

Housing Management Panel: Central Area

Date: 15 September 2026

Time: 6.00pm

Venue Hybrid:
Brighton Town Hall, Committee Room 1
Virtual - Zoom

Members: Councillor McLeay, Galvin, 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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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, 7 September 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.

When	17:30 - 18:00 Housing surgery – for individual enquiries 18:00 - 20:00 Central Housing Area Panel
Venue	Committee Room 1, Brighton Town Hall, Bartholomew Rd, Brighton and Hove, BN1 1JW
Join via the Internet	Microsoft Teams meeting Join: https://bit.ly/3U60RDZ If the link above does not work, you can join through the Teams website Join a Microsoft Teams Meeting by ID Microsoft Teams Join a Meeting with these details: Meeting ID: 329 118 044 877 149 Passcode: BA6Hr7NA
Transport	We can help with transport costs: • Taxis can be requested by people with mobility issues, ask the Community Engagement Team for the code. • If you drive, you can claim mileage and parking costs through your resident association grant, or via your Community Engagement Officer.

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

**BRIGHTON AND HOVE CITY COUNCIL
CENTRAL HOUSING AREA PANEL 16.06.26
MINUTES**

Attendees:

Councillors: Shanks, Mackey, Thomson,

Residents: Emma Salcombe, Phillip Faithful, Chris Vine, Rosemary Johnson, Eileen Stewart, Pippin Boardman, Natasha,

Officers: Geof Gage, Justine Harris, Harry Williams, Tom Trigwell, Hannah Barker, Sam Crick, Stefan Scheiner, Francis Mitchell,

Press: Sarah Booker-Lewis,

1 – Election

Cllr Nominations: McLeay and Mackey

Resident Nominations: Phillip Faithful and Emma Salcombe.

1.1 Harry Williams introduced the item.

1.2 Hannah Barker stated that the resident co-chair candidates were Phillip Faithful and Emma Salcombe.

1.3 Phillip Faithful and Emma Salcombe both read a statement respectively, providing an overview of their experiences and stating why they believed they should be elected as resident co-chair for the 2026-27 period.

1.4 Rosemary Johnson stated that Lee Catt had sent a note to be read at the start of this item.

1.5 Rosemary Johnson stated that were unfortunate circumstances regarding Lee Catt's departure as Chair.

1.6 Residents noted that Lee Catt's wording had not been provided at the meeting.

1.7 Emma Salcombe stated that Lee Catt's notes could be sent to residents and read at the next resident only meeting.

- 1.8 Rosemary Johnson moved that Lee Catt be re-elected resident co-chair.
- 1.9 Attendees agreed that Lee Catt would not be nominated as a candidate as they were not present.
- 1.10 Hannah Barker listed those eligible to vote in the election of co-chair.
- 1.11 Emma Salcombe was elected as resident co-chair by 3 votes to 1.
- 1.12 Councillor Shanks (on behalf of Councillor McLeay) and Councillor Mackey both read a statement, providing an overview of their experiences and stating why they believed they should be elected as Councillor co-chair for the 2026-27 period.
- 1.13 Councillor McLeay was re-elected as Councillor co-chair by 4 votes to 2.

2 – Welcome, Introduction and Apologies

- 2.1 Apologies from Cllr McLeay, Linda King, Lee Catt, Martin Cunningham,

3 – Minutes and Actions of the Previous Meeting

- 3.1 Rosemary Johnson stated that item 5.6 should have an associated action. Emma Salcombe stated that this was not required.
- 3.2 Rosemary Johnson queried item 5.19 and requested an update.
- 3.3 Emma Salcombe stated that Cllr Muten had not replied regarding item 5.8.
- 3.4 Emma Salcombe highlighted concerns regarding parking at Essex Place.
a. **ACTION** – Martin Reid to contact Cllr Muten regarding this.
- 3.5 The minutes were agreed as correct record.
- 3.6 Emma Salcombe read through each of the actions and provided opportunity for residents to respond.
- 3.7 C3.2 Rosemary Johnson confirmed that they had received paperwork for this.

4 – Resident Questions

Emma Salcombe introduced the item.

4.1 C2.1

Geof Gage stated that this was being progressed but that no specific update was available at present.

4.2 Chris Vine stated that laundry machines were not being regularly serviced.

4.3 C2.2

Eileen Stewart stated that they did not feel that senior residents were not proportionally represented at HAP.

4.4 Eileen Stewart suggested that senior residents either be invited to HAP's, or a separate group be established for seniors.

4.5 Harry Williams stated that it was important for senior residents to be included, and agreed with Eileen Stewart. Harry Williams stated that they would look into a way forward.

- a. **ACTION** – Harry Williams to contact Eileen Stewart regarding engagement for senior residents.

4.6 C3.1

Eileen Stewart stated that there was only one washing machine and two driers in operation on their estate.

4.7 C3.2

Martin Reid provided an update on the laundry review, stating that an update would be made available within the coming weeks.

4.8 C3.3

Pippin Boardman provided an overview of the Crystal Mark 'plain English' accessibility scheme.

4.9 Justine Harris stated that they had liaised with the communications department regarding this.

4.10 C3.4

Hannah Barker read the response to this question and stated that an update would be made available by the end of July 2026.

4.11 C3.5

Harry Williams read the response to this question.

- 4.12 Rosemary Johnson clarified that leaseholder representatives would also be involved.
- 4.13 Chris Vine stated that non-resident leaseholders could not attend leaseholder only meetings.
- 4.14 Hannah Barker provided an overview of membership and participation from the HAP ToR.
- 4.15 Cllr Mackey questioned whether the 30-minute Councillor drop-in sessions prior to HAP's were being utilized.
- 4.16 Emma Salcombe stated that attendees of resident only meetings are made aware of Councillor drop-ins.
- 4.17 Emma Salcombe noted that Tom Trigwell and Francis Mitchell inform residents via paperwork of Councillor drop-ins.
- 4.18 Hannah Barker stated that the intention of Cllr drop-ins prior to HAP's was not for the larger community to attend, but specifically for HAP attendees to raise individual issues.
- 4.19 E3.1
- 4.20 Rosemary Johnson stated that food-waste bins were not of a high quality.
- 4.21 Rosemary Johnson was informed by Martin Reid that Melissa Francis could attend a future HAP meeting to explain food-waste disposal.
- a. **ACTION** – Martin Reid to invite Melissa Francis to attend a future HAP meeting.
- 4.22 E3.2
- Rosemary Johnson stated that Council workers did not know how to set up accessibility features on computer systems.
- 4.23 Emma Salcombe questioned whether computers in public libraries were accessible for disabled / visually impaired individuals.
- a. **ACTION** – Harry Williams to investigate whether computers in public buildings (libraries, community centres ETC) were able to be made accessible for individuals with accessibility issues.

4.24 E3.3

Rosemary Johnson was informed that this referred to responsive maintenance.

5 – Annual Housing Performance Report

5.1 Martin Reid and Harry Williams delivered the report for this item.

5.2 Cllr Shanks was informed of the distribution of the supply of right to buy Council homes.

5.3 Cllr Shanks suggested providing a net figure for the number of Council Homes purchased.

5.4 Martin Reid provided an overview of EPCC compliance.

5.5 Martin Reid stated that most Council stock was rated C for EPCC.

5.6 Martin Reid stated that RTB increased briefly before rules changed. Martin Reid stated that Central Government changed RTB rules as a matter of policy.

6 – Break

7 – Health and Safety Report

7.1 Martin Reid delivered the report for this item.

7.2 Martin Reid provided overview of regulatory judgement and outlined areas of compliance improvement.

7.3 Chris Vine was informed that leaseholder properties were not included in this.

7.4 Martin Reid stated that communal areas were included in this.

7.5 Martin Reid stated that there were 46 high rise blocks in the city.

7.6 Emma Salcombe questioned whether leaseholders could be included under the same regulations as Council tenants.

7.7 Martin Reid stated that while the Council works with leaseholders, there were different responsibilities associated with leaseholders vs Council tenants.

7.8 Emma Salcombe stated that leaseholders did not require annual compliance checks.

7.9 Martin Reid outlined the key differences and responsibilities of leaseholders vs tenants.

7.10 Rosemary Johnson stated that leaseholders who are landlords must abide by regulations.

8 – Hoarding Awareness Report

8.1 Justine Harris delivered the report for this item.

8.2 Stefan Scheiner stated that residents should contact the customer service helpdesk with concerns regarding hoarding.

8.3 Stefan Scheiner stated that responses were trauma informed.

8.4 Stefan Scheiner provided a brief overview of how hoarding is managed in the city.

8.5 Emma Salcombe provided an overview of the intricacies and sensitivities of supporting residents who are hoarding.

8.6 Stefan Scheiner stated that the Adult Social Care team may also be able to support with hoarding.

8.7 Harry Williams stated that there was work to be done in empowering and informing tenant and resident associations in terms of how to support those with hoarding issues.

8.8 Emma Salcombe stated that there were different types of hoarding.

8.9 Cllr Shanks was informed that between 2-5% of the population are estimated to hoard, Stefan Scheiner stated that this would equate to between 250-600 residents in the city.

8.10 Stefan Scheiner stated that despite hoarding being related to mental wellbeing, there was often not clear treatment pathways.

- 8.11 Eileen Stewart was informed that estate staff were able to report incidents of hoarding with the consent of the individual who was hoarding.
- 8.12 Stefan Scheiner stated that this would be referred to the Tenancy Sustainment team.
- 8.13 Stefan Scheiner stated that hoarding was an issue for the Tenancy Sustainment team as it can instigate health and safety concerns.

9 – Positive Community News

- 9.1 Rosemary Johnson stated that the Craven Vale summer fair would be taking place on Saturday July 25th and invited attendees.
- 9.2 Rosemary Johnson provided details of the next Rottingdean Theatre production.
- 9.3 Emma Salcombe praised Mikila Beck, 'Mic' and their team in their response to a burst mains pipe at Essex Place.
- 9.4 Emma Salcombe provided details of the East Area Residents Only Meeting – Essex Place, 2nd July at 7pm.

10 – AOB

- 10.1 Eileen Stewart questioned whether E-Bikes were health and safety compliant, and whether individual E-Bikes could be safety tested.
- a. **ACTION** – Martin Reid / Stefan Scheiner to contact Eileen Stewart regarding fire safety advice for E-Bikes, and a potential home-safety visit.
- 10.2 Martin Reid stated that E-Bikes were not allowed in LPS blocks.
- 10.3 Martin Reid emphasized that the decision on E-Bikes ultimately came down to the fire service.
- 10.4 Chris Vine stated that there were E-Bikes on the 16th floor of Essex Place.
- 10.5 Chris Vine stated that responsible E-Bike owners have their bicycles serviced annually.

10.6 Martin Reid suggested a broad conversation about fire-safety and suggested a separate meeting focused on the topic.

10.7 Chris Vine stated that Essex Place was looking into a way for residents to store their electric vehicles outside of the estate.

10.8 Emma Salcombe questioned whether a bike rack could be installed at Essex Place.

- a. **ACTION** – Martin Reid to contact Emma Salcombe regarding bike rack at Essex Place.

Concluded 16:00.

Actions from Central Area Panel meeting 16th June 26

Outstanding actions carried forward

REF + date first raised	Action History and last Update	Who	Response including what is completed & outstanding	Is action Comple ed/ Outstand ing	Date action completed or planned?
OCA1	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. A works order has been raised and materials are on order to provide keyed cable locking devices. Update Geof Gage 23.07.26 This work has been completed. Geof Gage and Marcus Richardson met with Emma on July 17 th and discussed repairs to windows to flats, Emma helpfully provided a list from residents. This list was passed to Housing Repairs & Maintenance and works orders have now been raised for those noted. This will be monitored and we will keep in contact with Emma over the coming months over our aim for an improvement of repairs to windows when raised. Action is complete but will leave this as ongoing to be reviewed at the next Area Panel.	ongoing	July 2026

Actions from last meeting

REF	Action	Who	Response including what is completed & outstanding	Is Action Complete d / Outstandi ng	Date action compl eted or plann ed?
CA1	Martin Reid to contact Cllr Muten regarding responding to Emma Salcombes concerns regarding parking at Essex Place.	Martin Reid	Martin Reid has met with Cllr Muten and will follow up with a further update ahead of the next Area Panel meeting.	In progress	Sept. 2026
CA2	Harry Williams to contact Eileen Stewart regarding senior resident engagement.	Harry Williams	We recognise we need to strengthen resident engagement arrangements after the former action group closed due to low attendance. Engagement also continues through the Older People's Council. Justine Harris will contact Eileen Stewart ahead of the next Area Panel meeting		July 2026

REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed or planned?
CA3	Martin Reid to invite Melissa Francis to attend a future HAP meeting.	Martin Reid	Martin Reid will contact Melissa Francis ahead of the next Area Panel meeting.	In progress	Sept. 2026
CA4	Harry Williams to investigate whether computers in public buildings (libraries, community centres ETC) were able to be made accessible for individuals with accessibility issues and visual impairments	Harry Williams	Residents can discuss any accessibility needs they have with local staff. Where computers are in council buildings, they would usually have access to various keyboards; large keys, yellow background and braille. Computers now generally have built in accessibility functions such as voice access, screen readers, magnifiers, high contrast and colour filters. Staff will happily meet with users of the service and provide equipment where able if they do not immediately have that in their stock.		
CA5	Martin Reid / Stephan Scheiner to contact Eileen Stewart regarding fire safety advice for E-Bikes, and a potential home-safety visit.	Martin Reid, Stephan Scheiner	Stephan Scheiner will contact Eileen Stewart regarding fire safety advice ahead of the next Area Panel meeting.	In progress	Sept. 2026
CA6	Martin Reid to contact Emma Salcombe regarding bike rack at Essex Place.	Martin Reid	Discussed with Emma Salcombe and have visited and inspected the bike racks. We are going to add these to the EIB agenda for 8 th July as they will need new wood/struts and framing to allow these to be lowered. This could not be taken forward with EDB hence transfer to EIB to procure contractor and proceed. Emma is very happy with this solution. Response by Geof Gage	COMPLETE	24.06.26

Residents Questions, 2- star Central Area

C2.1 Parking problems during major works

Area in city	Central
Star rating	2 Star/ Local area issue
Resident Only meeting date	2/7/26
Week of Area Panel	15 th September 26
Deadline for officer response	6 th August 26
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 Request

Type of Request	Action to address parking problems during major works
Request in brief	Central residents asked for action to be taken on parking problems during major works. a) Actively address and resolve the parking conflicts arising with the current major works at Wiltshire House. b) In the future, consideration on how parking problems will be managed during major works must be an integral part of the initial planning of the project.
Further detail if needed	Wiltshire House is experiencing a lot of friction over competition for reduced parking spaces during the current major works. The situation is unsatisfactory for both Trades and residents. This problem needs to be addressed and solutions found, particularly in situations where work will be ongoing for several years.

C2.1 Response

Response
We are aware of the issue, have been in contact with the Resident Association and residents and made all attempts to accommodate parking on site. If we can be provided

with the names of residents or flats concerned, we may be able to make arrangements to accommodate parking at Hampshire Court Car park whilst the works are in progress as a solution.

As part of our project planning, we do consider parking requirements which may include the need for spaces for the site welfare and compound. Where possible we do look to reduce the inconvenience to residents and will keep this situation under review as part of our regular resident engagement on this major works programme.

