

Housing Management Panel: East Area

- Date: 10 June 2026
- Time: 6.00pm
- Venue Hybrid
Virtual – via Zoom
In person - Robert Lodge Meeting Room, Brighton & Hove, BN2 5FG
- Members: Councillors Allen, Earthey, Fishleigh, McGregor, Simon and Williams, Ward Councillors for the Area, Delegates of Tenants Association in the area.
- Contact: Marie Button
Democratic Services Officer
01273 291214
marie.button@brighton-hove.gov.uk

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

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This agenda and all accompanying reports are printed on recycled paper

AGENDA

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FURTHER INFORMATION

For further details and general enquiries about this meeting contact Marie Button, (01273 291214, email marie.button@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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Date of Publication - Tuesday, 26 May 2026

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

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

| | |
|--|---|
| When | 17:30 - 18:00 Housing surgery – for individual enquiries 18:00 - 20:00 East Housing Area Panel |
| Venue | Robert Lodge Meeting Room Brighton and Hove, Brighton BN2 5FG |
| Join via the Internet or phone call | <p>Attend via video link: Please type the following address in your browser:</p> <p>If the link above does not work, you can join through the Zoom website https://zoom.us/join Join a Meeting with these details:</p> <p>Meeting ID: 867 2862 4911 Passcode: 45678</p> <p>Want to borrow a tablet? Let the team know!</p> <p>OR phone in: If you cannot use a desktop, smartphone or tablet to connect to the internet, you can access the Area Panel meeting through a phone call: With a landline phone, call one of the following numbers and type in the meeting ID and passcode above when asked:</p> <p>+44 131 460 1196 / +44 203 481 5237 / +44 203 481 5240</p> |
| Transport | <p>We can help with transport costs:</p> <ul style="list-style-type: none"> • Taxis can be requested by people with mobility issues, ask the Community Engagement Team for the code. • If you drive, you can claim mileage and parking costs through your resident association grant, or via your Community Engagement Officer. |

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

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: EAST AREA

2.00pm 11 MARCH 2026

**WHITEHAWK HUB MEETING ROOM, 179A WHITEHAWK RD, BRIGHTON AND HOVE,
BRIGHTON BN2 5GD**

MINUTES

Councillors: Williams and Allen.

Residents: Chris El Shabba (Chair), Malebogo Koakae, Janet Gearing, Katie Mercer, Val Steadman, David Powell, Ben D'Montigny, Matthew Jackson, Ufuoma Itoje.

Officers: Chloe McLaughlin, Geof Gage, Brendan Ford, Gabriel Tiranti, Justine Harris, Tom Trigwell, Harry Williams, Marie Button

Press: Sarah Booker-Lewis

1 WELCOME, INTRODUCTION & APOLOGIES

1.1 Apologies were received from Mikila Beck and Martin Reid.

2 CHAIRS COMMS

2a SEASIDE HOMES TRUSTEE NOMINATION

2a.1 The Chair introduced the item and read the briefing for the role.

2a.2 Malebogo Koakae put themselves forward for the role and shared their personal statement.

2a.3 **RESOLVED:** The panel agreed to nominate Malebogo Koakae for the role of Seaside Homes Trustee.

3 MINUTES & ACTIONS OF THE PREVIOUS MEETING

3.1 Janet Gearing advised that that they hadn't said tumble dryers were able to prevent the spread of damp and mould, but that the use of tumble dryers could help.

3.2 Malebogo Koakae raised that the previous minutes stated that leaseholders could get rent support and asked for clarification on this.

3.3 Harry Williams confirmed that this is not correct and advised that they can confirm the support available for the next minutes.

3.4 **RESOLVED:** That subject to the above amendment, the minutes of the previous meeting held on 19 November 2025 were agreed as a correct record.

- 3.5 In relation to action OEA1, Justine Harris confirmed that the waste collection presentation is on the agenda for this meeting.
- 3.6 The Chair confirmed which of the remaining actions were ongoing and which had been completed.
- 3.7 The Chair and residents discussed the roll-out of food waste bins and where there could have been improvements in communication.
- 3.8 Chloe McLaughlin advised they would feed this back to the waste team and advised that the small caddies should have been delivered to every flat with all the information about collections.
- 3.9 In response to Katie Mercer's question regarding retrieving waste for those with mobility issues, Chloe McLaughlin advised that this is not in place at the moment but there are discussions happening.
- 3.10 In response to residents discussing unclaimed or not-needed caddies, Chloe McLaughlin advised that they will get a team to collect them.

4 CHAIRING ARRANGEMENTS - INFORMATION ABOUT CO-CHAIR ELECTIONS

- 4.1 Gabriel Tiranti introduced the item and advised that the elections would be held at the June area panels.
- 4.2 Gabriel advised that any council tenant can stand for election, either with support of their group or local neighbours, and that any group who has an up-to-date AGM completed can vote in the June election.
- 4.3 Gabriel advised that Tom Trigwell would be setting up a meeting in July with all newly elected co-chairs to cover onboarding, venues, focus for the year and general discussion about area panels.
- 4.4 Harry Williams advised that they can share the criteria in advance of the June meeting.

5 REVIEW & APPROVE RESIDENTS QUESTIONS FROM RESIDENTS ONLY MEETINGS

- 5.1 The Chair introduced the item and confirmed that everyone had read the responses provided.
- 5.2 There were no further questions regarding the responses.

6 BREAK

7 PRIDE IN PLACE PROGRAMME

- 7.1 Councillor Williams introduced the item and discussed the role of chair of the board for the programme.

- 7.2 In response to Katie Mercer's comments regarding the chair role, Councillor Williams advised that there would be a dedicated local authority officer to do the admin and there would be expenses for childcare etc available.
- 7.3 Ben D'Montigny shared feedback from a resident in Moulsecoomb who found the programme in their area to be really interesting.
- 7.4 Councillor Williams discussed the timeline, advising that they would be appointing the chair and establishing the Neighbourhood Board in April and then the project would be developed from there.
- 7.5 In response to Matthew Jackson's question regarding the make-up and decision making of the board, Councillor Williams advised that following the appointment of the chair, membership will be considered and will include local ward councillors for the area and community representatives.
- 7.6 In response to Ben D'Montigny's question regarding boundaries, Councillor Williams advised that this is something the chair and board would decide.

8 STAR RESULTS SURVEY

- 8.1 Harry Williams introduced the item and advised the results of the survey would be shared in the latest edition of Homing In.
- 8.2 There were no questions or comments.

9 TERMS OF REFERENCE UPDATE - DISCUSS / REMINDER OF PLAN

- 9.1 Gabriel Tiranti and Harry Williams introduced the item and discussed the intention to restart work on updating the terms of reference, taking on board the feedback from residents.
- 9.2 Harry Williams advised that the discussed changes would be coming in the next cycle of area panels.
- 9.3 In response to Malebogo Koakae raising that a 'you said, we did' item on the agenda would be beneficial for residents, Harry Williams confirmed something like this had been done in the past and the review of the terms of reference would provide an opportunity to shape things.
- 9.4 In response to David Powell's question regarding how often the terms of reference are reviewed, Harry Williams advised that they could build a 12-month review into the terms of reference.
- 9.5 The Chair and panel discussed the successes of the tenant celebration days in giving residents the opportunity to be heard and lessons learned from previous events.

10 ALLOCATIONS / SENSITIVE LETS WORKSHOPS

- 10.1 Harry Williams introduced the item and gave a verbal update.

- 10.2 In response to Ben D'Montigny's question regarding wrap around support for individuals with complex needs, Justine Harris discussed the additional resources put into this area, including a new Tenancy Sustainment Team, Neighbourhood Officers and work on community cohesion.
- 10.3 In response to David Powell's question regarding whether Seaside is woven into this, Harry Williams advised that there are other processes involved with temporary accommodation but they are alert to the principles such as developing community cohesion and making sure people are supported in their homes.
- 10.4 The Chair advised that Seaside Homes do have a team that works with tenants with complex needs.
- 10.5 In response to Ufuoma Itoje's question regarding how many officers are in the new teams, Justine Harris advised that there are two new teams and six officers on each with one manager.

11 LPS UPDATES

- 11.1 Justine Harris introduced the item and gave a verbal update regarding the paper going to Cabinet.
- 11.2 Justine handed out newsletters for residents covering feedback received during the consultation and discussed engagement work, support available and the plan for residents being rehoused.
- 11.3 Councillor Williams discussed the opportunity for residents to think about what they want Whitehawk to look like in the future.
- 11.4 Councillor Williams discussed the impact on Right to Buy and the piloting of a new grant launching for tenants to use as a deposit to buy a home on the open market.
- 11.5 In response to resident questions on the new grant, Councillor Williams confirmed that it is for tenants only who would have qualified for Right to Buy.

12 NEIGHBOURHOOD OFFICERS

- 12.1 Justine Harris introduced the item and Neighbourhood Officers present at the meeting.
- 12.2 Neighbourhood Officers discussed their role, estate inspections and gave examples of the work they have been doing around their areas.
- 12.3 In response to Councillor Williams' question regarding how residents can get in touch with them, officers confirmed that this would be through Customer Services.
- 12.4 In response to residents raising that they don't know who their Neighbourhood Officers are, Justine Harris advised that they do need to promote the role more and that information should be going out to all tenant reps.
- 12.5 Neighbourhood Officers discussed the positive feedback they have received.

- 12.6 In response to Ben D'Montigny suggesting a monthly walkabout for Neighbourhood Officers to demonstrate the work they have done, Justine Harris advised that they want to have a monthly report to show what has been done in response to what residents have raised.
- 12.7 In response to Matthew Jackson's question regarding whether estate walks are planned in advance, Neighbourhood Officers advised that these are planned throughout the year and there are key things they are looking for but they also pick up on other issues as they go round.
- 12.8 In response to Ufuoma Itoje's question regarding how Neighbourhood Officers get their referrals, officers advised that casework comes through in different forms, including through the system and referrals from other teams.
- 12.9 In response to Ufuoma Itoje's questions regarding training and whether residents are able to follow-up on the issues they have raised, officers discussed that they are attending training all the time, and that residents are able to follow up and if it's a bigger issue, it will likely go to a Housing Officer.

13 WASTE AMNESTY

- 13.1 Chloe McLaughlin introduced the item and passed around information regarding the amnesty.
- 13.2 In response to Malebogo Koakae raising issues around fly-tipping in their area, Chloe McLaughlin advised that they are on the list for the next round of fly-tipping cameras.
- 13.3 Harry Williams advised they are taking a data-led approach regarding which areas are taking part in the pilot and it would be helpful as a group to identify which areas may need an amnesty.
- 13.4 Ben D'Montigny commented that it would be good to get information on the financial impact of this and having an amnesty seasonally could help to promote behavioural change.
- 13.5 In response to Janet Gearing raising issues around garden clearing, Chloe McLaughlin advised that reporting this to Neighbourhood Officers in the first instance would be the best course of action.
- 13.6 Justine Harris advised that this work in the flats is also linked to fire safety work and they have to look at the hotspots.
- 13.7 Justine Harris raised the furniture recycling at Robert Lodge and that the council is looking at how to expand this.
- 13.8 Harry Williams raised the working-groups that are being established and suggested that this may be good to do with fly-tipping in communities as well.

14 REGULATORY JUDGEMENT

- 14.1 Harry Williams introduced the item and advised that there are no substantive updates but they are continuing to make progress against all areas identified by the regulator.

- 14.2 Harry Williams advised that Martin Reid would come back at a later date to give an update and asked residents to feedback on what they want to hear in relation to this.
- 14.3 The Chair and Katie Mercer advised that they have both seen contractors come in to complete checks so they are seeing things being done.

15 AOB/POSITIVE COMMUNITY NEWS

- 15.1 The Chair advised that Robert Lodge is now fully operational and there are activities going on every day apart from Monday.
- 15.2 The Chair discussed that on 1st April they are holding an easter party with lunch, easter hats and an easter egg hunt and any donations are welcome.
- 15.3 Katie Mercer advised that the Families and Children Group are hoping to set up at Robert Lodge on a Monday and she is hoping to incorporate more youth input into Robert Lodge and the south of Whitehawk.
- 15.4 Ben D'Montigny discussed the new arts and crafts workshops at Bristol Estate, the work they have been doing to make the estate safer and more accessible, including solar lights on pathways, and the work on valley social, including a model event in April and potential new boxing club.
- 15.5 Malebogo Koakae discussed the flower planting in their new planters and funding secured to do more of this work.
- 15.6 Janet Gearing advised they have their carnival coming up in July and that they have had a few burglaries and noise issues in Woodingdean.
- 15.7 The Chair raised that the EDB budget is going to be less than before as the reserves have gone so they are looking at ways for it to be spent fairly across the city.
- 15.8 In response to Katie Mercer's question regarding who the reporting on this goes back to, Gabriel Tiranti advised that they have taken over management of the EDB project and is developing an impact report and will be looking at monitoring it more closely to ensure value for money.
- 15.9 In response to Janet Gearing's question regarding when they are voting on the main bids, the Chair confirmed this would be on 25 March.
- 15.10 Harry Williams discussed that the panel and residents have been working hard to ensure the money has been spent in a positive way.
- 15.11 In response to Matthew Jackson raising the floor at Manor Gym, Gabriel Tiranti advised that their colleague Steph is working with the manager on this and support around it is ongoing.

