

Housing Management Panel: Central Area

Date: 16 June 2026

Time: 2.00pm

Venue Virtual - Zoom

Members: Councillor McLeay, Galvin, Gauge, Goldsmith, Mackey, McLeay, Rowkins, Shanks, Thomson, Wilkinson and Winder Ward Councillors for the Area, Delegates of Tenants Association in the area.

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AGENDA

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FURTHER INFORMATION

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

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Date of Publication - Monday, 8 June 2026

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

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

When	13:30 - 14:00 Housing surgery – for individual enquiries 14:00 - 16:00 Central Housing Area Panel
Venue	Craven Vale Community Room, 17A Hadlow Cl, Brighton and Hove, Brighton BN2 0FH
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: 865 4139 3917 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.

Central Area Panel 17.03.2026

Minutes

Attendees:

Cllrs: McLeay (Chair)

Residents: Emma Salcombe, Chris Vine, Rosemary Johnson, Pippin Boardman, Paul Lexly, Julia Whitfield, Phillip Faithful

Officers: Justine Harris, Martin Reid, Hannah Barker, Tom Trigwell, Mikila Beck, John Evans, Geof Gage, Francis Mitchell

Press: Sarah Booker-Lewis

1 – Welcome, Introductions and Apologies

1. Apologies were received from Lee Catt, Tony Earshaw, Eileen Stuart, Cllr Shanks and Cllr Mackey.

2 – Chair's Communications.

- 2.1 The Chair delivered a communication highlighting the importance of keeping the meeting respectful and solutions focused, as well as outlining the co-chair election process and inviting feedback.

3 – Minutes and Actions of the Previous Meeting

- 3.1 The minutes were agreed as correct record.
- 3.2 Mikila Beck provided details regarding action C3.2 of the previous meeting, outlining the repairs conducted so far.
- 3.3 Emma Salcombe shared that repairs were ongoing as water was still tracking into Essex Place.
- 3.4 Emma Salcombe stated that the windows at Essex Place do not shut properly.
 - i. **ACTION** – Martin Reid to follow up with Emma Salcombe regarding windows at Essex Place.
- 3.5 Martin Reid provided an overview on the status of estate walkabouts.
- 3.6 Julia Whitfield stated that antisocial behaviour on their estate was not being dealt with adequately, citing instances of hard drug use.

4 – Information Regarding Chairing Arrangements

4.1 Hannah Barker introduced this item and provided information on future Area Panel reviews and stated the need to realign the resident and Cllr co-chair elections in order for them to be simultaneous.

4.2 Hannah Barker stated that information would be shared regarding voting and candidate eligibility.

5 – Resident Questions

5.1 C2.1 – Martin Reid stated the importance of fire safety and invited residents to contact officers regarding any concerns.

5.2 Emma Salcombe was informed that Rose Court had received gas and fire assessments.

5.3 Emma Salcombe requested details of fire safety checks.

- i. **ACTION** – Martin Reid to provide Emma Salcombe with confirmation that fire safety checks were conducted.

5.4 The Chair stated that another fire check should be conducted.

- i. **ACTION** – Martin Reid to ascertain whether another fire-check is necessary.

5.5 C3.2 – Rosemary Johnson requested copies of policies mentioned in this action.

- i. **ACTION** – Justine Harris to provide Rosemary Johnson with requested policies.

5.6 Emma Salcombe requested more information regarding whether an officer is removed from cases where a complaint is received regarding that particular officer.

5.7 Chris Vine stated that windows at Essex Place were often left open due to corrosion on the aluminium window frames.

5.8 CA2 – Emma Salcombe stated that while Benjamin Tedder had done an excellent job, Cllr Muten had not been in touch as stated.