C2.2 Poor drainage in tower blocks

Area in city	Central
Star rating	2 Star/ Local area issue
Resident Only meeting date	2/7/26
Week of Area Panel	15 th September 26
Deadline for officer response	6 th August 26
Name of officer responding	Mikila Beck
Officer job title	Head of Service
Contact Details	Mikila.beck@brighton-hove.gov.uk

C2.2 Request

Type of Request	There is very poor drainage in bathrooms and kitchens in all of the tower blocks, along with deteriorating pipe work. Residents requested: a) twice yearly clearing of communal waste pipes in tower blocks b) a report on what plans there are to replace out of date pipes.
Request in brief	Blocked drains and poor drainage is an ongoing problem for tower block residents, causing smells and health and safety issues. It's one of the major complaints received by Residents Association representatives. Individual residents are acting responsibly and taking measures to unblock the drains in their flat but can never clear them properly. The problem is with the communal waste pipes in the blocks. These used to be cleared regularly, but this does not appear to happen any longer.

	There is a further issue with the waste pipe work being very old and easily damaged when cleaned. These need updating and replacing.
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C2.2 Response

Response
We recognise that blocked drains and poor drainage can be frustrating for residents and can have a significant impact on their homes. However, before undertaking intrusive investigations or major replacement programmes, we need sufficient reporting and evidence to understand the nature, extent and causes of any issues within individual blocks. Residents are encouraged to report all drainage-related issues, including slow-draining sinks, basins and toilets, even where they may believe the issue has already been reported by someone else. This is important because it helps us build an accurate picture of any recurring problems, identify patterns and make evidence-based decisions about future investigations and investment. We have also written directly to residents to encourage reporting and improve understanding of how repairs are managed. All repairs' issues should be reported to our Repairs Helpdesk by one of the following methods: Phone: 01273 294 409 Email: repairs.helpdesk@brighton-hove.gov.uk Write to: Housing Repairs, Housing Centre, Eastergate Road, Brighton, BN2 4QL Web: www.brighton-hove.gov.uk/repairs Log onto your Housing Online account at: www.brighton-hove.gov.uk/housing-online Where reports indicate recurring or widespread issues, we will review the information available and consider whether further surveys, investigations or works are required. We are also ensuring that leaseholders are able to report concerns so that all relevant information is captured. In response to wider concerns regarding drainage infrastructure, the service is currently developing a planned and preventative drainage team. The intention is that this team will carry out surveys, proactive maintenance and repairs to drainage systems and, where required, identify and support the replacement of ageing drainage infrastructure. Recruitment to these new roles is currently underway. While there is no current programme of twice-yearly clearance of communal waste pipes across all tower blocks, the establishment of a dedicated preventative

drainage function will strengthen our ability to take a more proactive approach to drainage maintenance, reduce repeat issues and better inform future investment decisions regarding the replacement of outdated pipework.

C2.3 Damage to Essex Place gardens

Area in city	Central
Star rating	2 Star/ Local area issue
Resident Only meeting date	2/7/26
Week of Area Panel	15 th September 26
Deadline for officer response	6 th August 26
Name of officer responding	John Evans
Officer job title	Tenancy Services Operations Manager
Contact Details	John.evans@brighton-hove.gov.uk

C2.3 Request

Type of Request	Request for a meeting between Harry Williams, Neighbourhood Officers and Essex Place Residents Association to discuss issues with Essex Place gardens.
Request in brief	Essex Place has long encouraged people to help in the garden, and over the years have put in lots of time, money and passion into creating a lovely green space for use by all residents. Problems have arisen recently over the large-scale destruction of plants. The Residents' Association is asking for some support and advice on how to manage this problem and to help set up some rules and guidelines for communal gardens.

C2.3 Response

Response
The council encourages improvements by residents and are happy to support and advise as much as possible. The Community Engagement Team have confirmed that they will set up a meeting with the RA to discuss next steps and the ongoing work. Neighbourhood Officers will also attend said meeting and so will be privy to plans for communal gardens.

Please note the Community Engagement Officer for the Central Area, Simon Bannister

C2.3 Action

Action	Community Engagement Officer to contact RA Chair
Start date	12/08/26
End date	Ongoing

Residents Questions, 3-star Central Area

C3.1 Streamlining adaptations process

Area in city	Central
Star rating	3 Star/ City wide issue
Resident Only meeting date	2/7/26
Week of Area Panel	15 th September 26
Deadline for officer response	6 th August 26
Name of officer responding	Emma Gilbert
Officer job title	Tenancy Services Operations Manager
Contact Details	emma.gilbert@brighton-hove.gov.uk

C3.1 Request

Type of Request	Central residents asked for the adaptations process to be more streamlined and efficient. Under the present system people with disabilities have lengthy waits for crucial adaptations.
Request in brief	Flats are allocated to residents using wheelchairs before any adaptations have been made. They then apply for the adaptation, which can take up to four years. During this time they are unable to use their kitchen or bathroom and are living in accommodation unsuitable for people with disabilities. The needs of the new tenant should be considered at the point they are allocated the flat and adaptations done immediately.

C3.1 Response

Response

The adverts on Homemove include details of mobility rating and any adaptations for each property. Mobility 1 rated properties will be fully accessible for wheelchair users. For Mobility rated 1 and Mobility rated 2 households, we always request that an Occupational therapist (OT) attends at the viewing stage to see if the property is suitable for that person's needs.

If the property is not suitable then we would advise not to accept it. If minor adaptations are needed and the OT advises that the household can manage in the interim, in agreement with the tenant then we would progress with the let. In some cases the tenant may choose to accept the property in spite it not meeting their mobility needs – this is their decision to make.

If the works are more extensive/structural then this can be a lengthy process as the adaptation may require a feasibility study/survey; planning permission, a grant funding application, and specialist contractors to undertake the work.

Any resident requiring advice or information about adaptations can contact the Housing Adaptations service via Access Point. Contact details. 01273 29 55 55 accesspoint@brighton-hove.gov.uk.

C3.2 Review of Allocations policy

Area in city	Central
Star rating	3 Star/ City wide issue
Resident Only meeting date	2/7/26
Week of Area Panel	15 th September 26
Deadline for officer response	6 th August 26
Name of officer responding	Alice Morel
Officer job title	Head of Homelessness and Housing Options
Contact Details	Alice.morel@brighton-hove.gov.uk

C3.2 Request

Type of Request	Central residents are asking for a full review of the Allocations Policy.
Request in brief	The current policy is too mechanistic and inflexible. The following points were raised: • Individual circumstances are not sufficiently considered • There is poor communication between Allocations and Housing Management so potential problems are not picked up. • Individuals who have been moved because of anti-social behaviour are re-housed in unsuitable accommodation – for example following noise complaints in a high rise they are re-housed in another high rise.

	• The nature of the block or estate is not taken into account when making sensitive lets. • Prospective tenants feel pressurised to take unsuitable accommodation. • Tenants experience a lack of empathy and feel they are treated as statistics, rather than people.
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C3.2 Response

Response
We understand why residents want allocation decisions to take greater account of individual circumstances, the nature of blocks and estates, previous experiences of anti-social behaviour, and the impact on existing communities. We also recognise concerns about communication between services and how people experience the allocations process. The Housing Allocations Policy was recently reviewed and came into effect in April 2025. However, residents across a number of Area Panels have raised questions about how some parts of the policy work in practice, particularly in relation to anti-social behaviour and sensitive lets. In response, we have established a cross-Area Panel working group with residents to review the processes and procedures that support allocation decisions in these areas. The group is looking at how decisions are made in practice, how information is shared between services, whether local circumstances are properly considered, and how we can improve transparency and resident confidence. We value the experience and insight that residents bring to this work. The findings of the working group will help identify any improvements needed to processes and procedures and, where appropriate, inform future changes to policy.

C3.3 Improved communication with Estate Services

Area in city	Central
Star rating	3 Star/ City wide issue
Resident Only meeting date	2/7/26
Week of Area Panel	15 th September 26
Deadline for officer response	6 th August 26

Name of officer responding	Chloe McLaughlin
Officer job title	Estates Service Operations Manager
Contact Details	Chloe.mclaughlin@brighton-hove.gov.uk

C3.3 Request

Type of Request	Request for a quicker response to emails from Estate Services and issuing of a job reference number, as with repairs.
Request in brief	When Resident Association representatives email Estate Services they receive an autoreply saying they will get a response in ten days. Often residents wait weeks or months for a response or never receive one. This needs to be improved. It would also help if issues raised with Estate Services had a job reference, as with repairs, making it easier to keep track of and follow up.

C3.3 Response

Response
Thank you for raising this concern. We recognise the importance of timely communication and understand the frustration residents and Resident Association representatives can experience when enquiries are not acknowledged or responded to as quickly as expected. We are currently reviewing our processes to ensure enquiries are monitored effectively and that residents receive clearer updates on the progress of issues they have reported. We also recognise the value of providing a reference number for Estate Services enquiries, as this would help residents track issues and make follow-up contact easier. Unlike the repairs service, which operates through a dedicated repairs management system designed to generate and monitor individual jobs, Estate Services currently receives enquiries through a range of channels, including email, telephone calls and face-to-face contact. These enquiries vary significantly in nature and often require assessment before any action can be allocated. At present, Estate Services has one full-time and one part-time Co-ordinator managing a high volume of enquiries across the city. Introducing and administering a formal reference system for every enquiry would require additional processes and resources that are not currently available. However, we recognise the benefits of greater transparency and will explore options for improving how enquiries are logged and tracked. While it is not always possible to provide an individual response to every email received, particularly where multiple reports relate to the same issue, staff will continue to respond where updates are requested and where a direct reply is needed to progress a matter. Residents who would like a response

are encouraged to make this clear within their enquiry, and we will endeavour to provide an update wherever possible.

We are committed to improving communication with residents and Resident Associations and welcome constructive feedback that helps us develop a more accessible, transparent and responsive service.

C3.3 Action

Action	Estate Services to review response times and continue to explore ways to improve tracking and communication for resident enquiries, including providing reference numbers and direct responses on request.
Start date	24 July 2026
End date	30 September 2026

C3.4 Review of food collection service in highrise

Area in city	Central
Star rating	3 Star/ City wide issue
Resident Only meeting date	2/7/26
Week of Area Panel	15 th September 26
Deadline for officer response	6 th August 26
Name of officer responding	Juliet Evans
Officer job title	Waste Minimisation Officer
Contact Details	Juliet.evans@brighton-hove.gov.uk

C3.4 Request

Type of Request	Request for a review of how the food collection service is working in highrise blocks and a look at different solutions.
Request in brief	Central residents support the principle of recycling food waste but are concerned that the way this is operating in highrises is problematic and will lead to most people failing to do this.
Further detail if needed	The following problems were raised: The food bags have to be carried some distance to the main bins and are not strong enough. They are very thin and tend to split and leak.

	• It is difficult to find space in flats for the bins (especially where the balcony is closed in). • The bins do not have a carbon seal, so odours are released into the flat and they attract flies. This is especially problematic in hot weather. • The process of taking food waste to the outside bins is very difficult for elderly and disabled residents. People are aware they can ask for special collections but are wary about how well this would work and worried about having rotting food waste on their doorstep.
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C3.4 Response

Response
The bags provided are specially designed for food waste collections and meet the standards required by the composting facility that processes our food waste. Other brands may also be suitable if they display the Seedling logo and meet the EN 13432/14955 composability standard. Because food waste is composted within approximately 6 to 8 weeks, the bags are designed to break down naturally within that timeframe. This can mean they become weaker over time and may occasionally leak, particularly if food waste is left in them for several days. To help reduce this, residents may wish to: • Empty their kitchen caddy more frequently. • Carry the food waste to the communal bin inside the caddy itself and remove the bag when disposing of it. • Use suitable food packaging, such as bread or potato bags, to contain particularly wet food waste before placing it in the compostable liner. Residents are not required to use the kitchen caddy provided by the Council. We appreciate that space can be limited in some kitchens, and a smaller container that can be emptied more regularly may be a more practical option for some households. When the lid is firmly closed, the kitchen caddy is designed to create a good seal that helps prevent odours escaping and stops flies from getting inside. To keep the caddy fresh, we recommend: • Keeping the lid closed when not in use.

- Emptying it regularly.
- Cleaning it routinely with warm water and washing-up liquid.

The caddies are also dishwasher-safe for residents who have access to a dishwasher.

We recognise that taking food waste to communal bins may be difficult for some residents, particularly those with mobility issues or other support needs. While some residents may find it manageable to take smaller amounts of food waste due to the lighter weight, others may require assistance.

Where possible, Estates colleagues may be able to provide support. We are also keen to explore practical solutions that could help residents. One option could be providing caretakers with orange-lidded food waste caddies that can be taken around blocks to collect tied food waste bags left outside flat doors, similar to existing waste collection arrangements.

For residents in houses or properties with their own bins who are already registered for an assisted waste and recycling collection, food waste collections are included as part of that service. Food waste collections are consistently achieving over 99.5% with assisted collections only rarely being missed.

If you have any questions or need support with the service, please let us know and we will do our best to help.

C3.4 Action

Action	Estates Services to consider support options for residents who may struggle to access communal food waste bins.
Start date	24 July 2026
End date	30 September 2026

C3.5 Overstretched rubbish/recycling/food collection services

Area in city	Central
Star rating	3 Star/ City wide issue
Resident Only meeting date	2/7/26
Week of Area Panel	15 th September 26
Deadline for officer response	6 th August 26

Name of officer responding	Melissa Francis
Officer job title	Head of Environmental Services
Contact Details	Melissa.francis@brighton-hove.gov.uk

C3.5 Request

Type of Request	Request a realistic assessment and timetable for waste collection.
Request in brief	The current waste collection service is overstretched and unable to meet regular waste collection dates. Delays to collections are increasing in many parts of Central.
Further detail if needed	For residents a reliable, realistic timetable is important so you know with confidence when your waste will be collected. Concerns were raised that the waste collection service does not have sufficient staff or vehicles to deal with the amount of waste collection in the city. Environmental Services should not have timetables they are unable to meet and new services like the food waste collection should not be started unless the resources are there to ensure regular and reliable collection for all waste.

C3.5 Response

Response
Thank you for your question regarding the reliability of the city's waste and recycling collection service. We recognise that residents want confidence that their waste will be collected on the scheduled day and understand the frustration caused when collections are delayed. The Council has experienced challenges in recent years, including staff shortages, vehicle availability issues, increasing service demand and the introduction of new services such as citywide food waste collections. Improving collection reliability is therefore a key priority for Environmental Services. The Council has recently approved a significant programme of investment and service improvement aimed at strengthening the resilience and reliability of waste and recycling collections across the city. This includes ongoing investment in fleet replacement and renewal, improvements to digital round management systems, enhanced performance monitoring, and the use of operational data to redesign collection rounds so that they better reflect current waste volumes, housing growth and traffic conditions. The service has already introduced digital round management technology, providing managers with much better information about planned collections, completed work, vehicle availability, access issues and missed collections. This enables problems to be

identified and addressed more quickly than was previously possible and supports a more evidence-led approach to service improvement.

Alongside this, work is underway to review and redesign collection rounds using operational data, staff knowledge and independent route modelling. The objective is to ensure that rounds are realistic, efficient and capable of being completed consistently, while also allowing for known factors such as traffic congestion, access restrictions, vehicle downtime and seasonal pressures.