The meeting concluded at 4.12pm

Signed

Chair

Dated this

day of

Actions from East Area Panel meeting 11th March 26

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

Outstanding actions carried forward

| REF + date first raised | Action History and last Update | Who | Response including what is completed & outstanding | Is action Completed/ Outstanding | Date action completed or planned? |
|-------------------------|---|-----------------------|--|----------------------------------|-----------------------------------|
| OAE1 | Justine Harris to provide update to Ben D'Montigny regarding bid for flooring at Manor Gym. | Justine Harris | Justine will provide an update to Ben once we are able to confirm when the roof will be fixed. | Ongoing | |
| | | | | | |
| | | | | | |

Actions from last meeting

| REF | Action | Who | Response including what is completed & outstanding | Is Action Completed / Outstanding | Date action completed or planned? |
|------------|---|-------------------------|--|-----------------------------------|-----------------------------------|
| EA1 | Harry Williams to provide information regarding rent support for leaseholders | Harry Williams | The council's Leaseholder Team can advice with council leaseholders questions, such as service charges, and keep records, including contact addresses, sub-lets and transfers. Contact details 01273 29 30 74 rtleasehold@brighton-hove.gov.uk | Complete | 11 May 2026 |
| EA2 | Chloe McLaughlin to look into the removal of unused food waste caddies | Chloe McLaughlin | Residents living in any council block are able to contact Housing Estate Service who will arrange removal of a food waste caddies. Contact: 01273 294769 or estatesserviceteam@brighton-hove.gov.uk | Complete | 28 April 2026 |
| EA3 | Gabs Tiranti to provide an update on EDB allotment of funds when available | Gabs Tiranti | This year the budget for EDB has remained the same, £184,000. However the underspend was lower so there is less for each area. To remedy this we are looking at ways our contractors can top up the budget | Complete | 11 May 2026 |

| REF | Action | Who | Response including what is completed & outstanding | Is Action Completed / Outstanding | Date action completed or planned? |
|------------|---|-----------------------|---|-----------------------------------|-----------------------------------|
| | | | through a requirement to provide social value. | | |
| EA4 | Harry Williams to share the criteria for residents wishing to stand for panel resident co-chair | Harry Williams | The Community Engagement team sent the criteria for residents that wish to stand for panel resident co-chair via letter and email to all residents belonging to an active TRA and to key Area Panel reps. This was emailed and posted out on 24 April 2026. | Complete | 24 April 26 |
| | | | | | |

Residents Questions, 2- star East Area

E2.1 Rubbish & Recycling

| | |
|--------------------------------------|-----------------------------------|
| Area in city | East |
| Star rating | 2 star/ Local area issue |
| Date question raised | 16 th April 2026 |
| Week of Area Panel | 10 th June 2026 |
| Deadline for officer response | 08 May 2026 |
| Name of officer responding | Juliet Evans |
| Officer job title | Waste Minimisation Officer |
| Contact Details | Juliet.evans@brighton-hove.gov.uk |

E2.1 Question

| | |
|------------------------|--|
| Type of Request | Some residents living in blocks with communal bins are unclear on how to separate out their recycling and rubbish. |
|------------------------|--|

E2.1 Response

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| Response |
| <p>We understand that separating recycling and rubbish in shared bin areas can sometimes be confusing, and we appreciate residents raising this. When food waste recycling was introduced, all households should have received information explaining how to use their food waste caddy, along with guidance on mixed recycling and where to take other items such as small electricals and cartons.</p> <p>We know clearer signage and reminders would be helpful, particularly in blocks with communal bins. We are planning to update bin signage and provide posters for shared bin areas. However, as further changes to what can be included in mixed recycling are expected later this year, we want to ensure any new signage reflects the most up-to-date information.</p> <p>Durable, weather-resistant signage for outdoor bin areas is something we recognise would be beneficial, but it is also costly and funding is not currently in place. In the meantime, we will continue to look at ways to better support residents with clear and accessible information.</p> <p>Thank you for helping us improve recycling in your community.</p> |

E2.1 Action

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| Action | N/A |
|---------------|-----|

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|-------------------|--|
| | |
| Start date | |
| End date | |

E2.2 Parcels being stolen at the bird blocks

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|--------------------------------------|------------------------------------|
| Area in city | East |
| Star rating | 2 star/ Local area issue |
| Date question raised | 16 th April 2026 |
| Week of Area Panel | 10 th June 2026 |
| Deadline for officer response | 13.05.2026 |
| Name of officer responding | Robert Keelan |
| Officer job title | Housing Customer Services Manager |
| Contact Details | Robert.keelan@brighton-hove.gov.uk |

E2.2 Question

| | |
|------------------------|--|
| Type of Request | Residents reported that parcels are regularly being stolen at the bird blocks. The Council and Police have been informed of the thefts but nothing seems to have been done about it. |
|------------------------|--|

E2.2 Response

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| Response |
| <p>At this time the Council is not currently planning to install parcel lockers, as this would require significant infrastructure and external provider involvement.</p> <p>Parcels left in communal areas such as lobbies and hallways are vulnerable to theft, particularly where unauthorised access occurs.</p> <p>If a parcel is stolen</p> <ul style="list-style-type: none"> • Contact the retailer first – they are responsible until the item is in your possession. • Report to Sussex Police via 101 or online to obtain a crime reference number. • Check for CCTV and inform the police, who can request footage if needed. <p>Reducing the risk</p> <ul style="list-style-type: none"> • Update delivery instructions: <i>“Do not leave in communal areas.”</i> • Use alternative delivery options such as parcel lockers, local shops, or Post Offices. • Arrange for a trusted neighbour to accept deliveries. • Work with the Neighbourhood Officer to install signage discouraging parcels being left in shared spaces. |

- Consider a doorbell camera (subject to Council approval).

E2.2 Action

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|-------------------|-----|
| Action | N/A |
| Start date | |
| End date | |

E2.3 Allocations policy

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|--------------------------------------|---|
| Area in city | East |
| Star rating | 2 star/ Local area issue |
| Date question raised | 16 th April 2026 |
| Week of Area Panel | 10 th June 2026 |
| Deadline for officer response | {Housing completes} |
| Name of officer responding | {Housing completes} |
| Officer job title | {Housing completes} |
| Contact Details | {Housing completes} @brighton-hove.gov.uk |

E2.3 Question

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|------------------------|---|
| Type of Request | Residents expressed concerns about a reduction in available social housing in Woodingdean as result of changes in allocations policies. |
|------------------------|---|

E2.3 Response

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| Response |
| <p>Since January 2026, two properties in Woodingdean have been allocated through the Housing Register (one Band A, one Band B). No further properties have been available for bidding this year. In addition, five properties have been used as Temporary Accommodation.</p> <p>Sensitive lets are used to manage risks such as ASB or resident vulnerability and are assessed on a case-by-case basis.</p> <p>Of the two properties allocated through the Housing Register, none were allocated as sensitive lets to households experiencing homelessness (0%).</p> |

Most households experiencing homelessness are not excluded from sensitive lets, as eligibility depends on risk factors rather than homelessness status alone.

E2.3 Action

| | |
|-------------------|--|
| Action | |
| Start date | |
| End date | |

E2.4 Property downsizing

| | |
|--------------------------------------|-------------------------------------|
| Area in city | East |
| Star rating | 2 star/ Local area issue |
| Date question raised | 16 th April 2026 |
| Week of Area Panel | 10 th June 2026 |
| Deadline for officer response | 14 May 2026 |
| Name of officer responding | Justine Harris |
| Officer job title | Head of Tenancy Services |
| Contact Details | Justine.harris@brighton-hove.gov.uk |

E2.4 Question

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|------------------------|---|
| Type of Request | A resident expressed concern that tenants were allowed to continue to live in properties that are bigger than their current requirements, given the shortage of social housing. |
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E2.4 Response

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| Response |
| The Council understands concerns about under-occupation, particularly given the shortage of larger and accessible homes. However, we also recognise that these are people's homes, often lived in for many years. There is no policy or legal basis to require someone to move, or to set a time limit, if their home becomes larger than their needs. Tenancies are secure, and people's circumstances and connections to their homes can change over time. |

The Council's approach is to offer support and choices, helping tenants consider their options where a move may benefit them.

We offer a Transfer Incentive Scheme (TIS) for tenants who may wish to move to a smaller or more suitable home. This includes:

- Financial payments for giving up larger or adapted properties
- High priority for rehousing
- Support for those leaving adapted homes they no longer need

This is entirely voluntary and designed to make moving a more positive and supported option, while helping free up homes for families in need.

We are strengthening our approach through targeted engagement and consultation with residents, ensuring we hear from a wide range of tenants. This will help us:

- Improve how we promote the Transfer Incentive Scheme
- Better understand the reasons why some residents may not want or feel able to move
- Inform the development of a Downsizing Strategy that reflects residents' real experiences

Summary

Tenants are not required to move, and their homes and personal circumstances will always be respected. The Council is focused on:

- Offering support and incentives where people want to move
- Listening to residents to shape future services
- Making best use of housing in a fair and sensitive way

E2.5 Leased parking spaces on Sandhurst Avenue

| | |
|--------------------------------------|--------------------------------------|
| Area in city | East |
| Star rating | 2 star/ Local area issue |
| Date question raised | 16 th April 2026 |
| Week of Area Panel | 10 th June 2026 |
| Deadline for officer response | 13.05.2026 |
| Name of officer responding | Benjamin Tedder |
| Officer job title | Car Parks and Garages Manager |
| Contact Details | Benjamin.tedder@brighton-hove.gov.uk |

E2.5 Question

| | |
|------------------------|--|
| Type of Request | Woodingdean residents were told by Parking customer services at the Council that all the leased parking bays on Sandhurst Avenue were currently occupied and being used by shops on the road. However, when residents consulted the shop owners, they have found that only one bay is currently being leased and used by a shop. |
|------------------------|--|

E2.5 Response

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| Response |
| <p>Thank you for interest in renting parking spaces from the council.</p> <p>There are a number of ways to park a car in the city and this question centres on the individually numbered spaces owned by the Housing service at Sandhurst Avenue, that we rent to individual applicants. Of the 42 numbered Housing spaces at Sandhurst Avenue, there are eight bays currently available to rent as of 12 May 2026, including some at the lower end, near to the shops.</p> <p>Interested residents can apply for an available numbered parking space at Sandhurst Avenue now, via the online application service on the council's website at www.brighton-hove.gov.uk/garages or calling the Housing Customer Service team on 01273 293030 if they need support with the application process.</p> <p>The online application service also contains full details of the pricing and the availability of spaces at managed Housing sites, including Sandhurst Avenue.</p> <p>The bays outside the shops on Warren Way are one-hour bays that anybody can use and are managed by the on-street parking team.</p> |

E2.6 Overgrown footpath at back of Robert Lodge Community Space

| | |
|--------------------------------------|---------------------------------------|
| Area in city | East |
| Star rating | 2 star/ Local area issue |
| Date question raised | 16 th April 2026 |
| Week of Area Panel | 10 th June 2026 |
| Deadline for officer response | 8 May 2026 |
| Name of officer responding | Chloe Mclaughlin |
| Officer job title | Estates Service Operations Manager |
| Contact Details | Chloe.mclaughlin@brighton-hove.gov.uk |

E2.6 Question

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|------------------------|---|
| Type of Request | East residents reported that the footpath behind Robert Lodge Community Space is completely overgrown, to the point where pedestrians are unable to walk down the path. |
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E2.6 Response

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| Response |
| <p>Thank you for bringing this pathway to our attention and this has now been scheduled to be cleared by the Hard Surfaces Team.</p> <p>It was identified that areas such as alleyways, drying areas and courtyards were not being maintained and as such those that are on council housing estates are now the responsibility of the Estates Service Team.</p> <p>We are working on developing a schedule of work for the Hard Surfaces Team for the areas that we are aware of to be able to tackle these tasks more proactively in the future.</p> |

E2.6 Action

| | |
|-------------------|--|
| Action | Pathway to be cleared and added to the list to be scheduled. |
| Start date | 8 May 2026 |
| End date | 1 June 2026 |

Residents Questions, 3-star East Area

E3.1 Food waste collections

| | |
|--------------------------------------|---|
| Area in city | East |
| Star rating | 3 Star/ City wide issue |
| Date question raised | 16 th April 2026 |
| Week of Area Panel | 10 th June 2026 |
| Deadline for officer response | 14 May 2026 |
| Name of officer responding | Satti Sidhu |
| Officer job title | City Clean Programme and Strategy Manager |
| Contact Details | Satti.Sidhu@brighton-hove.gov.uk |

E3.1 Question

| | |
|------------------------|---|
| Type of Request | Residents cannot afford to buy replacement compost bags for food waste collections and don't know what to do when they run out of the free ones they received when the scheme was rolled out. |
|------------------------|---|

E3.1 Response

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|---|
| Response |
| <p>The Council welcomes residents' feedback and is pleased to hear that food waste collections have generally been operating well, with regular collections and good uptake since rollout.</p> <p>Caddy delivery Due to the scale of the food waste service rollout across the city, the Council worked with delivery contractors to distribute kitchen caddies and external food waste bins efficiently and within a short timeframe. While every effort was made to ensure accuracy, it is recognised that, in a city-wide operation of this nature, some minor delivery errors may have occurred, including the provision of bins that were not required at certain properties. The Council is capturing feedback from residents and using this information to work with contractors to improve delivery accuracy.</p> <p>Provision of compostable liners The food waste collection scheme in this area launched on 9 March, and at the point of rollout residents were provided with two rolls of compostable liners, totalling 104 bags. This amount was intended to last a reasonable period of time (at least one year) while residents became familiar with the new service.</p> <p>The Council recognises residents' concerns about what happens once this initial supply runs out, particularly regarding the cost of purchasing additional liners. As the service has only recently completed its implementation phase, the Council is currently developing and refining the approach to longer-term liner provision.</p> <p>Work is underway to explore options for liner pick-up points and other potential arrangements for residents to access replacement compostable bags. This work is ongoing and forms part of the post-implementation review of the service to ensure it is practical, affordable, and sustainable for residents.</p> <p>Once proposals have been agreed, the Council will ensure that clear information is communicated to residents about how and where replacement liners can be obtained. This will support continued participation in the food waste service and help maintain its early success.</p> |

E3.2 Digital Exclusion

| | |
|---------------------|-------------------------|
| Area in city | East |
| Star rating | 3 Star/ City wide issue |

| | |
|--------------------------------------|--|
| Date question raised | 16 th April 2026 |
| Week of Area Panel | 10 th June 2026 |
| Deadline for officer response | 14 May 2026 |
| Name of officer responding | Ceri Howard |
| Officer job title | Head of Library Services. |
| Contact Details | Ceris.howard@brighton-hove.gov.uk |

E3.2 Question

| | |
|------------------------|--|
| Type of Request | Residents raised concerns that they were being digitally excluded from information and participation because they cannot easily access online platforms. |
|------------------------|--|

E3.2 Response

| |
|---|
| Response |
| <p>We fully recognise that digital exclusion can prevent residents from accessing vital information and participating fully in Council services. We are committed to improving digital accessibility while ensuring inclusive alternatives remain available. In addition to the services provided in person at council offices, we have introduced in person support from trained staff at our Council Help Desks at Jubilee and Hove Libraries, and self-service options at all of our libraries across the city.</p> <p>This initiative provides residents with access to computers, the internet, and direct phone lines for accessing council services. All libraries provide free access to computers and wifi, and low cost printing. Most libraries are open 7 days a week, including Libraries Extra, when members can access unstaffed libraries and use the computers using a card and PIN.</p> <p>These are free services, and anyone living, working or studying in the city can get a library card. At Jubilee, Hove, Rottingdean and Saltdean Libraries we also have Library Connect volunteers who are available to help resident to develop digital skills and navigate online platforms with greater confidence. These are a valuable resource for those who may not have reliable digital access at home.</p> <p>Moreover, we continue to work in collaboration with local partners and voluntary organisations to help residents access devices and affordable internet connections. For those who prefer non-digital methods, we still offer printed materials and telephone support to ensure no one is left behind.</p> <p>Resident feedback is always welcomed and helps us refine these approaches, so if there are particular concerns or suggestions, please do share them with us.</p> |

E3.2 Action

| | |
|-------------------|--|
| Action | |
| Start date | |
| End date | |

E3.3 Repairs surveys

| | |
|--------------------------------------|--------------------------------|
| Area in city | East |
| Star rating | 3 Star/ City wide issue |
| Date question raised | 16 th April 2026 |
| Week of Area Panel | 10 th June 2026 |
| Deadline for officer response | {Housing completes} |
| Name of officer responding | Sam Crick |
| Officer job title | Operations Manager |
| Contact Details | Sam.crick@brighton-hove.gov.uk |

E3.3 Question

| | |
|------------------------|---|
| Type of Request | Residents reported various experiences around repairs surveys: 1) Poor treatment of residents 2) Missed appointments 3) Confusion about the nature of the survey process |
|------------------------|---|

E3.3 Response

| |
|---|
| Response |
| <p>The Council expects all staff and contractors to treat residents with respect and professionalism, supported by a Code of Conduct. Staff receive training in customer service, safeguarding, and equality, at induction. Our recent enhanced customer experience training that has been delivered to all new and existing staff has been shared with all contractors to ensure that these standards are cascaded. Compliance is monitored through resident feedback, inspections, and contract management, with action taken where standards fall short.</p> <p>The Council acknowledges that the repairs survey process can be unclear. Residents should be informed of the purpose of surveys, what will happen during the visit, and the likely next steps, with surveyors expected to explain this clearly at the time of the visit so that residents have the opportunity to ask questions and seek clarification. Likewise, if at any stage the extent of works or planned</p> |

appointments change then residents should be updated via their preferred contact method. The Repairs and Maintenance service are currently undertaking a review of feedback where this has apparently not happened to identify root causes and inform positive action to ensure that this approach is adhered to going forward.

