

# Housing Management Panel: West Hove & Portslade Area

Date: 18 March 2026

Time: 2.00pm

Venue Virtual - Zoom

Members: Councillor Nann (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.

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# AGENDA

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**FURTHER INFORMATION**

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

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Date of Publication - Date Not Specified



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

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

<b>When</b>	<b>Wednesday 18<sup>th</sup> March</b> <b>13:30 - 14:00 Housing surgery – for individual enquiries</b> <b>14:00 - 16:00 West Housing Area Panel</b>
<b>Venue</b>	<b>Hove Town Hall, Council Chamber</b>  Norton Road, Hove, BN3 4AH
<b>Join via the Internet or phone call</b>	<p><b>Attend via video link:</b> Please type the following address in your browser: <a href="https://bit.ly/3ZengFO">https://bit.ly/3ZengFO</a></p> <p>If the link above does not work, you can join through the Zoom website <a href="https://zoom.us/join">https://zoom.us/join</a> Join a Meeting with these details:</p> <p><b>Meeting ID: 864 1553 6450</b> <b>Passcode: 45678</b></p> <p>Want to borrow a tablet? Let the team know!</p> <p><b>OR phone in:</b> If you cannot use a desktop, smartphone or tablet to connect to the internet, you can access the Area Panel meeting through a phone call: With a landline phone, call one of the following numbers and type in the meeting ID and passcode above when asked:</p> <p>+44 131 460 1196 / +44 203 481 5237 / +44 203 481 5240</p>
<b>Transport</b>	<p><b>We can help with transport costs:</b></p> <ul style="list-style-type: none"> <li>• Taxis can be requested by people with mobility issues, ask the Community Engagement Team for the code.</li> <li>• If you drive, you can claim mileage and parking costs through your resident association grant, or via your Community Engagement Officer.</li> </ul>

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

**if you have any questions.**

**Brighton and Hove City Council**  
**West Area Panel**  
**26.11.2025**  
**Minutes**

**Attendees:**

**Councillors:** Nann (Co-Chair), Miller

**Residents:** Malcom Campbell (Chair), Helen Jardine-Hodges, Anne Tizzard, Miriam Briault,

**Officers:** Justine Harris, Chloe McLaughlin, Sarah Barclay, Harry Williams, Sam Griffin, Mikila Beck, Tom Trigwell, Martin Reid, Francis Mitchell

**1 – Welcome, Introductions and Apologies**

1.1 Apologies were received from Pat Weller, as well as Councillors Muten and Parrott.

**2 – Minutes and Actions of the Previous Meeting**

2.1 The minutes were agreed as correct record.

2.2 The Chair read through each action in turn.

2.3 There were no matters arising.

**3 – Residents Questions, 2 and 3 Star**

3.1 The Chair read through each question and the provided response in turn.

3.2 Attendees had no comments on the resident questions.

**4 – Rents Update**

4.1 Sarah Barclay delivered the report for this item and provided background on the transition from Housing Benefit to Universal Credit.

4.2 Sarah Barclay outlined the support that residents and tenants can access in regard to Housing Benefit and highlighted the importance of individuals changing benefits being identified at the earliest opportunity.

- 4.3 Helen Jardine-Hodges stated that individuals who transition to a different benefit plan can often fall behind on rent.
- 4.4 Sarah Barclay stated that their team was aware of this and invited those with concerns to contact the Housing Income Officer.
- 4.5 Councillor Miller stated that residents can also contact their Councillor for support.
- 4.6 Harry Williams invited residents to provide feedback on areas of improvement to the Housing Department.
- 4.7 Councillor Nann was informed that migration to Universal Credit was expected to be concluded by March 2026.
- 4.8 Justine Harris stated that it may not be until 2027 that some tenants are out of arrears.

## **5 – Health and Safety Compliance Update**

- 5.1 Martin Reid delivered the report for this item and outlined areas of improvement, as well as areas that required improvement.
- 5.2 Martin Reid stated that areas of improvement included gas, asbestos, carbon monoxide, and lifts and outlined the measures in place to ensure compliance.
- 5.3 Martin Reid stated that all areas showed a positive trend of improvement.
- 5.4 Mikila Beck stated that it was the responsibility of the Council, not residents, to provide and maintain smoke-detectors in Council properties.
- 5.5 Martin Reid stated that hard-wired smoke detectors would be provided in future.
- 5.6 Martin Reid stated that all blocks were required to receive updated fire risk assessments.
- 5.7 Martin Reid provided information regarding waking-watch fire monitoring in high-rise blocks.

**ACTION** – Martin Reid to follow up with Helen Jardine-Hodges regarding fire alarms at Conway Court.

5.8 Murial Briault was informed that hard-wired smoke alarms did not automatically notify the emergency services of a fire.

5.9 Mikila Beck stated the importance of using both smoke and carbon monoxide alarms in residential properties, stating that carbon monoxide was odourless.

## **6 – Break**

## **7 – Estate Inspection Update / Neighbourhood Officers**

7.1 Justine Harris delivered the report for this item, stating that Estate Inspections had begun and offered literature to residents detailing the schedule of inspections.

7.2 Justine Harris stated that there were 8 Neighbourhood Officers in total, with 2 being allocated to each geographical area of the city.

7.3 Justine Harris provided an overview of the role and responsibilities of Neighbourhood Officers.

7.4 Harry Williams stated the importance of Neighbourhood Officers in keeping estates safe, tidy, and inclusive.

7.5 Harry Williams invited residents to contact either the Housing Department, Community Engagement Department, or their Neighbourhood Officer if they had concerns regarding an estate.

7.6 Murial Briault raised concerns regarding waste being left in communal areas in estates.

7.7 Justine Harris invited residents to report instances of waste being left in communal areas and stated that Neighbourhood Officers would be able to investigate such incidents.

7.8 Helen Jardine-Hodges raised concerns regarding unsafe paving.

## **8 – LPS Consultation**

8.1 Sam Nolan delivered the report for this item.

8.2 Harry Williams encouraged residents to engage with the consultation.

## **9 – Damp and Mould for Resident Awareness and Feedback**

9.1 Mikila Beck delivered the report for this item.

9.2 Mikila Beck stated that mould and damp information leaflets were available for residents.

9.3 Mikila Beck outlined the different types of complaints that residents are able to submit.

## **10 – Any Other Business**

10.1 Murial Briault stated that a repair ticket they submitted had not been actioned.

**ACTION** – Mikila Beck to follow up with Murial Briault regarding broken balcony light.

**ACTION** – Justine Harris to provide breakdown of EDB's to next meeting.

**ACTION** – Martin Reid to investigate Helen Jardine-Hodges concerns regarding broken lift at Conway Court.

The meeting concluded at 7.42pm.

Actions from West Area Panel meeting 26<sup>th</sup> November 25

Deadline for staff to respond: *{Housing Area Panel Team insert date and time}*

Actions from last meeting

REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed or planned?
WA1	Martin Reid to follow up with Helen regarding fire alarms at Conway Court.	Martin Reid	<b>An evacuation system is planned for Q1 in 2026. This is likely to start in February 2026</b>	<b>Outstanding</b>	<b>Feb 2026</b>
WA2	Mikila Beck to follow up with Muriel Briault regarding broken balcony light.	Mikila Beck	Work order 1227150/1 completed to replace light. Further works have now been raised under job 1252039/1 as light outside has been coming on again during the day and night	<b>Complete</b>	<b>27<sup>th</sup> November 2025</b>
WA3	Justine Harris to provide breakdown of EDB's to next meeting.	Justine Harris	This is provided as an appendix at Area Panel each quarter. The EDB is administered by the Community Engagement team. If residents would like a more detailed update on individual bids please can they let any of the officers know	<b>Ongoing</b>	
WA4	Martin Reid to investigate Helen's claims of a broken lift. (Conway Court?).	Martin Reid	The lift was scheduled for replacement in the 2024-25 financial year but due to contractor capacity issues, this is delayed. The service has worked closely with our lift consultants over the last year to map out a sustainable lift refurbishment plan. We are also procuring a new lift service provider currently and will confirm timelines for refurbishment as soon as this is complete.	<b>Complete</b>	



## Residents Questions, 2- star West Area

### W2.1 - Broken communal rubbish bins

<b>Area in city</b>	West
<b>Star rating</b>	2 star/ Local area issue
<b>Date question raised</b>	9 <sup>th</sup> January 2026
<b>Week of Area Panel</b>	16 <sup>th</sup> March 2026
<b>Deadline for officer response</b>	4 <sup>th</sup> February 2026
<b>Name of officer responding</b>	Max Smith
<b>Officer job title</b>	Operations Manager
<b>Contact Details</b>	Max.smith@brighton-hove.gov.uk

### W2.1 Question

<b>Issue</b>	A resident said that there are a lot of broken rubbish bins in the Hove area.
<b>Background</b>	Residents said that communal bins are missing lids, or the mechanisms for opening lids have broken. Residents were told more than two years ago that bins across the city would be replaced with new 'euro bins'. This has not happened.
<b>Request or Question</b>	Ask for an update on when communal rubbish bins in Hove will be replaced.

### W2.1 Response

<b>Response</b>
Brighton & Hove City Council is currently exploring a citywide replacement and maintenance policy for communal bins, including those located in Hove. As part of this work, we are reviewing options for renewing the communal bin stock and determining a sustainable long term approach for maintaining and upgrading the containers across the city.

In the meantime, our maintenance team continues to carry out frequent inspections of communal bins. Repairs are prioritised based on the condition of the bins and on feedback from our refuse and recycling collection teams, who report issues as part of their daily rounds.

If you notice a damaged, broken, or missing lid communal bin, please report it directly so it can be logged for repair: 01273 292929

Your reports help us target repairs quickly and ensure that communal bins remain safe, functional, and accessible for all residents.

We will provide further updates on the replacement programme as soon as the review is completed and timelines are confirmed.

#### W2.1 Action

<b>Action</b>	To provide updates on the replacement programme on completion of the review.
<b>Start date</b>	TBC
<b>End date</b>	TBC

#### W2.2 - Ensuring public areas around Conway Court are accessible and safe

<b>Area in city</b>	West
<b>Star rating</b>	2 star/ Local area issue
<b>Date question raised</b>	9 <sup>th</sup> January 2026
<b>Week of Area Panel</b>	16 <sup>th</sup> March 2026
<b>Deadline for officer response</b>	30 <sup>th</sup> January 2026
<b>Name of officer responding</b>	Hannah Barker
<b>Officer job title</b>	Senior Engagement Officer
<b>Contact Details</b>	Hannah.Barker@brighton-hove.gov.uk

#### W2.2 Question

<b>Issue</b>	Replacing signage in areas around Conway Court.
<b>Background</b>	Residents said that cyclists and skateboarders are using the communal pathways around Conway Court. Elderly residents and those with mobility difficulties are feeling vulnerable in these spaces because of this. There used to be signage saying, 'no ball games', 'no skateboarding' 'no

	cycling'. Residents would like to have these replaced as it would help to make these spaces useable and safe for all residents.
<b>Request</b>	<ul style="list-style-type: none"> <li>• Ask for replacement 'no ball games', 'no skateboarding' 'no cycling' signage at Conway Court (placement to be agreed with Residents' Association).</li> <li>• If this is not possible, what action can the Council take to ensure health and safety of vulnerable residents using these areas?</li> </ul>

## W2.2 Response

<b>Response</b>
<p>In March, at the next Environmental Improvements Board meeting, the Community Engagement Team will be able to submit a request to support this.</p> <p>We will use the same approach as has been used recently in the Central area around Albion Hill, which is an enabling and participatory process:</p> <p>Residents wanted to refresh their estate signage. The Community engagement team approached EIB for resources. A site visit was set up by Robert Woodbridge, with residents and the Design, Print and Sign team, to walk around the estate, come up with a plan and specifications for the improvements. They will be sending the plan through to residents before going ahead so that residents will have a chance to look at this.</p>

## W2.2 Action

<b>Action</b>	West Area Community Engagement Officers, Steph & Barry to work with the Conway Court residents, Robert Woodbridge to submit an EIB bid, and support any consultation needed to see this bid through.
<b>Start date</b>	February 2026
<b>End date</b>	March 2026

## Residents Questions, 3-star West Area

### W3.1 - Maintenance of rubbish collection vehicles

<b>Area in city</b>	West
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	9 <sup>th</sup> January 2026
<b>Week of Area Panel</b>	16 <sup>th</sup> March 2026
<b>Deadline for officer response</b>	4 <sup>th</sup> February 2026
<b>Name of officer responding</b>	Kumbirai Mukombe

<b>Officer job title</b>	Head of Fleet Management
<b>Contact Details</b>	Kumbirai.mukombe@brighton-hove.gov.uk

### W3.1 Question

<b>Issue</b>	A resident said that avoidable delays to rubbish and recycling collections happen because lorries are off the road waiting for repair. In the first week in January there were 14 lorries out of action.
<b>Background</b>	A resident said that a lack of forward planning and insufficient resources are making the rubbish and recycling collections inefficient and inadequate. Collection vehicles are often out of action, waiting for parts and repairs. Recently, staff at St Richards have had a constant stream of local residents complaining about their bin collections. There is a good refuse collection team in the area who work hard but are at the sharp end of complaints from residents. This isn't fair on the refuse workers, when the problem is due to poor management and forward planning.
<b>Request or Question</b>	<ul style="list-style-type: none"> <li>• What can be done to make forward planning and management of the collection vehicles more effective?</li> <li>• Why are more spare parts not kept in stock?</li> <li>• Why is there not regular maintenance of the collection vehicles?</li> <li>• Are new vehicles being purchased and the stock modernised?</li> </ul>

### W3.1 Response

<b>Response</b>
<p>Thank you for your enquiry. Residents can be reassured that a lot of forward planning and management goes into the maintenance of our vehicles. Servicing and maintenance intervals are scheduled using our electronic maintenance system, Blue Crystal.</p> <p>We have an on-site store that holds a large number of spare parts. Sometime parts have to be ordered in when required. We have a number of different vehicles, each with hundreds of different parts and holding every part is not economically viable. The supply chain for parts can be complex and when we order parts from vehicle manufacturers, it may take days or weeks because the parts maybe on back order with their own suppliers.</p> <p>We are legally required to ensure that all our vehicles are regularly maintained. Each</p>

vehicle is inspected in the workshop every six weeks and get serviced as per manufacturer's requirements. There is also a legal requirement for our drivers to check their vehicles daily for any defects which they report to the workshop for repairs.

The council has allocated £2.5M annually for vehicle procurement and we currently have vehicles on order. We however need to understand that the vehicles we operate have a lead time of 50 to 54 weeks. We understand that our fleet average age is higher that we would like and we are working hard to remedy this, but it will take some time.

### W3.2 - Problems with out of hours repairs service

<b>Area in city</b>	West
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	9 <sup>th</sup> January 2026
<b>Week of Area Panel</b>	16 <sup>th</sup> March 2026
<b>Deadline for officer response</b>	{Housing completes}
<b>Name of officer responding</b>	{Housing completes}
<b>Officer job title</b>	{Housing completes}
<b>Contact Details</b>	{Housing completes} @brighton-hove.gov.uk

### W3.2 Question

<b>Issue</b>	Residents said that they believe they are being refused repairs to heating and hot water by the out-of-hours service. This appears to be a problem with the system, not an individual incident.
<b>Background</b>	<b>(REDACTED)</b> was without heat and hot water for many days over the Xmas period. When he reported this to the out-of-hours repairs service he was told they would only come out if it was a dire emergency, and that lack of heating and hot water was not a priority, even in very cold weather conditions. He had to wait until the next working day to report the repair. The person he spoke to would not give their name or say who they were working for. <b>(REDACTED)</b> is putting in a complaint about his individual repair.

