

Housing Management Panel: West Hove & Portslade Area

Date: 26 November 2025

Time: 6.00pm

Venue Hybrid
Virtual - Zoom
In person - Hove Library, Wolseley Room

Members: Councillor Nann (Co-Chair), Atkinson, Bagaeen, Baghoth, Cattell, Czolak, Daniel, Grimshaw, Guilmant, Helliwell, Hewitt, Hogan, Lyons, Miller, Muten, O'Quinn, Parrott, Robins, Robinson, Sankey and Sykes, Ward Councillors for the Area, Delegates of Tenants Association in the area.

Contact: Francis Mitchell
Democratic Services Officer
01273 294183
Francis.Mitchell@brighton-hove.gov.uk

Residents are also invited to attend the Housing Surgery for individual enquiries, held at 5.30pm prior to the Area Panel meeting.

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk.
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FURTHER INFORMATION

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

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Date of Publication – Thursday 13 November 2025

We warmly invite you to the West Housing Area Panel
Please find the papers enclosed to read in advance.

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

When	Wednesday 26th November 2025 17:30 – 18:00 Housing surgery – for individual enquiries 18:00 - 20:00 West Housing Area Panel
Venue	Hove Library, Wolseley Room 182-186 Church Rd, Brighton and Hove, Hove BN3 2EG
Join via the Internet or phone call	<p>Attend via video link: Please type the following address in your browser: https://bit.ly/4q73hOI</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: 895 5346 9467 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>+44 208 080 6591 / +44 208 080 6592 / +44 330 088 5830</p>
Transport	<p>We can help with transport costs:</p> <ul style="list-style-type: none"> • Please let us know at least 7 days in advance if you would like a bus ticket to get to the meeting. • Taxis can be requested by people with mobility issues, ask the Community Engagement Team for the code. • If you drive, you can claim mileage and parking costs through your resident association grant, or via your Community Engagement Officer.

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

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

2.00pm 17 SEPTEMBER 2025

HOVE TOWN HALL (COUNCIL CHAMBER), NORTON ROAD, BN3 3BQ

MINUTES

Councillors: Nann (Co-Chair), Sankey, Miller, Parrott, Cattell

Officers: Harry Williams (Director of Housing People Services), Robert Keelan (Housing Manager), Sarah Barclay (Income Services Manager), Hannah Barker (Senior Community Engagement Officer), Barry Winchester (Community Engagement Officer), Stephanie Mooney (Community Engagement Officer), Mikila Beck (Interim Head of Repairs), Chloe McLaughlin (Housing Estates Manager), Justine Harris (Head of Tenancy Services), Martin Reid (Director of Homes and Investment), Tom Trigwell (Community Engagement Administrator), Marie Button (Democratic Services Officer).

Residents: Malcolm Campbell (Co-Chair), Alison Gray, Muriel Briault, Alex Matthews, Helen Jardine-Hodges, Sathi Sivapragasam, Anne Tizzard, Patricia Weller

1 WELCOME, INTRODUCTIONS & APOLOGIES

1.1 Apologies were received from Councillors Guilmant, Hewitt and Muten.

2 MINUTES & ACTIONS OF THE PREVIOUS MEETING

MINUTES

2.1 Muriel Briault advised they were listed as 'Mary' in the previous minutes.

2.2 **RESOLVED:** That subject to the above amendment, the minutes of the previous meeting held on 18 June 2025 were agreed as a correct record.

ACTIONS

2.3 The Chair confirmed that action OWA1, regarding Democratic Services publishing details of housing surgeries, has been completed.

2.4 Justine Harris advised that the prep work for action OWA2, regarding residents being invited to estate walkabouts, has been completed and they just need to send the invites to tenant reps and councillors.

2.5 Regarding action WA1, concerning low water pressure in the tower blocks, Mikila Beck advised they have made a formal complaint to Southern Water and are awaiting a response.

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE 17 SEPTEMBER 2025 AREA

2.6 The Chair read the response provided for action WA2, regarding the land sold to Joint Venture in the Sackville Road/Conway Court area and advised the action has been completed.

2.7 In response to Helen Jardine-Hodges question regarding the plans for the outside area of the Sackville Road estate, Harry Williams advised they would find out.

3 SHORT REPORT & DISCUSSION FOLLOWING TENANTS CELEBRATION DAY & WEEK OF EVENTS

3.1 Hannah Barker introduced the item and gave an overview of the tenant celebration day and events.

3.2 Barry Winchester thanked residents for their help with the development of the day.

3.3 Stephanie Mooney advised they have been working on the film of the event which highlights stories from different parts of city and raised the consultations taking place about the ongoing work of the council out in the communities.

3.4 In response to Patricia Weller's question regarding Community Engagement setting up residents groups, Barry Winchester discussed meeting to discuss non-council tenant involvement with future groups to ensure concerns of all residents are embedded in their plans.

3.5 Hannah Barker discussed that their first port of call is supporting tenants of the council and to respond to residents' needs.

3.6 Stephanie Mooney discussed active outreach work taking place across the city and meetings with leaseholders and tenants who are willing to join groups.

3.7 Hannah Barker discussed YourVoice, where tenants and leaseholders can find engagement opportunities, alongside face-to-face outreach work.

3.8 In response to resident questions about officers going to Portslade and Mile Oak, officers discussed engagement work in Hangleton and the rest of the west area.

3.9 Barry Winchester discussed work with neighbourhood officers, the community table they had at the tenant celebration event to promote the offer of support in the area and the need to broadcast what they are doing and when.

3.10 Councillors, residents and officers exchanged thanks for the event.

4 HOUSING PERFORMANCE REPORT, QUARTER 1 2025/6

4.1 Justine Harris introduced the report.

4.2 Sarah Barclay and Justine Harris discussed the support available for tenants migrating to universal credit, including signposting, food bank referrals and intervention work.

4.3 Harry Williams asked resident advisors to signpost tenants to customer services if there are individuals they are concerned about.

- 4.4 Residents and officers discussed engagement with residents, the reactive nature of the current support and work to be more proactive.
- 4.5 Justine Harris and Harry Williams asked for ideas from the panel regarding how they communicate information with residents.
- 4.6 Residents and officers discussed emergency repairs and concerns with some of the advice given to vulnerable residents. Mikila Beck advised they would follow-up with Alison-Gray regarding individual issues.
- 4.7 In response to Helen Jardine-Hodges' question regarding drainage, Harry Williams advised this would be something for highways.

5 HEALTH & SAFETY COMPLIANCE UPDATE

- 5.1 Martin Reid introduced the item and gave a verbal update.
- 5.2 Mikila Beck advised that the council is responsible for repairing smoke detectors so any issues should be reported.
- 5.3 In response to Alison Gray's question about water pressure in tower blocks, Mikila Beck advised they have made a formal complaint to Southern Water.

6 DISREPAIRS WEBSITE & AWARENESS

- 6.1 Mikila Beck introduced the item and no-win-no-fee disrepair claims.
- 6.2 Mikila advised that council workers don't cold call, will always carry council ID and would not mind residents calling the helpdesk to confirm their identity.
- 6.3 The Chair, residents and officers discussed cold callers representing themselves as the council.
- 6.4 Mikila Beck encouraged residents to report disrepairs to the council and follow the complaints procedure if they are not happy with the outcome.
- 6.5 Harry Williams asked that residents let the council know if they have information about new trends or behaviours from cold calling groups.

7 RESIDENT QUESTIONS 2-STAR & 3-STAR

- 7.1 The panel confirmed they were happy to take the response to question W2.1, regarding health risks from discarded nappies at Conway Court, as read.
- 7.2 In relation to question W.2.2, regarding fly-tipping on Ellen Street, Mikila Beck and the Chair advised that all fly-tipping should be reported.
- 7.3 In relation to question W3.1, regarding council contractors not using ID or giving prior notification, Martin Reid confirmed that council workers should always have ID and that if residents are concerned, they should call the office and check.

- 7.4 Regarding question W3.2, concerning associations feeling frustrated by the difficulty of getting anything done, Community Engagement officers advised that they are getting feedback from residents and will be sending emails and letters regarding small working groups.

8 DISCUSSION: HOW DO THE COMMUNITY ENGAGEMENT TEAM SUPPORT INFORMAL GROUPS?

- 8.1 Community Engagement Officers introduced the item, discussed support available for informal groups and extending their reach to residents they don't always hear from.
- 8.2 Hannah Barker advised that an informal group is any group of 2+ residents who want to do something in their area.
- 8.3 In response to Alison Gray's question regarding restarting the groups they used to have, Hannah Barker and Barry Winchester discussed new ways of doing this work, including setting up a tenant oversight panel (draft title) and work to be more inclusive.
- 8.4 Malcolm Campbell discussed picking up the previous groups on a city-wide basis.
- 8.5 Hannah Barker and Stephanie Mooney gave an overview of the additional work and research they are doing, including a project around tenant disability issues, repairs focus groups, senior schemes and learning how people want to meet and discuss issues.
- 8.6 Martin Reid discussed the need to reflect on how representative groups were, how formal they became and how they can work better.
- 8.7 Hannah Barker advised that Community Engagement will also support any initiatives that tenants want to lead on in a city-wide way.
- 8.8 In response to a query from Anne Tizzard in relation to leaseholder participation in groups, Barry Winchester advised that they can support communities of tenants and leaseholders who want to get together to discuss issues, but they do have to ensure that their focus is on tenants.
- 8.9 Patricia Weller discussed a question from East Area regarding anti-social behaviour and suggested Community Engagement get in contact with residents who are experiencing ASB to offer support.

9 ANY OTHER BUSINESS

- 9.1 In response to Helen Jardine-Hodges raising that police have said CCTV cameras in Conway Court aren't working, Robert Keelan advised they would contact Housing Officer Allan Haryott to make sure they are working.
- 9.2 In response to Anne Tizzard raising that a lot of people did not receive agendas or notifications for the meeting, Harry Williams advised they would make sure the minutes and papers go out for the next meeting.

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA **17 SEPTEMBER 2025**

The meeting concluded at 4.00pm

Signed

Chair

Dated this

day of

Actions from West Area Panel meeting 17th September 2025

REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed or planned?
WA1	Harry Williams to find out what the rest of the plans are for outside of the Sackville Road development following the narrowing of the road.	Harry Williams	The council's transport team has provided an overview of the highways management plan for Phases 1 and 2 of the Sackville Road development. Harry will provide a verbal update at the meeting.	Complete	
WA2	Barry Winchester to meet with Patricia Weller to discuss non-council tenant involvement in new/future residents associations groups to ensure concerns of all residents are embedded in the plans.	Barry Winchester	<p>Barry met Pat Weller on Thursday 9 October 2025. Pat explained the issues she had. The learning points from the conversation: there is not sufficient awareness of the work of the Community Engagement Team especially with Tenant Groups and their development. There is confusion as to the role of the Neighbourhood Officers. Pat expressed concerns regarding the limited profile Portslade and environs (e.g. Mile Oak and Hangleton) have in the West Area Panel agenda and beyond. Suggestions to remedy these issues:</p> <p>Actions</p> <p>It was agreed that CET commits to more regular bulletins regarding the work they are doing in the West.</p> <p>It was agreed that the CET will consider how Portslade and its environs (Hangleton and Mile Oak) are given more attention and how more focused work can be done in these areas.</p> <p>AP reps to consider specific items at the AP resident only agenda setting meeting.</p>	Complete	

REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed or planned?
			<p>CET team explore options to provide training to build stakeholders' knowledge of the workings of the council and issues relevant to how an Area Panel operates (especially important for new attendees).</p> <p>That the CET to do more work with residents groups, to attract more people to AP.</p>		
WA3	Mikila Beck to speak to Alison Gray regarding the individual issues raised during the meeting.	Mikila Beck	MB has spoken with AG about boiler issues and this has been logged as a formal complaint, delays with WC repairs which are being taken forward by the service and drainage issues.	Complete	
WA4	Robert Keelan to contact Housing Officer Allan Haryott to make sure the CCTV in Conway Court is working properly.	Robert Keelan	Allan Haryott has confirmed that the CCTV at Conway Court is working	Complete	Sep 25

