

# Housing Management Panel: East Area

Date: 10 September 2025

Time: 2.00pm

Venue Hybrid  
Virtual - Zoom  
In-person - Whitehawk Hub, Meeting Room, Whitehawk Rd, BN2 5FL

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

Contact: Marie Button  
Democratic Services Officer  
01273 294183  
Marie.Button@brighton-hove.gov.uk

**Residents are also invited to attend the Housing Surgery for individual enquiries, held at 1:30pm prior to the Area Panel meeting.**

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# AGENDA

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<b>3</b>	<b>MINUTES &amp; ACTIONS OF THE PREVIOUS MEETING</b> Minutes & actions of the meeting held on 11 June 2025 (copy attached).	<b>9 - 14</b>
<b>4</b>	<b>HOUSING PERFORMANCE REPORT QUARTER 1 - 2025/26</b>	<b>15 - 34</b>
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<b>6</b>	<b>LPS BLOCK UPDATE</b>	
<b>7</b>	<b>PROPOSED POCKET-PARK AT BRISTOL ESTATE DISCUSSION</b>	
<b>8</b>	<b>EIB DISCUSSION ON OLD BIN STORES &amp; PEOPLE'S LAUNDRETTE</b>	
<b>9</b>	<b>DISREPAIRS WEBSITE &amp; AWARENESS</b>	
<b>10</b>	<b>RESIDENT QUESTIONS, 2-STAR &amp; 3 STAR</b>	<b>35 - 58</b>
<b>11</b>	<b>ANY OTHER BUSINESS</b>	<b>59 - 70</b>

**FURTHER INFORMATION**

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

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- 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 - Tuesday, 2 September 2025

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

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

<b>When</b>	<b>Wednesday 10<sup>th</sup> September 2025</b>  <b>13:30 – 14:00    Housing surgery – for individual enquiries</b> <b>14:00 – 16:00    East Housing Area Panel</b>
<b>Venue</b>	<b>Whitehawk Hub, Meeting Room</b> Whitehawk Hub, Meeting Room, Whitehawk Rd, BN2 5FL
<b>Join via the Internet or phone call</b>	<p><b>Attend via video link:</b> Please type the following address in your browser:  <a href="http://bit.ly/46QVaxY">http://bit.ly/46QVaxY</a></p> <p>If the link above does not work, you can join through the Zoom website <a href="https://zoom.us/join">https://zoom.us/join</a> Join a Meeting with these details:</p> <p><b>Meeting ID: 892 2279 6862</b>  <b>Passcode: 126867</b></p> <p>Want to borrow a tablet? Let the team know!</p> <p><b>OR phone in:</b> If you cannot use a desktop, smartphone or tablet to connect to the internet, you can access the Area Panel meeting through a phone call: With a landline phone, call one of the following numbers and type in the meeting ID and passcode above when asked:</p> <p>+44 203 481 5237 / +44 203 481 5240 / +44 203 901 7895</p>
<b>Transport</b>	<p><b>We can help with transport costs:</b></p> <ul style="list-style-type: none"> <li>• Please let us know <b>at least 7 days in advance</b> if you would like a bus ticket to get to the meeting.</li> <li>• Taxis can be requested by people with mobility issues, ask the Community Engagement Team for the code.</li> <li>• If you drive, you can claim mileage and parking costs through your resident association grant, or via your Community Engagement Officer.</li> </ul>

**Please contact the Community Engagement Admin Team at 07717 302986 / [communityengagement@brighton-hove.gov.uk](mailto:communityengagement@brighton-hove.gov.uk) if you have any questions.**



## Election of Trustees to Brighton & Hove Seaside & Community Homes

### Introduction

1. Seaside Homes is an independent charitable housing organisation working in partnership with Brighton & Hove City Council. It has raised finance and leased 499 empty properties from the Council, refurbished them, tenanted them, and now provides homes and support for residents in housing need.
2. Under Seaside Homes' governance arrangements, the East Area Panel has the right to nominate one trustee to sit on the Seaside Homes Board. This can be either a Council tenant or a Council leaseholder.
3. **There is a current vacancy following the recent resignation of the East Area Panel's appointed trustee.**
4. The role of a trustee is to act in the best interests of Seaside Homes as a charity. Trustees help set the organisation's strategic direction, ensure good governance, and oversee its performance. No previous board experience is required — induction and support are provided.
5. Today, we're asking the Panel if anyone is interested, or wants more information, to let the Community engagement Team know now. If we have a number of candidates, the community engagement team will run a short election at the AOB section of this meeting at the end.