	<p><b>(REDACTED)</b> had a similar problem earlier in the year. She was assured that this was a mistake by the operator, that training had been improved and that it would not happen again. Another resident had also been told to wait and ring the daytime team when reporting a heating problem. It was agreed that this is not just a one-off and that there are questions about the overall running of the out-of-hours service.</p>
<p><b>Request or Question</b></p>	<ul style="list-style-type: none"> <li>• Who runs the out-of-hours repairs service? Is this the Council, or is it contracted out?</li> <li>• Why is lack of heat and hot water not counted as an emergency repair? What counts as an emergency repair?</li> <li>• Are individual circumstances taken into account – e.g. disability, age, vulnerability? If not, why not?</li> <li>• Why has this not been improved following previous complaints?</li> </ul>

### W3.2 Response

Response
<p>I am sorry to hear of the issue our resident has experienced with the heating and hot water out of hours service. Our out-of-hours service for heating and hot water is managed by our heating &amp; hot Water contractor, PH Jones. Emergency repairs are those that present an immediate risk to residents or significant damage to the home, and we aim to attend within 24 hours. This includes loss of heating or hot water, though outside the peak winter period (November to April) these may be prioritised differently. Where this happens, we will always provide temporary heating to ensure residents remain safe and comfortable.</p> <p>Our priority system is based on the level of risk, but we recognise that individual vulnerability matters. When residents tell us about health conditions, age- related needs, or other circumstances, we do our best to adjust our response accordingly. In Seniors Housing, scheme managers actively support residents and escalate repairs where needed, including if they remain unresolved within four hours.</p> <p>We know the current process can feel too standardised. That is why we are working closely with our contractor’s helpdesk to strengthen how vulnerabilities are identified and acted upon. Our commitment is to deliver a service that is fair, consistent, and responsive—particularly for residents who need additional support.</p>

### W3.3 - Feeding wildlife

Area in city	West
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<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	9 <sup>th</sup> January 2026
<b>Week of Area Panel</b>	16 <sup>th</sup> March 2026
<b>Deadline for officer response</b>	05.02.2026
<b>Name of officer responding</b>	Maria Chatzikou
<b>Officer job title</b>	Maria Chatzikou
<b>Contact Details</b>	maria.chatzikou@brighton-hove.gov.uk

### W3.3 Question

<b>Issue</b>	A resident raised an issue with food put out by residents for animals attracts vermin.
<b>Background</b>	<p>Some residents at <b>(REDACTED)</b> are putting large quantities of food out in the gardens and on pavements around the building. This has included liver, rice, whole loaves of bread. It encourages vermin and also rots and creates a general health and safety hazard.</p> <p>It was recognised that this is an issue city-wide and that while lots of residents do like to feed wildlife it can create problems.</p>
<b>Request or Question</b>	<ul style="list-style-type: none"> <li>• What is the Council policy on this?</li> <li>• What action can the Council take to encourage residents not to do this?</li> </ul>

### W3.3 Response

<b>Response</b>
<p>Thank you for raising this issue.</p> <p>Although we do not have a standalone policy specifically about feeding wildlife, the tenancy agreement is very clear on this matter. It states:</p> <p><i>“You or anyone living with you or visiting you must not do anything to encourage pests, vermin or animals that may cause a nuisance or damage at your home or in the shared areas. Examples of this include but are not limited to feeding wild pigeons and seagulls and not disposing of rubbish properly.”</i></p>

Placing large quantities of food in the gardens or on the pavements encourages vermin and therefore constitutes a breach of the tenancy agreement.

Our Neighbourhood Officers attended the area on the 3 February and carried out a letter drop. This was to remind residents of their responsibilities and reinforce that feeding wildlife in this way is not permitted.

### W3.3 Action

<b>Action</b>	We will continue to monitor the situation and follow up where necessary.
<b>Start date</b>	20/01/2026
<b>End date</b>	Ongoing

### W3.4 - Digital discrimination

<b>Area in city</b>	West
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	9 <sup>th</sup> January 2026
<b>Week of Area Panel</b>	16 <sup>th</sup> March 2026
<b>Deadline for officer response</b>	30 <sup>th</sup> January
<b>Name of officer responding</b>	Hannah Barker
<b>Officer job title</b>	Senior Community Engagement Officer
<b>Contact Details</b>	Hannah.Barker@brighton-hove.gov.uk

### W3.4 Question

<b>Issue</b>	A resident said that the Council is not doing enough to ensure that residents who do not have access to the internet are not discriminated against.
<b>Background</b>	West residents have consistently raised this as an issue, but as the Council moves more and more towards online communication and reporting, it has increased, rather than decreased, as a problem. Communication from the Council about resident engagement meetings and activities is mainly through email. Residents who don't have email or internet access have requested but are often not receiving paper copies of documents and information about meetings.

<b>Question</b>	<ul style="list-style-type: none"> <li>• Why are there ongoing problems with residents who have requested paper copies not receiving them?</li> <li>• What is the Council doing to ensure that they communicate with all residents without any digital discrimination?</li> </ul>
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#### W3.4 Response

<b>Response and Actions</b>
<p>We are very sorry about this experience of residents. We take accessibility seriously and apologise for when the standards have slipped. We have been taking steps to address this issue:</p> <ol style="list-style-type: none"> <li>1) We have been calling people on our area panel mailing list to check and update who needs the Agenda Pack on paper. We are making individual calls because we appreciate that there are residents who cannot, for lots of different reasons, access online. They will receive the pack through the post. We must carefully balance the need to achieve value for money and make best use of council resources and where residents are able to access that information online, we will send through in this format. This work will be completed before the next round of area panels in May.</li> <li>2) The Community Engagement Team is in the process of updating how we store and access residents' information for when we circulate invitations to meetings and activities. We will be able to utilise the same customer relationship management system as Housing, which includes where residents register their access needs. We are aware our previous systems have been a cause of some problems. This work should be completed in the next 2 to 4 months, with Hannah Barker leading on this.</li> <li>3) Community Engagement Officers, Simon Bannister and Richard Wheeler are attending the Digital Inclusion Network run by Ability Net. This network brings together expertise and knowledge around different tools and strategies for promoting digital inclusion. We will be bringing such tools into the teams' practices. This work is ongoing and will be going on over the next 12 months.</li> <li>4) We are conducting review of noticeboards across the city, to get best value to get out of them; noticeboards can be a tool in the suite of engagement and information and how they are used. This is a live piece of work, Sam Nolan will convene a meeting with various players to look at resources, including Neighbourhood officers and Community engagement officers. An audit of noticeboards is ongoing. We very much understand these can be improved. This work will be ongoing</li> <li>5) The Community Engagement Officers team have been successful in referring residents to Digital inclusion sessions to support residents if they wish to improve their skills accessing resources on online.</li> </ol>

### W3.5 - Concerns about Community engagement

<b>Area in city</b>	West
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	9 <sup>th</sup> January 2026
<b>Week of Area Panel</b>	16 <sup>th</sup> March 2026
<b>Deadline for officer response</b>	05.02.2026
<b>Name of officer responding</b>	Sam Nolan
<b>Officer job title</b>	Community Engagement Manager
<b>Contact Details</b>	Sam.nolan@brighton-hove.gov.uk

### W3.5 Question

<b>Issue</b>	West residents raised a number of concerns about the current operation of the Community Engagement Structure.
<b>Background</b>	<p>a) <i>Stopping the Special Interest Groups.</i> A number of West residents have invested a lot of time working with the Community Engagement Team in various Special Interest Groups. These have been a useful way of tenants contributing to policy and development and have been interesting and informative for the residents involved. They also provide a city-wide focus not available elsewhere. There is disappointment amongst West residents that these groups no longer operate. This wasn't a planned and discussed process - they just ceased to be invited to meetings. These include the Tenant Disability Network, the Senior Housing Action Group, Resident Inspectors, Business and Value Group and the Home Improvement Group.</p> <p>a) <i>Cancellation of meetings</i> West residents experience has been that meetings with the Community Engagement Team are often cancelled, sometimes at short notice and without attendees being properly informed. These are not always rescheduled and crucial discussions are missed out on.</p> <p>c) <i>New structures put forward without consultation with current members</i> West residents are concerned that a new Disability Panel has been formed, without involving or consulting with members of the Tenant Disability Network. There was criticism of this panel for being top-heavy, with representatives from Councillors, Council officers,</p>

	organisations like Mind and Possibility People. Very few tenants are involved.
<b>Question</b>	<p>West residents think it is important that residents are at the centre of any Community Engagement structure. They are concerned that it is becoming increasingly based around Council, rather than resident, concerns.</p> <p>It was agreed to ask:</p> <ul style="list-style-type: none"> <li>• What is the Council doing to ensure that residents' concerns are taken onboard and that residents are fully involved in any changes and developments at a city-wide level?</li> </ul>

### W3.5 Response

<b>Response</b>
<p>Thank you for raising these concerns about the Community Engagement Structure. We understand the frustration and disappointment that some residents feel about changes, and we want to address this openly.</p> <p>First, we acknowledge that the way some changes happened — including Service Improvement Groups not meeting was not communicated clearly enough. We're sorry for that, and we are improving how we schedule, notify, and update residents about engagement activity.</p> <p>We also want to be clear that we have not set up a new disability group. We are preparing a city-wide disability tenant survey and mapping of needs to inform future involvement—any proposals for panels or groups will be co-designed with tenants.</p> <p><b>Why We Changed</b></p> <ul style="list-style-type: none"> <li>• Regulatory expectations now require us to reach a much wider and more diverse range of tenants across our 13,000+ households, and to demonstrate how those voices influence decisions.</li> <li>• We explored changes with involved residents, but there was a strong preference among some members to keep the previous model. That meant we could not co-design a new approach collectively at that time.</li> <li>• To meet standards of inclusion and fairness, we have moved to a broader engagement model. We do not have the capacity to expand our reach and continue running officer-led groups in the same way as before.</li> <li>• Importantly, we have offered to support tenants to set up and run their own groups, and we can provide practical help (e.g., templates, light-touch facilitation, access to rooms, publicity via Your Voice).</li> </ul> <p>Service Improvement Groups worked well for those involved, but they reached only a small proportion of tenants. Many voices, including younger tenants, disabled residents,</p>

and people from diverse communities were not being heard. Our aim is to keep what works for current members while opening more, easier ways for others to take part.

### **What We Are Doing Now**

We are building a stronger, more inclusive model that:

- Keeps existing engaged residents involved in meaningful ways.
- Creates more opportunities for residents who aren't currently involved.
- Links local engagement to city-wide decisions.
- Shows clearly how input shapes what we do ("You Said, We Did").

Recent progress (Q4 2025–Q1 2026):

- 142 engagement activities delivered in the last quarter (estate-based events, door-knocking, seasonal activities).
- Around 1,000 residents reached through the Tenant Handbook and Large Panel Blocks surveys—bringing in many new voices.
- Targeted outreach progressing with Black and minoritised tenants, and disabled tenants.
- Building the Your Voice digital hub to make participation easier and more transparent.
- Co-production example: a Bedbug Policy and leaflet written with residents to improve clarity and accessibility.
- A new tenant-led group emerging from the Tenant Celebration Day, growing its role in city-wide tenant oversight.
- Active support to tenant associations: continuing officer advice, governance guidance, funding routes (EDB/EIB), and help with constitutions, AGMs, and inclusive practice so local groups stay strong and open to new members.
- New Area Panel pre-meetings: piloting short, structured pre-meets for tenant reps and associations to build a collective tenant voice, agree shared priorities, and strengthen representation at the formal Panel.

### **What's Next**

- Co-develop the Tenant Engagement Strategy (2026–2029) with residents and the Housing Leadership Team.
- Embed "You Said, We Did" updates at Area Panels and online.
- Run service reviews triggered by residents such as the Sensitive Lets and Allocations that will run over the course of 2026.
- Deliver workshops, focus groups to improve services and culture that are based on lived experience.
- Create routes for resident involvement in contracting and procurement.
- Sustain tenant associations with reliable officer support, training offers, and recruitment drives to widen participation.

- Area Panel pre-meetings to support residents to have a clear understanding of the issues and agree on shared priorities, so they can speak with one clear voice at the formal Panel.

#### Commitments

- Keep meaningful routes for current involved residents and open accessible options for new voices.
- Codesign engagement with tenants
- Actively involve residents who have not previously engaged.
- Publish clear feedback loops so tenants can see how their input influences decisions.
- Provide practical assistance for tenant-run groups and associations and strengthen collective tenant voice through Area Panel pre-meetings.

#### W3.5 Action

<b>Action</b>	<p><b>Keep residents informed</b> Make sure meeting dates and any changes are shared promptly. If a meeting is cancelled, give plenty of notice and set a new date.</p> <p><b>Support tenant-led groups</b> Offer help with meeting spaces, templates, and publicity so residents can run their own groups if they want to.</p> <p><b>Work together on new plans</b> Involve residents in shaping the Tenant Engagement Strategy and any new panels or groups.</p> <p><b>Hold Area Panel pre-meetings</b> Run short sessions before Panels so residents can agree priorities and speak with one clear voice.</p> <p><b>Reach more tenants</b> Continue outreach to tenants who don't usually take part, including disabled tenants and those from diverse communities.</p> <p><b>Show how feedback is used</b> Share "You Said, We Did" updates at Panels and online so residents can see the impact of their input.</p>
<b>Start date</b>	Ongoing
<b>End date</b>	

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

### C3.1 - Fire Safety in Sheltered Schemes

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	4 <sup>th</sup> December 25
<b>Week of Area Panel</b>	16 <sup>th</sup> March 26
<b>Deadline for officer response</b>	{Housing completes}
<b>Name of officer responding</b>	{Housing completes}
<b>Officer job title</b>	{Housing completes}
<b>Contact Details</b>	{Housing completes} @brighton-hove.gov.uk

### C3.1 Question

<b>Issue</b>	There were concerns about fire safety in Sheltered Schemes.
<b>Background</b>	
<b>Request or Question</b>	<p>It was agreed to ask for:</p> <ul style="list-style-type: none"> <li>• The fire safety policies for Sheltered Schemes</li> <li>• Information on what is done to ensure these policies are carried out and to reassure residents that their homes are safe.</li> </ul> <p>☆☆☆ <b>to Agenda Setting meeting and for inclusion on all Area Panel agendas</b></p>

### C3.1 Response

<b>Response</b>
<p>All council seniors' schemes have a Fire Risk Assessment, fire door checks are ongoing, and relevant surveys have been completed. There has also been a significant amount of fire safety works completed on our homes, and this is ongoing. We would require more specifics about the concerns being raised to be able to offer a specific response. We would be happy to engage directly with seniors housing scheme residents and their Residents Associations around any general or specific fire safety concerns arising in their homes.</p>

### C3.2 -Independent handling of discrimination complaints

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	4 <sup>th</sup> December 25
<b>Week of Area Panel</b>	16 <sup>th</sup> March 26
<b>Deadline for officer response</b>	05.02.26
<b>Name of officer responding</b>	Victoria Paling
<b>Officer job title</b>	Customer Experience Lead
<b>Contact Details</b>	Victoria.paling@brighton-hove.gov.uk

### C3.2 Question

<b>Issue</b>	A resident said that all complaints about discrimination and victimisation should always be handled by an independent and impartial officer.
<b>Background</b>	Residents raised about officers continuing to be involved in cases when a resident has made a complaint about discrimination or victimisation against that officer.
<b>Request or Question</b>	Concerns were raised about officers continuing to be involved in cases when a resident has made a complaint about discrimination or victimisation against that officer.

### C3.2 Response

<b>Response</b>
<p>Complaints (including those about specific named officers, and allegations of discrimination) are investigated in line with the council's complaint procedure, which is aligned with the Housing Ombudsman's complaint handling code and the best practice guidance provided by the Local Government and Social Care Ombudsman.</p> <p>Complaints at Stage 1 (initial stage) are handled by the department being complained about, giving the opportunity for any errors to be identified and rectified and for a full explanation to be given.</p>

Should a customer remain dissatisfied following their Stage 1 response, they can escalate their complaint to Stage 2 of the process, where the complaint will be considered by the council's customer feedback team who are independent of service areas. If the customer wishes to escalate their complaint further, then their next step is to contact the relevant independent Ombudsman who may decide to investigate the complaint further.