5.9 Emma Salcombe requested a response from Cllr Muten.

- 5.10 C3.3 – Julia Whitfield stated that ASB offenders can stop offending for a period of time in order to ‘cool off’ and be removed from watchlists.
- 5.11 John Evans stated that repeated patterns of ASB would be investigated by the Council.
- i. **ACTION** – John Evans to follow up with Julia Whitfield regarding issues of ASB.
- 5.12 Rosemary Johnson raised concerns regarding reporting and retention of ASB reports.
- 5.13 The Chair suggested that residents consider copying relevant Councillors into emails for officers.
- 5.14 Rosemary Johnson suggested photocopying correspondence before sending it to the Council.
- 5.15 Emma Salcombe stated that Customer Services was often unable to identify the appropriate department to relay information to and suggested a more holistic approach to customer services.
- 5.16 W3.4 Rosemary Johnson stated that the response provided to this question could potentially amount to discrimination as barriers to computer use cannot be resolved by training when the barrier is caused by disability.
- 5.17 Rosemary Johnson stated that the response highlighted a general issue in the Council’s wider approach to resident communications.
- 5.18 Mikila Beck stated that similar feedback was received regarding repairs customer services.
- 5.19 Rosemary Johnson stated that there was a lack of continuity planning for instances when an individual officer was unavailable and questioned the need for better continuity planning.
- 5.20 Emma Salcombe was informed that Mears operate out-of-hours repairs phonelines, but that repairs operatives were employed by the Council.

6 – Break

7 – Star Results Survey

7.1 Justine Harris introduced this item and stated that the survey would be conducted annually. Justine Harris shared that the survey had received over 1000 responses with 71% of respondents indicating satisfaction with housing services and iterated the importance of continual improvement within housing services.

7.2 Justine Harris stated that more information regarding the survey would be included in 'Homing In'.

7.3 Emma Salcombe was informed that all respondents were Council tenants.

7.4 Martin Reid stated that approximately 10% of Council tenants responded to the survey.

7.5 Rosemary Johnson questioned whether a survey would be made for leaseholders and was informed that this would be the case.

8 – Terms of Reference Updates

8.1 Item not heard – to be brought to future meeting.

9 – Allocations / Sensitive Lets Workshops

9.1 Justine Harris introduced this item and stated the need to make processes clearer regarding sensitive lets and housing allocations.

9.2 Justine Harris stated that Housing and Tenancy Services would be working with Community Engagement to involve residents in the development of a more transparent process.

9.3 Emma Salcombe was informed that workshop timetables would be announced following meetings with Community Engagement before the end of April.

10 – LPS Updates

10.1 Justine Harris provided an overview of this item, stating that residents in LPS blocks would receive newsletters regarding the status of their block.

10.2 Justine Harris stated that Cabinet would be making the decision on whether or not to demolish LPS blocks.

- 10.3 Justine Harris stated that notices of demolition were valid for 7 years and outlined the points of contact for residents in LPS blocks.
- 10.4 Chris Vine was informed that leaseholders in LPS blocks had been contacted separately.
- 10.5 Martin Reid stated that property evaluation for leaseholders in LPS blocks was conducted independently.
- 10.6 Emma Salcombe questioned whether the same number of homes would be built as the number that would be demolished, citing concerns regarding a net loss in homes within the city.
- 10.7 Martin Reid outlined the role and responsibilities of waking-watch officers, further stating that they also prevent individuals bringing unsafe electric scooters into tower blocks.
- 10.8 Mikila Beck suggested that residents note the times of incidents occurring so that security officers could be notified.
- 10.9 Emma Salcombe requested further information regarding the newbuild on Eastern Road.
- i. ACTION – Martin Reid to provide Emma Salcombe with information regarding newbuild on Eastern Road.

11 – Regulatory Judgement

- 11.1 Martin Reid provided an overview of this item.

12 – Any Other Business

- 12.1 Rosemary Johnson provided details for a leaseholder event at Hove Town Hall.
- 12.2 Julia Whitfield thanked the Community Engagement team for their assistance with allotments.
- 12.3 Emma Salcombe provided details of resident only meetings.
- 12.4 Rosemary Johnson shared details of the Craven Vale Easter celebration and invited attendees to attend.

The meeting concluded at 20:08.

Actions from *Central Area Panel meeting 17th 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?

Actions from last meeting

REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed or planned?
CA1	Martin Reid to follow up with Emma Salcombe regarding windows not closing at Essex Place.	Martin Reid	We have undertaken a survey visit of the windows to the common area on the staircase lobbies, we have ascertained that these are not closing correctly we are arranging for a contractor to attend and provide a cost to seal the windows closed	ONGOING	June 2026
CA2	Martin Reid to provide Emma Salcombe with details pertaining to how fire safety checks were conducted at Essex Place and confirm whether an additional fire check needs to be conducted.	Martin Reid	No additional surveys are required at Essex Place at this time. We have all the surveys required. A new Fire Risk Assessment will be completed this year, and any actions arising from this will be completed. Remediation works to communal fire doors are awaiting sign off ahead of commencement.	Ongoing	
CA3	Justine Harris to provide Rosemary Johnson with information pertaining to policies mentioned in action C3.2 (page 23 of agenda)	Justine Harris	In progress: This relates to Housing Ombudsman's complaint handling code and the best practice guidance provided by the Local	Ongoing	

REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed or planned?
			Government and Social Care Ombudsman. Paper copies will be shared with Rosemary Johnson.		
CA4	John Evans to follow up with Julia Whitfield regarding ASB on their estate.	John Evans	Neighbourhood Officers completed door-to-door checks and met with JW and PE. Closure Order completed at flat 4. Ardingly Court discussed with police at Cluster meeting. Allegation table created and casework continues.	08.05.26	In progress
CA5	Martin Reid to look into whether the name 'Swallow Court' can be retained for the estate after demolition/reconstruction.	Martin Reid	This suggestion has been shared with the Director of Estate Renewal, Chantelle Barker and this has been noted. As part of the community being involved in the design development of new housing, Chantelle and her team are keen to draw out information like this. We would be keen to put forward as part of the Street Naming and Numbering Application (SNN), in accordance with the Council's SNN policy, consideration of new housing names that have had community involvement. The SNN Application is generally submitted following planning permission being granted.	18.05.26	
CA6	Martin Reid to provide information (not specified) to Emma Salcombe regarding newbuild on Eastern Road.	Martin Reid	The Council are progressing proposals to redevelop Oakley House and the nearby Hereford Court (Malthouse Court) car park in Kempton to deliver new council housing as part of our New Homes for Neighbourhoods programme. Plans include replacing Oakley House with around 23 new flats and redeveloping the car park to provide	Ongoing	In progress

REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed or planned?
			<p>approximately 50–55 homes, including a mix of general needs and over-55s housing.</p> <p>Planning applications have been submitted, and planning reference numbers are as follows should more information be of interest: Hereford court: BH2025/02089; Oakley House: BH2025/02088.</p>		

Residents Questions, 2- star Central Area

C2.1: Laundry facilities: shortage of machines

Area in city	Central
Star rating	2 Star: local area 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

C2.1: Laundry facilities: shortage of machines

Type of Request	Central residents asked for increased washers and dryers in laundry facilities
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C2.1 Response

Response
<p>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.</p> <p>We are progressing with investigating and ascertaining the possibility of additional machines at our seniors housing scheme at Somerset Point. This has been referred to our contract manager who will arrange a site visit with our supplier.</p>

C2.1 Action

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

C2.2: Senior Housing residents: representation at Area Panels

Area in city	Central
Star rating	2 Star: local area 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

C2.2: Senior Housing residents: representation at Area Panels

Type of Request	Central residents would like more opportunity to raise issues directly with officers who have knowledge of and responsibility for Seniors Housing. The demise of the Sheltered Housing Action Group has reduced these opportunities in other forums.
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C2.2 Response

Response
<p>Thank you for raising this request. We recognise the importance of residents being able to raise issues directly with officers who have the relevant knowledge and responsibility for Seniors Housing.</p> <p>At Central Area Panels, there is senior management representation from across Housing service areas, enabling officers to respond to a wide range of issues and provide appropriate advice or escalation where needed.</p> <p>Area Panel attendees also have the opportunity to raise specific questions through the Resident Only meeting, which provides a clear and structured route for issues, including those relating to Seniors Housing. If there are items residents would like on the agenda this can be agreed at the resident only meetings. If any residents have individual issues they want to raise this can be down at the drop in which run 30 mins before the main panel, or please speak to any member of staff in the break.</p> <p>We remain committed to ensuring that residents have meaningful opportunities to raise issues, be heard, and receive informed responses. We will continue to keep our engagement arrangements under review to make sure they are accessible, effective, and responsive to residents' needs.</p>

C2.2 Action

Action	N/A
Start date	
End date	

Residents Questions, 3-star Central Area

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	Geofrey.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.
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C3.1 Response

Response
We apologise for the inconvenience caused by these repair issues raised concerning our laundries. 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.

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.

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	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.
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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.

