

Housing Management Panel: North Area

- Date: 9 September 2025
- Time: 18:00
- Venue Hybrid
Virtual – Zoom
In Person - Housing Centre, Conference Room, Eastergate Road,
BN2 4QL
- Members: Councillor Asaduzzaman (Chair), Ward Councillors for the Area,
Delegates of Tenants Association in the area.
- Contact: Francis Mitchell
Democratic Services
01273 294183
Francis.Mitchell@brighton-hove.gov.uk

Residents are also invited to attend the Housing Surgery for individual enquiries, held at 17:30 prior to the Area Panel meeting.

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This agenda and all accompanying reports are printed on recycled paper

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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- Do not stop to collect personal belongings;
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- Do not re-enter the building until told that it is safe to do so.

Date of Publication – 03.09.25

**We warmly invite you to the North 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	Tuesday 9th September 2025 17:30 - 18:00 Housing surgery – for individual enquiries 18:00 - 20:00 North Housing Area Panel
Venue	Housing Centre, Conference Room Housing Centre, Conference Room, Eastergate Rd, BN2 4QL
Join via the Internet or phone call	<p>Attend via video link: Please type the following address in your browser: http://bit.ly/4eSSrGx</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: 849 7269 6409 Passcode: 68734</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>+44 330 088 5830 / +44 131 460 1196 / +44 203 481 5237</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 Team at 07717 302986 / communityengagement@brighton-hove.gov.uk if you have any questions.

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: NORTH AREA

2.00pm 10 JUNE 2025

MINUTES

Councillors: Mohammed Asaduzzaman, Tobias Sheard, Raphael Hill

Residents: Donna James (Chair), Barney Miller, Ian Beck, Desmond Jones, Jenny Simmons, Heather Hayes, Ian Knowles, Mitch Watkinson

Officers: Tom Trigwell (Community Engagement Administrative Assistant), Marie Button (Democratic Services Officer), Francis Mitchell (Democratic Services Officer), Geof Gage (Head of Housing Investment & Asset Management), Clare Nichols (Community Engagement Officer), Michael Raywood (Housing Manager), Simon Bannister (Community Engagement Officer), Harry Williams (Director of Housing People Services), Chloe McLoughlin (Housing Estates Manager), Sam Nolan (Community Engagement Manager), Grant Ritchie (Head of Housing Repairs and Maintenance), Justine Harris (Head of Tenancy Services), Mikila Beck (Interim Head of Repairs), Gabs Tiranti (Community Engagement Officer).

Press: Sarah Booker-Lewis

1 ELECTION OF COUNCILLOR CO-CHAIR

1.1 **RESOLVED:** Councillor Asaduzzaman was elected as Councillor Co-Chair.

2 WELCOME, INTRODUCTIONS AND APOLOGIES

2.1 There were no apologies.

3 MINUTES AND ACTIONS

MINUTES

3.1 Barney Miller advised that his name had been written as plural on the first page and in items 3.6, 3.7 and 9.3.

3.2 Barney clarified that the record of item 4.7 was specifically about The Pines and should read 'Barney Miller stated that water had entered The Pines through the stairwell air vent and caused an accident, a resident slipped on the water that had got through and fell'.

3.3 Ian Beck advised that on p13, action ONA4 should read 'Hollingdean', not 'Hollingbury'.

3.4 Barney Miller advised that item 9.3 should read 'Canterbury Drive', not 'Canterbury Road'.

- 3.5 Michael Raywood advised that regarding 7.3, it wouldn't be Housing using drone enforcement, this is something the police will do or have done in the past.
- 3.6 **RESOLVED:** That subject to the above amendments, the minutes of the previous meeting held on 19 March 2025 were agreed as a correct record.

ACTIONS

- 3.7 The Chair confirmed that action ONA4, regarding street cleaners in Hollingdean, has been completed.
- 3.8 Regarding action NA1, concerning why Canterbury Drive and Bromley Road had not been thoroughly swept, Chloe McLoughlin has messaged Melissa for an update and Barney Miller advised that mechanical sweepers had been to the eastern cul-de-sac but were unable to get close enough to the road edges to sweep everything away from the double yellow lines.
- 3.9 The Chair confirmed that action NA2, regarding availability of maps that detail Council vs Highway roads, has been completed.
- 3.10 Regarding action NA3, concerning Emma Gilbert bringing the clutter rating presentation to a future meeting, the Chair advised that they were not at the agenda setting meeting so this one will need to be looked in to.
- 3.11 Regarding action NA4, concerning claims of anti-social/dangerous bike riding in the North Area, Ian Beck gave an update including incidents reported to the police, complaints received and an interview with Sussex Radio. Ian advised it is still a problem that needs resolving. Michael Raywood advised that police have been contacted and a complex case officer has been allocated.
- 3.12 The Chair confirmed that action NA5, relating to Jan Dowdell delivering an ASB presentation, has been completed and said the presentation was very helpful. Michael Raywood advised they are organising a presentation to Coldean.
- 3.13 Regarding action NA6, concerning Geof Gage following up regarding windows, the Chair confirmed that this was being left with Geof.

4 HOUSING PERFORMANCE REPORT ANNUAL ROUNDUP - 2024/25

- 4.1 Justine Harris presented the report on Council Housing Performance.
- 4.2 Justine outlined reasons phone calls may not have been answered in response to Ian Beck's question regarding an 82-year-old resident without a computer who was unable to get through to customer services by phone.
- 4.3 Barney Miller asked when they will get an idea of how many new homes will be built for 2025-26.
- 4.4 Justine discussed that new homes will be a combination of purchased properties, buy-backs and new builds and that the next big newbuild developments will be in Moulsecoomb, Swanborough Drive and Edward Street. Justine explained that over

the next year there are no new big developments planned but they are expecting 125 buy-backs over 2025-26.

5 HEALTH & SAFETY AND COMPLIANCE UPDATE

- 5.1 Grant Ritchie presented a Health and Safety Compliance update.
- 5.2 Grant answered a question from Barney Miller concerning fire doors at The Pines, confirming that they are going to be replacing the fire resistant doors with newly certificated doors and frames. Grant advised that they estimate the work will be able to start at The Pines in September and residents will be written to.
- 5.3 The Chair asked if the tenant handbooks have been updated with the fire safety regulations or with information on what to do if there is a fire in a flat. Grant Ritchie and Geof Gage confirmed that parts had been updated and that every October tenants are sent a letter regarding fire safety in their flats.
- 5.4 Sam Nolan advised that Community Engagement are going to be doing some work with residents to update the tenant handbooks.
- 5.5 Mikila Beck asked that all tenants report if the smoke detection in their home isn't working as the council are responsible for repairing it.
- 5.6 Grant Ritchie advised that smoke detectors can be tested by pressing the test button on them.
- 5.7 Residents discussed the new smoke detectors and Grant Ritchie advised that they are being rolled out over the next two years.
- 5.8 Barney Miller raised the issue of fire safety signs stating 'stay put until told otherwise' only being put up after the fire at The Pines. Grant Ritchie advised that of the approx. 6000 signs discussed, only about 800 of them were not specific about staying put. Grant confirmed that thousands of them have been changed.
- 5.9 Grant advised that the advice is there to help people feel confident and that the expectation is people use common sense and intuition to make the best decision they can on the day.
- 5.10 Residents answered Harry Williams' question regarding their experience of improvements in repairs, discussing that they are being handled a lot better than they were a couple of years ago and that it is helpful to be able to submit pictures and send emails.
- 5.11 Barney Miller raised that a resident in The Pines had reported a main front door not working in December and as of last month, this had not been fixed. Barney also discussed that due to the list of inappropriate people being housed, there can be also safety considerations within the need for repairs to be completed.

6 RESIDENT ENGAGEMENT STRATEGY - HIGH RISE

- 6.1 Geof Gage gave an update on the Resident Engagement Strategy for high-rise blocks.

6.2 There were no questions.

7 BREAK

8 RESIDENT QUESTIONS 2 AND 3 STAR

- 8.1 The Chair read out the question and response for N2.1 regarding poor and/or illegal parking causing obstructions to pedestrians.
- 8.2 Ian Beck discussed the lack of parking enforcement in Hollingdean which has been reported multiple times. Justine Harris advised there was a consultation in Hollingdean a couple of years ago so they will find out the plan for the area.
- 8.3 Mitch Watkinson advised that this is also an issue at Bates Estate.
- 8.4 Des Jones discussed how lack of enforcement can cause health and safety issues when ambulances are not able to get access to residents' properties.
- 8.5 The Chair advised they are not sure if Councillor Muten responded to the question but would try and find out.
- 8.6 Geof advised he would suggest a walk-around with Benjamin Tedder on each estate.
- 8.7 The Chair advised this question should be left as ongoing.
- 8.8 The Chair discussed that question N2.2 regarding motorbike gangs in Hollingdean and other areas causing noise and other issues is ongoing and being dealt with.
- 8.9 The Chair introduced question N2.3 regarding lack of information about the fire on Bates Estate, confirming that they will never know how the fire started but that they need to think about what to do going forward.
- 8.10 Grant Ritchie confirmed they will provide an update on the common way repairs.
- 8.11 The Chair advised that the fire brigade is happy to speak to people about fire safety if needed.
- 8.12 In response to Jenny Simmons' concerns that fires seem to be on the increase, Grant Ritchie reassured residents that the two fires were similar but this is only co-incidental and there has not been any increase in fires in council properties in the last few years.
- 8.13 Grant confirmed that as the fire started in a leaseholder's flat, the findings of the fire service's investigation won't be shared with them. They advised they will speak to the fire service to find out if there is anything that can be shared.
- 8.14 Councillor Sheard discussed that they should exercise caution when discussing the cause of the fire as it doesn't relate to any council processes and what happened could have been personal to the individual living in that property.

- 8.15 Grant Ritchie explained that if there were any systematic concerns, such as property condition or design, they would be told and so residents can be reassured it is not an endemic issue.
- 8.16 The Chair introduced question N2.4 relating to the new inner front doors being installed across Bates Estate and confirmed they are more than happy with the progress and thinks the team and doors are amazing.
- 8.17 The Chair introduced 3-star question N3.1 regarding Tenants'/Residents' Associations in Brighton & Hove.
- 8.18 In response to Barney Miller's question regarding whether the council recognises any associations under the Landlord & Tenant Act, Sam Nolan confirmed that to their knowledge they have never had a formal request.
- 8.19 Barney informed the Chair that they were not aware they could request voluntary recognition from the council and they had been told they would have to apply to the first-tier tribunal property chamber for a certificate of recognition.
- 8.20 Sam Nolan advised that until the question was asked, they hadn't done the research to know the answer in that level of detail and that it would need some work for them to know how to respond.
- 8.21 In response to Des Jones' question regarding whether any of the small groups who represent their own little areas are legally recognised, Sam Nolan advised that none of the associations are legally recognised, but they are recognised by the council as representing their communities. Sam advised that some of the smaller groups are recognised by the council if they work with community engagement and meet the minimum standards.
- 8.22 The Chair advised that they wanted to touch on one of the questions from Central Area. She discussed the training session given by Jan Dowdell and Michael Raywood about anti-social behaviour and said this is really helpful. The Chair expressed their hope that they may be able to roll out more training in the future.
- 8.23 Sam Nolan advised that they have also delivered Mental Health First Aid training if this is of interest.

9 ANY OTHER BUSINESS

- 9.1 Grant Ritchie announced he is retiring and introduced Mikila Beck as the new interim Head of Repairs.
- 9.2 The Chair thanked Grant on behalf of the panel.
- 9.3 Sam Nolan advised that this years' tenant's conference is being held on Saturday 13 September in Hangleton and that they are going to put a call out to tenant and resident associations to do something in their areas in that week. Sam stated this will be publicised as part of the conference week and that there will be activities across the city.

