response	Tuesday 13 th May
Name of officer responding	Benjamin Tedder
Officer job title	Parking and Garages Manager
Contact Details	benjamin.tedder@brighton-hove.gov.uk

C3.1 Question

Issue	<ul style="list-style-type: none"> a) Notice is not given to residents if heavy vehicles, containers and lorries will be using the carpark the next day, so cars get hemmed in and damaged. b) Residents' long-term access to their carpark space and access to their building, can be severely restricted by contractors vehicles. Sometimes this is because there is major work going on in their block but can also be a result of a lot of building work in the surrounding area.
Background	<ul style="list-style-type: none"> a) Essex Place residents are finding their cars blocked in by heavy vehicles, and in some cases vehicles have been damaged. Residents are not able to move their cars in advance, because there has not been any notice of this. There is also discontent that, despite paying for a residents' parking space, residents have to pay for on-street parking in order to give Council contractors access.

	<p>b) Theobald House carpark has a consistent problem with massive vans taking up all of the space. The three visitors' bays are always occupied by contractors. Public safety is not taken into account - parking obstructions make getting in to the block difficult for people with disabilities and the elderly. Blocking of visitors' spaces prevents visits from carers, nurses, family and friends. This is all an additional pressure on people who are just trying to manage their lives, adding to stress. Sometimes this can spill over into anger and abuse towards the contractors, which makes their lives more difficult as well.</p>
Request or Question	<p>a) Notice of at least a week should be given to residents when the car park will be used by contractors. This can be by text, phone, email.</p> <p>b) The council needs to make alternative arrangements for the parking of heavy vehicles and equipment while major works are going on, to ensure the safety of their residents. The cost and inconvenience should be borne by the contractors and the council, not the residents.</p>

C3.1 Response

Response
<p>Planned Major Works affecting Housing car parks</p> <p>The Housing Customer Services team contact car parking licensees to advise them in advance of any planned major works to Housing properties that will affect their spaces.</p> <p>At times, it may be necessary to site equipment or containers within Housing car parking areas or for heavy vehicles to enter the car parks so that contractors can carry out their tasks safely and effectively. Where needed, the team will offer alternative parking spaces for affected licensees to use for the duration of any planned works, in the same car park wherever possible or the nearest one with available spaces, as part of their standard procedures.</p> <p>The team contact affected licensees by phone, letter, email and by text to advise them and make alternative parking arrangements where needed, seeking to provide the maximum amount of notice possible. If visitor bays must be set aside specifically for major works, the team advise the affected residents of this in advance. The notice given for planned major works typically exceeds two weeks at a minimum but please note that if any urgent issues arise, the team may need to act more quickly.</p> <p>Responsive repairs and maintenance to Housing properties</p>

There are limited spaces available within Housing car parks and the majority do not contain visitor bays but where these are in place, they can be used by residents' visitors or by authorised contractors who are visiting the site to carry out essential repairs or maintenance to Housing properties.

If visitor bays are often found to be in use, residents can obtain permits for their visitors to park in on-street areas as an alternative via the council's website at www.brighton-hove.gov.uk/parking . The website also contains full details of how professional carers and unpaid carers can apply for permits to park in on-street areas, while they are visiting residents to provide care.

The Housing Repairs and Estates Services teams can also park in visitor bays where available or in common areas of the car park if needed, in order to carry out responsive repairs or maintenance to Housing properties in a timely manner but should not cause an obstruction to other car park users or to residents accessing the blocks.

Responsive repairs and maintenance are carried out as needed to Housing properties across the city and it is not possible to give advance notice to residents before every contractor visits site but any vehicles causing an obstruction to car parking licensees or pedestrian access to the blocks can be reported to the Housing Customer Services Team at housing.customerservices@brighton-hove.gov.uk or on 01273 293030 so they can take appropriate action.

C3.1 Action

Action	No further action.
Start date	
End date	

C3.2 - Support around mental health issues

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	3 rd April 2025
Week of Area Panel	16 th June 2025
Deadline for officer response	Tuesday 13 th May
Name of officer responding	Emma Gilbert
Officer job title	Tenancy Services Operations Manager
Contact Details	emma.gilbert@brighton-hove.gov.uk

C3.2 Question

Issue	Help and support is needed for both residents suffering from serious mental health issues and those living alongside people with disruptive and sometimes violent behaviour.
Background	<p>A growing number of residents are struggling with poor mental health. People in this situation desperately need help and support which isn't always available or easy to access.</p> <p>Theobald House has experienced some frightening and violent behaviour from residents, including criminal damage to property. People have been scared for themselves as well as concerned about the well-being of the perpetrator. There appears to be very little support for people with serious mental health issues, with various different agencies not seeming to take any responsibility.</p> <p>There is also little support for residents trying to live their lives safely and peacefully. It is not a straightforward or easy process to report issues, responses can be slow, residents feel left on their own and that the physical danger they are in is not addressed. Residents' Association officers can be under particular pressure from other residents to resolve issues while there is very little they can do.</p>
Request or Question	<p>It was recognised that this is a complex situation, but it was felt that more could be done to support residents who struggling with their mental health, as well as those living alongside individuals with disturbed, aggressive and violent behaviour.</p> <ul style="list-style-type: none"> • Can the Community Engagement Team help by bringing residents together, think through solutions and give us more support and control in this situation?

C3.2 Response

Response
<p>What support can the Council offer residents suffering from mental health issues?</p> <p>Mental health support services in the city are provided by the Sussex Partnership NHS Foundation Trust, (SPFT) including emergency/crisis response services. A wide range of information can be found on the website www.sussexpartnership.nhs.uk/your-mental-health. I have also included relevant information from their website in the section below, for ease of reference.</p> <p>Housing and ASC work closely with partner agencies including the Police and MH services at an individual case level, including case management of ASB. Our approach will always be to balance support with enforcement in these cases. Mental Health is a protected characteristic under the Equalities Act 2010 and as such needs to be fully considered in any action we take to address anti-social behaviour to ensure it is reasonable and proportionate.</p>

Who can you call out of hours if there is a mental health emergency? The police will not always respond if the problem is to do with mental health.

Please see the guidance from the Sussex Partnership NHS Foundation Trust on who to contact in a MH emergency/crisis:

Urgent support for adults in a crisis

For immediate help:

If your life - or someone else's life - is in immediate danger, please call 999 or go to A&E.

For same or next day help:

- **Call 111** and select the **mental health option** - also known as the **Sussex Mental Healthline (available 24/7)**.

Who can call NHS 111 and select the mental health option?

The service is free and available to **everyone** who is concerned about their own mental health or that of a relative, friend, or someone they care for. The service also supports children and young people.