The introduction of food waste collections has been a major service change and forms part of national recycling reforms which had to be implemented by 31st March 2026. While introducing a new weekly food collection service has inevitably increased operational complexity, the Council remains committed to ensuring that all waste and recycling services are properly supported and continuously improved. The future service model includes further operational testing, performance monitoring and service standards to help ensure residents receive a more reliable and consistent collection service.

We recognise that there is still work to do and we are not complacent. However, the investment approved by the Council, together with the ongoing programme of fleet, technology and operational improvements, is specifically intended to build a more resilient service that delivers reliable collections and improves the experience of residents across the city.

The Council will continue to monitor performance closely and provide updates to residents and elected Members as these improvements are implemented.

C3.5 Action

Action	To continue to monitor performance closely and provide updates to residents and elected Members as these improvements are implemented.
Start date	July 2026
End date	Ongoing

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

E3.1 Allocations policy

Area in city	East
Star rating	3 Star/ City wide issue
Resident Only meeting date	2 nd July 2026
Week of Area Panel	9 th September 26

Deadline for officer response	6 th August 26
Name of officer responding	Alice Morel
Officer job title	Head of Homelessness and Housing Options
Contact Details	Alice.morel@brighton-hove.gov.uk

E3.1 Request

Type of Request	• The Allocations Policy was due for review and feedback by residents but this has not happened. Residents request that this review take place as soon as possible. • Residents request clarification over the letting scheme. Who gets priority over housing? • Residents request a discussion and review around the process of downsizing and transfers.
Request in brief	East residents discussed a variety of issues and raised questions around the allocations policy: • Sensitive lets • How lets are prioritised between various types of tenants • The process for elective transfers/downsizing
Further detail if needed	Sensitive lets: Residents discussed the need for more support and wraparound care and early intervention for vulnerable tenants. They also talked about the long-term negative impact on other residents in the vicinity when problems arise with tenants who aren't supported properly, and how this needs to be a consideration for the Council when allocating accommodation. Lettings policy: Questions were raised around how lettings were prioritised between those on the housing register waiting list, those who already had secure tenancies and emergency/temporary tenants. Transfer/downsizing requests: Residents noted various issues with the process and gave examples of this. One East area resident had put in a request years ago to downsize but was told that this process could only be done online and didn't get any digital support to do this. They gave up and decided to stay in their home. It would be useful to help tenants through the application process, thereby releasing larger properties to those who need it. Another East resident asked to downsize from a 4-bed to a 2-bed, but was told they had to downsize to a 1-bed. They elected to stay in their current property, thereby blocking this property from potentially being let to a larger family. Meanwhile, there are large families living in cramped conditions, sharing bedrooms, waiting for more suitable accommodation.

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E3.1 Response

Response
The Council's current Housing Allocations scheme went into effect in April 2025, there is no current review of the Allocations policy planned, however residents can feedback concerns or comments via the Area Housing Panels. This is available on the website here: Housing allocations policy and guidance Properties are shortlisted and let in accordance with the allocation scheme, this is based on banding and priority date rather than the type of tenancy held by the household who have placed a bid. There is further information around the shortlisting process available within the Allocation Policy here: Shortlisting I am sorry to hear about the issue with the resident who was looking to downsize but not able to access the register due to being digital excluded. This should not have happened a member of the service should have supported the resident to complete the application. This can either be done through the Housing Customer Services Team or via the Under Occupation Officer within the Housing Allocations Team. If the resident's details are known please can these be forwarded to me and I will ask an officer to make contact. The allocation policy does confirm that downsizing applicants are subject to the same bedroom assessment/allocation as all other applicants. This means that those with a one bed need will not be able to bid for two bedroom homes. We acknowledge this means that some residents may choose not to move to smaller properties however it is important that all allocations are made in line with the Council's published Allocation Policy.

E3.1 Action

Action	Alice Morel – Head of Homelessness and Housing Options – response added on 17/07/26
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E3.2 Security & CCTV

Area in city	East
Star rating	3 Star/ City wide issue
Resident Only meeting date	2 nd July 2026
Week of Area Panel	9 th September 26
Deadline for officer response	6 th August 26
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services
Contact Details	Justine.harris@brighton-hove.gov.uk

E3.2 Request

Type of Request	Residents request clarification around use of CCTV and any restrictions to these: • What areas can be filmed and what can't? • Who has access to CCTV footage? • How do residents find out whether the CCTV cameras are working in their area? • What are individuals allowed to do in terms of installing their own security cameras? • What are the barriers to the Council for installing CCTV cameras in particular areas/hotspots?
Request in brief	East residents are concerned about security in their neighbourhoods/blocks, and questions around the use of CCTV were raised.

E3.2 Response

Response
What areas can be filmed and what can't? CCTV cameras are generally positioned to monitor communal areas such as building entrances and exits, corridors, stairwells, lift areas, car parks and external estate spaces where there is a clear community safety need. Cameras should not be directed into residents' homes, gardens, balconies or other areas where there is a reasonable expectation of privacy, except where unavoidable and proportionate to achieve the stated purpose. Who has access to CCTV footage? Access to CCTV footage is restricted to authorised officers who require access as part of their role. Footage may also be shared with agencies such as Sussex Police where there is a lawful basis to do so, for example as part of a criminal investigation. All requests for footage are assessed in line with data protection and information governance requirements. How can residents find out whether CCTV cameras are working in their area? Residents can contact Housing Customer Services or their Housing Officer if they believe a CCTV system is not operating correctly. Many of our cameras are web based and the Council would be able to see a fault and arrange repairs where required. What are residents allowed to do regarding their own security cameras? Residents wishing to install their own CCTV, video doorbells or security cameras should seek permission from the Council requesting an alterations request through the Housing Customer Services team. Guidance will be given where installation affects communal areas, external building fabric or shared spaces. Residents must also ensure that any

recording complies with data protection legislation and does not unreasonably capture neighbouring properties or communal areas.

What are the barriers to the Council installing CCTV in additional locations?

The installation of CCTV must be justified by evidence of a significant and ongoing problem, such as crime, anti-social behaviour or safety concerns. Before installing new cameras, the Council must consider:

- Whether CCTV is necessary and proportionate.
- Whether other solutions could be equally effective.
- Data protection and privacy requirements.
- The availability of funding and ongoing maintenance costs.
- Technical requirements, including power supplies, connectivity and suitable mounting locations.

Each request for additional CCTV is assessed on its own merits, taking account of budget, available evidence, resident reports and partner agency information.

E3.3 Waste Amnesty Scheme

Area in city	East
Star rating	3 Star/ City wide issue
Resident Only meeting date	2 nd July 2026
Week of Area Panel	9 th September 26
Deadline for officer response	6 th August 26
Name of officer responding	Chloe Mclaughlin
Officer job title	Estate Services Operations Manager
Contact Details	Chloe.mclaughlin@brighton-hove.gov.uk

E3.3 Request

Type of Request	Residents request a report on the waste amnesty scheme and information on whether this scheme will be continued and further expanded to other areas.
Request in brief	A keenly awaited waste amnesty pilot scheme was being rolled out across the city. However, there has been no report on how this has gone, and whether there will be further schemes rolled out in different areas.

E3.3 Response

Response

The Waste Amnesty Pilot is now halfway through, and early feedback has been very positive. Residents have made great use of the service, helping to keep our estates cleaner and safer.

So far, more than 4.5 tonnes of waste have been collected, including:

- 7 fridge-freezers
- 13 sofas and armchairs
- 7 televisions
- 12 mattresses

As well as collecting bulky waste, residents have also donated items to the Furniture Recycling Scheme, including two armchairs, duvets and bedding. These items will be passed on to tenants who need them, helping to support others in the community while reducing waste.

Residents living in LPS blocks can still access a free bulky waste collection service when moving in or out of their home.

To book a collection, please contact the Estates Service Team on 01273 294769 or by email estatesserviceteam@brighton-hove.gov.uk

Due to a vehicle breakdown and staff holidays, the waste amnesty events originally planned for July and August have been rescheduled. The remaining four events will now take place during September and October.

Thank you to everyone who has taken part so far and helped make the pilot a success.

E3.3 Action

Action	Finish remaining four waste amnesties.
Start date	01/09/2026
End date	31/10/2026

N3.1 Allocations policy and review

Area in city	North
Star rating	3 Star/ City wide

Resident Only meeting date	18 th June 2026
Week of Area Panel	08-Sep-26
Deadline for officer response	7 th Aug 26
Name of officer responding	Alice Morel
Officer job title	Head of Homelessness and Housing Options
Contact Details	Alice.morel@brighton-hove.gov.uk

N3.1 Request

Type of Request	Residents request that the task & finish group around allocations be pushed through as a matter of high priority.
Request in brief	North Area residents reported ongoing issues around ASB, and how it was negatively impacting them. Questions around the allocations policy were raised, particularly around sensitive lets. A task & finish group was due to be set up to give residents a chance to review, discuss and feedback on the allocations policy, but this has not happened yet.
Further detail if needed	North residents reported many instances of anti-social behaviour on their estates and neighbourhoods, and described how this affected those living in the area. Examples were given of intimidation, harassment, violent crime, drug dealing, drug taking and noise nuisance. Residents felt that the allocations policy should be more mindful of who they house and where and have better awareness of, and take into consideration, the existing demographics of particular blocks so they can house tenants more appropriately.

N3.1 Response

Response
I apologise for the delay in setting up this task and finish group and can confirm this remains a live and ongoing action for the service. We have had some issues with our system running a report to identify residents to invite to the group. This is because we want to ensure that we invite residents with recent experience of ASB within their homes, as well as those who have recent experience of being allocated a home. This is to ensure the knowledge brought to this group is recent and varied. We are aiming to have the invites out by the end of the summer with then the task and finish group starting in the autumn.

N3.2 Drug-dealing, gangs on estates & lack of police presence

Area in city	North
Star rating	3 Star/ City wide
Resident Only meeting date	18 th June 2026
Week of Area Panel	08-Sep-26
Deadline for officer response	7 th Aug 26
Name of officer responding	Michael Raywood
Officer job title	Housing Manager
Contact Details	Michael.raywood@brighton-hove.gov.uk

N3.2 Request

Type of Request	Residents asked what measures were being taken to deter drug-dealing on estates, and whether police presence can be increased in problem areas.
Request in brief	North area residents reported that drug dealing and drug-dealing gangs were a recurrent problem in and around their estates and noted the lack of police presence.

N3.2 Response

Response
Officers from Sussex Police attended area panel in March 2026 and their contact details have subsequently been passed to both area resident association representatives and area PCSO's by Jan Hare from the Neighbourhood's Team. Michael has since requested police attendance at the next area panel meetings to maintain communication on their activities on reporting on estates.

N3.2 Action

Action	Update PCSO invite
Start date	July

N3.3 Maintenance of grass verges, weeds etc

Area in city	North
Star rating	3 Star/ City wide
Resident Only meeting date	18 th June 2026

Week of Area Panel	08-Sep-26
Deadline for officer response	7 th Aug 26
Name of officer responding	Michael Harris
Officer job title	Head of Parks & Leisure
Contact Details	Michael.harris@brighton-hove.gov.uk

N3.3 Request

Type of Request	Residents request a meeting with Parks & Gardens at next Area Panel. Residents also asked: 1) Can strimmers be used to deal with overgrown grass/weeds around paving? Are there plans to purchase this type of machinery? If yes, when are these due to arrive? 2) Are Parks and Gardens planning to recruit more staff? 3) Can some of the responsibilities for maintenance falling to Estates be brought back under Parks & Gardens?
Request in brief	North Area residents reported various issues around the maintenance of green areas in and around their estates: overgrown grass verges, grass growing under paving stones, overgrown weeds, grass mown but not cleared away from pavements and steps.
Further detail if needed	Residents across the North area raised various problems caused by insufficient maintenance of grassy areas, weeds etc. In some spots, the grass has been cut, and grass seeds have scattered. The grass is now growing under paving slabs, pushing these up and creating trip hazards. Other residents reported that, where grass had been cut, the cut grass hasn't been cleared off the pavements and steps, creating slip hazards. Use of glyphosate was discussed. Some residents suggested that the use of strimmers might be more appropriate to tackle certain areas. Others suggested increasing staff capacity might help to resolve the issues.

N3.3 Response

Response
Responsibility for these issues can sit across a number of services. Grounds maintenance is undertaken by the Parks & Gardens team, while weed treatment and maintenance of pavements and footpaths are generally managed by other council services such as Environmental Services and Highways. Specific locations would be required to identify the responsible team and investigate concerns.

Residents are encouraged to provide photographs and exact locations where issues have been identified, as this will help ensure they are directed to the appropriate service for action.

The use of strimmer's was suggested as a way of tackling weeds and overgrowth around paving. While strimmer's can be effective in some situations, their use in heavily used pedestrian areas requires careful consideration due to safety risks from flying debris.

Parks & Gardens currently has a staffing structure with some vacancies; however, there are no plans to increase the overall establishment beyond the current structure.

A suggestion was made to bring some maintenance responsibilities back under Parks & Gardens. This would require a wider review of service responsibilities and available resources. At present, Parks & Gardens does not have the capacity to take on additional maintenance functions.

Residents' concerns have been noted and will be shared with the relevant services for consideration.

W3.1 Lack of Street Cleaning

Area in city	West
Star rating	3 Star/ City wide issue
Resident Only meeting date	29/6/26
Week of Area Panel	16 th September
Deadline for officer response	7 th Aug 26
Name of officer responding	Melissa Francis
Officer job title	Head of Environmental Services
Contact Details	Melissa.francis@brighton-hove.gov.uk

W3.1 Request

Type of Request	Request for speaker from City Clean at the September West Area Panel
Request in brief	Street cleaning is inadequate and not providing the service residents expect. This is particularly true on estates and outside the centre of the city. West residents asked for an officer from CityClean to attend the

	September West Area Panel to answer the questions raised, address residents concerns and discuss how to improve the street cleaning service.
Further detail if needed	Questions raised for speaker to address: • Have the overall number of street cleaners been reduced? • If so, is this a permanent cut to the service? • What level of staffing does the service require to ensure areas throughout the city are kept clean and tidy? • Do street cleaners cover areas such as the grounds around an estate (eg Clarendon)?

W3.1 Response

Response
Thank you for raising concerns about street cleansing across the West area of the city. The Council recognises the importance that residents place on clean streets and neighbourhoods. Maintaining and improving the look and feel of the city remains a key priority and we understand that residents want to see a visible and responsive street cleansing service across all areas, including residential estates. The number of Street Cleansing Operatives was reduced as part of council-wide budget savings programmes around 2017. However, since that time the service has not experienced further reductions and has in fact increased. The service currently has 36 Street Cleansing staff covering the West area of the city, including Hove, Mile Oak, Hangleton, West Blatchington, Aldrington, Withdean, Preston Park, Seven Dials and parts of Patcham. Street cleansing resources are deployed across a large geographical area and are prioritised according to need. This includes routine cleansing, responding to reports from residents, addressing identified hotspots, supporting high footfall locations and responding to seasonal demands. The service continually reviews how resources are allocated to ensure they are targeted where they will have the greatest impact. The Council continues to invest in improving environmental services despite the significant financial pressures facing local government. Recent investment has included new mechanical sweeping equipment and ongoing fleet replacement programmes designed to improve reliability, productivity and the overall appearance of the city's streets. Mechanical sweepers enable larger areas to be cleansed more efficiently and play an important role in maintaining standards across the city. Like many local authorities, Brighton & Hove City Council must balance competing demands for limited resources. For this reason, alongside staffing, the service focuses on using technology, modern equipment and improved deployment of resources to maximise the cleanliness of streets and public spaces through digitalisation which has recently started and is a 12-18 month project.

