

Housing Management Panel: Central Area

Date: 16 September 2025

Time: 18:00

Venue Hybrid
Virtual – Zoom
In-Person – Brighton Town Hall, Committee Room 1

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

Contact: Francis Mitchell
Democratic Services
01273 298143
Francis.Mitchell@brighton-hove.gov.uk

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

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Agendas are available to view five working days prior to the meeting date.

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This agenda and all accompanying reports are printed on recycled paper

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FURTHER INFORMATION

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

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Date of Publication - Monday, 8 September 2025

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

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

When	Tuesday 16th September 2025 17:30 - 18:00 Housing surgery – for individual enquiries 18:00 - 20:00 Central Housing Area Panel
Venue	Brighton Town Hall, Committee Room 1, Bartholomew Rd, Brighton and Hove, Brighton BN1 1JW
Join via the Internet or phone call	<p>Attend via video link: Please type the following address in your browser: http://bit.ly/44xy2mN</p> <p>If the link above does not work, you can join through the Zoom website https://zoom.us/join Join a Meeting with these details:</p> <p>Meeting ID: 811 8926 9065 Passcode: 45678</p> <p>Want to borrow a tablet? Let the team know!</p> <p>OR phone in: If you cannot use a desktop, smartphone or tablet to connect to the internet, you can access the Area Panel meeting through a phone call: With a landline phone, call one of the following numbers and type in the meeting ID and passcode above when asked:</p> <p>+44 131 460 1196 / +44 203 481 5237 / +44 203 481 5240</p>
Transport	<p>We can help with transport costs:</p> <ul style="list-style-type: none"> • Please let us know at least 7 days in advance if you would like a bus ticket to get to the meeting. • Taxis can be requested by people with mobility issues, ask the Community Engagement Team for the code. • If you drive, you can claim mileage and parking costs through your resident association grant, or via your Community Engagement Officer.

Please contact the Community Engagement Team at 07717 302986 / communityengagement@brighton-hove.gov.uk if you have any questions.

Actions from Central Area Panel meeting 17th June 2025

Outstanding actions carried forward

REF + date first raised	Action History and last Update	Who	Response including what is completed & outstanding	Is action Complete / Outstandi ng	Date action completed or planned?
OCA1 Nov- 24	Community Engagement to liaise with residents regarding High Rise Action Group.	Sam Nolan	The Community Engagement team recognizes that traditional residents' groups have faced challenges in attracting diverse tenant participation and ongoing participation however, if tenants express a genuine interest in establishing a High Rise Action Group, we will provide targeted support to help them get started. This support includes assistance with developing clear objectives and terms of reference, initial help with tenant outreach to gauge wider interest, and guidance on setting up basic governance structures. We can share learning from previous groups about what has worked and what hasn't, particularly around engaging a broader range of residents. We would encourage the group to consider innovative approaches to engagement that might attract more diverse participation than traditional models. The Community Engagement team can provide this initial support to get the group set up.	Complete	15.08.25
OCA2 Nov- 24	Special budget meeting to be arranged for residents.	Sam Nolan	The Community Engagement team will set up two budget meetings for residents. The first meeting will be in late March or early April where we'll explain how the housing budget works - where money comes from, where it goes, and what rules we have to follow. We'll use simple charts and examples to make the numbers easier to understand. The second meeting will be in late June or early July where residents can tell us their priorities and ideas for the budget. This gives us enough time to include resident feedback before the September 2026 budget deadline. We'll keep the meetings short and focused on the areas where residents can actually influence decisions. The Community	Complete	15.08.25

			Engagement team will book the venues and invite residents, but we'll have finance colleagues to come along and explain the money side of things. We know budgets can be confusing, so we'll make sure everything is explained clearly without using financial jargon.			
OCA3 Mar-25	Geof Gage to follow up with Eileen Steward to arrange a residents meeting on Feb/March C.2.2 windows. Previous response June 2025: We will be arranging resident meetings for the roof works shortly and will discuss this at the same time, we are also preparing an FAQ for the future works in 2026, this is not ready as yet and will not be until we have a draft specification, I am happy to talk to this at the AP meeting if required, there is unfortunately no interim works we can do ahead of the full project and any repairs issues will need to be reported to repairs in usual manner.	Geof Gage	The Homes & Investment Service will follow this up directly with residents.		Ongoing	No date set yet for follow up
OCA4 Mar-25	Emma Salcombe requested a meeting with officers and to start talking to the relevant people regarding ASB victims.	Janet Dowdell	Jan Dowdell and John Evans will arrange to meet with Emma to take this forward. The Area Housing Team can arrange to deliver ASB workshops, sessions to talk about our approach to ASB and how we support victims and witnesses. We have a tailored approach depending on the needs of each case and would like the opportunity to talk this through with Emma and other residents.		Complete	21/08/25
OCA5 Mar-25	Grant Ritchie to contact Chris Vine/Eileen Stewart regarding broken fence on Somerset Street.	Grant Ritchie/ Mikila Beck	This fence has now been repaired.		Complete	15.08.25

OCA6 Mar-25	Grant Ritchie to speak with Emma Salcombe regarding arranging a meeting with Highways to discuss drains in Central Area	Grant Ritchie/ Mikila Beck	Chloe has contacted Emma to take this action forward.	Complete	15.08.25
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Actions from last meeting

REF	Action	Who	Response including what is completed & outstanding	Is Action Complete / Outstanding	Date action completed or planned?
CA2	Justine Harris to follow-up up with Geof Gage outside the meeting regarding dropped curbs and removed ambulance bays.	Justine Harris/ Geof Gage	This was followed up. Benjamin Tedder who oversees use of car parks and garages manager for Housing can also do a walk about with residents to review dropped curbs and ambulance bays.	Complete	15.08.25
CA3	Geof Gage to speak to resident who reported glass and duvets etc left in roof during recent repairs at their property.	Geof Gage	Verbal update	Outstanding	
CA4	Mikila Beck to speak to resident regarding repair that's been outstanding for 5 years	Mikila Beck	This is in relation to windows at Hampshire Court. The windows were due to be replaced on a planned/major program. Date to be communicated to residents once it's confirmed.	Outstanding	
CA5	Geof Gage to check if there are plans to bring solar panels to Craven Vale	Geof Gage	The current solar PV programme is installing on houses and bungalows only, prioritising those properties that are electrically heated and with an EPC rating of D or below, although this criteria has been able to be extended throughout the programme to include properties with a low EPC C rating. Tenants whose home falls within the criteria are contacted by the Council to arrange an installation. There is currently no plan to install solar PV on communal roofs as it is more complex to share the benefits of the generated electricity directly with tenants. This is something that we are hoping to explore in the future if possible and if a business case can be developed to support such a programme.	Complete	08.08.25