- 9.4 Ian Beck raised issues regarding waste collection in Tavistock Down. Ian advised he has asked the estate cleaning team to clear up after the waste collectors but this is not being done.
- 9.5 Mitch Watkinson advised they have been having the same issue and they have been told the trucks do carry the equipment to pick up the additional rubbish but this is not being actioned. Mitch confirmed they are trying to arrange a walkabout so officers can see the issue.
- 9.6 The Chair added that the estates services cleaner for Bates Estate is incredible and it shouldn't be left to him to clean up the mess.
- 9.7 Des Jones discussed that they either need a special collection or they need a road sweeper to attend after the waste collections.
- 9.8 Geof Gage advised that Benjamin Tedder is going to contact the Chair and Ian Beck to arrange a walkaround to see the parking issues.
- 9.9 In response to Mitch Watkinson's query, Chloe McLoughlin confirmed the CCTV they referred to was now up and that dropped curb signs are the responsibility of Highways.
- 9.10 In response to Barney Miller's enquiry about the estate cleaners in their area, Chloe McLoughlin confirmed that it has always been a one-person site.

The meeting concluded at 3.39pm

Signed

Chair

Dated this

day of

Actions from North Area Panel meeting 10th June 2025

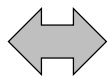
Actions from last meeting

REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed or planned?
NA1	Emma Gilbert to look into why Canterbury and Bromley Road have not been thoroughly swept. Chloe to provide an update from Melissa on progress.	Chloe McLaughlin	This relates to dissatisfaction from residents in relation to the mechanical sweeper. Operations manager for the area has confirmed that these roads are swept as when required. When this question was raised it hadn't been thoroughly done as the mechanical sweeper was out of action for a period of time. It is now working.	Completed	15.08.25
NA2	Emma Gilbert to bring clutter rating presentation to future meeting.	Emma Gilbert	The action from the last Area Panel meeting was for this to be agreed at the agenda setting meeting. We will send a reminder ahead of the next agenda setting meeting for this to be considered. Community Engagment Team have also picked this up and made a note for next agenda setting.	Completed	02.09.25
NA3	Geof Gage to follow up with Anna (Bates Estate) regarding windows on their estate.	Geof Gage	Geof followed up the following day and this has been actioned.	Completed	11.06.25
NA4	In relation to resident question N2.1 regarding parking and road/access issues in the North Area: Justine Harris to find out the plan for parking enforcement in Hollingdean following the parking consultation undertaken a few years ago.	Justine Harris	Brighton & Hove City Council completed a public consultation on introducing a Residents' Parking Scheme in Hollingdean, and here's the latest: South of "The Dip" (includes Hollingbury Crescent, Hollingbury Place, and The Crossway): 73.7% of residents supported a parking scheme. The council will now move forward with a Traffic Regulation Order (TRO) consultation for this area. If approved, the	Completed	15.08.25

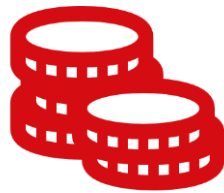
REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed or planned?
			scheme could be installed by late 2025 or early 2026. North of "The Dip": 71.7% of residents opposed the scheme. No parking restrictions will be introduced in this part of Hollingdean.		
NA5	In relation to resident question N2.1 regarding parking and road/access issues in the North Area: Geof Gage to speak to Benjamin about parking enforcement in the area and discuss a walk-around.	Geof Gage	Car Parks & Garages Manager Benjamin Tedder met with Resident Association Reps from Hollingdean and Bates Estate on Friday 13 June to have a walkaround and look at the areas in question. Benjamin was able to confirm that the issues raised by residents concerning parking over dropped kerbs and emergency vehicle access are related to areas of highways land. As the issues are related to parking on highways land, there is no action Housing can take in those areas.	Completed	13 June 2025
NA6	To find out if Cllr Muten responded (in relation to Res. Question N2.1 from April/June 2025 – regarding parking and road access issues in North area)	Geof Gage/ Hannah Barker	Cllr Trevor Muten is attending the North area panel, has sight of this previous residents question and can answer any further questions.	Completed	02.09.25
NA7	In relation to N2.3 - Lack of information about the fire on Bates Estate: Mikila Beck to provide an update on the common area repairs following the fire at Bates Estate.	Mikila Beck	Verbal update	Outstanding	
NA8	N2.3 - Lack of information about the fire on Bates Estate: Grant Ritchie to see if the fire service is willing to share information on the cause/location of the outbreak of the fire.	Grant Ritchie/ Mikila Beck	Any further information about the cause / location of the fire would be for the Fire Service to share and given this may concern details in relation to individual households or residents may not be for discussion at the wider Area Panel meeting. However, an update on our wider fire safety work can be provided if useful.	Complete	July 2025

Council housing performance

Quarter 1 2025/26 (Apr to Jun 2025)



100%
Gas safety
compliance



92.4%
Rent collection
rate



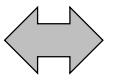
36 days
Empty home
re-let time



96.9%
Dwellings
meeting Decent
Homes standard



89%
Customer
services calls
answered



98%
Emergency
repairs within
24 hours



70%
Complaint
responses within
10 working days



90%
Repairs
helpdesk calls
answered

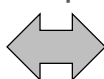


50 days
Average time to
complete routine
repairs

Performance since previous quarter is:



Improved



Same



Poorer

Quarter 1 2025/26 council housing performance – key trends

Top scores (compared to target)

1. Average re-let time excluding time spent in major works (36 days vs 42 day target)
2. Calls answered by Repairs Helpdesk (90% vs 85% target)
3. Calls answered by Housing Customer Services (89% vs 85% target)
4. Surveyed tenants satisfied with repairs: customer service (99% vs 96% target)
5. Surveyed tenants satisfied with repairs: standard of work (98% vs 96% target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (50 days vs 15 day target)
2. Stage two complaints upheld (49% vs 18% target)
3. Routine repairs completed within 28 calendar days (56% vs 70% target)
4. Stage one complaints responded to within 10 working days (70% vs 80% target)
5. Lifts restored to service within 24 hours (90% vs 95% target)

Biggest improvements (since previous quarter)

1. Average time to complete routine repairs (86 to 50 days)
2. Routine repairs completed within 28 calendar days (52% to 56%)
3. Calls answered by Housing Customer Services (85% to 89%)
4. Stage two complaints upheld (51% to 49%)
5. Lifts restored to service within 24 hours (89% to 90%)

Biggest drops (since previous quarter)

1. Stage one complaints responded to within 10 working days (73% to 70%).
2. Dwellings meeting Decent Homes Standard (98.0% to 96.9%)
3. Calls answered by Repairs Helpdesk (91% to 90%)
4. Rent collected from current council tenants (93.1% to 92.4%)

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 provided by Brighton & Hove City Council. The report covers Quarter 1 (Q1) of the 2025/26 financial year and uses red, amber and green ratings, as well as trend arrows. Commentary has been included for all indicators that are red.

The ratings and trends for the quarter are as follows:



Green – on target
(11 indicators)



Improved since last time
(11 indicators)



Amber – near target
(6 indicators)



Same as last time
(6 indicators)



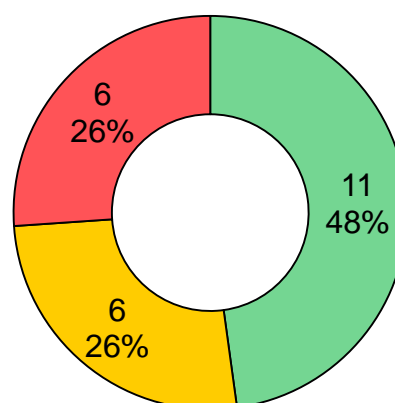
Red – off target
(6 indicators)



Poorer than last time
(6 indicators)






Performance indicators (Q1 2025/26)



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












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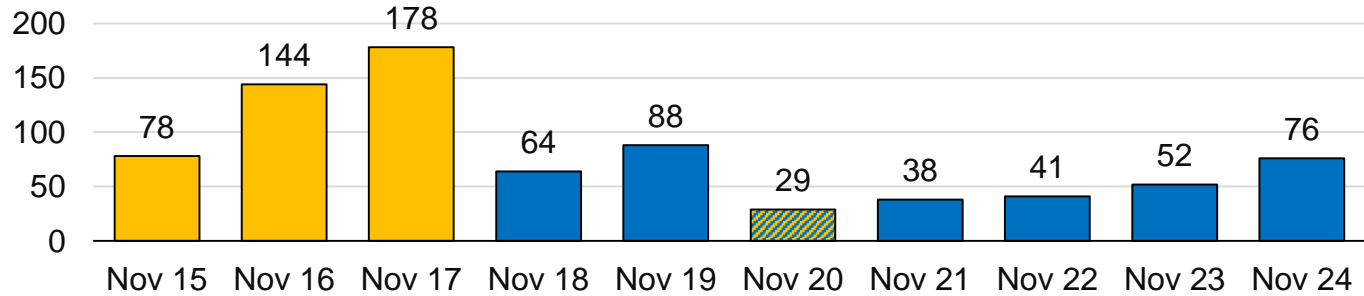
 Customer feedback (all indicators in this table are for the financial year to date)		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
1.1	Compliments received from customers	Info	190	16	-	-
1.2	Stage one complaints responded to within 10 working days	80% (70%)	73% (611 of 838)	70% (155 of 220)		
1.3	Stage one complaints upheld	Info	49% (408 of 838)	50% (109 of 220)	-	-
1.4	Stage two complaints responded to within 20 working days	Info	57% (75 of 131)	70% (19 of 27)	-	-
1.5	Stage two complaints upheld	18% (20%)	51% (67 of 131)	49% (20 of 41)		
During 2025/26 to date, 20 stage two complaints were upheld or partly upheld following investigation by the corporate Customer Feedback team, after they were escalated following the stage one response from the relevant housing service. These complaints were most commonly about delays completing repairs (30%), unhappiness with service delivery (30%) and unhappiness with the outcome of a service request (15%).						










  Private sector housing		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
2.1	New Corporate KPI: Private sector homes improved by council intervention	Info	58	34	-	-
<p>This is a new Corporate KPI which has replaced the previous one about the proportion of HMOs where all special conditions have been met. This has been done to use an indicator which provides a more meaningful reflection of the work carried out by the Private Sector Housing team to improve the condition of private sector homes in the city. A target has not been set yet because this is a new indicator, but results for the 2025/26 financial year will be used to set targets for the next financial year. There were 34 private sector homes improved by council intervention during Q1 2025/26 of which:</p> <ul style="list-style-type: none"> • 9 closed requests for assistance with Category 1 or 2 Hazards in property • 9 where the Energy Performance Certificate (EPC) rating was improved to meet at least an E rating in line with Minimum Energy Efficiency Standards (MEES) legislation • 16 Houses in Multiple Occupation (HMOs) where the special licence conditions were met. 						
2.2	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	1,963	2,079	-	-
2.3	Requests for assistance received (RFAs)	Info	137	127	-	-
<p>The top categories for requests for assistance received during Q1 2025/26 were disrepair to customer's property (19%), dampness (18%) and complaints (15%).</p>						
2.4	Property inspections completed	Info	159	171	-	-
2.5	... of which RFA visits	Info	36	31	-	-
2.6	... of which HMO licence visits	Info	123	140	-	-

  Private sector housing		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
2.7	RFA cases closed	Info	89	39	-	-
2.8	Properties with Category 1 and 2 hazards resolved through informal actions	Info	91% (10 of 11)	67% (6 of 9)	-	-
2.9	Properties with Category 1 and 2 hazards resolved through formal action	Info	9% (1 of 11)	33% (3 of 9)	-	-
2.10	Private sector vacant dwellings (for more than one year) returned into occupation	25	81	94		