**BRIGHTON & HOVE CITY COUNCIL**  
**HOUSING MANAGEMENT PANEL: EAST AREA**

**6.00pm 11 JUNE 2025**

**MINUTES**

**Councillors:** Simon, Allen

**Officers:** Steph Mooney, Chloe McLoughlin, Mikila Beck, Francis Mitchell, Geof Gage, Gab Tiranti, Tom Trigwell, Martin Reid, Sam Nolan

**Residents:** Chris El-Shabba (Chair), Anne Glow, Dee Simson, Gale

**1 ELECTION OF COUNCILLOR CO-CHAIR**

1. Nominations: Cllr Williams
2. Elected: Cllr Williams

**2 WELCOME, INTRODUCTIONS AND APOLOGIES**

- 2.1 Apologies were received from Cllr Williams.

**3 MINUTES AND ACTIONS**

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

**4 HOUSING PERFORMANCE REPORT ANNUAL ROUNDUP 2024/25**

- 4.1 Justine Harris delivered the report for this item.
- 4.2 Anne Glow was informed that construction at Swanborough Drive would continue.

**5 HEALTH & SAFETY AND COMPLIANCE UPDATE**

- 5.1 Grant Ritchie introduced this item and delivered the report.
- 5.2 Grant Ritchie stated that progress had been made on compliant measures following a judgement from the housing regulator.
- 5.3 Grant Ritchie provided details of updated procedures, including electrical, fire, and water safety as well as smoke detection.
- 5.4 Grant Ritchie stated the legal requirements regarding Co2 compliance, as well as providing an overview of the installation process of mains-powered gas detectors.
- 5.5 Anne Glowe stated that residents had not previously been briefed on how to test newly installed Co2 detectors.

- 5.6 Mikila Beck provided an overview of the technical differences between different types of Co2 detectors provided by the Council.
- 5.7 Grant Ritchie stated that good progress had been made on the repairs backlog.
- 5.8 Janet Gearing was informed that the repairs team operated at approximately 70% of routine repairs being completed within 28 days of being raised.
- 5.9 The Chair stated that it was positive to see repairs metrics heading in the right direction.

## **6 BREAK**

## **7 RESIDENT ENGAGEMENT STRATEGY - HIGH RISE**

- 7.1 Geof Gage delivered the presentation for this item.
- 7.2 There were no questions or comments.

## **8 RESIDENT QUESTIONS 2 AND 3 STAR**

### **E2.2**

- 8.1 The Chair stated that cardboard was being left outside until it was drenched, making it more difficult to remove.
- 8.2 The Chair stated that recycling was not being collected on Wednesdays.

**ACTION** – Chloe McLoughlin to investigate recycling at Robert Lodge not being collected on Wednesdays.

### **E3.2**

- 8.3 Justine Harris stated that 8 officers were now in post, and that there were 128 planned routes for estate inspections.
- 8.4 The Chair stated that hedges were overgrown on Whitehawk Road.
- 8.5 Justine Harris stated that hedges would be cut back if they presented an obstruction.
- 8.6 Janet Gearing was informed that high-rises do not receive free bulk waste collection.
- 8.7 Chloe McLoughlin stated that they were benchmarking other comparable authorities to find alternative/additional methods of bulky waste removal from high-rises.
- 8.8 Janet Gearing criticised the price of bulky waste removal, stating that it encouraged fly-tipping.
- 8.9 Janet Gearing suggested either lowering the price of bulky-waste collection, or the implementation of an annual bulky-waste collection amnesty to remedy the issue.

- 8.10 The Chair stated that they were aware of vans fly-tipping white-goods.
- 8.11 Janet Gearing was informed that imitation CCTV cameras do not effectively deter would-be fly-tippers.

## **9 ANY OTHER BUSINESS**

- 9.1 Grant Ritchie stated that alarm testing would begin on 23<sup>rd</sup> June 2025 in housing blocks in the east area and that information regarding this would be provided to residents.
- 9.2 Grant Ritchie stated that he was retiring and that this was his last round of area panels.
- 9.3 Martin Reid commended Grant Ritchie and stated that Mikila Beck would replace Grant Ritchie at area panel meetings.
- 9.4 The Chair and panel wished Grant Ritchie the best of luck and thanked him for his hard work supporting residents across the city.
- 9.5 Anne Glow was informed that CCTV is limited in its scope and that behavioural concerns should be reported to the Council.
- 9.6 Anne Glow stated that the automatic doors at Swallow Court were broken.
- 9.7 Justine Harris suggested that residents should not police their estates, informing the panel that residents should raise civil concerns with the Council, and criminal concerns with the Police.
- 9.8 Dee Simson commended Steph Mooney for her work as Community Engagement Officer.
- 9.9 Sam Nolan provided details of the resident day at 'Top Park'.
- 9.10 Sam Nolan shared details of the Annual Tenants, Residents, and Leaseholder Conference 2025.