NHS 111 'select mental health option' is one of a range of services available in Sussex to support people with their mental health.

If you require support with physical health symptoms or have a query about medication, please call 111 and press 1. If your life, or someone else's life, is in immediate danger, please call 999.

Alert Warning

During busy periods, you may need to wait for someone to answer your call. If you would prefer not to wait, you could use our **free crisis support text messaging service** instead. Text the word **SUSSEX** to **85258** for a confidential text-based conversation with a trained volunteer.

What to do if you are hearing or speech impaired

- If you're deaf or have hearing loss, please use the following link to be connected to local crisis service: To connect with a BSL interpreter, please visit SignVideo - <https://signvideo.co.uk/nhs111/>. The interpreter will contact Sussex Mental Healthline on your behalf.
- To use Text Relay, please call 0300 5000 101.

What do to if you need a language interpreter

If your first language is not English, we can arrange a telephone interpreter for other community languages. Please ask someone to call NHS 111 'select mental health option' on your behalf to let us know the language needed.

- If you feel you are not able to keep yourself safe, but do not need immediate medical assistance, you should call the **Mental Health Rapid Response Service (MHRRS)** on **0300 304 0078** (available: Mon-Fri 8am-10pm, weekends and bank holidays)

10am-10pm). MHRRS is able to offer immediate support, as well as refer on for further support from other mental health teams where needed. Patients, health professionals, and carers can also ring for advice.

- **Call the Samaritans on 116 123**, or visit www.samaritans.org (for anyone distressed, thinking of suicide or in crisis).
- If you would prefer support via text you can do so by texting **SUSSEX** to **85258**.
- Visit the **Staying Well Service** (weekdays: 5pm-10:30pm, weekends: 3pm-10:30pm) at The Wellbeing Hub in Preston Park, 18 Preston Park Avenue, Brighton, BN1 6HL. They can be contacted on 0800 023 6475 or stayingwell.brighton@southdown.org.

Information on other support services can be found at <https://www.mindcharity.co.uk/crisis-services/>.

- **For more advice on coping with suicidal thoughts, please visit the following sites**
- NHS: <https://www.nhs.uk/conditions/suicide/>
- Mind: <http://www.mind.org.uk>

Brighton and Hove Wellbeing Service <https://www.brightonandhovewellbeing.org/>

- The Brighton and Hove Wellbeing Service is a free, confidential NHS service for adults and children and young people with a postcode beginning BN1, BN2, BN3 or BN41.
- If you're feeling sad, anxious, stressed or low in mood we can help you get the support you need. You're not alone, and we're here to help.
- Brighton and Hove Wellbeing Service is delivered in partnership by Sussex Partnership NHS Foundation Trust, YMCA DownsLink Group and Southdown
- We offer a variety of support and NICE compliant psychological therapies. The services that we provide are delivered by a number of teams who work alongside one another to ensure that you receive the care and support that you need at every stage of your journey.
- When we receive your referral and talk to you about your needs, we will discuss which part of the service is best suited to you.

Advice and information

- If you are worried about yours or someone else's mental health or would like information about how mental health services work in the city, please visit Mind's Advice and Information Service - <https://www.mindcharity.co.uk/advice-information/>.

- **Contact us**

[0300 002 0060](tel:03000020060) (local rate)

Our phonelines are open Monday-Friday, 8am-6pm

spft.bhwellbeing@nhs.net

Our email is monitored Monday-Friday, 8am-6pm

We close our lines for one hour between 11am-12pm every Thursday and cannot respond to emails within this hour. **Please note we are not an emergency service.**

Can the Community Engagement Team help by bringing residents together, think through solutions and give us more support and control in this situation?

The Community Engagement Team will always do their best to support Tenants & Residents Associations to support their community and make improvements for residents. The question of how an association of neighbours can support other neighbours in crisis is complex and would need some careful assessment for safety, boundaries and expertise. The Association may want to invite a range of professionals to a meeting to talk through what local informal support might look like. Your community engagement officer can help a group by making linking in any appropriate council officers.

C3.2 Action

Action	CET team to explore how they can support the association in widening awareness of Mental health support services
Start date	
End date	

C3.3 - Communication and delays when lifts are broken

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	3 rd April 2025
Week of Area Panel	16 th June 2025
Deadline for officer response	Tuesday 13 th May
Name of officer responding	James Deamer and Stephen Wraige
Officer job title	Lift Engineer and Housing Customer Service Manager
Contact Details	james.deamer@brighton-hove.gov.uk stephen.wraige@brighton-hove.gov.uk

C3.3 Question

Issue	The Council's communication with residents when lifts break down is unacceptably poor. This needs to be improved and residents kept informed.
Background	

	<p>At Warwick Mount recently the lift was broken for two weeks before the Council contacted residents. When lifts are not working there is a significant impact on the residents living in the block. This is particularly true at Warwick Mount, where lifts stop on alternate floors. Residents who cannot manage stairs are effectively trapped in their flats.</p> <p>Good communication with residents about the problem and the expected length of the repair is more than a courtesy – it allows residents to plan and organise their lives in these difficult circumstances. Considerable stress, anxiety and anger is caused by residents not knowing what is being done and how long it will take.</p> <p>The Council's recent failure to communicate with Warwick Mount residents about the lift repairs needs to be looked at.</p>
Request or Question	<p>Can the Council commit to contacting affected residents within 48 hours of a lift breakdown? This could be by text message, followed up with a letter if the repairs are lengthy. This should apply to affected residents citywide.</p>

C3.3 Response

Response
<p>Our lift contractor, Liftec, advises our mechanical and electrical team within the Housing Investment and Asset Management (HIAM) service of any overnight outage either via email or by way of the daily lift status report. This is then emailed to Housing Customer Service and other parties with a summary of the problem and any updates given if and when requested.</p> <p>Within approximately one hour of receiving the report from HIAM the Housing Customer Services Team send a text message to all affected tenants advising them that the lift is out of service. This message includes any information on how long the lift will be out of service for, when this is known.</p> <p>The Housing Customer Services Team will attempt to call any tenants who are known to have mobility issues to discuss how they may be affected and make sure they have what they need during the lift outage.</p> <p>In the event of longer term outages such as Warwick, we gather all the information such as type of fault and lead time for sourcing spares before notifying residents in writing. Unfortunately, Warwick had a difficult to diagnose fault followed by a week attempting to source parts originally manufactured many years ago, which caused a delay in writing to residents.</p>

C3.3 Action

Action	N/A
Start date	
End date	

N3.1 - Residents' Associations in Brighton & Hove

Area in city	North
Star rating	3 Star/ City wide issue
Date question raised	3 rd April 2025
Week of Area Panel	9 th June 2025
Deadline for officer response	Tuesday 13 th May
Name of officer responding	Sam Nolan
Officer job title	Community Engagement Manager
Contact Details	sam.nolan@brighton-hove.gov.uk

N3.1 Question

Issue	When, for example, major works are being considered by the Council, it is unclear whether Residents' Associations have the power to veto decisions made by the Council, such as their choice of contractor/subcontractor.
Background	N/A
Request or Question	Residents would like to know if, and which Tenants'/Residents' Associations in Brighton & Hove are Recognised Tenants Associations (RTAs) under Section 29 of the Landlord & Tenant Act. What powers do Tenants'/Residents' Associations in Brighton & Hove have under this act?