E3.3 Action

| | |
|-------------------|---|
| Action | Completion of all R&M staff customer experience training delivery |
| Start date | 1/3/26 |
| End date | 29/5/26 |

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

C3.1 Laundry facilities: long delays to repairs

| | |
|--------------------------------------|--|
| Area in city | Central |
| Star rating | 3 Star |
| Date question raised | 16/4/26 |
| Week of Area Panel | 16/6/26 |
| Deadline for officer response | 13.05.2026 |
| Name of officer responding | Geof Gage |
| Officer job title | Head of Hosing Investment & asset Management |
| Contact Details | Geoffrey.gage@brighton-hove.gov.uk |

C3.1 Laundry facilities: long delays to repairs

| | |
|------------------------|--|
| Type of Request | Central residents reported that their laundry facilities have been seriously compromised by the length of time it takes for repairs. |
|------------------------|--|

C3.1 Response

| |
|---|
| Response |
| <p>We apologise for the inconvenience caused by these repair issues raised concerning our laundries.</p> <p>We have raised this with our servicing contractor and they have advised that they are unable to keep a stock of parts for all types of machine and hence they do at times need to order these from suppliers.</p> <p>Our contract for laundry servicing cannot provide a specific repair timeline due to the nature of the repair. We do have a clause expecting a response time, but this does not allow for parts that may be unavailable. We are currently reviewing our options with regard to this contract.</p> |

C3.1 Action

| | |
|-------------------|----------|
| Action | None |
| Start date | 13.05.26 |
| End date | 13.05.26 |

C3.2 Laundry Review update

| | |
|--------------------------------------|---|
| Area in city | Central |
| Star rating | 3 Star/ City wide issue |
| Date question raised | 16/4/26 |
| Week of Area Panel | 16/6/26 |
| Deadline for officer response | 13.05.2026 |
| Name of officer responding | Geof Gage |
| Officer job title | Head of Housing Investment & Asset Management |
| Contact Details | Geofrey.gage@brighton-hove.gov.uk |

C3.2 Laundry Review update

| | |
|------------------------|---|
| Type of Request | <p>A review of laundry facilities has been taking place. Central residents were told that this would be reported back on in March 2026. That date has passed and there has been no further communication.</p> |
|------------------------|---|

C3.2 Response

| |
|-----------------|
| Response |
|-----------------|

The review of communal laundries in general needs housing blocks is being completed, and the outcome will be shared with residents of those blocks in the first instance ahead of wider communication, including via Housing Area Panels.

C3.2 Action

| | |
|-------------------|--|
| Action | Communicate the outcome of the review of laundries in general needs housing blocks to residents ahead of sharing with Housing Area Panels. |
| Start date | June 2026 |
| End date | June 2026 |

C3.3: Proposal that the Council ensure Housing documents have the Crystal Mark standard of plain English

| | |
|--------------------------------------|-------------------------------------|
| Area in city | Central |
| Star rating | 3 Star/ City wide issue |
| Date question raised | 16/4/26 |
| Week of Area Panel | 16/6/26 |
| Deadline for officer response | 8 May 2026 |
| Name of officer responding | Justine Harris |
| Officer job title | Head of Tenancy Services |
| Contact Details | Justine.harris@brighton-hove.gov.uk |

C3.3: Proposal that the Council ensure Housing documents have the Crystal Mark standard of plain English

| | |
|------------------------|--|
| Type of Request | Central Residents propose that Brighton & Hove City Council sign up to the Crystal Mark standard of plain English. |
|------------------------|--|

C3.3 Response

| |
|-----------------|
| Response |
|-----------------|

Thank you for raising your concerns about the clarity and accessibility of our communications.

We agree that information shared with residents should be clear, easy to understand, and focused on the key points. We recognise that some Area Panel papers are too long, can be difficult to follow, and may include jargon that makes it harder for residents to engage fully. Improving how we communicate is a priority for us. We are taking steps to:

- Make reports shorter and better structured
- Highlight the key issues and decisions more clearly
- Reduce the use of jargon and technical language
- Provide clear summaries so residents can quickly see what matters and where their input is needed

We have considered your suggestion about signing up to the Crystal Mark standard. Whilst the Council currently have no plans to apply for this accreditation we are committed to applying the principles of plain English across our communications in a way that works for our service and residents.

We also recognise that we will not get this right immediately. We will continue to listen to feedback from residents and use this to improve how we present information over time. Our aim is to make sure residents can quickly understand the information they receive, feel confident taking part in discussions, and clearly see how their views can influence decisions.

We appreciate your feedback and will continue to work with residents to improve how we communicate.

C3.3 Action

| | |
|-------------------|-----|
| Action | N/A |
| Start date | |
| End date | |

C3.4: Feedback & Consultation: Area Panel pre-meeting & agenda setting meeting

| | |
|--------------------------------------|-------------------------------------|
| Area in city | Central |
| Star rating | 3 Star/ City wide issue |
| Date question raised | 16/4/26 |
| Week of Area Panel | 16/6/26 |
| Deadline for officer response | 14 May 2026 |
| Name of officer responding | Hannah Barker |
| Officer job title | Senior Community Engagement Officer |

| | |
|------------------------|------------------------------------|
| Contact Details | Hannah.barker@brighton-hove.gov.uk |
|------------------------|------------------------------------|

C3.4: Feedback & Consultation: Area Panel pre-meeting & agenda setting meeting

| | |
|------------------------|---|
| Type of Request | Residents asked for some discussion and consultation on the pre-meetings and agenda-setting meetings, with a clarification of what the aims are and how these can best be achieved. |
|------------------------|---|

C3.4 Response

| |
|---|
| Response |
| <p>Thank you for raising this. We welcome further discussion and consultation with residents on both the pre-meetings and the agenda-setting process.</p> <p>We recognise that these changes were introduced and trialled once without sufficient opportunity to review or gather structured feedback. While initial attendance and discussions were positive, we appreciate there is a need for greater clarity about the purpose of these meetings and how they should operate.</p> <p>As a next step, we will:</p> <ul style="list-style-type: none"> • Engage with residents to clarify the aims of pre-meetings and agenda-setting meetings • Gather feedback on what has worked well and what could be improved • Work collaboratively to agree a practical and inclusive approach going forward <p>We are grateful to residents for the time and input they have already given, and we are committed to ensuring the process is clear, effective, and works well for everyone involved.</p> |

C3.4 Action

| | |
|-------------------|--|
| Action | |
| Start date | |
| End date | |

C3.5 Area Panel Review

| | |
|-----------------------------|-------------------------|
| Area in city | Central |
| Star rating | 3 Star/ City wide issue |
| Date question raised | 16/4/26 |

| | |
|--------------------------------------|-------------------------------------|
| Week of Area Panel | 16/6/26 |
| Deadline for officer response | 14 May 2026 |
| Name of officer responding | Harry Williams |
| Officer job title | Director of Housing People Services |
| Contact Details | Harry.williams@brighton-hove.gov.uk |

C3.5 Area Panel Review

| | |
|------------------------|--|
| Type of Request | Central residents asked for assurance that the planned Area Panel Review would involve full consultation with residents. |
|------------------------|--|

C3.5 Response

| |
|--|
| Response |
| <p>We have already made a number of minor changes to improve how Area Panels work. This includes clearer timelines, better communication, more structured agendas, and changes to how resident issues are raised and discussed. These changes were shaped by feedback from residents and co-chairs.</p> <p>The next step is to review the Terms of Reference, which set out how Area Panels operate. This work will be taken forward during 2026/27.</p> <p>The review will focus on making the rules clearer, updating them to reflect the changes already made, and widening opportunities for residents to take part.</p> <p>Chairs and tenant representatives will play a central role in this review. We will work directly with them to shape the proposals and make sure the process reflects residents' views and experience.</p> <p>There will be time built in for wider resident input before any changes are agreed. We will also look at options such as workshops to support open discussion and feedback.</p> <p>This approach is intended to build on the improvements already made, while making sure residents are at the centre of how Area Panels develop going forward.</p> |

N3.1 - Noise problems in converted properties

| | |
|--------------------------------------|---|
| Area in city | North |
| Star rating | 3 Star/ City wide issue |
| Date question raised | 9 th April 2026 |
| Week of Area Panel | 9 th June 2026 |
| Deadline for officer response | 13.05.2026 |
| Name of officer responding | Geof Gage |
| Officer job title | Head of Housing Investment & Asset Management |
| Contact Details | Geofrey.gage @brighton-hove.gov.uk |

N3.1 Question

| | |
|------------------------|--|
| Type of Request | Residents reported that noise nuisance is a major problem in converted properties, and it was felt that soundproofing in these properties is inadequate. Residents reported their health and wellbeing being affected (e.g. loss of sleep) and that it is causing avoidable conflict between neighbours. |
|------------------------|--|

N3.1 Response

| |
|--|
| Response |
| <p>The soundproofing of older converted properties can be complex to resolve due to the building requirements and construction constraints. We treat each referral on a case-by-case basis and investigate options.</p> <p>Any complaints received due to noise from neighbours would need to be investigated by our Housing Tenancy Services teams in the first instance and then be referred to our Housing Investment & Asset Management service for review and assistance as required.</p> <p>Referrals will then require a survey to be completed by one of our specialist consultants who will undertake sound tests and investigate options for works that may be progressed, although not all properties are suitable for sound proofing measures.</p> <p>Generally, the options are very intrusive and may require the decant of the property so that it is empty for works to proceed. This is of course very disruptive.</p> <p>We do not have a programme of works or specific budget for this but review options on a case by case basis.</p> |

N3.1 Action

| | |
|-------------------|----------|
| Action | None |
| Start date | 13.05.26 |
| End date | 13.05.26 |

W3.1 - Digital Exclusion improving library based online support

| | |
|--------------------------------------|---|
| Area in city | West |
| Star rating | 3 star City Wide issue |
| Date question raised | 9 th April 26 |
| Week of Area Panel | 15 th June 26 |
| Deadline for officer response | 14 May 2026 |
| Name of officer responding | Robert Keelan |
| Officer job title | Housing Manager – Customer Service team |
| Contact Details | Robert.Keelan@brighton-hove.gov.uk |

W3.1 Question:

| | |
|------------------------|---|
| Type of Request | Residents reiterated an ongoing concern about the move towards all services being automated and online. |
|------------------------|---|

W3.1 Response

| |
|--|
| Response |
| <p>Thank you for your question about accessing the Housing Team. We want our services to be accessible.</p> <p>Thank you for raising these important concerns about access to Housing services. We are committed to ensuring that residents are not excluded as services become more digital, and that support remains available through a range of channels.</p> <p>Residents can contact the Housing service online, by phone, or in person:</p> <ul style="list-style-type: none"> • Online services are available 24/7 via forms, Housing Online, and email (over 2,100 emails received in March 2026). • Telephone support is available Monday–Friday, 9am–5pm (over 1,800 calls received in March 2026). |

- **In person**, there are weekly drop-in sessions at Lavender Street (Tuesdays) and Whitehawk Hub (Thursdays), with plans to expand drop-in provision across all areas, including North and West.

We recognise that, although in-person services are used by smaller numbers, they are essential for some residents. We are therefore looking to strengthen and standardise these arrangements.

Residents can also access support at Jubilee and Hove libraries, where help desks offer:

- Access to computers, phones, and document scanning
- Basic support to complete online forms
- Signposting and call-back requests if further help is needed

We acknowledge the feedback that this support is not always sufficient or consistently available. We will share these concerns with colleagues managing the service, particularly around staffing levels and training in housing processes.

Finally, where a resident has an ongoing housing issue, they will have a named Housing Officer as a direct point of contact.

We will continue to review how services are delivered to ensure they remain accessible to all residents, regardless of how they prefer or are able to engage.

W3.1 Action

| | |
|-------------------|--|
| Action | |
| Start date | |
| End date | |

W3.2 - West Area participation in Estate Development Budget meetings

| | |
|--------------------------------------|--------------------------|
| Area in city | West |
| Star rating | 3-star City-Wide issue |
| Date question raised | 9 th April 26 |
| Week of Area Panel | 15 th June 26 |
| Deadline for officer response | 14 May 2026 |

| | |
|-----------------------------------|-------------------------------------|
| Name of officer responding | Harry Williams |
| Officer job title | Director of Housing People Services |
| Contact Details | Harry.williams@brighton-hove.gov.uk |

W3.2 Question:

| | |
|------------------------|---|
| Type of Request | West residents raised ongoing concerns about the democratic functioning of the Estate Development Budget panel. |
|------------------------|---|

W3.2 Response

| |
|---|
| Response |
| <p>Thank you for setting out these concerns clearly. In April, Justine Harris and Harry Williams met with West Area resident representatives, and we recognise that the issues raised about the Estate Development Budget (EDB) reflect wider concerns about inclusion, transparency and trust. It is important that resident representatives are fully included in decisions that affect their communities, and we take these matters seriously.</p> <p>We acknowledge the concerns regarding a lack of invitations to meetings, how feedback has been considered, and the incident referenced. These matters are being taken seriously and will be reviewed to ensure processes are fair, inclusive and respectful.</p> <p>Next steps</p> <ul style="list-style-type: none"> • We will carry out a full review of the EDB, working collaboratively with tenants and resident representatives across all areas so any changes are shaped together. • This hope this will include participation from EDB members, Area Panels, other interested tenants and leaseholders. • We will ensure clear, accessible information is available on how the EDB operates, how to get involved, and how decisions are made. • We will review processes around invitations and representation to ensure residents are consistently included. <p>We remain committed to working with residents to ensure engagement is inclusive, respectful and enables everyone to be heard.</p> |

W3.2 Action

| | |
|---------------|---------------------------|
| Action | Undertake a review of EDB |
|---------------|---------------------------|

| | |
|-------------------|-------------|
| Start date | July 2026 |
| End date | December 26 |

W3.3 - Residents experiencing pressure to downsize

| | |
|--------------------------------------|-------------------------------------|
| Area in city | West |
| Star rating | 3 star City wide issue |
| Date question raised | 9 th April 26 |
| Week of Area Panel | 15 th June 26 |
| Deadline for officer response | 14 May 2026 |
| Name of officer responding | Justine Harris |
| Officer job title | Head of Tenancy Services |
| Contact Details | Justine.harris@brighton-hove.gov.uk |

W3.3 Question

| | |
|------------------------|--|
| Type of Request | West Residents are concerned that tenants suffering a recent bereavement or difficult change in their personal circumstances are experiencing pressure to downsize and move. |
|------------------------|--|

W3.3 Response

| |
|--|
| Response |
| <p>We are very sorry to hear about the experiences shared by residents. We recognise how difficult bereavement and sudden changes in circumstances can be, and it is essential that residents feel supported and treated with compassion at these times.</p> <p>We understand the concerns raised about how and when conversations about downsizing take place. While there is a need to make best use of housing, this must always be handled sensitively, particularly when residents are grieving or vulnerable. The examples shared are concerning, and we will ensure they are raised with relevant officers so that our approach can be reviewed and improved.</p> <p>In terms of tenancy rights, there may be a requirement to move to a suitably sized home, but this should be supported by a Housing Officer and allow a reasonable time to do so.</p> |

We will reflect on this feedback to ensure our communication is more compassionate and better tailored to individual circumstances. We also welcome the opportunity to listen and discuss how this can be improved further.