REF	Action	Who	Response including what is completed & outstanding	Is Action Complete / Outstanding	Date action completed or planned?
CA6	In relation to resident question C3.1 regarding use of residents' car parks by builders: Geof Gage to speak to One Parking Solutions and Benjamin about the abuse of visitors passes, half an hour free parking sessions and setting up a meeting with the residents to discuss parking issues.	Geof Gage	Geof will follow this action up with residents. In regards to the abuse of visitors passes residents can report this directly to Housing Customer Service team housing.customerservices@brighton-hove.gov.uk 01273 293030 and the team will take action under the visitor permit abuse process.	Ongoing	
CA7	In relation to resident question C3.2 regarding support around mental health issues: Barry Winchester to email Emma Salcombe regarding working together on listening sessions for the 13 th September tenancy celebration.	Barry Winchester	Emma and Barry have met to explore issues raised around ways of working and expectations of the CE Team. We set some ground rules. And we agreed that we would work together with the Co-Chair, Lee Catt, in leading a workshop at the Tenant Celebration Day on Saturday 13 September to include Emma's suggestion around tenant training opportunities and building stronger tenants' groups in the city.	Complete	15.08.25
CA9	In relation to resident question C3.3 regarding the Council's communication when lifts break down: Geof Gage to find out when Warwick Mount will have lifts that stop at every floor and give an update before the next area panel.	Geof Gage	Both lifts at Warwick Mount are currently in service and since February have offered a fairly reliable service to residents. Some key spares have been sourced and are stored on site, whilst these spares may resolve some issues we cannot keep a complete stock of spares so there remains a chance of lift downtime in the event of component failures. Longer term. We plan to modernise or fully replace both lifts. We have recently appointed a specialist lift consultant to advise us on the best options for a long-term solution. This work will be considered alongside and is proposed to align with other works required to the block, including major electrical upgrade works, which presents some complexity around programming and	Complete	

REF	Action	Who	Response including what is completed & outstanding	Is Action Complete / Outstanding	Date action completed or planned?
			delivery. This will be undertaken in consultation with residents.		
CA10	In relation to resident question E3.1 regarding citywide and service improvement groups being halted due to low attendance and not having sufficient staff: Justine Harris to get an update from Sam Nolan regarding the June workshop on improving engagement.	Justine Harris/Sam Nolan	Sam to provide and update at the meeting	Ongoing	
CA11	To bring question raised by E3.1 June 2025 to the next meeting. (citywide and service improvement group meetings)	Sam Nolan	This is in relation to the City Wide Service Improvements groups. Verbal update and discussion at the next meeting.	Ongoing	

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: CENTRAL AREA

2.00pm 17 JUNE 2025

MINUTES

Councillors: Councillor Ellen McLeay (Co-Chair)

Residents: Lee Catt (Co-Chair), Emma Salcombe, Chris Vine, Martin Cunningham, Heidi Walker, Pippin Boardman, Eileen Stewart, Natasha Burney, Rosemary Johnson, Jason Williams, Tony Price, Nick Wood, Christine Parrott.

Officers: Tom Trigwell (Community Engagement Administrative Assistant), Geof Gage (Head of Housing, Investment & Asset Management), Emma Darlaston-Williams (Project Manager – Building Safety Team), Mikila Beck (Interim Head of Repairs), Grant Ritchie (Head of Housing Repairs & Maintenance), Justine Harris (Head of Tenancy Services), Hannah Barker (Senior Community Engagement Officer), Simon Bannister (Community Engagement Officer), Barry Winchester (Community Engagement Officer), Martin Reid (Director of Homes & Investment), Francis Mitchell (Democratic Services Officer), Marie Button (Democratic Services Officer).

Press: Sarah Booker-Lewis

1 ELECTION OF RESIDENT AND COUNCILLOR CO-CHAIR

1.1 Councillor Ellen McLeay was elected as Councillor co-Chair.

1.2 Lee Catt was elected resident co-Chair.

2 WELCOME, INTRODUCTIONS AND APOLOGIES

2.1 There were apologies from Linda King (Chair of Essex Residents' Association), Councillor Theresa Mackey, Councillor Alison Thomson and Mel Denier.

3 CHAIR'S COMMUNICATIONS

3.1 There were none.

4 MINUTES AND ACTIONS

MINUTES

4.1 Rosemary Johnson advised that on page one of the previous minutes, under item 3, subheading C2.3, they were pointing out that there were samples available at the housing office and suggested that Hampshire Court request that they be brought round so they can have a look.

- 4.2 Rosemary advised that at the top of page three, the reference to the minor works related to something specific and does not relate to all minor works.
- 4.3 Martin Cunningham advised that on page one, under item 3, subheading C2.3, it should be 'Hampshire Court', not 'Hampshire Lodge'.
- 4.4 **RESOLVED:** That subject to the above amendments, the minutes of the previous meeting held on 18 March 2025 were agreed as a correct record.

ACTIONS

- 4.5 The Chair confirmed there were seven completed actions and two ongoing.
- 4.6 For action OCA1, concerning arranging a meeting with Highways to discuss drains in Central Area, Emma Salcombe advised that this was also about pathways and parking obstructions and confirmed they had formally requested a meeting with Highways.
- 4.7 For action OCA3, regarding Community Engagement liaising with residents about the High Rise Action Group, there were no updates.
- 4.8 For action OCA4, regarding arranging a special budget meeting being arranged for residents, there were no updates.
- 4.9 For action OCA7, regarding the possibility of providing residents with SGN inspection reports, Grant Ritchie confirmed the SGN don't do a report so there is nothing to share but they are waiting to hear if they can go and see the installation.
- 4.10 For action CA1, regarding Geof Gage following up with Lee Catt soakaway, Emma Salcombe confirmed they would speak to Grant Ritchie after the meeting.
- 4.11 For action CA2, regarding Geof Gage following up with Eileen Steward on c.2.2 windows, Geof confirmed they haven't arranged the meeting yet but they will.
- 4.12 For action CA3, regarding Emma Salcombe requesting a meeting with officers about ASB victims, Emma confirmed they had a meeting with John Evans and they have also spoken to Community Engagement about setting up training on anti-social behaviour and the support available for residents. Emma is working with Justine Harris on how best to proceed with this so it is still ongoing.
- 4.13 For action CA4, regarding the broken fence on Somerset Street, residents confirmed this has been completed.
- 4.14 For CA5, regarding the removed ambulance bay at Somerset Point, Eileen Stewart discussed accessibility and safety issues caused for residents by the removal of the ambulance bay and clarified that they are asking for either the reinstatement of the ambulance bay or for one of the parking spaces to be removed.
- 4.15 Justine Harris advised they would pick this up with Geof Gage afterwards.

5 HOUSING PERFORMANCE REPORT ANNUAL ROUND UP 2024/25

- 5.1 Martin Reid presented the report on Housing Performance.
- 5.2 Justine Harris answered a question regarding why some helpdesk calls are not answered, advising that the main reason is that some people call and hang up before the call can be answered potentially due to hearing the message covering what can be done online.
- 5.3 In response to comments regarding solar panels working well, Martin Reid advised that they are looking at ways they can further increase home efficiency.
- 5.4 Natasha Burney raised concerns about the same repairs needing to be done multiple times. Natasha discussed safety concerns with a recent repair, including glass being left at their property and the cost implications of multiple visits being needed.
- 5.5 Martin Reid advised that they are looking at how they can engage better with tenants to avoid repeat calls and looking at working with leaseholders to track repairs and get ahead of what may come up in each block.
- 5.6 Martin advised he would ask Geof Gage to pick up on the items left in Natasha's roof.
- 5.7 Residents discussed charges for repeated repairs and reimbursements for leaseholders.
- 5.8 In response to Martin Cunningham raising that they have a repair that has been outstanding for 5 years, Mikila Beck and Lee Catt advised they would get the details of this after the meeting.
- 5.9 Martin Reid discussed that the residents are the council's eyes and ears and if things are being repeated, they need to know. Martin confirmed that if they are made aware of repeat charges to leaseholders, they will reimburse the whole block if they accept that a mistake has been made.
- 5.10 In response to Natasha Burney's question regarding reimbursement or compensation for council tenants for services they are not getting, Martin Reid advised that this is dealt with differently as leaseholders are billed directly.
- 5.11 Rosemary Johnson asked if any leaseholders would like to volunteer to be the first to trial going through the spreadsheet to spot errors, to let Simon Plotkins know.
- 5.12 In response to a resident question regarding plans to bring solar panels to Craven Vale, Geof Gage confirmed they would check on this and Martin Reid advised that they are targeting solar panels in locations where energy efficiency is not good.
- 5.13 In response to Rosemary Johnson's question, Martin Reid confirmed that there are 21 new council homes at St Aubyns and overall there have been 95 new council homes bought this year.