N3.1 Response

Response
Recognised Tenants Associations in Brighton & Hove

When a Tenants' Association gains formal recognition under Section 29 of the Landlord & Tenant Act 1985, they receive several legal rights and powers:

1. Right to information about service charges

- Request and receive summaries of costs forming the basis of service charges
- Access and inspect supporting documents, accounts, receipts, etc.
- The landlord must provide this information within one month of request

2. Consultation rights regarding major works

- Must be consulted before landlords carry out qualifying works exceeding £250 per tenant
- Must be consulted on long-term agreements for provision of services exceeding £100 per tenant per year
- Failure to consult properly can limit the landlord's ability to recover costs

3. Right to appoint a surveyor

- Can appoint a qualified surveyor who has rights to:
- Access the building to inspect its condition
- Examine documents relating to service charges
- Advise the association on matters relating to service charges

4. Management audit rights

- Can request information about managing agents appointed by the landlord
- Can commission a management audit to review the landlord's compliance with management obligations

5. Right of first refusal

- In certain circumstances, if the landlord intends to sell their interest in the building, they must first offer it to the qualifying tenants, which an RTA can coordinate

To become recognised, a Tenants' Association must either:

- Obtain voluntary recognition from the landlord, or
- Apply to the First-tier Tribunal (Property Chamber) for a certificate of recognition (generally requires membership of at least 50% of qualifying tenants)

While BHCC have a Tenant & Resident Association Recognition policy this is only to recognise organisations as formally representing their communities and neighbourhood and it is not the same as recognition under the Tenant and Landlord Act.

N3.1 Action

Action	N/A
Start date	
End date	

W3.1 - Estate Inspections

Area in city	West
Star rating	3 Star/ City wide issue
Date question raised	10 th April 2025
Week of Area Panel	16 th June 2025
Deadline for officer response	Tuesday 13 th May
Name of officer responding	Janet Dowdell
Officer job title	Housing Operations Manager
Contact Details	janet.dowdell@brighton-hove.gov.uk

W3.1 Question

Issue	Estate Inspections should be an integrated, regular bit of work with Residents' Associations. There should be clear procedures on how to organise these and a commitment from the Council to work with residents in this way.
Background	<p>When Estate Inspections take place, residents find them really helpful – for example the recent inspection at Knoll. They are an effective way of tackling a range of local issues and improving communication with residents. They give Residents' Associations a focus and a boost, as they improve communication and help to get results. It's important that the officers involved in these inspections then have the necessary authority to make sure agreed work is carried out.</p> <p>There isn't any programme of Estate Inspections, or a clear way for Associations, or informal groups of residents, to organise one. They are happening unevenly across the city.</p>
Request or Question	<ul style="list-style-type: none"> a) Ask the Council to recognise the value of Estate Inspections and commit to providing these. b) Provide clear information and guidelines to Resident Associations and informal groups of residents on how to organise an Estate Inspection.

W3.1 Response

Response

We recognise the value of estates inspections and are very keen to restart them. We have continued to respond to individual requests for an estate inspection/walkabout and can be quite responsive when approached by tenant representatives and Councillors. This has been ad hoc pending our recruitment to our new Neighbourhood Officer posts.

I am pleased to report our new recruits will be joining the team through May and June. We will introduce the new Neighbourhood Officers to Area Panels soon and they will be spending some time getting to know the areas and estates initially. We will come back to panels with information on the launch of our planned programme of inspections as soon as we are able to.

W3.1 Action

Action	Notify residents when the schedule of estate inspections is agreed.
Start date	ongoing
End date	

W3.2 - Controlling dog mess

Area in city	West
Star rating	3 Star/ City wide issue
Date question raised	10 th April 2025
Week of Area Panel	16 th June 2025
Deadline for officer response	Tuesday 13 th May
Name of officer responding	Robert Keelan
Officer job title	Housing Manager
Contact Details	robert.keelan@brighton-hove.gov.uk

W3.2 Question

Issue	The Council need to take firmer action when Council tenants and residents allow their dogs to foul on Housing land.
Background	<p>There is an ever-increasing dog population, and many owners do not take responsibility for clearing up after their dogs. This is making the communal areas around blocks and on estates increasingly unpleasant and unsafe.</p> <p>It is difficult to get hold of the Dog Warden, and what they can do is very limited.</p>

	Notices do not have any effect if people know fines are not being enforced.
Request or Question	<ul style="list-style-type: none"> a) Do Council tenants have to apply for permission to keep a dog? b) What action is taken if Council residents have dogs without permission? c) What actions can the Council propose to help reduce the growing problem of dog-fouling on Housing land?

W3.2 Response

Response
<p>The council is a pet-friendly landlord and we recognise that pet ownership can enhance wellbeing for the resident concerned.</p> <p>Tenants should request permission for a pet and in the case of a dog, permission would not usually be withheld unless they have history of poor pet ownership or have other pets in the household that combine to give us concern.</p> <p>Where we can evidence dog fouling, a Community Protection Notice (CPN) can be issued for irresponsible dog fouling that causes a nuisance. A CPN is a statutory notice that requires an individual to take action to stop anti-social behaviour. The notice will require the owner to pick up dog waste with an evidenced breach leading to a fine of £75</p> <p>Should the owner of the dog continue to breach and allow dog fouling then we could issue further fines of £75. The council can consider revoking permission to keep a pet. This is more challenging as our response needs to be proportionate and as an example, the Renters Rights bill encourages landlords to be more pet friendly. Should we need to enforce further, we could look at an injunction to stop dog waste being left with a breach of an injunction leading to an escalation of tenancy enforcement.</p> <p>The council also works with Residents' Associations across the City and we would hope that residents are able to be part of the solution when their neighbours are being disrespectful to their environment. We can assist with Community Engagement Officers and/or Neighbourhood Officers targeting an area of concern so please contact the Housing Team if you would like us to do this.</p>

W3.2 Action

Action	Residents to let us know if there are areas of concern.
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Start date	Ongoing
End date	

EDB Report Summary of Bids and Projects

CENTRAL

Quick Bids Completed since last quarter

- **Lavender House Social Club (Sept-24):** Trip to Stanmer Park £190.00 to be paid end of Feb 2025.