In relation to housing estates, Street Cleansing teams are responsible for cleansing adopted public highways and pavements, including areas such as those surrounding estates. Housing Services also have responsibilities for cleansing and maintenance within housing land and communal areas. Where responsibilities overlap, officers work together to ensure issues are addressed appropriately.

W3.2 How does a Residents Association get recognised by the council?

Area in city	West
Star rating	3 star/ City-wide issue
Resident Only meeting date	29/6/26
Week of Area Panel	16 th September
Deadline for officer response	30 July
Name of officer responding	Hannah Barker
Officer job title	Acting Community Engagement Manager
Contact Details	hannah.barker@brighton-hove.gov.uk

W3.2 Request

Type of Request	Clarification of Resident Association Recognition policy and improvement of current practice.
Request in brief	The process by which a Tenants and Residents Association (TRA) is officially recognised by the Council needs to be clarified, communicated clearly and enforced in a fair, consistent and reasonable manner.
Further detail if needed	Currently there is a lack of clarity about both the process of recognition and whether or not an Association has formally been recognised. For example, Conway to Livingstone RA followed the guidance in the council's 'Guide to Tenant & Residents Associations Recognition Policy' at their AGM. At the June West Area Panel, they were told they were now a recognised Association and could vote in the Area Panel election. Since then, they have been told they are not yet recognised and need to hold an additional meeting. There is also no consistency or regular practise from the Community Engagement Team to monitor whether or not Associations currently meet the requirements for recognition.

	This should be part of on-going work with Residents' Associations and done in a supportive and helpful manner, not something that is worked out and enforced just before a vote at the Area Panel.
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W3.2 Response

Response
Thank you for your request to clarify our Recognition Policy and to improve how this is delivered. We agree this can and should be done and made fair, consistent and reasonable. We have started this work already and will continue to work with you to clarify and improve. Please see the plan laid out below, and look forward to working with you on it. Recognition Policy 2014; part of set of supporting documents The Community Engagement Team offer a suite of documents that guide and support TRAs to consult with their landlord and communicate with local residents. • <i>Recognition Policy 2014</i> lays out what a group needs to do to be recognised as a representative association • <i>Model Constitution 2014</i> that recognised groups should embed as their rules • <i>Engagement Conduct Guidelines 2019</i> developed with the Involvement & Empowerment Service Improvement Group • The <i>TRA Grant form</i> and <i>Guidance 2000</i> (or earlier) In the Appendices of September Area Panel pack of papers are several refreshed documents to support the above suite: • Recognition Checklist 2026 • Community Banking advice 2026 • Grants for TRA Guide 2026 • TRA Grant form 2026 Communicating and publishing these supporting policy, guides and forms To help us to actively respond to this question, and some related discussions, we will be publishing the existing policy and guidance in one place on the BHCC website as the Toolkit for Groups and sharing a pack with all the Associations across the city. We aim to complete this step in Autumn 2026. Community engagement delivery across the city The Community Engagement team will be discussing our practice over the next months. We will be supporting our Community Engagement Officers to deliver this direct support for groups consistently. We aim to complete this step in Autumn 2026. Reviewing and refreshing With the introduction of the Social Housing Regulations, and from recent conversations with groups, it is now timely for us to refresh and review of these documents with tenants and all Brighton & Hove TRAs.

We already plan to work with residents on an Area Panel Review starting in Autumn. We propose including looking at these documents as part of that work with you. This starts with an annual meeting of the newly elected co-chairs of Area Panel on 7th September. The Area Panel Review may go into summer 2027.

Conway to Livingstone TRA

Since this question was submitted (29 June) the team have been speaking directly with several of the newly elected committee to the Conway to Livingstone TRA. At the time of writing (29 July) we are looking to arrange a meeting to continue this work. We are very keen to support residents' initiative in that area.

June Area Panel

On this occasion, it was new information to me that a Conway to Livingstone AGM had been held. I was pleased to hear that had taken place. The community engagement team hadn't been involved in the election nor preparation, as is common practice. I wasn't clear what steps had been taken. it was a noncompetitive election. I suggested that even though we had not had the opportunity to check their status, in recognition of the work they had done, they could vote on that day. And we would work with them to verify their status.

We are sorry that our communications have not been as clear as we would like. We look forward to clarifying this with you, both for this local Association and area, and for us to learn from this going forward.

W3.2 Action

Actions	• Publish the Toolkit for Groups, with policy and guides, online and on paper, distributing this across all Associations • Check consistent support is offered across city by the team, through team meeting discussions. • Continue with plans, and share these with you; Area Panel Review, involving the support for TRAs policy and guides
Start date	July 2026
End date	July 2027

W3.3 How can Area Panels be improved?

Area in city	West
Star rating	3 star/ City wide issue
Resident Only meeting date	29/6/26
Week of Area Panel	16 th September
Deadline for officer response	7 th Aug 26
Name of officer responding	Harry Williams
Officer job title	Director of Housing People Services

Contact Details	Harry.williams@brighton-hove.gov.uk
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W3.3 Request

Type of Request	West residents requested information on the Area Panel Review and gave feedback on Area Panels for discussion at the Area Panel.
Request in brief	West Residents think Area Panels are not functioning effectively and that work must be done to improve this. They asked what plans there are for a review of Area Panels, what the process for this will be and how Resident Associations representatives will be involved at a fundamental level. They asked for the feed-back given below to be addressed and discussed at Area Panel.
Further detail if needed	• Questions raised by residents are often not resolved to their satisfaction. This means that either a) the same issues come round again and again in a slightly different form or b) are left unresolved and residents feel the issue has been evaded and not taken seriously. • There can be a mismatch between the official record that an item is 'completed' and residents awareness that the problem is still there. • Too much time is given to officers' reports and there is never enough time to discuss residents' concerns. • There needs to be an overview of the issues raised by residents and an attempt to tie up loose ends and take action where needed. This would help establish the priorities consistently raised by residents and could look at different ways of tackling them. • The length of time between Resident Only meetings and the Area Panels they feed into is much too long (2-3 months). This makes it difficult to maintain momentum and consistency with issues raised and means there is a long wait before pressing problems are considered.

W3.3 Response

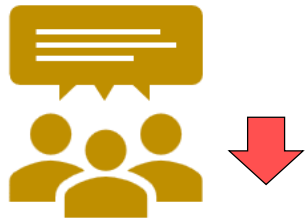
Response
We recognise the concerns residents have raised about how Area Panels currently operate, including how actions are tracked, whether issues are fully resolved, the balance between officer reports and resident discussion, and the length of time between Resident Only Meetings and Area Panels. These are important points and will help inform the next stage of development for the Area Panel process.

A review of Area Panels and their Terms of Reference is due to begin in September 2026. The first step will be a meeting involving all Area Panel Co-Chairs to discuss the purpose of Area Panels, how they operate, how residents are involved in shaping priorities, and what improvements may be needed.

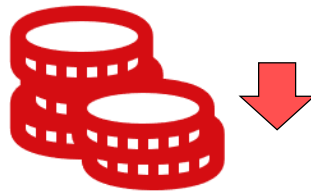
The feedback provided by West Area residents will form part of these discussions. An update on the review and next steps will be provided at the West Area Panel meeting in September.

Council housing performance

Quarter 1 2026/27 (Apr to Jun 2026)



70%
Complaint
responses within
10 working days



91.89%
Rent collection
rate



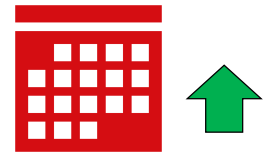
91%
Customer
services calls
answered



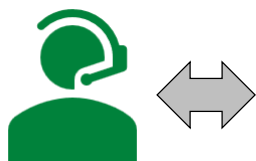
48 days
Empty home
re-let time



99.5%
Emergency
repairs within
24 hours



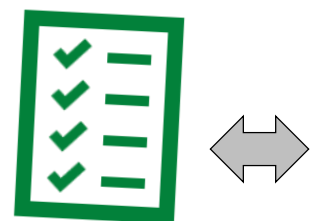
55.9%
Routine repairs
within 28 days



87%
Repairs
helpdesk calls
answered



88.5%
Dwellings
meeting Decent
Homes
standard

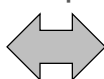


100%
Gas safety
compliance

Performance since previous quarter is:



Improved



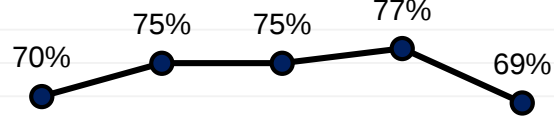
Same



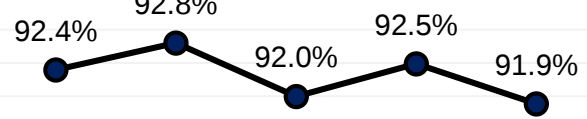
Poorer

Council housing performance – trends up to Quarter 1 2026/27

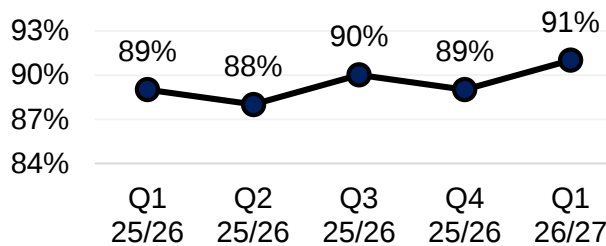
Stage one complaints responded to within 10 working days



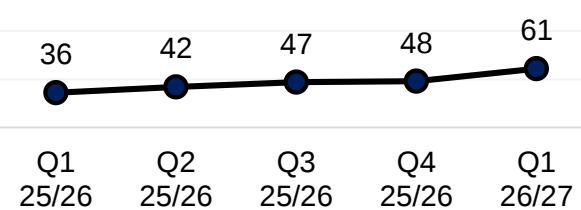
Rent collected from current council tenants



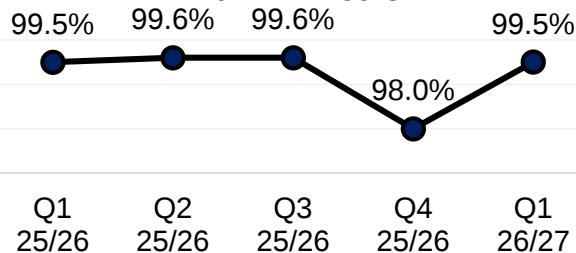
Calls answered by Housing Customer Services



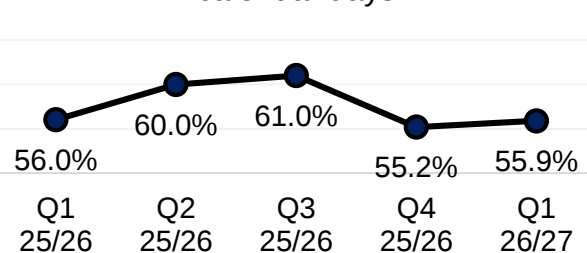
Average re-let time in calendar days excluding time spent in major works



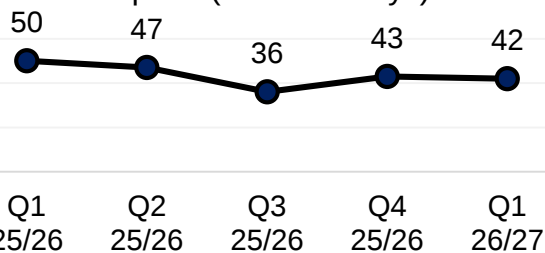
Emergency repairs completed within 24 hours



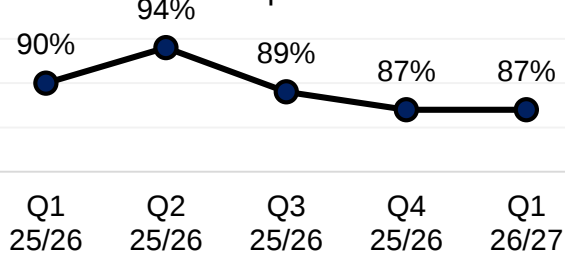
Routine repairs completed within 28 calendar days



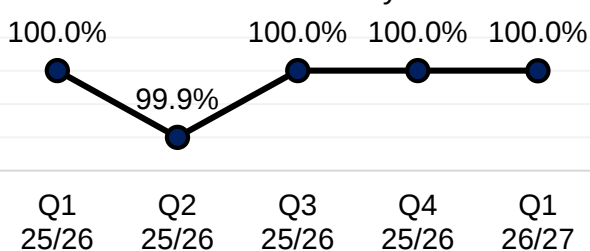
Average time to complete routine repairs (calendar days)



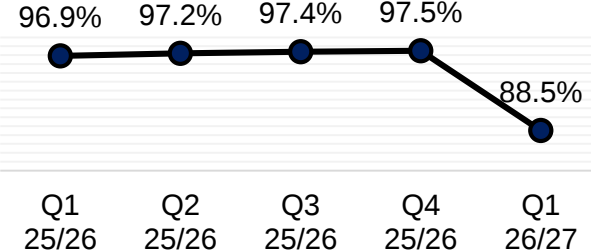
Calls answered by Repairs Helpdesk



Council homes with a valid Landlord's Gas Safety Record



Dwellings meeting Decent Homes Standard



Quarter 1 2026/27 council housing performance – key trends

Top scores (compared to target)

1. Calls answered by Housing Customer Services (91% vs 85% target)
2. Surveyed tenants satisfied with repairs: overall customer service (99.3% vs 96% target)
3. Surveyed tenants satisfied with repairs: standard of work (99.0% vs 96% target)
4. Calls answered by Repairs Helpdesk (87% vs 85% target)
5. Emergency repairs completed within 24 hours (99.5% vs 99% target)

Bottom scores (compared to target)

1. Average days to complete routine repairs (42 days vs 15-day target)
2. Stage two complaints upheld (47% vs 18% target)
3. Average time taken to approve applications for major disability adaptations to council homes (16 weeks vs 10-week target)
4. Average re-let time excluding time spent in major works (61 days vs 42-day target)
5. Routine repairs completed within 28 calendar days (55.9% vs 70% target)

Biggest improvements (since previous quarter)

1. Stage two complaints upheld (50% to 47%)
2. Average weeks taken to approve applications for major disability adaptations to council homes (17 weeks to 16 weeks)
3. Average days to complete routine repairs (43 days to 42 days)
4. Calls answered by Housing Customer Services (89% to 91%)
5. Emergency repairs completed within 24 hours (98.0% to 99.5%)

Biggest drops (since previous quarter)

1. Average re-let time excluding time spent in major works (48 days to 61 days)
2. Stage one complaints responded to within 10 working days (77% to 70%)
3. Dwellings meeting Decent Homes Standard (97.5% to 88.5%)
4. Surveyed tenants satisfied with repairs: overall customer service (99.6% to 99.3%)
5. Rent collected from current council tenants (92.49% to 91.89%)