6 HEALTH & SAFETY AND COMPLIANCE UPDATE

- 6.1 Martin Reid gave a Health & Safety Compliance update.

6.2 In response to residents' questions, Martin confirmed that all commonway electricals are being re-tested, prioritising high-rise blocks, conversions and seniors. Martin also clarified that the water safety element of the report relates to the shared water systems.

6.3 There were no further questions.

7 RESIDENT ENGAGEMENT STRATEGY - HIGH RISE

7.1 Geof Gage gave a verbal update on the resident engagement strategy.

7.2 There were no questions.

8 ASB REPORTING AND SUPPORT FOR VICTIMS AND RESIDENT ASSOCIATION REPRESENTATIVES FOLLOW-UP

8.1 The Chair confirmed this was covered in the update provided earlier.

9 BREAK

10 RESIDENT QUESTIONS 2 AND 3 STARS

10.1 The Chair confirmed that question C2, regarding fencing at Essex Place, has been completed.

10.2 The Chair introduced question C3.1 regarding the use of the residents' car parks by builders.

10.3 Residents and officers discussed the commercialising of spaces, the abuse of visitors permits, getting parking tickets when they cannot access their own parking spaces and the need for bringing back the free half an hour parking session.

10.4 Geof Gage advised they would look into setting up a meeting with Benjamin Tedder and One Parking Solutions.

10.5 The Chair introduced question C3.2 regarding support around mental health issues.

10.6 Residents discussed the lack of at-home support available for individuals leaving hospital following treatment for their mental health.

10.7 Justine Harris raised that the new neighbourhood officers will help in giving the council a presence in the estates and encouraged residents to raise issues with them.

10.8 Hannah Barker advised that if there is any training the Residents' Associations would like to do, they can talk to Community Engagement as they can help with arranging it.

10.9 Barry Winchester discussed the tenant celebration day in Hangleton in September and suggested they could email Emma Salcombe to plan a number of training and listening sessions so they can further understand what tenants need in their homes.

- 10.10 The Chair introduced question C3.3 regarding communication and delays when lifts are broken.
- 10.11 Residents discussed that the response provided does not accurately reflect what happened.
- 10.12 Justine Harris apologised and advised that the response given is what should have happened in this circumstance rather than what did happen and suggested that a clarified response is brought back to the next meeting.
- 10.13 Pippin Boardman discussed the issues caused by having lifts that only serve every other floor or that are out of action and the impact that this has on residents lives.
- 10.14 In response to Emma Salcombe's question concerning when Warwick Mount will have two lifts that serve every floor, Geof Gage advised that this is being tendered at the moment and they will provide an update.
- 10.15 Emma Salcombe raised that they would like to discuss question E3.1 from the East area regarding citywide and service improvement groups being halted. Emma asked when residents would get their Senior Housing, Home Move and Resident Inspector groups back.
- 10.16 Hannah Barker advised that they don't believe they are going to bring the groups back, discussing the low attendance at meetings and the need to provide a broader range of ways for tenants to interact with the landlord.
- 10.17 Residents discussed their concerns regarding the stopping of these groups and Emma asked why residents are not being listened to in relation to this.
- 10.18 In response to Lee Catt's question regarding a hybrid solution, Hannah Barker suggested this can be contained in the new structure, and they need to provide other ways for residents to engage within their capacity and resources.
- 10.19 Justine Harris advised that the next steps laid out in the response include an engagement workshop in June and they will need to come back with an update on this.
- 10.20 Barry Winchester discussed expectations and participation from different communities. Barry raised the idea of residents setting up their own groups with support from officers.
- 10.21 In response to the Chair's question regarding whether resident-led groups would be recognised by the Council, Barry advised that this is something that would need to be looked into.

11 ANY OTHER BUSINESS

- 11.1 In response to Emma Salcombe's question regarding where they are with the laundry review, Geof Gage advised they would find out and come back with an answer.
- 11.2 Grant Ritchie announced he is retiring and introduced Mikila Beck as the new interim Head of repairs.

11.3 Pippin Boardman welcomed Lee Catt as co-Chair and thanked Emma Salcombe for their work over the last few years.

11.4 The Chair echoed Pippin's thanks to Emma.

The meeting concluded at 4.13pm

Signed

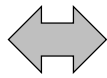
Chair

Dated this

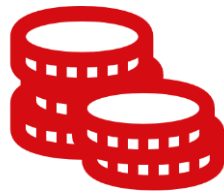
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Council housing performance

Quarter 1 2025/26 (Apr to Jun 2025)



100%
Gas safety
compliance



92.4%
Rent collection
rate



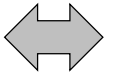
36 days
Empty home
re-let time



96.9%
Dwellings
meeting Decent
Homes standard



89%
Customer
services calls
answered



98%
Emergency
repairs within
24 hours



70%
Complaint
responses within
10 working days



90%
Repairs
helpdesk calls
answered

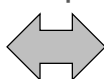


50 days
Average time to
complete routine
repairs

Performance since previous quarter is:



Improved



Same



Poorer

Quarter 1 2025/26 council housing performance – key trends

Top scores (compared to target)

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

Bottom scores (compared to target)

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

Biggest improvements (since previous quarter)

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

Biggest drops (since previous quarter)

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

Housing performance report

Quarter 4 and end of year 2024/25

This report provides updates on performance indicators covering a wide range of housing services provided by Brighton & Hove City Council. The report covers Quarter 1 (Q1) of the 2025/26 financial year and uses red, amber and green ratings, as well as trend arrows. Commentary has been included for all indicators that are red.

The ratings and trends for the quarter are as follows:



Green – on target
(11 indicators)



Improved since last time
(11 indicators)



Amber – near target
(6 indicators)



Same as last time
(6 indicators)



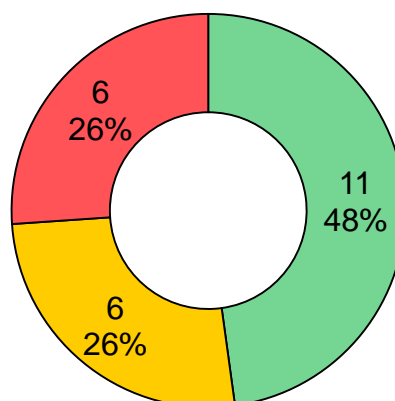
Red – off target
(6 indicators)



Poorer than last time
(6 indicators)






Performance indicators (Q1 2025/26)



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












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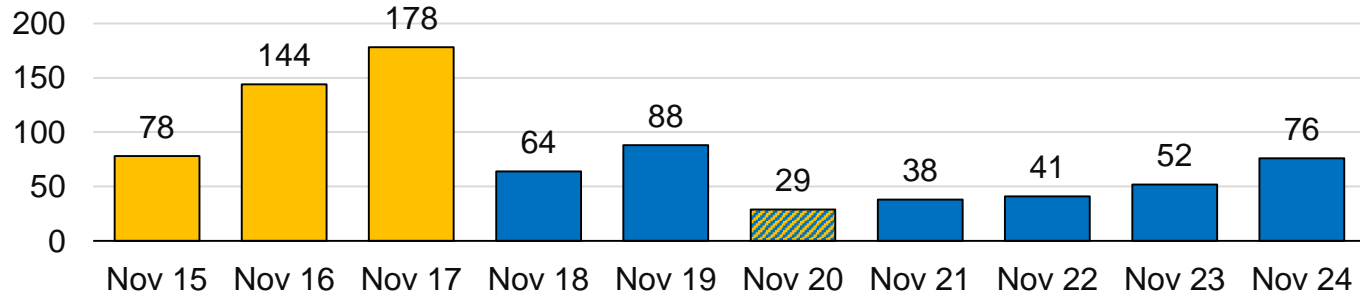
	Customer feedback (all indicators in this table are for the financial year to date)	Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
1.1	Compliments received from customers	Info	190	16	-	-
1.2	Stage one complaints responded to within 10 working days	80% (70%)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