### C3.3 -Preservation and integrity of records

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	4 <sup>th</sup> December 25
<b>Week of Area Panel</b>	16 <sup>th</sup> March 26
<b>Deadline for officer response</b>	05.02.26
<b>Name of officer responding</b>	Karen Hooper; Victoria Palling
<b>Officer job title</b>	Information Governance Advisor; Customer Experience Lead
<b>Contact Details</b>	Customerfeedback@brighton-hove.gov.uk

### C3.3 Question

<b>Issue</b>	Residents said that they believe systems for keeping secure records relevant to complaints, information requests, and internal investigations do not appear to be working.
<b>Background</b>	Residents have had the experience of information and reports they've given to housing officers not being available and no longer on Council records.
<b>Request or Question</b>	<ul style="list-style-type: none"> <li>• What systems are in place to ensure that records from residents are kept secure? How can they be improved?</li> <li>• Can the Council confirm that all original records relevant to complaints, information requests, and internal investigations are preserved in their original form and are not destroyed, altered, or withheld, in line with statutory requirements for public authorities?</li> </ul>

### C3.3 Response

#### Response

Security of records is maintained via password protection, single sign-on/ multi-factor authentication, access audit trails, patch updates, penetration testing and user audits, etc. Staff are trained on data protection and cyber security.

We continually monitor and consider how to make improvements to security of records, learning from breaches and complaints.

Records are usually preserved in their original form. If an amendment is requested by the data subject (resident), this change will be clearly noted. If a staff member wishes to add comment to data they will make their clear it is their opinion, or that there is additional/ alternative information noted.

The published [Housing service area privacy notice](#) provides a range of information on data processing and includes retention. The internal BHCC Records Retention Schedule states retention timescales for Housing data is six years regarding homelessness services, housing applications, housing enforcement, housing repairs, selective licensing and houses in multiple occupation. Right to Buy data is held for 12 yrs. Each Housing Service has local arrangements for retention periods of specific data sets.

Records from residents are stored on the applicable client records management database (for each service), with paper documents saved in our document archive, or electronic documents held in the electronic document storage location.

If may be that certain information is restricted to specific members of staff if it is sensitive/ confidential.

The General Data Protection Regulations states data subjects (ie residents) have certain rights to access their own information, but it also allows the Council exemptions to disclosing data for particular reasons ie right to be informed or right of access may not apply if relates to crime prevention, legal proceedings, regulatory functions or legal obligations.

Information requests submitted to the Information Rights Team are coordinated by them but answered by local teams who have specific knowledge. Some information requests are received and responded to by local teams, without Info Rights oversight.

Internal Investigations are managed by the service managers.

Complaints records are retained in full and in accordance with the [published Customer feedback privacy notice](#). These are held on a central database accessible by the councils' customer feedback team who are responsible for management of the complaint function across all council services. Any information gathered or received in relation to a formal complaint are held on this system which has a full audit trail function, including views as well as edits, so any amendments to records (including deletion) are held within that system.

### N3.1 - Communication

<b>Area in city</b>	North
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	27 <sup>th</sup> November 25
<b>Week of Area Panel</b>	9 <sup>th</sup> March 26
<b>Deadline for officer response</b>	{Housing completes}
<b>Name of officer responding</b>	{Housing completes}
<b>Officer job title</b>	{Housing completes}
<b>Contact Details</b>	{Housing completes} @brighton-hove.gov.uk

### N3.1 Question

<b>Issue</b>	<p>A resident said that across Council departments and services, communication with residents is poor – residents either don't hear back in a timely fashion (waiting months for responses and having to follow up on issues multiple times), don't receive updates as promised or are given stock responses about what 'should' happen, rather than what 'will' happen. Inter-departmental communication and coordination also seems to be poor.</p>
<b>Background</b>	<p>Examples of communication issues given a resident:</p> <p>Sylvan Hall RA requested information regarding major and planned works for their blocks. However they did not get a response for months, then suddenly got a mass of information, which was then too much to go through in time for their residents' meeting.</p> <p>ASB: residents being promised regular updates on ASB cases in their area but not getting this in a timely manner. It was pointed out that, in some cases, it is crucial for those affected by ASB to receive updates, as changes in the perpetrator's circumstances can cause them to act out and residents need to be forewarned.</p> <p>Cllr Trevor Muten promised residents that he would come out and visit neighbourhoods affected by anti-social parking and other highways-related issues in August/September. Residents still have not heard back.</p> <p>At the September North Area RO meeting, a Hollingdean resident reported how lack of communication between Council departments resulted in a heavy-handed approach to getting access to a resident's flat.</p>

<b>Request or Question</b>	<p><b>Action: 1 stars (H)</b>  <i>North residents should email Barney with examples of communication issues with the Council: <a href="mailto:hbarneymiller@icloud.com">hbarneymiller@icloud.com</a></i></p> <p><b>Action: 3 stars (HHH)</b>  Residents would like the opportunity to discuss issues of communication at the next Area Panel and to talk about what the problems are and what the remedies might be.</p> <p>The North RO meeting agreed that Barney (Sylvan Hall) would represent North residents and be the spokesperson for this issue.</p>

### N3.1 Response

Response
<p>With regard to communication on major works at Sylvan Hall, we have apologised to residents for the delay in our replies to major works queries and our communication regarding the proposed works at the Sylvan Hall Estate. We do strive to advise residents of our major and planned works in advance and generally this may start 12+ months before start on site and will include advance pre-engagement including FAQ (Frequently Asked Questions) information which is followed up as prestart the project (tendering etc) proceeds. Our engagement is with the residents directly involved with the proposed works i.e. on a block-by-block basis. In addition to sharing the information requested from the Sylvan Hall Resident Association concerning proposed works to their homes and other matters, officers also attended the Resident Association AGM. We would be happy to discuss this issue ahead of the next Area Panel and attend a future Resident Association meeting if this would be useful. Geof Gage, Head of Housing Investment &amp; Asset Management - Projects</p>

### N3.2 - Bins, street furniture & cars obstructing pavements

<b>Area in city</b>	North
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	27 <sup>th</sup> November 25
<b>Week of Area Panel</b>	9 <sup>th</sup> March 26

<b>Deadline for officer response</b>	4 <sup>th</sup> February 2026
<b>Name of officer responding</b>	Max Smith
<b>Officer job title</b>	Operations Manager
<b>Contact Details</b>	Max.smith@brighton-hove.gov.uk

### N3.2 Question

<b>Issue</b>	A resident said that pavements are frequently obstructed by bins, cars and other street furniture, preventing pedestrian access, in particular those with mobility issues or those with prams or in wheelchairs.
<b>Background</b>	<p>A Moulsecoomb resident reported that both individual household and communal wheelie bins were being left on narrow pavements, which meant blocked access to people with mobility issues and prams, forcing pedestrians to walk on the road and putting their lives in danger. Cars are also frequently parked across pavements.</p> <p>Residents in other areas reported similar issues.</p> <p>Theresa informed the meeting that the Older People’s Council was picking up on this problem as a city-wide equalities issue.</p> <p>The meeting agreed that policy and reinforcement were needed on a city-wide scale and across services to address this issue as much as possible.</p>
<b>Request or Question</b>	<p>Residents would like to know:</p> <ul style="list-style-type: none"> <li>• Do Environmental Services have a policy for their staff which requires communal bins to be placed and re-placed in areas that won’t obstruct pedestrian access (e.g. not on pavements)? If there is such a policy, why is this not being reinforced?</li> <li>• Can the Council send out letters to residents to remind them to remove their wheelie bins and recycling bins from the pavement as soon as possible as this blocks access?</li> </ul>

### N3.2 Response

<b>Response</b>

Brighton & Hove City Council manages issues relating to household wheelie bins and recycling boxes left on pavements through its Environmental Enforcement Framework. The framework sets out the standards and enforcement tools available, such as advice, warning letters and Fixed Penalty Notices (FPNs) to address environmental issues affecting accessibility and public spaces.

In relation to residential bins left obstructing the highway, the Council has already adopted a proportionate three stage enforcement process:

**1. Initial Visit:**

Environmental Enforcement Officers visit the reported property to assess whether a bin left on the pavement is causing an obstruction or nuisance and whether there is suitable off street storage space available.

**2. First Letter:**

If an obstruction is identified, residents are sent a letter explaining how bins should be stored and requesting that they are moved off the pavement between collections.

**3. Second Warning Letter & Potential FPN:**

If the request is ignored, a second warning letter is issued. Continued non-compliance may result in a Fixed Penalty Notice (FPN) being issued. FPNs are only used where earlier stages fail to resolve the problem, in line with the Environmental Enforcement Framework's proportionate approach.

The Council can and does send letters as part of this established process when bins are reported as causing obstruction.

**Reporting Issues**

If you wish to report bins left on pavements, please submit the details to:

[EnvironmentalEnforcement@brighton-hove.gov.uk](mailto:EnvironmentalEnforcement@brighton-hove.gov.uk)

This will allow the Environmental Enforcement Team to initiate the formal assessment and, where appropriate, issue reminder or warning letters to residents.



## EDB Report Summary of Bids and Projects

### CENTRAL

#### Quick Bids Completed since last quarter

- **Leach Court (May 2024):** Activity outings £675 – Completed Nov 2025.
- **Somerset Point (Sept-2024):** Day trips with minibus invoice pending. Total bid £675.00. Completed Nov 2025.

#### Quick Bids Outstanding

- **Leach Court (Jul-2024):** Compost and bark £570.00 Simon Bannister to complete purchase.
- **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

None

#### 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

- **Nuthurst Close (Sep 25):** Garden items £727.77. Completed Dec 2025.

### Quick Bids Outstanding

None

### Main Bids Completed since last quarter

- **Robert Lodge (Mar-22):** Various items for Community Room £7,980.90. Completed Jan 2026.

### Main Bids Outstanding

- **Wellsbourne Drop-in Café (May 25):** Community café project. Paying in 4 instalments across year. 3 paid so far.

## NORTH

### Quick Bids Completed since last quarter

- **Hollingdean Residents Association (Jan-25):** Contribution towards new oven for Community Room £995.00. Complete Dec 2025.
- **Charles Kingston Gardens (Sept 25):** Garden items £371.21. Complete Nov 2025.
- **Laburnum Grove Social Group (sept-25):** Seated yoga classes £1000. Complete Jan 2026.
- **Elwyn Jones Court and Charles Kingston Gardens (Nov 25):** Kitchen and garden items £494. Complete Nov 2025.
- **Coldean Residents Association (Nov 25):** Newsletter project £333.33. Complete Dec 2025.
- **Laburnum Grove Social Group (Nov 25):** Gardening items £452.23. Complete Dec 2025.

### 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.
- **Jasmine Court Residents Association (Nov 25):** Seated yoga classes £500. On-going. EDB Officer to pay teacher.

### Main Bids Completed since last quarter

- **The Bevy (Nov 25):** Family fun day funding £5000. Complete Nov 25.
- **Elwyn Jones Court (Nov 25):** Curtains and cushions for communal lounge £2004. Complete Nov 2025.
- **Coldean Village Bingo (Nov 25):** Bingo club funding £3225.03. Complete Dec 2025.
- **Noor-UI Huda (Nov 2025):** Women's session core costs £3500. Complete 2025.
- **Brighton Peoples Theatre (Nov 25):** Theatre workshops £6260. Complete Jan 2026.

## Main Bids Outstanding

None

## WEST

### Quick Bids Completed since last quarter

- **Hazelholt (Jan-25):** Seated yoga. EDB Officer to pay. Complete Nov 2025.
- **Churchill House (May 25):** Seated Yoga. On-going. Complete Nov 2025.
- **Elizabeth Court (Sept 25):** Seated yoga. £1000. Complete Jan 2026.

### Quick Bids Outstanding

- **Hazelholt (Nov 25):** Exercise bike and smart TV for communal lounge £656.97. TV purchased Jan 2026. Bike outstanding.
- **Forge Close (Nov 25):** Bench, sleepers and garden items £770.91. Waiting on residents to confirm items and timelines for project.

### Main Bids Completed since last quarter

- **Sanders House (Nov-24):** Exercise classes £2,400.00. Complete Jan 2026.
- **Carl Evans/Hangleton (Nov 25):** Mural in Hangleton/Harmsworth Crescent £9910. Complete Dec 2025.

### 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, £50 remaining.
- **Muriel House (May 25):** Exercise Classes £2400. On-going. £800 remaining.

- **Sanders House Tenants (Nov 25):** Exercise classes £2400. On-going, EDB Officer to pay teacher.
- **Woods House Tenants (Nov 25):** Exercise classes £2400. On-going, EDB Officer to pay teacher.
- **Churchill House Residents (Nov 25):** Exercise classes £2400. On-going, EDB Officer to pay teacher.
- **Hazelholt (Nov 25):** Exercise classes £2400. On-going, EDB Officer to pay teacher.

## 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: £0.00**
3. East
  - Total Budget: £61,053
  - **Remaining: £233.51**
4. West
  - Total Budget: £69,994
  - **Remaining: £14,456.04**

## Summary 2025/26

<b>Bids funded</b>	<b>76 bids (42 Main bids and 34 quick bids)</b>
<b>Number of groups applied</b>	<b>54 different groups</b>
<b>Total amount awarded</b>	<b>£268,226.90</b>
<b>Budget remaining</b>	<b>£14,690.10</b>
<b>Bids pending approval</b>	<b>£3247.99</b>

### Environmental Improvement Approved Proposals carried forward

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Committed/ spend
EIB451	North	20-Apr-23	Residents via Community Engagement Team	Nettleton Court & Dudeney Lodge	Dog free growing area	Accept	<i>remaining monies used to replace additional fence</i>	£2,654.19	£2,654.19		<i>Completed 12/5/25</i>	£1,454.44
EIB486	North	11-Aug-23	Residents via Community Engagement Team	Mimosa Court	Washing area/ fencing	Accept	<i>initial work done, consult</i>	£6,605.00	£3,000	£3,105	<i>Needs consultation</i>	
EIB515	East	11-Oct-23	Residents via Community Engagement Team	Bird Estate/ adjacent to upper park	Community Space	Accept	<i>Sentri box &amp; benches installed in play area, railings replaced</i>	£10,000	£10,000		<i>Completed 29/5/25</i>	£2,117
EIB529	North	23-Nov-23	Senior Surveys	Charles Kingston Gardens	garden refresh	Accept	<i>remaining monies for 12 month maintenacne visit</i>	£632.95		£633	<i>Completed 13/5/25</i>	£847
EIB530	West	23-Nov-23	Residents via Housing management	Elizabeth Court	Furniture/ patio extension	Approved	<i>remaining monies for 12 month maintenacne visit</i>	£1,471.43		£1,471	<i>Bulbs supplied, works due Jan 26</i>	£694
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,</i>	£2,574
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>Checking fire safety</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>Closed not required</i>	£0
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	Completed 24/4/25	£2,111
EIB578	North	18-Apr-24	Residents via Community Engagement Team	Elwyn Jones Court	Fruit trees, bulbs, steps, more seating	Accept	Remaining funds, after partrial completion	£2,144.90		£2,144.90	Completed 27/11/25	£1,040
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	Bulbs supplied, plants to order	£495
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	Completed 10/4/25	£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	Completed 5/8/25	£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		Completed 6/8/25	£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		Completed 16/10/25	£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		Completed 10/9/25	£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		Completed 17/9/25	£1,340
EIB611	North	16-Oct-24	Residents via Community Engagement Team	Dudenev Lodge	Community room refurbish	Accept	Works completed, furniture & signage on order	£16,000.00		£16,000	Completed 10/6/25	£11,291
EIB612	West	18-Oct-24	Residents via Community Engagement Team	St Richards Court	Gate/ Fencing	Accept	Clear tree/ replacement of fence and door	£6,000.00	£6,000		Completed 26/8/25	£3,038
EIB614	West	21-Oct-24	Residents via Community Engagement Team	Muriel House	Garden improvements	Accept	Clearance , fence, raised planters	£4,500.00	£1,500	£3,000	Completed 6/6/25	£3,338
EIB615	East	19-Oct-24	Residents via Housing management	South Whitehawk	replace sign	Accept		£1,200.00	£1,200		Completed Dec 25	£743
EIB616	North	23-Oct-24	Residents via Housing management	Ditchling Gardens	Landscape & fencing	Accept	remaining monies for fencing	£10,012.93	£10,012.93		Completed 26/8/25	£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>	£6,516
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>Completed Dec 25</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				£87,826