W3.3 Action

| | |
|-------------------|--------------------------|
| Action | Discussion at Area Panel |
| Start date | |
| End date | |

W3.4 - Who can vote in the Resident Engagement Structure

| | |
|--------------------------------------|-------------------------------------|
| Area in city | West |
| Star rating | 3 star City Wide issue |
| Date question raised | 9 th April 26 |
| Week of Area Panel | 15 th June 26 |
| Deadline for officer response | 14 May 26 |
| Name of officer responding | Hannah Barker |
| Officer job title | Senior Community Engagement Officer |
| Contact Details | hannah.barker@brighton-hove.gov.uk |

W3.4 Question:

| | |
|------------------------|--|
| Type of Request | West residents asked for clarification of who was able to vote in the Resident Engagement structure. |
|------------------------|--|

W3.4 Response

| |
|---|
| Response |
| Who would be able to vote would depend on which meeting it was for and who the attendees were. |
| In relation to EDB meetings, we are starting the review to look at the best way of engaging a wide group of people and creating an inclusive voting process. Part of the review will include the role of tenants and leaseholders |

W3.4 Action

| | |
|-------------------|--|
| Action | |
| Start date | |
| End date | |

W3.5 - Efficiency and cost effectiveness of boiler repairs

| | |
|--------------------------------------|---|
| Area in city | West |
| Star rating | 3 Star/ City wide issue |
| Date question raised | 9 th April 26 |
| Week of Area Panel | 15 th June 26 |
| Deadline for officer response | {Housing completes} |
| Name of officer responding | {Housing completes} |
| Officer job title | {Housing completes} |
| Contact Details | {Housing completes} @brighton-hove.gov.uk |

W3.5 Question:

| | |
|------------------------|---|
| Type of Request | West residents are concerned about the efficiency and cost effectiveness of boiler repairs. Concerns have been raised at previous Area Panel meetings, but local residents are still reporting problems to their Associations, and this seems to be an ongoing issue. |
|------------------------|---|

W3.5 Response

| |
|---|
| Response |
| <p>We apologise for the experience that this resident has had and recognise the distress caused. The delays, missed appointments and incorrect warning letter are unacceptable and fall below the standard we expect.</p> <p>We are reviewing this case and addressing the issues directly with PH Jones. This will include strengthening oversight, so repairs are completed promptly and appointments are reliable. The case highlighted clearly shows that the warning letter should not have been sent. We are improving how we identify and respond to vulnerable residents through stronger checks to improve communication, to demonstrate appropriate care and sensitivity.</p> |

We would welcome any further details of this or any other cases of concern so that we can investigate cases fully and take appropriate corrective action.

Our focus is on getting the basics right, i.e. meeting repair timescales, improving first-time fix rates, and providing clear, accurate communication.

We oversee gas repairs through regular contract meetings, where we monitor and challenge performance. The contract is all-inclusive, meaning residents are not charged for repeat visits, but inefficiencies are addressed to ensure value for money.

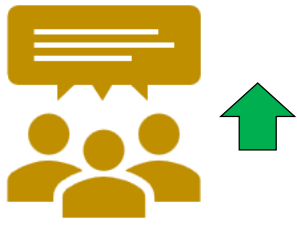
We acknowledge where these cases have been raised previously, we propose to escalate and apply stronger contractor performance management to this contract. This is part of the review we are now committed to complete over the coming weeks.

W3.5 Action

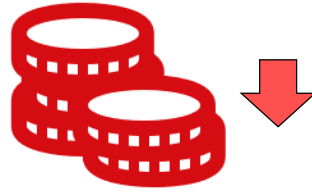
| | |
|-------------------|---|
| Action | Review boiler repairs in the West Area, take appropriate action and share the outcomes at the September Area Panel. |
| Start date | 18/05/2026 |
| End date | 31/07/2026 |

Council housing performance

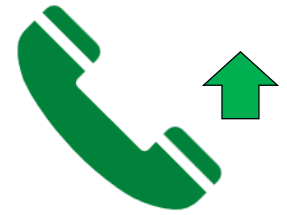
Quarter 4 2025/26 (Jan to Mar 2026)



77%
Complaint responses within 10 working days



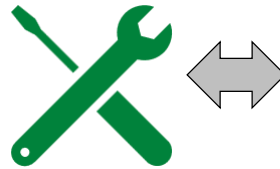
92.49%
Rent collection rate



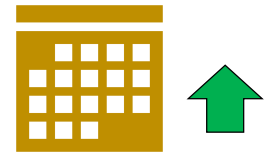
89%
Customer services calls answered



48 days
Empty home re-let time



98.0%
Emergency repairs within 24 hours



55.2%
Routine repairs within 28 days



87%
Repairs helpdesk calls answered



97.5%
Dwellings meeting Decent Homes standard

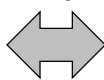


100%
Gas safety compliance

Performance since previous quarter is:



Improved



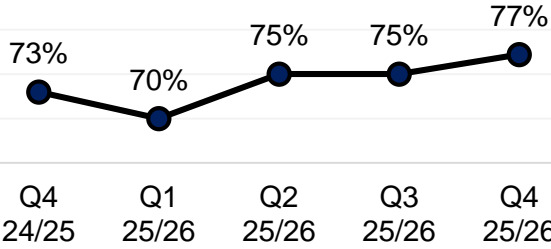
Same



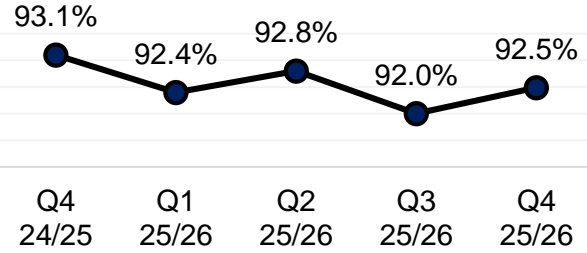
Poorer

Council housing performance – trends up to Quarter 4 2025/26

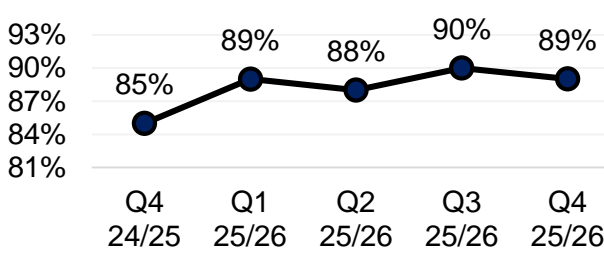
Stage one complaints responded to within 10 working days



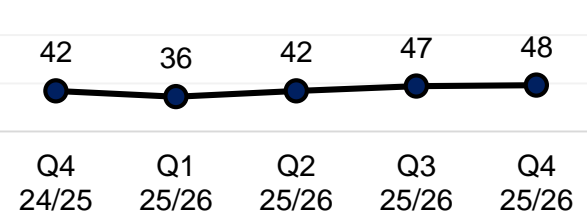
Rent collected from current council tenants



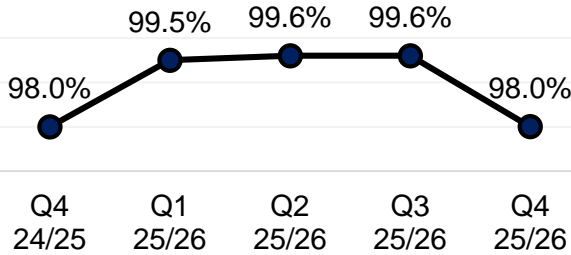
Calls answered by Housing Customer Services



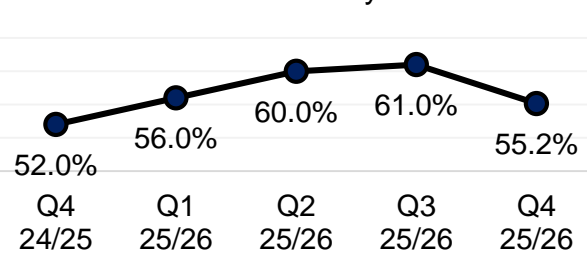
Average re-let time in calendar days excluding time spent in major works



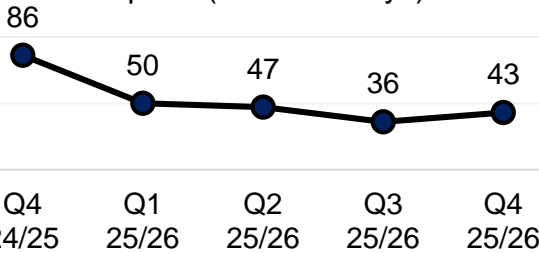
Emergency repairs completed within 24 hours



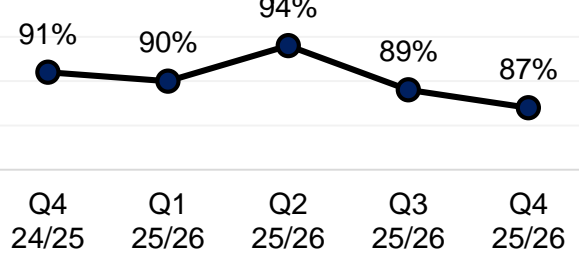
Routine repairs completed within 28 calendar days



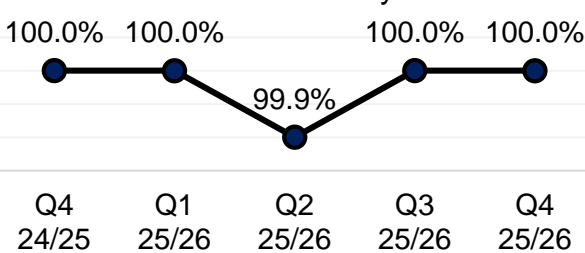
Average time to complete routine repairs (calendar days)



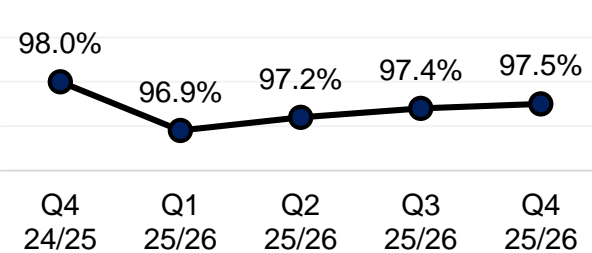
Calls answered by Repairs Helpdesk



Council homes with a valid Landlord's Gas Safety Record



Dwellings meeting Decent Homes Standard



Quarter 4 2025/26 council housing performance – key trends

Top scores (compared to target)

1. Calls answered by Housing Customer Services (89% vs 85% target)
2. Surveyed tenants satisfied with repairs: customer service (99.6% vs 96% target)
3. Surveyed tenants satisfied with repairs: standard of work (98.9% vs 96% target)
4. Calls answered by Repairs Helpdesk (87% vs 85% target)
5. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (43 days vs 15-day target)
2. Stage two complaints upheld (50% vs 18% target)
3. Average time to approve applications for adaptations (17 weeks vs 10-week target)
4. Routine repairs completed within 28 calendar days (55.2% vs 70% target)
5. Average re-let time excluding time spent in major works (48 days vs 42-day target)

Biggest improvements (since previous quarter)

1. Lifts restored to service within 24 hours (89% to 93%)
2. Surveyed tenants satisfied with repairs: overall customer service (99.8% to 99.6%)
3. Rent collected from current council tenants (92.04% to 92.49%)
4. Dwellings meeting Decent Homes Standard (97.4% to 97.5%)

Biggest drops (since previous quarter)

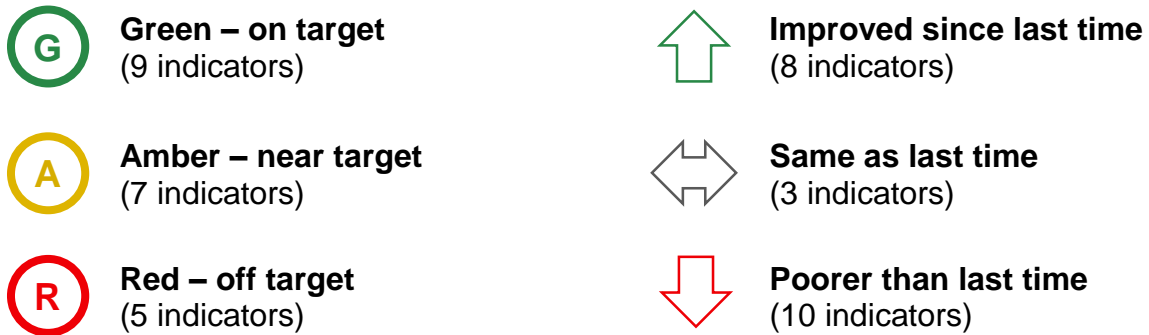
1. Average time to approve applications for disability adaptations (14 to 17 weeks)
2. Average days to complete routine repairs (36 to 43 days)
3. Stage two complaints upheld (45% to 50%)
4. Routine repairs completed within 28 calendar days (61.2% to 55.2%)
5. Calls answered by Repairs Helpdesk (89% to 87%)

Housing performance report

Quarter 4 2025/26

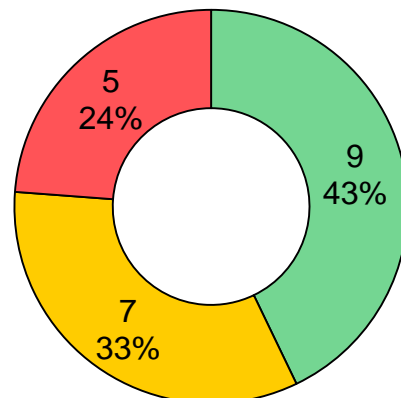
This report provides updates on performance indicators covering a wide range of housing services provided by Brighton & Hove City Council. The report presents results for Quarter 4 (Q4) of the 2025/26 financial year alongside year-end performance for the full 2025/26 financial year. Red, amber and green (RAG) ratings and trend arrows are used to show performance. Commentary has been included for all indicators that are red as well as any marked 'Corporate KPI.'