 Housing options and homelessness		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
4.1	Corporate KPI: Homelessness cases presenting during the prevention duty stage	45% (37%)	35% (138 of 399)	35% (181 of 512)		
Work during Q1 2025/26 to improve future performance has focused on earlier intervention and working closely with the services most likely to be used by people experiencing homelessness, such as GP surgeries. Changes have also been made to the way homelessness applications are triaged. Work during Q2 2025/26 will focus on exploring predictive analytics to improve early intervention, as well as recruiting to a new Housing Advice team.						
4.2	Corporate KPI: Homelessness prevention cases closed with a successful prevention outcome	53% (52%)	63% (95 of 152)	56% (83 of 149)		
4.3	New households with a full housing duty accepted	Info	87	113	-	-
4.4	Number of households on the housing register	Info	6,422	5,757	-	-

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

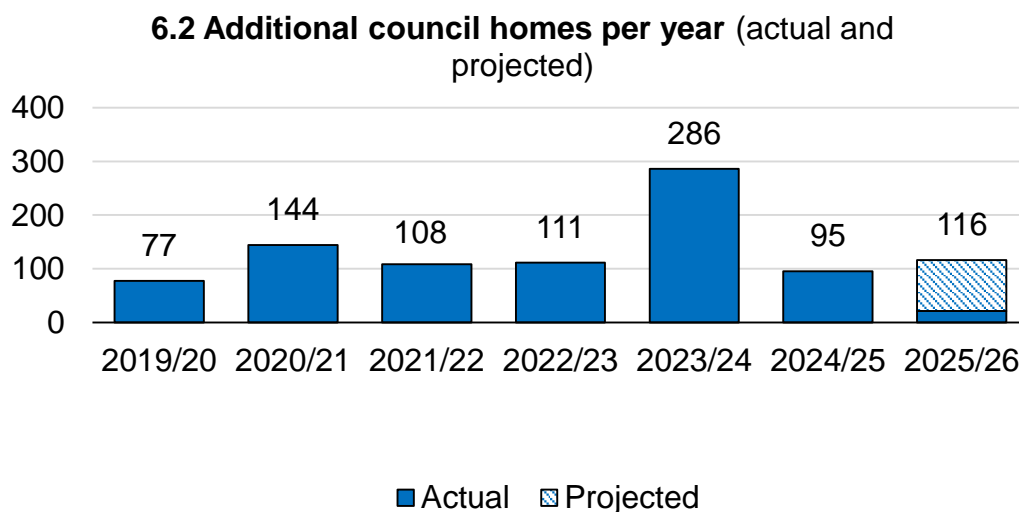


 Temporary accommodation		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
5.1	Corporate KPI: Total households in temporary accommodation	Info	1,970	2,021	-	-
This Corporate KPI does not have a formal target for 2025/26. This is because the rise in the number of households in temporary accommodation reflects both local housing pressures and a broader national challenge. The most recently available public data indicates that, across England, the number of households in temporary accommodation reached a record high of 127,890 at the end of December 2024, which was a 14% increase over 12 months.						
5.2	Rent collected for nightly booked accommodation (year to date including changes in arrears)	95% (90%)	94.6% (£4.7m of £5.0m)	97.0% (£1.3m of £1.4m)		
5.3	Rent collected for leased properties (year to date including changes in arrears)	95% (90%)	97.0% (£5.7m of £5.9m)	102.4% (£1.4m of £1.4m)		
The Q1 2025/26 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%)	92.0% (£6.0m of £6.6m)	91.0% (£1.5m of £1.6m)		
5.5	Void temporary accommodation dwellings	Info	70	87	-	-
There were 87 void temporary accommodation dwellings at the end of June 2025, excluding 18 that were with the Empty Homes Team for works.						
5.6	Seaside Homes properties with a valid Landlord's Gas Safety Record	100% (99%)	99.6% (492 of 494)	99.8% (493 of 494)		

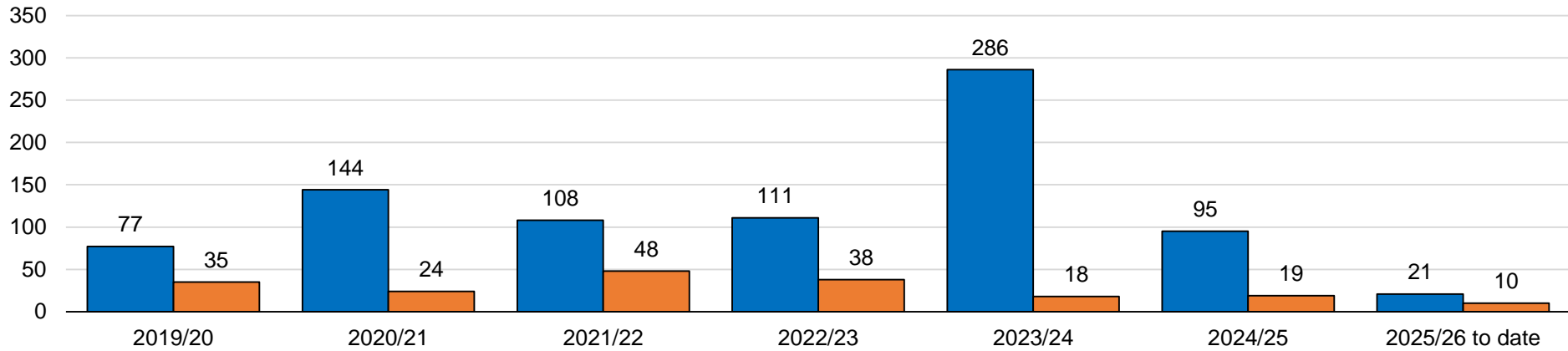
6.1 New supply of additional council homes

A total of 821 homes were completed between April 2019 and March 2025 and a further 116 are projected for completion during the 2025/26 financial year.

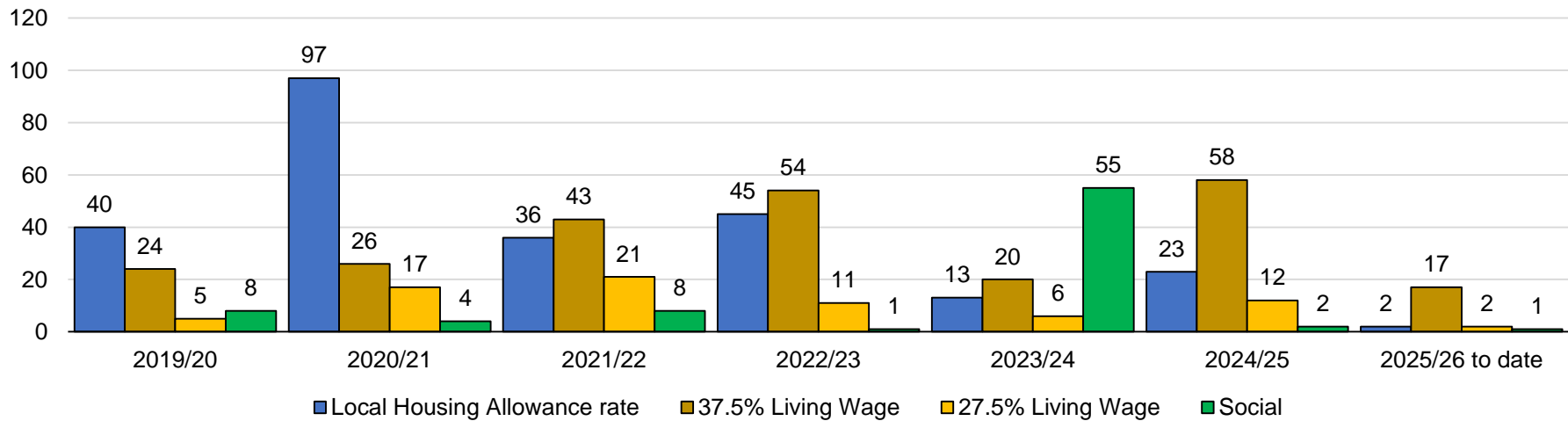
- 2019/20: 77 homes – buy backs (43), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1)
- 2020/21: 144 homes – buy backs (64), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)
- 2021/22: 108 homes – buy backs (90), Hidden Homes (8) and Oxford Street (10)
- 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).
- 2025/26: 116 homes – buy backs (72), Martin Road (1), Frederick Street (4), Palace Place (11) and Brickfields (28). This projection is above the target of 110 for the 2024/25 financial year.



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



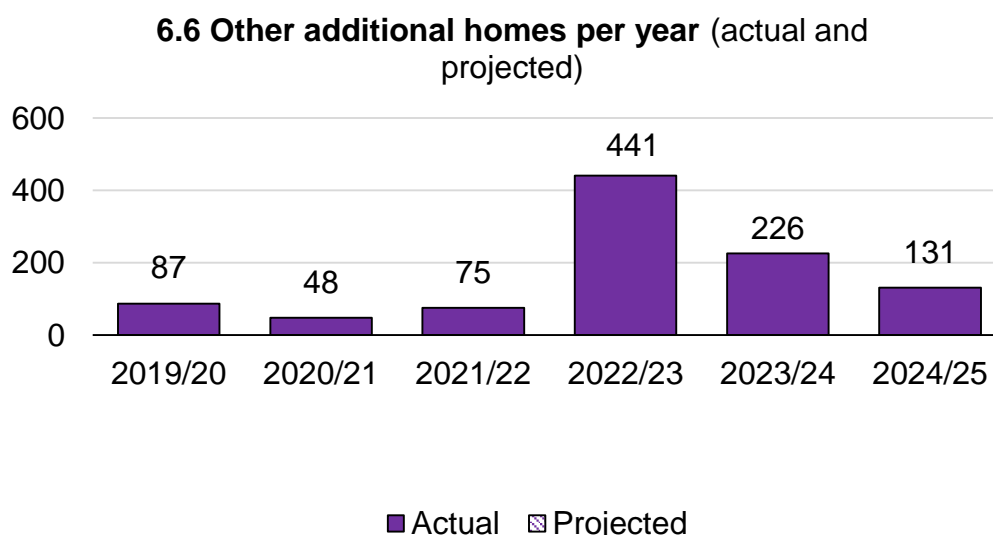
6.4 Additional council homes by rent level











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 and a further 308 homes (149 rent and 159 shared ownership) are projected for completion during the 2025/26 financial year.












- 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 (18)
- 2024/25: 131 homes – Davigdor Road (5), Home X – Preston Barracks (16), St Aubyn's – Rottingdean (16), Lyon Quarter (77), Hove Central (17)
- 2025/26: 308 homes – Lyon Quarter (77), Coombe Farm (59), Home X – Preston Barracks (89), KAP Site – Newton Road (14), Wellesbourne – Preston Park (30) and Moda – Hove (39)









 Council housing management		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
7.1	Corporate KPI: Rent collected from current council tenants	95.4% (94.9%)	93.1% (£68.6m of £73.6m)	92.4% (£70.4m of £76.2m)		
<p>The Q4 2024/25 collection rate for the indicator above was the result for the whole of the previous financial year and the Q1 2025/26 rate is a forecast for the rest of the current financial year. The transition from Housing Benefit (HB) to Universal Credit (UC) has significantly accelerated and impacted rent collection through increasing the caseload for Income Management staff to recover the rent arrears that often build up following this switch. Around 490 tenants switched in Q1 2025/26 alone compared to around 900 during the whole of the 2024/25 financial year. The Department of Work and Pensions (DWP) plans to move all working age benefit claimants to UC by March 2026. The latest group of tenants switching includes those with higher levels of vulnerability who previously received Employment Support Allowance (ESA) and require more intensive support through the transition. In response, the Income Management team has focused on early intervention and prevention, including through membership of the Money Adviser Network (which enables tenants to access instant debt advice), making early contact with new tenants and those transitioning to UC to establish payment plans from the outset, and increasing the use of direct payments to provide a more reliable source of income from tenants on UC.</p>						
7.2	Evictions due to rent arrears	Info	2	0	-	-
7.3	Evictions due to anti-social behaviour (ASB)	Info	0	0	-	-
7.4	ASB cases opened	Info	209	219	-	-
There were also 411 open ASB cases on 30 June 2025.						
7.5	ASB cases closed	Info	154	124	-	-
7.6	Average days to close ASB cases	Info	151	129	-	-
<p>The Housing service wishes for residents to report ASB, so the number of cases can be driven by both reporting and incidents, and the service welcomes the former.</p>						

 Council housing management		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
7.7	Calls answered by Housing Customer Services	85% (80%)	85% (5,653 of 6,636)	89% (4,808 of 5,392)		
7.8	Emails received by Housing Customer Services	Info	8,713	6,283	-	-
7.9	Number of council homes let	Info	170	115	-	-
7.10	... of which first lets of new council homes	Info	48	15	-	-
7.11	... of which re-lets of previously let homes	Info	122	100	-	-
7.12	Average 'key to key' re-let time in calendar days including time spent in major works	Info	79	76	-	-
7.13	Average re-let time in calendar days excluding time spent in major works	42 (49)	42	36		
7.14	Void council dwellings (includes new properties)	Info	131	126	-	-
The indicator above provides a snapshot of void council owned dwellings on the last day of the period, whether they were available or unavailable to let. There were 126 void council housing dwellings at the end of June 2025, including 52 that were with the Empty Homes Team for works (41% of total voids at the time).						