**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>	£2,091
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>Completed 6/11/25</i>	£14,540

EIB644	Central	06-Mar-25	Residents via Community Engagement Team	Ardingly Court	Railings	Accept		£7,500.00	£7,500		Completed 30/10/25	£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	Completed 18/7/25	£4,321
EIB647	Central	31-Mar-25	Residents via Community Engagement Team	Millwood centre	Door	Accept		£3,000.00		£3,000	Assessment/ Procuring	£100
EIB650	Central	26-Mar-25	Residents via Community Engagement Team	Hampshire Court	Paving under benches/ path	Accept		£2,000.00		£2,000	Paving completed, path rejected	£720
EIB654	West	01-Apr-25	Residents via Community Engagement Team	Stonery Close	Replace bollards	Accept		£1,500.00		£1,500	Completed 13/5/25	£903
EIB658	Central	29-Apr-25	Residents via Community Engagement Team	Parkmead,	Landscaping	Accept		£4,000.00		£4,000	Ordered clearance/ procuring	£2,410
EIB659	North	20-May-25	Residents via Housing management	Lindfield Court	path & leanto	Accept		£10,000.00	£1,000	£9,000	Path completed, waiting for leanto	£10,997
EIB660	North	10-Apr-25	Residents via Housing management	Elwyn Jones Court	Awning/ gazebo	Accept		£2,000.00	£2,000		on hold due to roof repairs	
EIB661	West	30-Apr-25	Residents via Housing management	Hazelholt	Paving slippery	Accept		£3,000.00		£3,000	Completed 15/9/25	£3,608
EIB662	West	07-May-25	Residents via Housing management	Woods House	Store/repair	Accept		£3,000.00		£3,000	Completed 8/8/25	£3,040
EIB663	West	08-May-25	Residents via Housing management	Churchill House	Seating/ patio	Accept		£3,500.00	£500	£3,000	Completed 25/7/25	£2,224
EIB664	Central	30-Apr-25	Residents via Community Engagement Team	Hampshire Court	Estate signage	Accept		£3,000.00	£1,000	£2,000	Completed Dec 25	£1,025
EIB666	Central	03-Jun-25	Residents Association	Essex Place	Fencing	Accept		£5,500.00	£5,000	£500	Completed 2/9/25	£3,617
EIB668	Central	29-May-25	Health & safety	Lennox Street	Bin screening	Accept		£1,250.00	£1,250		Completed 2/9/25	£1,764

EIB669	West	02-Jun-25	Residents via Community Engagement Team	Langley Crescent	Community garden	Accept		£6,000.00		£6,000	<i>Works ordered/procuring</i>	£3,675
EIB670	West	03-Jun-25	Residents via Housing management	Wickhurst Rise	Bin store adaption/ bike store repair	Accept		£3,200.00		£3,200	<i>Completed 23/10/25</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, but issues</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>Procuring</i>	
EIB677	Central	01-Jul-25	Residents via Housing management	Sloane Court	Garden improvements	Accept		£4,500.00		£4,500	<i>Completed 10/10/25</i>	£3,021
EIB679	Central	02-Jul-25	Residents via Housing management	RoseHill Court	Bike storage	Accept	Delayed due to consultation	£3,000.00	£3,000		<i>Ordered</i>	£2,950
EIB682	North	18-Jul-25	Residents via Community Engagement Team	Colden Youth centre	waterbutts, railings	Accept		£2,000.00		£2,000	<i>Ordered</i>	£1,570
EIB683	North	18-Jul-25	Residents via Community Engagement Team	Lambourne Close	asccess for mulch	Accept		£800.00		£800	<i>Completed 20/10/25</i>	£486
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>	£3,645
EIB685	East	29-Jul-25	Residents via Estates Team	Kubic apartments	Path to bin area	Accept		£5,850.00			<i>Ordered</i>	£4,245
EIB686	East	30-Jul-25	Residents via Neighbourhood officers	Penhurst Place	Bin store	Accept		£7,500.00			<i>Ordered</i>	£3,850
EIB687	North	04-Aug-25	Residents via Community Engagement Team	Hornby Place	washing area	Accept	Grouting/ repairs after clearance	£7,000.00			<i>Part ordered</i>	£2,256
EIB692	East	11-Aug-25	Residents via Community Engagement Team	Lichfield Court	Bike Storage	Accept		£5,000.00			<i>Consulting - rejected first proposal</i>	

EIB693	North	18-Aug-25	Residents via Community Engagement Team	Colden	Noticeboards	Accept		£5,500.00				<i>Procuring</i>	
EIB694	Central	18-Aug-25	Residents via Community Engagement Team	Saxonbury	Noticeboard	Accept		£700.00				<i>Ordered</i>	£498
EIB697	North	26-Aug-25	Residents via Community Engagement Team	Durham Close	Fencing, path,	Accept		£7,000.00				<i>Ordered</i>	£6,814
EIB698	East	08-Sep-25	Residents via Housing management	Fletching Close	Replace steps	Accept		£3,000.00				<i>Ordered</i>	£2,909
EIB699	Central	05-Sep-25	Residents via Community Engagement Team	Ardingly Court	garden improvements	Accept		£17,000.00				<i>Ordered</i>	£6,165
EIB700	North	16-Sep-25	Residents via Community Engagement Team	St Georges Hall	Planters, new fence, hedge	Accept		£10,000.00				<i>Partial Ordered</i>	£4,995
EIB707	East	09-Oct-25	Residents via Community Engagement Team	Kubic Apartments	Lock/ secure bike storage	Accept		£7,250.00				<i>Procuring</i>	
EIB708	East	09-Oct-25	Residents via Community Engagement Team	Sherborne Close	Open space improvements	Accept		£14,000.00				<i>Procuring</i>	
EIB711	Central	29-Oct-25	Residents via Community Engagement Team	Essex Place	Raised decking	Accept		£10,000.00				<i>Ordered</i>	£10,000
EIB712	Central	20-Oct-25	Residents via Neighbourhood officers	33-47 Fitch Drive	Screened bin area	Accept		£4,000.00				<i>Consulting on options</i>	
EIB713	Central	30-Oct-25	Residents via Community Engagement Team	Sylvan Hall	Community room refresh	Accept		£17,000.00				<i>Procuring</i>	
EIB714	West	31-Oct-25	Estate inspection West 1	Parker Court	remove weeds/ repaint brackets	Accept	Refer clear up to estates team	£2,000.00				<i>Procuring</i>	
EIB715	West	31-Oct-25	Estate inspection West 2	Locks Crescent	Building signage	Accept	Add estate signage	£4,000.00				<i>Procuring</i>	

EIB716	Central	04-Nov-25	Estate inspection Central 3	Crown Hill	Gate/ clearance	Accept	refere back gate locks to estates	£5,000.00				Partially ordered	£1,598
EIB717	Central	04-Nov-25	Estate inspection Central 3	Westmount	Repaint railings	Accept		£1,250.00				Procuring	
EIB718	Central	07-Oct-25	Estate inspection Central 1	The Pines	Clearance	Accept		£2,500.00				Procuring	
EIB719	Central	09-Oct-25	Estate inspection Central 2	Glynleigh	Repaint railings/bench	Accept		£2,500.00				Ordered	£3,230
EIB720	Central	05-Nov-25	Residents via Community Engagement Team	41 Buckingham Place	Path	Accept	Add bench	£4,000.00				Procuring	
EIB721	Central	06-Nov-25	Estate inspection Central 4	Napier House	Repair bench/ renew no tresspass signs	Accept		£1,800.00				Partial ordered	£894
EIB722	North	28-Nov-25	Estate Inspection West North	Merevale	Bin screening	Accept		£2,000.00				Procuring	
EIB723	West	27-Nov-25	Estate Inspection West 5	Wickhurst Rise (evens)	fence replacement & handrails	Accept		£4,750.00				Procuring	
EIB724	West	27-Nov-25	Estate Inspection West 5	Carden Court	Refresh planters	Accept		£1,500.00				Procuring	
EIB725	West	25-Nov-25	Estate Inspection West 4	Stanley Court	ramp & signage	Accept		£1,000.00				Partial order	£540
EIB726	West	25-Nov-25	Estate Inspection West 4	Abinger Court	signage/ fence	Accept		£4,000.00				Procuring	
EIB727	Central	28-Nov-25	Residents via Community Engagement Team	Albion life	Signage	Accept		£6,500.00				Procuring	
EIB729	East	26-Nov-25	Residents via Housing management	Ashington Court	Secure garden	Accept		£4,000.00				Procuring	
EIB730	West	26-Nov-25	Estate Inspection West 4	Valley Road	Building signage	Accept		£1,000.00				Procuring	
EIB733	Central	12-Sep-25	Residents via Community Engagement Team	BELTA	Signage	Accept		£1,200.00				Procuring	

EIB737	North	04-Dec-25	Residents via Housing management	Hawkridge ct/ Selsfield	concrete area -rats	Accept	But review options	£28,000.00			<i>Procuring</i>	
EIB738	East	11-Nov-25	Estate Inspection East 3	Lockwood Close	Tidy Up	Accept		£3,000.00			<i>Procuring</i>	
EIB739	Central	03-Dec-25	Estate Inspection Central 6	May Road	Varnish noticeboard/ clear	Accept		£1,500.00			<i>Procuring</i>	

£332,620

£142,977

	Proposals	Category	Estimate	Actual
	36	Accepted/carried forward	£ 180,601	£ 87,826
2025-26	62	Accepted	£ 332,620	£ 142,977
2025-26	22	Rejected	£ -	
	98	2025/26 Total	£ 513,221.36	£ 230,803.30
	13	Investigation/ Consult	£ 96,000	

Total approved projects 69  
 Projects completed 32  
 Projects in progress 15

### Environmental Improvement Proposals - proposals awaiting consultation

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Commitment/ spend
EIB558	North	16-Feb-24	Residents via Community Engagement Team	Beevenden	Gym Equip	Consult	<i>wider consultation and support by residents required</i>	£20,000.00			Needs further investigation	
EIB606	North	07-Oct-24	Residents via Housing management	Fitch Drive	Bike calming	Consult	<i>wider consultation and support by residents required</i>	£5,000.00			Needs further investigation	
EIB609	North	16-Oct-24	Residents via Community Engagement Team	Ashurst/Halland Road	Wildflowers	<i>Consult</i>	<i>wider consultation and support by residents required</i>	£9,000.00			Further discussion/ consultation in progress	
EIB640	East	11-Feb-25	Residents via Community Engagement Team	Manor Road Gym	Funding for sports hall floor	<i>Consult</i>	<i>Need evidence of tenant usage</i>	£35,000.00			Needs further investigation	

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
EIB688	East	05-Aug-25	Residents via Community Engagement Team	Kingfisher Court	Increased use of old bin room	Consult	More info	£17,000.00				Needs further investigation
EIB689	East	05-Aug-25	Residents via Community Engagement Team	Kestral Court	use of laundry room	Consult	More info	£25,000.00				Needs further investigation
EIB702	West	18-Sep-25	Residents via Housing management	Hazelholt	Creation of disabled parking bays/ remarking	Consult	Will be loss of parking	£3,500.00				
EIB704	North	07-Oct-25	Estate inspection	Sylvan Hall	various	Consult	Review & Consult	£11,250.00				
EIB705	Central	09-Oct-25	Estate inspection	Ashington Rise	various	Consult	Review & Consult	£26,600.00				
								£ 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				
EIB665	West	03-Jun-25	Residents via Housing management	Ellen House	Ramp	Withdrawn	Picked up by adapts team				
EIB667	North	14-May-25	Residents via Community Engagement Team	Hodshrove Woods	Path improvements through woods for accessible	Reject	Refer to access officer for minor improvements				
EIB674	West	24-Jun-25	Residents via Housing management	Stanley Court	Improvements to front garden	Withdrawn	Doesn't meet criteria - only benefits one				
EIB676	West	28-Jun-25	Health & Safety	Downland Court	pothole repairs	Reject	Referred to Car parks & garages				
EIB678	West	23-Jun-25	Residents via Housing management	Elizabeth Court	Additional scooter storage	Reject	Needs major works/ fire safety issues				
EIB680	Central	08-Jul-25	Residents via local Councillor	Newhaven Street	Refresh of plaque	Withdrawn	Cllr refered to local councillors				
EIB690	West	06-Aug-25	Residents via repairs	Wickhurst Rise	Steps repair	Reject	Repair, not EIB				
EIB691	East	08-Aug-25	Residents via Community Engagement Team	Bristol Estate	Paint for railings & Damson	Reject	Refer to Estate Development Budget				
EIB695	Central	26-Aug-25	Residents via Neighbourhood officers	Highcroft Lodge	Redecoration	Reject	Try repair for small section of damage.				
EIB696	East	26-Aug-25	Residents via Local Councillor	Langley Crescent	Parking	Reject	Plenty of parking				
EIB701	North	15-Sep-25	Residents via Housing management	EJC/CKG	Secure storage	Reject	Not communal				

EIB703	East	19-Sep-25	Residents via Community Engagement	Wellesbourne Centre	Secure bike storage	Reject	Investigate other funding sources				
EIB706	Central	09-Oct-25	Estates Team	Wellington Road	bin storage	Reject	agree in principal but should be capital				
EIB709	North	29-Oct-25	Residents via Neighbourhood officers	Moulsecoomb parade	Weeding	Reject	Referred to Estates team				
EIB728	Central	17-Nov-25	Residents via Community Engagement	Internal Notice boards	Internal Notice boards	Reject	Refer to Estates				
EIB731	Central	01-Dec-25	Residents via Community Engagement	Wiltshire House	Various/ ongoing commitment	Reject	No proposals yet				
EIB732	West	02-Nov-25	Residents via Community Engagement	Ingram Crerscent	Base for Gazebo	Reject	Should come out of Social value				



# Creating better homes together

## TENANT ENGAGEMENT DELIVERY - October-December 2025

### SUMMARY

The final quarter of 2025 (October–December) marked a significant period of progress for tenant engagement. Across 142 engagement activities, 1,187 contacts\* with residents shaping housing services, reflecting a strong commitment to inclusive and transparent decision-making.

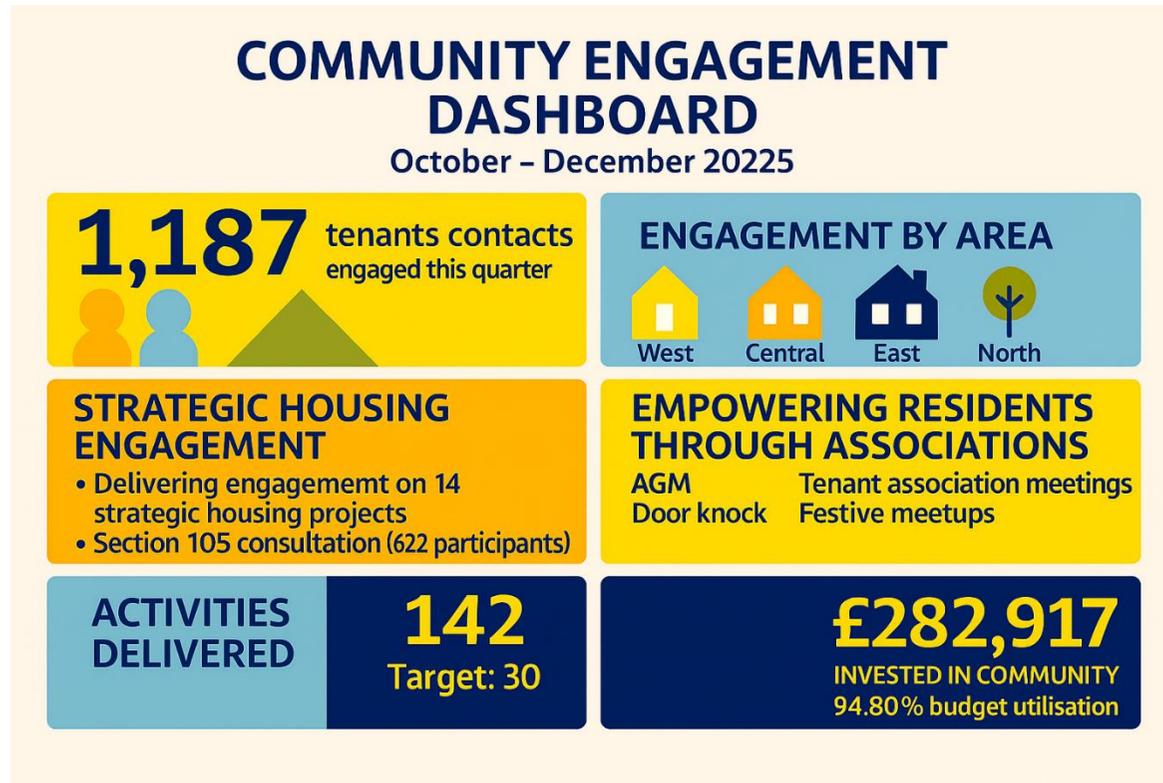
This report provides an overview of key achievements, strategic priorities, and next steps. Delivery focused on three interconnected workstreams:

- **Strategic Programmes** – advancing city-wide initiatives such as the LPS Building Together consultation and development of engagement activities at the centre of 14 different housing projects including the asset management strategy development, repairs feedback and outreach, tenant handbooks and more.
- **Community-Led Activities** – delivering estate-based events, door-knocking campaigns, and seasonal activities to strengthen local connections.
- **Established Structures** – sustaining support for tenant associations, Area Panels, and Estate Development Budget governance.