Housing performance report

Quarter 1 2026/27

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 1 (Q1) of the 2026/27 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 the quarter are as follows:



Green – on target
(8 indicators)



Improved since last time
(9 indicators)



Amber – near target
(6 indicators)



Same as last time
(3 indicators)



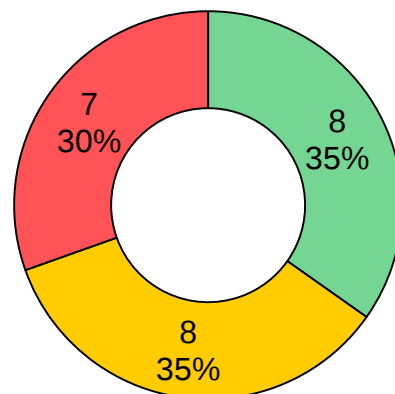
Red – off target
(7 indicators)



Poorer than last time
(9 indicators)

RAG rating for performance indicators

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



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 Customer feedback (all indicators in this table are for the financial year to date)		Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
1.1	Compliments received from customers	Info	159	180	-	-
More customer compliments were logged in Quarter 1 2026/27 (180) than across the whole of 2025/26 (159), with most of these (81%) relating to responsive repairs. Overlapping themes covering the majority these compliments included good quality repair work and resolution of issues (80%), clear updates, responsiveness and explanations (78%), polite, respectful and friendly interactions with staff (75%), and teamwork across services (58%).						
1.2	Stage one complaints responded to within 10 working days	80% (70%)	77% (781 of 1,012)	70% (183 of 260)		
1.3	Stage one complaints upheld	Info	53% (533 of 1,012)	61% (158 of 260)	-	-
The 260 Stage 1 complaints received during Quarter 1 2026/27 were most commonly about unhappiness with service delivery (23%), delays completing repairs (11%) and failure to take action following a service request (9%). Complaints were more likely to be upheld where they related to delayed outcomes, lack of information, repair delays or poor communication, and less likely to be upheld where they concerned anti-social behaviour, poor quality accommodation, or disagreement with policies and procedures.						
1.4	Stage two complaints responded to within 20 working days	Info	82% (159 of 195)	73% (45 of 62)	-	-
1.5	Stage two complaints upheld	18% (20%)	50% (98 of 195)	47% (29 of 62)		
During Quarter 1 2026/27, 62 Stage 2 complaints were investigated. These were most commonly about unhappiness with service delivery (23%), delays completing repairs (15%) and delays in providing an outcome (13%). The 29 upheld complaints were more often linked to delays in outcomes and repairs, while those not upheld more often related to service delivery dissatisfaction and anti-social behaviour.						

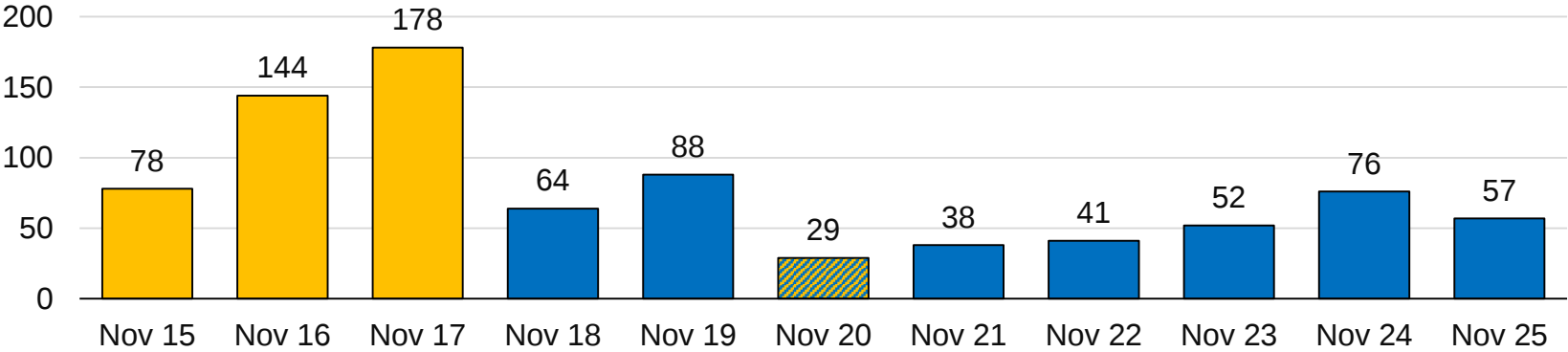
  Private sector housing		Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
2.1	Corporate KPI: Private sector homes improved by council intervention	Info	64	37	-	-
Corporate update for Q1 2026/27: The number of private sector homes that have been improved due to council intervention was 37 between 1 April 2026 and 30 June 2026. The 2026/27 target is 45 homes per quarter, so latest performance is lower. Public comparator data for other local authorities is not available. The service is continuing to monitor the completion of works so cases can be closed and interventions recorded. The total of 37 private sector homes improved so far includes 28 homes where Category 1 and 2 hazards were identified and resolved, 1 home where the EPC was improved to minimum E rating in line with MEES, and 8 HMOs where licence conditions were confirmed as met.						
2.2	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	2,486	2,896	-	-
2.3	Requests for assistance received (RFAs)	Info	125	87	-	-
The top categories for requests for assistance received during Q1 2026/27 were dampness (38%), disrepair to customer's home (21%), works required to HMOs to comply with regulations (7%) and fire safety in HMOs (6%).						
2.4	Property inspections completed	Info	345	132	-	-
2.5	... of which RFA visits	Info	43	32	-	-
2.6	... of which licensing visits	Info	302	100	-	-

  Private sector housing		Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
2.7	RFA cases closed	Info	83	61	-	-
2.8	Properties with Category 1 and 2 hazards resolved through informal actions	Info	95% (36 of 38)	100% (28 of 28)	-	-
2.9	Properties with Category 1 and 2 hazards resolved through formal action	Info	5% (2 of 38)	0% (0 of 28)	-	-
2.10	Private sector vacant dwellings returned into occupation which had been vacant for more than one year	25 per quarter	69	96		

 Housing options and homelessness		Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
4.1	Corporate KPI: Homelessness cases presenting during the prevention duty stage	45.0% (37.2%)	47.4% (219 of 462)	44.9% (229 of 510)		
Corporate update for Q1 2026/27: The proportion of homelessness cases presenting during the prevention duty stage was 44.9% (229 of 510) between 1 April 2026 and 30 June 2026. This is slightly below the 2026/27 target of 45.0% and also underperforms other local authorities within the South East of England (benchmark of 52.4%). During the quarter, work continued to focus on early intervention, strengthening the prevention approach and building close working relationships with the services most likely used by people experiencing homelessness. Recruitment has now been completed to enhance the service within the Housing Advice and Triage team as well as the Allocations team, to further increase the capacity of the wider Housing Options & Homelessness service and move it into an early intervention space. The Housing Advice and Triage 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 we are considering the next steps and whether to bring this into the mainstream, alongside other options. Alongside this the service is expanding its co-location with key partners across the city and over the next six months will be trialling a new notification pilot around those at risk of experiencing homelessness.						
4.2	Corporate KPI: Homelessness prevention cases closed with a successful prevention outcome	53.4% (52.2%)	64.8% (107 of 165)	67.5% (133 of 197)		
Corporate update for Q1 2026/27: The proportion of homelessness prevention cases closed with a successful prevention outcome was 67.5% (133 of 197) between 1 April 2026 and 30 June 2026. Furthermore, there have been 40 early intervention cases with successful outcomes, in addition to the 133 successful prevention cases. The council's work to prevent homelessness exceeds the 2026/27 target of 53.4% and outperforms other local authorities covering the Core Cities in England (target is same as this benchmark). 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 working with people with multiple 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)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
4.3	New households with a full housing duty accepted	Info	173	174	-	-
4.4	Number of households on the housing register	Info	6,046	6,244	-	-

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



 Temporary accommodation		Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
5.1	Corporate KPI: Total households in temporary accommodation	Info	2,200	2,292	-	-
Corporate update for Q1 2026/27: As of 30 June 2026, there were 2,292 households in temporary accommodation, a net increase of 92 since 31 March 2026. This is a trend indicator with no formal target for 2026/27, reflecting both local pressures and a broader national challenge. Across England, the number of households in temporary accommodation reached a record high of 134,210 at the end of December 2025, a 6% increase compared to a year before. In this context, the city's figures represent approximately 1.7% of the national total, despite having a smaller population share. This suggests a disproportionately high demand for temporary accommodation locally, underscoring the acute housing pressures facing the area. The council continues to prioritise early intervention and prevention, as evidenced by strong performance under the prevention duty, with 133 successful preventions and 40 successful early interventions achieved during Q1 2026/27. The council also continues to invest in its own temporary accommodation stock, with 32 council owned temporary accommodation homes delivered during 2025/26 through buy backs and at Palace Place, followed by 13 more delivered through buy backs during Q1 2026/27. A further 38 short-life homes were handed over during 2025/26 through the Large Panel Systems (LPS) programme, followed by 19 more during Q1 2026/27, to provide high quality TA prior to the redevelopment of these blocks.						
5.2	Rent collected for temporary accommodation (year to date including changes in arrears)	95% (90%)	95.5% (£17.4m of £18.2m)	94.6% (£4.4m of £4.6m)		
5.3	Void temporary accommodation dwellings	Info	223	234	-	-
There were 234 void temporary accommodation dwellings on 30 June 2026, of which 153 (65%) became void during Q1 2026/27. This indicator covers all types of temporary accommodation voids, including those undergoing works, and provides a breakdown of their status. Of the 234 voids, 18 were newly acquired dwellings (8%), 23 were being prepared for works (10%), 44 were undergoing works (19%), 10 were ready to let (4%), 10 were void for other reasons (4%) and 129 were with a block booked accommodation provider (55%). The relatively high number of temporary accommodation voids reflects a recent overall expansion of council owned and block booked provision, both of which help reduce reliance on comparatively more expensive spot purchased accommodation.						

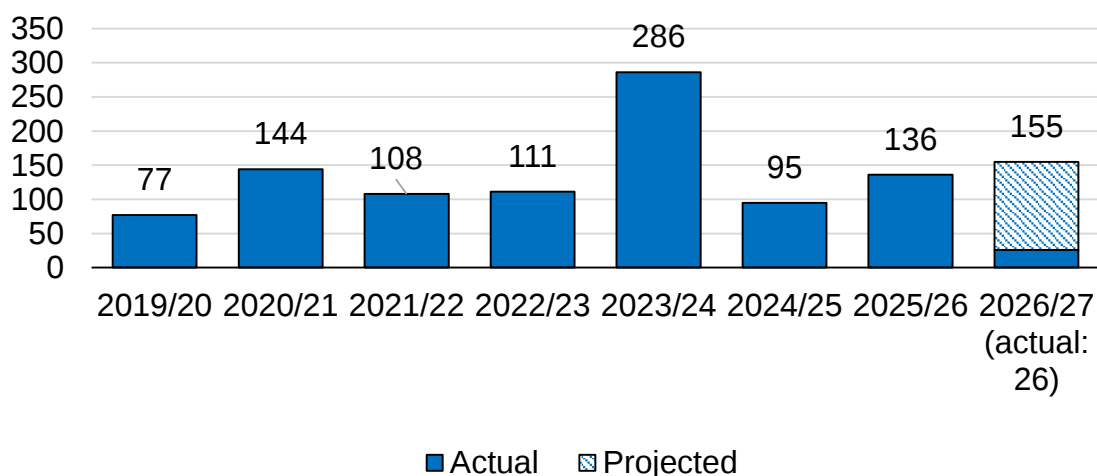
 Temporary accommodation		Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
5.4	Seaside Homes properties with a valid Landlord's Gas Safety Record	100% (99%)	99.6% (492 of 494)	99.4% (491 of 494)		

6.1 New supply of additional council homes

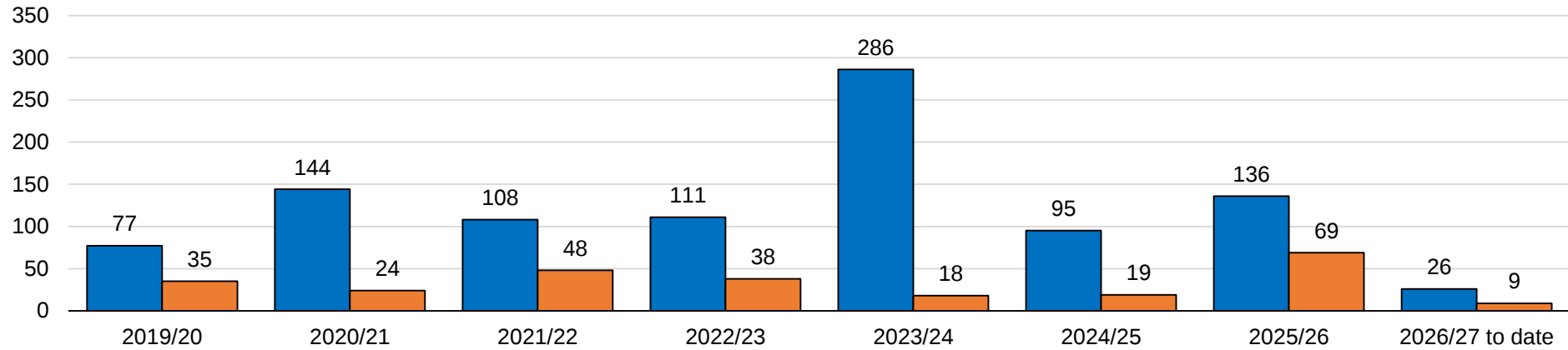
A total of 957 additional council homes were completed between 2019/20 and 2025/26, with a further 155 projected for 2026/27:

- 2019/20: 77 homes – buy backs (43), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1)
- 2020/21: 144 homes – buy backs (64), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)
- 2021/22: 108 homes – buy backs (90), Hidden Homes (8) and Oxford Street (10)
- 2022/23: 111 homes – buy backs (69) and Victoria Road (42)
- 2023/24: 286 homes – buy backs (62), Homes for Brighton & Hove rented units (49 at Quay View and 127 at Coldean Lane), Hidden Homes (4), Kubic Apartments (38), Charles Kingston Gardens (2) and Grand Parade (4)
- 2024/25: 95 homes – buy backs (74), and St Aubyns, Rottingdean (21)
- 2025/26: 136 homes – buy backs (118), Martin Road (1), Palace Place (11), and St Aubyns, Rottingdean (6). In addition to these council homes, 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.
- 2026/27: 155 homes – buy backs (130), Albion Hill Estate (2), former Hollingbury Library site (9), Frederick Street (4), Foredown Road (1), Hillside (1), Shenfield Way (3) and Beech Grove (5). This projected performance is slightly below the target of 159 for the financial year.