Residents Questions, 2- star West Area

W2.1- Report back on Neighbourhood Estate Officers

Area in city	West
Star rating	2 star/ Local area issue
Date question raised	25 th September 25
Week of Area Panel	24 th November 25
Deadline for officer response	23 October 2025
Name of officer responding	Robert Keelan
Officer job title	Housing Manager – Customer Services
Contact Details	Robert.Keelan@brighton-hove.gov.uk

W2.1 Question

Issue	Feed-back on role of the new Neighbourhood Estate Officers
Background	<p>At the last West Residents' Only meeting it was agreed to have a report back on how the new Neighbourhood Estate Officers role was working, once they had been in post for a while and residents had met and worked with them.</p> <p>There was mixed feedback and some concerns about how well this role was working:</p> <ul style="list-style-type: none"> • Some Resident Association reps had still not met their Neighbourhood officer. • There hasn't always been good follow-up to jobs promised. • Estate inspections have been held without the involvement of local residents. • Residents haven't always felt that their concerns were listened to or taken seriously, and that the officers have other priorities. <p>The priority for West residents is to see improvements on the ground and to get things done. There was concern that the Neighbourhood Estate Officers role could become an additional layer of bureaucracy for tenants'</p>

	<p>to negotiate, rather than facilitating quicker action and improvements. The crucial aspects of this are:</p> <ul style="list-style-type: none"> • Regular estate inspections are held that include residents. This is seen as a priority. • Residents' are listened to and the issues they raise taken seriously – they are the people living in the area, know what the problems are and should be involved with decisions made about their area. • Problems noted are followed up quickly and effectively. • Good communication with residents – keep residents informed about progress of work, be easily contactable and responsive.
Request or Question	<p>It was agreed to ask at Area Panel:</p> <ul style="list-style-type: none"> • Can this feedback be taken on board and fed-back to West Neighbourhood Officers? • What assessments/evaluation/additional training do the Council offer to ensure that the Neighbourhood Officers have the support to do their job properly?

W2.1 Response

Response
<p>Thank you for your interest in the Neighbourhood Officer roles.</p> <p>There are two Neighbourhood Officers in each of the four housing teams (NB the 2nd Neighbourhood Officer in the Central Housing Team is due to start shortly). Neighbourhood Officers joined the teams in June and their work falls under three broad headings</p> <p>Estate Inspections.</p> <p>We understand that Estate Inspections are important to residents and we have worked hard with this new team to produce an annual schedule of inspections. The team have been learning about their geographical areas, trained in what to look for and who to report to and have been trialling these inspections over the last few months.</p> <p>The annual schedule was sent to Councillors, Residents Associations and interested parties in October 2025 and the Community Engagement Team will work with interested parties about how people can feed into those inspections to ensure they are as effective as possible.</p>

The Inspections will focus on repairs, standards of linked services (Cleaning / Gardening / Refuse) and also improvements via the Estate Improvement bid process. Inspections take place every week on a Tuesday and Thursday morning from November 2025 and the schedule is attached Appendix item 6.

Tenancy Visits

The Housing Team visit all of our tenants at least every 5 years (this is in addition to Officers visiting for gas or electrical safety or other casework) and check on the wellbeing of tenants, what they need to live independently and successfully, to ensure properties are not hoarded / damp / sublet / in need of repair / give advice on moving / signpost to money advice / check household composition etc. These visits can be regular scheduled visits based on when the last visit occurred or reactive visits because a contractor, neighbour or the tenant themselves has expressed concerns.

Casework

The Neighbourhood Officer hold a casework portfolio and will support victims of anti social behaviour, deal with untidy gardens, boundary disputes and cases related to the results of their estate inspections or visits.

To help the Neighbourhood Officers with their work, the Officers have received a weekly information session from the managers of 15 linked teams so that they have contacts to help them solve the problems that they encounter. They also work within their team of Housing Officers who offer support and advice to enable them to complete their casework.

The Neighbourhood Officers work is directed by the Housing Manager in each of the four Housing Offices. Their work runs alongside the Community Engagement team who retain responsibility for supporting Community groups and representing their concerns and requests to the council generally.

The Neighbourhood Officers are a uniformed team and please say hello to them when you see them on Housing Estates. Two Officers cover c. 3000 properties in each Housing Team and tenants or leaseholders who need the support of a Housing member of staff should initial report that to Housing Customer Services at Housing.CustomerServices@brighton-hove.gov.uk or 01273 293030.

I am sorry if you feel that the service from a Neighbourhood Officer hasn't been as effective as tenants would hope. The role is still bedding in and the Neighbourhood Officers are still learning. The concerns raised will be fed back to the team so that we ensure the service is improved.

Residents Questions, 3-star West Area

W3.1- Feeding birds from high rise buildings

Area in city	West
Star rating	3 Star/ City wide issue
Date question raised	25 th September 25
Week of Area Panel	24 th November 25
Deadline for officer response	23 October 25
Name of officer responding	Jan Dowdell
Officer job title	Tenancy Services Operational Manager
Contact Details	Janet.dowdell@brighton-hove.gov.uk

W3.1 Question

Issue	Some residents throw food from their balconies to feed birds. The birds can be a nuisance, and discarded food creates a health and safety problem and encourages rats and other animals.
Background	At Conway Court, the Council has sent letters to every flat, but this has not stopped people from throwing food from their balconies. The problem is that there are no consequences if people continue to do this, so this anti-social behaviour continues.
Request or Question	<p>It was agreed to ask at Area Panel:</p> <ul style="list-style-type: none"> • Why are there no consequences if people ignore warnings? • What action is the Council prepared to take?

W3.1 Response

Response
<ul style="list-style-type: none"> • Why are there no consequences if people ignore warnings?

When we receive complaints of residents feeding birds from balconies and throwing items off balconies, we ask the reporter if they can identify the property items are coming from. In situations where the property hasn't been identified, the team will write to all residents asking for the behaviour to stop and will encourage residents to provide us with information that may assist in identifying the property.

If we know the property, we will work directly with that resident to stop the behaviour. If we are unable to identify the property, it remains difficult for us to resolve.

- **What action is the Council prepared to take?**

As with any breach of tenancy, we take a stepped approach to bring about a change in behaviour. Our approach may differ from case to case depending on the situation and the people involved. For example, officers may start by bringing the situation to a resident's attention and ask for the behaviour to stop. If that is ignored, an initial warning will be issued, and we will start our enforcement processes. In some situations, we would increase the severity of warnings and may issue notices or build a case for injunctive action.

I am delivering ASB workshops across the city for groups that are interested in finding out more about our approach, the tools and powers available to us, what the casework looks like and how officers take on the challenging situations.

If your group would like me to come along and deliver a session on ASB, please contact me or Housing Customer Services and we will set something up.

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

C3.1 - Replacement doors in high rise flats and new fire regulations

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	18 th September 25
Week of Area Panel	24 th November 25
Deadline for officer response	23 October 2025

Name of officer responding	Stuart Harvey
Officer job title	Fire Safety Manager
Contact Details	Stuart.Harvey@brighton-hove.gov.uk

C3.1 Question

Issue	When will doors to high rise flats be replaced with ones that meet current fire safety regulations?
Background	<p>Replacement of doors to the flats at Somerset Point was underway, then paused when new fire safety regulations came into effect. The doors are in a very bad condition and urgently needed replacing when the work was stalled. Residents have not been given any information about when they can expect new doors.</p> <p>It was clarified that all windows and doors that don't meet new fire regulations will have to be replaced (regardless of how recently they were put in). The high-rise blocks are being prioritised.</p> <p>There are two door-replacement schemes, one for tenants and one for leaseholders.</p>
Request or Question	<p>it was agreed to raise the following questions at Area Panel:</p> <ul style="list-style-type: none"> • When can Somerset Point and other high-rise blocks expect to get their doors replaced? Can the Council provide a city-wide list of progress with this work? • Some blocks, including Somerset Point, have already been through a process of choosing new doors, having doors measured etc. Will they have to do this again? • What can leaseholders expect? Some leaseholders have spent considerable money on doors that passed fire regulations when they were installed and they would not be choosing to replace. Will they have to pay for new doors? • Is there any Government subsidy available to local councils to help them meet the Government's updated fire regulations?

C3.1 Response

Response

- Somerset Point is estimated to have its doors replaced in the 2026/27 financial year, the delay has been that prior to any works in high-rise buildings, the council must now apply for approval for this work to the Building Safety Regulator.
- Due to the delays in relation to Building Safety Regulator application process and approvals for this work, we anticipate checking with residents around their original choices and contacting any residents that have moved in since the original choice forms were sent out, to gain their preferred choices for door types/colour.
- The council are undertaking fire door checks across our high-rise blocks in compliance with new legislation to ensure the fire doors perform as intended. The doors that require remediation and / or replacement will be competed on a programmed basis in a priority order and will have Building Safety Regulator application submitted where works are deemed necessary.
- This will be reviewed on an individual case basis in each block by the council's Fire Team. The team will need to check the door meets current legislation and regulations connected to fire doors, using manufacturer information and installation information available, as well as assessing the condition of the door.
- We are not currently aware of any Government funding for fire door installations. We are engaging with Homes England who are leading on delivery of Government funding via their Cladding Safety Scheme. We are also reviewing potential Government funding schemes toward the costs of waking watch where required and toward introduction of Personal Emergency Evacuation Plans.
- The position with leaseholders regarding replacement of and payment toward compliant fire doors will depend upon the terms of the lease and the nature of the door replacement programme.

C3.2 - Poor value repairs service

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	18 th November 25
Week of Area Panel	24 th November 25
Deadline for officer response	{Housing completes}
Name of officer responding	{Housing completes}
Officer job title	{Housing completes}
Contact Details	{Housing completes} @brighton-hove.gov.uk

C3.2 Question

Issue	too many repairs are not being done properly and require multiple visits to sort out.
Background	<p>A specific problem in Essex Place was raised, where it took 7 visits over 3 weeks to correctly repair the lift. However, it was noted that this was indicative of a broader problem with the repairs service, and that it is this broader problem that needs to be addressed.</p> <p>An efficient, effective repairs service is at the core of the Council's responsibility as a landlord, and they are failing to meet this.</p>
Request or Question	<p>Ask the following question at Area Panel</p> <ul style="list-style-type: none"> • Why are repairs not completed properly on the first visit? • Why is the repairs service not operating at a higher standard?

C3.2 Response

Response
<p>In order to reassure residents about the cost of works to the lift at Essex Place Rob Mabey (Mechanical and Electrical Team Manager) has responded the following:</p> <p>We have a fully comprehensive cover for lifts, so do not get charged for labour or parts except when the lift has been vandalised or mis-used. The number of visits to rectify an issue makes no difference to our costs. We do of course recognise that downtime will have a significant impact on the residents and we work closely with our service contractor to prevent this wherever possible.</p> <p>Why are repairs not completed properly on the first visit?</p> <p>There are several common reasons why repairs may not be resolved during the initial visit. These include:</p> <ul style="list-style-type: none"> • The incorrect trade attending the appointment, which can delay the necessary work. • Required materials not being available on the day, often due to the need to order specialist parts. • The scale or complexity of the repair exceeding the time allocated for the visit.

We are actively working to improve this by refining our diagnostic process to ensure the correct trade attends first time. We're also reviewing and expanding the stock carried in our operatives' vans to reduce delays caused by missing materials.

Despite these improvements, some repairs, such as water ingress or hidden leaks, are inherently difficult to diagnose and resolve in one visit. These issues often require multiple inspections to accurately identify the source and apply a lasting fix.

Why is the repairs service not operating at a higher standard?