*\* Some of these will be repeat contacts, from Jan we will be tracking new contacts as well as simple numbers*

Progress was also made in reducing barriers for underrepresented groups, with targeted outreach to Black and minoritised tenants, and project that will reach out specifically to LGBTQ+ residents, and disabled tenants. These initiatives are laying the foundation for more equitable participation in housing decisions.

Looking ahead, the focus will be on embedding co-production principles, improving data transparency, and delivering measurable outcomes against regulatory standards. Key priorities include publishing quarterly "You Said, We Did" reports, achieving diversity targets, and developing a coproduced Tenant Engagement Strategy in 2026.



## HOW ENGAGEMENT CREATES CHANGE

### 1) Strategic Engagement – LPS Block

*“I found quite a bit of purpose to my life supporting all the residents within my block. I must say that yourself and Sam are an amazing team and you have made the transition a lot more bearable. It’s outstanding how much passion you put into your work, which I admire a great deal.”*

**Why this happened:**

We delivered the *LPS Building Together* engagement support, directly involving residents in the decisions about what happens to their homes and follow-up outreach, giving residents clear ways to influence decisions and feel supported during change.

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### 2) Health & Wellbeing – Estate Development Budget

*“My doctor recommended that I do some gentle exercise because of my aching joints and back pain. The weekly Chair Fitness sessions have been a great benefit to me.”*

**Why this happened:**

We funded Chair Fitness sessions through the Estate Development Budget, making health and social activities accessible in senior housing schemes.

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### 3) Co-production – Bedbug Policy & Flyer

*“Thanks again for all your great feedback.” ( Jack Wollard performance officer)* This is a fantastic example of co-production in action and shows how resident input can shape council processes and communications. That is incredibly positive, thank you for sharing and highlighting.

Through collaboration with the North Whitehawk Resident Association, housing teams, and the Estate Development Budget, we co-produced a **new bedbug policy and leaflet** written in plain English, making it clear and accessible for everyone.

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## 4) Tenancy Sustainment – Referral Impact

*“Not often we get to hear about the impacts of some of our work – especially the human factor element... Sounds like some amazing work you and the team have done for/with him.” (Barry Winchester, Community Engagement Officer)*

### **Why this happened:**

A Community Engagement referral triggered tenancy sustainment support — replacing essential items, securing benefits, and arranging debt solutions — preventing crisis and improving quality of life.

These examples are beginning to show how tenant engagement is not just about listening — it really does create real, measurable change in services and lives.

## STRATEGIC CONTEXT

- **Great Landlord Board Vision:** Recognise us as a Great Landlord - doing the right things because we are driven by what our residents tell us, not just what regulations require.
- 
- **Social Housing Regulation Act 2023:** Meet and exceed requirements for transparency, influence, accountability, and tenant satisfaction measures.
- **Regulatory Expectations:** Effective governance, strong data quality, meaningful tenant engagement, and demonstrable service improvements driven by resident voice.
- **Council Priorities:** Fair and Inclusive City - Housing Quality and Safety - Open and Accountable Council - Stronger Communities

## DELIVERY ACTIVITY OVERVIEW

Our engagement model operates across three interconnected workstreams to ensure both strategic impact and strong local connections:

**Strategic Programmes** – This quarter included major city-wide initiatives such as the LPS Building Together consultation, which engaged over 622 participants and 413 full responses. Work also progressed on the Asset Management Strategy, with plans for a resident sounding group and workshops to shape priorities for the interim strategy. In addition, preparations began for the Anti-Social Behaviour (ASB) Tenant Panel, which will launch in January with a series of workshops to review residents’ experiences and identify priority areas for improvement.

**Community-Led Activities** – Engagement was strengthened through estate-based events, door-knocking campaigns, and seasonal activities. Examples include outreach sessions for the Repairs Co-production project, festive resident events and local planning meetings for community garden projects. A key development this quarter was the formation of a new tenant group emerging from the Tenant Celebration Day, which is now growing and shaping its role in tenant-led influencing.

**Established Structures** – Continued support was provided to more than 25 active tenant associations and monthly Area Panels across all geographic zones. Governance of the Estate Development Budget remained a priority, with £282,917 invested in community projects and a 94.8% budget utilisation rate. Preparations also began for a participatory budgeting pilot in 2026.

This multi-layered approach ensures engagement is inclusive, accessible, and aligned with both council priorities and regulatory expectations.

## ENGAGEMENT REACH & DIVERSITY

Expanding the diversity of tenants who engage with us remains a core priority. We are actively working to reach residents in new ways that go beyond traditional engagement routes, ensuring that more voices are heard and represented in decision-making.

Our approach combines data-driven insight with innovative engagement methods. By analysing tenant demographics and participation trends, we can identify gaps and tailor outreach to reflect the communities who live in council homes. This includes developing accessible pathways for tenants who may not have engaged before, whether due to time constraints, digital barriers, or lack of awareness.

To support this, we are increasing our use of social media and digital platforms to make engagement more convenient and inclusive. From 15 January, a new Digital Engagement Officer will join the team, enabling the development of the Your Voice platform into a comprehensive tenant hub. This hub will provide easy access to engagement resources, Estate Development Budget applications, Area Panel information, and interactive tools for residents to share feedback and influence decisions.

Our goal is to create a culture of engagement where participation reflects the full diversity of our tenant population, ensuring that every voice has the opportunity to shape housing services and community priorities.

## REGULATORY ALIGNMENT

Our engagement approach is aligned with the expectations of the Regulator of Social Housing and the Social Housing Regulation Act 2023, but we recognise that full compliance is a journey and there is still significant work to do. This quarter focused on laying the foundations for meeting these standards through practical, resident-led initiatives.

### Progress this quarter:

- **Asset Management:** Early engagement planning for the Asset Management Strategy began, creating a pathway for residents to influence priorities for maintaining and improving housing quality.
- **Repairs Oversight & Co-production:** Outreach sessions were delivered to start building a co-production approach for repairs. Focus groups are scheduled for early 2026.
- **Understanding Tenant Needs:** Insights from the LPS Building Together consultation (622 participants, 413 full responses) and targeted outreach to underrepresented groups informed initial service improvement discussions.
- **Data Quality & Assurance:** Monthly data capture and validation processes were introduced, alongside a KPI framework, to strengthen reporting accuracy.
- **Governance & Reporting:** Engagement outcomes were consolidated into this quarterly report for the Great Landlord Board, providing evidence of progress and areas for improvement.

### Where we still need to improve:

- Embedding feedback loops and publishing "You Said, We Did" reports consistently at Area Panels .

- Increasing participation from underrepresented groups to meet diversity targets.
- Strengthening tenant involvement in health and safety compliance and repairs oversight.
- Improving data transparency and satisfaction measurement.
- Creating a strong tenant oversight group

This quarter represents an important step forward, but achieving full compliance will require sustained effort, deeper co-production, and stronger integration of resident voice into decision-making.

## LOOKING FORWARD

The next stage is about embedding engagement as a core principle across the entire housing service. This is not something one team can achieve alone — it requires commitment from Housing Leadership and collaboration across all service areas to make resident voice central to how we plan, deliver, and improve services.

### **Our priorities for the coming months:**

- Work with Housing Leadership to ensure engagement principles are understood and applied across all teams.
- Publish the first “You Said, We Did” summaries at Area Panels and online to strengthen feedback loops. Begin co-production in key areas such as repairs and asset management through workshops and sounding groups.
- Continue targeted outreach to underrepresented groups, building relationships and removing barriers to participation.
- Develop the Tenant Engagement Strategy (2026–2029) with residents and Housing Leadership Team, ensuring it reflects both regulatory requirements and tenant priorities.
- Expand digital engagement through the Your Voice platform, making participation easier and more inclusive.
- Improve measurement and transparency, including satisfaction tracking and clearer reporting to residents and the Great Landlord Board.

This is a long-term process that will take time and shared commitment. By working together, we can create a housing service where engagement is not an add-on but a foundation for every decision.

## STRATEGIC PROJECTS SNAPSHOT

The Community Engagement Team is leading a wide range of strategic projects designed to strengthen resident voice and improve housing services. This section outlines each initiative, its current status, and key milestones for 2026. These projects are not just about compliance — they are about building a culture of transparency, inclusion, and co-production across the housing service.

Strategic Projects	Status	Progress & Next Steps
<b>LPS Building Together</b> <b>Cabinet Report for March.</b>		Section 105 consultation completed by early Jan. Over 622 participants and 413 complete responses through a programme of events, door knocking and outreach.
<b>Tenant Engagement Strategy 2026-2029</b> <b>Completion date April 2026</b>		Draft strategy with Easy Read versions. Work with HLT and tenants to develop.
<b>Underrepresented Group Engagement, Project development complete Feb 2026</b>		<b>Black &amp; Minoritised Tenants:</b> Door-knocking complete, results January 2026. Result showed real issues of racism for tenant - working with the Community Cohesion team to develop some work to support cohesion in specific area in the west of the city
<b>Completion target May 2027.</b>		<b>LGBTQ+ Houseproud:</b> Focus groups March accreditation May 2027.
<b>Completion target May 2026.</b>		<b>Disability-tenant</b> survey and mapping of needs – Survey to go live in Jan
<b>Your Voice Platform</b> <b>Completion target April 2026</b>		Pilot evaluation is complete. New Digital Engagement Officer in post Jan - he will review and complete the Your Voice pages as a digital tenant engagement hub. This will include training resources, EDB applications, engagement workshops and sessions, and Area Panels.
<b>Estate Development Budget</b>		282,917 invested in community projects. 94.80% budget utilisation Participatory budgeting pilot 2026 Expanding revenue and capital project funding.
<b>Tenant and Repairs Handbook Review</b>		Your Voice survey Oct/Nov. 2026. Current response rate of over 545 early results show: Feedback highlights the need for clear guidance on reporting repairs, understanding responsibilities, and accessing

<b>Completion target Feb 2026</b>	support services. Tenants emphasized the importance of simple language, visual aids, and digital accessibility, alongside printed copies for those who prefer them. These findings will shape the next phase of handbook development to ensure it is practical, inclusive, and meets diverse needs.
<b>Asset Management Strategy</b> <b>Interim completion April 2026</b> <b>Final completion 2027 for full strategy</b>	Development of the resident engagement plan that will embed resident voice throughout the Interim Asset Management Plan and its refresh. Engagement will run in three phases: (1) Jan–Mar 2026: Resident Sounding Group and feedback on priorities; (2) Mar–Dec 2026: scrutiny and updates during delivery; (3) 2027: co-design of the full Strategy through workshops and feedback loops. This approach ensures transparency, clear decision rights, and a hard-dated route to a resident-led refresh
<b>Stock Condition</b>	<b>Stock Condition Workshop</b> A 90-minute tenant workshop will be held to shape standards for upcoming stock condition surveys. The session explained the urgency due to regulatory requirements (including Awaab’s Law) and will gather tenant input on respect, professionalism, communication, appointments, privacy, cultural awareness, and safeguarding during survey visits. Tenants will also be invited to express interest in future involvement in procurement decisions. Feedback was captured via flipcharts and sign-up sheets for ongoing engagement.
<b>Repairs Co-production</b>	Outreach session in progress, focus groups planned for Jan 2026
<b>Estate Inspections</b>	Community Engagement supporting Estate inspection with the Neighbourhood Officers. However, this approach is very capacity intensive and not achieving the best engagement, so we are now reviewing CE role in the EI. The proposal is to develop a programme of training for resident estate inspectors.
<b>Seniors Engagement Programme</b>	On hold to restart Jan 2026
<b>ASB Tenant Panel</b>	Due to start on Jan 29 <sup>th</sup> A series of in-person workshops over the year to explore residents’ experiences of ASB, review allocation and sensitive let processes, and identify two to three priority areas for change. The aim is to build trust and embed improvements through resident involvement.
<b>Area Panel Review</b>	Due to start April 2026
<b>Overview and Scrutiny</b>	Collaborating with Tenant Led Group to build and codesign a Tenant Oversight Group

# KEY RISKS & MITIGATIONS

## LPS Consultation Engagement Targets

- **Risk:** Achieving sufficient participation in a complex, multi-phase consultation.
- **Mitigation (no additional budget):** Prioritise the highest impact engagement activities (e.g., those linked to statutory requirements and key decision points); optimise existing channels (door knocking, drop-ins, workshops, digital) by scheduling efficiently and reusing materials; implement weekly, light touch progress reviews to redirect effort to areas with lower response rates.

## Team Capacity During Peak Periods

- **Risk:** Concurrent demand from strategic projects and grassroots activity is creating pressure on team capacity and challenging workload balance.
- **Mitigation:** Sequence work to align with statutory timelines and critical milestones; streamline internal processes (shared templates, standardised briefs, combined sessions where appropriate) to reduce duplication; make sure we review and feedback on process post each consultation to inform forward planning within existing resources.

## Underrepresented Group Participation

- **Risk:** Limited engagement from tenants who have historically not participated.
- **Mitigation:** Target outreach by using existing demographic/participation data to focus effort where representation is lowest; leverage community partners and established associations to access harder to reach groups. We will also be using data from repairs and complaints etc to reach people that has recently used our services for their views and feedback,

## Data Quality & KPI Accuracy

- **Risk:** Inaccurate or incomplete data undermining performance reporting.
- **Mitigation:** Maintain monthly data capture with a lightweight validation checklist; standardise data entry using shared forms and clear field definitions. Add a section for new contacts so we have data on the actual number of engaged residents.

## Service Integration & “You Said, We Did” Reporting

- **Risk:** Delays in embedding feedback loops and publishing impact reports.
- **Mitigation** Align “You Said, We Did” updates with existing governance cycles. The plan is to use the Area Panels and add engagement to the performance report and consolidate feedback from multiple activities into single summaries; reuse content across channels (report, web, social) to reduce production; assign clear, rotating ownership for drafting to spread workload.

- **LPS Recruitment for New Officers**

*Risk:* Recruitment for three new LPS officers has attracted only one internal application, creating a risk of delays in programme delivery if posts remain vacant.

*Mitigation:* Move recruitment to external advertising immediately and consider interim support options to maintain delivery timelines.