Quick Bids Outstanding

- **Ardingly Court (Jul-24):** Benches £998.77. Two benches ordered Sept 24, one remaining, Simon Bannister to order remaining bench.
- **Leach Court (Jul-2024):** Compost and bark £570.00 Simon Bannister to complete purchase.
- **Leach Court (May 2024):** Activity outings £675 - On-going project £325 remaining
- **Somerset Point (Sept-2024):** Day trips with minibus invoice pending. Total bid £675.00. £200 paid so far, Lucy Beasley to pay.
- **Somerset Point (Sept 24):** Activity tasters £1000 – Simon Bannister to arrange remaining funds. £650 spent so far.
- **Somerset Point (July 24):** Garden items £723.78. £50 remaining – Simon Bannister to pay.
- **Rosehill Court (Nov 24):** Garden furniture £527.72 – All ordered, parasol out of stock. Lucy Beasley to order once back in.

Main Bids Completed since last quarter

- **Slone Court Tenants (May-24):** Seated yoga classes

Main Bids Outstanding

Craven Vale (Oct-22): Southwater Close allotment £6,193.00 – on hold until community workshop completion.

Essex Place (2020/21): lower existing bike racks – with Community Engagement Officer to progress.

Grosvenor Centre Management (May-24): Community room items £6,365.95. £4,000.00 remaining to spend, with Community Engagement Officer to progress.

Transsober (Apr-23): Core running costs £6,272.40. £3,000.00 paid, ongoing.

Craven Vale: Contribution towards Southwater Close Community workshop £10,000.00. On hold until further notice, funds ringfenced.

EAST

Quick Bids Completed since last quarter

- **BELTA (Mar 25)** Feasibility study £1000
- **BELTA (Mar 25)** Planters and skip hire £919.60
- **BELTA (Mar 25)** Board games £600
- **Woodingdean TRA (Mar 25)** Bleed kit and cabinet £826

Quick Bids Outstanding

None

Main Bids Completed since last quarter

- **Wellsbourne Drop-In Café (May-24):** Project funding £8,588.00.

Main Bids Outstanding

- **Robert Lodge (Mar-22):** Various items for Community Room £7,980.90. With Community Engagement Officer to progress.

NORTH

Quick Bids Completed since last quarter

- **Lindfield Court Garden and Social Club (Sept-24):** Chair yoga £1,000.00. £900.00 paid, ongoing sessions.
- **Holmstead (Mar-23):** Plant pots and compost.
- **Jasmine Court Residents Association (Jan-25):** Seated yoga and chairs £1,000.00.
- **Norwich Crescent residents (Mar 25):** Bird boxes and seeds £279.74
- **Lindfield Court Garden and Social Club (Jan-25):** Seated yoga and chairs £1,000.00. EDB officer to pay.

Quick Bids Outstanding

- **Hornby Road (Jul-24):** Planting £1,000.00. Seed, fruit trees and weed membrane ordered, remaining gardening to be confirmed by residents.
- **Hollingdean Residents Association (Jan-25):** Contribution towards new oven for Community Room £995.00. EDB officer to pay.

Community Engagement



- **Laburnum Grove Social Group (Jan-25):** Seated yoga classes £1,000.00. EDB officer to pay.

Main Bids Completed since last quarter

- **Bates Estate Community Association (Nov-24):** x8 new noticeboards £8,200.00.
- **Coldean (2022/23):** Insulation and new heating to Coldean community building £9,192.22.
- **Goodcycle (Nov-24):** Cycle repair workshop £5,000.00.

Main Bids Outstanding

- **Barcombe Place (Apr-22):** Fence painting, new gate and garden sundries £1,194.66. £258.79 remaining, ongoing.

WEST

Quick Bids Completed since last quarter

- **Muriel House Gardeners (Sept-24):** Garden items £500.00. Scheme manager to update.
- **St Richards (Mar 25)** Computer and accessories £999
- **Ingram Crescent Community (Jan-25):** refurbish benches £1,000.00.
- **Hazelholt (Jan-25):** New microwave £80.00.

Quick Bids Outstanding

- **Hazelholt (Jan-25):** Seated yoga £1,000.00. EDB Officer to pay.
- **Elizabeth Court (Mar 25):** Seated yoga £1000. On-going - £700 remaining

Main Bids Completed since last quarter

- **Ingram Crescent Residents Group (March 22 Overspend):** Installation of 9 water butts £1,700.00. Approved in March 22.
- **Muriel House (May-24):** Seated yoga classes £2,400.00. Payments of £150 (03/07/24), £150 (18/07/24), £350 (11/09/24), and £150 (09/10/24). Ongoing.

Main Bids Outstanding

- **Clarke Court (22/23 Main Bid):** Installation of water butts and storage solutions £1,500.00. Job Notes: Approved in April 22 by the West panel;

storage grant sent to residents but no receipts received. Status of water butts uncertain.

- **Hazelholt (March 24 Underspend):** Seated yoga classes £2,600.00. On-going - £50 remaining
- **Woods House (Nov-24):** Exercise classes £2,800.00. On-going, £1700 remaining
- **Sanders House (Nov-24):** Exercise classes £2,400.00. On-going £1600 remaining

Budget Summary by Area for new financial year 2025/26

1. Central
 - Total Budget: £64,335
2. North
 - Total Budget: £87,535
3. East
 - Total Budget: £61,053
4. West
 - Total Budget: £69,994