 Council housing maintenance		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
8.1	Corporate KPI: Emergency repairs completed within 24 hours	99% (97%)	98% (3,256 of 3,337)	99% (2,900 of 2,925)		
8.2	Corporate KPI: Routine repairs completed within 28 calendar days	70% (58%)	52% (4,016 of 7,780)	56% (4,208 of 7,459)		
8.3	Average days to complete routine repairs	15 (17.5)	86	50		
<p>The time taken to complete routine repairs (both the proportion within 28 days and the average number of days) is impacted by the number of old routine jobs among those completed, with 1,062 originally issued during previous quarters. Of the 6,397 jobs issued during Quarter 1 2025/26, 60% (3,833 of 6,397) were completed within 28 days, which is closer to the 70% target. Although the Repairs and Maintenance service has experienced a higher volume of repair requests compared to when it was first introduced in April 2020, it has recently managed to decrease the backlog of routine jobs, as measured by a snapshot of the number of jobs that had been open for more than 28 days on a given date, from 4,134 on 31 March 2025 to 2,898 on 30 June 2025.</p>						
8.4	Calls answered by Repairs Helpdesk	85% (80%)	91% (17,651 of 19,319)	90% (15,568 of 17,387)		
8.5	Emails received by Repairs Helpdesk	Info	5,391	4,825	-	-
8.6	Online forms received by Repairs Helpdesk	Info	693	705	-	-

 Council housing maintenance		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
8.7	Surveyed tenants satisfied with completed repairs: standard of work	96% (92%)	98% (1,640 of 1,677)	98% (1,333 of 1,367)		
8.8	Surveyed tenants satisfied with completed repairs: overall customer service	96% (92%)	99% (1,652 of 1,677)	99% (1,349 of 1,367)		
8.9	Corporate KPI: Council dwellings meeting Decent Homes Standard	100% (96.3%)	98.0% (11,933 of 12,181)	96.9% (11,830 of 12,204)		
8.10	Corporate KPI: Council homes that have an EPC rating of A to C	91.2% (90.8%)	89.2% (10,868 of 12,181)	89.2% (10,888 of 12,204)		
<p>This is a new Corporate KPI which has replaced the previous one about the average energy efficiency rating of council homes. This has been done to align with how energy efficiency standards are expected to be measured in future once central government has concluded its consultation on these standards. Although current performance is below the target set for 2025/26, actions being taken to meet it by the end of the financial year include the following: continued solar PV programme which will see a further 350 to 400 systems installed in 2025/26, targeting the least energy efficient houses and bungalows. The first phase of the 'Warm Homes: Social Housing Fund' project will be delivered, this will see 100 homes currently with Energy Performance Certificate (EPC) ratings of D or below improved to a minimum of EPC rating C over the next 3 years. The external decorations planned programme will also identify opportunities for improving insulation of walls as part of these works. Five trial properties have been identified for whole house retrofit, the results from these trials will inform a further programme of works, targeting less energy efficient homes.</p>						
8.11	Council dwellings with a valid Landlord's Gas Safety Record	100% (99%)	100% (10,026 of 10,026)	100% (10,032 of 10,032)		

 Council housing maintenance		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
8.12	Lifts restored to service within 24 hours	95% (90%)	89% (160 of 179)	90% (159 of 177)		
8.13	Average weeks taken to approve applications for major disability adaptations to council homes	10 (26)	15	15		
8.14	Average weeks taken for contractor to complete major disability adaptations to council homes	Info	15	20	-	-

 Leaseholder disputes		Q4 2024/25	Q1 2025/26
9.1	Stage one disputes opened	15	21
9.2	Stage one disputes closed	30	31
9.3	Active stage one disputes (end quarter)	27	17
9.4	Stage two disputes opened	7	10
9.5	Stage two disputes closed	7	10
9.6	Active stage two disputes (end quarter)	6	6
9.7	Stage three disputes opened	4	6
9.8	Stage three disputes closed	0	7
9.9	Active stage three disputes (end quarter)	8	6

Residents Questions, 2- star *NORTH* Area

N2.1 - Parking and road/access issues in the North Area

Area in city	North
Star rating	2 star/ Local area issue
Date question raised	26 th June 2025
Week of Area Panel	8 th September 2025
Name of officer responding	Hannah Barker
Officer job title	Senior Community Engagment Officer
Contact Details	Hannah.barker@brighton-hove.gov.uk

N2.1 Question

Issue	There are various ongoing problems concerning roads and parking across the North area, which have been reported but remain unresolved.
Background	<p>Residents raised issues around road conditions and parking at the last two residents' only meetings (3rd April 2025 and 28th November 2024), which are ongoing.</p> <p>Examples of issues are:</p> <ul style="list-style-type: none"> - Cars parked across dropped kerbs - Poor parking causing obstructions to pedestrians & other road users - Potholes - Dangerous road conditions (manhole covers left open etc) <p>Donna noted that a lot of the problems raised are the responsibility of Highways.</p> <p>If residents spot vehicles parked across dropped kerbs or other vehicles parked where they shouldn't, they should report this in the first instance to:</p> <p>Parking enforcement rapid response: 03456 035 469</p> <p>Or online: www.brighton-hove.gov.uk/parking/report-vehicle-parked-where-it-should-not-be.</p>
Request or Question	The meeting agreed that they would like to invite both a representative from Highways and Cllr Trevor Muten (Head of Transport and Sustainability) to the next North Area Panel meeting so that issues can be raised and discussed jointly.

N2.1 Response

Response
Cllr Muten has accepted the invitation from the Community Engagment Team to attend to provide a verbal update.

Residents Questions, 3-star *NORTH* Area

N3.1 - High-rise blocks being demolished

Area in city	North
Star rating	3 Star/ City wide issue
Date question raised	26 th June 2025
Week of Area Panel	8 th September 2025
Name of officer responding	Harry Williams
Officer job title	Director Housing Peoples Services
Contact Details	Harry.Williams @brighton-hove.gov.uk

N3.1 Question

Issue	Residents are concerned about how residents in these blocks are going to be re-housed and the Council's lack of transparency around the safety of these blocks.
Background	<p>Residents were informed that some of the high-rise blocks in the city are being pulled down following reports that these have now been deemed unsafe. People (3000+) living in those blocks will need to be re-housed. There are concerns around how and when this is going to happen, and whether people currently on the waiting list for tenancies are going to be affected.</p> <p>There was also concern around why these high-rise blocks are now being considered unsafe, when residents were previously told that they were safe.</p>
Request or Question	<ul style="list-style-type: none"> • Why did the Council previously claim that these high-rise blocks were safe, and are now saying they aren't? • How will the Council re-house people living in those blocks? What is the plan and timescale for this? • Will people being re-housed take priority over people on the waiting list for tenancies?

N3.1 Response

Response
<p>Why did the Council previously claim that these high-rise blocks were safe, and are now saying they aren't?</p> <p>Resident safety is our priority. We have been in regular contact with residents living in the 8 council-owned large panel system (LPS) high-rise blocks in the city since July 2024</p>

with important building safety updates following a series of structural surveys. The 8 LPS blocks are:

- Dudeney Lodge and Nettleton Court in Hollingdean
- Falcon Court, Heron Court, Kestrel Court, Kingfisher Court and Swallow Court in north Whitehawk
- St James's House in Kemptown

We have acted on the advice of our independent consultants to secure the safety of the buildings for all occupiers. We have put in place and regularly reported upon additional safety measures, including:

- A temporary ban on e-bikes and e-scooters in all areas of the building.
- Alternative e-bike and e-scooter storage with an electrical supply has been installed away from all 8 blocks.
- Monitored CCTV 16 hours a day with onsite security providing eight-hour security for the 8 LPS blocks to mitigate the risk of banned items being taken into the building.
- Chapel Street car park, under St James House remains closed.
- A temporary halt to all vehicles parking underneath the building remains in place for the foreseeable future at the North Whitehawk blocks.
- A temporary suspension of the use of the garages behind Nettleton Court and Dudeney Lodge remains in place for the foreseeable future.
- Temporary heating plant has been put in place for St James House to allow for the relocation of the communal heating supply from under the block in the car park.
- Removal of refuse / bin storage areas from under the blocks and regular clearance of bulk waste.
- Resources are now in place to provide 7 day a week, 9am to 5pm floor walks to support fire health & safety and to maintain clear common ways, including entrance and exit ways across all 8 blocks. Housing Estates Service staff are undertaking these floor walks during the week. SES Security at weekends.
- As a precautionary measure, waking watch is also in place for St James House, Nettleton Court & Dudeney Lodge.
- All building safety measures are kept under regular review.

Our approach to ensure the safety of our homes in the blocks has been set out at regular resident meetings, in newsletters, Housing Area Panel Updates and Cabinet reports. More details can be found on the Council's website, including access to the survey information: [Large panel system high-rise building safety](#)

We carried out a detailed review of the future options for the buildings, and a report approved at the council's Cabinet on 17 July recommended that we develop plans to regenerate the sites.

The other options looked at were to strengthen and refurbish the buildings. However, our research found that strengthening work would only guarantee the building's safety for a further 20 years and requires significant investment. It would also be seriously disruptive for residents.

The Cabinet report sets out that strengthening the building is not seen as a viable or affordable long-term solution for residents or for the council.

How will the Council re-house people living in those blocks? What is the plan and timescale for this?

We understand that residents moving out of the homes that they have created is unsettling, and that the buildings have happy memories, in some cases for 3 generations of families.

We are committed to working with residents every step of the way throughout the rehousing process. Our priority is to provide support every step of the way and to do everything we can to help tenants remain within their local communities, where they want to.

Through our newly established Resident Advisory Groups, we are developing a Local Lettings Plan and Rehousing Policy, which will outline how we intend to help residents living in the LPS blocks to move, and the support available to them.

Consultation on these plans, which will be informed by the Resident Advisory Groups, will begin later this autumn. Residents of the LPS blocks—as well as those from across the city—will be invited to share their views and help shape the final approach.

Rehousing will begin in the new year and will be carried out in phases:

- St James House will be prioritised first
- Followed by Nettleton Court and Dudeney Lodge
- Then North Whitehawk

This process will take several years to complete. In the meantime, residents who wish to begin the process sooner can apply to join the Housing Register and will be placed in Band B: Management Transfer, if not already on the Housing Register.

Will people being re-housed take priority over people on the waiting list for tenancies?

The Local Lettings Plan will outline the rehousing priorities for residents of the LPS blocks. It will consider all available options, including the potential to award the highest level of priority and management transfer.

We recognise that this approach may have wider implications for the Housing Register and for those currently waiting to access social housing. The upcoming consultation will provide an opportunity for all residents to share their views—including any concerns about how the proposed plan may affect them.