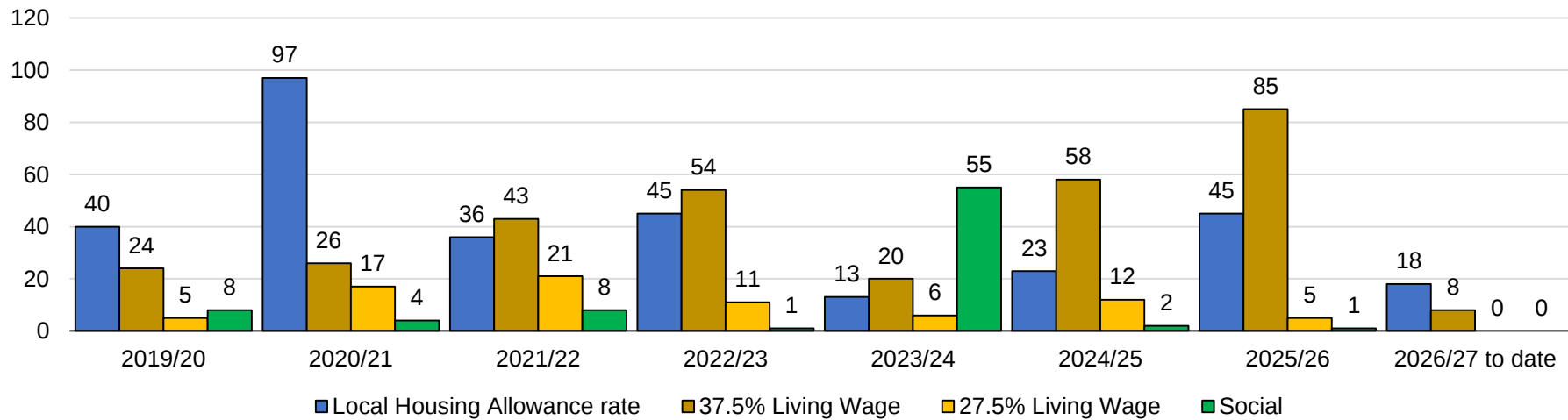
6.2 Additional council homes per year (actual and projected)



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



6.4 Additional council homes by rent level

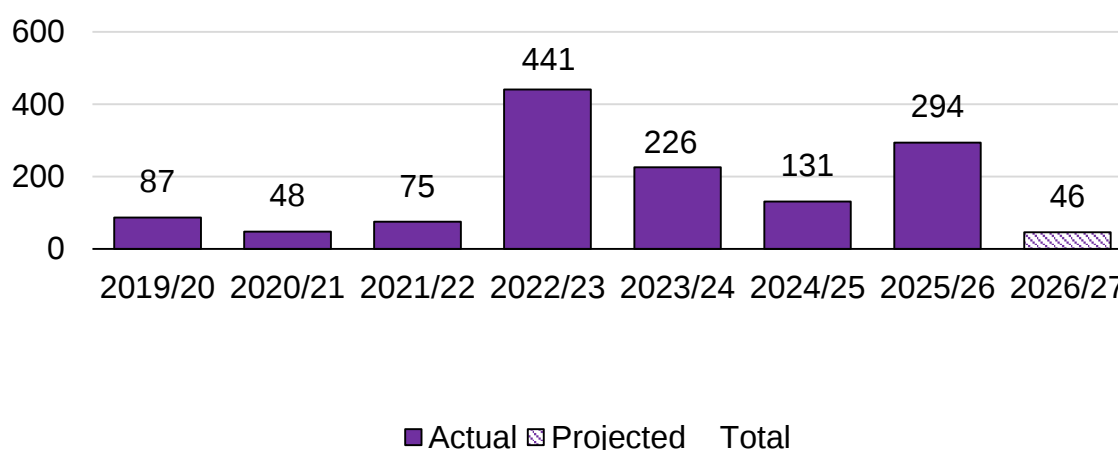


6.5 New supply of other affordable homes

A total of 1,302 additional affordable homes (567 rent and 735 shared ownership) were completed by housing providers between 2019/20 and 2025/26, with a further 46 projected for 2026/27:

- 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 Aubyns, 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)
- 2026/27: 46 homes – KAP site, Newtown Road, Hove (32 affordable rented and 14 shared ownership)

6.6 Other additional homes per year (actual and projected)



 Council housing management		Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
7.1	Corporate KPI: Rent collected from current council tenants	95.92% (94.12%)	92.49% (£70.5m of £76.2m)	91.89% (£73.8m of £80.3m)		
Corporate update for Q1 2026/27: As of 30 June 2026, the proportion of rent collected from current tenants of council owned homes is forecast to be 91.89% (£73,832,582 of £80,348,954) for the 2026/27 financial year. This collection rate currently underperforms the 2026/27 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. With the completion of the Universal Credit (UC) managed migration programme, and the movement of 1,171 tenants to UC during the last financial year, a significant change in how tenants receive benefits and pay their rent has now largely concluded. While the migration programme is substantially complete, a small number of tenants remain to transition. In Q1 2026/27, for example, we identified and supported two tenants through the move to UC. The longer-term impacts of migration to UC continue to be felt, and support for affected tenants is now being delivered as part of a business-as-usual approach. To address current levels of rent arrears, we have introduced a Rent Collection Strategy focused on prevention and early intervention. The strategy aims to identify and address payment issues at the earliest opportunity, while ensuring that the most serious cases are managed appropriately with the necessary care and support. It also recognises the ongoing impact of UC and wider welfare reforms, promotes a 'rents first' and income maximisation culture, and supports the delivery of resident-focused services. The team has continued to see a significant increase in direct payments from UC. During Q1 2026/27, £6.47 million was collected through direct payments, compared with £4.49 million during the same period last year. This reflects a substantial shift in the way rent is collected and has helped to mitigate the risk of arrears by providing a more consistent and reliable method of payment.						
7.2	Evictions due to rent arrears	Info	0	2	-	-
7.3	Evictions due to anti-social behaviour (ASB)	Info	0	0	-	-
7.4	ASB cases opened	Info	239	232	-	-
7.5	ASB cases closed	Info	207	175	-	-
7.6	Average days to close ASB cases	Info	170	141	-	-

 Council housing management		Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
7.7	Calls answered by Housing Customer Services	85% (80%)	89% (5,282 of 5,936)	91% (5,461 of 6,032)		
7.8	Emails received by Housing Customer Services	Info	6,486	7,371	-	-
7.9	Number of council homes let	Info	74	68	-	-
7.10	... of which first lets of new council homes	Info	7	30	-	-
7.11	... of which re-lets of previously occupied council homes	Info	67	38	-	-
7.12	Average 'key to key' re-let time in calendar days including time spent in major works	Info	90	106	-	-
7.13	Average re-let time in calendar days excluding time spent in major works	42 (49)	48	61		
7.14	Void council dwellings (includes new properties)	Info	139	150	-	-
There were 150 void council housing dwellings on 30 June 2026, of which 17 were newly acquired or handed over dwellings (11%), 10 were being prepared for works (7%), 94 were undergoing works (63%), 19 were ready to let (13%) and 10 were void for other reasons (7%) on this date. Furthermore, 59% of these dwellings (89 of 150) became voids during Q1 2026/27.						

 Council housing maintenance		Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
8.1	Corporate KPI: Emergency repairs completed within 24 hours	99% (97%)	98.0% (3,347 of 3,414)	99.5% (3,343 of 3,359)		
Corporate update for Q1 2026/27: The proportion of emergency repairs completed within 24 hours was 99.5% (3,343 of 3,359) for repairs completed between 1 April 2026 and 30 June 2026. This is above the 99% target and outperforms most other local authority social landlords with 10,000 or more homes (benchmark of 93.7%). Please see indicator below for more commentary about repairs.						
8.2	Corporate KPI: Routine repairs completed within 28 calendar days	70% (58%)	55.2% (3,563 of 6,451)	55.9% (3,679 of 6,576)		
Corporate update for Q1 2026/27: The proportion of routine repairs completed within 28 calendar days was 55.9% (3,679 of 6,576) for repairs completed between 1 April 2026 and 30 June 2026. This is below the 70% target and underperforms most other local authority social landlords with 10,000 or more homes (benchmark of 83.5%). The Repairs Service continues to experience significant increases in demand, driven in part by the introduction of Awaab's Law in October 2025 and rising volumes of responsive repairs. To address this, the service is actively increasing capacity through a combination of additional contractor support, recruitment of directly employed resources, and investment in apprenticeship and trainee programmes. We are also expanding proactive planned maintenance programmes in areas such as electrical, plumbing and drainage works, allowing issues to be addressed before they result in repeat responsive repairs. These measures are intended to reduce demand pressures, improve repair completion times and support a sustained improvement in performance.						
8.3	Average days to complete routine repairs	15 (17.5)	43	42		
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. While the Q1 2026/27 result of 42 days is very close to the previous quarter, the longer-term position still shows a significant improvement, with the average having more than halved between 2024/25 (97 days) and 2025/26 (45 days).						
8.4	Calls answered by Repairs Helpdesk	85% (80%)	87% (19,098 of 21,850)	87% (14,418 of 16,642)		

 Council housing maintenance		Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
8.5	Emails received by Repairs Helpdesk	Info	6,069	4,884	-	-
8.6	Online forms received by Repairs Helpdesk	Info	534	473	-	-
8.7	Surveyed tenants satisfied with completed repairs: standard of work	96% (92%)	98.9% (1,121 of 1,134)	99.0% (1,128 of 1,139)		
8.8	Surveyed tenants satisfied with completed repairs: overall customer service	96% (92%)	99.6% (1,129 of 1,134)	99.3% (1,131 of 1,139)		
8.9	Corporate KPI: Council dwellings meeting Decent Homes Standard	100% (96.3%)	97.5% (11,950 of 12,251)	88.5% (10,860 of 12,275)		
Corporate update for Q1 2026/27: The proportion of council owned homes that meet the government's Decent Homes standard was 88.5% (10,860 of 12,275) on 30 June 2026. This is below the 2026/27 target of 100% and underperforms most other local authority social landlords with 10,000 or more homes (benchmark of 94.7%). The reduction in the reported proportion of homes meeting the Decent Homes Standard reflects the council's improving understanding of stock condition as asset data continues to be updated and strengthened. 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, supported by implementation of the Asset Management Plan and ongoing work to engage residents and improve data quality. For example, new elements are being 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 asset data and give a better and more robust understanding of our stock, we are appointing external surveyors to undertake a 100% stock condition survey of our properties over a two-year period. The survey is scheduled to start in September 2026 and will include significant resident engagement. The asset management system will be updated as the work progresses. In addition, we are increasing our in-house surveying capacity with a further stock condition surveyor whom we expect to be in post in Autumn 2026.						

 Council housing maintenance		Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
8.10	Corporate KPI: Council homes that have an EPC rating of A to C	91.2% (90.8%)	89.2%	89.2%		
Corporate update for Q1 2026/27: The proportion of council homes with an EPC rating of A to C was 89.2% at the end of Quarter 1 2026/27, below the target of 91.2% for the year. Work continues to improve the energy efficiency of council homes through investment in solar photovoltaic (PV) systems, retrofit activity and heating decarbonisation. The Solar PV installation programme is nearing completion, with almost 1,000 installations delivered over the course of the programme, which is due to conclude by the end of July 2026. The Warm Homes Social Housing Fund programme is also progressing, with the first batch of Year 2 properties identified, residents contacted and more than 20 homes undergoing retrofit surveys and preparatory works ahead of retrofit activity beginning in Quarter 2 2026/27. At Walter May House, the partial decarbonisation of the communal heating and hot water system has been completed, including installation of a large solar PV system and battery storage. A further Seniors Housing scheme has now been identified for decarbonisation, with initial resident engagement completed. An updated Housing Revenue Account (HRA) Energy Plan has also been drafted, setting out future targets and a high-level delivery plan to support compliance with forthcoming Minimum Energy Efficiency Standards (MEES) requirements. However, integration issues between information systems continue to limit the ability to model stock performance and develop longer-term decarbonisation plans.						
8.11	Council dwellings with a valid Landlord's Gas Safety Record	100% (99%)	100% (9,999 of 9,999)	100% (9,959 of 9,959)		
8.12	Lifts restored to service within 24 hours	95% (90%)	93% (161 of 173)	84% (167 of 198)		
The proportion of lifts restored to service within 24 hours was 84% (167 of 198) in Q1 2026/27, below the 95% target and lower than the 93% achieved in Q4 2025/26. The number of recorded lift breakdowns increased during the quarter, from 173 to 198, while the number restored within 24 hours rose but to a lesser extent, from 161 to 167. Average lift downtime was 6 days across Q1 2026/27, but this varied by month, with lifts out of service for an average of 6 days in April, 8 days in May and 3 days in June. This reflects an atypically long time in May, followed by a much improved position on the same measure in June. The service continues to monitor lift performance and will review any recurring issues affecting response times, particularly where delays have a significant impact on residents' access to their homes.						

 Council housing maintenance		Target (amber value)	Q4 2025/26	Q1 2026/27	Status against target	Trend since last quarter
8.13	Average weeks taken to approve applications for disability adaptations to council homes	10 (26)	17	16		
8.14	Average weeks taken for contractor to complete disability adaptations to council homes	Info	20	25	-	-

 Leaseholder disputes		Q4 2025/26	Q1 2026/27
9.1	Stage one disputes opened	18	2
9.2	Stage one disputes closed	48	21
9.3	Active stage one disputes (end quarter)	32	13
9.4	Stage two disputes opened	16	8
9.5	Stage two disputes closed	16	18
9.6	Active stage two disputes (end quarter)	17	7
9.7	Stage three disputes opened	2	4
9.8	Stage three disputes closed	5	2
9.9	Active stage three disputes (end quarter)	8	10

Environmental Improvement Approved Proposals carried forward

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Committed/ spend
EIB415	West	01-Nov-22	Residents via Housing management	Harmsworth Crescent	Clearance	Accept	Remaining monies used for concrete repairs	£ 1,885.31		£1,885	<i>Completed 27/5/26</i>	£ 1,767.05
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>	
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>	
EIB565	West	05-Apr-24	Residents via Housing management	Ingram Crescent	Remaining monies used for step repairs	Accept	steps not accessible	£ 5,828.44	£3,000	£2,828	<i>Ordered</i>	£ 980.00
EIB629	East		Residents via Estates team	Bristol Estate	Path works	Accept	<i>Remaining used to replace broken bench</i>	£ 2,080.00	£2,080		<i>Ordered</i>	£ 663.60
EIB630	North	03-Dec-24	Residents via Community Engagement Team	Bates Estate	Community hub - feasibility	Accept		£ 3,000.00			<i>Used for EIB751 works completed</i>	£ 2,150.00
EIB647	Central	31-Mar-25	Residents via Community Engagement Team	Millwood centre	Door	Accept		£ 3,000.00		£3,000	<i>further investigation</i>	
EIB660	North	10-Apr-25	Residents via Housing management	Elwyn Jones Court	Awning/ gazebo	Accept		£ 2,000.00	£2,000		<i>on hold due to roof repairs</i>	
EIB669	West	02-Jun-25	Residents via Community Engagement Team	Langley Crescent	Community garden	Accept	remaining monies for plants	£ 1,939.82		£1,939.82	<i>Completed 24/4/26</i>	£ 550.00
EIB672	West	18-Jun-25	Residents via Neighbourhood officers	Meadow Close,BN41 2FG	parking restrictions/Bollards	Accept		£ 4,000.00			<i>Partially completed, consulting</i>	£ 1,746.68
EIB673	North	19-Jun-25	Residents via Housing management	Jasmine Court	Handrails/ garden tidy/raised planters	Accept	Remaining monies to be used for plants	£ 2,307.97		£2,308	<i>Due Autumn</i>	