Overall Totals

- Total Budget: £282,917

Main bid Panels 14th and 21st May

Quick bid Panel 28th

Environmental Improvement Approved Proposals carried forward

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Committed/ spend
EIB256	North	25-Aug-21	Residents via Housing management	Davey Drive/ Lindfield	landscaping	Accept	Monies left for maintenance/gapping up	£4,486		£4,486	<i>Completed 17/12/24</i>	£2,056
EIB419	Central	24-Nov-22	Residents via Housing management	Lavender Court, Upper St James Street BN2 1LN	Wooden edge & bike storage (3 hoops)	Accept	used for accessible planters	£3,500	£2,500	£1,000	<i>Completed 12/2/25</i>	£2,573
EIB421	Central	15-Nov-22	Residents via Community Engagement Team	Warwick Mount, Montague Street, BN2 1LB	Replace bench, top up planters and	Accept	Monies left over from fencing	£2,473	£1,000	£1,500	<i>Completed 6/11/25</i>	£1,645
EIB424	Central	28-Nov-22	Residents via Housing management	Leach Court,	Bin screening	Accept	Gate & fencing replaced around community garden	£8,143	£4,000	£4,183	<i>Completed 28/1/25</i>	£3,987
EIB427	North	26-Nov-22	Residents via Housing management	Elwyn Jones Court	Landscape improvements	Accept - partial	remaining money used more plants shed & mulch	£2,417	£2,417		<i>Completed 31/3/25</i>	£2,402
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	<i>Completed 13/5/24</i>	£9,811
EIB438	East	02-Feb-23	H&S	Chadbourne Close	Replace damaged railing for safety	Accept	Agreed	£2,718	£2,718		<i>Completed 17/5/24</i>	£1,691
EIB440	West	14-Feb-23	Residents via Housing management	Lovegrove Court	Accessible Bin storage	Accept		£8,000	£8,000		<i>Residents requested stop as don't like design</i>	
EIB447	West	03-Apr-23	Residents via Housing management	Elizabeth Court	Awning/ gazebo	Approved	<i>Remaining funds used for bulbs, maintenance visit</i>	£1,339		£1,339	<i>Completed 17/12/24</i>	£1,295
EIB448	West	03-Apr-23	Scheme Manager	Muriel House	landscape improvements	Accept	<i>Remaining funds used for floral meadow</i>	£1,773		£1,773	<i>Completed 28/11/24</i>	£1,663
EIB472	Central	20-Jul-23	Residents via Community Engagement Team	Kingswood Flats	Access and improvements	Accept	<i>Remaining funds- tidy & raised planter</i>	£5,202	£5,202		<i>Completed 28/11/24</i>	£891
EIB473	Central	20-Jul-23	Residents via Community Engagement Team	Kingswood Flats rear	Improvements to rear garden	Accept	<i>Planting and 12 month maintenance visit</i>	£6,675.17		£6,675	<i>Completed 13/3/25</i>	£1,830
EIB474	Central	20-Jul-23	Residents via Community Engagement Team	Milner Flats/Nelson Row	Garden clearance and gating Nelson Row	Accept	<i>gates done g external staircase replacement to do garden clearance</i>	£2,260.80		£2,261	<i>Completed 14/1/25</i>	£580
EIB476	West	27-Jul-23	Residents via Housing management	Sanders House	Paving & landscaping	Accept	<i>Gapping up/ 12 month maintenance</i>	£3,488.16		£3,488	<i>Completed 11/2/25</i>	£1,765

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	£3,000	£3,105	<i>Needs consultation</i>	
EIB495	Central	24-Aug-23	Hannah Barker	Theobald House	Bike Storage/ bin storage improvements	Partial		£2,000.00			<i>Referred to major works, monies allocated to community room refurb E620</i>	Closed
EIB496	East	21-Aug-23	Residents via Housing management	Robert Lodge	Bin Storage	Accept		£1,787.98		£1,788	Withdrawn -bin enclosures not suitable	Closed
EIB501	West	28-Oct-23	Residents via Community Engagement Team	Clarendon Community rooms	Refresh of community rooms	Accept	<i>One area complete, sundaries & WC to do</i>	£6,640.00		£6,640	Completed 25/11/24	£6,600
EIB504	North	08-Sep-23	Residents via Housing management	Elwyn Jones Court	Line marking	Accept	<i>Delayed due to major works</i>	£2,500	£2,500		Completed 9/12/24	£2,980
EIB509	North	21-Sep-23	Residents via Housing management	Laburnum Lodge	Resurface pathway	Accept	<i>Main path done, patio works raised planters to do</i>	£15,795	£15,795	£2,000	Completed 22/10/24	£18,388
EIB510	East	05-Oct-23	Residents via Community Engagement Team	Nuthurst Place	Bin storage	Accept	<i>subject to consultation</i>	£6,000	£6,000		Completed 4/12/24	£4,164
EIB511	East	05-Oct-23	Residents via Community Engagement Team	Nuthurst Place	Community Space	Accept	<i>tarmac path to complete</i>	£1,112	£1,112		<i>Completed 29/4/24</i>	£850
EIB514	North	21-Sep-23	Residents via Community Engagement Team	Holmstead	Landscape improvements/ wildflowers	Accept	<i>Pathway relaid & drainage complete - planters/ bench ordered</i>	£3,265	£3,265		<i>Completed 1/10/24</i>	£2,283
EIB515	East	11-Oct-23	Residents via Community Engagement Team	Bird Estate/ adjacent to upper park	Community Space	Accept	<i>Sentri box & benches installed in play area, waiting further consultation</i>	£10,000	£10,000		consultation to be done on benches	
EIB517	North	20-Oct-23	Residents via Local Councillor	Hodshrove Woods	Clear brambles/ makemore open	Accept		£2,500		£2,500	Completed 3/2/25	£3,185
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		Completed 12/9/24	£3,675
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	Completed 25/2/25	£3,037
EIB535	East	23-Nov-23	Senior Surveys	Southease	Landscape improvements	Accept	<i>But consult</i>	£12,000	£5,000	£7,000	Partial completion 20/3/25	£6,062

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 19/7/24	£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	£6,195
EIB541	East	09-Jan-24	Residents via Housing management	Sandhurst	Overgrown area	Accept		£12,000.00	£2,000	£10,000	<i>asbestos present</i>	
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>Completed 4/12/24</i>	£10,701
EIB548	Central	24-Jan-24	Residents via Community Engagement Team	Tyson Place,	ASB	Accept	needs consultation	£8,000.00			<i>Some works procured, Consulting</i>	
EIB550	East	25-Jan-24	Residents via Community Engagement Team	Kingfisher community rooms	Community room refurb	Accept	<i>Redec, carpets, kitchen refresh, fence & planters</i>	£15,000.00		£8,665	<i>Completed 3/2/25</i>	£13,822
EIB552	North	12-Feb-24	Residents via Community Engagement Team	St George's Hall	Improvements	Accept	<i>Tarmac ramps, completed, procuring rest</i>	£13,030.00	£10,000	£3,030	<i>Completed 29/7/24</i>	£8,384
EIB554	West	06-Mar-24	Residents via Housing management	Mountbatten Court	Repairs to bike shelter	Accept		£3,000.00		£3,000	<i>Completed 19/12/24</i>	£3,660
EIB555	Central	01-Mar-24	Residents via Housing management	Somerset Point	Landscaping/ accessibility	Accept	<i>Raised planter, completed, clearing border, mulch, wild flowers</i>	£7,000.00	£5,000	£2,000	<i>Completed 12/9/24</i>	£5,696
								£ 220,380				£138,978
Environmental Improvement Proposals 2024/2025 - approved												
EIB524	East	30-Jul-24	Residents via Community Engagement	The Crew Club	Community garden/grow space	Accept		£15,000.00	£5,000	£1,000	<i>Completed 31/3/25</i>	£15,592
EIB530	West	23-Nov-23	Residents via Housing management	Elizabeth Court	Furniture/ patio extension	Approved		£12,000.00	£9,000	£3,000	<i>Completed 11/10/24</i>	£10,529
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>Completed 12/3/25</i>	£4,657
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>Completed 24/9/24</i>	£10,590