## Key Risks & Mitigations

Mitigation	Responsible Owner	Risk	Timeline
 <b>LPS Consultation Engagement Targets</b> Prioritise high-impact activities	Engagement Manager	HIGH	Ongoing weekly reviews)
 <b>Team Capacity During Peak Periods</b> Sequence work to statutory milestones	Engagement Manager	AMBER	Jan-Feb Mar 2026
 <b>Underrepresented Group Participation</b> Data-led targeting	Senior Engagement Officer	AMBER	Targeting plan live Mar 2026
 <b>Data Quality &amp; KPI Accuracy</b> Align with governance cycles	Performance Lead	HIGH	Quarterly first published Feb 2026
 <b>Service Integration &amp; “You Said, We Did” Reporting</b> Align with governance cycles	Housing Leadership	HIGH	Jan 2026 Feb 2026
<b>LPS Recruitment for New Officers</b>	HR & Programme Lead		

This quarter shows the growing strength of our tenant engagement. By combining strategic programmes, community-led initiatives, and established structures, we have delivered opportunities for residents to influence housing services and shape priorities. While challenges remain—particularly around diversity targets, embedding feedback loops, and sustaining capacity—the foundations laid in October to December position us well for the next phase. Moving forward, our focus will be on co-production, transparency, and measurable outcomes, ensuring that resident voice is not only heard but actively drives service improvement. Together, we are building a housing service rooted in trust, accountability, and shared ambition for better homes and stronger communities.

## DETAILED GRASS ROOTS DELIVERY: OCTOBER TO DECEMBER 2025

This section provides a summary of headline engagement activities delivered across the quarter, organised by month. Each activity is mapped to regulatory outcomes demonstrating how community engagement directly supports compliance requirements and service improvement.

### OCTOBER 2025

**Summary:** 40 events delivered, engaging 478 residents

#### Headline Events

Date	Activity	Location	Area	Residents	Mapped Outcome
02 Oct	Central Area Panel Agenda Setting	C - Btn Town Hall	Central	1	Influence: Empower residents in decision-making
6 Oct	East Area Panel Agenda Setting	E - Online	East	1	Influence: Empower residents in decision-making
6 Oct	Tenant engagement for potential involvement	Philips House	West	1	Supports regulatory standards
7 Oct	Phoenix NAP review	Phoenix Community Centre	Central	6	Transparency: Build trust through open engagement
7 Oct	Coldean RA	St Mary Magdelene	North	50	Transparency: Build trust through open engagement

<b>7 Oct</b>	Housing planning consultaion	Cowley Drive	East	20	Supports regulatory standards
<b>7 Oct</b>	North Area Panel Agenda Setting	N - Housing Cntr	North	1	Influence: Empower residents in decision-making
<b>8 Oct</b>	Follow Up with Elizabeth Court Senior TRA	Elizabeth Court	West	7	Influence: Empower residents in decision-making
<b>8 Oct</b>	Debrief from Warwick Mount Com Meet Up	Outreach	Central	1	Influence: Empower residents in decision-making
<b>8 Oct</b>	Door knock with resident Kubric Apartments	Kubric Appartments	East	15	Influence: Empower residents in decision-making
<b>9 Oct</b>	Area Panel follow Up Pat Weller	St Richards CC	West	1	Transparency: Build trust through open engagement
<b>9 Oct</b>	Partnership work: HKP	St Richards CC	West	2	Transparency: Build trust through open engagement
<b>9 Oct</b>	West Area Panel Agenda Setting	W - Woods House	West	1	Influence: Empower residents in decision-making
<b>8 Oct</b>	Resident engagement - Door knock	Kubric Appartments	West	14	Supports regulatory standards
<b>9 Oct</b>	EDB meeting with Residents	Robert Lodge	City Wide	2	Influence: Empower residents in decision-making
<b>9 Oct</b>	Albion Digital Drop In	Albion Hub	Central	6	Transparency: Build trust through open engagement
<b>9 Oct</b>	Hanover & Elm Grove Forum AGM	Phoenix Community Centre	Central	30	Transparency: Build trust through open engagement
<b>9 Oct</b>	Liaison with Al Shahjahan Mosque	Cultural Centre Portland Road	West	1	Transparency: Build trust through open engagement
<b>11 Oct</b>	AGM support to Friends of Esthill Park	Community Village Hall, Portsl	West	5	Influence: Empower residents in decision-making
<b>13 Oct</b>	Mile Oak Greening Project	Phone	West	2	Transparency: Build trust through open engagement
<b>14 Oct</b>	TCD Tenant Debrief	Barnard Centre	City Wide	4	Influence: Empower residents in decision-making

14 Oct	NWRA Tenant group meeting	Kingfisher Community Room	East	6	Supports regulatory standards
15 Oct	Woodingdean CA AGM	Woodingdean	East	20	Influence: Empower residents in decision-making
17 Oct	Creating Great Homes Together email out		City Wide	162	Influence: Empower residents in decision-making
17 Oct	Ctch up with North Whitehawk Resident Association	Team Call	East	2	Supports regulatory standards
21 Oct	Hollingdean RA	Hollingdean Community Centre	North	6	Supports regulatory standards
21 Oct	Meet with Mayor/tenant in West	Mayor's Parlour	West	1	Supports regulatory standards
21 Oct	Meet with HKP to debrief doorknock	St Richards CC	West	3	Transparency: Build trust through open engagement
22 Oct	Ingram Crescent AGM	Ingram Crescent / Murial House	West	18	Influence: Empower residents in decision-making
24 Oct	Albion Life drop-in	Thornsdale Hub	Central	4	Supports regulatory standards

## NOVEMBER 2025

**Summary:** 56 events delivered, engaging 360 residents

### Headline Events

Date	Activity	Location	Area	Residents	Mapped Outcome
3 Nov	Support resident to complete EDB	Forge Close	East	1	Influence: Empower residents in decision-making
3 Nov	St James House Dropin	St James House	Central	13	Supports regulatory standards

<b>4 Nov</b>	Estate Inspection	Westmount	Central	1	Supports regulatory standards
<b>4 Nov</b>	Nettleton Drop-in	Dudeny Social Room	North	18	Supports regulatory standards
<b>5 Nov</b>	Somerset Pont EDB shopping	The Works	Central	2	Supports regulatory standards
<b>6 Nov</b>	Millwood Centre improvements meeting	Millwood Centre	Central	5	Supports regulatory standards
<b>6 Nov</b>	Evelyn Court Community Garden Planning	Evelyn Court	West	9	Influence: Empower residents in decision-making
<b>6 Nov</b>	North Whitehawk Drop-in		East	4	Supports regulatory standards
<b>11 Nov</b>	Albion Life Committee	Thornsdale Hub	Central	8	Supports regulatory standards
<b>11 Nov</b>	HKP minoritised door knock follow up	St Richards CC	West	2	Transparency: Build trust through open engagement
<b>11 Nov</b>	Meet resident and project manager Brickfields	Ingram Crescent	West	1	Transparency: Build trust through open engagement
<b>11 Nov</b>	NWRA Tenant group meeting	Kingfisher Community Room	East	7	Influence: Empower residents in decision-making
<b>11 Nov</b>	Sanders House Senior Scheme	Sanders House	West	16	Influence: Empower residents in decision-making
<b>11 Nov</b>	Craven Vale Community Association	Phone	Central	1	Transparency: Build trust through open engagement
<b>12 Nov</b>	Door knock Philip Court	Philip Court	West	11	Supports regulatory standards
<b>12 Nov</b>	Theobald House Committee AGM	Theobald House	Central	10	Supports regulatory standards
<b>12 Nov</b>	Hampshire Court meeting	Hampshire Lodge	Central	11	Supports regulatory standards
<b>12 Nov</b>	LPS Survey completion	Dudeny Lodge	East	5	Transparency: Build trust through open engagement

<b>13 Nov</b>	EDB Main Bid Panels for West areas	BTH	West	5	Supports regulatory standards
<b>11 Nov</b>	N&D door knock	Nettleton Court	North	8	Supports regulatory standards
<b>13 Nov</b>	EDB Main Bid Panels for North areas	BTH	North	7	Supports regulatory standards
<b>12 Nov</b>	Sylvan Hall community Room EIB meeting	Sylvan Hall	North	2	Supports regulatory standards
<b>14 Nov</b>	Sylvan Hall AGM	Phoenix Artspace	Central	25	Supports regulatory standards
<b>14 Nov</b>	NWRA Tenant group meeting	Kingfisher Community Room	East	2	Supports regulatory standards
<b>16 Nov</b>	Grosvenor Centre EDB planning	Barnard Centre	Central	1	Supports regulatory standards
<b>18 Nov</b>	Preparation for TCD25 Debrief	Barnard Centre	Central	4	Supports regulatory standards
<b>18 Nov</b>	TCD25 Debrief	Hangleton Community Centre	City wide	6	Influence: Empower residents in decision-making
<b>18 Nov</b>	Estate Inspection	Hollingdean	North	1	Supports regulatory standards
<b>17 Nov</b>	Meet NWRA re use of community room	Kingfisher community room	East	2	Supports regulatory standards
<b>18 Nov</b>	North Area Panel	Moulsecomb Hall	North	6	Supports regulatory standards

## DECEMBER 2025 - Summary: 48 events delivered, engaging 349 residents

### Headline Events

<b>Date</b>	<b>Activity</b>	<b>Location</b>	<b>Area</b>	<b>Residents</b>	<b>Mapped Outcome</b>
<b>01 Dec</b>	Resident day for Nettleton & Dudeney Residents	St. Augustine Church	North	20	Transparency: Build trust through open engagement
<b>01 Dec</b>	Grosvenor Centre activity planning	West Street Spoons	Central	1	Supports regulatory standards
<b>2 Dec</b>	Estate Inspection Hanover	Hanover	Central	2	Supports regulatory standards
<b>2 Dec</b>	Millwood Centre Improvements planning	Millwood	Central	2	Supports regulatory standards
<b>2 Dec</b>	Valley Gardens and the Level Community meeting	Phoenix Centre	Central	10	Supports regulatory standards
<b>3 Dec</b>	Resident day for St. James's House Residents	Dorset Garden Methodist Church	Central	40	Supports regulatory standards
<b>3 Dec</b>	NWRA planning	Kingfisher Community Room	East	1	Supports regulatory standards
<b>4 Dec</b>	Estate Inspection Hanover	Hanover	Central	2	Supports regulatory standards
<b>4 Dec</b>	Feedback event - minoritised events	South Portslade Community Cent	West	2	Supports regulatory standards
<b>4 Dec</b>	Event Planning Mount Pleasant	Barnard centre	Central	2	Supports regulatory standards
<b>8 Dec</b>	Mile Oak Community Orchard	Online	West	2	Influence: Empower residents in decision-making
<b>8 Dec</b>	NWRA resident meeting	Kingfisher community room	East	6	Supports regulatory standards
<b>9 Dec</b>	Probation at Theobald House	Theobald House	Central	6	Supports regulatory standards
<b>9 Dec</b>	Albion Life Community meetu;p	Thornsdale Hub	Central	25	Supports regulatory standards

<b>9 Dec</b>	Resident day for North Whitehawk Residents	St. David Hall	East	15	Transparency: Build trust through open engagement
<b>10 Dec</b>	Tenant Led work catch up	Barnard Centre	Central	5	Influence: Empower residents in decision-making
<b>11 Dec</b>	Somerset Point Coffee morning	Somerset Point	Central	10	Supports regulatory standards
<b>11 Dec</b>	Albion Life Digital Drop-in	Thornsdale Hub	Central	6	Supports regulatory standards
<b>11 Dec</b>	Hanover & Elm Grove Forum	Phoenix Centre	Central	20	Supports regulatory standards
<b>12 Dec</b>	Resident meeting	Penhurst Place	East	1	Supports regulatory standards
<b>12 Dec</b>	Hampshire Lodge event planning	Hampshire Lodge	Central	3	Supports regulatory standards
<b>12 Dec</b>	Carol concert and festive buffet	Lindfield Court	North	16	Transparency: Build trust through open engagement
<b>17 Dec</b>	Somerset Point Festive Buffet	Somerset Point	Central	20	Supports regulatory standards
<b>8-Jan</b>	Community Planning re communal garden	Evelyn Court, Portslade	West	10	Influence: Empower residents in decision-making
<b>8-Jan</b>	Liaison with Community Association	Craven Vale. Queens Park	Central	1	Transparency: Build trust through open engagement
<b>8-Jan</b>	Support to Conway Court TRA	Conway Court	West	5	Transparency: Build trust through open engagement
<b>2026-01-12 00:00:00</b>	Negotiations with community group	Vallance Centre	West	4	Influence: Empower residents in decision-making
<b>2026-01-12 00:00:00</b>	Area Panel Agenda Setting Meeting	Brighton Town Hall	Central	1	Influence: Empower residents in decision-making
<b>2026-01-12 00:00:00</b>	Area Panel Agenda Setting Meeting	Brighton Town Hall	East	1	Influence: Empower residents in decision-making
<b>14-Jan</b>	Liaison with Community Association	Craven Vale. Queens Park	Central	10	Transparency: Build trust through open engagement

# Community Engagement Going Forward Diary

**January - March 2026**

This going forward diary details planned community engagement activities for the next quarter, building on the work completed in October-December 2025. The activities span our three key workstreams: Strategic Programmes, Community-Led Activities, and Established Structures.

### January 2026

Total activities: 17 – these activities will grow as planning is developed for the more strategic projects.

Date	Time	Activity	Type	Location
8 January	11am	Community Planning re communal garden	Tenant Group Support	Evelyn Court, Portslade
8 January	2pm	Liaison with Community Association	Strategic Tenant Engagement	Craven Vale, Queens Park
8 January	6pm	Support to Conway Court TRA	Tenant Group Support	Conway Court
12 January	11am	Negotiations with community group	Governance	Vallance Centre
12 January	1.30pm	Area Panel Agenda Setting Meeting	Governance	Brighton Town Hall
12 January	2.30pm	Area Panel Agenda Setting Meeting	Governance	Brighton Town Hall

Date	Time	Activity	Type	Location
13 January	10am	Stock Condition Tenant Workshop	Strategic Tenant Engagement	Brighton Town Hall
14 January	7pm	Liaison with Community Association	Strategic Tenant Engagement	Craven Vale, Queens Park
15 January	1.15pm	Area Panel Agenda Setting Meeting	Governance	Brighton Town Hall
15 January	4pm	Area Panel Agenda Setting Meeting	Governance	Woods House, Brighton & Hove
15 January	6pm	Observer with EDB bid project	Tenant Group Support	St Richards Community Association
16 January	10am	Facilitating group development	Strategic Tenant Engagement	Barnard centre
26 January	10am	Partnership Community Orchard	Partnership	Mile Oak

Date	Time	Activity	Type	Location
26 January	5:30-7pm	Resident Advisory Group (RAG) meeting for Nettleton & Dudeney residents	LPS Engagement	
27 January	5:30-7pm	Resident Advisory Group (RAG) meeting for St. James's House Residents	LPS Engagement	
28 January	2pm	EDB Quick Bid Panel	Tenant Funding	Brighton Town Hall
29 January	5:30-7pm	Resident Advisory Group (RAG) meeting for Birds' blocks Residents	LPS Engagement	

### February 2026

Total activities: 3 | Estimated total hours: 6.0

Date	Time	Activity	Type	Location
2 February	10-12pm	Coffee morning at N&D	LPS Engagement	

Date	Time	Activity	Type	Location
3 February	10-12pm	Coffee morning at NWH	LPS Engagement	
5 February	10-12pm	Coffee morning at SJH	LPS Engagement	

### March 2026

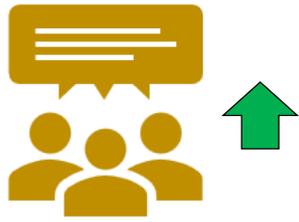
Total activities: 5

Date	Time	Activity	Type	Location
10 March	6pm	Housing Area Panel	Governance	Housing Centre, Moulsecoomb
11 March	2pm	Housing Area Panel	Governance	Whitehawk Hub
17 March	6pm	Housing Area Panel	Governance	Brighton Town Hall
18 March	2pm	Housing Area Panel	Governance	Hove Town Hall
25 March	2pm	EDB Quick Bid Panel	Tenant Funding	Brighton Town Hall