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

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

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

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

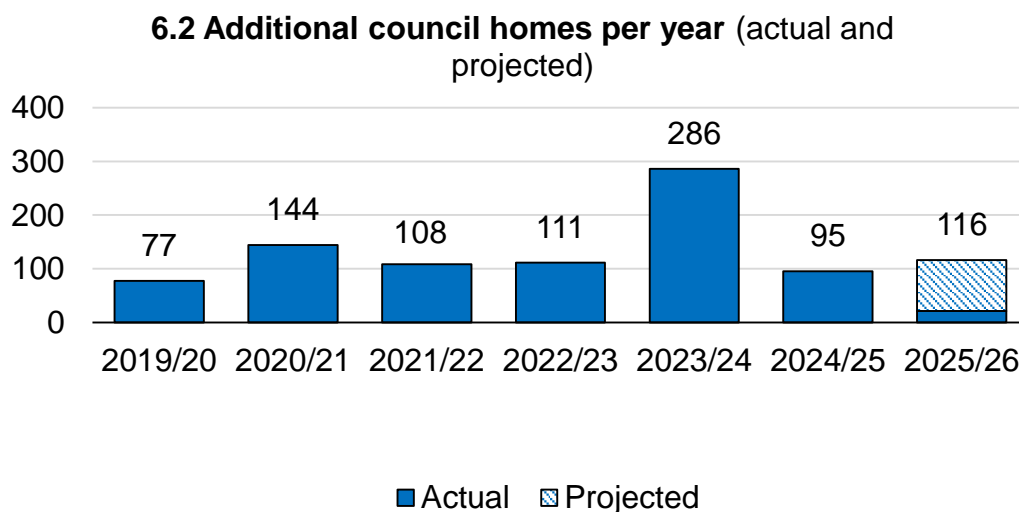


 Temporary accommodation		Target (amber value)	Q4 2024/25	Q1 2025/26	Status against target	Trend since last quarter
5.1	Corporate KPI: Total households in temporary accommodation	Info	1,970	2,021	-	-
This Corporate KPI does not have a formal target for 2025/26. This is because the rise in the number of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

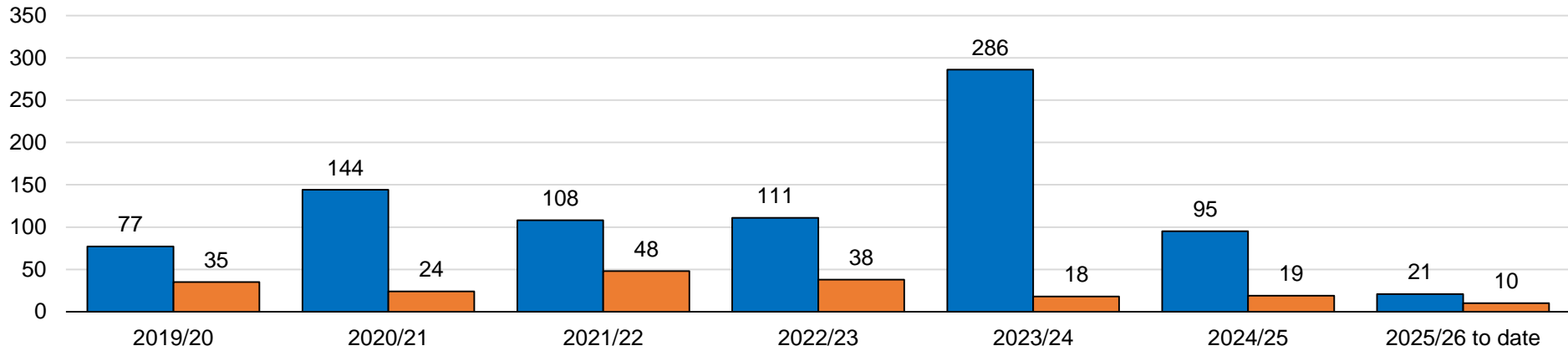
6.1 New supply of additional council homes

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

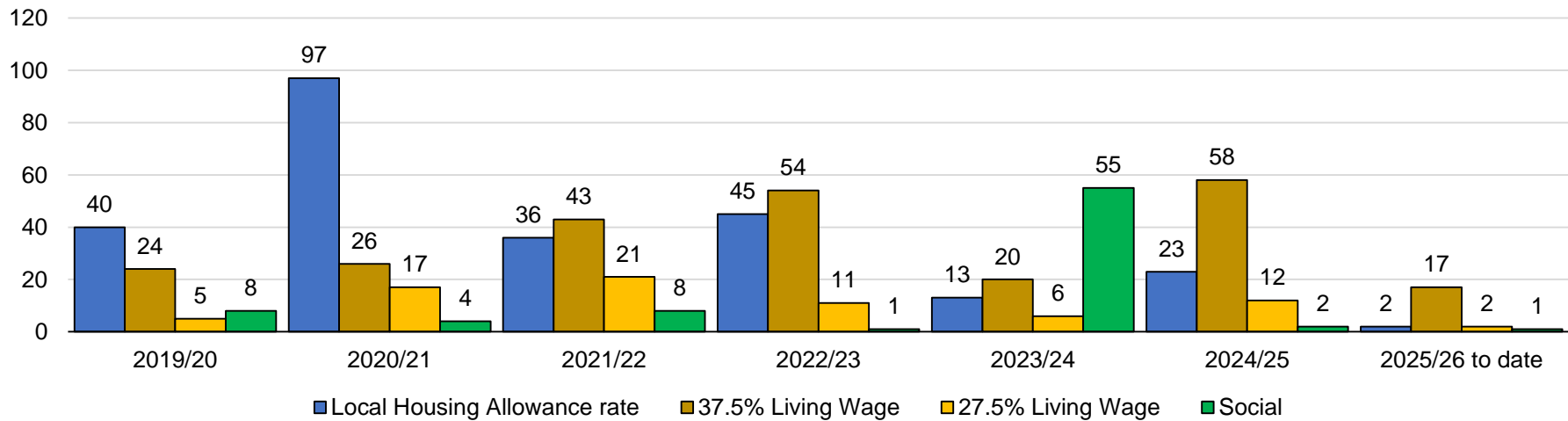
- 2019/20: 77 homes – buy backs (43), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1)
- 2020/21: 144 homes – buy backs (64), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)
- 2021/22: 108 homes – buy backs (90), Hidden Homes (8) and Oxford Street (10)
- 2022/23: 111 homes – buy backs (69) and Victoria Road (42)
- 2023/24: 286 homes – buy backs (62), Homes for Brighton & Hove rented units (49 at Quay View and 127 at Coldean Lane), Hidden Homes (4), Kubic Apartments (38), Charles Kingston Gardens (2) and Grand Parade (4)
- 2024/25: 95 homes – buy backs (74), and St Aubyn's (21).
- 2025/26: 116 homes – buy backs (72), Martin Road (1), Frederick Street (4), Palace Place (11) and Brickfields (28). This projection is above the target of 110 for the 2024/25 financial year.