We recognise that the current standard of our repairs service does not always meet expectations, and we are committed to raising its quality. Improving efficiency and reliability is a key focus area. We understand that repeated visits and unresolved issues can be frustrating and disruptive for residents.

To address this, we are enhancing our approach to diagnostics, improving communication throughout the repair process, and investing in better training and resources for our operatives. Our goal is to reduce disruption, improve first-time fix rates, and deliver a repairs service that residents can trust and rely on.

The council has made substantial progress in reducing the overall volume of open repairs. This has been achieved through targeted planning, contractor mobilisation, and a clear focus on both risk prioritisation and clearing the oldest cases. This recovery work continues to be closely managed and monitored. We report progress to both Cabinet and Place Overview & Scrutiny Committee. In our report to September Overview & Scrutiny Committee we advised that the number of outstanding repairs over 28 days had dropped to 2,622 as of July 2025, a reduction of over a half since the 6578 outstanding routine repairs reported to January Scrutiny Committee. The Service remains fully committed to continuing to reduce the remaining backlog in routine repairs.

Our Quarter 2 performance report shows that we are above our target of 96% tenant satisfaction on both of the following council housing maintenance performance indicators: Surveyed tenants satisfied with completed repairs, standard of work, 98% (2,213 of 2,253); Surveyed tenants satisfied with completed repairs, overall customer service, 99% (2,225 of 2,253).

C3.3- Staff training and anti-social behaviour

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	18 th September 25
Week of Area Panel	24 th November 25
Deadline for officer response	23 October 2025
Name of officer responding	Janet Dowdell

Officer job title	Tenancy Services Operational Manager
Contact Details	Janet.dowdell@brighton-hove.gov.uk

C3.3 Question

Issue	The issue resident wanted to raise was that policies and procedures for dealing with anti-social behaviour are not being followed by all council staff. More training is required and staff need to be held accountable when they are not abiding by council policies and procedures.
Background	Previously Brighton & Hove city council have stated that there was ongoing training for members of staff when dealing with antisocial behaviour. A resident said that two years after this has been in place, the policies and procedures that officers are meant to uphold are not always being followed. Residents across the city are still facing the same issues when reporting and experiencing antisocial behaviour.
Request or Question	<p>It was agreed to ask the following questions:</p> <ul style="list-style-type: none"> • When will Brighton & Hove city council set up a robust training standard for staff members dealing with ASB? The current level of training seems to be failing some residents still. • What additional training is required of individual staff members who are not able to keep to the policies, procedures and standards in place for ASB? • How are staff held accountable if they keep falling short of the standards required to properly support residents experiencing ASB?

C3.3 Response

Response
<p>Anti-Social Behaviour casework can be very complicated to manage due to the nature of the behaviour we see and the individuals we work with to resolve situations.</p> <p>The Tenancy Team manage all situations of ASB for Council Housing, and we are a team of Six Housing Managers and thirty-two Housing Officers managing over 300 cases of ASB across the city as part of a varied caseload.</p> <ul style="list-style-type: none"> • When will Brighton & Hove city council set up a robust training standard for staff members dealing with ASB? The current level of training seems to be failing some residents still.

The Tenancy Team have an existing training plan in place which provides ongoing learning on the subject of ASB. Here are some examples of the areas of focus we have been covering most recently and continue to over the coming months -

- Specialist training – presenting cases at court, preparing witness statements, Proportionality and Equalities and legal frameworks related to ASB casework.
- Casework compliance with policy and procedures – case audits linked to the Independent Housing Ombudsman (IHO) findings.
- IHO findings – regular sessions with the team, looking at findings and failures and implementing recommendations.
- Process for non-compliance from case audits – feedback and escalation processes. Action planning to address areas of failure.
- Implementation plan for the new Hate incident Policy
- **What additional training is required of individual staff members who are not able to keep to the policies, procedures and standards in place for ASB?**

We deliver the training in a range of ways to accommodate all levels of knowledge in the team.

- We hold full team sessions with external experts on the subject
- Small group sessions
- ICT focus sessions focused on recording casework
- Bitesize sessions online to focus on small areas of the work
- Individual support and induction plans
- **How are staff held accountable if they keep falling short of the standards required to properly support residents experiencing ASB?**

The aim of the team and staff working within the team is to minimize the harm ASB presents to residents. There are several reasons why we may not always meet the expectations of residents such as -

- The speed in which we can find lasting solutions
- What we can do with tools and powers available to us
- The need to gather a weight of evidence to enable enforcement actions
- How often we keep residents updated on what we are doing
- What we can disclose to reporters
- How we as an organisation communicate with residents to let them know we are dealing with situations

The ASB case numbers are high within the team. The area of work is very demanding, and staff deal with conflict and challenge daily. They have a great level of support within the management team to assist them to maintain good standards of work.

Where we identify training needs or issues with performance, we will provide support to staff to embed improvements.

We are working hard to improve our areas of communication with reporters and victims of ASB. We have increased our staff resource for this area of work and are continuing to focus on improving our satisfaction with this area of work.

We have also been developing an understanding of Trauma Informed Approaches to help us develop a deeper understanding of our interactions with tenants.

We have developed training for Housing Staff to increase our understanding of the impact of trauma and the behaviours that manifest as a result.

We have trained 15 in house reflective practice facilitators that are creating safe spaces for staff to reflect upon the emotional impact of our work and ensure we maximise our learning from ASB incidents and improve our responses.

We are acutely aware that more effective internal departmental relationships will enable us to get a better picture of the behaviours of ASB perpetrators and develop more robust interventions to prevent the cycles of offending individuals or groups.

This approach also supports us to develop more compassionate response to ASB victims and better understand the impact of offending behaviours.

We regularly convene Multi-Agency Meetings with Social services, Mental Health services, GP's and The Police to ensure joint strategic working in tackling this issue.

As a landlord we are fully committed to continuous improvement and pride ourselves on creating an environment of creative professional curiosity to better understand the needs of tenants and staff, we always strive to do more and do this through keen attention to our customer and working relationships alongside robust and timely interventions.

Due to the nature of the work, we are reliant on factors that are outside of our control. It is a fact that we experience delays with getting cases into court. We are reliant on a weight of evidence from reporters and victims and without that, it becomes very difficult to take enforcement action. We are reliant on good casework if we look to take enforcement action, and that takes time.

I am delivering ASB workshops across the city for groups that are interested in finding out more about our approach, the tools and powers available to us, what the casework looks like and how officers take on the challenging situations.

If your group would like me to come along and deliver a session on ASB, please contact me or Housing Customer Service team and we will set something up.

We are also looking to co-produce FAQs on the subject and will be asking residents to join us to create something that's useful for all.

C3.3 Action

Start date	Ongoing
End date	

C3.4- What is the criteria for sensitive lets

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	18 th September 25
Week of Area Panel	24 th November 25
Deadline for officer response	17.10.25
Name of officer responding	Jan Dowdell
Officer job title	Tenancy Services Operational Manager
Contact Details	Janet.dowdell@brighton-hove.gov.uk

C3.4 Question

Issue	clarification is needed about how sensitive lets are defined.
Background	<p>Residents have been told two separate things about sensitive lets:</p> <ul style="list-style-type: none"> b) a sensitive let applies only to a single property. It is used when there have been previous problems in that property and immediate neighbours are vulnerable. b) A whole block or estate – for example Ardingly Court - can be identified as a sensitive let area.
Request or Question	<p>raise the following question at all Area panels</p> <ul style="list-style-type: none"> • What is the criteria for a sensitive let? • How are sensitive lets used? • Can residents ask for an area or property to be identified as a sensitive let?

C3.4 Response

Response

The lettings process for council properties is contained in the Housing Allocations Policy [Housing allocations policy and guidance](#) and is dealt with under the selection process.

Sometimes a property will need to be let sensitively, giving regard to exceptional circumstances.

- What is the criteria for a sensitive let?
- How are sensitive lets used?

In exceptional cases, for housing management reasons, we may not offer to the person at the top of the shortlist.

Sensitive let's can only be used in exceptional circumstances, for example severe anti-social behaviour resulting in a Closure Order on the property. Officers make decisions around managing the risks where significant events have impacted on household.

When a sensitive let is approved applicants are vetted for suitability and depending on the situation that may mean excluding those that have been responsible for causing anti-social behaviour (ASB). There may also be times when people are considered vulnerable and at higher risk than others to cope in an environment where there are known incidents of ASB.

Officers must be clear about the reasons they are seeking sensitivity for the let and only search for information relating to this. Officers should not use any unrelated information that becomes apparent during the investigation. This to ensure we are taking a proportionate and evidence-based approach. For example, the officer cannot base a decision on a person's criminal past if the offence is spent under the Rehabilitation of Offenders Act.

Block requests

Whole block sensitive lets may be an option for officers to use to manage properties in extreme situations, affecting multiple households.

Where we have block sensitive lets in place, they are usually approved for a period of six months. Officers will then need to carry out a review of the situation. The block sensitive let will lapse after six months and officers are required to place a further request if the situation warrants a further period of sensitive lets.

Can residents ask for an area or property to be identified as a sensitive let?

Although I can understand why residents would want to ask for this, decisions must be based on evidence and the officer's professional judgement.

Officers need to assess whether there are special considerations and give regard to the implications of the Human Rights Act and the Equalities Act in terms of proportionality. The Care Act also requires us to give regard to proportionality to take the least intrusive response appropriate to the risk presented.

C3.5- Communication between surveyors and contractors

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	18 th September 25
Week of Area Panel	24 th November 25
Deadline for officer response	{Housing completes}
Name of officer responding	{Housing completes}
Officer job title	{Housing completes}
Contact Details	{Housing completes} @brighton-hove.gov.uk

C3.5 Question

Issue	There is poor or no communication between surveyors and the people who come to do the repair.
Background	<p>Residents have noted a problem with the current system:</p> <ul style="list-style-type: none"> b) A contractor visits, takes extensive notes, spends time talking through the repair with the resident. b) Workmen turn up to do the job and have never seen the contractor's notes, so start everything again from scratch. <p>This is not an efficient or sensible way to carry out a repair and the system needs to be upgraded and streamlined so it works effectively.</p>
Request or Question	<p>it was agreed to raise at all Area Panels</p> <ul style="list-style-type: none"> b) Does the Council acknowledge that there is a problem with lack of communication between surveyors and those carrying out the repair? b) How can the Council streamline and improve this communication so this part of the repairs system works more effectively?

C3.5 Response

Response
For responsive repairs, works that are pre-inspected by supervisors that are subsequently allocated to either directly employed labour or contractors are handled by two systems that are linked with an interface. Relevant pre-inspection notes created by supervisors should be transposed into the work orders raised which directly instruct the labour or contractors carrying out the work.

For directly employed resource, this information is sent direct to their mobile device so they should have all the relevant information required.

Contractors pick up their work orders from a works management system IT portal, and it is possible that this information is not directly communicated to their trades carrying out works on site. The works order description could be paraphrased and important elements of the instructions may be missed out.