N3.2 - Allocations policy

Area in city	North
Star rating	3 Star/ City wide issue

Date question raised	26 th June 2025
Week of Area Panel	8 th September 2025
Deadline for officer response	15 th August 2025
Name of officer responding	Harry Williams
Officer job title	Director of Housing People Services
Contact Details	Harry.williams@brighton-hove.gov.uk

N3.2 Question

Issue	Residents have deep concerns about the way in which people are being allocated tenancies, particularly those who have a history of anti-social or criminal behaviour, those with drug/alcohol issues and/or those with serious mental health issues. The current allocations system is having a detrimental impact on residents' day-to-day lives, and in extreme cases, putting their lives in danger.
Background	<p>There have been various and ongoing reports of how tenants' lives are being severely and negatively impacted by the behaviour and actions of other tenants.</p> <p>Some of the concerns raised were around anti-social behaviour (arson, harassment, bullying, threats of violence, drug use, drug dealing, noise), while other concerns were around the lack of support for people with serious mental health issues.</p> <p>Residents expressed frustration that the Council's allocation policy doesn't take into consideration existing residents and the demographics of a block or neighbourhood before housing people with known issues next to them (e.g. housing people with a history of ASB next to a family with children or elderly people).</p> <p>Furthermore, when issues are reported or complaints are made, tenants are made to feel like they're exaggerating the issue, that they're 'just complainers' and are subsequently treated in ways that makes them feel like they have been black-listed or fobbed off.</p> <p>Sylvan Hall recently experienced a fire in their blocks, suspected to be arson. The tenant who is suspected to have set the fire in their flat has apparently done this before. She has also threatened to kill the tenants in the flat below. The tenant's history would have been known by Allocations, and yet the tenant was re-housed at Sylvan Hall, endangering the lives of existing tenants. This tenant has now been re-housed, in spite of having caused vast amounts of damage to their flat.</p> <p>Sylvan Hall resident also noted that fire safety guidance signs went up only <i>after</i> the fire happened.</p> <p>Moulsecoomb residents reported that a particular tenant has been very aggressive towards them: he has threatened them, used their XL Bully dogs to intimidate them, and has threatened a young female resident with</p>

	<p>rape. While reports have been made to the Council and the Police, nothing has changed. It was noted that, after the threat of rape was reported to the Police, it took the Police 2 weeks to follow this up. Another Moulsecoomb resident reported living next to another tenant who smokes drugs regularly, which then permeates into her flat.</p> <p>Coldean residents reported that a vulnerable tenant had recently killed themselves, and pointed out the lack of support around people who have mental health issues.</p>
Request or Question	<ul style="list-style-type: none"> • Re the tenant who set fire to her flat at Sylvan Hall: if the Council had access to records of this tenant's previous behaviour/criminal activity (ie arson), why did they re-house her in another block of flats? Given she has repeatedly caused damage to Council property, why has she been re-housed again? • Does the Council not have a duty of care to existing residents of an area/block when allocating tenancies to people with known problems and/or history of certain behaviour? Under the current allocations process, is any consideration given as to the impact a new tenant with a known history of particular behaviours will have on existing tenants? • Request that the allocations process be reviewed in light of the above issues, and for residents & Residents Associations to be involved in this review.

N3.2 Response

Response
<p>We understand the strength of feeling within our communities regarding housing allocations, particularly in cases involving serious anti-social behaviour or criminal activity. We want to assure residents that we take all reports of anti-social behaviour (ASB) extremely seriously, as well as our responsibilities to support vulnerable residents.</p> <p>Whilst we are unable to discuss the individual circumstances around Sylvan Hall, we do recognise the impact that the fire has had on the community. We are sorry to hear about the distress this has caused and acknowledge the concerns raised.</p> <p>Our Housing Allocations Policy includes robust checks to prevent the allocation of council housing to individuals with a known history of anti-social behaviour. Households are assessed on a range of criteria, including any criminal convictions or tenancy breaches. Where there is evidence of serious ASB, including drug-related offences, households may be deemed ineligible for housing.</p> <p>In addition, tenants are required to comply with the conditions of their tenancy agreement, which includes a clear expectation to behave respectfully and lawfully. Breaches of these conditions - such as harassment, nuisance, or criminal activity - can lead to enforcement action. New council tenants are typically granted an introductory tenancy for the first 12 months. This probationary period allows us to monitor behaviour and, where necessary, extend the introductory phase or begin enforcement action if serious breaches occur.</p>

Our Housing Allocations Policy also allows for sensitive lets, which enable the Council to consider the impact of placing a tenant in a particular location - especially where there may be vulnerabilities or risks to existing residents. We recognise the need to create safe and sustainable communities, while balancing the needs of households waiting to access social housing in the city. Sensitive lets are one of the tools we use to mitigate potential issues.

Our Housing Allocations Policy was recently reviewed, and public consultation played a key role in shaping the most recent update. However, we recognise the strength of feeling within our communities and will review our procedures for checks on individuals with a history of anti-social behaviour and tenancy breaches. We will involve Area Panels in this review to ensure that resident voices are heard.

N3.2 Action

Action	Review the lettings process. Invite Area Panel tenant reps to be part of this.
Start date	
End date	

Residents Questions – 3-star, CENTRAL EAST WEST Areas

C3.1 - Protection of vulnerable residents

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	3 rd July 2025
Week of Area Panel	16 th September 2025
Deadline for officer response	15.08.25
Name of officer responding	John Evans
Officer job title	Housing Manager Central
Contact Details	John.evans@brighton-hove.gov.uk

C3.1 Question

Issue	Vulnerable residents are not being protected by the Council
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Background	<p>The Council is not taking into account the safety of vulnerable residents when allocating flats and is failing in its duty to provide a safe home. In Ardingly Court a convicted drug dealer has been housed in the same block as vulnerable people. By doing this the Council has made the homes of these tenants unsafe.</p> <p>The police have conducted several massive raids, causing fear and concern in the whole of Ardingly Court. Residents are frightened to go out in the garden, especially once it is dark, and will only do so if they are sure the perpetrator is not about. Some residents are worried about reprisals if they complain or speak to the police.</p> <p>There are a lot of vulnerable residents at Ardingly Court and this is affecting the safety and security of everyone, but particularly those living closest to the perpetrator. Residents feel they have been left to live in a dangerous and frightening situation, with no support and no options. It was noted that although this example is specific to Ardingly Court this is a problem experienced across the city.</p>
Request or Question	<p>What action will the Council take to make sure their vulnerable residents can live safely and securely in their homes?</p>

C3.1 Response

Response
<p>Please see response to C3.2 in relation to allocation of housing.</p> <p>We understand that many residents at Ardingly Court have been deeply affected by ongoing antisocial behaviour, particularly the drug-related disorder linked to one of the properties. This has understandably caused distress, fear, and frustration within the community.</p> <p>The case is currently being managed by our Complex Case Team, and the caseworker is working closely with the police and other professionals to gather the evidence needed to apply for a Closure Order or consider other enforcement options. We know that some residents have been reluctant to engage, and we want to acknowledge how difficult it can be to speak out—especially when there are concerns about safety or reprisals.</p> <p>At a recent multi-agency meeting, attended by housing staff, police, community engagement, and other teams, it was agreed that:</p> <p>The caseworker will reach out again to residents to see who may feel safe and supported enough to provide a witness statement or keep a diary of incidents.</p> <p>The police will increase patrols in the area and share updates with the caseworker to help build a stronger case.</p>

CCTV and police reports will form part of the evidence

If you are concerned about speaking up, please know that we will do everything we can to protect your identity. Your experiences are vital in helping us take meaningful action.

These cases can take longer than we would like to resolve. The legal framework we must follow is complex, and the courts are currently experiencing delays. We are committed to seeing this through and to making Ardingly Court a safer and more peaceful place to live.

If you have any concerns or would like to speak confidentially with the caseworker, please don't hesitate to reach out.

C3.1 Action

Action	Continue with the case work
Start date	Ongoing
End date	

C3.2 - Firmer action on who gets a secure tenancy

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	3 rd July 2025
Week of Area Panel	16 th September 2025
Deadline for officer response	15.08.25
Name of officer responding	Harry Williams
Officer job title	Director of Housing People Services
Contact Details	Harry.williams@brighton-hove.gov.uk

C3.2 Question

Issue	Secure tenancies are being given to people when they should not be.
Background	<p>Secure tenancies are being given to known drug-dealers, regardless of the problems this will pose for the local community. Secure tenancies are also given to people when they break the terms of their tenancy during the first twelve months, while on an introductory tenancy. This seems to remove the purpose of an introductory tenancy.</p> <p>This issue of drug-dealers being given secure tenancies was first raised some time ago, and residents are still waiting for an answer.</p>

Request or Question	<ul style="list-style-type: none"> • Why are people given secure tenancies even when they have broken the terms of their tenancy or are involved in crimes such as drug-dealing? • Residents want firmer action to be taken. Can the Council commit to ensuring that secure tenancies are not given out in the above circumstances?
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C3.2 Response

Response
<p>Thank you for continuing to raise these concerns. We recognise that this issue has been brought up by residents over a long period of time, and we understand the frustration and worry it causes when it feels like little progress has been made.</p> <p>The allocation of council housing is a responsibility we take seriously. Our Housing Allocations Policy includes safeguards to prevent tenancies being granted to individuals where there is a known ongoing risk of anti-social behaviour or criminal activity.</p> <p>Applicants are assessed on a range of criteria, including previous convictions and tenancy breaches. Where there is clear evidence of serious misconduct—such as drug-related offences—individuals may be deemed ineligible. However, a history of offending does not automatically exclude someone from being allocated a tenancy, instead, we assess the risk of reoffending and consider the individual's circumstances.</p> <p>Introductory tenancies are used for the first 12 months of most new council tenancies. This period allows us to monitor whether tenants are able to uphold the terms of their tenancy agreement. If serious breaches occur, we can extend the introductory period. However, to take enforcement action where the tenancy is breached, we must follow the same legal process as we would for secure tenancies. This involves gathering evidence and demonstrating we have tried to work with the perpetrator to change their behaviour.</p> <p>We know that residents are aware of these policies, and that concern often stems from cases where it appears they haven't been enforced or communicated clearly. We acknowledge that we need to do better in explaining what action is being taken in specific situations. To help with this, we are working to improve how we share information, including anonymised case studies that show how we respond to breaches and support communities.</p> <p>We are committed to ensuring our processes are fair, transparent, and responsive. We must balance the need to protect communities with our responsibility to help people find safe and stable homes. We are strengthening our partnerships with the police and other agencies through local Cluster Meetings in areas most affected by anti-social behaviour, and we are reviewing how tenancy breaches are monitored and acted upon.</p> <p>We appreciate your persistence in raising these issues and will continue working to improve how we respond and communicate with residents.</p>

C3.3 - Restructuring of resident engagement

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	3 rd July 2025
Week of Area Panel	15 th September 2025
Deadline for officer response	15 th August 2025
Name of officer responding	Sam Nolan
Officer job title	Community Engagement Manager
Contact Details	sam.nolan@brighton-hove.gov.uk

C3.3 Question

Issue	Central residents are concerned that a restructuring of Residents' Engagement is taking place without proper discussion and involvement of residents.
Background	<p>A presentation on an 'engagement menu' was given at the last Involvement & Empowerment meeting. This was done over Zoom from a noisy café and was difficult to follow. Central residents took from it that they were being told this is what will happen, rather than being invited to look at the way things are working and think about improvements.</p> <p>There was particular concern about the future of the Home Group and the Involvement and Empowerment group. These are groups which Central residents think are useful - providing a direct way to give input and scrutiny, talk to officers, contribute to policy and reviews.</p> <p>The meetings of these groups have been increasingly infrequent, and residents' questions about plans for future meetings have gone unanswered. This has been understood as deliberately allowing them to drift and then shutting them down with no consultation or discussion.</p>
Request or Question	<ul style="list-style-type: none"> • Ask for the Home Group and Involvement and Empowerment Group to be reinstated. • Ask for agreement that any changes to Resident Engagement will start with discussions with residents, and no proposals put forward until this has been done.