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



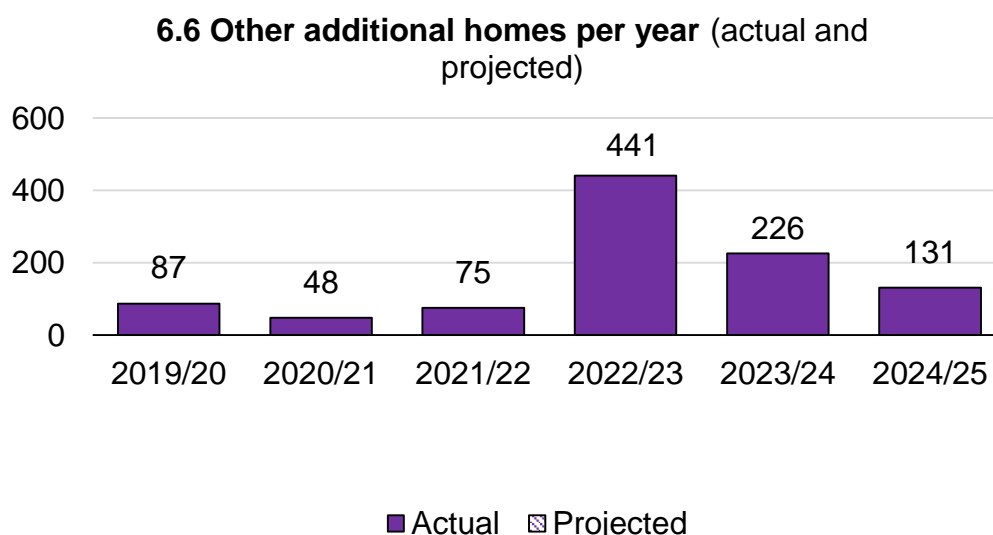
6.4 Additional council homes by rent level











6.5 New supply of other affordable homes










A total of 1,008 homes (418 rent and 590 shared ownership) were completed between April 2019 and March 2025 and a further 308 homes (149 rent and 159 shared ownership) are projected for completion during the 2025/26 financial year.












- 2019/20: 87 homes – Montpelier Place (5), Kingsway (54) and Circus Street (28)
- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 75 homes – Preston Barracks (19), Falmer Avenue (13), Hangleton Way (33) and Lions Gardens (10)
- 2022/23: 441 homes – Edward Street (33), School Road (104), Preston Barracks (67), Graham Avenue (125), Sackville Hotel (7), New Church Road (5) and King's House (100)
- 2023/24: 226 homes – Homes for Brighton & Hove shared ownership units (55 at Quay View and 115 at Coldean Lane), York and Elder (22), Hove Gardens – Ellen Street (16) and Allingham Place – Ovingdean (18)
- 2024/25: 131 homes – Davigdor Road (5), Home X – Preston Barracks (16), St Aubyn's – Rottingdean (16), Lyon Quarter (77), Hove Central (17)
- 2025/26: 308 homes – Lyon Quarter (77), Coombe Farm (59), Home X – Preston Barracks (89), KAP Site – Newton Road (14), Wellesbourne – Preston Park (30) and Moda – Hove (39)









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

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

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

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

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

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

Residents Questions, 2- star *CENTRAL* Area

C2.1 - Ardingly Court and over-55's status

Area in city	Central
Star rating	2 star/ Local area issue
Date question raised	3 rd July 2025
Week of Area Panel	15 th September 2025
Deadline for officer response	15.08.25
Name of officer responding	Emma Gilbert
Officer job title	Housing Operations Manager
Contact Details	Emma.gilbert@brighton-hove.gov.uk

C2.1 Question

Issue	Ardingly Court residents wish to reinstate the over-55's designation for their blocks.
Background	Ardingly Court used to be designated as flats for over-55's, as well as having a 'sensitive lets' grading. Both of these have been revoked without residents being consulted or informed of the decision. Residents are very upset and angry about both the decision to do this and the way it was handled. When they moved into their flats they were told it had an over 55's designation, which was a significant factor in many people's decision to move there.
Request or Question	<ul style="list-style-type: none"> • Why did such a major change to the living situation of Ardingly Court residents take place not only without consultation, but without even informing residents this had happened? • Can the Council confirm that this is not good practice and will not happen again? • Ardingly Court residents want to have their over-55's status returned. Will the Council do this?

C2.1 Response

Response
<p>Ardingly Court remains as an over 50 age restricted block for properties let in accordance with the Allocations Policy, via Homemove.</p> <p>The age restriction only applies to non-mobility rated flats. If a flat has a mobility rating, the age restriction is removed.</p> <p>The restriction does not apply to leasehold properties or temporary accommodation properties including Seaside Homes.</p>

We have checked the flats advertised over the last year and can see that 2 adverts were missing the age restriction, this resulted in one property being allocated to a household below 50. This was our error and we have already taken steps to ensure this does not happen again.

Residents Questions, 3-star *CENTRAL* Area

C3.1 - Protection of vulnerable residents

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

C3.1 Question

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

C3.1 Response

Response
<p>Please see response to C3.2 in relation to allocation of housing.</p> <p>We understand that many residents at Ardingly Court have been deeply affected by ongoing antisocial behaviour, particularly the drug-related disorder linked to one of the properties. This has understandably caused distress, fear, and frustration within the community.</p> <p>The case is currently being managed by our Complex Case Team, and the caseworker is working closely with the police and other professionals to gather the evidence needed to apply for a Closure Order or consider other enforcement options. We know that some residents have been reluctant to engage, and we want to acknowledge how difficult it can be to speak out—especially when there are concerns about safety or reprisals.</p> <p>At a recent multi-agency meeting, attended by housing staff, police, community engagement, and other teams, it was agreed that:</p> <p>The caseworker will reach out again to residents to see who may feel safe and supported enough to provide a witness statement or keep a diary of incidents.</p> <p>The police will increase patrols in the area and share updates with the caseworker to help build a stronger case.</p> <p>CCTV and police reports will form part of the evidence</p> <p>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.</p> <p>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.</p> <p>If you have any concerns or would like to speak confidentially with the caseworker, please don't hesitate to reach out.</p>

C3.1 Action

Action	Continue with the case work
Start date	Ongoing
End date	

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

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

C3.2 Question

Issue	Secure tenancies are being given to people when they should not be.
Background	<p>Secure tenancies are being given to known drug-dealers, regardless of the problems this will pose for the local community. Secure tenancies are also given to people when they break the terms of their tenancy during the first twelve months, while on an introductory tenancy. This seems to remove the purpose of an introductory tenancy.</p> <p>This issue of drug-dealers being given secure tenancies was first raised some time ago, and residents are still waiting for an answer.</p>
Request or Question	<ul style="list-style-type: none"> • Why are people given secure tenancies even when they have broken the terms of their tenancy or are involved in crimes such as drug-dealing? • Residents want firmer action to be taken. Can the Council commit to ensuring that secure tenancies are not given out in the above circumstances?

C3.2 Response

Response
<p>Thank you for continuing to raise these concerns. We recognise that this issue has been brought up by residents over a long period of time, and we understand the frustration and worry it causes when it feels like little progress has been made.</p> <p>The allocation of council housing is a responsibility we take seriously. Our Housing Allocations Policy includes safeguards to prevent tenancies being granted to individuals where there is a known ongoing risk of anti-social behaviour or criminal activity.</p> <p>Applicants are assessed on a range of criteria, including previous convictions and tenancy breaches. Where there is clear evidence of serious misconduct—such as drug-related offences—individuals may be deemed ineligible. However, a history of offending does not automatically exclude someone from being allocated a tenancy, instead, we assess the risk of reoffending and consider the individual's circumstances.</p>

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.