The meeting concluded at 7.25pm

Signed

Chair

Dated this

day of



## Actions from East Area Panel meeting 11 June 2025

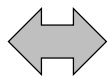
### Actions from last meeting

REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed or planned?
EA1	Chloe McLaughlin to look into recycling not being collected at Robert Lodge.	Chloe McLaughlin	City Environment representative will be attending the next East Area Panel to update about this and other issues	Completed	10.09.25
EA2	Chloe McLaughlin to report back to next meeting on findings of alternative/additional methods of bulk-waste collection/removal.	Chloe McLaughlin	We have started work to look at more efficient way of dealing with bulk waste which includes how we provide a collection service. This includes use of CCTV, waste amnesties and trialing drop off points. I will bring a presentation to the next Area Panel and would welcome input.	Completed	10.09.25
EA3	Mikila Beck to look into broken (automatic?) doors at Swallow Court.	Mikila Beck	This door is broken due to someone forcefully manipulating the door, which weakened the pin and prevented it from closing. Previous call-outs on 19th June and 31st March revealed the fuse had been removed from the fused spur, which requires deliberate interference. We have asked the electrical team to inspect and see if there is a way of making the fuse harder to remove. Verbal update will be given at Area Panel	Completed	10.09.25
EA4	Steph Mooney to meet with Janet Gearing regarding query on whether quick-bids can be used for a newsletter.	Steph Mooney	Verbal update to be given at Area Panel	Completed	10.09.25

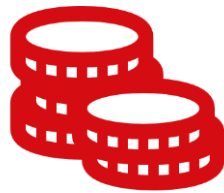


# Council housing performance

## Quarter 1 2025/26 (Apr to Jun 2025)



**100%**  
Gas safety  
compliance



**92.4%**  
Rent collection  
rate



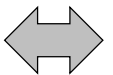
**36 days**  
Empty home  
re-let time



**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

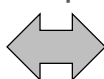


**50 days**  
Average time to  
complete routine  
repairs

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)



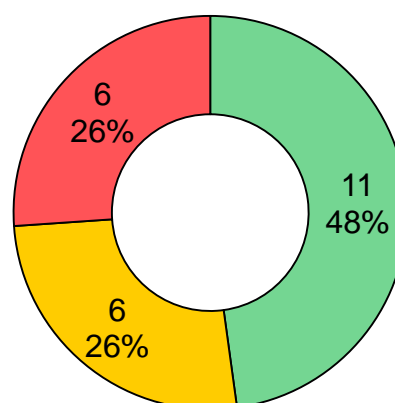
**Red – off target**  
(6 indicators)



**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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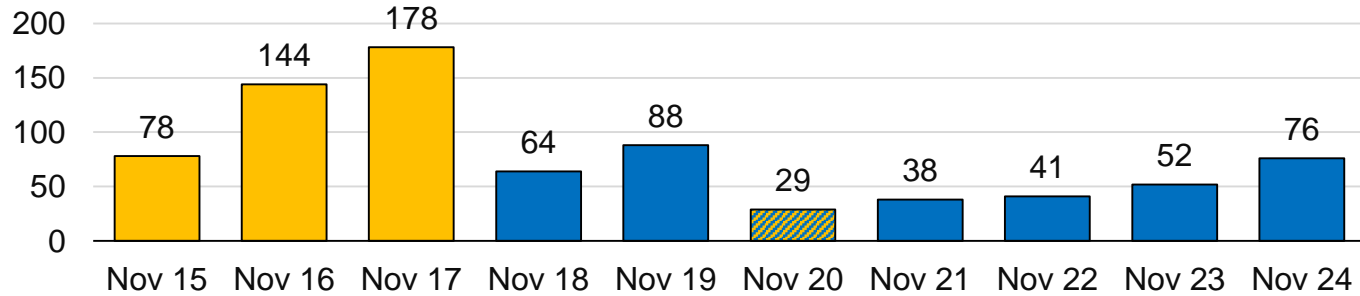
 <b>Customer feedback</b> (all indicators in this table are for the financial year to date)		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
1.1	Compliments received from customers	Info	190	16	-	-
1.2	Stage one complaints responded to within 10 working days	80% (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%).						










  <b>Private sector housing</b>		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
2.1	<b>New Corporate KPI:</b> 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"> <li>• 9 closed requests for assistance with Category 1 or 2 Hazards in property</li> <li>• 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</li> <li>• 16 Houses in Multiple Occupation (HMOs) where the special licence conditions were met.</li> </ul>						
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	-	-

  <b>Private sector housing</b>		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		

 <b>Housing options and homelessness</b>		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
4.1	<b>Corporate KPI:</b> 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	<b>Corporate KPI:</b> 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)**