EIB675	East	26-Jun-25	Residents via Community Engagement Team	Robert Lodge	Revarnish external scooter stores	Accept	Phase 2 summer	£ 1,150.00		£1,150	Completed 25/5/26	£ 1,670.00
EIB684	West	22-Jul-25	Residents via Housing management	Woods House	landscape improvements	Accept	Delay to floral turf due to supply issues	£ 2,440.25		£2,440.25	Partially complete, rest autumn	£ 2,288.64
EIB686	East	30-Jul-25	Residents via Neighbourhood officers	Penhurst Place	Bin store	Accept	Some planting to do in the autumn	£ 3,250.00	£3,250.00		Completed 25/5/26	£ 2,425.48
EIB687	North	04-Aug-25	Residents via Community Engagement Team	Hornby Place	washing area	Accept	Works complete, bench to supply	£ 1,893.81	£1,893.81		Completed 10/6/26	£ 771.00
EIB692	East	11-Aug-25	Residents via Community Engagement Team	Lichfield Court	Bike Storage	Accept	initial proposals/ location rejected...	£ 7,000.00	£7,000.00		Consulting	
EIB699	Central	05-Sep-25	Residents via Community Engagement Team	Ardingly Court	garden improvements	Accept	Second phase -	£ 10,834.96	£10,834.96		Completed 26/6/26	£ 8,210.13
EIB700	North	16-Sep-25	Residents via Community Engagement Team	St Georges Hall	Planters, new fence, hedge	Accept	Signs/ noticeboard still to sort	£ 2,268.81	£2,269		Noticeboard ordered waiting sign design	£ 1,454.60
EIB707	East	09-Oct-25	Residents via Community Engagement Team	Kubic Apartments	Lock/ secure bike storage	Accept	consulted/ new location	£ 7,250.00	£7,250.00		Ordered	£ 7,820.80
EIB708	East	09-Oct-25	Residents via Community Engagement Team	Sherborne Close	Open space improvements	Accept	Remaining monies for Dog zone & gate	£ 1,495.46	£1,495		Partially completed/on order	£ 3,967.02
EIB712	Central	20-Oct-25	Residents via Neighbourhood officers	33-47 Fitch Drive	Screened bin area	Accept	bins in road- find suitable locations	£ 4,000.00			Consulting on options	
EIB713	Central	30-Oct-25	Residents via Community Engagement Team	Sylvan Hall	Community room refresh	Accept	Remaining monies on blinds & furniture	£ 3,215.07			furniture delivered	£ 1,226.26
EIB716	Central	04-Nov-25	Estate inspection Central 3	Crown Hill	Gate/ clearance	Accept	remaining monies	£ 3,402.01		£3,402	Works completed 20/5/26	£ 711.21

EIB718	Central	07-Oct-25	Estate inspection Central 1	The Pines	Clearance	Accept	First procurement failed	£ 2,500.00			<i>Procuring through Arb</i>	
EIB724	West	27-Nov-25	Estate Inspection West 5	Carden Court	Refresh planters	Accept	Plants to supply	£ 1,005.00		£1,005	<i>Due Autumn 26</i>	
EIB726	West	25-Nov-25	Estate Inspection West 4	Abinger Court	signage/ fence	Accept	Need consultation for bin store as neighbour's complaint	£ 3,950.00	£3,950			
EIB727	Central	28-Nov-25	Residents via Community Engagement Team	Albion life	Signage	Accept	Garden signage/ gate adaptations -remaining monies	£ 3,500.00	£3,500		<i>procuring</i>	
EIB729	East	26-Nov-25	Residents via Housing management	Ashington Court	Secure garden	Accept	Difficulty with fence height - tree works	£ 4,000.00	£4,000		<i>Part complete, procuring</i>	£ 1,608.36
EIB738	East	11-Nov-25	Estate Inspection East 3	Lockwood Close	Tidy Up	Accept	remaining monies for planting	£ 1,705.00		£1,705	<i>Due Autumn 26</i>	
EIB739	Central	03-Dec-25	Estate Inspection Central 6	May Road	Varnish noticeboard/ clear	Accept	remaining monies to sort Noticeboard	£ 1,105.00		£1,105		
EIB741	North	16-Dec-25	Estate Inspection North 5	Tavistock Down	Clear overgrown area	Accept	remaining monies for planting	£ 1,005.00		£1,005.00	<i>Due Autumn 26</i>	
EIB742	North	16-Dec-25	Estate Inspection North 5	Tavistock Down	Replace fence	Accept	Remaining monies to sort doors	£ 8,635.78		£8,635.78	<i>procuring</i>	
EIB751	North	10-Dec-25	Residents via Community Engagement Team	Bates Estate	Revised community hub	Accept		£ 12,000.00	£12,000.00		<i>Works in progress</i>	£ 12,000.00
EIB759	Central	15-Jan-26	Residents via Community Engagement Team	Tyson Place	Secure storage in undercroft	Accept		£ 6,000.00	£6,000		<i>Works due July 26</i>	£ 4,843.42
EIB760	East	15-Jan-26	Residents via Community Engagement Team	The Manor Gym	Internal doors/ outdoor goals	Part		£ 5,000.00	£2,000	£3,000	<i>Goals ordered, pruring rest</i>	£ 1,607.63
EIB761	Central	15-Jan-26	Residents via Neighbourhood officers	Ashton Rise	Block Signage	Accept	remaining monies for bench	£ 2,030.23	£2,030		<i>Ordered</i>	£ 979.97

EIB762	North	15-Jan-26	Estate Inspection	Saunders Park View	Steps repair	Accept	remaining money for sign	£ 1,721.70	£1,722		Ordered	£ 181.61
EIB763	Central	15-Jan-26	Residents via Housing management	Southmount	cutting back vegetation	Part	Prevented from carrying out works by residents	£ 3,500.00		£3,500	paid for partial work-On hold -	
EIB764	Central	15-Jan-26	Residents via Community Engagement Team	Grosvenor Centre	lighting/ ceiling/ decs	Accept	Remaining funds to be allocated for new door together with EIB 804	£ 8,735.00	£8,735		procuring	
EIB766	Various	16-Jan-26	Housing management	various	Vouchers for schemes	Accept	remaining funds	£ 750.00		£750.00		
EIB768	Central	02-Mar-26	Residents via Neighbourhood officers	Mayflower Square	Bike storage	Accept		£ 5,000.00	£5,000		Procuring	
EIB769	Central	22-Jan-26	Residents via Neighbourhood officers	Wiltshire House	security screen for laundry	Accept		£ 2,500.00	£2,500		Door repairs done, screen ordered- delay	£ 1,289.00
EIB770	Central	22-Jan-26	Estate Inspection	Newstead	Relay patio	Accept		£ 5,000.00		£5,000.00	Ordered	£ 5,640.00
EIB771	North	23-Jan-26	Residents via Neighbourhood officers	Birdham Place	Replace board signage	Accept		£ 600.00	£600.00		Ordered	£ 219.83
EIB772	East	12-Feb-26	Estate Inspection	2-18 Findon Road	Fence/ gate/ tidy	Accept		£ 3,000.00	£2,000	£1,000	Partially complete, procuring	£ 2,084.46
EIB773	East	12-Feb-26	Estate Inspection	Camber Close	knee rail fencing	Accept		£ 850.00	£850.00		Works completed 8/5/26	£ 1,287.41
EIB774	East	12-Feb-26	Estate Inspection	Framfield	Soil/ fencing	Accept		£ 2,000.00		£2,000.00	Works completed 12/5/26	£ 2,235.00
EIB776	North	23-Feb-26	Estates Team	Burstead Close	Relocate bin area	Accept		£ 5,000.00		£ 5,000.00	Ordered	£ 6,077.71
EIB778	West	25-Feb-26	Residents via Community Engagement Team	Philip Court	Community room refresh	Accept		£ 17,000.00	£10,000.00	£7,000	Main works completed, procuring	£ 8,780.00
EIB782	Central	23-Feb-26	Estate inspection	Kebbell Lodge	Gate	Accept		£ 850.00	£850.00		Works completed 8/5/26	£ 1,011.92
EIB783	Central	05-Mar-26	Residents via Community Engagement Team	Westmount	Community room	Part		£ 5,000.00	£5,000.00		Ordered	£ 7,195.00

EIB784	Central	06-Mar-26	Residents via Community Engagement Team	Holmstead	Compost	Accept		£ 500.00		£500.00	<i>Works completed 24/4/26</i>	£ 391.50
								£203,290				£ 95,835.29
Environmental Improvement Proposals 2025/2026 - approved												
EIB785	East	06-Mar-26	Residents via Community Engagement Team	1-12 Parham Close	washing lines/ drying area	Accept		£ 2,000.00	£2,000.00		<i>Needs Consultation</i>	
EIB786	North	26-Mar-26	Residents via Community Engagement Team	St George's Hall	Fence	Accept		£ 10,000.00	£10,000		<i>Procuring</i>	
EIB787	North	27-Mar-26	Residents via Community Engagement Team	Bristol Estate	Replace bench	Accept		£ 950.00	£950.00		<i>Ordered</i>	£ 979.97
EIB788	North	11-Mar-26	Residents via Community Engagement Team	Ashhurst Road	Wildflower meadow	Accept		£ 10,000.00	£1,500	£8,500.00	<i>Noticeboard ordered, floral meadow procuring</i>	£ 1,213.47
EIB790	North	26-Mar-26	Residents via Housing management	Lindfield	Handrail	Accept		£ 2,000.00	£2,000		<i>Works completed 15/5/26</i>	£ 1,925.90
EIB791	East	26-Mar-26	Residents via Housing management	Craven Road	Block Signage	Accept		£ 600.00	£600		<i>Ordered</i>	£ 219.83
EIB792	West	25-Mar-26	Residents via Community Engagement Team	Ingram Crescent	Handrail	Accept		£ 1,200.00			<i>Ordered</i>	£ 1,829.73
EIB793	Central	26-Mar-26	Residents via Neighbourhood officers	Tyson Place	Electric	Accept		£ 10,000.00	£10,000			
EIB794	North	11-Mar-26	Residents via Community Engagement Team	The dip	Planters mural	Accept		£ 1,600.00		£1,600.00	<i>Partially completed 15/5/26</i>	£ 800.00

EIB796	Central	31-Mar-26	Residents via Community Engagement Team	Milner/kingswood	Concrete area in playarea	Accept		£ 1,200.00		£1,200.00	Ordered, asked for delay to school holidays	£ 800.00
EIB797	Central	15-Apr-26	Residents via Neighbourhood officers	Normanhurst	Bike Shelter & Water Butt	ACCEPT		£ 8,500.00			Procuring	
EIB798	Central	15-Apr-26	Residents via Neighbourhood officers	Normanhurst	Bin area improvements	ACCEPT		£ 2,500.00			Procuring	
EIB800	Central	01-Mar-26	Residents via Estates team	Tyson Place	Bin area	ACCEPT		£ 7,000.00			Works completed & invoiced 26/6/26	£ 6,463.60
EIB801	West	15-Apr-26	Residents via Community Engagement Team	Harmsworth Crescent	Bin areas	in principal	garage removal	TBC				
EIB802	West	14-Apr-26	Residents via Community Engagement Team	Harmsworth Crescent	Tidy/ clean	ACCEPT		£ 17,500.00			Procuring	
EIB803	East	14-Apr-26	Residents via Community Engagement Team	Nuthurst Place	Garden improvements	ACCEPT		£ 6,500.00			Works complete, remainder for plants	£ 5,837.18
EIB804	Central	15-Apr-26	Residents via Community Engagement Team	Tyson Place	Community Room	ACCEPT	Link with EIB 764	£ 4,000.00			Procuring	
EIB806	East	16-Apr-26	Estate Inspection	Amberley Court	Tidy/ clean/ gate	ACCEPT		£ 5,000.00				
EIB807	North	20-Apr-26	Residents via City clean	Dartmouth Crescent	Additional bin store	ACCEPT		£ 3,000.00			Procuring	
EIB809	Central	27-Apr-26	Residents via Neighbourhood officers	Mayflower Square	Secure area -ASB	ACCEPT	Part -secure	£ 5,000.00			Procuring	
EIB810	West	29-Apr-26	Residents via Community Engagement Team	Harmsworth Crescent	Bin areas phase 2	in principal	garage removal	TBC				

EIB811	West	01-May-26	Residents via Community Engagement Team	Sherbourne Close	Shrub & Tree works /Fencing	ACCEPT		£ 8,500.00			Procuring	
EIB812	East	28-Apr-26	Residents via Community Engagement Team	Donald Hall road	Bollards	ACCEPT		£ 5,000.00			Procuring	
EIB814	Central	01-May-26	Estate Inspection	Highleigh	Gate	Accept		£ 2,000.00			Procuring	
EIB815	Central	01-May-26	Residents via Housing management	Ecclesden	resurface	Accept		£ 8,500.00			Procuring	
EIB816	East	05-May-26	Estate Inspection	Framfield Court	Replace bench	Accept		£ 950.00			Procuring	
EIB817	North	05-May-26	Estate Inspection	Sylvan Hall	Knee rail/ signage	ACCEPT		£ 850.00			Procuring	
EIB819	West	05-May-26	Residents via Housing management	Woods House	Steps & drainage	ACCEPT		£ 6,500.00			Ordered	£ 5,200.00
EIB820	West	05-May-26	Residents via Housing management	Churchill House	Refurbish WC	ACCEPT		£ 5,000.00				
EIB821	East	07-May-26	Residents via Neighbourhood officers	Angmering Court	Replace fencing	ACCEPT		£ 3,000.00			Procuring	
EIB822	East	07-May-26	Residents via Neighbourhood officers	Kingscote Lodge	Create community garden	ACCEPT		£ 7,000.00			Procuring	
EIB823	Central	07-May-26	Residents via Community Engagement Team	Hollyhock	Railings	Accept		£ 5,000.00			Procuring	
EIB824	East	06-May-26	Residents via Neighbourhood officers	Bylands	Repair bike shelter	ACCEPT		£ 5,000.00			Procuring	
EIB826	East	12-May-26	Residents via Community Engagement Team	Queensway	Benches & table	ACCEPT		£ 3,000.00			Consulting	
EIB827	West	01-May-26	Estate Inspection	Clarke Court	Enhance entrance	ACCEPT		£ 3,800.00			Consulting	

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EIB828	East	12-May-26	Residents via Community Engagement Team	82-90 Whitehawk Way	replace fencing	Accept		£ 3,500.00			Procuring	
EIB829	Central	13-May-26	Residents via Housing management	Leach Court	Prune shrubs/ trees/ remove posts	Accept		£ 850.00			Procuring	
EIB830	West	14-May-26	Residents via Estates team	Conway Court	Bike Shelter	Accept		£ 7,000.00				
EIB831	North	19-May-26	Residents via Community Engagement Team	Coldean Hub	Garden/ signage.	ACCEPT		£ 9,000.00			Procuring	
EIB832	Central	19-May-26	Residents via Housing management	Rose hill Court	New Door	ACCEPT		£ 13,500.00			Procuring	
EIB833	West	20-May-26	Residents via Housing management	Evelyn Court	repaint benches	ACCEPT		£ 850.00			Procuring	
EIB834	West	20-May-26	Estate Inspection	Drove Crescent	Block numbers	ACCEPT		£ 800.00				