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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.
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C3.3 Response

Response
<p>Thank you for raising your concerns about the clarity and accessibility of our communications.</p> <p>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:</p> <ul style="list-style-type: none"> • 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.
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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.
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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>

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

E3.1 Food waste collections

Area in city	East
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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.
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E3.1 Response

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</p>

ongoing and forms part of the post-implementation review of the service to ensure it is practical, affordable, and sustainable for residents.

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.

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.
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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>

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 residents 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.

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.

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.

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
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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 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.</p>

E3.3 Action

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

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
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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.
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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. <p>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.</p> <p>Residents can also access support at Jubilee and Hove libraries, where help desks offer:</p>

- 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> <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.</p>

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

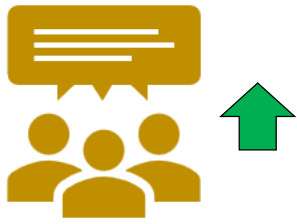
We acknowledge where these cases have been raised previously, we propose to escalate and apply stronger contractor performance management to this contract. This is part of the review we are now committed to complete over the coming weeks.

W3.5 Action

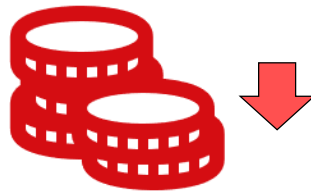
Action	Review boiler repairs in the West Area, take appropriate action and share the outcomes at the September Area Panel.
Start date	18/05/2026
End date	31/07/2026

Council housing performance

Quarter 4 2025/26 (Jan to Mar 2026)



77%
Complaint
responses within
10 working days



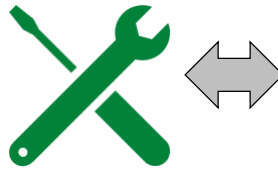
92.49%
Rent collection
rate



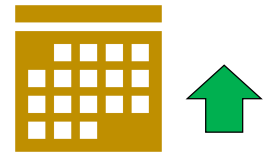
89%
Customer
services calls
answered



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

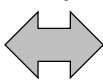


100%
Gas safety
compliance

Performance since previous quarter is:



Improved



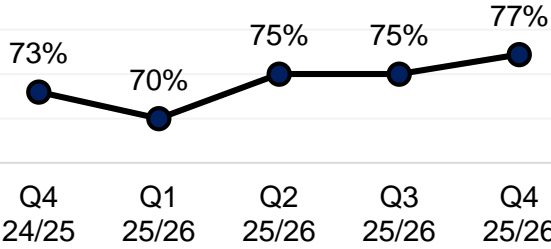
Same



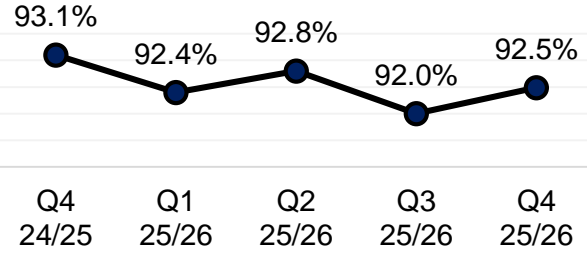
Poorer

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

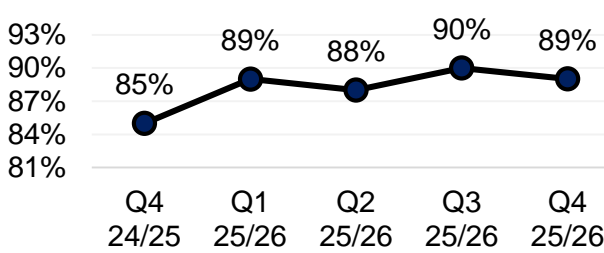
Stage one complaints responded to within 10 working days



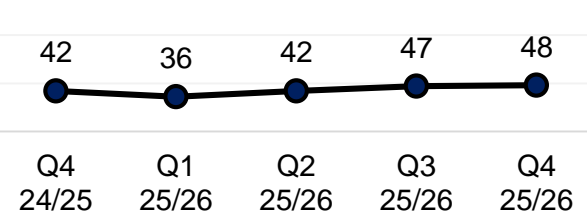
Rent collected from current council tenants