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	Completed 28/11/24	£12,748
EIB561	West	16-Mar-24	Residents via Community Engagement Team	28 Clarendon Villas	Garden refresh	Accept		£2,500.00		£2,500	Withdrawn - not able to get agreement	Closed
EIB563	Central	14-Mar-24	Residents via Community Engagement Team	Thornsedale	Community room improvement	Accept	<i>Paid as grant</i>	£15,000.00	£10,000	£5,000	Completed - Invoiced 13/1/25	£15,000
EIB564	West	14-Mar-24	Residents via Community Engagement Team	Ingram Crescent	Bike sheds	Accept		£7,000.00	£3,500	£3,500	Completed 19/12/24	£5,000
EIB565	West	05-Apr-24	Residents via Housing management	Ingram Crescent	Bin storage	Accept	<i>prioritise under buidings</i>	£10,000.00	£10,000		<i>Residents don't want available options</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	Completed 19/11/24	£9,958
EIB567	West	03-Apr-24	Residents via Housing management	Muriel House	Artificial plants for indoor planters	Accept		£500.00		£500	Completed 23/10/24	£500
EIB568	North	08-Apr-24	Residents via Housing management	Goodwood Way	Parking control measures	Accept		£1,035.00	£1,035		Completed 17/5/24	£1,035
EIB570	North	11-Apr-24	Residents via Community Engagement Team	The Gathering Place	Community Space	Accept		£6,500.00	£6,000	£500	Completed 22/7/24	£5,571
EIB572	North	15-Apr-24	Residents via Housing management	Lindfield	Planters/ replace hedge	Accept		£7,000.00	£4,000	£3,000	Completed 7/2/25	£6,711
EIB575	North	18-Apr-24	Residents via Community Engagement Team	Barcommbe Place	Planters	Accept		£3,500.00	£3,000	£500	Completed 31/5/24	£1,756
EIB578	North	18-Apr-24	Residents via Community Engagement Team	Elwyn Jones Court	Fruit trees, bulbs, steps, more seating	Accept		£5,000.00	£3,000	£2,000	<i>Partial completion 31/3/25</i>	£2,855
EIB579	North	18-Apr-24	Residents via Community Engagement Team	Charles Kingston Gardens	Tidy/ Refresh of garden area/ make more accessible	Accept		£6,000.00	£3,000	£3,000	Completed 31/3/25	£5,850
EIB581	Central	09-May-24	Residents via Community Engagement Team	Thornsedale	Access ramp	Accept	<i>feasability study/+works to complete approved</i>	£15,000.00	£11,000	£4,000	Completed 2/7/24,	£15,500

EIB583	North	29-Apr-24	Residents via Housing management	The Linkway	Bin store improvements	Accept	<i>repair & padlocks</i>	£2,000.00	£1,000	£1,000	<i>Completed 28/7/24</i>	£1,858
EIB586	Central	14-May-24	Residents via Community Engagement Team	Parkmead,	Gate/ cut back overgrown vegetation	Accept	Gate/ cut back overgrown vegetation	£3,000.00	£1,500	£1,500	<i>Completed 3/3/25</i>	£2,873
EIB588	West	30-May-24	Residents via Housing management	Elizabeth Court	Accessibility / grow	Accept	<i>accessible path & grow zone</i>	£3,500.00	£2,000	£1,500	<i>Completed 8/10/24</i>	£3,618
EIB590	North	08-Jul-24	Residents via Community Engagement	Bates Estate	Estate Signage	Accept	<i>Entrance sign</i>	£2,000.00		£2,000	<i>Completed 28/11/24</i>	£576
EIB591	Central	11-Jul-24	Residents via Community Engagement	Essex Place	Concrete fencing replacement	Accept	<i>Requested closeboard fence</i>	£6,000.00	£6,000		<i>Completed 20/12/24</i>	£6,436
EIB593	Central	11-Jul-24	Residents via Community Engagement Team	Warwick Mount,	Replace damaged fencing and bike store roof	Accept	<i>new bike shelter with metal roof</i>	£7,500.00	£7,500		<i>Completed 31/3/25</i>	£5,599
EIB595	North	26-Jul-24	Residents via Community Engagement	Sylvan Hall	Gates	Accept	<i>to match if poss</i>	£2,500.00	£2,000	£500	<i>Completed 31/3/25</i>	£1,626
EIB596	East	29-Jul-24	Residents via Repairs team	Alamanda	Bike store roof	Accept	<i>upgrade bike shelter</i>	£3,500.00	£3,500		<i>Completed 31/3/25</i>	£4,467
EIB597	West	02-Jul-24	Residents via Community Engagement	Conway Court	Signage	Accept	<i>residents only on garden gates</i>	£750.00		£750	<i>Completed 28/10/24</i>	£272
EIB599	North	04-Sep-24	Residents via Housing management	Jubilee Court	Replacement of handrails	Accept	<i>unsafe, rotting</i>	£6,000.00	£4,000	£2,000	<i>Completed 31/10/24</i>	£2,953
EIB600	North	04-Sep-24	Residents via Housing management	Burstead Close	Overgrown vegetation	Accept	<i>New bin area, area pressure washed.</i>	£8,000.00	£8,000.00		<i>Partially Completed 14/1/25</i>	£3,494
EIB602	West	10-Sep-24	Health & safety	Poplar Close	Bin screening	Accept	<i>Estates to Review bin provision first</i>	£3,500.00	£3,500		<i>still to advise</i>	
EIB605	Central	03-Oct-24	Residents via Community Engagement Team	Rosehill Court	Gate / security	Accept	<i>fence & signage</i>	£3,000.00	£3,000		<i>Fence completed 16/1/25 - signage to procure</i>	£1,529
EIB608	North	16-Oct-24	Residents via Housing management	Birdham Place	Handrail	Accept	<i>Hand rails in place review steps</i>	£2,700.00	£2,700		<i>Review key clamp in place</i>	
EIB610	Central	16-Oct-24	Residents via Community Engagement Team	Chates Farm Court	Raised planters	Accept		£2,500.00	£2,500		<i>Completed 4/2/25</i>	£1,009
EIB611	North	16-Oct-24	Residents via Community Engagement Team	Nettleton/ Dudeney	Community room refurbish	Accept	<i>allocate more to furniture</i>	£16,000.00		£16,000	<i>Partial Due 2025/26</i>	£10,790