C3.5 Action

Action	Reminder to be sent to all contractors receiving works orders that all relevant information contained within the works description needs to be communicated to on-site trades.
Start date	10/11/25
End date	10/11/25

E3.1- How can problems with fly-tipping and littering be improved in the long term

Area in city	East
Star rating	3 Star/ City wide issue
Date question raised	15 th September 25
Week of Area Panel	17 th November 25
Deadline for officer response	17 th October 2025
Name of officer responding	Chloe Mclaughlin
Officer job title	Housing Estates Service Manager
Contact Details	Chloe.mclaughlin@brighton-hove.gov.uk

E3.1 Question

Issue	Fly-tipping and littering are long-term issues that the Council has found it hard to get to grips with. Residents have ideas for improvements and would welcome an opportunity to discuss this with officers and Councillors who would listen and who have the power to take action.
Background	<i>There are a number of issues contributing to fly-tipping and littering:</i>

	<ul style="list-style-type: none"> • Not enough bins in areas of high-density housing, such as Bristol Estate. • Recycling bins getting contaminated with non-recyclable materials. • Lack of clear signage about recycling and fly-tipping • Residents' awareness needs to be improved of a) what they should be doing with their rubbish, b) the impact individual actions have on the whole community and c) any fines or other consequences. • Items being dumped rather than the council's paid for collection being used. Mattresses and sofas were identified as a particular problem. Changes in legislation about how to dispose of these items mean disposal of sofas and mattresses is likely to become more expensive. <p><i>A number of possible solutions were suggested:</i></p> <ul style="list-style-type: none"> • More bins and more collections in areas of high-density housing. • Different coloured bins for recycling and general waste, to make it clearer which is which. • More and improved signage. This should have an impact, and make people stop and think about what they are doing. It needs to be very clear what is allowed in the recycling bins, and that any general waste in a recycling bin means the whole bin can't be recycled. • Signs at fly-tipping hot spots reminding people of fines and also pointing out the impact fly-tipping has on their community. • Clear signage on how to report fly-tipping. • Regular replacement of signage so it is always readable and has an impact. • Regular information to residents on what their responsibilities are and the impact on the whole community. • Clean-up days, where there is an amnesty and bulk items are collected free. • A system for council residents where there are well advertised reduced rate collections happening on a regular basis.
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Request or Question	<p>It was agreed to raise this at all Area Panels.</p> <p>Residents asked:</p> <ul style="list-style-type: none"> b) Which of the above suggestions can be implemented immediately? b) Could a discussion be held, looking at long term solutions and exploring residents' ideas, (either at Area Panel or a special meeting)? This should be with councillors and officers who have responsibility for this area of service delivery and are able to put ideas into action.
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E3.1 Response

Response
<p>Thank you for raising these questions and coming up with some ideas for solutions around long term fly tipping solutions.</p> <p>There is a project which is in the planning stages to be able to offer a service where bulky waste is collected from a designated, secure drop off point on the estates. This is due to be presented at the next Area Panel in March.</p> <p>I would very much like to meet with residents to discuss how we take this forward and explore the suggested solutions in more detail. It would be great to incorporate these ideas into the project.</p> <p>I have contacted BELTA, to arrange a date for this meeting.</p>

E3.1 Action

Action	Arrange a meeting with BELTA to discuss ideas for solutions to fly tipping on the Bristol Estate.
Start date	31 October 2025
End date	1 December 2025

N3.1- Anti-social behaviour and Housing Allocations Policy

Area in city	North
Star rating	3 Star/ City wide issue
Date question raised	11 th September 25
Week of Area Panel	17 th November 25

Deadline for officer response	17 th October
Name of officer responding	Harry Williams
Officer job title	Director of Housing People Services
Contact Details	Harry.williams@brighton-hove.gov.uk

N3.1 Question

Issue	<p>The Housing Allocations Policy is not being followed. Tenants are plagued by the anti-social behaviour of tenants being moved into their blocks and neighbourhoods, often lasting years.</p>
Background	<p>While the Council have a duty of care to house people, this should not be at the expense of existing residents. They seriously need to consider 2 main factors when making decisions to house people who have a history of anti-social behaviour: 1) where are they being housed? and 2) who are they being housed with/in proximity to?</p> <p>The Council also need to ensure that people with mental health issues are well-supported and that the support visits are sufficiently frequent.</p> <p>The following are examples which were given at the meeting (but by no means isolated instances or incidents):</p> <p><i>North Moulsecoomb:</i></p> <p>[REDACTED]</p> <p>There were questions as to why such an abusive and aggressive male tenant with a history of ASB was housed next to an elderly female resident and a family with young women in the first place.</p> <p>Residents have suffered for years with this, despite reporting to the Police and Council regularly. Their health, safety and wellbeing are being put at risk daily.</p> <p>Residents feel that they have been ignored and dismissed by both the Police and the Council for years and are deeply frustrated.</p> <p><i>Sylvan Hall:</i></p> <p>[REDACTED]</p> <p>. Evidently, the Council are</p>

	<p>disregarding their own Allocations policy and guidelines when housing tenants.</p> <p>Update on ASB issues:</p> <ul style="list-style-type: none"> Donna (Bates Estate) reported that Sam Nolan from the Council's Community Engagement Team suggested that the CET set up and facilitate a 'regulatory unit' on ASB, which would be made up of tenant representatives from different areas in the city. Donna (Bates Estate) is organising a separate ASB session with Janet Dowdell (Brighton & Hove City Council Tenancy Services Operations) for North Area Council residents to discuss issues with her directly. Details to be confirmed.
Request or Question	<p>Residents request the presence of officers from the Allocations & Housing Departments and Neighbourhood Housing Officers at the next North Area Panel. Residents would like the opportunity to collectively voice their concerns, ask questions and feed back regarding the Allocations Policy in relation to ASB.</p> <p><i>It was agreed that Mitch W (Bates Estate CA) would represent North area residents on this issue at the next Area Panel.</i></p>

N3.1 Response

Response
<p>Thank you for continuing to raise your concerns with the allocation of social housing. We understand the strength of feeling within our communities, and we take residents' concerns extremely seriously.</p> <p>Our aim in allocating social housing is to support the creation of safe, sustainable communities, while balancing the needs of those waiting to access social housing in the city. However, we acknowledge that we don't always get this right.</p> <p>The council's Housing Allocations Policy includes checks to identify whether a household has a known history of anti-social behaviour or criminal activity. Depending on the severity of the case, this may result in a household being deemed ineligible for social housing</p> <p>The council's Head of Homelessness & Housing Options will attend the North Area Panel meeting to talk about the council's existing processes and procedures – particularly procedures for checks on individuals with a history of anti-social behaviour and tenancy breaches.</p>

As agreed at the September North Area Panel meeting, we are working to establish a resident task-and-finish group to review and comment on these procedures. Membership of this working group can be discussed at the area panel meeting.

N3.1 Action

Action	Establishment of the resident task and finish group
Start date	
End date	

RENTS

Area in city/ citywide:	Citywide
Presented by:	Shah Rahman Shah.Rahman@brighton-hove.gov.uk
Appendix:	

Purpose:

We'd like to share some of the key challenges we're facing in collecting rent, especially due to changes in how Universal Credit is being managed. These changes can sometimes cause delays or confusion, which may affect how and when rent is paid.

At the same time, we want to highlight the work our Housing Income Management Team is doing to support tenants. Our team is here to help people stay in their homes and avoid falling into debt. We offer advice, support, and practical help to anyone who's struggling with rent payments or facing financial difficulties.

Main body of the report:

The way Universal Credit (UC) is paid is making it harder for tenants to pay their rent and in turn making it harder for the Council to collect rent on time. UC is paid monthly and directly to tenants, not to the Council, which means tenants now have more responsibility to manage their rent payments. This can lead to delays and in some cases financial stress.

Right now, the government is moving people who get Employment Support Allowance (ESA) over to UC. A higher proportion of ESA claimants in Brighton & Hove have mental health or behavioural conditions (Source: DWP Stat-Xplore), so this change is hitting vulnerable residents especially hard.

Because of these changes, our Income Team can't step in as early as they used to be able to help with rent issues, this has led to more tenants falling behind. In 2024/25, 920 tenants moved from Housing Benefit to UC. But in just the first half of 2025/26, 921 tenants have already made the switch — showing how quickly things are changing.

On top of this, the cost of living, court delays, and leftover effects from the pandemic are making it even harder to deal with serious rent arrears.

Our response

We know that these changes to UC have made things more difficult for many tenants. We are here to help and have put the following support in place:

- **Dedicated Support:** We've created a new role — a Senior Income Advisor — to lead our response to UC changes. This person helps staff support tenants and works closely with the Department for Work and Pensions (DWP) on complex cases.
- **Early Contact:** Our Income Officers now reach out to tenants as soon as Housing Benefit stops due to UC migration. These conversations help tenants understand the new payment process, offer budgeting advice, and connect them to support services to avoid falling behind on rent.
- **Smarter Systems:** We've introduced automation to speed up rent checks for UC claimants, saving staff time. We've also increased the use of **Alternative Payment Arrangements (APAs)** — where rent is paid directly to the Council — helping reduce arrears. In the first half of this year, this helped recover nearly £9.8 million in rent.
- **Better Tools for Staff:** Our housing system now helps staff spot accounts that need urgent attention and take the right action quickly. We've also created clear procedures to support tenants moving to UC, including a direct referral to **Citizens Advice's Help to Claim** service.

We're committed to helping tenants through these changes and making sure support is available when it's needed most.

We're making changes to better support tenants who may be struggling with rent. Here's what we're working on:

- **Better Money Advice:** Our staff are taking part in the *Money Guiders Programme*, which helps them feel more confident when talking about money. This means they can offer clearer, more helpful advice to tenants who need support with budgeting or managing payments.
- **Working Together Across Services:** We're teaming up with other Council teams — like Tenancy Sustainment, Welfare, Revenues, and Business Support — to make sure tenants get joined-up support. This includes helping people who haven't yet moved to Universal Credit, so they're prepared and supported when the time comes.
- **Making the Most of Our Resources:** As the number of Council homes grows and demand increases, we're looking at ways to make sure our front-line teams are ready to respond quickly and effectively to tenants' needs.

We're committed to adapting our service so we can continue to support tenants and help prevent rent arrears.

Next Steps/how to get involved:

We will be promoting support available but please encourage any tenants to get in touch if they are struggling with paying their rent. The earlier we can provide help the better.

Housing.income@brighton-hove.gov.uk

01273 293224

Estate Inspections

Area/Citywide:	Citywide
Presented by: Robert Keelan	Robert.Keelan@brighton-hove.gov.uk
Appendix:	

Purpose:

Brighton & Hove City Council has introduced a programme of annual estate inspections to ensure its housing estates are safe, well-maintained, and meet the expectations of our residents.

This initiative supports the council's commitment to improving housing quality and aligns with both residents' priorities and national regulatory requirements.

Main body of the report:

We're pleased to share that the Council has reintroduced a programme of estate inspections aimed at improving communal areas and enhancing the overall quality of our housing estates.

Led by uniformed Neighbourhood Officers, inspections will help identify and resolve issues such as fly tipping, structural concerns, grounds maintenance standards, and refuse management. They will also support environmental improvements through the Environmental Improvement Budget process, ensuring estates remain safe, functional, and welcoming.

The programme will also focus on:

- Enhancing green spaces
- Managing untidy gardens
- Improving the visual appearance of estates
- Supporting resident wellbeing and satisfaction

Inspections will take place every Tuesday and Thursday morning, with a timetable circulated to tenant representatives, Councillors, and other interested parties throughout October.

Residents are encouraged to participate in inspections and use them as a platform to raise concerns and suggest improvements. The Community Engagement team will be working with resident groups to explore ways to increase involvement.

Outcomes from inspections can be shared at Area Panels via requested reports or through the regular performance indicator report. The Community Engagement team welcomes suggestions on preferred formats. Suggested indicators include:

- Number of inspections completed
- Number of repairs ordered
- Number of jobs referred to partner services
- Number of Estate Improvement Bids submitted and approved

This initiative aligns with strengthened expectations under the Social Housing (Regulation) Act 2023, which empowers the Regulator of Social Housing to proactively inspect and enforce standards. The legislation introduces new consumer standards focused on safety, quality, and the built environment.

In summary, the estate inspections programme is a proactive, resident-focused measure that supports our commitment to safe, well-managed homes and continuous improvement under the evolving regulatory framework.

Next Steps/how to get involved:

The estate inspection programme runs from November 2025. If you would like to be part of a local estate inspection then please get in touch with the Housing Customer Service team who will connect you with local officers. You can contact the team at Housing.CustomerServices@brighton-hove.gov.uk or 01273 293030.