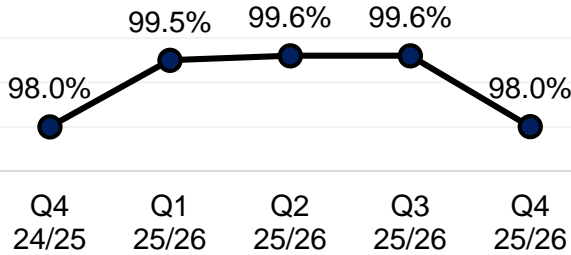
Calls answered by Housing Customer Services



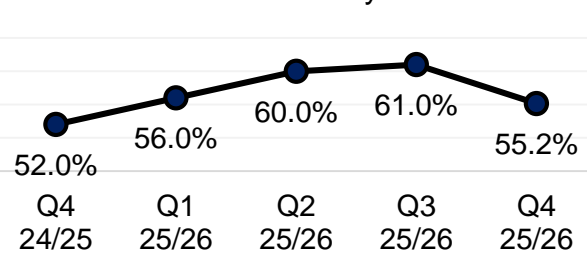
Average re-let time in calendar days excluding time spent in major works



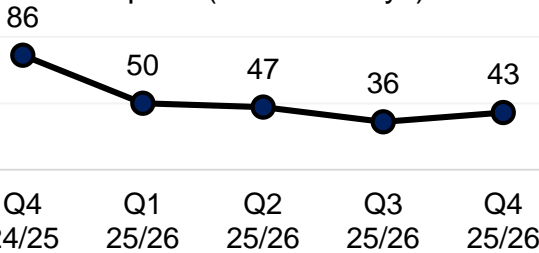
Emergency repairs completed within 24 hours



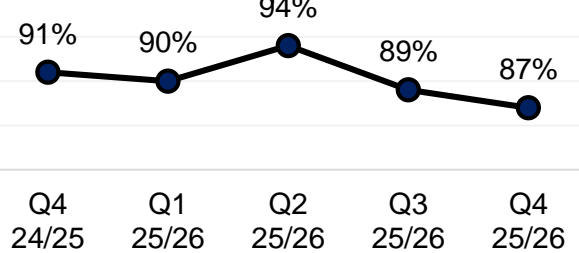
Routine repairs completed within 28 calendar days



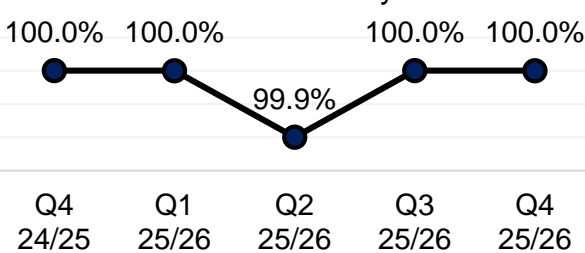
Average time to complete routine repairs (calendar days)



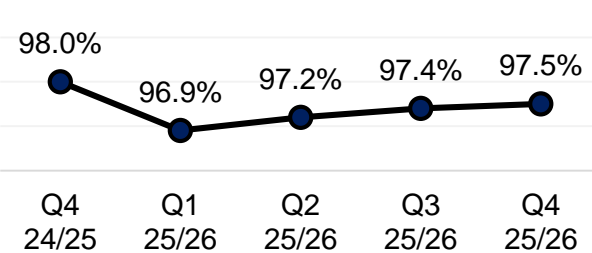
Calls answered by Repairs Helpdesk



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)

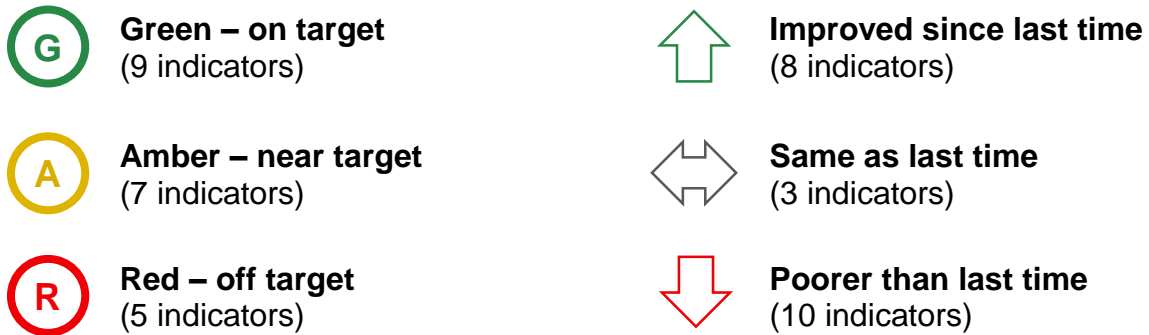
1. Average time to approve applications for disability adaptations (14 to 17 weeks)
2. Average days to complete routine repairs (36 to 43 days)
3. Stage two complaints upheld (45% to 50%)
4. Routine repairs completed within 28 calendar days (61.2% to 55.2%)
5. Calls answered by Repairs Helpdesk (89%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