The ratings and trends for **Quarter 4 2025/26** are as follows:



RAG rating for performance indicators (Q4 2025/26)

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




The ratings and trends for the **2025/26 financial year** are as follows:


G **Green – on target**
(11 indicators)

 **Improved since last time**
(9 indicators)

A **Amber – near target**
(6 indicators)

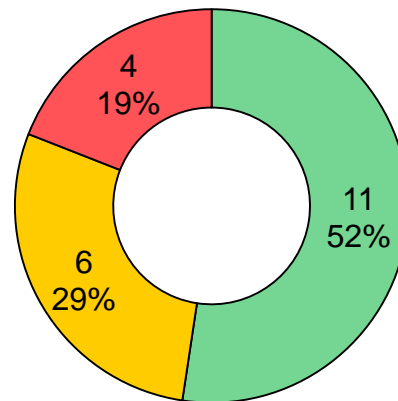
 **Same as last time**
(5 indicators)

R **Red – off target**
(4 indicators)

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










RAG rating for performance indicators (2025/26)

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



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|  Customer feedback (all indicators in this table are for the financial year to date) | Target (amber value) | Q3 2025/26 | Q4 2025/26 | Status against target | Trend since last quarter | 2024/25 | 2025/26 | Status against target | Trend since last year | |
|---|--|------------|------------------|-----------------------|---|---|------------------|-----------------------|---|---|
| 1.1 | Compliments received from customers | Info | 109 | 159 | - | - | 190 | 159 | - | - |
| Overlapping themes covering the majority of the 159 customer compliments received during 2025/26 included polite, respectful and friendly interactions with staff (70%), clear updates, responsiveness and explanations (64%) and teamwork across services (53%). | | | | | | | | | | |
| 1.2 | Stage one complaints responded to within 10 working days | 80% (70%) | 77% (604 of 789) | 77% (781 of 1,012) |  |  | 73% (611 of 838) | 77% (781 of 1,012) |  |  |
| 1.3 | Stage one complaints upheld | Info | 54% (425 of 789) | 53% (533 of 1,012) | - | - | 49% (408 of 838) | 53% (533 of 1,012) | - | - |
| The 1,012 Stage 1 complaints received during 2025/26 were most commonly about unhappiness with service delivery (26%), unhappiness with the outcome of a service request (25%) and delays completing repairs (19%). These were more likely to be upheld when they reflected gaps in service delivery, such as delayed responses to service requests, and less likely to be upheld when they related to disagreement with policies or procedures that were followed correctly. | | | | | | | | | | |
| 1.4 | Stage two complaints responded to within 20 working days | Info | 83% (111 of 134) | 78% (155 of 198) | - | - | 57% (75 of 131) | 78% (155 of 198) | - | - |
| 1.5 | Stage two complaints upheld | 18% (20%) | 45% (60 of 134) | 50% (99 of 198) |  |  | 51% (67 of 131) | 50% (99 of 198) |  |  |
| During 2025/26, 198 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 (28%), unhappiness with service delivery (23%) and delays completing repairs (21%). The 99 stage two complaints which were then upheld (upheld or partly 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. | | | | | | | | | | |




Private sector housing

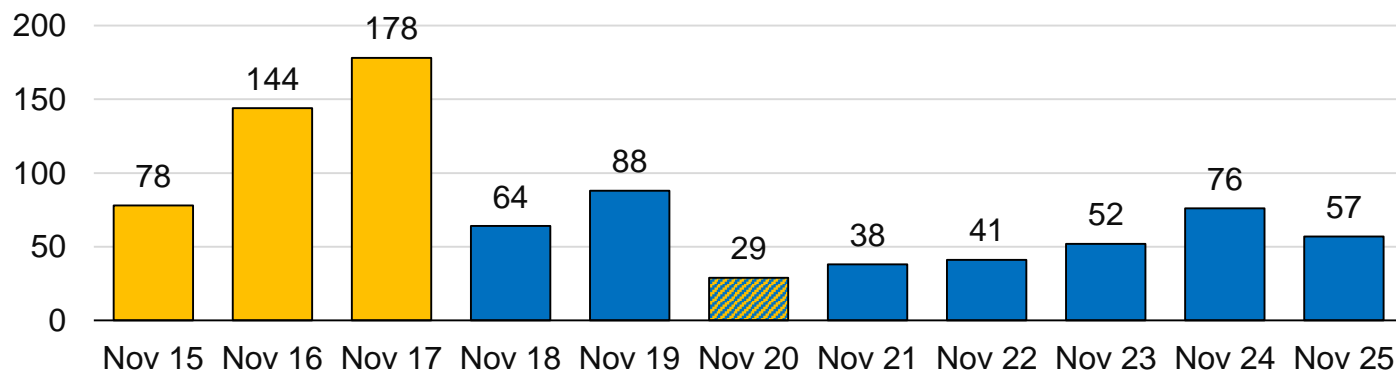
| | | Target (amber value) | Q3 2025/26 | Q4 2025/26 | Status against target | Trend since last quarter | 2024/25 | 2025/26 | Status against target | Trend since last year |
|---|---|----------------------------|---------------|---------------|-----------------------------|--------------------------------|---------|---------|-----------------------------|-----------------------------|
| 2.1 | Corporate KPI: Private sector homes improved by council intervention | Info | 37 | 64 | - | - | 213 | 179 | - | - |
| <p>Corporate update for 2025/26: The number of private sector homes that have been improved due to council intervention was 179 between 1 April 2025 and 31 March 2026. 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 year we have continued to monitor the completion of works to ensure cases can be closed and interventions recorded. This has included prioritising 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>Further information: The result of 179 homes improved during 2025/26 breaks down as:</p> <ul style="list-style-type: none"> • 105 closed requests for assistance where there were Category 1 or 2 Hazards in property • 12 where the Energy Performance Certificate (EPC) rating was improved to meet at least an E rating in line with MEES legislation • 62 Houses in Multiple Occupation (HMOs) where the special licence conditions were confirmed as met. | | | | | | | | | | |
| 2.2 | Total fully licensed Houses in Multiple Occupation (HMOs) | Info | 2,351 | 2,486 | - | - | 1,963 | 2,486 | - | - |
| 2.3 | Requests for assistance received (RFAs) | Info | 110 | 125 | - | - | 599 | 450 | - | - |
| <p>The top categories for requests for assistance received during 2025/26 were dampness (31%) and disrepair to customer's home (21%).</p> | | | | | | | | | | |
| 2.4 | Property inspections completed | Info | 386 | 345 | - | - | 651 | 1,093 | - | - |
| 2.5 | ... of which RFA visits | Info | 27 | 43 | - | - | 180 | 115 | - | - |
| 2.6 | ... of which licensing visits | Info | 359 | 302 | - | - | 471 | 978 | - | - |










|  Private sector housing | | Target (amber value) | Q3 2025/26 | Q4 2025/26 | Status against target | Trend since last quarter | 2024/25 | 2025/26 | Status against target | Trend since last year |
|---|---|-------------------------|--------------------|-------------------|---|---|-------------------|---------------------|---|---|
| 2.7 | RFA cases closed | Info | 56 | 83 | - | - | 367 | 265 | - | - |
| 2.8 | Properties with Category 1 and 2 hazards resolved through informal actions | Info | 100% (22 of 22) | 95% (36 of 38) | - | - | 95% (60 of 63) | 95% (100 of 105) | - | - |
| 2.9 | Properties with Category 1 and 2 hazards resolved through formal action | Info | 0% (0 of 22) | 5% (2 of 38) | - | - | 5% (3 of 63) | 5% (5 of 105) | - | - |
| 2.10 | Private sector vacant dwellings (for more than one year) returned into occupation | 25 per quarter | 65 | 69 |  |  | 140 | 313 |  |  |

|  Housing options and homelessness | | Target (amber value) | Q3 2025/26 | Q4 2025/26 | Status against target | Trend since last quarter | 2024/25 | 2025/26 | Status against target | Trend since last year |
|---|---|-------------------------|------------------------|------------------------|---|---|--------------------------|--------------------------|---|---|
| 4.1 | Corporate KPI: Homelessness cases presenting during the prevention duty stage | 45% (37%) | 41% (174 of 426) | 47% (219 of 462) |  |  | 32% (597 of 1,840) | 39% (794 of 2,050) |  |  |
| <p>Corporate update for 2025/26: The proportion of homelessness cases presenting during the prevention duty stage was 38.7% (794 of 2,050) between 1 April 2025 and 31 March 2026. 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 | Corporate KPI: Homelessness prevention cases closed with a successful prevention outcome | 53% (52%) | 60% (122 of 204) | 65% (107 of 165) |  |  | 66% (410 of 625) | 61% (447 of 732) |  |  |
| <p>Corporate update for 2025/26: The proportion of homelessness prevention cases closed with a successful prevention outcome was 61.1% (447 of 732) between 1 April 2025 and 31 March 2026. Furthermore, there have been 107 early intervention cases with successful outcomes, in addition to the 447 successful prevention cases. The council's work to prevent homelessness continues to exceed target and outperform other Local Authorities within the South East of England (benchmark of 52.19%). The Homelessness and Rough Sleeper Strategy was adopted by Council in December 2025 and contains the action plan for 2025 to 2030 on how the Council will work with partners across the city to support residents experiencing homelessness and rough sleeping. There are key focus areas around early intervention, children, families and young people as well as work with those with multi compound needs. An early intervention strategy and working group sits underneath the action plan to develop the next steps to further increase our prevention of homelessness for residents.</p> | | | | | | | | | | |

|  Housing options and homelessness | | Target (amber value) | Q3 2025/26 | Q4 2025/26 | Status against target | Trend since last quarter | 2024/25 | 2025/26 | Status against target | Trend since last year |
|--|--|----------------------|------------|------------|-----------------------|--------------------------|---------|---------|-----------------------|-----------------------|
| 4.3 | New households with a full housing duty accepted | Info | 189 | 173 | - | - | 601 | 665 | - | - |
| 4.4 | Number of households on the housing register | Info | 5,866 | 6,046 | - | - | 6,422 | 6,046 | - | - |

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



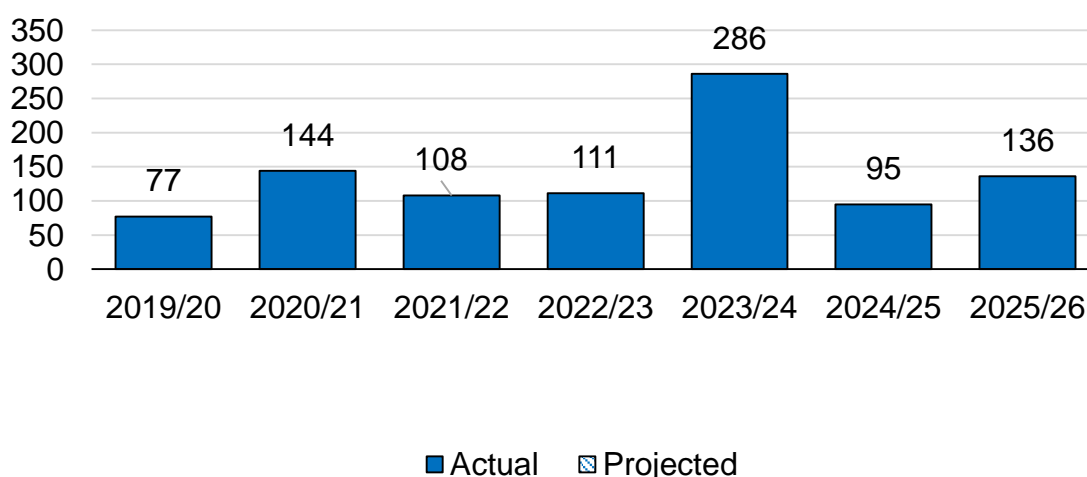
|  Temporary accommodation | Target (amber value) | Q3 2025/26 | Q4 2025/26 | Status against target | Trend since last quarter | 2024/25 | 2025/26 | Status against target | Trend since last year | |
|--|----------------------|--------------------------|--------------------------|---|---|--------------------------|--------------------------|---|---|--|
| 5.1 Corporate KPI: Total households in temporary accommodation | Info | 2,170 | 2,200 | - | - | 1,970 | 2,200 | - | - | |
| <p>Corporate update for 2025/26: As of 31 March 2026, there were 2,200 households in temporary accommodation — an increase of 230 since 31 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 134,760 at the end of September 2025 — a 7% increase compared to a year before. In this context, the city’s figures represent approximately 1.6% of the national total, despite having a smaller population share. This suggests a disproportionately high demand for temporary accommodation locally, underscoring the acute housing pressures facing the area. The council continues to prioritise early intervention and prevention, as evidenced by strong performance under the prevention duty, with successful preventions and early interventions achieved for over 500 households during 2025/26. The council also continues to invest in temporary accommodation (TA), with 32 council-owned TA homes delivered during 2025/26 through buy backs and at Palace Place. A further 38 short-life TA homes were handed over during 2025/26 through the Large Panel Systems (LPS) programme to provide high quality TA prior to the redevelopment of these blocks. 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%) | 95.0% (£12.9m of £13.6m) | 95.5% (£17.4m of £18.2m) |  |  | 94.5% (£16.4m of £17.4m) | 95.5% (£17.4m of £18.2m) |  |  | |
| 5.3 Void temporary accommodation dwellings | Info | 159 | 223 | - | - | 124 | 223 | - | - | |
| <p>There were 223 void temporary accommodation dwellings on 31 March 2026, of which 146 (66%) became void during Q4 2025/26. This indicator covers all types of temporary accommodation voids, including those undergoing works, and provides a breakdown of their status. Of the 223 voids, 31 were newly acquired dwellings (14%), typically council or private sector leased properties, 44 were being prepared for works (20%), 41 were undergoing works (18%), 9 were ready to let (4%), 13 were void for other reasons (6%), and 85 were being prepared by a block-booked accommodation provider (38%). The relatively high number of temporary accommodation voids reflects an overall increase in block-booked and council-owned temporary accommodation supply, mainly due to newly acquired dwellings and expanded block-booked provision, both of which help reduce reliance on comparatively more expensive spot-purchased accommodation.</p> | | | | | | | | | | |
| 5.4 Seaside Homes properties with a valid Landlord’s Gas Safety Record | 100% (99%) | 99.4% (491 of 494) | 99.6% (492 of 494) |  |  | 99.6% (492 of 494) | 99.6% (492 of 494) |  |  | |

6.1 New supply of additional council homes

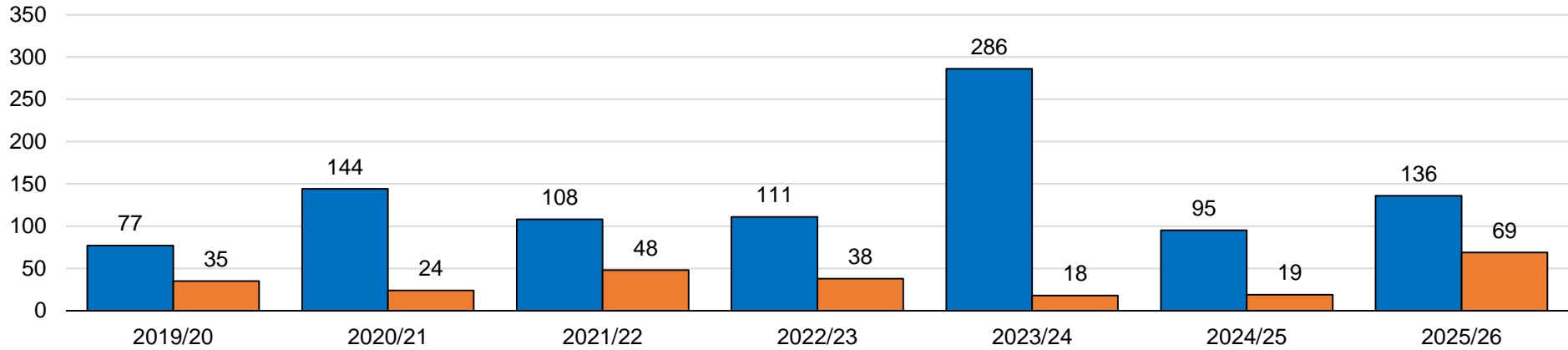
A total of 957 additional council homes were completed between 2019/20 and 2025/26:

- 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 Hawkrigde 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: 136 homes – buy backs (118), Martin Road (1), Palace Place (11), and St Aubyns, Rottingdean (6). This performance is above the target of 110 for the financial year.
- In addition to the additional council homes delivered during 2025/26, the council also completed the new Brickfields development, which is a supported-living scheme in Hove providing 28 fully accessible, affordable apartments for people with physical disabilities and acquired brain injuries.