Update on LPS Blocks - Consultation

Area in city/ citywide:	Citywide
Presented by:	Emma Gilbert, Tenancy Services Operations Manager, emma.gilbert@brighton-hove.gov.uk
Appendix:	

Purpose:

To update Area Panel on the Large Panel System Blocks - Launch of the 12 -week Consultation Survey

Consultation Period: 13 October 2025 – 12 January 2026

Main body of the report:

Due to structural concerns affecting eight of our high-rise buildings across three sites, the council is consulting on proposals for redevelopment and regeneration.

These buildings require either **strengthening** and refurbishment, which would extend their safety for approximately 20 years but involve significant disruption to residents and substantial costs to the council, or full redevelopment, which is the council's preferred option.

Redevelopment would involve demolishing the existing blocks and constructing new homes built to modern standards, offering improved quality, energy efficiency, and a better mix of property sizes to meet current and future housing needs.

The Buildings Affected:

- **Hollingdean:** Dudeney Lodge, Nettleton Court
- **North Whitehawk:** Falcon Court, Heron Court, Kestrel Court, Kingfisher Court, Swallow Court
- **Kemptown:** St James House

We are consulting on the Rehousing Policy and the draft Local Lettings Plan (LLP).

The Rehousing Policy explains our approach and sets out the support which will be available for residents if they need to move – such as help finding a new home and financial help with moving costs.

The draft LLP sets out how homes will be offered to council tenants, and how this might affect people on the housing register.

As this will impact waiting times for some groups on the housing register, the LLP consultation is also open to everyone currently on the housing register.

Who Can Take Part

- **Residents of the 8 LPS blocks** (tenants and leaseholders)
- **Everyone on the housing register** (due to potential impact on allocations)

Many thanks to the Resident Advisory Groups who have worked with us to develop the consultation questions, Rehousing Policy and the draft Local Lettings Plan

The consultation is open until Monday 12 January 2026.

Next Steps/how to get involved:

- The Community Engagement team are undertaking a range of engagement activities with LPS residents at all three sites, to ensure residents have their say and are able to respond to the survey.
- They will be door knocking in the blocks and can arrange individual appointments and support such as interpreters, translation, and helping those without online access to complete the survey.
- Details have been given in the LPS newsletters.
- There are also workshops and individual meetings available for LPS leaseholders – they have been sent this information
- Everyone on the housing register has also been sent a link to complete questions in the survey about the Local Lettings Plan

Your Voice online survey: [Project: The future of the large panel system buildings | Brighton & Hove City Council](#)

Contact lbs.engagement@brighton-hove.gov.uk if you need any support with the survey or have any questions.

Repairs & Maintenance Damp & Mould Policy

Area in city/ citywide:	Citywide
Presented by:	Mikila Beck, Interim Head of Housing Repairs & Maintenance mikila.beck@brighton-hove.gov.uk
Appendix:	Copy of DRAFT policy

Purpose:

The Housing Service produces policy documents to outline the guidelines the service follows to meet service objectives or outcomes.

Policies identify key activities and guide the decision-making process on how to handle issues or comply with legislation, regulation or other forms of statutory compliance.

Residents have frequently requested updates on the service's work and preparation to comply with new 'Awaab's Law' legislation which commences on 27th October 2025. We've provided attendees with our draft Damp & Mould policy for awareness and to provide an update on our work to proactively identify, treat and prevent damp and mould within our tenants' homes.

Main body of the report:

This policy outlines Brighton & Hove City Council's commitment to proactively identifying, treating and preventing damp and mould within our tenants' homes.

It aims to ensure that all residents live in safe, healthy and well-maintained homes, free from conditions that could negatively impact health and wellbeing.

It also outlines the Council's legal obligations and our commitments to continuous improvement, transparency and engagement.

The policy information has been placed into the following sections:

- Purpose
- Scope
- Definitions
- Legal Compliance
- Resources & Approach
- Data & Technology
- How to report a repair
- Prevention and support
- Equality, Diversity & Inclusion

- Communication
- Complaints
- Tenant responsibilities
- Review

We are seeking feedback to help tailor the document to tenants' needs and help to shape our response. We welcome any questions that residents may want to ask today.

Next Steps/how to get involved:

Feedback is welcomed at each Area Panel meeting or can be emailed to:

Mikila.beck@brighton-hove.gov.uk

The deadline for all feedback is: Friday 14th December

EDB Report Summary of Bids and Projects

CENTRAL

Quick Bids Completed since last quarter

- **Brooke Mead/Fabrica (Sept 2025):** Drawing and making for Dementia. Paid October 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

- **Craven Vale (Oct-22):** Southwater Close allotment £6,193.00 – Paid Sept 25.
- **Lavender House (May 25):** Lifelines activity funding – paid Sept 25.

Main Bids Outstanding

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. £4,000.00 paid, ongoing.

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

Lavender House (May 25): yoga classes. Yoga teacher will invoice EDB Officer.

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

- **BELTA (Sept 25):** Halloween Party funding. £952.49. Paid October 2025.
- **North Whitehawk Residents Association x 2 (Sept 25):** SEN sessions £610 and Arts/Craft sessions £711. Paid Sept 25.

Quick Bids Outstanding

Nuthurst Close (Sep 25): Garden items £727.77. Waiting on tenants with payment date.

Main Bids Completed since last quarter

None

Main Bids Outstanding

- **Robert Lodge (Mar-22):** Various items for Community Room £7,980.90. EDB Officer and Community Engagement Officer met with residents. Bid progressing and will be paid Oct/Nov 2025.
- **Wellsbourne Drop-in Café (May 25):** Community café project. Paying in 4 instalments across year. 2 paid so far.

NORTH

Quick Bids Completed since last quarter

- **Growing Hollingdean (Sept 25):** Bulb planting project £847.04. Paid Sept 25.
- **Laburnum Grove Social Group (Jan-25):** Seated yoga classes £1,000.00. Paid Sept 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.

- **Charles Kingston Gardens (Sept 25):** Garden items £371.21. Waiting on new tenant account to pay funds.
- **Laburnum Grove Social Group (sept-25):** Seated yoga classes £1000. EDB officer to pay.

Main Bids Completed since last quarter

None

Main Bids Outstanding

None

WEST

Quick Bids Completed since last quarter

- **Elizabeth Court (Mar 25):** Seated yoga. Paid Sept 25.

Quick Bids Outstanding

- **Hazelholt (Jan-25):** Seated yoga. EDB Officer to pay. £650 remaining.
- **Churchill House (May 25):** Seated Yoga. On-going. £450 remaining.
- **Elizabeth Court (Sept 25):** Seated yoga. £1000. With EDB Officer to pay.

Main Bids Completed since last quarter

None

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: £0.55**
2. North
 - Total Budget: £87,535
 - **Remaining: £21,768.59**
3. East
 - Total Budget: £61,053
 - **Remaining: £233.51**
4. West
 - Total Budget: £69,994
 - **Remaining: £35,393.92**

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>Partial ordered, procuring</i>	£1,200
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>Spring</i>	

EIB572	North	15-Apr-24	Residents via Housing management	Lindfield	Planters	Accept	Mulching of border and hedge	£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>	£500
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>	£200
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>Completed 10/4/25</i>	£325
EIB599	North	04-Sep-24	Residents via Housing management	Jubilee Court	Replacement of handrails	Accept	Remaining funds, used for planters	£3,047.13		£3,047.13	<i>Completed 5/8/25</i>	£1,086
EIB600	North	04-Sep-24	Residents via Housing management	Burstead Close	Overgrown vegetation	Accept	New bin area, area pressure washed. Path.	£4,506.51	£4,506.51		<i>Completed 6/8/25</i>	£4,110
EIB602	West	10-Sep-24	Health & safety	Poplar Close	Bin screening	Accept	Estates to Review bin provision first	£3,500.00	£3,500		<i>Works ordered</i>	£1,010
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>Completed 10/9/25</i>	£970
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>Completed 17/9/25</i>	£1,340
EIB611	North	16-Oct-24	Residents via Community Engagement Team	Dudeney Lodge	Community room refurbish	Accept	Works completed, furniture & signage on order	£16,000.00		£16,000	<i>Completed 10/6/25</i>	£11,291
EIB612	West	18-Oct-24	Residents via Community Engagement Team	St Richards Court	Gate/ Fencing	Accept	<i>Clear tree/ replacement of fence and door</i>	£6,000.00	£6,000		<i>Completed 26/8/25</i>	£3,038
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>	£743
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 26/8/25</i>	£8,528

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>Completed 28/7/25</i>	£6,109
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>Spring</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 health 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	£3,500		<i>ordered</i>	£4,312
EIB639	West	10-Feb-25	Residents via Housing management	Hazelholt	Replacement of trellis/ planters	Accept		£4,000.00	£3,500	£500	<i>Completed 30/4/25</i>	£2,716
								£ 180,601				£83,381

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	£7,520	£11,000	<i>Works complete, tyables due Oct</i>	£14,549
EIB642	North	31-Mar-25	Residents via Community Engagement Team	Charles Kingston Gardens	Railings	Accept		£3,000.00	£2,000	£1,000	<i>Completed 26/8/25</i>	£1,396
EIB643	West	13-Mar-25	Residents via Housing management	Evelyn Court	Fence repairs/ painting	Accept	Delayed due to roof works . Nb £3,050 from EDB	£13,050.00	£13,050		<i>Due Oct 25</i>	£14,540

EIB644	Central	06-Mar-25	Residents via Community Engagement Team	Ardingly Court	Railings	Accept		£7,500.00	£7,500		<i>Due Oct 25</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		£5,000	<i>Completed 18/7/25</i>	£4,321
EIB647	Central	31-Mar-25	Residents via Community Engagement Team	Millwood centre	Door	Accept		£3,000.00		£3,000	<i>arranging access</i>	
EIB650	Central	26-Mar-25	Residents via Community Engagement Team	Hampshire Court	Paving under benches/ path	Accept		£2,000.00		£2,000	<i>Paving completed, path rejected</i>	£720
EIB654	West	01-Apr-25	Residents via Community Engagement Team	Stonery Close	Replace bollards	Accept		£1,500.00		£1,500	<i>Completed 13/5/25</i>	£903
EIB658	Central	29-Apr-25	Residents via Community Engagement Team	Parkmead,	Landscaping	Accept		£4,000.00		£4,000	<i>Procuring</i>	
EIB659	North	20-May-25	Residents via Housing management	Lindfield Court	path & leanto	Accept		£10,000.00	£1,000	£9,000	<i>Parth works in progress</i>	£6,000
EIB660	North	10-Apr-25	Residents via Housing management	Elwyn Jones Court	Awning/ gazebo	Accept		£2,000.00	£2,000		<i>on hold due to roof repairs</i>	
EIB661	West	30-Apr-25	Residents via Housing management	Hazelholt	Paving slippery	Accept		£3,000.00		£3,000	<i>Completed 15/9/25</i>	£3,608
EIB662	West	07-May-25	Residents via Housing management	Woods House	Store/repair	Accept		£3,000.00		£3,000	<i>Completed 8/8/25</i>	£3,040
EIB663	West	08-May-25	Residents via Housing management	Churchill House	Seating/ patio	Accept		£3,500.00	£500	£3,000	<i>Completed 25/7/25</i>	£2,224
EIB664	Central	30-Apr-25	Residents via Community Engagement Team	Hampshire Court	Estate signage	Accept		£3,000.00	£1,000	£2,000	<i>Completed 1/9/25</i>	£527
EIB666	Central	03-Jun-25	Residents Association	Essex Place	Fencing	Accept		£5,500.00	£5,000	£500	<i>Completed 2/9/25</i>	£3,617
EIB668	Central	29-May-25	Health & safety	Lennox Street	Bin screening	Accept		£1,250.00	£1,250		<i>Completed 2/9/25</i>	£1,764