Housing performance report

Quarter 4 2025/26

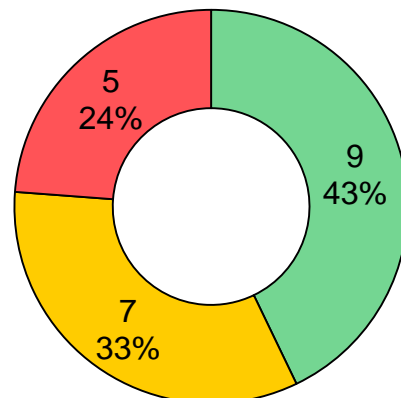
This report provides updates on performance indicators covering a wide range of housing services provided by Brighton & Hove City Council. The report presents results for Quarter 4 (Q4) of the 2025/26 financial year alongside year-end performance for the full 2025/26 financial year. Red, amber and green (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)

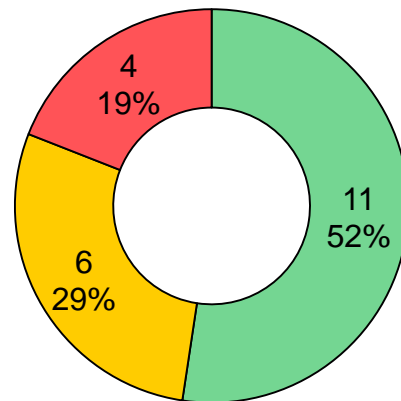
↔ **Same as last time**
(5 indicators)

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)		


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.

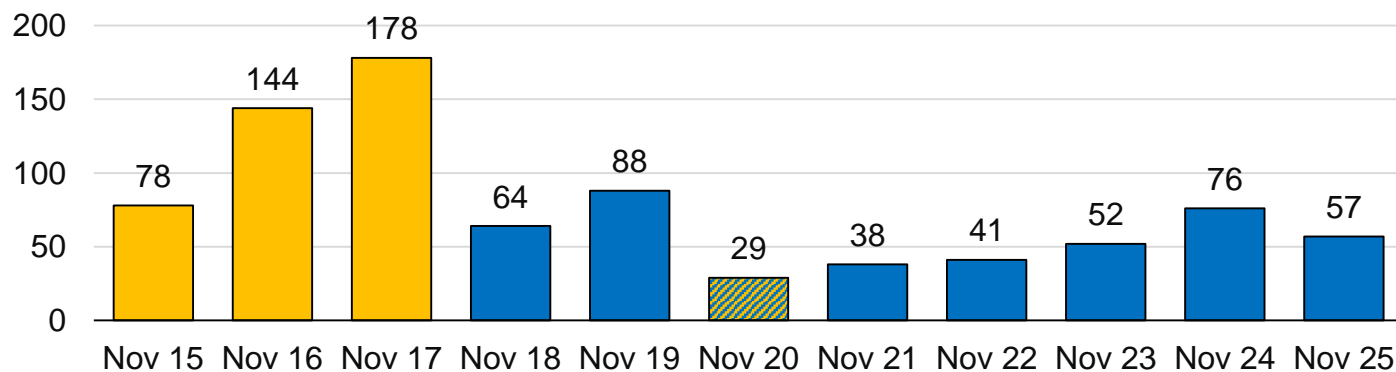
4.2	Corporate KPI: Homelessness prevention cases closed with a successful prevention outcome	53% (52%)	60% (122 of 204)	65% (107 of 165)			66% (410 of 625)	61% (447 of 732)		
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Corporate update for 2025/26:

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.