C3.3 Response

Response
<p>Thank you for raising these important concerns about resident engagement. I understand your frustration about feeling that changes are happening without proper consultation, and I want to address this directly.</p>

First, let me be clear - we should have done better in how we've talked to you about our engagement review. The presentation you mentioned wasn't meant to be a final decision about what will happen, but rather the start of a conversation. However, I know that wasn't clear at the time, and the circumstances made it difficult to have the proper discussion you deserved.

Your concerns about the Home Group and Involvement & Empowerment group are valid. These groups have provided valuable input over the years, and we appreciate the time and effort that members like yourselves have put in. The irregular meetings you've experienced weren't meant as a way to shut down these groups - they've been affected by our team being stretched and other urgent matters like building safety taking priority.

However, we do need to be honest about the bigger picture. While these groups work well for their current members, we're not hearing from the wide range of voices we need to across our 13,000+ households. Our engagement currently reaches only a small number of tenants, with very few younger residents, disabled tenants, Black and minority ethnic communities, and many others whose experiences and needs may be different.

The engagement menu idea isn't about replacing what works for you - it's about creating more ways so more residents can take part in ways that suit them. Some residents want to attend regular meetings like yourselves, while others might prefer quick online surveys, local chats, or getting involved in specific issues that affect them.

Our commitment is to make sure that:

- Existing engaged residents like yourselves continue to have meaningful ways to influence decisions
- We create opportunities for residents who aren't currently involved
- We make clearer links between local engagement and big decisions
- We're open about how resident input shapes what we do

I'd like to suggest that we arrange a proper discussion session specifically for Central area residents about how engagement might develop. This would give you the chance to share your views on what's working, what isn't, and how we can keep the valuable parts whilst reaching more people.

Would you be willing to work with us on this? Your experience and commitment to tenant involvement is exactly what we need to help design an approach that works for everyone.

C3.3 Action

Action	Proposed Action: The Community Engagement Manager will arrange a dedicated session with Central area residents within the next 6 weeks to discuss the future of resident engagement, including the role of existing groups and new opportunities for wider participation.
Start date	
End date	

C3.4 - Lack of council action to prevent violent attack

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	3 rd July 2025
Week of Area Panel	15 th September 2025
Deadline for officer response	15 August 2025
Name of officer responding	Graham Davies
Officer job title	Housing Manager
Contact Details	Graham.Davies@brighton-hove.gov.uk

C3.4 Question

Issue	Lack of Council action around individuals who posed a serious threat to residents.
Background	On 4/7/25 a resident of Hampshire Court was hospitalised after an attack in the car park. Hampshire Court residents had previously reported concerns about the perpetrators, a group of people who were sleeping rough, but no action was taken. When the attack was reported assessors were sent out, but the rough sleepers remained in the car park.
Request or Question	<ul style="list-style-type: none"> • Why was action not taken and the rough sleepers moved on as soon as residents raised concerns? This lack of action left residents feeling unsafe in their homes and at risk of violence. • Why were the perpetrators of the violent attack not moved on after it had happened?

C3.4 Response

Response
<p>Thank you for raising your concerns following the distressing incident at Hampshire Court on 4th July. I was very sorry to learn a resident was injured and I know people were felt unsafe or anxious as a result.</p> <p>We understand how upsetting and frightening this situation has been, especially given that concerns about the individuals involved had been raised prior to the incident. Residents should feel safe in their homes and surroundings, and we regret that this incident has left many feeling vulnerable. In response to your questions:</p> <p>Why wasn't action taken sooner?</p> <p>We were made aware of rough sleepers gathering near the laundry room area, but not specifically within the car park itself. A contractor was sent to inspect the area, but at the time, no individuals were found. It's now believed that access to the car park was later</p>

gained by tailgating under the roller shutters—a known issue due to the safety features required on these gates.

Why weren't the individuals moved on after the attack?

As soon as we were informed of the incident, our Car Parks & Garages Manager contacted Sussex Police to request their attendance. Local PCSOs began patrolling the area to monitor and move on individuals. We also engaged the street outreach team to offer support to those sleeping rough, aiming to address the issue with both safety and compassion.

Additionally, our CCTV & Block Security Housing Officer arranged for SES security patrols to attend the site for five consecutive days. On 7th July, housing officers confirmed the site was clear, and our estates team removed any remaining debris.

We recognise that the response may not have felt timely or sufficient, and we want to ensure that concerns raised by residents are acted upon more visibly in future. Safety is our priority, and we are committed to learning from this incident to improve how we respond going forward.

E3.1 - Anti-social behaviour

Area in city	East
Star rating	3 Star/ City wide issue
Date question raised	3 rd July 2025
Week of Area Panel	8 th September 2025
Deadline for officer response	15.08.2025
Name of officer responding	Jan Dowdell
Officer job title	Tenancy Services Operational Manager
Contact Details	Janet.dowdell@brighton-hove.gov.uk

E3.1 Question

Issue	Residents are suffering from the impacts of long-term and ongoing anti-social behaviour in their areas.
Background	<p>Robert Lodge have a long-running problem of anti-social behaviour in their block. One tenant in particular is known to be dealing drugs, and has frequently been apprehended by the Police but this person is always released without charge. The tenant has been reported to both the Police and the Council. This particular problem has also previously been reported at East resident-only meetings and taken to Area Panel. However no visible action has been taken by the Council and the situation has not improved for other tenants.</p> <p>The resident at Rugby Place also reported that they frequently have people smoking drugs just outside their property.</p>

	<p>BELTA also reported frequent cases of ASB in their area. They are piloting a scheme of frequent estate walkabouts and have appointed an 'estate concierge' to keep an eye on things around the estate, which seems to have reduced instances of ASB (fly-tipping, drug dealing, drug taking).</p> <p>Residents discussed options and strategies around ASB, such as installing CCTV in the blocks and a more rigorous implementation of community protection notices & warnings.</p> <p>The following pieces of advice were shared in the meeting:</p> <ul style="list-style-type: none"> • Report & continue to report every instance of ASB to the Police and/or the Council • When reporting to the Police, remember to get a crime reference number; pass this number on to the Council, if reporting to the Council • Speak to local Councillors about ongoing issues <p>The following article was shared with residents: https://www.brightonandhovenews.org/2025/07/02/hundreds-of-cases-of-bad-behaviour-by-nightmare-neighbours-spur-council-scrutiny/</p> <p>The People Overview and Scrutiny Committee (who are being asked to set up a task and finish group to scrutinise the issue of ASB in social housing) is due to meet at Hove Town Hall at 4pm next Tuesday 8th July and this meeting is scheduled to be webcast.</p>
Request or Question	<ul style="list-style-type: none"> • Residents request that an appropriate officer be invited to attend the next Area Panel meeting so that residents can raise these issues around ASB directly and ask questions as and when these arise. <p>Residents would like to know:</p> <ul style="list-style-type: none"> • How often community protection notices/warnings have been used across the city, and how effective these are (if that data is available). • Why has no action has been taken against the tenant at Robert Lodge who has been dealing drugs and is in clear breach of tenancy rules? Why hasn't he been evicted after years of being in breach of his tenancy?

E3.1 Response

Response
<p>Residents request that an appropriate officer be invited to attend the next Area Panel meeting so that residents can raise these issues around ASB directly and ask questions as and when these arise.</p> <p>Residents are able to raise their issues at the next area panel. As the operational manager responsible for managing anti-social behaviour in council housing, I would</p>

usually attend panel to explain our approach, the legislation we use and the tools and powers available to us. I am unable to attend the east panel this time due to annual leave.

However, following the considerations of the issues raised at Area Panel, I would be very happy to deliver a session with panel representatives on anti-social behaviour. If you would like this to happen, please contact me direct and we can arrange this or let one of my colleagues know at the Area Panel Meeting.

Residents would like to know: How often community protection notices/warnings have been used across the city, and how effective these are (if that data is available).

From April 2024 to April 2025:

Community Protection Warnings (CPW) – 21

Community Protection Notices (CPN) – 6

We use CPWs and CPNs in some ASB situations where appropriate, as part of our stepped approach to enforcement along with Housing Officer visits to perpetrators, informal written warnings, tenancy breach warnings, Notice of Seeking Possession warnings and Anti-Social Behaviour Contracts.

CPWs and CPNs are effective in many cases and provide a lasting improvement in behaviour.

We resolve roughly 75% of ASB cases without the need for formal legal intervention.

Why has no action has been taken against the tenant at Robert Lodge who has been dealing drugs and is in clear breach of tenancy rules? Why hasn't he been evicted after years of being in breach of his tenancy?

Although we are unable to discuss specific cases, we can talk about our approach when dealing with suspected drug dealing, drug activity and potential serious breach of tenancy.

When dealing with ASB our intention is to support people to tackle underlying issues and change their behaviour for the long term. This can be highly successful in avoiding potential homelessness for some individuals.

If, however, we need to take further action to bring an end to ASB, we may need to take enforcement action that requires a legal intervention. The court will expect us to have taken a stepped approach before presenting a case to them. We must be able to prove we have tried to help someone keep their tenancy and that we have put in place actions

to help them change their behaviour. We are asked to justify our handling of the case and to prove all reasonable steps have been taken to avoid legal action. The court will also assess if the action is necessary to protect other tenant's rights.

It may appear that we are supporting the perpetrators of ASB far more than the victims and reporters. To some extent that may be true, but we do so, to bring about change and its part of our case work approach expected by our legal services and the court if we require enforcement action.

We must take a measured approach and response to ASB. we do not use enforcement as a last resort but carefully throughout the case.

In serious and urgent situations such as drug related activity we can apply for immediate closure of the premises and this power has proved very effective at reducing harm. This approach takes out some of the early intervention steps, but we still must present the case with evidence that proves the severity of the situation.

Reporters of the ASB at Robert Lodge should have a single point of contact arrangement in place with direct contact details of the Housing Officer leading on the case. Please continue to contact this officer and provide details of incidents which will support and assist with the case investigations.

E3.2 - Estate Development Budget task & finish group

Area in city	East
Star rating	3 Star/ City wide issue
Date question raised	3 rd July 2025
Week of Area Panel	8 th September 2025
Deadline for officer response	15 th August 2025
Name of officer responding	Sam Nolan
Officer job title	Community Engagement Manager
Contact Details	sam.nolan@brighton-hove.gov.uk

E3.2 Question

Issue	Residents haven't been given a timeline around when EDB task & finish group will be active and what the next steps are.
Background	Residents reported that there had been some discussion around making improvements to the EDB process (including the forms). However, they haven't been given any further information about when this is going to happen.

Request or Question	Residents request more information around the EDB task & finish group – including a timeline as to when and what things are going to happen, such as meetings.
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E3.2 Response

Response
<p>What Happened with the Task & Finish Group</p> <p>The Estate Development Budget Task & Finish Group completed its work in September 2022 after running for over a year. The group made detailed recommendations for improving the EDB process, covering everything from application forms to decision-making and communication.</p> <p>The final report was published in February 2023 and is available in the Area Panel papers from that time.</p> <p>Current Status of EDB Improvements</p> <p>We have completed several of the Task & Finish Group's recommendations:</p> <p>What We've Done:</p> <ul style="list-style-type: none"> • Leaseholder Information: All EDB documents now include disclaimers that leaseholders may be charged in exceptional circumstances. All bids are assessed for possible leaseholder charges before approval. • Decision-Making: We now allow up to 5 people per area to join EDB panels, plus LAG representatives. • Bid Costing: We add 10% contingency to all bids and can be flexible with costs during delivery. • Ongoing Costs: Projects with ongoing costs are now allowed if they show how they'll be sustained (like WiFi projects). • Area Panel Reports: Each Area Panel now gets up-to-date EDB reports with dates and finances. • Phased Projects: We allow projects to be delivered in standalone phases. • EDB vs EIB: We've clarified that EDB focuses on supporting tenant groups with community projects and activities, while EIB handles larger physical works. <p>What We're Still Working On:</p> <ul style="list-style-type: none"> • New separate application forms for quick bids and main bids • Online bid tracking system where groups can check status • Email and text updates to residents on bid progress • Participatory budgeting system with online platform • Better evaluation processes <p>What's Happening Next</p> <p>Late autumn 2025: We'll share draft new application forms with EDB Panel members.</p>

Early 2026: New improved forms will be ready for the 2026-27 financial year.