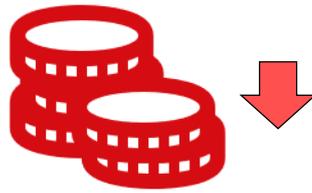


# Council housing performance

## Quarter 3 2025/26 (Oct to Dec 2025)



**77%**  
Complaint  
responses within  
10 working days



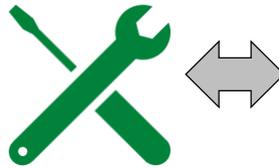
**92.0%**  
Rent collection  
rate



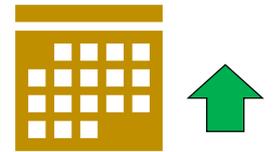
**90%**  
Customer  
services calls  
answered



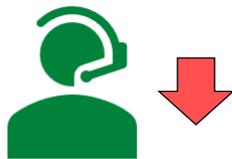
**47 days**  
Empty home  
re-let time



**99.6%**  
Emergency  
repairs within  
24 hours



**61%**  
Routine repairs  
within 28 days



**89%**  
Repairs  
helpdesk calls  
answered



**97.4%**  
Dwellings  
meeting Decent  
Homes  
standard

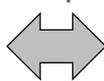


**100%**  
Gas safety  
compliance

Performance since previous quarter is:



Improved



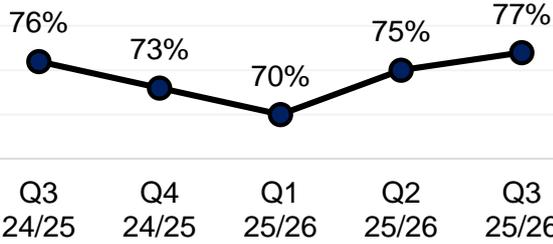
Same



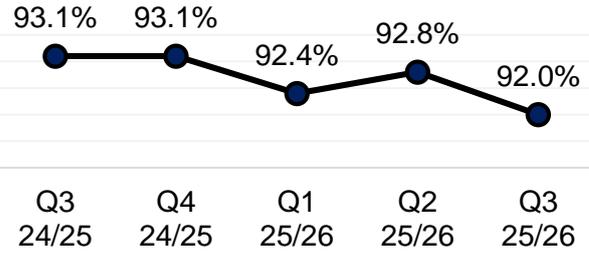
Poorer

# Council housing performance – trends up to Quarter 3 2025/26

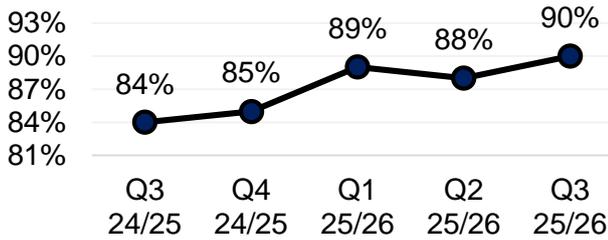
Stage one complaints responded to within 10 working days



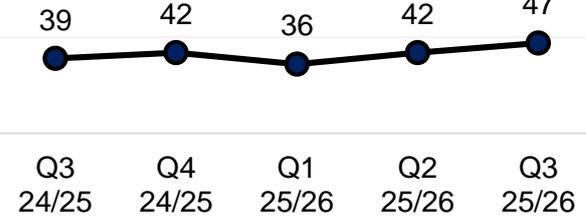
Rent collected from current council tenants



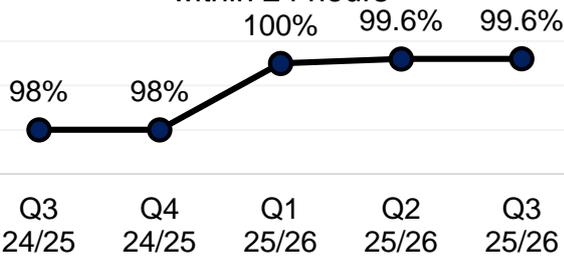
Calls answered by Housing Customer Services



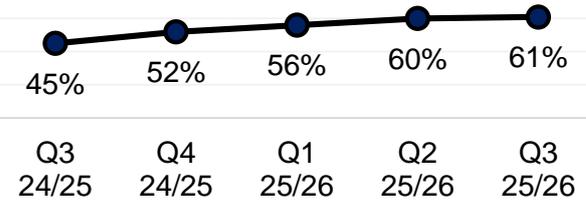
Average re-let time in calendar days excluding time spent in major works



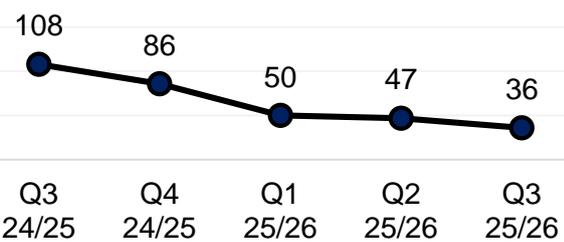
Emergency repairs completed within 24 hours



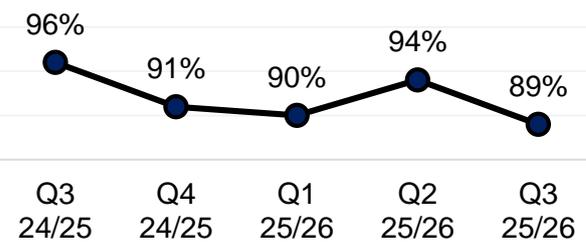
Routine repairs completed within 28 calendar days



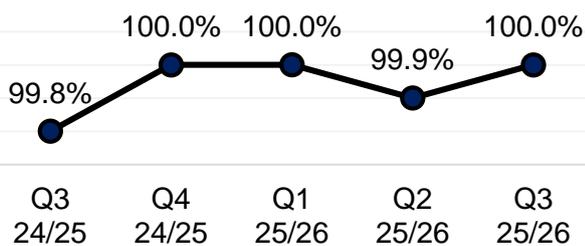
Average time to complete routine repairs (calendar days)



Calls answered by Repairs Helpdesk



Council homes with a valid Landlord's Gas Safety Record



Dwellings meeting Decent Homes Standard



## **Quarter 3 2025/26 council housing performance – key trends**

### **Top scores (compared to target)**

1. Calls answered by Housing Customer Services (90% vs 85% target)
2. Calls answered by Repairs Helpdesk (89% vs 85% target)
3. Surveyed tenants satisfied with repairs: customer service (99.8% vs 96% target)
4. Surveyed tenants satisfied with repairs: standard of work (98% vs 96% target)
5. Emergency repairs completed within 24 hours (99.6% vs 99% target)

### **Bottom scores (compared to target)**

1. Stage two complaints upheld (45% vs 18% target)
2. Average time to complete routine repairs (36 days vs 15-day target)
3. Average time to approve applications for disability adaptations (14 weeks vs 10-week target)
4. Routine repairs completed within 28 calendar days (61% vs 70% target)
5. Average re-let time excluding time spent in major works (47 days vs 42-day target)

### **Biggest improvements (since previous quarter)**

1. Average time to complete routine repairs (47 to 36 days)
2. Stage two complaints upheld (50% to 45%)
3. Calls answered by Housing Customer Services (88% to 90%)
4. Stage one complaints responded to within 10 working days (75% to 77%)
5. Routine repairs completed within 28 calendar days (60% to 61%)

### **Biggest drops (since previous quarter)**

1. Average re-let time excluding time spent in major works (42 to 47 days)
2. Average time to approve applications for disability adaptations (13 to 14 weeks)
3. Calls answered by Repairs Helpdesk (90% to 89%)
4. Lifts restored to service within 24 hours (94% to 89%)
5. Rent collected from current council tenants (92.8% to 92.0%)

# Housing performance report

## Quarter 3 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 3 (Q3) 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**  
(9 indicators)



**Amber – near target**  
(7 indicators)



**Same as last time**  
(3 indicators)



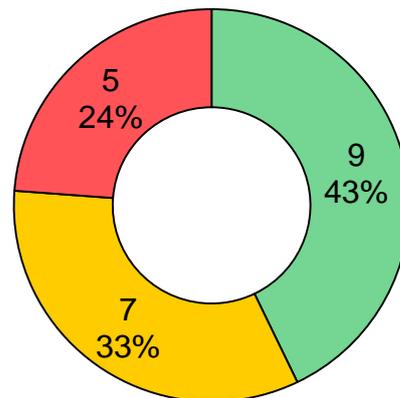
**Red – off target**  
(5 indicators)



**Poorer than last time**  
(9 indicators)

### Performance indicators (Q3 2025/26)

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



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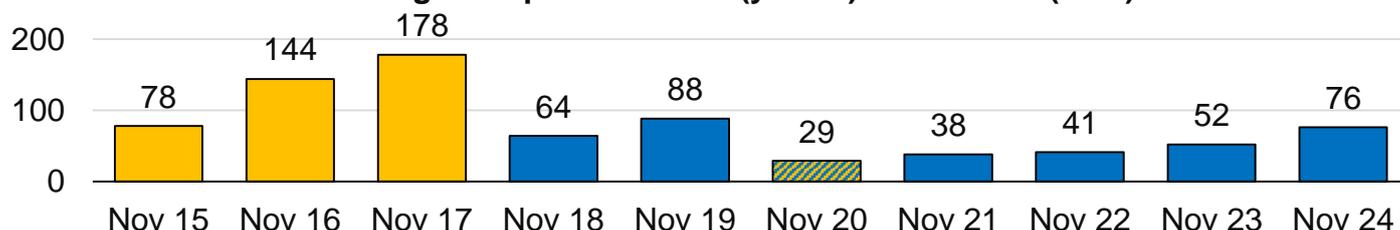
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 <b>Customer feedback</b> (all indicators in this table are for the financial year to date)		Target (amber value)	Q2 2025/26	Q3 2025/26	Status against target	Trend since last quarter
1.1	Compliments received from customers	Info	63	109	-	-
<p>Overlapping themes covering the majority of the 109 customer compliments received during 2025/26 to date included staff politeness (76%), professionalism (76%), good communication (63%), empathy (57%) and teamwork across services (56%).</p>						
1.2	Stage one complaints responded to within 10 working days	80% (70%)	75% (284 of 380)	77% (604 of 789)		
1.3	Stage one complaints upheld	Info	50% (191 of 380)	54% (425 of 789)	-	-
<p>The 789 stage one complaints received during 2025/26 to date were most commonly about unhappiness with the outcome of a service request (30%), unhappiness with service delivery (23%) and delays completing repairs (18%). These are more likely to be upheld when there is evidence of gaps in service delivery, such as delayed responses to service requests, and less likely to be upheld when it comes to disagreement with policies or procedures that were followed correctly.</p>						
1.4	Stage two complaints responded to within 20 working days	Info	78% (59 of 76)	83% (111 of 134)	-	-
1.5	Stage two complaints upheld	18% (20%)	50% (38 of 76)	45% (60 of 134)		
<p>During 2025/26 to date, 134 stage two complaints were investigated 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 (33%), delays completing repairs (20%) and unhappiness with service delivery (18%). The 60 stage two complaints which were then upheld were more often about demonstrable problems with service delivery, such as delays completing repairs, whereas those not upheld more often reflected disagreement and dissatisfaction with decisions.</p>						

 <b>Private sector housing</b>		Target (amber value)	Q2 2025/26	Q3 2025/26	Status against target	Trend since last quarter
2.1	<b>Corporate KPI:</b> Private sector homes improved by council intervention	Info	36	37	-	-
<p><b>Corporate update for 2025/26 to date:</b>            The number of private sector homes that have been improved due to council intervention was 107 between 1st April 2025 and 31st December 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.</p> <p><b>Further information:</b>            The result of 107 homes improved so far during 2025/26 breaks down as:</p> <ul style="list-style-type: none"> <li>• 59 closed requests for assistance where there were Category 1 or 2 Hazards in property</li> <li>• 9 where the Energy Performance Certificate (EPC) rating was improved to meet at least an E rating in line with MEES legislation</li> <li>• 39 Houses in Multiple Occupation (HMOs) where the special licence conditions were met.</li> </ul>						
2.2	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	2,244	2,351	-	-
2.3	Requests for assistance received (RFAs)	Info	88	110	-	-
<p>The top categories for requests for assistance received during Q3 2025/26 were dampness (46%) and disrepair to customer's property (16%).</p>						
2.4	Property inspections completed	Info	214	386	-	-
2.5	... of which RFA visits	Info	26	27	-	-
2.6	... of which licensing visits	Info	188	359	-	-
2.7	RFA cases closed	Info	76	56	-	-
2.8	Properties with Category 1 and 2 hazards resolved through informal actions	Info	93% (26 of 28)	100% (22 of 22)	-	-
2.9	Properties with Category 1 and 2 hazards resolved through formal action	Info	7% (2 of 28)	0% (0 of 22)	-	-
2.10	Private sector vacant dwellings (for more than one year) returned into occupation	25 per quarter	85	65		

 Housing options and homelessness	Target (amber value)	Q2 2025/26	Q3 2025/26	Status against target	Trend since last quarter
4.1 <b>Corporate KPI:</b> Homelessness cases presenting during the prevention duty stage	45% (37%)	34% (172 of 502)	41% (174 of 426)		
<p><b>Corporate update for 2025/26 to date:</b>            The proportion of homelessness cases presenting during the prevention duty stage was 36.8% (549 of 1,490) between 1st April 2025 and 31st December 2025. This is below target and slightly underperforms other Local Authorities within the South East of England (benchmark of 37.5%).            During the previous quarter, 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 has now been completed to enhance the service to within the Housing Advice and Triage service, to further increase the work of the service to be moved into an early intervention space. The team has been going through a period of induction and training and have reduced the outstanding cases awaiting assessment, meaning focus can now move to early intervention work.            Work in the coming quarter will continue to focus on exploring predictive analytics to improve early intervention, now the pilot has been completed and results are being analysed. As well as embedding the new staff and looking at how cases are triaged across the service.</p>					
4.2 <b>Corporate KPI:</b> Homelessness prevention cases closed with a successful prevention outcome	53% (52%)	62% (122 of 197)	60% (122 of 204)		
<p><b>Corporate update for 2025/26 to date:</b>            The proportion of homelessness prevention cases closed with a successful prevention outcome was 59.5% (331 of 556) between 1st April 2025 and 31st December 2025. Furthermore, there have been 77 early intervention cases with successful outcomes, in addition to the 331 successful prevention cases. These 408 cases combined represent approximately £593k of financial mitigations achieved during 2025/26 to date.            The council's work to prevent homelessness continues to exceed target and outperform other Local Authorities within the South East of England (benchmark of 52.2%)            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.</p>					
4.3 New households with a full housing duty accepted	Info	180	189	-	-
4.4 Number of households on the housing register	Info	5,862	5,866	-	-

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



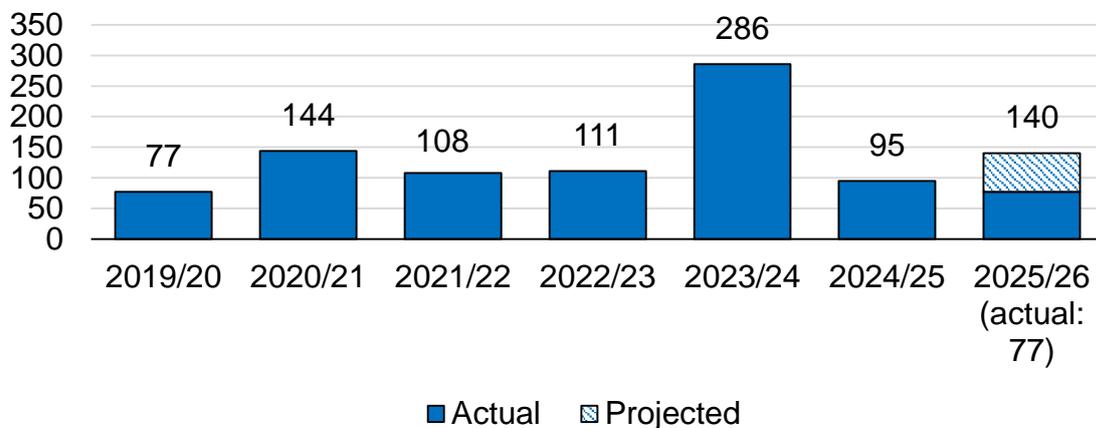
	Temporary accommodation	Target (amber value)	Q2 2025/26	Q3 2025/26	Status against target	Trend since last quarter
5.1	<b>Corporate KPI:</b> Total households in temporary accommodation	Info	2,125	2,170	-	-
<p><b>Corporate update for 2025/26 to date:</b>  As of 31st December 2025, there were 2,170 households in temporary accommodation — an increase of 200 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 1.7 % 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, with over 300 households having their homelessness prevented by end-Q3 of this year. The council also continues to invest in Temporary Accommodation, with 60 council-owned Temporary Accommodation homes expected to be delivered this year, with a commitment to deliver a further 200 properties in future years.  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.</p>						
5.2	Rent collected for temporary accommodation (year to date including changes in arrears)	95% (90%)	97.1% (£8.6m of £8.9m)	95.0% (£12.9m of £13.6m)		
5.3	Void temporary accommodation dwellings	Info	122	159	-	-
<p>There were 159 void temporary accommodation dwellings on 31st December 2025, of which 79% (126 of 159) became voids during Q3 2025/26. This indicator now covers all types of temporary accommodation voids, including those undergoing works, and provides a breakdown of their status. Of these 159 voids, 7 were newly acquired dwellings (4%), 17 (11%) were being prepared for works, 44 were undergoing works (28%), 42 were ready to let (26%), 4 were void for other reasons (3%) and 45 were being prepared by a ‘block booked’ accommodation provider (28%).</p>						
5.4	Seaside Homes properties with a valid Landlord’s Gas Safety Record	100% (99%)	99.8% (493 of 494)	99.4% (491 of 494)		