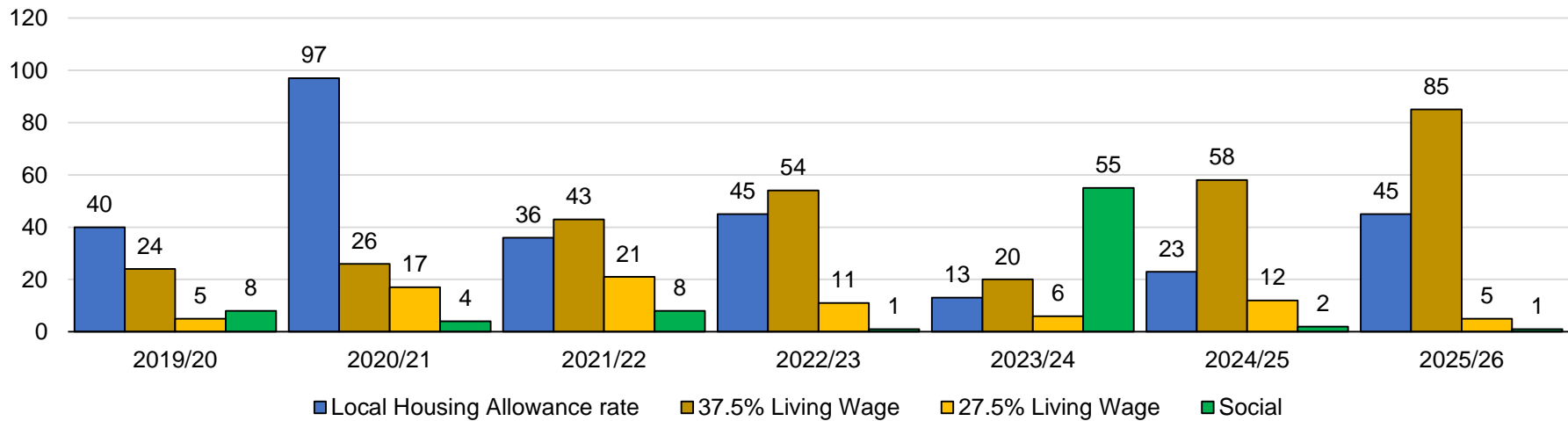
6.2 Additional council homes per year (actual and projected)



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



6.4 Additional council homes by rent level

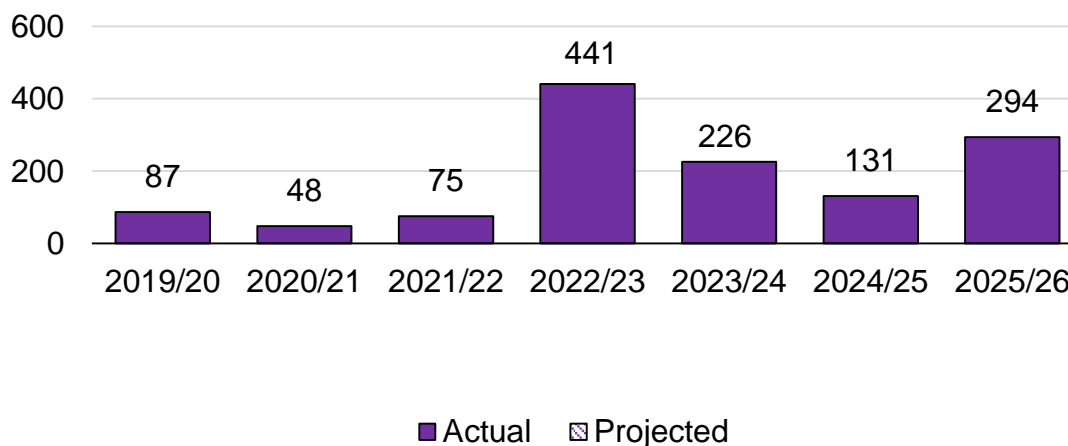







6.5 New supply of other affordable homes










A total of 1,302 homes additional affordable homes (567 rent and 735 shared ownership) were completed by housing providers between 2019/20 and 2025/26:

- 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)




















|  Council housing management | | Target (amber value) | Q3 2025/26 | Q4 2025/26 | Status against target | Trend since last quarter | 2024/25 | 2025/26 | Status against target | Trend since last year |
|---|---|----------------------|---------------------------|--------------------------|---|---|---------------------------|--------------------------|---|---|
| 7.1 | Corporate KPI: Rent collected from current council tenants | 95.92% | 92.04% (£70.3m of £76.3m) | 92.49% (£70.5m of 76.2m) |  |  | 93.12% (£68.6m of £73.6m) | 92.49% (£70.5m of 76.2m) |  |  |
| <p>Corporate update for 2025/26: The proportion of rent collected from current tenants of council owned homes was 92.49% (£70,478,006 of £76,204,300) during 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 1,171 tenants migrating by Q4 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 DWP recognise that Brighton & 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. This post has now come to an end with the conclusion of UC migration. The team has also increased direct payments from UC. During Q4 2025/26, this has averaged £2 million per calendar month across around 4,000 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 | 0 | - | - |
| 7.3 | Evictions due to anti-social behaviour (ASB) | Info | 0 | 0 | - | - | 3 | 1 | - | - |
| 7.4 | ASB cases opened | Info | 216 | 239 | - | - | 785 | 884 | - | - |
| <p>There were also 449 live ASB cases on 31 March 2026, including those opened before Q4 2025/26. 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 | 177 | 207 | - | - | 636 | 707 | - | - |
| 7.6 | Average days to close ASB cases | Info | 169 | 170 | - | - | 135 | 166 | - | - |


















|  Council housing management | | Target (amber value) | Q3 2025/26 | Q4 2025/26 | Status against target | Trend since last quarter | 2024/25 | 2025/26 | Status against target | Trend since last year |
|--|---|----------------------|----------------------|----------------------|---|---|------------------------|------------------------|---|---|
| 7.7 | Calls answered by Housing Customer Services | 85% (80%) | 90% (4,610 of 5,122) | 89% (5,282 of 5,936) |  |  | 86% (22,395 of 25,920) | 89% (19,856 of 22,328) |  |  |
| 7.8 | Emails received by Housing Customer Services | Info | 6,772 | 6,486 | - | - | 26,645 | 27,591 | - | - |
| 7.9 | Number of council homes let | Info | 122 | 74 | - | - | 584 | 444 | - | - |
| 7.10 | ... of which first lets of new council homes | Info | 27 | 7 | - | - | 140 | 65 | - | - |
| 7.11 | ... of which re-lets of previously occupied homes | Info | 95 | 67 | - | - | 444 | 379 | - | - |
| 7.12 | Average 'key to key' re-let time in calendar days including time spent in major works | Info | 86 | 90 | - | - | 85 | 80 | - | - |
| 7.13 | Average re-let time in calendar days excluding time spent in major works | 42 (49) | 47 | 48 |  |  | 40 | 42 |  |  |
| 7.14 | Void council dwellings (includes new properties) | Info | 144 | 139 | - | - | 131 | 139 | - | - |

There were 139 void council housing dwellings on 31 March 2026, of which 36 (26%) were newly acquired dwellings, 88 were undergoing works (63%), 5 were ready to let (4%) and 10 were void for other reasons (7%) on this date. Furthermore, 68% of these dwellings (94 of 139) became voids during Q4 2025/26.

|  Council housing maintenance | | Target (amber value) | Q3 2025/26 | Q4 2025/26 | Status against target | Trend since last quarter | 2024/25 | 2025/26 | Status against target | Trend since last year |
|--|---|----------------------|------------------------|------------------------|---|---|--------------------------|--------------------------|---|---|
| 8.1 | Corporate KPI: Emergency repairs completed within 24 hours | 99% (97%) | 99.6% (3,351 of 3,363) | 98.0% (3,347 of 3,414) |  |  | 97.5% (12,836 of 13,169) | 99.1% (12,737 of 12,849) |  |  |
| <p>Corporate update for 2025/26: The proportion of emergency repairs completed within 24 hours was 99.1% (12,737 of 12,849) for repairs completed between 1 April 2025 and 31 March 2026. This is above the target and outperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 93.7%).</p> | | | | | | | | | | |
| 8.2 | Corporate KPI: Routine repairs completed within 28 calendar days | 70% (58%) | 61.2% (4,196 of 6,858) | 55.2% (3,563 of 6,451) |  |  | 47.2% (13,509 of 28,620) | 58.2% (17,024 of 29,229) |  |  |
| <p>Corporate update for 2025/26: The proportion of routine repairs completed within 28 calendar days was 58.2% (17,024 of 29,229) for repairs completed between 1 April 2025 and 31 March 2026. This is below the target and underperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 78.8%). Although the target has not been met yet, performance against this indicator has been improving, with 2025/26 performance 9.0pp above the 2024/25 result of 47.2%.</p> | | | | | | | | | | |
| 8.3 | Average days to complete routine repairs | 15 (17.5) | 36 | 43 |  |  | 97 | 45 |  |  |
| <p>The average time taken to complete routine repairs can be impacted when jobs that have been outstanding for a long period are completed, increasing the average even when more recent repairs are being completed more quickly. However, there has been a significant improvement overall between the last two financial years, having more than halved, from 97 to 45 days.</p> | | | | | | | | | | |

|  Council housing maintenance | | Target (amber value) | Q3 2025/26 | Q4 2025/26 | Status against target | Trend since last quarter | 2024/25 | 2025/26 | Status against target | Trend since last year |
|---|---|----------------------|--------------------------|--------------------------|---|---|--------------------------|--------------------------|---|---|
| 8.4 | Calls answered by Repairs Helpdesk | 85% (80%) | 89% (17,562 of 19,782) | 87% (19,098 of 21,850) |  |  | 94% (66,159 of 70,185) | 90% (67,553 of 75,368) |  |  |
| 8.5 | Emails received by Repairs Helpdesk | Info | 5,551 | 6,069 | - | - | 22,800 | 22,206 | - | - |
| 8.6 | Online forms received by Repairs Helpdesk | Info | 461 | 534 | - | - | 3,146 | 2,584 | - | - |
| 8.7 | Surveyed tenants satisfied with completed repairs: standard of work | 96% (92%) | 98.2% (1,550 of 1,576) | 98.9% (1,121 of 1,134) |  |  | 98.6% (8,981 of 9,112) | 98.2% (6,217 of 6,330) |  |  |
| 8.8 | Surveyed tenants satisfied with completed repairs: overall customer service | 96% (92%) | 99.8% (1,573 of 1,576) | 99.6% (1,129 of 1,134) |  |  | 98.6% (8,987 of 9,112) | 99.1% (6,276 of 6,330) |  |  |
| 8.9 | Corporate KPI: Council dwellings meeting Decent Homes Standard | 100% (96.3%) | 97.4% (11,896 of 12,219) | 97.5% (11,950 of 12,251) |  |  | 98.0% (11,933 of 12,181) | 97.5% (11,950 of 12,251) |  |  |

Corporate update for 2025/26: The proportion of council owned homes that meet the government's Decent Homes standard was 97.5% (11,950 of 12,251) on 31 March 2026. 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. To enhance our data base and to give a better and more robust understanding of our stock we are appointing external surveyors to undertake a full stock survey of our properties over a two-year period. The start of this commission is July 2026 and our asset management system will be updated. In addition we are increasing our in-house surveying capacity with a further stock condition surveyor whom we expect to be in post Autumn 2026.

|  Council housing maintenance | | Target (amber value) | Q3 2025/26 | Q4 2025/26 | Status against target | Trend since last quarter | 2024/25 | 2025/26 | Status against target | Trend since last year |
|--|---|----------------------|-------------------------|-----------------------|--|--|-------------------------|-----------------------|--|--|
| 8.10 | Corporate KPI: Council homes that have an EPC rating of A to C | 91.2% (90.8%) | 89.2% | 89.2% |  |  | 89.2% | 89.2% |  |  |
| <p>During Q4 2025/26, first-year Social Housing Fund grant funding was drawn down, however continued resident engagement and access issues limited delivery, with 16 retrofit completions achieved in March 2026: all met the minimum EPC requirement and several reached EPC A or B, with remaining homes reprofiled into later years. The Solar PV programme continued at pace, with over 930 homes now installed and many properties moving from EPC D to C to support future Minimum Energy Efficiency Standards (MEES) compliance. Partial decarbonisation of heating and hot water services at Walter May House was 95% complete by March 2026, with planning underway for the next seniors housing scheme. Ongoing integration issues with energy modelling systems continue to restrict an up-to-date EPC stock position, although interim analysis has been supported through national EPC data and a Q4 infrared thermal survey. Housing has also contributed to the development of a potential future council-wide strategic energy partnership following market engagement in February 2026.</p> | | | | | | | | | | |
| 8.11 | Council dwellings with a valid Landlord's Gas Safety Record | 100% (99%) | 100% (10,020 of 10,020) | 100% (9,999 of 9,999) |  |  | 100% (10,026 of 10,026) | 100% (9,999 of 9,999) |  |  |
| 8.12 | Lifts restored to service within 24 hours | 95% (90%) | 89% (172 of 194) | 93% (161 of 173) |  |  | 91% (576 of 633) | 91% (652 of 714) |  |  |
| 8.13 | Average weeks taken to approve applications for disability adaptations to council homes | 10 (26) | 14 | 17 |  |  | 11 | 15 |  |  |
| 8.14 | Average weeks taken for contractor to complete disability adaptations to council homes | Info | 18 | 20 | - | - | 14 | 19 | - | - |

**Leaseholder disputes****Q3 2025/26****Q4 2025/26****2024/25****2025/26**

| | | | | | |
|-----|---|----|----|-----|-----|
| 9.1 | Stage one disputes opened | 63 | 18 | 102 | 126 |
| 9.2 | Stage one disputes closed | 29 | 48 | 61 | 137 |
| 9.3 | Active stage one disputes (end quarter) | 46 | 16 | 27 | 16 |
| 9.4 | Stage two disputes opened | 7 | 16 | 17 | 46 |
| 9.5 | Stage two disputes closed | 2 | 16 | 16 | 38 |
| 9.6 | Active stage two disputes (end quarter) | 14 | 14 | 6 | 14 |
| 9.7 | Stage three disputes opened | 6 | 2 | 9 | 17 |
| 9.8 | Stage three disputes closed | 2 | 5 | 13 | 17 |
| 9.9 | Active stage three disputes (end quarter) | 10 | 7 | 7 | 7 |

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Hoarding Awareness

| | |
|--------------------------------|-------------------------------------|
| Area in city/ citywide: | Citywide |
| Presented by: | Stephen.Wraige@brighton-hove.gov.uk |
| Appendix: | |

Purpose:

May 11th – 15th was National Hoarding Awareness Week. This annual campaign is led by Clouds End Community Interest Company and is a stakeholder awareness campaign across the political, health and social care communities to raise awareness of the risks associated with hoarding. This year’s campaign was focused on what should be included in national guidelines for hoarding support.

This report is provided to give an update on developments in our work on hoarding – what we are doing to support our tenants and work we are doing with other partners and stakeholders.

Main body of the report:

Hoarding is something which we are becoming increasingly aware of across the city. It has a significant impact on people who are hoarding, often leading to isolation and feelings of shame. It can impact on the families of people who are hoarding – they may become isolated themselves, or have to provide support to their relative. Where hoarding spreads outside a property it can impact on the neighbourhood, become unsightly and unhygienic, as well as impacting on building and fire safety, particularly where it happens in blocks.

What is hoarding

- A complex issue, and is a category of self-neglect, as defined by the Care Act 2014 and affects 2 – 5 % of the population.
- A recognised mental health issue, often due to past traumatic events and usually leads to “clutter”.
- People often hoard because it provides them with a feeling of safety, comfort and control.
- It can have a negative impact on emotional and physical wellbeing, building and fire safety.