EIB669	West	02-Jun-25	Residents via Community Engagement Team	Langley Crescent	Community garden	Accept		£6,000.00		£6,000	<i>Needs site meeting</i>	
EIB670	West	03-Jun-25	Residents via Housing management	Wickhurst Rise	Bin store adaption/ bike store repair	Accept		£3,200.00		£3,200	<i>Works ordered</i>	£3,168
EIB672	West	18-Jun-25	Residents via Neighbourhood officers	Meadow Close,BN41 2FG	parking restrictions/Bollards	Accept		£4,000.00			<i>Partially completed, rest ordered</i>	£2,927
EIB673	North	19-Jun-25	Residents via Housing management	Jasmine Court	Handrails/ garden tidy/raised planters	Accept		£5,500.00	£5,500		<i>Completed 13/10/25</i>	£3,192
EIB675	East	26-Jun-25	Residents via Community Engagement Team	Robert Lodge	Revarnish external scooter stores	Accept		£2,000.00		£2,000	<i>Leave until spring</i>	
EIB677	Central	01-Jul-25	Residents via Housing management	Sloane Court	Garden improvements	Accept		£4,500.00		£4,500	<i>Partial ordered</i>	£3,021
EIB679	Central	02-Jul-25	Residents via Housing management	RoseHill Court	Bike storage	Accept		£3,000.00	£3,000		<i>Procuring</i>	
EIB682	North	18-Jul-25	Residents via Community Engagement Team	Colden Youth centre	waterbutts, railings	Accept		£2,000.00		£2,000	<i>Procuring</i>	
EIB683	North	18-Jul-25	Residents via Community Engagement Team	Lambourne Close	asccess for mulch	Accept		£800.00		£800	<i>Procuring</i>	
EIB684	West	22-Jul-25	Residents via Housing management	Woods House	landscape improvements	Accept		£10,500.00	£500	£10,000	<i>Partial order/ procuring</i>	£3,251
EIB685	East	29-Jul-25	Residents via Estates Team	Kubic apartments	Path to bin area	Accept		£5,850.00			<i>Procuring</i>	
EIB686	East	30-Jul-25	Residents via Neighbourhood officers	Penhurst Place	Bin store	Accept		£7,500.00			<i>Procuring</i>	
EIB687	North	04-Aug-25	Residents via Community Engagement Team	Hornby Place	washing area	Accept		£7,000.00			<i>Needs site meeting</i>	
EIB692	East	11-Aug-25	Residents via Community Engagement Team	Lichfield Court	Bike Storage	Accept		£5,000.00			<i>Consulting</i>	

EIB693	North	18-Aug-25	Residents via Community Engagement Team	Colden	Noticeboards	Accept		£5,500.00			Procuring/ further clarification	
EIB694	Central	18-Aug-25	Residents via Community Engagement Team	Saxonbury	Noticeboard	Accept		£700.00			Procuring	
								£161,870				

EIB649	Central	26-Mar-25	Residents via Community Engagement Team	Bear Road/ Coombe Road	Community notice Board & Mural	Consult	Refer mural to EDB. Consult notice board	£2,000.00			Needs further investigation	
EIB669	East	02-Jun-25	Residents via Community Engagement Team	Langley Crescent	Community garden	Consult	Confirm housing residents want	£3,000.00			Needs further investigation	
EIB671	West	10-Jun-25	Residents via Neighbourhood officers	Goldstone House	Bicycle storage	Consult		£14,000.00			Needs further investigation	
EIB681	West	16-Jul-25	Residents via Local Councillor	Wickhurst Rise	Damaged sleepers in garden	Consult	Confirm what all residents want	£8,000.00			Needs further investigation	
								£ 96,000				

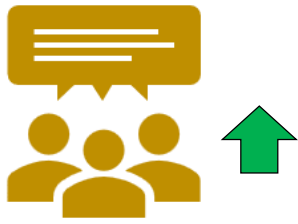
Environmental Improvement Proposals 2024-2025 - proposals rejected

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

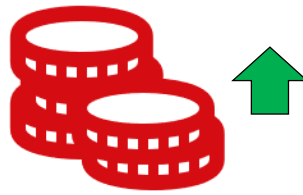
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Council housing performance

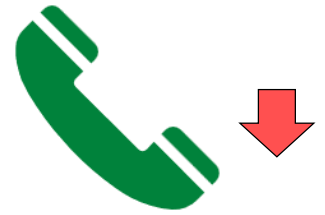
Quarter 2 2025/26 (July to Sept 2025)



75%
Complaint
responses within
10 working days



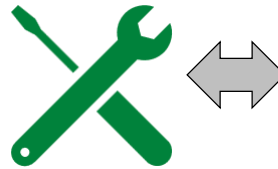
92.8%
Rent collection
rate



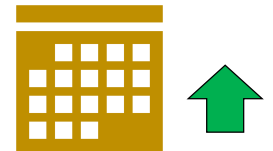
88%
Customer
services calls
answered



42 days
Empty home
re-let time



99.5%
Emergency
repairs within
24 hours



61%
Routine repairs
within 28 days



94%
Repairs
helpdesk calls
answered



97.2%
Dwellings
meeting Decent
Homes
standard

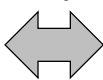


99.9%
Gas safety
compliance

Performance since previous quarter is:



Improved



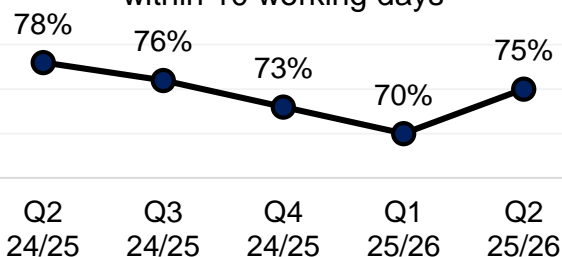
Same



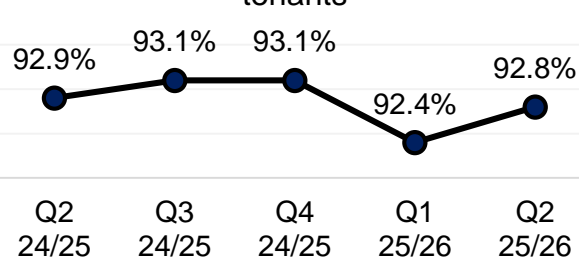
Poorer

Council housing performance – trends up to Quarter 2 2025/26

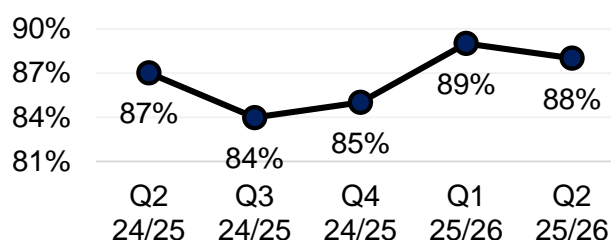
Stage one complaints responded to within 10 working days



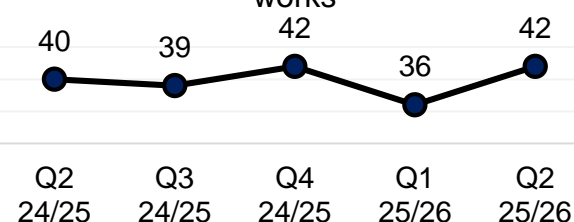
Rent collected from current council tenants



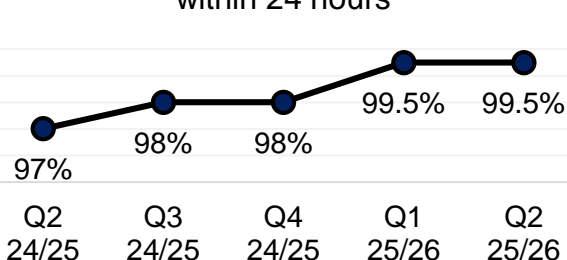
Calls answered by Housing Customer Services



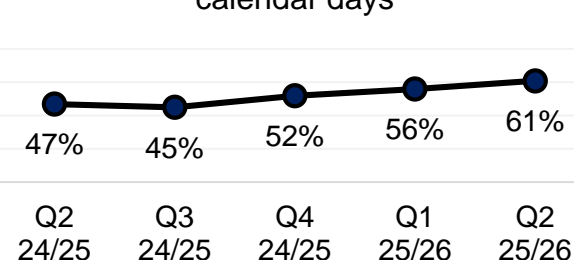
Average re-let time in calendar days excluding time spent in major works



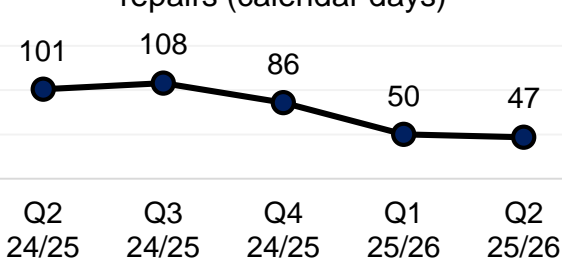
Emergency repairs completed within 24 hours



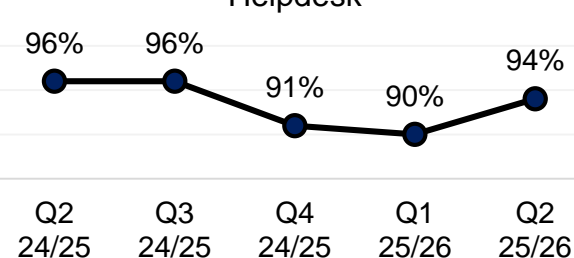
Routine repairs completed within 28 calendar days



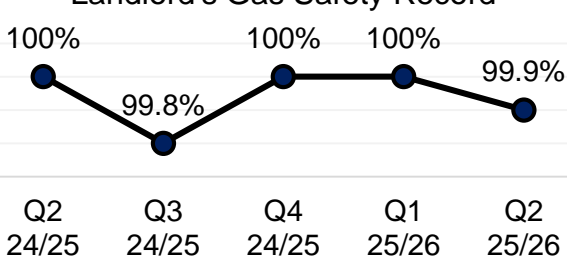
Average time to complete routine repairs (calendar days)



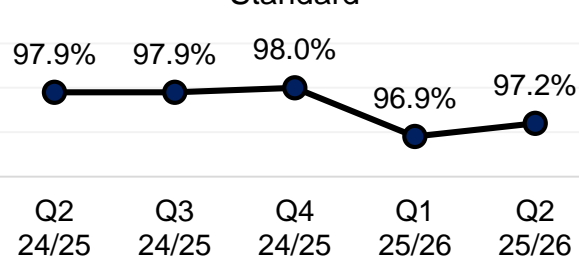
Calls answered by Repairs Helpdesk



Council homes with a valid Landlord's Gas Safety Record



Dwellings meeting Decent Homes Standard



Quarter 2 2025/26 council housing performance – key trends

Top scores (compared to target)

1. Calls answered by Repairs Helpdesk (94% vs 85% target)
2. Calls answered by Housing Customer Services (88% vs 85% target)
3. Emergency repairs completed within 24 hours (99.5% vs 99% 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 (47 days vs 15-day target)
2. Stage two complaints upheld (50% vs 18% target)
3. Average time to approve applications for disability adaptations (13 weeks vs 10-week target)
4. Routine repairs completed within 28 calendar days (61% vs 70% target)
5. Stage one complaints responded to within 10 working days (75% vs 80% target)

Biggest improvements (since previous quarter)

1. Average time to approve applications for disability adaptations (15 to 13 weeks)
2. Routine repairs completed within 28 calendar days (56% to 61%)
3. Stage one complaints responded to within 10 working days (70% to 75%)
4. Average time to complete routine repairs (50 to 47 days)
5. Calls answered by Repairs Helpdesk (90% to 94%)

Biggest drops (since previous quarter)

1. Average re-let time in calendar days excluding time spent in major works (36 to 42 days)
2. Stage two complaints upheld (49% to 50%)
3. Calls answered by Housing Customer Services (89% to 88%)
4. Council homes with a valid Landlord's Gas Safety Record (100% to 99.99%).