Why the Delay

Some of the recommended changes need new computer systems or significant process changes, which take time to develop properly. We want to get the improvements right.

Keeping You Updated

We understand residents want to know what's happening. We'll provide regular updates through:

- Area Panel meetings
- EDB Panel meetings
- Community newsletters

If you have specific questions about EDB improvements or want to get involved in testing new processes, please contact edb@brighton-hove.gov.uk

E3.2 Action

Action	<p>Late autumn 2025: We'll share draft new application forms with EDB Panel members to get their views before finalising them.</p> <p>Early 2026: New improved forms will be ready for the 2026-27 financial year.</p>
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W3.1 - Council contractors not using ID or giving prior notification

Area in city	West
Star rating	3 Star/ City wide issue
Date question raised	10 th July 2025
Week of Area Panel	15 th September 2025
Deadline for officer response	
Name of officer responding	Sam Crick
Officer job title	Operations manager
Contact Details	Sam.Crick@brighton-hove.gov.uk

W3.1 Question

Issue	Council contractors are turning up at people's homes without any ID or prior notification.
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Background	<p>The maintenance and repairs on guttering is sub-contracted by the Council to a company called Kingsley. They are arriving at people's homes without any prior notification or ID, asking for access. One incidence of this was on 9/7/25 to an elderly woman living in Godwin Road. The Council confirmed that council sub-contractors were in the area and doing guttering repairs. Without ID or prior notification residents have no way of knowing if the workmen are genuine and it leaves them, especially the elderly and vulnerable, in a difficult and potentially dangerous position. It also undermines confidence in the Council.</p> <p>The resident has contacted the Council, but at the time of the meeting had not heard back from them.</p>
Request or Question	<ul style="list-style-type: none"> • Why, when residents have raised this issue before and been assured that the Council takes it seriously, is this still happening? • What monitoring does the Council do? How does the Council know if their contractors and sub-contractors are ensuring that maintenance teams have ID and give prior notification of visits? • What action does the Council take against the contractors and sub-contractors if they are not doing this?

W3.1 Response

Response
<p>1. Why is this issue still occurring despite previous assurances from the Council?</p> <p>It is important to state that all contractors visiting properties to carry out works on behalf of the Council should be carrying clear identification. The Council takes every enquiry seriously and is committed to addressing concerns raised by residents. When issues are identified, we ensure that the relevant operative, team, or contractor is informed and that corrective actions are taken to improve service delivery and meet expectations.</p> <p>2. What monitoring does the Council carry out?</p> <p>The Council conducts regular review meetings with all contractors to monitor performance, address concerns, and ensure compliance with agreed standards.</p> <p>3. How does the Council ensure that subcontractors provide ID and notify residents before visits?</p> <p>We hold structured review meetings with all contractors, where identification protocols are discussed. The contractor in question uses a text messaging system to notify residents in advance. However, this system depends on having up-to-date mobile contact details and may not work for landlines. Where possible, the contractor makes alternative arrangements to contact residents who are not covered by the text service.</p> <p>4. What action does the Council take if contractors or subcontractors fail to meet expectations?</p>

Any complaints or service failures are reviewed during contractor meetings. Persistent issues are escalated, and appropriate actions are taken to ensure accountability and service improvement.

W3.2 - How do residents get action?

Area in city	West
Star rating	3 Star/ City wide issue
Date question raised	10 th July 2025
Week of Area Panel	15 th September 2025
Deadline for officer response	15 th August 2025
Name of officer responding	Sam Nolan
Officer job title	Community Engagement Manager
Contact Details	sam.nolan@brighton-hove.gov.uk

W3.2 Question

Issue	West residents active in their Associations and local areas are increasingly frustrated by the difficulty of getting anything done. They are feeling very demoralised and unsupported.
Background	<ul style="list-style-type: none"> • It takes a really long time to get even the smallest things done. • Quick, effective action by the Council makes a huge difference but rarely happens. • Unresolved issues go round in circles, with everyone getting increasingly frustrated. • Communication is poor – the process would be much easier if residents were kept up to date with the progress of their issue, and any difficulties and delays explained. Residents understand that sometimes things can be difficult to sort out and take time – what is hard is if they hear nothing, don't know if the issue has been dropped or is underway and have to constantly chase things up. • The lack of action means that residents don't feel respected, listened to or taken seriously.
Request or Question	Residents are working hard to make their homes and area better – it's where they live and it's very important to them. Residents' main concern is that action is taken and problems resolved. Why is this so problematic? What needs to change so the Council acts more quickly and effectively?

W3.2 Response

Response
Thanks for your question.

We recognise that residents are frustrated by:

- Long waits to get things sorted
- Poor communication about delays
- Issues going round in circles
- Feeling unheard and unsupported

We recognise these are serious issues that affect how people feel about their community and council.

What We're Doing

We're using our Better Homes approach to tackle this. Through workshops, residents raised six key areas to focus on with housing services:

1. **Better Customer Service** - improve communication and support
2. **Better Complaints Service** - make it easier to complain and get proper responses
3. **Better Repairs** - do repairs right first time and keep you informed
4. **More Ways to Have Your Say** - give you more chances to get involved
5. **Better Online Services** - improve our website and online options
6. **Safer, Cleaner Areas** - look after all areas properly and make reporting easier

We're now running the "Creating Great Homes Together" survey to understand more. We want to apply the same focused approach to other community issues. We will update at Area Panel how you can take part.

W3.2 Action

Action	Next Steps At the Area Panel meeting, we'll discuss: <ul style="list-style-type: none">• How to set up a small working group if there are some specific issues we are tackle together• How to update on progress
Start date	
End date	

Environmental Improvement Approved Proposals carried forward

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Committed/ spend
EIB451	North	20-Apr-23	Residents via Community Engagement Team	Nettleton Court & Dudeney Lodge	Dog free growing area	Accept	<i>remaining monies used to replace additional fence</i>	£2,654.19	£2,654.19		<i>Completed 12/5/25</i>	£1,454.44
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>	
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, railings replaced</i>	£10,000	£10,000		<i>Completed 29/5/25</i>	£2,117
EIB529	North	23-Nov-23	Senior Surveys	Charles Kingston Gardens	garden refresh	Accept	<i>remaining monies for 12 month maintenacne visit</i>	£632.95		£633	<i>Completed 13/5/25</i>	£847
EIB530	West	23-Nov-23	Residents via Housing management	Elizabeth Court	Furniture/ patio extension	Approved	<i>remaining monies for 12 month maintenacne visit</i>	£1,471.43		£1,471	<i>Autumn</i>	
EIB533	North	24-Nov-23	Senior Surveys	Jubilee Court	bin screening		<i>remaining monies for additional fencing</i>	£653.16	£653		<i>Completed 12/5/25</i>	£786
EIB535	East	23-Nov-23	Senior Surveys	Southease	Landscape improvements	Accept	<i>Remaining funds review autumn</i>	£7,159		£7,159	<i>Autumn</i>	
EIB541	East	09-Jan-24	Residents via Housing management	Sandhurst	Overgrown area	Accept		£12,000.00	£2,000	£10,000	<i>asbestos present</i>	
EIB548	Central	24-Jan-24	Residents via Community Engagement Team	Tyson Place,	ASB	Accept	<i>needs consultation</i>	£8,000.00			<i>Some works procured, Consulting</i>	
EIB560	North	03-Apr-24	Residents via Community Engagement Team	Warwick Mount, Montague Street, BN2 1LB	Path/garden	Accept	<i>Remaining funds, keep for 12 months</i>	£2,252.01		£2,252.01	<i>Autumn</i>	
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>	on hold
EIB566	West	26-Mar-24	Residents via Community Engagement Team	Churchill House	Refresh of sunken garden	Accept	<i>Remaining funds, keep for 12 months</i>	£1,042.27		£1,042.27	<i>Autumn</i>	
EIB572	North	15-Apr-24	Residents via Housing management	Lindfield	Planters	Accept	<i>Mulching of border and hedge</i>	£1,855.00		£1,855.00	<i>Completed 24/4/25</i>	£1,566

EIB578	North	18-Apr-24	Residents via Community Engagement Team	Elwyn Jones Court	Fruit trees, bulbs, steps, more seating	Accept	Remaining funds, after partial completion	£2,144.90		£2,144.90	<i>Autumn</i>	£300
EIB579	North	18-Apr-24	Residents via Community Engagement Team	Charles Kingston Gardens	Tidy/ Refresh of garden area/ make more accessible	Accept	remaining monies for 12 month maintenacne visit	£1,650.00		£1,650	<i>Autumn</i>	
EIB593	Central	11-Jul-24	Residents via Community Engagement Team	Warwick Mount,	Replace damaged fencing and bike store roof	Accept	Remaining funds, keep for 12 months	£1,900.89		£1,900.89	<i>new lock installed</i>	£325
EIB599	North	04-Sep-24	Residents via Housing management	Jubilee Court	Replacement of handrails	Accept	Remaining funds, keep for 12 months	£3,047.13		£3,047.13	<i>Autumn</i>	
EIB600	North	04-Sep-24	Residents via Housing management	Burstead Close	Overgrown vegetation	Accept	New bin area, area pressure washed.	£4,506.51	£4,506.51		<i>Completed 22/4/25</i>	£2,155
EIB602	West	10-Sep-24	Health & safety	Poplar Close	Bin screening	Accept	Estates to Review bin provision first	£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	Remaining funds, keep for 12 months in respect of signage	£1,470.91	£1,470.91		<i>Monitoring</i>	
EIB608	North	16-Oct-24	Residents via Housing management	Birdham Place	Handrail	Accept	handrail present but doesn't conform	£2,700.00	£2,700.00		<i>procuring</i>	
EIB611	North	16-Oct-24	Residents via Community Engagement Team	Nettleton/ Dudeney	Community room refurbish	Accept	Works completed, furniture & signage on order	£16,000.00		£16,000	<i>Completed 10/6/25</i>	£14,150
EIB612	West	18-Oct-24	Residents via Community Engagement Team	St Richards Court	Gate/ Fencing	Accept	<i>Clear tree/ replacement of fence ordered. Gate/ door to sort</i>	£6,000.00	£6,000		<i>partial ordered/ procuring</i>	£1,620
EIB614	West	21-Oct-24	Residents via Community Engagement Team	Muriel House	Garden improvements	Accept	<i>Clearance , fence, raised planters</i>	£4,500.00	£1,500	£3,000	<i>Completed 6/6/25</i>	£2,748
EIB615	East	19-Oct-24	Residents via Housing management	South Whitehawk	replace sign	Accept		£1,200.00	£1,200		<i>Ordered</i>	£503
EIB616	North	23-Oct-24	Residents via Housing management	Ditchling Gardens	Landscape & fencing	Accept	<i>remaining monies for fencing</i>	£10,012.93	£10,012.93		<i>Completed 6/6/25</i>	£7,388
EIB619	North	30-Oct-24	Residents via Community Engagement Team	Jasmine Court, Patchdean, BN1 8NG	Pathway/ damp	Accept	<i>path works/ patio for summer house</i>	£6,635.14	£6,635.14		<i>Partially completed 16/6/25</i>	£5,871