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.

We are committed to ensuring our processes are fair, transparent, and responsive. We must balance the need to protect communities with our responsibility to help people find safe and stable homes. We are strengthening our partnerships with the police and other agencies through local Cluster Meetings in areas most affected by anti-social behaviour, and we are reviewing how tenancy breaches are monitored and acted upon.

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

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

C3.3 Question

Issue	Central residents are concerned that a restructuring of Residents' Engagement is taking place without proper discussion and involvement of residents.
Background	A presentation on an 'engagement menu' was given at the last Involvement & Empowerment meeting. This was done over Zoom from a

	<p>noisy café and was difficult to follow. Central residents took from it that they were being told this is what will happen, rather than being invited to look at the way things are working and think about improvements.</p> <p>There was particular concern about the future of the Home Group and the Involvement and Empowerment group. These are groups which Central residents think are useful - providing a direct way to give input and scrutiny, talk to officers, contribute to policy and reviews.</p> <p>The meetings of these groups have been increasingly infrequent, and residents' questions about plans for future meetings have gone unanswered. This has been understood as deliberately allowing them to drift and then shutting them down with no consultation or discussion.</p>
Request or Question	<ul style="list-style-type: none"> • Ask for the Home Group and Involvement and Empowerment Group to be reinstated. • Ask for agreement that any changes to Resident Engagement will start with discussions with residents, and no proposals put forward until this has been done.

C3.3 Response

Response
<p>Thank you for raising these important concerns about resident engagement. I understand your frustration about feeling that changes are happening without proper consultation, and I want to address this directly.</p> <p>First, let me be clear - we should have done better in how we've talked to you about our engagement review. The presentation you mentioned wasn't meant to be a final decision about what will happen, but rather the start of a conversation. However, I know that wasn't clear at the time, and the circumstances made it difficult to have the proper discussion you deserved.</p> <p>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.</p> <p>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.</p> <p>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.</p>

Our commitment is to make sure that:

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

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

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

C3.3 Action

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

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

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

C3.4 Question

Issue	Lack of Council action around individuals who posed a serious threat to residents.
Background	On 4/7/25 a resident of Hampshire Court was hospitalised after an attack in the car park. Hampshire Court residents had previously reported

	concerns about the perpetrators, a group of people who were sleeping rough, but no action was taken. When the attack was reported assessors were sent out, but the rough sleepers remained in the car park.
Request or Question	<ul style="list-style-type: none"> • Why was action not taken and the rough sleepers moved on as soon as residents raised concerns? This lack of action left residents feeling unsafe in their homes and at risk of violence. • Why were the perpetrators of the violent attack not moved on after it had happened?

C3.4 Response

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

Residents Questions – 3-star, *EAST NORTH WEST*

E3.1 - Anti-social behaviour

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

E3.1 Question

Issue	Residents are suffering from the impacts of long-term and ongoing anti-social behaviour in their areas.
Background	<p>Robert Lodge have a long-running problem of anti-social behaviour in their block. One tenant in particular is known to be dealing drugs, and has frequently been apprehended by the Police but this person is always released without charge. The tenant has been reported to both the Police and the Council. This particular problem has also previously been reported at East resident-only meetings and taken to Area Panel. However no visible action has been taken by the Council and the situation has not improved for other tenants.</p> <p>The resident at Rugby Place also reported that they frequently have people smoking drugs just outside their property.</p> <p>BELTA also reported frequent cases of ASB in their area. They are piloting a scheme of frequent estate walkabouts and have appointed an 'estate concierge' to keep an eye on things around the estate, which seems to have reduced instances of ASB (fly-tipping, drug dealing, drug taking).</p> <p>Residents discussed options and strategies around ASB, such as installing CCTV in the blocks and a more rigorous implementation of community protection notices & warnings.</p> <p>The following pieces of advice were shared in the meeting:</p> <ul style="list-style-type: none"> • Report & continue to report every instance of ASB to the Police and/or the Council • When reporting to the Police, remember to get a crime reference number; pass this number on to the Council, if reporting to the Council • Speak to local Councillors about ongoing issues

	<p>The following article was shared with residents: https://www.brightonandhovenews.org/2025/07/02/hundreds-of-bad-behaviour-by-nightmare-neighbours-spur-council-scrutiny/</p> <p>The People Overview and Scrutiny Committee (who are being asked to set up a task and finish group to scrutinise the issue of ASB in social housing) is due to meet at Hove Town Hall at 4pm next Tuesday 8th July and this meeting is scheduled to be webcast.</p>
Request or Question	<ul style="list-style-type: none"> Residents request that an appropriate officer be invited to attend the next Area Panel meeting so that residents can raise these issues around ASB directly and ask questions as and when these arise. <p>Residents would like to know:</p> <ul style="list-style-type: none"> How often community protection notices/warnings have been used across the city, and how effective these are (if that data is available). Why has no action has been taken against the tenant at Robert Lodge who has been dealing drugs and is in clear breach of tenancy rules? Why hasn't he been evicted after years of being in breach of his tenancy?

E3.1 Response

Response
<p>Residents request that an appropriate officer be invited to attend the next Area Panel meeting so that residents can raise these issues around ASB directly and ask questions as and when these arise.</p> <p>Residents are able to raise their issues at the next area panel. As the operational manager responsible for managing anti-social behaviour in council housing, I would 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.</p> <p>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.</p> <p>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).</p> <p>From April 2024 to April 2025:</p>

Community Protection Warnings (CPW) – 21

Community Protection Notices (CPN) – 6

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

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

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

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

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

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

If, however, we need to take further action to bring an end to ASB, we may need to take enforcement action that requires a legal intervention. The court will expect us to have taken a stepped approach before presenting a case to them. We must be able to prove we have tried to help someone keep their tenancy and that we have put in place actions to help them change their behaviour. We are asked to justify our handling of the case and to prove all reasonable steps have been taken to avoid legal action. The court will also assess if the action is necessary to protect other tenant's rights.

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

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

In serious and urgent situations such as drug related activity we can apply for immediate closure of the premises and this power has proved very effective at reducing harm. This

approach takes out some of the early intervention steps, but we still must present the case with evidence that proves the severity of the situation.

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

E3.2 - Estate Development Budget task & finish group

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

E3.2 Question

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

E3.2 Response

Response
<p>What Happened with the Task & Finish Group</p> <p>The Estate Development Budget Task & Finish Group completed its work in September 2022 after running for over a year. The group made detailed recommendations for improving the EDB process, covering everything from application forms to decision-making and communication.</p>

The final report was published in February 2023 and is available in the Area Panel papers from that time.

Current Status of EDB Improvements

We have completed several of the Task & Finish Group's recommendations:

What We've Done:

- **Leaseholder Information:** All EDB documents now include disclaimers that leaseholders may be charged in exceptional circumstances. All bids are assessed for possible leaseholder charges before approval.
- **Decision-Making:** We now allow up to 5 people per area to join EDB panels, plus LAG representatives.
- **Bid Costing:** We add 10% contingency to all bids and can be flexible with costs during delivery.
- **Ongoing Costs:** Projects with ongoing costs are now allowed if they show how they'll be sustained (like WiFi projects).
- **Area Panel Reports:** Each Area Panel now gets up-to-date EDB reports with dates and finances.
- **Phased Projects:** We allow projects to be delivered in standalone phases.
- **EDB vs EIB:** We've clarified that EDB focuses on supporting tenant groups with community projects and activities, while EIB handles larger physical works.