What we are doing

To support tenant's wellbeing and to ensure we meet statutory obligations under Building Safety Act, Fire Safety Act and Care Act (Safeguarding) we have updated our Hoarding procedure to -

- ensure that Housing staff who visit properties and see hoarding know how to raise this for further action / support
- ensure that hoarding in high rise blocks, particularly LPS blocks, is addressed as a priority
- ensure that officers who work directly with people who are hoarding are aware of the correct process to follow, including ensuring fire safety and the involvement of East Sussex Fire & Rescue Service when appropriate
- ensure that officers take a trauma /psychologically informed approach, which puts tenants at the centre of action planning
- ensure that we are using our systems to record those properties where we know there is hoarding

We have provided briefings to Housing staff to ensure they understand what hoarding is the impact it can have on individuals and communities and the risks that it poses.

We have set up a Hoarding panel alongside Adult Social Care, Sussex Partnership Foundation Trust and East Sussex Fire and Rescue Service . This looks at cases where the level of hoarding is particularly high, impacting on the tenant and possibly neighbours and is proving hard to address. It aims to provide suggestions / solutions to the issues and ensure that all relevant steps are being taken and statutory obligations met.

Alongside Adult Social Care we have commissioned a new cleaning and decluttering service to assist us in clearing clutter from people's properties. We work closely with this service to ensure that clutter is cleared in a respectful, trauma informed way, putting our tenants welfare at the centre of the work.

We are part of a Hoarding Focus Group with housing partners in East Sussex which is looking into what services and good practice currently exist across the county to support people who are hoarding, what gaps exist and how they can be filled. This group is looking at how to involve people with lived experience of hoarding in

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offering support and advice to people who hoard and professionals working with them.

Tenancy Sustainment Team

The Tenancy Sustainment Team provide support to people who face challenges on a number of issues to sustain their tenancies. Supporting people who hoard is a significant part of the work they do – in 2026 to date hoarding is the reason for 60% of the referrals to the team. They work with people over a long period (this can be many months and sometimes a year and more) , to explore the reasons behind their hoarding and understand the risks that it poses to them and to others. They work with the person to agree actions to start clearing their property and reduce that risk, reviewing that the actions that are being taken work for the person and do not re-traumatise them.

Next Steps/how to get involved:

If you would like support with hoarding, know a tenant who does or have concerns about a tenant please contact - Housing.CustomerServices@brighton-hove.gov.uk / 01273 293030.

The Tenancy Sustainment Team will be at the Tenant Celebration Day on 24th June, where you can talk to us about hoarding.

www.nhs.uk/mental-health/conditions/hoarding-disorder

www.hoardinguk.org

www.mind.org.uk/hoarding

EDB Report Summary of Bids and Projects

CENTRAL

Quick Bids Completed since last quarter

- **Leach Court (Jul-2024)**: Compost and bark £570.00. Complete March 2026
- **Somerset Point (July 24)**: Garden items £723.78. Complete March 2026
- **Rosehill Court (Nov 24)**: Garden furniture £527.72 – Complete Feb 2026

Quick Bids Outstanding

- **Sussex Probation Service (May 25)**: Community payback project. Simon Bannister managing funds for ad-hoc projects

Main Bids Completed since last quarter

- **Sloane Court (May 25)**: Yoga classes. Complete May 2026.

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.
- **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

Quick Bids Outstanding

None

Main Bids Completed since last quarter

- **Wellsbourne Drop-in Café (May 25):** Community café project. Complete April 2026

Main Bids Outstanding

None

NORTH

Quick Bids Completed since last quarter

- **Jasmine Court Residents Association (Nov 25):** Seated yoga classes £500. Complete may 2026.

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.

Main Bids Completed since last quarter

None

Main Bids Outstanding

None

WEST

Quick Bids Completed since last quarter

- **Hazelholt (Nov 25):** Exercise bike and smart TV for communal lounge £656.97. Complete Feb 2026.
- **Forge Close (Nov 25):** Bench, sleepers and garden items £770.91. Complete March 2026.
- **Ingram Crescent Community Group (Jan 26)** Gazebo £780. Complete Jan 2026.
- **Philip Court (Jan 26)** Painting of communal lounge £500. Complete March 2026.
- **Philip Court (March 2026)** Items for the community room £449.86. Complete March 2026
- **St Davids Church (March 2026)** Hangleton community meet-up event £1000. Complete April 2026.

- **Carls Evans (March 2026)** Murals x 5 £5000. Complete April 2026.
- **Elizabeth Court (March 2026)** Seated yoga £1000. Complete April 2026.
- **Re-Balanced chair fitness (March 2026)** Seated yoga £992. Complete April 2026.

Quick Bids Outstanding

- **Sanders House Tenants (March 26)** Boccia set £500.
- **Sanders House Tenants (March 26)** Art sessions £966.12.
- **Sanders and Muriel House (March 26)** Swimming sessions £870.66.

Main Bids Completed since last quarter

- **Clarke Court (22/23 Main Bid):** Installation of water butts and storage solutions £1,500.00. Complete March 2026.
- **Muriel House (May 25):** Exercise Classes £2400. Complete May 2026.

Main Bids Outstanding

- **Woods House (Nov-24):** Exercise classes £2,800.00. £200 remaining for celebration event.
- **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 the end of 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: £2659.42**

Summary 2025/26

| | |
|---------------------------------|--------------------|
| Bids funded | 90 |
| Number of groups applied | 57 |
| Total amount awarded | £280,023.52 |
| Budget remaining | £2,893.48 |

New Budget Summary by Area for the financial year 2026/27

1. Central
 - Total Budget: £44,482.60
2. North
 - Total Budget: £61,010.90
3. East
 - Total Budget: £42,512.60
4. West
 - Total Budget: £48,993.90

Total overall budget £197,000

Environmental Improvement Approved Proposals carried forward

| Ref | Area | Date | From | Address | Details of Requirements | Decision | Reason | Estimate | Capital | Revenue | Status | Committed/ spend |
|--------|---------|-----------|---|---|----------------------------|----------|---|------------|-----------|-----------|--|------------------|
| EIB451 | North | 20-Apr-23 | Residents via Community Engagement Team | Nettleton Court & Dudeney Lodge | Dog free growing area | Accept | <i>remaining monies used to replace additional fence</i> | £2,654.19 | £2,654.19 | | <i>Completed 12/5/25</i> | £1,454.44 |
| EIB486 | North | 11-Aug-23 | Residents via Community Engagement Team | Mimosa Court | Washing area/ fencing | Accept | <i>initial work done, consult</i> | £6,605.00 | £3,000 | £3,105 | <i>Needs consultation</i> | |
| EIB515 | East | 11-Oct-23 | Residents via Community Engagement Team | Bird Estate/ adjacent to upper park | Community Space | Accept | <i>Sentri box & benches installed in play area, railings replaced</i> | £10,000 | £10,000 | | <i>Completed 29/5/25</i> | £2,117 |
| EIB529 | North | 23-Nov-23 | Senior Surveys | Charles Kingston Gardens | garden refresh | Accept | <i>remaining monies for 12 month maintenacne visit</i> | £632.95 | | £633 | <i>Completed 13/5/25</i> | £847 |
| EIB530 | West | 23-Nov-23 | Residents via Housing management | Elizabeth Court | Furniture/ patio extension | Approved | <i>remaining monies for 12 month maintenacne visit</i> | £1,471.43 | | £1,471 | <i>Completed 21/1/26</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>Completed 21/1/26</i> | £3,174 |
| 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 | | £8,000.00 | | | <i>Delayed due to youth centre works</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 no longer required</i> | £0 |
| EIB565 | West | 05-Apr-24 | Residents via Housing management | Ingram Crescent | Bin storage | Accept | <i>Residents refused option, base only</i> | £10,000.00 | £10,000 | | <i>Completed 10/2/26</i> | £4,172 |
| EIB566 | West | 26-Mar-24 | Residents via Community Engagement Team | Churchill House | Refresh of sunken garden | Accept | <i>Some gapping up</i> | £1,042.27 | | £1,042.27 | <i>Completed 6/2/26</i> | £250 |
| EIB572 | North | 15-Apr-24 | Residents via Housing management | Lindfield | Planters | Accept | <i>Mulching of border and hedge</i> | £1,855.00 | | £1,855.00 | <i>Completed 24/4/25</i> | £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 partial completion | £2,144.90 | | £2,144.90 | Completed 27/11/25 | £1,540 |
| EIB579 | North | 18-Apr-24 | Residents via Community Engagement Team | Charles Kingston Gardens | Tidy/ Refresh of garden area/ make more accessible | Accept | 12 month maintenacne visit/ bulbs | £1,650.00 | | £1,650 | Completed 6/2/26 | £745 |
| 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 - used for lock repair | £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 | Dudeney 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/bulbs | £4,500.00 | £1,500 | £3,000 | Completed 11/12/25 | £3,838 |
| 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 | path works/ patio for summer house | £6,635.14 | £6,635.14 | | Completed 28/7/25 | £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>Not required</i> | £0 |
| 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> | £4,153 |
| 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> | £3,216 |
| | | | | | | | | £ 180,601 | | | | £95,573 |

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>Completed 6/11/25</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 | | <i>Completed 30/10/25</i> | £4,438 |

| | | | | | | | | | | | | |
|--------|---------|-----------|---|--------------------------|--|--------|--|------------|--------|--------|-----------------------------|---------|
| EIB646 | North | 25-Feb-25 | Residents via Community Engagement Team | Coldean Community centre | Windows for community corner shop & planters | Accept | | £5,000.00 | | £5,000 | 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 | further investigation | £100 |
| EIB650 | Central | 26-Mar-25 | Residents via Community Engagement Team | Hampshire Court | Paving under benches/ path | Accept | | £2,000.00 | | £2,000 | Completed 30/1/26 | £2,000 |
| 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 | Completed 13/2/26 | £2,410 |
| EIB659 | North | 20-May-25 | Residents via Housing management | Lindfield Court | path & leanto | Accept | | £10,000.00 | £1,000 | £9,000 | Completed 30/1/26 | £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 March 26 | £1,468 |
| 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 | Completed 21/1/26 | £4,060 |

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|--------|---------|-----------|---|------------------------|--|--------|-----------------------------------|------------|--------|---------|--------------------------------------|--------|
| EIB670 | West | 03-Jun-25 | Residents via Housing management | Wickhurst Rise | Bin store adaption/ bike store repair | Accept | | £3,200.00 | | £3,200 | Completed 23/1/26 | £4,073 |
| EIB672 | West | 18-Jun-25 | Residents via Neighbourhood officers | Meadow Close, BN41 2FG | parking restrictions/Bollards | Accept | | £4,000.00 | | | Partially completed, consulting | £1,181 |
| EIB673 | North | 19-Jun-25 | Residents via Housing management | Jasmine Court | Handrails/ garden tidy/raised planters | Accept | | £5,500.00 | £5,500 | | Completed 13/10/25 | £3,192 |
| EIB675 | East | 26-Jun-25 | Residents via Community Engagement Team | Robert Lodge | Revarnish external scooter stores | Accept | | £2,000.00 | | £2,000 | Partially completed, | £850 |
| EIB677 | Central | 01-Jul-25 | Residents via Housing management | Sloane Court | Garden improvements | Accept | | £4,500.00 | | £4,500 | Completed 9/2/26 | £3,271 |
| EIB679 | Central | 02-Jul-25 | Residents via Housing management | RoseHill Court | Bike storage | Accept | Delayed due to consultation | £3,000.00 | £3,000 | | Completed 6/3/26 | £2,950 |
| EIB682 | North | 18-Jul-25 | Residents via Community Engagement Team | Colden Youth centre | waterbutts, railings | Accept | | £2,000.00 | | £2,000 | Completed 2/3/26 | £1,570 |
| EIB683 | North | 18-Jul-25 | Residents via Community Engagement Team | Lambourne Close | asccess for mulch | Accept | | £800.00 | | £800 | Completed 20/10/25 | £486 |
| EIB684 | West | 22-Jul-25 | Residents via Housing management | Woods House | landscape improvements | Accept | some delay due to supply | £10,500.00 | £500 | £10,000 | mostly completed 30/3/26 | £8,060 |
| EIB685 | East | 29-Jul-25 | Residents via Estates Team | Kubic apartments | Path to bin area | Accept | | £5,850.00 | | | Completed 20/3/26 | £4,713 |
| EIB686 | East | 30-Jul-25 | Residents via Neighbourhood officers | Penhurst Place | Bin store | Accept | Some planting to do in the autumn | £7,500.00 | | | mostly completed 27/3/26 | £3,850 |
| EIB687 | North | 04-Aug-25 | Residents via Community Engagement Team | Hornby Place | washing area | Accept | Grouting/ repairs after clearance | £7,000.00 | | | Completed 27/2/26 | £5,106 |
| EIB692 | East | 11-Aug-25 | Residents via Community Engagement Team | Lichfield Court | Bike Storage | Accept | | £5,000.00 | | | Consulting - rejected first proposal | |
| EIB693 | North | 18-Aug-25 | Residents via Community Engagement Team | Colden | Noticeboards | Accept | | £5,500.00 | | | Completed 31/3/26 | £4,889 |

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|--------|---------|-----------|---|-------------------|--------------------------------|--------|---|------------|--|--|--|---------|
| EIB694 | Central | 18-Aug-25 | Residents via Community Engagement Team | Saxonbury | Noticeboard | Accept | | £700.00 | | | <i>Completed 16/3/26</i> | £498 |
| EIB697 | North | 26-Aug-25 | Residents via Community Engagement Team | Durham Close | Fencing, path, | Accept | | £7,000.00 | | | <i>Completed 10/3/26</i> | £6,814 |
| EIB698 | East | 08-Sep-25 | Residents via Housing management | Fletching Close | Replace steps | Accept | | £3,000.00 | | | <i>Completed 15/12/26</i> | £2,909 |
| EIB699 | Central | 05-Sep-25 | Residents via Community Engagement Team | Ardingly Court | garden improvements | Accept | Second phase - consulting on | £17,000.00 | | | <i>first phase completed 20/3/26</i> | £8,021 |
| EIB700 | North | 16-Sep-25 | Residents via Community Engagement Team | St Georges Hall | Planters, new fence, hedge | Accept | Signs/ noticeboard still to sort | £10,000.00 | | | <i>Partially Completed</i> | £7,480 |
| EIB707 | East | 09-Oct-25 | Residents via Community Engagement Team | Kubic Apartments | Lock/ secure bike storage | Accept | | £7,250.00 | | | <i>Location not possible - Consult</i> | |
| EIB708 | East | 09-Oct-25 | Residents via Community Engagement Team | Sherborne Close | Open space improvements | Accept | Fencing to do, goals on order | £14,000.00 | | | <i>Partially completed</i> | £12,255 |
| EIB711 | Central | 29-Oct-25 | Residents via Community Engagement Team | Essex Place | Raised decking | Accept | | £10,000.00 | | | <i>Works completed 21/1/26</i> | £11,080 |
| 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 | Furniture/ sundaries to order | £17,000.00 | | | <i>Major works completed march 26</i> | £13,855 |
| 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>Completed 26/3/26</i> | £1,880 |
| EIB715 | West | 31-Oct-25 | Estate inspection West 2 | Locks Crescent | Building signage | Accept | Add estate signage | £4,000.00 | | | <i>Completed March 26</i> | £2,815 |
| EIB716 | Central | 04-Nov-25 | Estate inspection Central 3 | Crown Hill | Gate/ clearance | Accept | Barrier/ gates to complete - consulting | £5,000.00 | | | <i>Partially completed</i> | £1,598 |