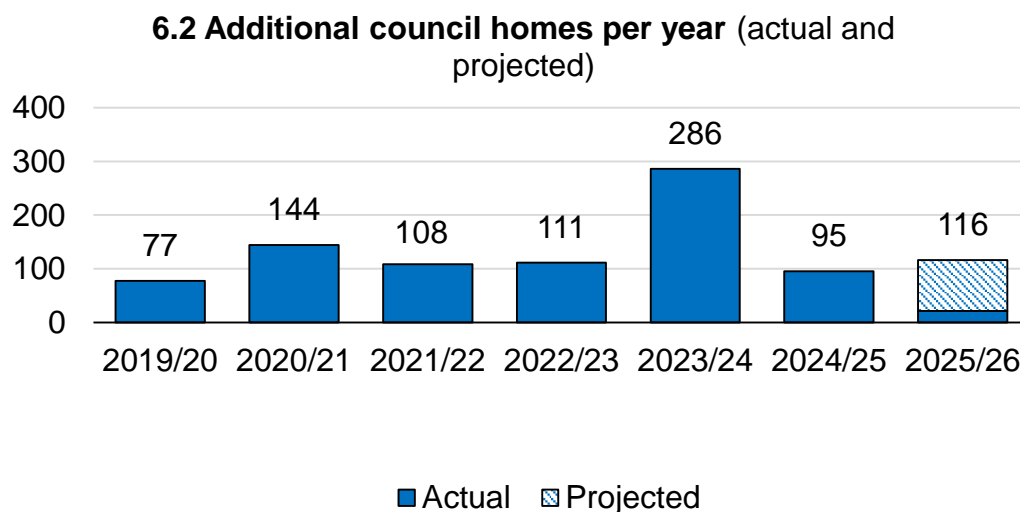
 Temporary accommodation		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
5.1	<b>Corporate KPI:</b> Total households in temporary accommodation	Info	1,970	2,021	-	-
This Corporate KPI does not have a formal target for 2025/26. This is because the rise in the number 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)		



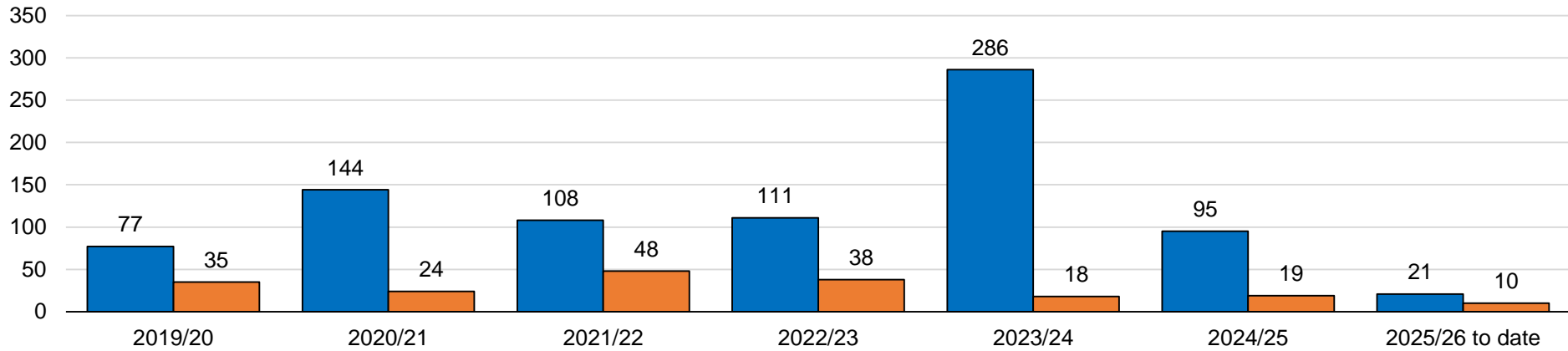
## 6.1 New supply of additional council homes

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.

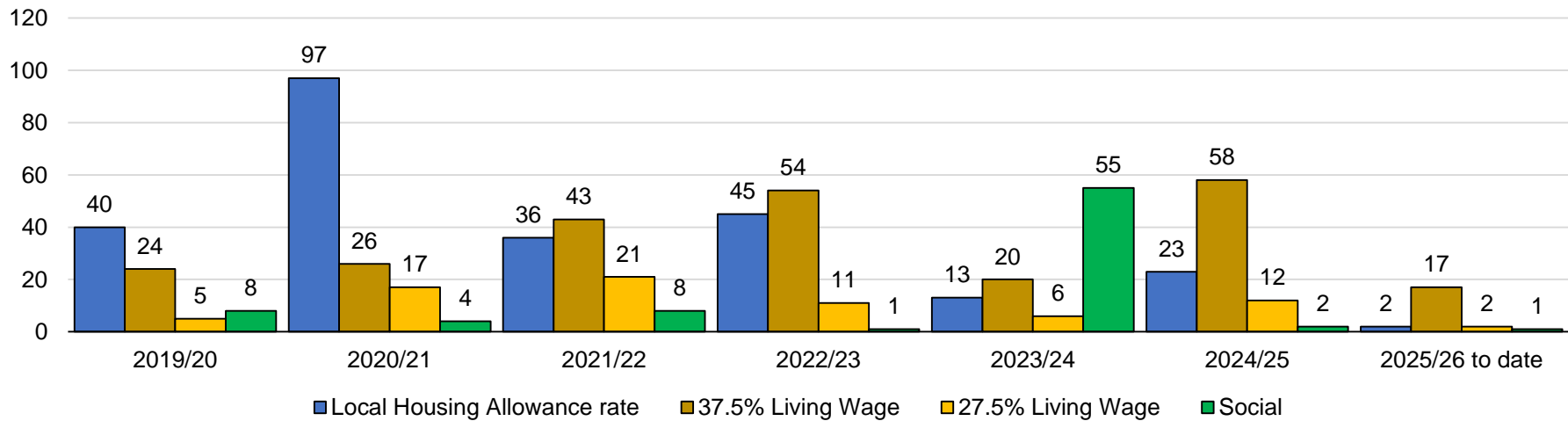
- 2019/20: 77 homes – buy backs (43), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1)
- 2020/21: 144 homes – buy backs (64), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)
- 2021/22: 108 homes – buy backs (90), Hidden Homes (8) and Oxford Street (10)
- 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)