EIB613	East	12-Sep-24	Residents via Community Engagement Team	Cowley Drive	Bin area	Accept		£5,000.00	£4,000.00	£1,000	<i>Works completed 6/2/25</i>	£1,980
EIB614	West	21-Oct-24	Residents via Community Engagement Team	Muriel House	Garden improvements	Accept		£4,500.00	£1,500	£3,000	<i>Partial Due 2025/26</i>	£1,534
EIB615	East	19-Oct-24	Residents via Housing management	South Whitehawk	replace sign	Accept		£1,200.00	£1,200			
EIB616	North	23-Oct-24	Residents via Housing management	Ditchling Gardens	Landscape & fencing	Accept		£15,000.00	£15,000		<i>Completed part, rest 2025</i>	£6,075
EIB617	North	23-Oct-24	Residents via Housing management	Lindfield Court	Resurfacing of rear patio area/ new greenhouse	Accept		£7,000.00	£7,000		<i>Completed 13/2/25</i>	£7,867
EIB618	North	30-Oct-24	Residents via Housing management	Jubilee Court	Access to rear garden / Replacemnt of hedge	Accept	<i>No to hedge/ just gate</i>	£1,000.00	£1,000		<i>Completed 20/1/25</i>	£1,052
EIB619	North	30-Oct-24	Residents via Community Engagement Team	Jasmine Court, Patchdean, BN1 8NG	Pathway/ damp	Accept		£10,000.00	£5,000	£5,000	<i>Part completed, works to clarify</i>	£3,365
EIB620	Central	08-Nov-24	Residents via Community Engagement Team	Theobald House	Refresh of community room & WC	Accept	<i>reallocated money from EIB 495 as extra works</i>	£17,000.00	£5,000	£10,000	<i>Due 2025/26</i>	<i>£17,184</i>
EIB624	West	20-Nov-24	Residents via Community Engagement Team	Churchill house	Extension of pathway	Accept		£3,500.00	£3,500.00		<i>Completed 7/2/25</i>	£2,374
EIB625	North	27-Nov-24	Residents via Estates team	Roedale Court	Gates and stores	Partial	<i>Paint handrails when weather improves</i>	£3,500.00	£3,500		<i>partial Completed 25/2/25</i>	£2,660
EIB626	Central	27-Nov-24	Residents via Estates team	Parham Close	Removal of brick stores	Accept		£15,000.00		£15,000	<i>Completed 27/2/25 - seeding due May 25</i>	£15,351
EIB627	East	29-Nov-24	Residents via Estates team	Kingfisher Court	Old bin store adaption	Accept		£6,000.00			<i>Completed 31/3/25</i>	£7,345
EIB628	East	29-Nov-24	Residents via Estates team	Bird estate	Bird estate notice boards	Accept		£3,500.00			<i>Due 2025/26</i>	<i>£3,670</i>
EIB630	North	03-Dec-24	Residents via Community Engagement Team	Bates Estate	Community hub - feasibility	Accept		£3,000.00			<i>Prices in to discuss</i>	
EIB631	North	19-Dec-24	Residents via Community Engagement Team	Coldean youth Club	Refurbishment	Accept		£10,000.00			<i>Completed 17/3/25</i>	£9,175

EIB632	North	08-Jan-25	Residents via Community Engagement Team	Ryeland Drive	Clearance - ASB	Accept		£15,000.00			Procuring	
EIB634	East	15-Jan-25	Occupational heath request	Cooksbridge Road	Handrails	Accept		£882.01	£882		Due 2025/26	£882
EIB636	East	21-Jan-25	Residents via Community Engagement Team	Robert Lodge	Notice board/Signage	Accept		£3,500.00				
EIB639	West	10-Feb-25	Residents via Housing management	Hazelholt	Replacement of trellis/ planters	Accept		£4,000.00			Due 2025/26	£2,640

£347,567	£254,105	
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2022-23

Proposals	Category	Estimate	Actual
37	Accepted/carried forward	£ 220,380	£ 138,978
2024-25 53	Accepted	£ 347,567	£ 254,105
2024-25 21	Rejected	£ -	
90	2024/25 Total	£ 567,947.17	£ 393,083.05
26	Investigation/ Consult	£ 170,800	

NB £36,701 raised for works to undertake in 2025/26

Total approved projects90

Projects completed63

Projects in progress11

Environmental Improvement Proposals - proposals awaiting consultation

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Commitment/ spend
EIB325	East	18-May-22	Residents on Bird Estate walkabout	Near Swallow Court	Fence area and create community seating area	Consult	Wider consultaion required by Community Engagement	£12,500.00			In consultation/ new proposals	
EIB329	East	18-May-22	Residents on Bird Estate walkabout	Across estate	Additional benches for residents to sit & enjoy plus daffodils	Consult	Consult. Consider community involvement for planting	£3,100.00			In consultation/ new proposals	
EIB338	Central	25-May-22	Residents on Mount Pleasant Walkabout	Derby Place/ Devon Lodge/ Cambridge Place	Greenspace underused. further consultation for more usage of greenspace. Eg grow	Consult	Wider consultaion required by Community Engagement Team	£7,000.00			Awaiting consultation	

EIB346	North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road, - Community	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				Withdrawn, alternative proposal submitted EIB616	Closed
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				Withdrawn, alternative proposal submitted EIB 626	Closed
EIB369	East	13/07/2022	Residents on Craven Estate walkabout	Parham etc	Broken waterbutts across the estate - might be better as EDB quick bid.	Further investigation	Wider consultaion required by Community Engagement	£1,000.00			Awaiting consultation	
EIB372	East	13-Jul-22	Residents on Craven Estate walkabout	Craven Road	tenants would like benches around the estate so they can sit out	Consult	Wider consultaion required by Community Engagement Team	£2,500.00			Awaiting consultation	
EIB381	North	27-Jul-22	Residents on Stanmer Heights Walkabout	Across Estate eg Orchid View rear of blocks	Re-purpose old brick built bin storage at rear of blocks for bicycle Storage or general storage.	Consult	Wider consultaion required by Community Engagement Team	£3,000.00			Awaiting consultation	
EIB385	North	27-Jul-22	Residents on Stanmer Heights Walkabout	Across Estate	Encourage food growing/ increased interest/ community involvement across the estate. Provide shallow raised vegetable beds	Consult	Wider consultaion required by Community Engagement Team	£3,000.00			Awaiting consultation	
EIB386	West	03-Aug-22	Residents on Locks Crescent Walkabout	Blakers Court Portslade BN41 2AD	Resident planting and seating area out front of block. Perhaps with low level fencing, raised planters and a picnic bench. Needs further consultation.	Consult	Wider consultaion required by Community Engagement Team	£7,000.00			Awaiting consultation	
EIB388	West	03-Aug-22	Residents on Locks Crescent Walkabout	Kemps Court	Waterbutts already present but is there any desire for more formal seating areas, raised planters or secure storage. Consultation requied.	Consult	Wider consultaion required by Community Engagement Team	£5,000.00			Awaiting consultation	