What We're Still Working On:

- New separate application forms for quick bids and main bids
- Online bid tracking system where groups can check status
- Email and text updates to residents on bid progress
- Participatory budgeting system with online platform
- Better evaluation processes

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

E3.2 Action

Action	<p>Late autumn 2025: We'll share draft new application forms with EDB Panel members to get their views before finalising them.</p> <p>Early 2026: New improved forms will be ready for the 2026-27 financial year.</p>
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N3.1 - High-rise blocks being demolished

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

N3.1 Question

Issue	Residents are concerned about how residents in these blocks are going to be re-housed and the Council's lack of transparency around the safety of these blocks.
Background	<p>Residents were informed that some of the high-rise blocks in the city are being pulled down following reports that these have now been deemed unsafe. People (3000+) living in those blocks will need to be re-housed. There are concerns around how and when this is going to happen, and whether people currently on the waiting list for tenancies are going to be affected.</p> <p>There was also concern around why these high-rise blocks are now being considered unsafe, when residents were previously told that they were safe.</p>

Request or Question	<ul style="list-style-type: none"> • Why did the Council previously claim that these high-rise blocks were safe, and are now saying they aren't? • How will the Council re-house people living in those blocks? What is the plan and timescale for this? • Will people being re-housed take priority over people on the waiting list for tenancies?
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N3.1 Response

Response
<p>Why did the Council previously claim that these high-rise blocks were safe, and are now saying they aren't?</p> <p>Resident safety is our priority. We have been in regular contact with residents living in the 8 council-owned large panel system (LPS) high-rise blocks in the city since July 2024 with important building safety updates following a series of structural surveys. The 8 LPS blocks are:</p> <ul style="list-style-type: none"> • Dudeney Lodge and Nettleton Court in Hollingdean • Falcon Court, Heron Court, Kestrel Court, Kingfisher Court and Swallow Court in north Whitehawk • St James's House in Kemptown <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"> • A temporary ban on e-bikes and e-scooters in all areas of the building. • Alternative e-bike and e-scooter storage with an electrical supply has been installed away from all 8 blocks. • Monitored CCTV 16 hours a day with onsite security providing eight-hour security for the 8 LPS blocks to mitigate the risk of banned items being taken into the building. • Chapel Street car park, under St James House remains closed. • A temporary halt to all vehicles parking underneath the building remains in place for the foreseeable future at the North Whitehawk blocks. • A temporary suspension of the use of the garages behind Nettleton Court and Dudeney Lodge remains in place for the foreseeable future. • Temporary heating plant has been put in place for St James House to allow for the relocation of the communal heating supply from under the block in the car park. • Removal of refuse / bin storage areas from under the blocks and regular clearance of bulk waste. • Resources are now in place to provide 7 day a week, 9am to 5pm floor walks to support fire health & safety and to maintain clear common ways, including entrance and exit ways across all 8 blocks. Housing Estates Service staff are undertaking these floor walks during the week. SES Security at weekends. • As a precautionary measure, waking watch is also in place for St James House, Nettleton Court & Dudeney Lodge. • All building safety measures are kept under regular review.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

N3.2 - Allocations policy

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

N3.2 Question

Issue	Residents have deep concerns about the way in which people are being allocated tenancies, particularly those who have a history of anti-social or criminal behaviour, those with drug/alcohol issues and/or those with serious mental health issues. The current allocations system is having a detrimental impact on residents' day-to-day lives, and in extreme cases, putting their lives in danger.
Background	<p>There have been various and ongoing reports of how tenants' lives are being severely and negatively impacted by the behaviour and actions of other tenants.</p> <p>Some of the concerns raised were around anti-social behaviour (arson, harassment, bullying, threats of violence, drug use, drug dealing, noise), while other concerns were around the lack of support for people with serious mental health issues.</p> <p>Residents expressed frustration that the Council's allocation policy doesn't take into consideration existing residents and the demographics of a block or neighbourhood before housing people with known issues next to them (e.g. housing people with a history of ASB next to a family with children or elderly people).</p>

	<p>Furthermore, when issues are reported or complaints are made, tenants are made to feel like they're exaggerating the issue, that they're 'just complainers' and are subsequently treated in ways that makes them feel like they have been black-listed or fobbed off.</p> <p>Sylvan Hall recently experienced a fire in their blocks, suspected to be arson. The tenant who is suspected to have set the fire in their flat has apparently done this before. She has also threatened to kill the tenants in the flat below. The tenant's history would have been known by Allocations, and yet the tenant was re-housed at Sylvan Hall, endangering the lives of existing tenants. This tenant has now been re-housed, in spite of having caused vast amounts of damage to their flat.</p> <p>Sylvan Hall resident also noted that fire safety guidance signs went up only <i>after</i> the fire happened.</p> <p>Moulsecoomb residents reported that a particular tenant has been very aggressive towards them: he has threatened them, used their XL Bully dogs to intimidate them, and has threatened a young female resident with rape. While reports have been made to the Council and the Police, nothing has changed. It was noted that, after the threat of rape was reported to the Police, it took the Police 2 weeks to follow this up. Another Moulsecoomb resident reported living next to another tenant who smokes drugs regularly, which then permeates into her flat.</p> <p>Coldean residents reported that a vulnerable tenant had recently killed themselves, and pointed out the lack of support around people who have mental health issues.</p>
Request or Question	<ul style="list-style-type: none"> • Re the tenant who set fire to her flat at Sylvan Hall: if the Council had access to records of this tenant's previous behaviour/criminal activity (ie arson), why did they re-house her in another block of flats? Given she has repeatedly caused damage to Council property, why has she been re-housed again? • Does the Council not have a duty of care to existing residents of an area/block when allocating tenancies to people with known problems and/or history of certain behaviour? Under the current allocations process, is any consideration given as to the impact a new tenant with a known history of particular behaviours will have on existing tenants? • Request that the allocations process be reviewed in light of the above issues, and for residents & Residents Associations to be involved in this review.

N3.2 Response

Response
<p>We understand the strength of feeling within our communities regarding housing allocations, particularly in cases involving serious anti-social behaviour or criminal activity. We want to assure residents that we take all reports of anti-social behaviour (ASB) extremely seriously, as well as our responsibilities to support vulnerable residents.</p>

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.

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.

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.

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

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

N3.2 Action

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

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

Area in city	West
Star rating	3 Star/ City wide issue
Date question raised	10 th July 2025
Week of Area Panel	15 th September 2025

Deadline for officer response	
Name of officer responding	Sam Crick
Officer job title	Operations manager
Contact Details	Sam.Crick@brighton-hove.gov.uk

W3.1 Question

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

W3.1 Response

Response
<p>1. Why is this issue still occurring despite previous assurances from the Council?</p> <p>It is important to state that all contractors visiting properties to carry out works on behalf of the Council should be carrying clear identification. The Council takes every enquiry seriously and is committed to addressing concerns raised by residents. When issues are identified, we ensure that the relevant operative, team, or contractor is informed and that corrective actions are taken to improve service delivery and meet expectations.</p> <p>2. What monitoring does the Council carry out?</p> <p>The Council conducts regular review meetings with all contractors to monitor performance, address concerns, and ensure compliance with agreed standards.</p>

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?