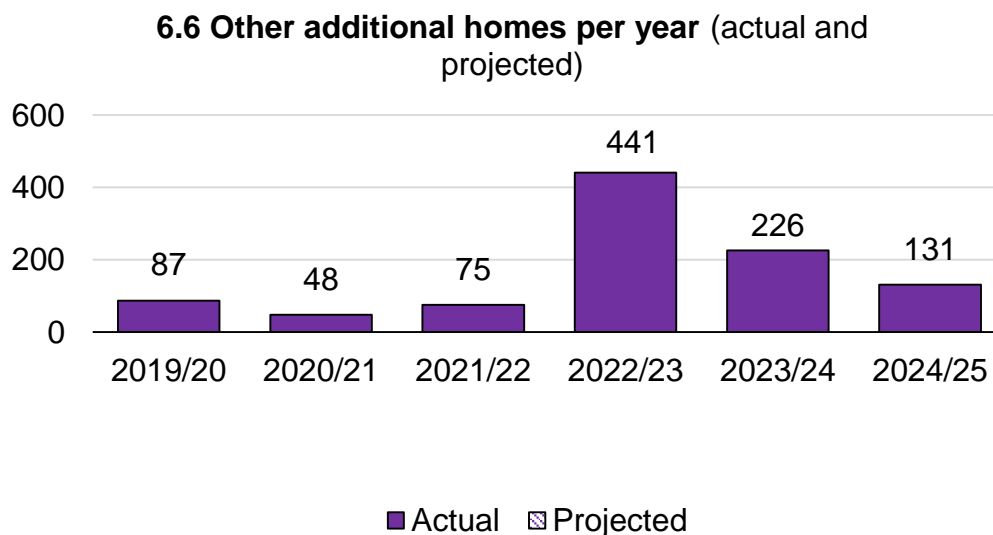
### 6.4 Additional council homes by rent level











## 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	<b>Corporate KPI:</b> 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	<b>Corporate KPI:</b> Emergency repairs completed within 24 hours	99% (97%)	98% (3,256 of 3,337)	99% (2,900 of 2,925)		
8.2	<b>Corporate KPI:</b> 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	<b>Corporate KPI:</b> 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	<b>Corporate KPI:</b> 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 *EAST* Area

### E2.1 - Recycling and refuse collections

<b>Area in city</b>	East
<b>Star rating</b>	2 star/ Local area issue
<b>Date question raised</b>	3 <sup>rd</sup> July 2025
<b>Week of Area Panel</b>	8 <sup>th</sup> September 2025
<b>Deadline for officer response</b>	15 <sup>th</sup> August 2025
<b>Name of officer responding</b>	Chloe Mclaughlin
<b>Officer job title</b>	Housing Estates Manager
<b>Contact Details</b>	Chloe.mclaughlin@brighton-hove.gov.uk

### E2.1 Question

<b>Issue</b>	The recycling and refuse collection service is poor – these are either inconsistent or don't happen at all. Broken communal bins are not replaced or repaired. There are insufficient collections or bins are not big enough.
<b>Background</b>	<p>Robert Lodge residents have reported missed recycling collections several times, and raised it at the last East Area Panel. They have had one collection on the week of 9<sup>th</sup> June and none since then.</p> <p>BELTA residents also reported that rubbish and recycling is not collected on a regular basis. Their communal bins are also not emptied regularly enough or are not big enough to fulfil the estate's requirements. Broken bins aren't repaired or replaced. These issues have meant that bins get overfull and/or seagulls and other wildlife get to the refuse and the rubbish gets strewn on the street.</p> <p>There was a discussion around food waste recycling, which is meant to have started. Residents have not received any notification as to when this scheme will start and food waste collection bins have not been received.</p> <p>Residents expressed concern about how food waste collections will work, given that the refuse and recycling collection service is so poor. Uncollected, rotting food waste could present a serious health hazard for residents, particularly during warmer months.</p> <p>Residents are frustrated that, in spite of repeatedly reporting problems around refuse and recycling, no action is taken and there is no observable improvement to the service.</p>

	Mireille handed out persistent City Clean waste issues reporting forms. Residents to fill form out and email to Jonathan Pyle at City Clean ( <a href="mailto:jonathan.pyle@brighton-hove.gov.uk">jonathan.pyle@brighton-hove.gov.uk</a> ).
<b>Request or Question</b>	Residents request that a representative from City Clean be invited to attend the next East Area Panel so issues can be jointly presented and discussed.