EIB390	West	03-Aug-22	Residents on Locks Crescent Walkabout	Cowhayes Court	Washing area not used but area in use for community. improve this area with raised planters, climbers and pernament 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	
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	
EIB449	North	04-Apr-23	Housing Management	Tavistock Down	Trim trail - bring up to standard	Consult	<i>make safe & consult</i>	£10,000			Awaiting consultation	
EIB505	West	12-Sep-23	Residents via Community Engagement Team	Sherbourne Close, Hove	Dog free zone/ pruning/ football goal	Consult	<i>Need further consultation for clarity</i>	£35,000			Further discussion/ consultation in progress	
EIB526	West	01-Dec-23	Residents via Community Engagement Team	Stonery Close	Gate/ Door for security	Consult	<i>Needs to be acceptable to all</i>	£1,200			waiting for consultation	
EIB531	North	23-Nov-23	Senior Surveys	Elwyn Jones Court	Artificial plants	Consult		£1,000.00			waiting for consultation	
EIB532	West	23-Nov-23	Senior Surveys	Evelyn Court	seating refresh	Consult	<i>Needs to be acceptable to all</i>	£3,500.00			waiting for consultation	
EIB553	North	28-Feb-24	Residents via Housing management	Netleton & Dudeney	Woof Park	CONSULT	<i>wider consultation and support by residents required</i>	£12,000.00			waiting for consultation	
EIB558	North	16-Feb-24	Residents via Community Engagement Team	Beevenden	Gym Equip	Consult	<i>wider consultation and support by residents required</i>	£20,000.00			Needs further investigation	
EIB606	North	07-Oct-24	Residents via Housing management	Fitch Drive	Bike calming	Consult	<i>wider consultation and support by residents required</i>	£5,000.00			Needs further investigation	
EIB609	North	16-Oct-24	Residents via Community Engagement Team	Ashurst/Halland Road	Wildflowers	<i>Consult</i>	<i>wider consultation and support by residents required</i>	£9,000.00			Further discussion/ consultation in progress	

EIB635	North	14-Jan-25	Gabs Tiranti	ovingdean	notice boards	<i>Consult</i>	<i>Evidence needs and benefit to resident</i>	£6,000.00			Needs further investigation	
								£ 170,800				

Environmental Improvement Proposals 2024-2025 - proposals rejected

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status
EIB334	Central	25-May-22	Residents on Mount Pleasant Walkabout	Mount Pleasant	Issues with graffiti around the youth centre areas of the estate. A couple of options to reduce ongoing graffiti:	Withdrawn May 2024	Withdrawn - Youth centre being redeveloped				Closed
EIB396	Central	03-Aug-22	Complaint via housing management	Sylvan Hall Estate	Bin Storage	Accept	Withdrawn - further proposals rejected				Closed
EIB521	West	11-Oct-23	Residents via Community Engagement Team	Clarke Court, Walsingham Rd Hove BN3 4FW	garden Improvements	Withdrawn as no further proposals	<i>Clearance, grouting and gate undertaken, further consult on entrance</i>				Closed
EIB528	North	23-Nov-23	Senior Surveys	Broadfields	Ramp	Withdrawn	Change of use to general needs				Closed
EIB551	East	25-Jan-24	Residents via Community Engagement Team	Kingfisher community rooms	Accessible Access to rear of centre via bank	Reject	Too expensive & potential ASB				Closed
EIB573	Central	17-Apr-24	H&S	St John's Mount	External bin storage for fire safety	Reject	<i>Fund out of alternative budget</i>				Closed
EIB574	Central	17-Apr-24	Residents via Housing management	Tyson Place	Bin area	Reject	<i>Fund out of majors</i>				Closed
EIB576	West	24-Apr-24	Residents via Housing management	Wickhurst rise	gate for bin area	Withdrawn	<i>no proposal forthcoming</i>				Closed
EIB577	West	26-Apr-24	Residents via Housing management	Downland Court	Block old coal bins to stop ASB	Reject	<i>find other solutions</i>				revisit
EIB580	West	08-May-24	Local Councillor	Mile Oak Rec	Access barrier to protect park	Reject	<i>no previous issues here with encampments</i>				Closed

EIB582	West	08-May-24	Residents via Community Engagement Team	Philip Court	Car parking	Reject	<i>Car park extensions need to be funded out of increased revenue</i>				Closed
EIB585	Central	08-May-24	Residents via Community Engagement Team	Ecclesden	Move bin storage out of building	Reject	<i>only one resident and will need to be funded out of fire safety works</i>				Closed
EIB587	West	21-May-24	H&S	40 Hova Villas	Bicycle store	Reject	<i>Fund out of alternative budget</i>				Closed
EIB589	East	04-Jun-24	Residents via Community Engagement Team	Apple/Peach	Bin enclosure	Reject	<i>Not long refurbished</i>				Closed
EIB592	Central	11-Jul-24	Residents via Community Engagement Team	Essex Place	Bin door replacement	Reject	<i>Bin areas in highrise blocks under review as part of new regs</i>				Closed
EIB594	Central	22-Jul-24	H&S	Highleigh	Renew bin room door	Reject	<i>Bin areas in highrise blocks under review as part of new regs</i>				Closed
EIB598	West	01-Aug-24	Residents via Community Engagement Team	Evelyn Court	Community room redecoration & new blinds	Reject	<i>Refer to seniors budget</i>				Closed
EIB601	North	11-Sep-24	Residents via Community Engagement Team	Gathering Place	New lighting	Reject	<i>refer to repairs</i>				Closed
EIB603	Central	12-Sep-24	Residents via Community Engagement Team	Milner flats	Pest control.	Withdrawn	<i>Part of majors</i>				Closed
EIB604	East	23-Sep-24	Residents via Community Engagement Team	Bristol Estate	Bin screening	Withdrawn	<i>Sufficient bins and doesn't need screening</i>				Closed
EIB607		25-Sep-24	Complaint via housing management	Manoj House	Overgrown Vegetation	Reject	<i>Passed to estates team</i>				Closed
EIB633	Central	03-Jan-25	LPS drop in	St James' House,	Fencing to prevent ASB	Reject	<i>Fund out of LPS</i>				Closed
EIB638	North	28-Jan-25	Residents via Housing management	Denman Place	Landscaping	Reject	<i>No maintenance/ path existing</i>				Closed