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|--------|---------|-----------|---|------------------------|---------------------------------------|--------|--|-----------|--|--|--------------------------|--------|
| EIB717 | Central | 04-Nov-25 | Estate inspection Central 3 | Westmount | Repaint railings | Accept | | £1,250.00 | | | Completed 27/2/26 | £1,100 |
| 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 | | | Completed March 26 | £3,230 |
| EIB720 | Central | 05-Nov-25 | Residents via Community Engagement Team | 41 Buckingham Place | Path | Accept | Add bench | £4,000.00 | | | Completed 22/2/26 | £3,250 |
| EIB721 | Central | 06-Nov-25 | Estate inspection Central 4 | Napier House | Repair bench/ renew no trespass signs | Accept | | £1,800.00 | | | Completed March 26 | £1,234 |
| EIB722 | North | 28-Nov-25 | Estate Inspection West North | Merevale | Bin screening | Accept | | £2,000.00 | | | Completed 5/2/26 | £2,461 |
| EIB723 | West | 27-Nov-25 | Estate Inspection West 5 | Wickhurst Rise (evens) | fence replacement & handrails | Accept | | £4,750.00 | | | Completed 20/2/26 | £5,650 |
| EIB724 | West | 27-Nov-25 | Estate Inspection West 5 | Carden Court | Refresh planters | Accept | Plants to supply | £1,500.00 | | | Partially completed | £495 |
| EIB725 | West | 25-Nov-25 | Estate Inspection West 4 | Stanley Court | ramp & signage | Accept | | £1,000.00 | | | Completed March 26 | £684 |
| EIB726 | West | 25-Nov-25 | Estate Inspection West 4 | Abinger Court | signage/ fence | Accept | Need consultation for bin store as neighbour's complaint | £4,000.00 | | | Part completed | £173 |
| EIB727 | Central | 28-Nov-25 | Residents via Community Engagement Team | Albion life | Signage | Accept | Garden signage/ gate adaptations | £6,500.00 | | | Part completed | £3,000 |
| EIB729 | East | 26-Nov-25 | Residents via Housing management | Ashington Court | Secure garden | Accept | Difficulty with fence height - tree works | £4,000.00 | | | Procuring | |
| EIB730 | West | 26-Nov-25 | Estate Inspection West 4 | Valley Road | Building signage | Accept | | £1,000.00 | | | Works completed March 26 | £988 |
| EIB733 | Central | 12-Sep-25 | Residents via Community Engagement Team | BELTA | Signage | Accept | | £1,200.00 | | | Works completed March 26 | £628 |

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|--------|---------|-----------|---|-------------------------|---|--------|--------------------------|------------|--|--|--|---|-----------|
| EIB737 | North | 04-Dec-25 | Residents via Housing management | Hawkridge ct/ Selsfield | concrete area -rats | Accept | But review options | £28,000.00 | | | | <i>Managing vegetation height instead</i> | Withdrawn |
| EIB738 | East | 11-Nov-25 | Estate Inspection East 3 | Lockwood Close | Tidy Up | Accept | Planting in autumn | £3,000.00 | | | | <i>Partially completed</i> | £1,295 |
| EIB739 | Central | 03-Dec-25 | Estate Inspection Central 6 | May Road | Varnish noticeboard/ clear | Accept | Noticeboard to sort | £1,500.00 | | | | <i>Partially completed</i> | £395 |
| EIB740 | North | 16-Dec-25 | Estate Inspection North 5 | Horton Road | Missing block signage 107-117 Horton Road ODDS? | Accept | | £700.00 | | | | <i>Works completed March 26</i> | £1,106 |
| EIB741 | North | 16-Dec-25 | Estate Inspection North 5 | Tavistock Down | Clear overgrown area | Accept | Planting to do in autumn | £4,000.00 | | | | <i>Partially completed 26/2/26</i> | £2,995 |
| EIB742 | North | 16-Dec-25 | Estate Inspection North 5 | Tavistock Down | Replace fence | Accept | | £14,000.00 | | | | <i>Partially completed March 26</i> | £5,364 |
| EIB748 | West | 22-Dec-25 | Estate Inspection West 5 | Downland Court | Estate signs | Accept | | £1,500.00 | | | | <i>Works completed March 26</i> | £1,587 |
| EIB749 | East | 17-Dec-25 | Residents via Community Engagement Team | Robert Lodge | clearance of brambles and reseed | Accept | | £800.00 | | | | <i>Not required - done</i> | Withdrawn |
| EIB750 | North | 10-Dec-25 | Residents via Community Engagement Team | Denham Place | Replace gate damage by falling tree. | Accept | | £850.00 | | | | <i>Works completed 5/2/26</i> | £750 |
| EIB751 | North | 10-Dec-25 | Residents via Community Engagement Team | Bates Estate | Revised community hub | Accept | | £12,000.00 | | | | <i>Procuring</i> | |
| EIB752 | Central | 24-Dec-25 | Estate Inspection | Hampshire Court | Path | Accept | | £2,500.00 | | | | <i>Works completed 30/1/26</i> | £2,715 |
| EIB753 | Central | 24-Dec-25 | Estate Inspection | Essex Street | Signage | Accept | | £3,500.00 | | | | <i>Works completed March 26</i> | £950 |
| EIB754 | West | 24-Dec-25 | Residents via Housing management | Aldwick Mews | Fencing | Accept | | £2,000.00 | | | | <i>Works completed 20/2/26</i> | £2,495 |
| EIB757 | North | 14-Jan-26 | Residents via Community Engagement Team | Lindfield Court | Refresh communal WC | Accept | | £7,000.00 | | | | <i>Works completed 26/3/26</i> | £7,185 |

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|--------|---------|-----------|---|--------------------|-------------------------------|--------|--|------------|--|--|------------------------------------|--------|
| EIB758 | North | 14-Jan-26 | Residents via Community Engagement Team | Tavistock Down | Old stores | Part | | £3,500.00 | | | <i>Works completed 26/3/26</i> | £3,153 |
| EIB759 | Central | 15-Jan-26 | Residents via Community Engagement Team | Tyson Place | Secure storage in undercroft | Accept | | £6,000.00 | | | <i>Procuring</i> | |
| EIB760 | East | 15-Jan-26 | Residents via Community Engagement Team | The Manor Gym | Internal doors/ outdoor goals | Part | | £5,000.00 | | | | |
| EIB761 | Central | 15-Jan-26 | Estate Inspection | Ashton Rise | Block Signage | Accept | | £4,000.00 | | | <i>Works completed March 26</i> | £1,629 |
| EIB762 | North | 15-Jan-26 | Estate Inspection | Saunders Park View | Steps repair | Accept | handrail/sign | £3,500.00 | | | <i>Partially completed 25/2/26</i> | £1,778 |
| EIB763 | Central | 15-Jan-26 | Residents via Housing management | Southmount | cutting back vegetation | Part | Prevented from carrying out works by residents | £3,500.00 | | | <i>On hold -</i> | £800 |
| EIB764 | Central | 15-Jan-26 | Residents via Community Engagement Team | Grosvenor Centre | lighting/ ceiling/ decs | Accept | | £15,000.00 | | | <i>Partially completed 26/2/26</i> | £6,828 |
| EIB765 | East | 15-Jan-26 | Estate Inspection | Southease | Refurbish WC | Accept | | £4,000.00 | | | <i>Works completed 30/3/26</i> | £2,450 |
| EIB766 | Various | 16-Jan-26 | Housing management | various | Vouchers for schemes | Accept | | £2,000.00 | | | <i>Partially completed 31/3/26</i> | £1,250 |
| EIB768 | Central | 02-Mar-26 | Estate Inspection | Mayflower Square | Bike storage | Accept | | £5,000.00 | | | | |
| EIB769 | Central | 22-Jan-26 | Estate Inspection | Wiltshire House | security screen for laundry | Accept | | £2,500.00 | | | | |
| EIB770 | Central | 22-Jan-26 | Estate Inspection | Newstead | Relay patio | Accept | | £5,000.00 | | | | |
| EIB771 | North | 23-Jan-26 | Estate Inspection | Birdham Place | Replace board signage | Accept | | £600.00 | | | | |
| EIB772 | East | 12-Feb-26 | Estate Inspection | 2-18 Findon Road | Fence/ gate/ tidy | Accept | | £3,000.00 | | | | |
| EIB773 | East | 12-Feb-26 | Estate Inspection | Camber Close | knee rail fencing | Accept | | £850.00 | | | | |
| EIB774 | East | 12-Feb-26 | Estate Inspection | Framfield | Soil/ fencing | Accept | | £2,000.00 | | | | |
| EIB776 | North | 23-Feb-26 | Estates Team | Burstead Close | Relocate bin area | Accept | | £5,000.00 | | | | |

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|--------|---------|-----------|---|---------------|------------------------|--------|--|------------|--|--|--|--|
| EIB778 | West | 25-Feb-26 | Residents via Community Engagement Team | Philip Court | Community room refresh | Accept | | £17,000.00 | | | | |
| EIB782 | Central | 23-Feb-26 | Estate inspection | Kebbell Lodge | Gate | Accept | | £850.00 | | | | |
| EIB783 | Central | 05-Mar-26 | Residents via Community Engagement Team | Westmount | Community room | Part | | £5,000.00 | | | | |
| EIB784 | Central | 06-Mar-26 | Residents via Community Engagement Team | Holmstead | Compost | Accept | | £300.00 | | | | |

£475,070

£257,141

08

| Proposals | Category | Estimate | Actual |
|-----------|--------------------------|-----------|-----------|
| 36 | Accepted/carried forward | £ 180,601 | £ 95,573 |
| 2025-26 | Accepted | £ 475,070 | £ 257,141 |
| 2025-26 | Rejected/withdrawn | £ - | |
| 130 | 2025/26 Total | £ 655,671 | £ 352,714 |
| 12 | Investigation/ Consult | £ 156,450 | |

Includes a transfer of £3013 from EDB towards works at Evelyn Court

Total approved projects 130
 Projects completed 81
 Projects in progress 20

Environmental Improvement Proposals - proposals awaiting consultation

| Ref | Area | Date | From | Address | Details of Requirements | Decision | Reason | Estimate | Capital | Revenue | Status | Commitment/ spend |
|--------|-------|-----------|---|----------------------|-------------------------------|----------|--|------------|---------|---------|--|-------------------|
| EIB609 | North | 16-Oct-24 | Residents via Community Engagement Team | Ashurst/Halland Road | Wildflowers | Consult | wider consultation and support by residents required | £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 | Consult | Need evidence of tenant usage | £35,000.00 | | | Needs further investigation | |
| EIB671 | West | 10-Jun-25 | Residents via Neighbourhood officers | Goldstone House | Bicycle storage | Consult | | £14,000.00 | | | Needs further investigation | |

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|--------|---------|-----------|---|------------------|--|---------|-----------------------------|------------|--|--|-------------------------|--|
| EIB688 | East | 05-Aug-25 | Residents via Community Engagement Team | Kingfisher Court | Increased use of old bin room | Consult | More info | £17,000.00 | | | Awaiting other projects | |
| EIB689 | East | 05-Aug-25 | Residents via Community Engagement Team | Kestral Court | use of laundry room | Consult | More info | £25,000.00 | | | Awaiting other projects | |
| 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 | | | | |
| EIB745 | North | 18-Dec-25 | Estate Inspection North 6 | Walton Bank | Clear weeds/ gravel & bin screening | Consult | if it's what residents want | £4,000.00 | | | | |
| EIB747 | West | 22-Dec-25 | Estate Inspection West 5 | Downland Court | Community garden refresh | Consult | if it's what residents want | £3,500.00 | | | | |
| EIB755 | West | 22-Dec-25 | Estate Inspection West 5 | Downland Court | Path over desireline | Consult | if it's what residents want | £7,000.00 | | | | |
| EIB767 | North | 20-Jan-26 | Estate inspection | Highbrook Close | washing lines/ drying area | Consult | if it's what residents want | £600.00 | | | | |
| | | | | | | | | £ 156,450 | | | | |

Environmental Improvement Proposals 2024-2025 - proposals rejected

| Ref | Area | Date | From | Address | Details of Requirements | Decision | Reason | Estimate | Capital | Revenue | Status |
|--------|-------|-----------|---|-----------|-------------------------|-----------|---|----------|---------|---------|--------|
| EIB558 | North | 16-Feb-24 | Residents via Community Engagement Team | Beevenden | Gym Equip | Withdrawn | wider consultation and support by residents required not undertaken | | | | |

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|--------|---------|-----------|---|-----------------------------|--|---------------|--|--|--|--|--|--|
| EIB606 | North | 07-Oct-24 | Residents via Housing management | Fitch Drive | Bike calming | Withdrawn | No proposal forthcoming | | | | | |
| EIB635 | North | 14-Jan-25 | Residents via Community Engagement Team | ovingdean | notice boards | Reject | Needs to show want, need, benefit | | | | | |
| 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 | | | | | |
| EIB649 | Central | 26-Mar-25 | Residents via Community Engagement Team | Bear Road/ Coombe Road | Community notice Board & Mural | <i>Reject</i> | Refer mural to EDB. Consult notice board | | | | | |
| 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 | | | | | |
| EIB655 | | | Residents via Housing management | Walton Bank | Bike Store | Withdrawn | no proposal | | | | | |
| EIB656 | North | 17-Apr-25 | Residents via Community Engagement Team | Mountfields | knee rail fencing | Withdrawn | Highways | | | | | |
| EIB657 | East | 22-Apr-25 | Residents via Community Engagement Team | Bristol Estate | Play area | Withdrawn | Not feasible/Close to Manor road | | | | | |
| 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 | | | | | |

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|--------|---------|-----------|---|------------------------|------------------------------|-----------------|---|--|--|--|--|
| 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 | Clr referred to local councillors | | | | |
| EIB681 | West | 16-Jul-25 | Residents via Local Councillor | Wickhurst Rise | Damaged sleepers in garden | <i>Rejected</i> | Just a repair | | | | |
| 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 | Moulsecroomb 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 Team | 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 | | | | |

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|--------|---------|-----------|------------------------------------|----------------------------|---|-----------|---|--|--|--|--|
| EIB736 | Central | 03-Dec-25 | Residents via Housing management | Hampshire Court | Laundry Room Door | Reject | Laundry review | | | | |
| EIB743 | West | 17-Dec-25 | Residents via Housing management | Woods House | Reconfigure steps after accident | Withdrawn | Incorporate repair in underspend from EIB 684 | | | | |
| EIB744 | North | 18-Dec-25 | Estate Inspection North 6 | Woburn Place | Clear moss and weeds from paths & patio | Withdrawn | Estates to confirm | | | | |
| EIB746 | East | 19-Dec-25 | Residents via Community Engagement | Whitehawk | Estate Clear up | Reject | Project lead by estates | | | | |
| EIB756 | West | 05-Jan-26 | Estate Inspection West 7 | Wickhurst Rise 21-83 | Replace sleepers | Reject | Refer/repairs | | | | |
| EIB775 | Central | 23-Feb-26 | Estate Inspection | Cranbrook & Dinapore House | Block Signage | Reject | Refer to majors | | | | |
| EIB779 | East | 25-Feb-26 | Residents via Community Engagement | Craven Road | Benches | Reject | Social value | | | | |
| EIB780 | East | 25-Feb-26 | Residents via Community Engagement | Southwater Close | Benches | Reject | Social value | | | | |
| EIB781 | Cenral | 23-Feb-26 | Estate inspection | Grovebank | Knee rail/ temporary bin storage | Reject | Refer to majors | | | | |
| | | | | | | | | | | | |