#### E2.1 Response

<b>Response</b>
This has been arranged and a representative from City Environment will be attending the next East Area Panel meeting.

#### E2.1 Action

<b>Action</b>	N/A
<b>Start date</b>	8 <sup>th</sup> September 2025
<b>End date</b>	10 <sup>th</sup> September 2025

#### E2.2 - Robert Lodge deliveries being stolen

<b>Area in city</b>	East
<b>Star rating</b>	2 star/ Local area issue
<b>Date question raised</b>	3 <sup>rd</sup> July 2025
<b>Week of Area Panel</b>	8 <sup>th</sup> September 2025
<b>Deadline for officer response</b>	15.08.25
<b>Name of officer responding</b>	Rachelle Metcalfe
<b>Officer job title</b>	Housing Manager
<b>Contact Details</b>	<a href="mailto:rachelle.metcalfe@brighton-hove.gov.uk">rachelle.metcalfe@brighton-hove.gov.uk</a>

#### E2.2 Question

<b>Issue</b>	Residents' parcels are getting lost because they aren't being delivered directly to residents.
<b>Background</b>	Parcels/deliveries are being left in communal hallways, which means that anyone with access to the building can take them. Some people reported that their parcels had been stolen.
<b>Request or Question</b>	Residents request notices be put up in the block to alert delivery drivers to please deliver directly to residents in their specific flats.

## E2.2 Response

Response
Our Estates Team will be installing signs in Robert Lodge asking delivery drivers to take parcels to individual flats and not leave them in communal areas. Our Housing Customer Services Team will write to all residents asking them to keep a look out for their parcels if they are expecting a delivery, or make arrangements for someone else to do so. We will also contact Royal Mail and stress the importance of not leaving parcels in communal areas.

## E2.2 Action

<b>Action</b>	Install signs; send a letter to all residents; contact Royal Mail.
<b>Start date</b>	15.8.25
<b>End date</b>	5.9.25

## Residents Questions, 3-star *EAST* Area

### E3.1 - Anti-social behaviour

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

### E3.1 Question

<b>Issue</b>	Residents are suffering from the impacts of long-term and ongoing anti-social behaviour in their areas.
<b>Background</b>	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>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 &amp; warnings.</p> <p>The following pieces of advice were shared in the meeting:</p> <ul style="list-style-type: none"> <li>• Report &amp; continue to report every instance of ASB to the Police and/or the Council</li> <li>• When reporting to the Police, remember to get a crime reference number; pass this number on to the Council, if reporting to the Council</li> <li>• Speak to local Councillors about ongoing issues</li> </ul> <p>The following article was shared with residents:  <a href="https://www.brightonandhovenews.org/2025/07/02/hundreds-of-cases-of-bad-behaviour-by-nightmare-neighbours-spur-council-scrutiny/">https://www.brightonandhovenews.org/2025/07/02/hundreds-of-cases-of-bad-behaviour-by-nightmare-neighbours-spur-council-scrutiny/</a></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 8<sup>th</sup> July and this meeting is scheduled to be webcast.</p>
<b>Request or Question</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul> <p>Residents would like to know:</p> <ul style="list-style-type: none"> <li>• How often community protection notices/warnings have been used across the city, and how effective these are (if that data is available).</li> <li>• 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?</li> </ul>

### E3.1 Response

<b>Response</b>
<p><b>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.</b></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 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

<b>Area in city</b>	East
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	3 <sup>rd</sup> July 2025
<b>Week of Area Panel</b>	8 <sup>th</sup> September 2025
<b>Deadline for officer response</b>	15 <sup>th</sup> August 2025
<b>Name of officer responding</b>	Sam Nolan
<b>Officer job title</b>	Community Engagement Manager
<b>Contact Details</b>	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.