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	£2,000	£15,000	<i>Completed 10/4/25</i>	£17,184
EIB624	West	20-Nov-24	Residents via Community Engagement Team	Churchill house	Extension of pathway	Accept	Remaining funds, keep for 12 months	£1,126.27	£1,126.27		<i>Autumn</i>	
EIB628	East	29-Nov-24	Residents via Estates team	Bird estate	Bird estate notice boards	Accept		£3,500.00	£3,500.00		<i>Completed 22/4/25</i>	£3,670
EIB629	East		Residents via Estates team	Bristol Estate	Flat are/ damson - BELTA	Accept		£3,000.00			<i>Completed 12/5/25</i>	£920
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>	
EIB632	North	08-Jan-25	Residents via Community Engagement Team	Ryeland Drive	Clearance - ASB	Accept	Shrub clearance, fencing under discussion	£15,000.00		£15,000	<i>Completed 24/4/25</i>	£3,178
EIB634	East	15-Jan-25	Occupational heath request	Cooksbridge Road	Handrails	Accept	after vandalism stronger fixings required	£882.01	£882		<i>Completed 22/4/25</i>	£1,432
EIB636	East	21-Jan-25	Residents via Community Engagement Team	Robert Lodge	Notice board/Signage	Accept		£3,500.00			<i>ordered</i>	£4,312
EIB639	West	10-Feb-25	Residents via Housing management	Hazelholt	Replacement of trellis/ planters	Accept		£4,000.00			<i>Completed 30/4/25</i>	£2,716
								£ 180,601				£75,243

Environmental Improvement Proposals 2025/2026 - approved

EIB641	Central	27-Feb-25	Residents via Community Engagement Team	St James House	Community room improvements/Store room	Accept	Consult on door blocking & need to order furniture	£18,520.00			<i>Works complete, furniture on order</i>	£14,549
EIB642	North	31-Mar-25	Residents via Community Engagement Team	Charles Kingston Gardens	Railings	Accept		£3,000.00			<i>Ordered</i>	£1,396
EIB643	West	13-Mar-25	Residents via Housing management	Evelyn Court	Fence repairs/ painting	Accept		£10,000.00			<i>Ordered</i>	£11,479
EIB644	Central	06-Mar-25	Residents via Community Engagement Team	Ardingly Court	Railings	Accept		£7,500.00			<i>Ordered</i>	£4,438

EIB646	North	25-Feb-25	Residents via Community Engagement Team	Coldean Community centre	Windows for community corner shop & planters	Accept		£5,000.00			<i>Windows complete, planters ordered</i>	£4,321
EIB647	Central	31-Mar-25	Residents via Community Engagement Team	Millwood centre	Door	Accept		£3,000.00				
EIB650	Central	26-Mar-25	Residents via Community Engagement Team	Hampshire Court	Paving under benches/ path	Accept		£2,000.00			<i>Partially ordered</i>	£720
EIB654	West	01-Apr-25	Residents via Community Engagement Team	Stonery Close	Replace bollards	Accept		£1,500.00			<i>Completed 13/5/25</i>	£903
EIB658	Central	29-Apr-25	Residents via Community Engagement Team	Parkmead,	Landscaping	Accept		£4,000.00				
EIB660	North	10-Apr-25	Residents via Housing management	Elwyn Jones Court	Awning/ gazebo	Accept		£2,000.00			<i>Procuring</i>	
EIB661	West	30-Apr-25	Residents via Housing management	Hazelholt	Paving slippery	Accept		£3,000.00			<i>ordered</i>	£3,608
EIB662	West	07-May-25	Residents via Housing management	Woods House	Store/repair	Accept		£3,000.00			<i>ordered</i>	£3,040
EIB663	West	08-May-25	Residents via Housing management	Churchill House	Seating/ patio	Accept		£3,500.00			<i>ordered</i>	£2,224
EIB664	Central	30-Apr-25	Residents via Community Engagement Team	Hampshire Court	Estate signage	Accept		£3,000.00			<i>ordered</i>	£527
EIB666	Central	03-Jun-25	Residents Association	Essex Place	Fencing	Accept		£5,500.00			<i>procuring</i>	
EIB668	Central	29-May-25	Health & safety	Lennox Street	Bin screening	Accept		£1,250.00			<i>procuring</i>	
EIB670	West	03-Jun-25	Residents via Housing management	Wickhurst Rise	Bin store adaption/ bike store repair	Accept		£3,200.00			<i>procuring</i>	

£78,970

£47,206

	Proposals	Category	Estimate	Actual
	36	Accepted/carried forward	£ 180,601	£ 75,243
2025-26	17	Accepted	£ 78,970	£ 47,206
2025-26	6	Rejected	£ -	
	53	2025/26 Total	£ 259,571.36	£ 122,448.86
	5	Investigation/ Consult	£ 74,000	

Total approved projects
Projects completed
Projects in progress

Environmental Improvement Proposals - proposals awaiting consultation

61

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Commitment/ spend
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	Consult	<i>wider consultation and support by residents required</i>	£9,000.00			Further discussion/ consultation in progress	
EIB640	East	11-Feb-25	Stephanie Mooney	Manor Road Gym	Funding for sports hall floor	Consult	<i>Need evidence of tennant usage</i>	£35,000.00			Needs further investigation	
EIB649	Central	26-Mar-25	Happy Mountain	Bear Road/ Coombe Road	Community notice Board & Mural	Consult	<i>Refer mural to EDB. Consult notice board</i>	£2,000.00			Needs further investigation	
EIB669	East	02-Jun-25	Stephanie Mooney	Langley Crescent	Community garden	Consult	<i>Confirm housing residents want</i>	£3,000.00			Needs further investigation	
								£ 74,000				

Environmental Improvement Proposals 2024-2025 - proposals rejected

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status
EIB638	North	28-Jan-25	Residents via Housing management	Denman Place	Landscaping	Reject	No maintenance arrangement				
EIB648	North	03-Mar-25	Residents via Community Engagement Team	Natel Road	Fly-tipping/ overgrown	Reject	Referred to community service				
EIB651	West	24-Mar-25	Residents via customer services	Mile oak football Pavillion	New Boiler	Reject	No evidence required from repairs				
EIB652	East		Residents via Community Engagement Team	Bylands	Cycle Hanger	Withdrawn	Provided key / service supplier				
EIB653	East	18-Mar-25	Residents via Community Engagement Team	Whitehawk	Proposal for change	Reject	Highways project				
EIB667	North	14-May-25	Residents via Community Engagement Team	Hodshrove Woods	Path improvements through woods for accessible	Reject	Refer to access officer for minor improvements				

EDB Report Summary of Bids and Projects

Citywide projects:

Main Bid

Head to the Sky (May 25): Short film project. Complete June 2025.

CENTRAL

Quick Bids Completed since last quarter

- **Somerset Point (Sept 24):** Activity Tasters. Completed May 2025
- **Ardingly Court (Jul-24):** Benches. Completed June 2025
- **Essex Place Gardening Club (July 25):** Gardening supplies. Completed Aug 2025
- **The Esswick Management Committee (July 25):** Yoga mats and bingo club. Completed Aug 2025

Quick Bids Outstanding

- **Leach Court (Jul-2024):** Compost and bark £570.00 Simon Bannister to complete purchase.
- **Leach Court (May 2024):** Activity outings £675 - On-going project £125 remaining
- **Somerset Point (Sept-2024):** Day trips with minibus invoice pending. Total bid £675.00. £100 remaining.
- **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. EDB Officer to order once back in.
- **Sussex Probation Service (May 25):** Community payback project. Simon Bannister managing funds for ad-hoc projects

Main Bids Completed since last quarter

- **Albion Life (May 25) x 2:** Community room items and garden refurb. Completed May 25.
- **Brooke Mead (May 25):** Music in connection project. Complete June 25.
- **Craven Vale (May 25):** Repurposing apiary project. Complete July 25.

Main Bids Outstanding

Community Engagement



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 residents and contractor (Lee Sullivan)

Grosvenor Centre Management (May-24): Community room items £6,365.95. £2940 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.

Lavender House x 2 (May 25): Lifelines activity funding and yoga classes. EDB Officer waiting on group for payment dates.

Sloane Court (May 25): Yoga classes. Yoga teacher will invoice EDB Officer.

Somerset Point (May 25): Activities, outings and equipment. With Simon Bannister to manage funds

Leach Court (May 25): Activities, outings and equipment. With Simon Bannister to manage funds

EAST

Quick Bids Completed since last quarter

Brighton Natural Health Foundation (May 25): Mindfulness sessions. Complete June 25.

Whitehawk Valley Community Association (May 25): Fire safety project. Complete June 25.

BELTA x 2 (May 25): Public living room project and chair yoga. Complete Aug 25.

Quick Bids Outstanding

None

Main Bids Completed since last quarter

- **Woodingdean TRA (May 25):** Fridge, Freezer and cooker. Complete May 25.
- **Whitehawk Arts Collective (May 25):** The Manor living room project. Complete May 25.
- **Third Space Whitehawk (May 25):** Theatre workshop project. Complete May 25.

Community Engagement



- **Diggers and Enthusiasts (May 25):** Garden development. Complete June 25.
- **BELTA (May 25):** Community gardener project. Complete June 25.
- **North Whitehawk RA (May 25):** Bed bug prevention. Complete June 25.

Main Bids Outstanding

- **Robert Lodge (Mar-22):** Various items for Community Room £7,980.90. With Community Engagement Officer to progress.
- **Wellsbourne Drop-in Café (May 25):** Community café project. Paying in 4 instalments across year.

NORTH

Quick Bids Completed since last quarter

- **Action for Bevendean Community (July 25):** Decking project. Complete Aug 25.
- **Lindfield Court Garden and Social Club x 3 (July 25):** Orchard, lounge items, socials and games. Complete Aug 25.

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

Main Bids Completed since last quarter

- **Barcombe Place (Apr-22):** Fence painting, new gate and garden sundries £1,194.66. Complete May 25.
- **Lindfield Court Garden and Social Club (May 25):** Redecoration of communal lounge. Complete May 25.
- **Growing Hollingdean (May 25):** Tree guardian project. Complete May 25.
- **St George's Hall (May 25):** Activities and equipment. Complete May 25.
- **Third Space Hollingdean (May 25):** Theatre workshop funding. Complete May 25.
- **Two Trees Community Garden (May 25):** Mural project. Complete June 25.
- **Coldean Community Organisation (May 25):** Various items for Coldean Hub. Complete July 25.

Community Engagement



- **Hollingdean Development Trust (May 25):** Newsletter project. Complete Aug 25.

Main Bids Outstanding

None

WEST

Quick Bids Completed since last quarter

- **Churchill House (May 25):** Garden centre vouchers. Complete June 25.
- **Knoll Community Association (July 25):** Self-defence classes. Complete Aug 25.
- **Sanders House Gardening Group (July 25):** Garden items. Complete Aug 25.
- **Ingram Crescent Community Group (July 25):** Garden items. Complete Aug 25.

Quick Bids Outstanding

- **Hazelholt (Jan-25):** Seated yoga. EDB Officer to pay. £650 remaining.
- **Elizabeth Court (Mar 25):** Seated yoga. On-going. £300 remaining.
- **Churchill House (May 25):** Seated Yoga. On-going. £450 remaining.

Main Bids Completed since last quarter

- **Hazelholt (March 24 Underspend):** Seated yoga classes £2,600.00. Complete July 25.
- **Evelyn Court (May 25):** Tables and bookcases. Complete May 25.
- **Third Space Hangleton (May 25):** Theatre workshop project. Complete May 25.
- **Churchill House (May 25):** New blinds for communal lounge. Complete June 25.
- **The Hangleton Knoll Project (May 25):** Reach out work in Portslade. Complete July 25.

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. With CEO and residents.

- **Woods House (Nov-24):** Exercise classes £2,800.00. On-going, £1400 remaining
- **Sanders House (Nov-24):** Exercise classes £2,400.00. On-going £1250 remaining
- **Muriel House (May 25):** Exercise Classes £2400. On-going. £2050 remaining.

Budget Summary by Area for new financial year 2025/26

1. Central
 - Total Budget: £64,335.
 - **Remaining: £589.55**
2. North
 - Total Budget: £87,535
 - **Remaining: £23,986.84**
3. East
 - Total Budget: £61,053
 - **Remaining: £3234.77**
4. West
 - Total Budget: £69,994
 - **Remaining: £36,393.92**