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

W3.2 Question

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

Request or Question	Residents are working hard to make their homes and area better – it's where they live and it's very important to them. Residents' main concern is that action is taken and problems resolved. Why is this so problematic? What needs to change so the Council acts more quickly and effectively?
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W3.2 Response

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

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

End date	
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Areas

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 & benches installed in play area, railings replaced</i>	£10,000	£10,000		<i>Completed 29/5/25</i>	£2,117
EIB529	North	23-Nov-23	Senior Surveys	Charles Kingston Gardens	garden refresh	Accept	<i>remaining monies for 12 month maintenacne visit</i>	£632.95		£633	<i>Completed 13/5/25</i>	£847
EIB530	West	23-Nov-23	Residents via Housing management	Elizabeth Court	Furniture/ patio extension	Approved	<i>remaining monies for 12 month maintenacne visit</i>	£1,471.43		£1,471	<i>Autumn</i>	
EIB533	North	24-Nov-23	Senior Surveys	Jubilee Court	bin screening		<i>remaining monies for additional fencing</i>	£653.16	£653		<i>Completed 12/5/25</i>	£786
EIB535	East	23-Nov-23	Senior Surveys	Southease	Landscape improvements	Accept	<i>Remaining funds review autumn</i>	£7,159		£7,159	<i>Autumn</i>	
EIB541	East	09-Jan-24	Residents via Housing management	Sandhurst	Overgrown area	Accept		£12,000.00	£2,000	£10,000	<i>asbestos present</i>	
EIB548	Central	24-Jan-24	Residents via Community Engagement Team	Tyson Place,	ASB	Accept	<i>needs consultation</i>	£8,000.00			<i>Some works procured, Consulting</i>	
EIB560	North	03-Apr-24	Residents via Community Engagement Team	Warwick Mount, Montague Street, BN2 1LB	Path/garden	Accept	<i>Remaining funds, keep for 12 months</i>	£2,252.01		£2,252.01	<i>Autumn</i>	
EIB565	West	05-Apr-24	Residents via Housing management	Ingram Crescent	Bin storage	Accept	<i>prioritise under buidings</i>	£10,000.00	£10,000		<i>Residents don't want available options</i>	on hold
EIB566	West	26-Mar-24	Residents via Community Engagement Team	Churchill House	Refresh of sunken garden	Accept	<i>Remaining funds, keep for 12 months</i>	£1,042.27		£1,042.27	<i>Autumn</i>	
EIB572	North	15-Apr-24	Residents via Housing management	Lindfield	Planters	Accept	<i>Mulching of border and hedge</i>	£1,855.00		£1,855.00	<i>Completed 24/4/25</i>	£1,566

EIB578	North	18-Apr-24	Residents via Community Engagement Team	Elwyn Jones Court	Fruit trees, bulbs, steps, more seating	Accept	Remaining funds, after partial completion	£2,144.90		£2,144.90	<i>Autumn</i>	£300
EIB579	North	18-Apr-24	Residents via Community Engagement Team	Charles Kingston Gardens	Tidy/ Refresh of garden area/ make more accessible	Accept	remaining monies for 12 month maintenacne visit	£1,650.00		£1,650	<i>Autumn</i>	
EIB593	Central	11-Jul-24	Residents via Community Engagement Team	Warwick Mount,	Replace damaged fencing and bike store roof	Accept	Remaining funds, keep for 12 months	£1,900.89		£1,900.89	<i>new lock installed</i>	£325
EIB599	North	04-Sep-24	Residents via Housing management	Jubilee Court	Replacement of handrails	Accept	Remaining funds, keep for 12 months	£3,047.13		£3,047.13	<i>Autumn</i>	
EIB600	North	04-Sep-24	Residents via Housing management	Burstead Close	Overgrown vegetation	Accept	New bin area, area pressure washed.	£4,506.51	£4,506.51		<i>Completed 22/4/25</i>	£2,155
EIB602	West	10-Sep-24	Health & safety	Poplar Close	Bin screening	Accept	Estates to Review bin provision first	£3,500.00	£3,500		<i>still to advise</i>	
EIB605	Central	03-Oct-24	Residents via Community Engagement Team	Rosehill Court	Gate / security	Accept	Remaining funds, keep for 12 months in respect of signage	£1,470.91	£1,470.91		<i>Monitoring</i>	
EIB608	North	16-Oct-24	Residents via Housing management	Birdham Place	Handrail	Accept	handrail present but doesn't conform	£2,700.00	£2,700.00		<i>procuring</i>	
EIB611	North	16-Oct-24	Residents via Community Engagement Team	Nettleton/ Dudeney	Community room refurbish	Accept	Works completed, furniture & signage on order	£16,000.00		£16,000	<i>Completed 10/6/25</i>	£14,150
EIB612	West	18-Oct-24	Residents via Community Engagement Team	St Richards Court	Gate/ Fencing	Accept	<i>Clear tree/ replacement of fence ordered. Gate/ door to sort</i>	£6,000.00	£6,000		<i>partial ordered/ procuring</i>	£1,620
EIB614	West	21-Oct-24	Residents via Community Engagement Team	Muriel House	Garden improvements	Accept	<i>Clearance , fence, raised planters</i>	£4,500.00	£1,500	£3,000	<i>Completed 6/6/25</i>	£2,748
EIB615	East	19-Oct-24	Residents via Housing management	South Whitehawk	replace sign	Accept		£1,200.00	£1,200		<i>Ordered</i>	£503
EIB616	North	23-Oct-24	Residents via Housing management	Ditchling Gardens	Landscape & fencing	Accept	<i>remaining monies for fencing</i>	£10,012.93	£10,012.93		<i>Completed 6/6/25</i>	£7,388
EIB619	North	30-Oct-24	Residents via Community Engagement Team	Jasmine Court, Patchdean, BN1 8NG	Pathway/ damp	Accept	<i>path works/ patio for summer house</i>	£6,635.14	£6,635.14		<i>Partially completed 16/6/25</i>	£5,871

EIB620	Central	08-Nov-24	Residents via Community Engagement Team	Theobald House	Refresh of community room & WC	Accept	<i>reallocated money from EIB 495 as extra works</i>	£17,000.00	£2,000	£15,000	<i>Completed 10/4/25</i>	£17,184
EIB624	West	20-Nov-24	Residents via Community Engagement Team	Churchill house	Extension of pathway	Accept	Remaining funds, keep for 12 months	£1,126.27	£1,126.27		<i>Autumn</i>	
EIB628	East	29-Nov-24	Residents via Estates team	Bird estate	Bird estate notice boards	Accept		£3,500.00	£3,500.00		<i>Completed 22/4/25</i>	£3,670
EIB629	East		Residents via Estates team	Bristol Estate	Flat are/ damson - BELTA	Accept		£3,000.00			<i>Completed 12/5/25</i>	£920
EIB630	North	03-Dec-24	Residents via Community Engagement Team	Bates Estate	Community hub - feasibility	Accept		£3,000.00			<i>Prices in to discuss</i>	
EIB632	North	08-Jan-25	Residents via Community Engagement Team	Ryeland Drive	Clearance - ASB	Accept	Shrub clearance, fencing under discussion	£15,000.00		£15,000	<i>Completed 24/4/25</i>	£3,178
EIB634	East	15-Jan-25	Occupational heath request	Cooksbridge Road	Handrails	Accept	after vandalism stronger fixings required	£882.01	£882		<i>Completed 22/4/25</i>	£1,432
EIB636	East	21-Jan-25	Residents via Community Engagement Team	Robert Lodge	Notice board/Signage	Accept		£3,500.00			<i>ordered</i>	£4,312
EIB639	West	10-Feb-25	Residents via Housing management	Hazelholt	Replacement of trellis/ planters	Accept		£4,000.00			<i>Completed 30/4/25</i>	£2,716
								£ 180,601				£75,243

Environmental Improvement Proposals 2025/2026 - approved

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

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

£78,970

£47,206

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

Total approved projects

Projects completed

Projects in progress

Environmental Improvement Proposals - proposals awaiting consultation

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				