## E3.2 Response

Response
<p><b>What Happened with the Task &amp; Finish Group</b></p> <p>The Estate Development Budget Task &amp; 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><b>Current Status of EDB Improvements</b></p> <p>We have completed several of the Task &amp; Finish Group's recommendations:</p> <p><b>What We've Done:</b></p> <ul style="list-style-type: none"> <li>• <b>Leaseholder Information:</b> All EDB documents now include disclaimers that leaseholders may be charged in exceptional circumstances. All bids are assessed for possible leaseholder charges before approval.</li> <li>• <b>Decision-Making:</b> We now allow up to 5 people per area to join EDB panels, plus LAG representatives.</li> <li>• <b>Bid Costing:</b> We add 10% contingency to all bids and can be flexible with costs during delivery.</li> <li>• <b>Ongoing Costs:</b> Projects with ongoing costs are now allowed if they show how they'll be sustained (like WiFi projects).</li> <li>• <b>Area Panel Reports:</b> Each Area Panel now gets up-to-date EDB reports with dates and finances.</li> <li>• <b>Phased Projects:</b> We allow projects to be delivered in standalone phases.</li> <li>• <b>EDB vs EIB:</b> We've clarified that EDB focuses on supporting tenant groups with community projects and activities, while EIB handles larger physical works.</li> </ul> <p><b>What We're Still Working On:</b></p> <ul style="list-style-type: none"> <li>• New separate application forms for quick bids and main bids</li> <li>• Online bid tracking system where groups can check status</li> <li>• Email and text updates to residents on bid progress</li> <li>• Participatory budgeting system with online platform</li> <li>• Better evaluation processes</li> </ul>

### What's Happening Next

**Late autumn 2025:** We'll share draft new application forms with EDB Panel members.

**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](mailto:edb@brighton-hove.gov.uk)

### E3.2 Action

<b>Action</b>	<p><b>Late autumn 2025:</b> We'll share draft new application forms with EDB Panel members to get their views before finalising them.</p> <p><b>Early 2026:</b> New improved forms will be ready for the 2026-27 financial year.</p>
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### Residents Questions – 3-star, *CENTRAL NORTH WEST* Areas

#### C3.1 - Protection of vulnerable residents

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	3 <sup>rd</sup> July 2025
<b>Week of Area Panel</b>	16 <sup>th</sup> September 2025
<b>Deadline for officer response</b>	15.08.25

<b>Name of officer responding</b>	John Evans
<b>Officer job title</b>	Housing Manager Central
<b>Contact Details</b>	John.evans@brighton-hove.gov.uk

### C3.1 Question

<b>Issue</b>	Vulnerable residents are not being protected by the Council
<b>Background</b>	<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>
<b>Request or Question</b>	What action will the Council take to make sure their vulnerable residents can live safely and securely in their homes?

### C3.1 Response

<b>Response</b>
<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>

At a recent multi-agency meeting, attended by housing staff, police, community engagement, and other teams, it was agreed that:

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.

The police will increase patrols in the area and share updates with the caseworker to help build a stronger case.

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

<b>Action</b>	Continue with the case work
<b>Start date</b>	Ongoing
<b>End date</b>	

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

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

### C3.2 Question

<b>Issue</b>	Secure tenancies are being given to people when they should not be.
<b>Background</b>	Secure tenancies are being given to known drug-dealers, regardless of the problems this will pose for the local community. Secure tenancies are

	<p>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>
<b>Request or Question</b>	<ul style="list-style-type: none"> <li>• 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?</li> <li>• Residents want firmer action to be taken. Can the Council commit to ensuring that secure tenancies are not given out in the above circumstances?</li> </ul>

### C3.2 Response

<b>Response</b>
<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</p>

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.

We appreciate your persistence in raising these issues and will continue working to improve how we respond and communicate with residents.

### C3.3 - Restructuring of resident engagement

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

### C3.3 Question

<b>Issue</b>	Central residents are concerned that a restructuring of Residents' Engagement is taking place without proper discussion and involvement of residents.
<b>Background</b>	<p>A presentation on an 'engagement menu' was given at the last Involvement &amp; 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>
<b>Request or Question</b>	<ul style="list-style-type: none"> <li>• Ask for the Home Group and Involvement and Empowerment Group to be reinstated.</li> <li>• 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.</li> </ul>

### C3.3 Response

#### Response

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.

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.
<b>Start date</b>	
<b>End date</b>	

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

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

#### C3.4 Question

<b>Issue</b>	Lack of Council action around individuals who posed a serious threat to residents.
<b>Background</b>	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.
<b>Request or Question</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Why were the perpetrators of the violent attack not moved on after it had happened?</li> </ul>

#### C3.4 Response

<b>Response</b>
<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.</p>



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:

**Why wasn't action taken sooner?**

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 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.

**N3.1 - High-rise blocks being demolished**

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

**N3.1 Question**

<b>Issue</b>	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.
<b>Background</b>	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.