 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)



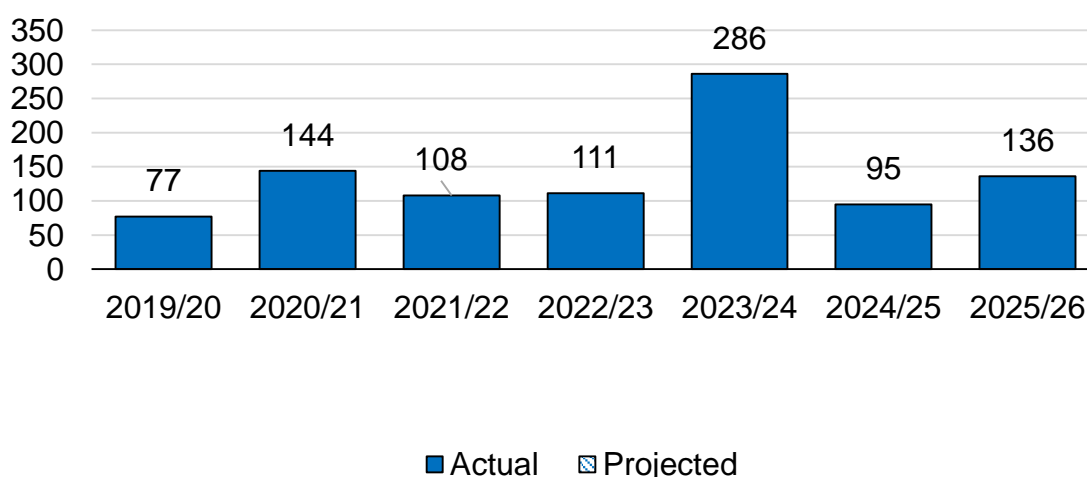
 Temporary accommodation	Target (amber value)	Q3 2025/26	Q4 2025/26	Status against target	Trend since last quarter	2024/25	2025/26	Status against target	Trend since last year
5.1 Corporate KPI: Total households in temporary accommodation	Info	2,170	2,200	-	-	1,970	2,200	-	-
<p>Corporate update for 2025/26: 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

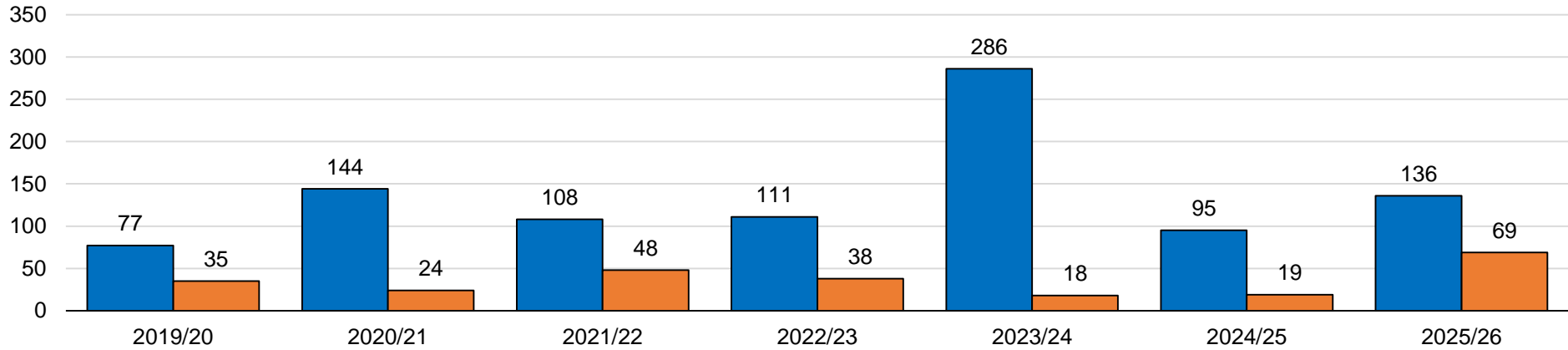
A total of 957 additional council homes were completed between 2019/20 and 2025/26:

- 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.