## 6.1 New supply of additional council homes

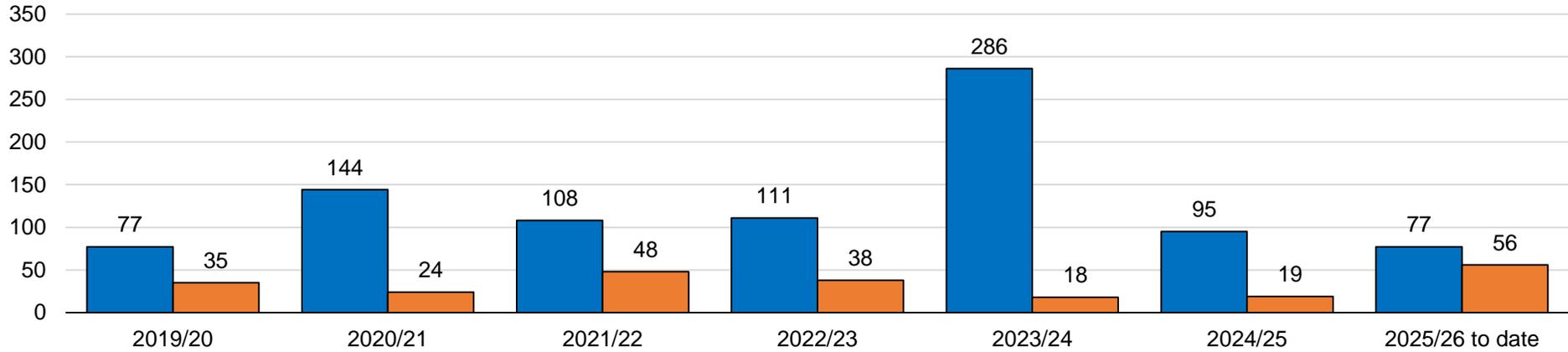
A total of 821 homes were completed between April 2019 and March 2025 and a further 140 are projected for completion during the 2025/26 financial year.

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

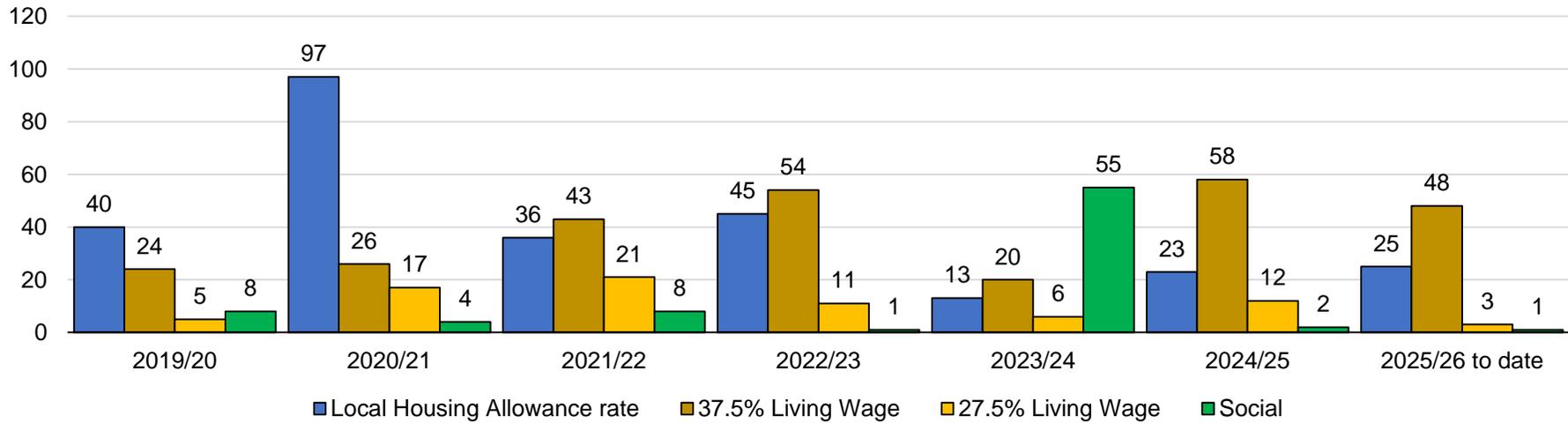
## 6.2 Additional council homes per year (actual and projected)



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



### 6.4 Additional council homes by rent level

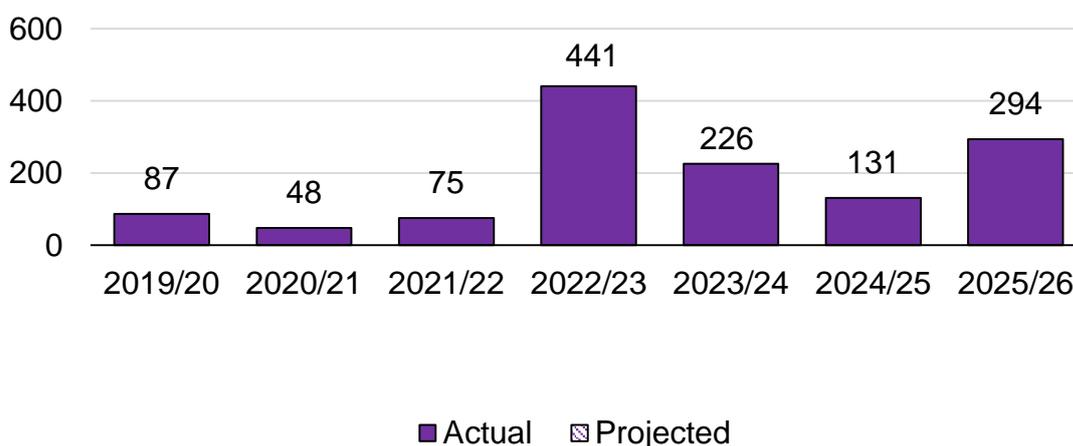


## 6.5 New supply of other affordable homes

A total of 1,008 homes (418 rent and 590 shared ownership) were completed between April 2019 and March 2025 and a further 294 homes (149 rent and 145 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: 294 homes – Lyon Quarter (77), Coombe Farm (59), Home X – Preston Barracks (89), Wellesbourne – Preston Park (30) and Moda – Hove (39)

### 6.6 Other additional homes per year (actual and projected)



 <b>Council housing management</b>		Target (amber value)	Q2 2025/26	Q3 2025/26	Status against target	Trend since last quarter
7.1	<b>Corporate KPI:</b> Rent collected from current council tenants	95.92% (94.19%)	92.75% (£70.7m of £76.2m)	92.04% (£70.3m of £76.3m)		
<p><b>Corporate update for 2025/26 to date:</b>  As of 31st December 2025, the proportion of rent collected from current tenants of council owned homes is forecasted at 92.04% (£70,272,775 of £76,349,391) 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 1,145 tenants migrating by Q3 2025/26. This shift has had a notable impact on 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. This challenge is particularly acute in the city. The Department of Work and Pensions (DWP) recognise that Brighton &amp; Hove is out of sync with most of the country in relation to the vulnerabilities of this cohort as a significant portion are in receipt of ESA because of a mental health condition, rather than a physical vulnerability. In response, we have strengthened our focus on early intervention and prevention. Housing staff are 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 alongside closer collaboration with the council's Welfare Rights Team. The team has also increased direct payments from UC. During Q3 2025/26, this has averaged £1.9 million per calendar month across 4,150 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	1	0	-	-
7.4	ASB cases opened	Info	207	216	-	-
<p>There were also 410 live ASB cases on 31st December 2025, including those opened before Q3. The housing service wishes for residents to report ASB, so the number of cases can be driven by both reporting and incidents, and the service welcomes the former.</p>						
7.5	ASB cases closed	Info	198	177	-	-
7.6	Average days to close ASB cases	Info	182	169	-	-
7.7	Calls answered by Housing Customer Services	85% (80%)	88% (5,156 of 5,878)	90% (4,610 of 5,122)		
7.8	Emails received by Housing Customer Services	Info	6,649	6,772	-	-

 <b>Council housing management</b>		Target (amber value)	Q2 2025/26	Q3 2025/26	Status against target	Trend since last quarter
7.9	Number of council homes let	Info	126	122	-	-
7.10	... of which first lets of new council homes	Info	27	27	-	-
7.11	... of which re-lets of previously occupied homes	Info	99	95	-	-
7.12	Average 'key to key' re-let time in calendar days including time spent in major works	Info	72	86	-	-
7.13	Average re-let time in calendar days excluding time spent in major works	42 (49)	42	47		
7.14	Void council dwellings (includes new properties)	Info	129	144	-	-
<p>There were 144 void council housing dwellings on 31st December 2025, of which 14 (10%) were being prepared for works, 90 were undergoing works (63%), 34 were ready to let (24%) and 6 were void for other reasons (4%) on this date. Furthermore, 76% of these dwellings (109 of 144) became voids during Q3 2025/26.</p>						

 Council housing maintenance		Target (amber value)	Q2 2025/26	Q3 2025/26	Status against target	Trend since last quarter
8.1	<b>Corporate KPI:</b> Emergency repairs completed within 24 hours	99% (97%)	99.6% (3,045 of 3,058)	99.6% (3,351 of 3,363)		
<p><b>Corporate update for 2025/26 to date:</b>  The proportion of emergency repairs completed within 24 hours was 99.6% (9,303 of 9,342) for repairs completed between 1st April 2025 and 31st December 2025. This is above the target and outperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 93.7%).  Awaab's Law, which sets strict timeframes for all social landlords to fix damp, mould, and emergency hazards came into force on 27th October 2025 and Repairs &amp; Maintenance have set up new performance indicators to monitor compliance with these new duties through the Housing Safety &amp; Quality Assurance Board. For now, these indicators are separate to the Corporate KPIs relating to the completion of emergency and routine responsive repairs, but the service will review these KPIs in anticipation of the next financial year.</p>						
8.2	<b>Corporate KPI:</b> Routine repairs completed within 28 calendar days	70% (58%)	60.5% (4,862 of 8,037)	61.2% (4,196 of 6,858)		
<p><b>Corporate update for 2025/26 to date:</b>  The proportion of routine repairs completed within 28 calendar days was 59.1% (13,291 of 22,471) for repairs completed between 1st April 2025 and 31st December 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 3,384 originally issued before 2025/26. Of the 19,077 jobs issued during 2025/26 to date, 67.9% (12,962 of 19,077) were completed within 28 days, which is close to the 70% target.  Although the target has not been met yet, performance against this indicator has been improving, with year-to-date 2025/26 performance currently 11.3pp above the 2024/25 result of 47.8%.</p>						
8.3	Average days to complete routine repairs	15 (17.5)	47	36		
<p>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.</p>						
8.4	Calls answered by Repairs Helpdesk	85% (80%)	94% (15,325 of 16,349)	89% (17,562 of 19,782)		
8.5	Emails received by Repairs Helpdesk	Info	5,761	5,551	-	-
8.6	Online forms received by Repairs Helpdesk	Info	884	461	-	-
8.7	Surveyed tenants satisfied with completed repairs: standard of work	96% (92%)	98% (2,213 of 2,253)	98% (1,550 of 1,576)		

 Council housing maintenance		Target (amber value)	Q2 2025/26	Q3 2025/26	Status against target	Trend since last quarter
8.8	Surveyed tenants satisfied with completed repairs: overall customer service	96% (92%)	99% (2,225 of 2,253)	99.8% (1,573 of 1,576)		
8.9	<b>Corporate KPI:</b> Council dwellings meeting Decent Homes Standard	100% (96.3%)	97.2% (11,873 of 12,212)	97.4% (11,896 of 12,219)		
<p><b>Corporate update for 2025/26 to date:</b>  The proportion of council owned homes that meet the government's Decent Homes standard was 97.4 % (11,896 of 12,219) on 31st December 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 a wide variety of homes and locations. Several teams within Housing are collaborating to enhance the stock condition data, for example, by ensuring new elements are fully updated following works, in the asset database, 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.</p>						
8.10	<b>Corporate KPI:</b> Council homes that have an EPC rating of A to C	91.2% (90.8%)	89.2%	89.2%		
<p><b>Corporate update for 2025/26 to date:</b></p> <ul style="list-style-type: none"> <li>• Warm Homes: Social Housing Fund – Grant Funding Agreement signed and all conditions met, contract with delivery partner signed and mobilised, engagement with Year 1 households has begun including all relevant surveys prior to works beginning in February 2026.</li> <li>• Solar PV programme – installs continued at planned rate of 6 to 8 per week</li> <li>• Whole house retrofit pilot – 13 houses surveyed and 2 retrofitted as part of pilot to establish model for future embedded programme linked to heating and hot water planned programme (previous gas boiler programme) with a further 4 houses identified for surveys</li> <li>• Engagement sessions have taken place across a number of seniors housing schemes as a first step on developing decarbonisation plans for each scheme</li> <li>• Partial decarbonisation of heating and hot water services at one senior housing scheme has begun, due to complete in March 2026</li> <li>• Full decarbonisation of Manoj House (38 council-owned temporary accommodation homes) heating and hot water services was completed in Q3 2025/26</li> </ul>						
8.11	Council dwellings with a valid Landlord's Gas Safety Record	100% (99%)	99.99% (10,031 of 10,032)	100% (10,020 of 10,020)		
8.12	Lifts restored to service within 24 hours	95% (90%)	90% (154 of 171)	89% (172 of 194)		
<p>Figures show 22 lifts were restored to service outside the 24-hour target during Q3 2025/26. These lifts were out of service for an average of 4 days during the quarter, with 8 days being the longest. The lift contractor had reduced staffing capacity over this period, which led to an increase in complex repairs that exceeded the 24-hour target. Council contract management staff have been working closely with the contractor to improve lift technician availability and breakdown response times.</p>						

 Council housing maintenance		Target (amber value)	Q2 2025/26	Q3 2025/26	Status against target	Trend since last quarter
8.13	Average weeks taken to approve applications for disability adaptations to council homes	10 (26)	13	14		
8.14	Average weeks taken for contractor to complete disability adaptations to council homes	Info	16	18	-	-

 Leaseholder disputes		Q2 2025/26	Q3 2025/26
9.1	Stage one disputes opened	24	63
9.2	Stage one disputes closed	29	29
9.3	Active stage one disputes (end quarter)	12	46
9.4	Stage two disputes opened	13	7
9.5	Stage two disputes closed	10	2
9.6	Active stage two disputes (end quarter)	9	14
9.7	Stage three disputes opened	3	2
9.8	Stage three disputes closed	3	2
9.9	Active stage three disputes (end quarter)	6	6