	<p>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>
<b>Request or Question</b>	<ul style="list-style-type: none"> <li>• Why did the Council previously claim that these high-rise blocks were safe, and are now saying they aren't?</li> <li>• How will the Council re-house people living in those blocks? What is the plan and timescale for this?</li> <li>• Will people being re-housed take priority over people on the waiting list for tenancies?</li> </ul>

### N3.1 Response

<b>Response</b>
<p><b>Why did the Council previously claim that these high-rise blocks were safe, and are now saying they aren't?</b></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 with important building safety updates following a series of structural surveys. The 8 LPS blocks are:</p> <ul style="list-style-type: none"> <li>• Dudeney Lodge and Nettleton Court in Hollingdean</li> <li>• Falcon Court, Heron Court, Kestrel Court, Kingfisher Court and Swallow Court in north Whitehawk</li> <li>• St James's House in Kemptown</li> </ul> <p>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:</p> <ul style="list-style-type: none"> <li>• A temporary ban on e-bikes and e-scooters in all areas of the building.</li> <li>• Alternative e-bike and e-scooter storage with an electrical supply has been installed away from all 8 blocks.</li> <li>• 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.</li> <li>• Chapel Street car park, under St James House remains closed.</li> <li>• A temporary halt to all vehicles parking underneath the building remains in place for the foreseeable future at the North Whitehawk blocks.</li> <li>• A temporary suspension of the use of the garages behind Nettleton Court and Dudeney Lodge remains in place for the foreseeable future.</li> <li>• 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.</li> <li>• Removal of refuse / bin storage areas from under the blocks and regular clearance of bulk waste.</li> </ul>

- 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**

<b>Area in city</b>	North
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	26 <sup>th</sup> June 2025
<b>Week of Area Panel</b>	8 <sup>th</sup> September 2025
<b>Deadline for officer response</b>	15 <sup>th</sup> August 2025
<b>Name of officer responding</b>	Harry Williams
<b>Officer job title</b>	Director of Housing People Services
<b>Contact Details</b>	Harry.williams@brighton-hove.gov.uk

**N3.2 Question**

<b>Issue</b>	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.
<b>Background</b>	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. Some of the concerns raised were around anti-social behaviour (arson, harassment, bullying, threats of violence, drug use, drug dealing, noise),

	<p>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 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>
<b>Request or Question</b>	<ul style="list-style-type: none"> <li>• 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?</li> <li>• 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?</li> <li>• Request that the allocations process be reviewed in light of the above issues, and for residents &amp; Residents Associations to be involved in this review.</li> </ul>

### 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> <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.</p> <p>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.</p>

### N3.2 Action

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

### W3.1 - Council contractors not using ID or giving prior notification

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

### W3.1 Question

<b>Issue</b>	Council contractors are turning up at people's homes without any ID or prior notification.
<b>Background</b>	<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>
<b>Request or Question</b>	<ul style="list-style-type: none"> <li>• Why, when residents have raised this issue before and been assured that the Council takes it seriously, is this still happening?</li> <li>• 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?</li> <li>• What action does the Council take against the contractors and sub-contractors if they are not doing this?</li> </ul>

### W3.1 Response

<b>Response</b>
<p><b>1. Why is this issue still occurring despite previous assurances from the Council?</b></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</p>



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.

## **2. What monitoring does the Council carry out?**

The Council conducts regular review meetings with all contractors to monitor performance, address concerns, and ensure compliance with agreed standards.

## **3. How does the Council ensure that subcontractors provide ID and notify residents before visits?**

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.

## **4. What action does the Council take if contractors or subcontractors fail to meet expectations?**

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?

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

### W3.2 Question

<b>Issue</b>	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.
<b>Background</b>	<ul style="list-style-type: none"> <li>• It takes a really long time to get even the smallest things done.</li> <li>• Quick, effective action by the Council makes a huge difference but rarely happens.</li> <li>• Unresolved issues go round in circles, with everyone getting increasingly frustrated.</li> </ul>



	<ul style="list-style-type: none"> <li>• 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.</li> <li>• The lack of action means that residents don't feel respected, listened to or taken seriously.</li> </ul>
<b>Request or Question</b>	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

<b>Response</b>
<p>Thanks for your question.</p> <p>We recognise that residents are frustrated by:</p> <ul style="list-style-type: none"> <li>• Long waits to get things sorted</li> <li>• Poor communication about delays</li> <li>• Issues going round in circles</li> <li>• Feeling unheard and unsupported</li> </ul> <p>We recognise these are serious issues that affect how people feel about their community and council.</p> <p><b>What We're Doing</b></p> <p>We're using our Better Homes approach to tackle this. Through workshops, residents raised six key areas to focus on with housing services:</p> <ol style="list-style-type: none"> <li>1. <b>Better Customer Service</b> - improve communication and support</li> <li>2. <b>Better Complaints Service</b> - make it easier to complain and get proper responses</li> <li>3. <b>Better Repairs</b> - do repairs right first time and keep you informed</li> <li>4. <b>More Ways to Have Your Say</b> - give you more chances to get involved</li> <li>5. <b>Better Online Services</b> - improve our website and online options</li> <li>6. <b>Safer, Cleaner Areas</b> - look after all areas properly and make reporting easier</li> </ol> <p>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.</p>

### W3.2 Action

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

## 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**





### 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 &amp; 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 maintenace 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

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 tenant 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				