Housing performance report

Quarter 2 2025/26

This report provides updates on performance indicators covering a wide range of housing services provided by Brighton & Hove City Council. The report covers Quarter 2 (Q2) 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 as well as any marked 'Corporate KPI.'

The ratings and trends for the quarter are as follows:



Green – on target
(9 indicators)



Improved since last time
(11 indicators)



Amber – near target
(7 indicators)



Same as last time
(6 indicators)



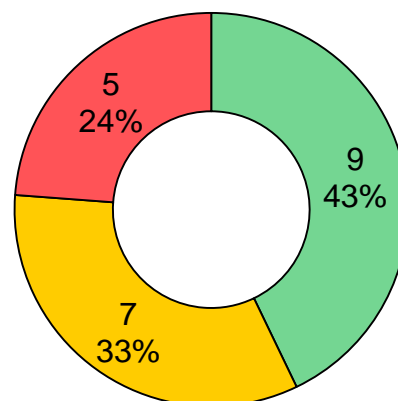
Red – off target
(5 indicators)



Poorer than last time
(4 indicators)






Performance indicators (Q2 2025/26)





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








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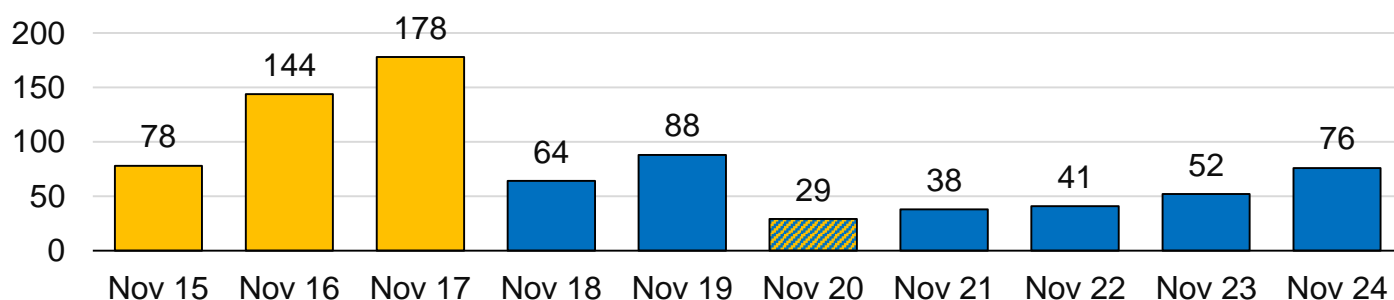
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 Customer feedback (all indicators in this table are for the financial year to date)		Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
1.1	Compliments received from customers	Info	16	63	-	-
1.2	Stage one complaints responded to within 10 working days	80% (70%)	70% (155 of 220)	75% (284 of 380)		
1.3	Stage one complaints upheld	Info	50% (109 of 220)	50% (191 of 380)	-	-
1.4	Stage two complaints responded to within 20 working days	Info	70% (19 of 27)	78% (59 of 76)	-	-
1.5	Stage two complaints upheld	18% (20%)	49% (20 of 41)	50% (38 of 76)		
During 2025/26 to date, 38 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 unhappiness with the outcome of a service request (28%), delays completing repairs (25%) and unhappiness with service delivery (19%).						

  Private sector housing		Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
2.1	Corporate KPI: Private sector homes improved by council intervention	Info	34	36	-	-
Corporate update for 2025/26 to date (Q1 and Q2 combined): The number of private sector homes that have been improved due to council intervention was 70 between 1st April 2025 and 30th September 2025. This is a new indicator for 2025/26 and is currently being monitored (without a target) to establish a baseline ahead of setting a target for the next financial year. Public comparator data for other Local Authorities is not available. During the next quarter we will continue to monitor the completion of works to ensure cases can be closed and interventions recorded. We will continue to prioritise Minimum Energy Efficiency Standards (MEES) cases which are falling short of the required energy efficiency standards to bring about improvements in these homes.						
Further information: The result of 70 homes improved so far during the first half of 2025/26 breaks down as: <ul style="list-style-type: none"> • 37 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 MEES legislation • 24 Houses in Multiple Occupation (HMOs) where the special licence conditions were met. 						
2.2	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	2,079	2,244	-	-
2.3	Requests for assistance received (RFAs)	Info	127	88	-	-
The top categories for requests for assistance received during Q2 2025/26 were disrepair to customer's property (25%), dampness (19%) and requests for information (10%).						
2.4	Property inspections completed	Info	172	212	-	-
2.5	... of which RFA visits	Info	32	26	-	-
2.6	... of which HMO licence visits	Info	140	186	-	-
2.7	RFA cases closed	Info	39	76	-	-
2.8	Properties with Category 1 and 2 hazards resolved through informal actions	Info	67% (6 of 9)	93% (26 of 28)	-	-
2.9	Properties with Category 1 and 2 hazards resolved through formal action	Info	33% (3 of 9)	7% (2 of 28)	-	-
2.10	Private sector vacant dwellings (for more than one year) returned into occupation	25 per quarter	94	85		

 Housing options and homelessness	Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
4.1 Corporate KPI: Homelessness cases presenting during the prevention duty stage	45% (37%)	36% (196 of 543)	34% (153 of 452)		
Corporate update for 2025/26 to date (Q1 and Q2 combined): The proportion of homelessness cases presenting during the prevention duty stage was 35.08% (349 of 995) between 1st April 2025 and 30th September 2025. This is below target and slightly underperforms other Local Authorities within the South East of England (benchmark of 37.52%). Work has continued to focus on early intervention, strengthen the prevention approach and continuing to build close working relationships with the services most likely used by people experiencing homelessness. Recruitment is underway for the new staff within the Housing Advice and Triage service, to further increase the work of the service to be moved into an early intervention space. It is aimed that this team will be in place by the end of Q3 2025/26. Work in the coming quarter will continue to focus on exploring predictive analytics to improve early intervention, with this pilot now under way, as well as embedding the new staff and looking at how cases are triaged across the service.					
4.2 Corporate KPI: Homelessness prevention cases closed with a successful prevention outcome	53% (52%)	57% (90 of 159)	63% (118 of 188)		
Corporate update for 2025/26 to date (Q1 and Q2 combined): The proportion of homelessness prevention cases closed with a successful prevention outcome was 59.94% (208 of 347) between 1st April 2025 and 30th June 2025. The council's work to prevent homelessness continues to exceed target and outperform other Local Authorities within the South East of England (benchmark of 52.19%) The new Homelessness and Rough Sleeping Strategy is now in consultation for partners and residents to comment and provide input. This new strategy has proposed prevention of homelessness and rough sleeping as a key priority and will continue to drive the council's work to prevent homelessness.					
4.3 New households with a full housing duty accepted	Info	114	181	-	-
4.4 Number of households on the housing register	Info	5,757	5,862	-	-

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



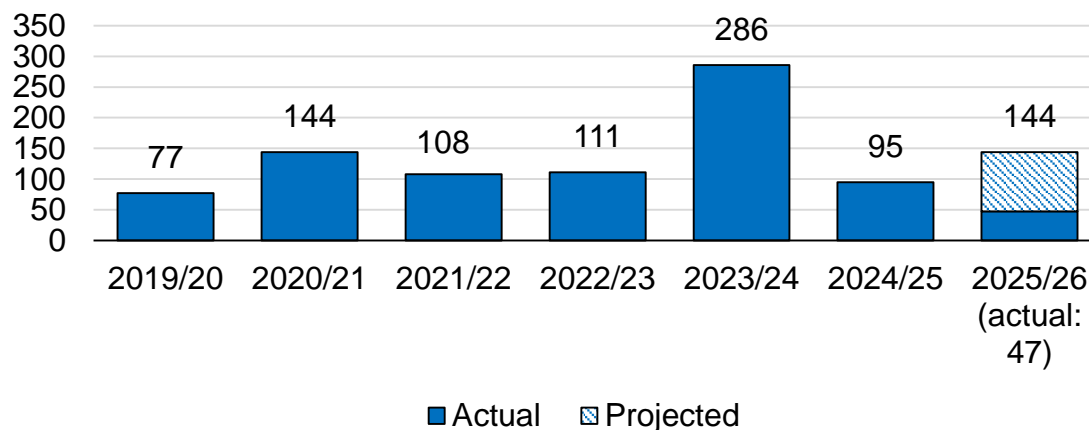
 Temporary accommodation		Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
5.1	Corporate KPI: Total households in temporary accommodation	Info	2,021	2,125	-	-
Corporate update for 2025/26 to date: As of 30th September 2025, there were 2,125 households in temporary accommodation — an increase of 155 since 31st March 2025. While this is a trend indicator with no formal target, the rise reflects both local pressures and a broader national challenge. Across England, the number of households in temporary accommodation reached a record high of 131,140 at the end of March 2025 — a 12% increase compared to a year before. In this context, the city's figures represent approximately 1.6% of the national total, despite having a smaller population share. This suggests a disproportionately high demand for temporary accommodation locally, underscoring the acute housing pressures facing the area. The council continues to prioritise early intervention and prevention, as evidenced by strong performance under the prevention duty. However, the sustained increase in temporary accommodation use highlights the need for continued investment in long-term housing solutions. This work remains central to the council's commitment to building a fair and inclusive city, with homes for everyone, and aligns with national efforts to reduce homelessness through expanded access to affordable housing and strengthened prevention strategies.						
5.2	Rent collected for temporary accommodation (year to date including changes in arrears)	95% (90%)	96.5% (£4.2m of £4.4m)	97.1% (£8.6m of £8.9m)		
The indicator above merges three previously reported indicators to simplify these reports and to provide an overall picture of rent collection across temporary accommodation rather than different types of it.						
5.3	Void temporary accommodation dwellings	Info	87	105	-	-
There were 105 void temporary accommodation dwellings at the end of September 2025, excluding 24 that were with the Empty Homes Team for works.						
5.4	Seaside Homes properties with a valid Landlord's Gas Safety Record	100% (99%)	99.8% (493 of 494)	99.8% (493 of 494)		

6.1 New supply of additional council homes

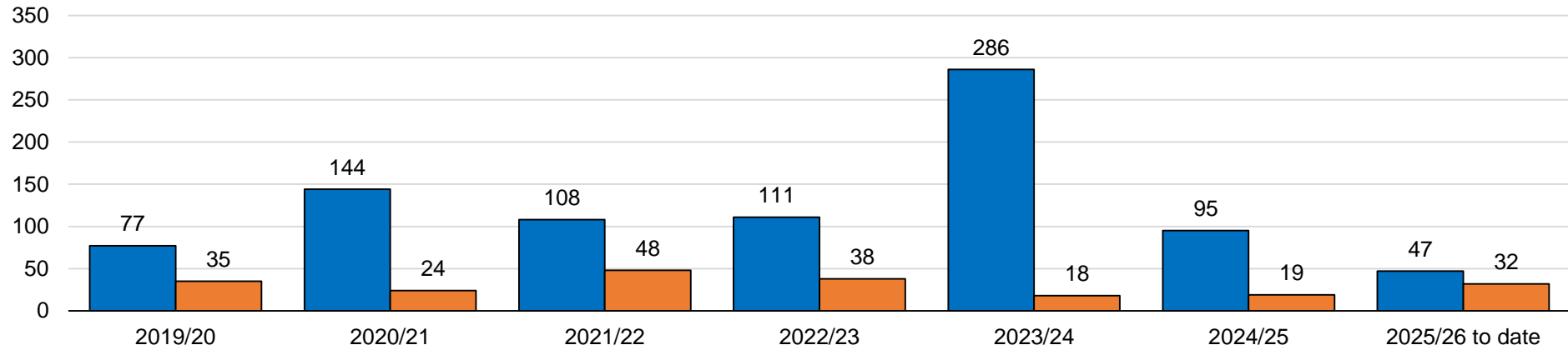
A total of 821 homes were completed between April 2019 and March 2025 and a further 144 are projected for completion during the 2025/26 financial year.