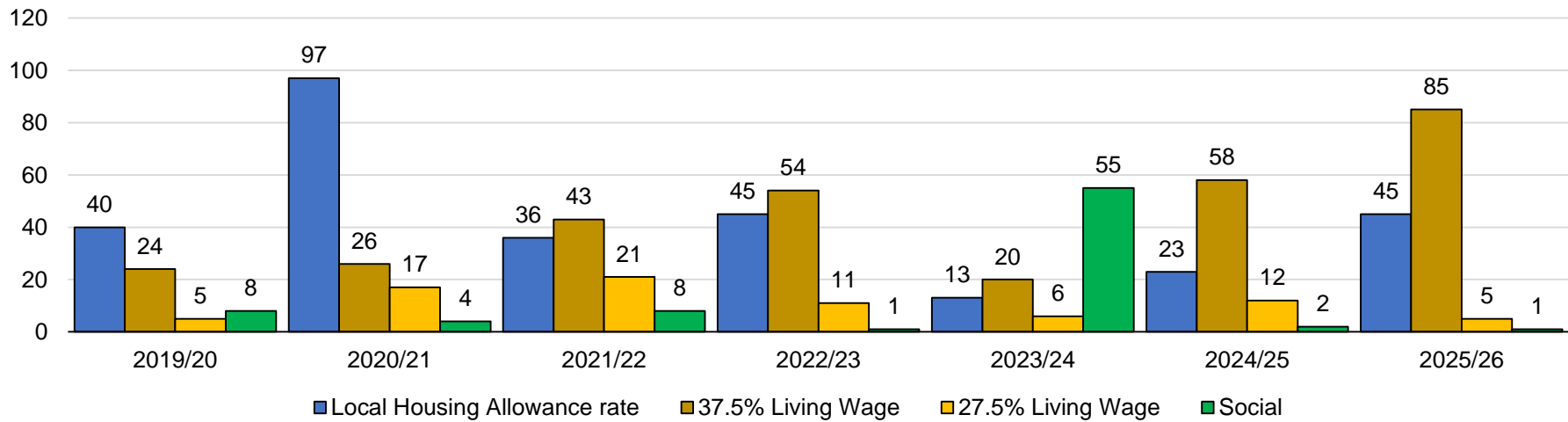
6.2 Additional council homes per year (actual and projected)



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



6.4 Additional council homes by rent level

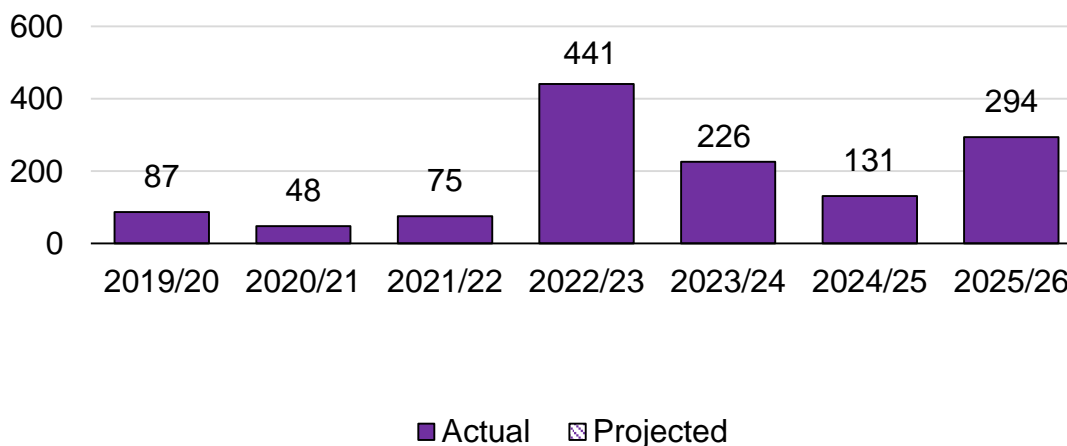






6.5 New supply of other affordable homes










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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Health & Safety Compliance Report

Area in city/ citywide:	
Presented by:	Include email address
Appendix:	

Purpose:
A few lines on why this report is coming to area panel- was is requested as an item, is it for consultation/comment etc

Main body of the report:

Next Steps/how to get involved:
Delete as applicable

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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.ordinguk.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

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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

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

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

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

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

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					

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

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	

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				

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					

EIB674	West	24-Jun-25	Residents via Housing management	Stanley Court	Improvements to front garden	Withdrawn	Doesn't meet criteria - only benefits one				
EIB676	West	28-Jun-25	Health & Safety	Downland Court	pothole repairs	Reject	Referred to Car parks & garages				
EIB678	West	23-Jun-25	Residents via Housing management	Elizabeth Court	Additional scooter storage	Reject	Needs major works/ fire safety issues				
EIB680	Central	08-Jul-25	Residents via local Councillor	Newhaven Street	Refresh of plaque	Withdrawn	Cllr 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				

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				