- 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: 144 homes – buy backs (100), Martin Road (1), Frederick Street (4), Palace Place (11) and Brickfields (28). This projection is above the target of 110 for the financial year.

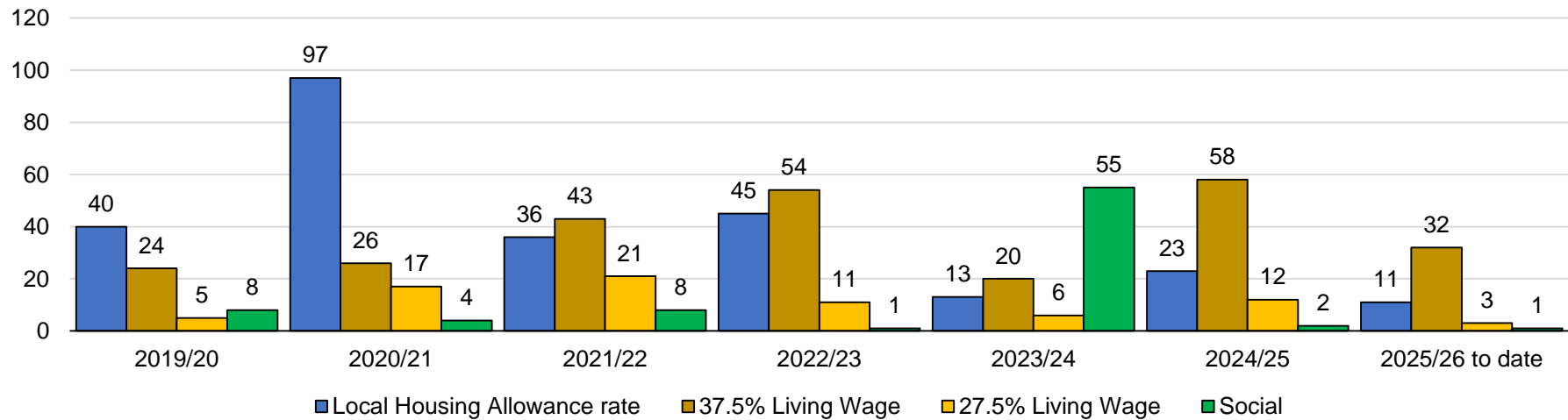
6.2 Additional council homes per year (actual and projected)



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



6.4 Additional council homes by rent level

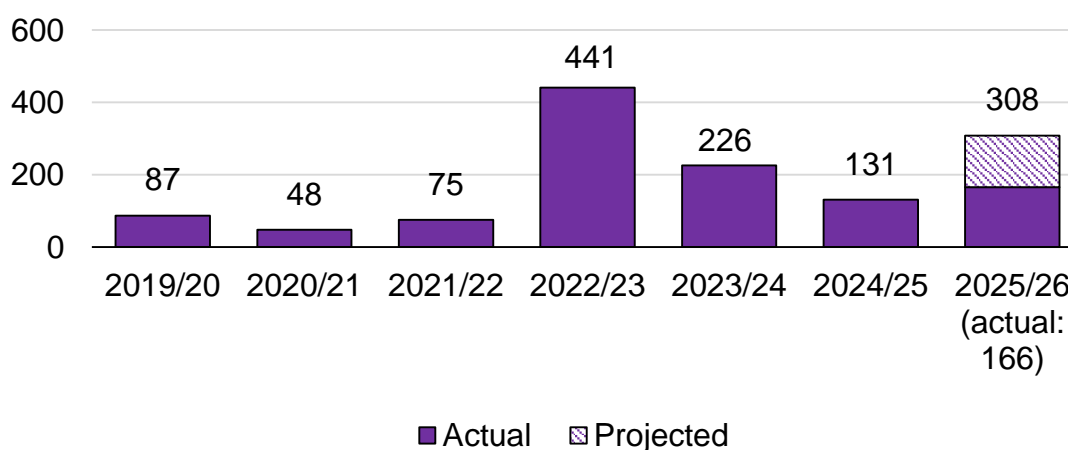







6.5 New supply of other affordable homes




A total of 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)












6.6 Other additional homes per year (actual and projected)




 Council housing management		Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
7.1	Corporate KPI: Rent collected from current council tenants	95.92% (94.19%)	92.39% (£70.4m of £76.2m)	92.75% (£70.7m of £76.2m)		
<p>The Q1 and Q2 results for this indicator are forecasts for the 2025/26 financial year.</p> <p>Corporate update for 2025/26 to date: As of 30th September 2025, the proportion of rent collected from current tenants of council owned homes is forecasted at 92.75% (£70,714,266 of £76,239,153) for the 2025/26 financial year. This collection rate currently underperforms the target of 95.92%, which has been set to match the benchmark from Housemark for Local Authority social landlords with 10,000 or more homes. The managed migration to Universal Credit (UC) has accelerated significantly, with around 900 tenants known to have moved from Housing Benefit (HB) to UC during 2024/25. This trend has continued into the current financial year, with approximately 921 tenants migrating in the first and second quarters alone. This increase is part of the Department for Work and Pensions' broader plan to transition all working-age legacy benefit claimants to UC by March 2026. This shift has had a notable impact on rent arrears. The transition from HB to UC often results in a build-up of rent arrears. The latest group of tenants includes many who receive Employment Support Allowance (ESA), so include individuals with higher levels of vulnerability, requiring more intensive support to navigate the complexities of the UC system. In response, the Income Management team has strengthened its focus on early intervention and prevention. Additionally, income officers are now making early contact with all new tenants and those who have recently migrated to UC, helping to establish payment plans from the outset. A Senior Income Advisor has also been in post since June 2025 to help resolve the most complex UC migration cases. The team has also increased direct payments from UC. During 2025/26 to date, this has averaged £1.75 million per calendar month across 3,600 revenue accounts. This represents a significant shift in how rent is collected and has helped to mitigate the risk of arrears by ensuring more consistent income flows.</p>						
7.2	Evictions due to rent arrears	Info	0	0	-	-
7.3	Evictions due to anti-social behaviour (ASB)	Info	0	1	-	-
7.4	ASB cases opened	Info	223	207	-	-
There were also 374 live ASB cases on 30th September 2025, including those opened before Q2.						
7.5	ASB cases closed	Info	124	198	-	-
7.6	Average days to close ASB cases	Info	129	182	-	-
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.						
7.7	Calls answered by Housing Customer Services	85% (80%)	89% (4,808 of 5,392)	88% (5,156 of 5,878)		
7.8	Emails received by Housing Customer Services	Info	6,283	6,649	-	-

 Council housing management		Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
7.9	Number of council homes let	Info	115	126	-	-
7.10	... of which first lets of new council homes	Info	15	27	-	-
7.11	... of which re-lets of previously let homes	Info	100	99	-	-
7.12	Average 'key to key' re-let time in calendar days including time spent in major works	Info	76	72	-	-
7.13	Average re-let time in calendar days excluding time spent in major works	42 (49)	36	42		
7.14	Void council dwellings (includes new properties)	Info	126	129	-	-
The indicator above provides a snapshot of void council owned dwellings on the last day of the period, whether or not they were available to let. There were 129 void council housing dwellings on 30 th September 2025, including 67 that were with the Empty Homes Team for works (52% of total voids at the time).						

 Council housing maintenance		Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
8.1	Corporate KPI: Emergency repairs completed within 24 hours	99% (97%)	99.5% (2,784 of 2,797)	99.5% (2,861 of 2,874)		
Corporate update for 2025/26 to date (Q1 and Q2 combined): The proportion of emergency repairs completed within 24 hours was 99.54% (5,645 of 5,671) for repairs completed between 1st April 2025 and 30th September 2025. This is above the target and outperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 93.7%).						
8.2	Corporate KPI: Routine repairs completed within 28 calendar days	70% (58%)	56% (4,233 of 7,546)	61% (4,676 of 7,668)		
Corporate update for 2025/26 to date (Q1 and Q2 combined): The proportion of routine repairs completed within 28 calendar days was 58.56% (8,909 of 15,214) for repairs completed between 1st April 2025 and 30th September 2025. This is below the target and underperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 78.8%). The proportion of routine council housing repairs completed within 28 calendar days is impacted by the number of old routine jobs among those completed, with 3,683 originally issued before 2025/26. Of the 11,531 jobs issued during 2025/26 to date, 73.98% (8,531 of 11,531) were completed within 28 days, which is above 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 2,496 on 30 September 2025.						
8.3	Average days to complete routine repairs	15 (17.5)	50	47		
The average time taken to complete routine repairs is also impacted by the old routine jobs among those completed. Please see the update above for more information about recent progress.						
8.4	Calls answered by Repairs Helpdesk	85% (80%)	90% (15,568 of 17,387)	94% (15,325 of 16,349)		
8.5	Emails received by Repairs Helpdesk	Info	4,825	5,761	-	-
8.6	Online forms received by Repairs Helpdesk	Info	705	884	-	-
8.7	Surveyed tenants satisfied with completed repairs: standard of work	96% (92%)	98% (1,333 of 1,367)	98% (2,213 of 2,253)		
8.8	Surveyed tenants satisfied with completed repairs: overall customer service	96% (92%)	99% (1,349 of 1,367)	99% (2,225 of 2,253)		

 Council housing maintenance		Target (amber value)	Q1 2025/26	Q2 2025/26	Status against target	Trend since last quarter
8.9	Corporate KPI: Council dwellings meeting Decent Homes Standard	100% (96.3%)	96.9% (11,830 of 12,204)	97.2% (11,873 of 12,212)		
Corporate update for 2025/26 to date: The proportion of council owned homes that meet the government's Decent Homes standard was 97.22% (11,873 of 12,212) on 30th September 2025. This is below the target of 100% but outperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 94.8%). Our reporting is more consistent as a result of council employed stock condition surveyors who are undertaking surveys to areas not previously visited for some years. Several teams within Housing are collaborating to enhance the stock condition data and further staff training on recording it has been undertaken. Housing IT systems are now embedded and managed to ensure data is kept up to date which has improved reporting.						
8.10	Corporate KPI: Council homes that have an EPC rating of A to C	91.2% (90.8%)	89.2%	89.2%		
Corporate update for 2025/26 to date: <ul style="list-style-type: none"> • Warm Homes: Social Housing Fund – Grant Funding Agreement signed and all conditions met, contract with delivery partner signed and mobilised, engagement with first tranche of households began September 2025. Initial surveys to be arranged October 2025. • Solar PV programme – installs continued at planned rate 6 to 8 per week • Whole house retrofit pilot – 13 houses surveyed and 2 properties retrofitted as part of pilot to establish model for future embedded programme linked to heating and hot water planned programme (previous gas boiler programme) • Engagement sessions taking place with seniors housing schemes as first step on developing decarbonisation plans for each scheme 						
8.11	Council dwellings with a valid Landlord's Gas Safety Record	100% (99%)	100% (10,032 of 10,032)	99.99% (10,031 of 10,032)		
8.12	Lifts restored to service within 24 hours	95% (90%)	90% (159 of 177)	90% (154 of 171)		
8.13	Average weeks taken to approve applications for disability adaptations to council homes	10 (26)	15	13		
8.14	Average weeks taken for contractor to complete disability adaptations to council homes	Info	20	16	-	-

 Leaseholder disputes		Q1 2025/26	Q2 2025/26
9.1	Stage one disputes opened	21	24
9.2	Stage one disputes closed	31	29
9.3	Active stage one disputes (end quarter)	17	12
9.4	Stage two disputes opened	10	13
9.5	Stage two disputes closed	10	10
9.6	Active stage two disputes (end quarter)	6	9
9.7	Stage three disputes opened	6	3
9.8	Stage three disputes closed	7	3
9.9	Active stage three disputes (end quarter)	6	6