£ 198,150.00

£ 25,269.68

Proposals	Category	Estimate	Actual
52	Accepted/carried forward	£ 203,290	£ 95,835
2026-27 42	Accepted	£ 198,150	£ 25,270
2026-27 39	Rejected/withdrawn	£ -	
94	2026/27 Total	£ 401,440	£ 121,105
10	Investigation/ Consult	£ 76,950	

Total approved projects 94
 Projects completed 12
 Projects in progress 30

Environmental Improvement Proposals - proposals awaiting consultation

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Commitment/ spend
EIB671	West	10-Jun-25	Residents via Neighbourhood officers	Goldstone House	Bicycle storage	<i>Consult</i>		£14,000.00			Needs further investigation	
EIB702	West	18-Sep-25	Residents via Housing management	Hazelholt	Creation of disabled parking bays/ remarking	<i>Consult</i>	<i>Will be loss of parking</i>	£3,500.00				
EIB704	North	07-Oct-25	Estate inspection	Sylvan Hall	various	<i>Consult</i>	<i>Review & Consult</i>	£11,250.00				
EIB705	Central	09-Oct-25	Estate inspection	Ashington Rise	various	<i>Consult</i>	<i>Review & Consult</i>	£26,600.00				
EIB745	North	18-Dec-25	Estate Inspection North 6	Walton Bank	Clear weeds/ gravel & bin screening	<i>Consult</i>	<i>if it's what residents want</i>	£4,000.00				
EIB747	West	22-Dec-25	Estate Inspection West 5	Downland Court	Community garden refresh	<i>Consult</i>	<i>if it's what residents want</i>	£3,500.00				
EIB755	West	22-Dec-25	Estate Inspection West 5	Downland Court	Path over desireline	<i>Consult</i>	<i>if it's what residents want</i>	£7,000.00				
EIB767	North	20-Jan-26	Estate inspection	Highbrook Close	washing lines/ drying area	<i>Consult</i>	<i>if it's what residents want</i>	£600.00				
EIB808	East	27-Apr-26	Residents via Community Engagement Team	82-90 Whitehawk Way	Bike hoops	<i>Consult</i>	<i>confirm position, style</i>	£1,500.00				
EIB813	West	28-Apr-26	Cllr Alexander	Denham Place	Pathway	<i>Consult</i>	<i>Could assist with funding</i>	£5,000.00				
								£ 76,950				

Environmental Improvement Proposals 2026-2027 - proposals rejected

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	
EIB688	East	05-Aug-25	Residents via Community Engagement Team	Kingfisher Court	Increased use of old bin room	<i>Reject</i>	<i>LPS block -better to use portacabins</i>					
EIB689	East	05-Aug-25	Residents via Community Engagement Team	Kestral Court	use of laundry room	<i>Reject</i>	<i>LPS block -better to use portacabins</i>					
EIB789	North	26-Mar-26	Janice Hare	Kingscote Lodge	TBC	<i>Withdrawn</i>	<i>Proposal revised</i>					
EIB799	North	15-Apr-26	Estate inspection	Jasmine Court	Refresh communal WC	<i>Reject</i>	<i>Refer to seniors budget</i>					
EIB805	East	16-Apr-26	Estate Inspection	Cooksbridge Drive	Prune trees	<i>Reject</i>	<i>Refer to arb</i>					

Tenants & Residents Association Recognition Policy Checklist 2026

This checklist includes initial set up checklist of requirements for new Associations to be Recognised. and a follow-up checklist for Associations each year. A Community Engagement Officer will work with Associations through the process and sign off on Recognition. A copy will be shared with the Association and held on record by the Community Engagement Team (CET)

New Association

Association formation (launch meeting)

Requirement	Yes/No	Notes
Public launch meeting held		
Each household received an invitation		
Residents elected to administer association		
Resident elected as Area Panel representative		
Copy of meeting notes sent to CET		

Constitution

Requirement	Yes/No	Notes
Is in line with Model Constitution		
Area of Association defined		
Equal opportunities statement included		
Conflict of interest procedures included		

New Group Recognition verification:

Association Name: _____

Association Committee Member: I have read and understand the Recognition policy.

Name: _____ signed _____ date: _____

Community Engagement Officer: I agree this Association has achieved Recognition.

Name: _____ signed _____ date: _____

Verification Date: _____

Review Date: _____

Annual Recognition checklist for Associations

This list is to be checked, signed and saved each year at Annual General Meeting.

Meetings and governance

Requirement	Yes/No	Notes
At least four general meetings held		
Meeting records maintained		

Annual General Meeting (AGM)

Requirement	Yes/No	Notes
AGM held within three months of due date		
All households receive an invitation		
Examined accounts presented		
Committee elected democratically		
Area Panel representative elected		
AGM minutes sent to CET		

Conduct and compliance

Requirement	Yes/No	Notes
Comply with Engagement Conduct Guidelines		
Equal opportunities principles followed		
Conflicts of interest declared and managed		

Annual Recognition verification:

Association Name: _____

Association Committee Member: I have read and understand the Recognition policy.

Name: _____ signed _____ date: _____

Community Engagement Officer: I agree this Association has achieved Recognition.

Name: _____ signed _____ date: _____

Verification Date: _____

Review Date: _____

Tenants & Residents Association Grant Guide

This grant scheme supports Recognised Tenants and Residents Associations with their running costs, if they meet the Recognition Policy.

The council will fund reasonable costs that help groups represent council tenants and leaseholders in consultation with the council and other public services.

Grants are based on a planned yearly budget. You can claim at any time, but we recommend submitting one claim to cover the full year's activities.

All grant applications must be completed with a Community Engagement Officer (CEO). The CEO must sign the form to confirm the application has been discussed.

To request a Grant Application Form, contact your CEO or the Community Engagement team; Community.Engagement@brighton-hove.gov.uk or 07717 302986 / 01273 291518

Who can apply?

Your association can apply if:

- It is officially Recognised by the Council
- Its accounts are independently examined each year by the Resource Centre
- You provide a copy of the latest examined accounts with your application

What the grant can and cannot cover

The grant can cover:

- Costs of taking part in consultation with the council
- Communication with residents about your work
- Reasonable expenses to promote residents' interests
- Administrative costs including stationery, supplies, room hire, transport, carer costs, and refreshments

The grant cannot cover:

- Social events not related to consultation
- Equipment purchases (e.g. computers, furniture)
- Running costs of a community space (insurance, licensing, phone or internet contracts)

What you need to apply

- A copy of your examined accounts
- A copy of your bank/building society mandate
- A yearly budget showing expected spending
- A completed claim form signed by your CEO

Additional guidance for treasurers

The grant must only be used for running the association. If unsure, contact your Community Engagement Officer.

Your committee should agree on how spending decisions are made, and all members share responsibility for supporting the treasurer.

If you have multiple bank account signatories:

- Spending up to £50 can be approved after purchase
- Spending over £50 should be approved in advance

If you use The Wave Credit Union:

- It offers free banking but does not allow multiple signatories
- You may need to update your constitution
- The Wave Credit Union is our recommendation for banking for new accounts

Specific spending guidance:

- Clearly record transport, postage and telephone costs
- Use Pay As You Go mobile phones where possible
- Do not charge bundled packages (e.g. internet + TV + phone)
- Agree phone cost reimbursements with your CEO

Application process

You will need a meeting with your CEO before approval. This ensures you understand the rules and get support.

Changes to your association

Contact your CEO if bank signatories change or the association closes.

Payment

- Paid directly into your account
- Paid in advance for the year

- Any unspent balance is deducted from the new payment
- Please inform your CEO when payment is received.

Information required

- Association name
- Chair's name and address
- Treasurer's name and address
- Other signatories' names and addresses
- Bank details (name, account, sort code, account number)
- Planned spending:
 - o Stationery
 - o Postage
 - o Telephone
 - o Room hire
 - o Carer costs
 - o Transport
 - o Refreshments
 - o Other
- Current balance of grant funds

How this links with Brighton & Hove City Council Engagement Strategy

The approach to grant governance aligns with BHCC's published [Tenant & Leaseholder Engagement Strategy](#) (available on the council website and on request)

It reinforces principles of transparency, fairness, and accountability in how resources are allocated to support tenant-led activity. This guidance supports clear and proportionate grant processes which complements the Strategy's commitment to meaningful resident involvement, ensuring that funding decisions are consistent, open, and demonstrably linked to tenant priorities and community outcomes.

Tenant & Resident Association Grant Application Form

Your association can apply for a grant if:

- ✓ It is recognised by the council
- ✓ The accounts are examined annually by the Resource Centre

What can the grant cover?

- ✓ Cover costs incurred in taking part in consultation with the council and in telling local people about what you are doing
- ✓ Cover reasonable expenses to encourage involvement and promote the interests of residents
- ✓ Administrative costs such as stationery, postage, refreshments
- ✓ It doesn't cover social activity costs, or events that are not related to community consultation and issues

To apply for a grant, we will need:

- ✓ A copy of your examined accounts
- ✓ A copy of your latest bank statement or new bank/ building society mandate
- ✓ You to complete the section on the back of this form

Further Guidance

Please ask to see the TRA Grant Guide, for more about the purpose of the grant, guidance for treasurers, how to agree expenditure, how we will pay you.

What you need to do next:

Once you have the required information together, including the completed application form, you'll need to contact your Community Engagement Officer to make an appointment to discuss the application.

Email: community.engagement@brighton-hove.gov.uk

Phone: 01273 291518 / 07717 302986

Address: Room 166, Hove Town Hall, Norton Road, Hove, BN3 3BQ

Application Form

Name of Association: _____

Name of Treasurer: _____

Address of Treasurer: _____

Treasurer Email: _____

Treasurer Phone: _____

Name of Bank/Building Society: _____

Name of Account: _____

Branch Address _____

Account Number _____ **Sort Code:** _____

Please attach a copy of the Bank or Building Society Mandate:	Attached	Yes / No
Please attach a copy of the most recent balance of accounts:	Attached	Yes / No

Planned expenditure from _____ **to** _____

Stationery: _____

Postage: _____

Telephone Calls: _____

Hire of Rooms: _____

Carers Costs (crèche, family member etc): _____

Transport: _____

Refreshments etc for meetings: _____

Other (please state): _____

Total: _____

Balance remaining from previous grant: _____

Amount requested for coming year: _____

Treasurer Signature _____ **Date:** _____

CEO Signature _____ Date form signed off: _____

CE Administrator name _____ Date of submission to Finance: _____

Community Groups and Residents Associations Banking Options

For community groups, charities, and residents' associations, the most important features of a bank account are low or no fees, simple administration, dual signatories, and good support for non-profit organisations.

Advice for Tenants & Residents Associations in Brighton & Hove

The Resource Centre can support with advice on banking for your group. You can call them on 01273 606160, arrange an appointment in person, or visit their website at resourcecentre.org.uk/information/bank-accounts-for-community-and-voluntary-organisations/

The Community Engagement Team have compiled this information about banking options. We recommend WAVE Community Bank. (to date June 2026)

There are lots of banks on the market, and different accounts the banks offered can change. If you find any of the information we have provided to be out of date, or better options, please let the Community Engagement Team know!

Our Recommendation:

WAVE Community Bank (Credit Union)

The Community Engagement Team recommends WAVE because this service is free and is a strong ethical choice.

wavecb.org.uk/community-group-accounts/

"If you run a community group then Wave Community Bank can help keep your money safe and accessible at all times. Community groups can use their accounts with us to have grant funding paid into and to receive donations. "

Their accounts differ from standard community bank accounts;

- No monthly charges
- They don't offer cheque books

- Deposits are made via electronic transfer only
- Withdrawals are via electronic transfer to nominated bank accounts
- Cash can be withdrawn with notice
- Payment card on a Savings Account acts like a bank debit card
- Only one person authorizes transactions (rather than the more usual two) *however*, your group can add a *supplementary policy* to your constitution or agreed group rules, to ensure strong democratic group practice. (see next below)

You may change your constitution to require that although only one person makes the transaction, ALL transactions must be pre-approved by a Finance Working Group – three committee members working together to oversee finances.

This puts accountability and scrutiny with the committee whilst enabling a flexible and responsive process for managing your money.

Your Community Engagement Officer can help your group update your group's rules with this amendment.

Supplementary Policy - Finance Working Group

This supplementary policy was agreed at a General Meeting on *{insert date of your meeting}*

Its purpose is to establish and strengthen financial management practice within *{insert name of your group}* as it takes on its own bank account.

1. The *{insert name of your group}* will open an account with the Wave Community Bank and this supplementary policy has been put in place for the management of this account
2. To oversee financial transactions, the *{insert name of your group}* will establish a Finance Working Group (FWG) made up of at least three people, two of whom must be committee members
3. The Wave Community Bank does not issue cheques, and all withdrawals are via electronic transfer to nominated bank accounts. The FWG may set up nominated bank accounts and make payments as required provided that this is authorised by at least two of the FWG membership in advance and reported to the next committee meeting for minor transactions or directly to the Chair for larger transactions of £100 or over.
4. The FWG may make use of the Wave Community Bank online banking facility. As this account is password protected with access linked to one name, transactions may be processed by just one

member of the FWG, provided that the internal steps for agreement in point 3 above are followed.

5. The FWG will provide a finance update at each forum meeting and will work with an independent auditor to produce more detailed accounts/annual financial report as required.

Other bank accounts for groups

There are lots of banks on the market, and different accounts the banks offered can change. If you find any of the information we have provided to be out of date, or better options, please let the Community Engagement Team know!

What to Look for in a Bank Account

Key features to prioritise include dual authorisation for transparency, low or no fees, easy changes to authorised signatories, online banking access for multiple users, and good onboarding support.

Simple Rule of Thumb

Small or informal groups can consider Lloyds.
Growing or more structured groups could consider Unity Trust Bank.
Registered charities could consider CAF Bank or Co-operative Bank.

Top UK Banks for Community Groups

Community Banking guide

[Voluntary Organisation Account finder | UK Finance](#)

This guide was recommended by one of the high street banks. It looks like a good overall source of information and links.

Unity Trust Bank

[Unity Trust Business Current Account](#)

- For Registered and Unregistered Charities, Trusts, Foundations, Community Interest Companies, Charitable Incorporated Organisations, Mutuals, Clubs & Societies.
- Partners with local Post Office, NatWest (England and Wales), RBS (Scotland) or Ulster Bank (Northern Ireland) for counter services.

- Unity Trust Bank focuses on ethical banking and supports cooperatives. It offers flexible account management including dual authorisation and good online banking tools.
- Not free. £7 monthly fee.

CAF Bank Charities Aid Foundation

[CAF Bank | Charity Banking & Investment Services](#)

Good for registered charities and established community groups.

CAF Bank is designed specifically for charities and has a strong reputation in the sector. It offers online banking with multi-user access and provides good support for trustees. However, account opening can be slower and it may not be suitable for informal or unregistered groups.

Co-operative Bank Charity and Community Bank Account

[Charity and Community Account | Business Accounts | The Co-operative Bank](#)

For registered charities, co-operatives, credit unions and community-interest companies. Previously named Community Directplus.

Lloyds Bank Community and Charity Account

[Community and Charity Accounts | Business | Lloyds Bank](#)

- For Clubs or societies that benefit the local or wider community but are not registered charities; not-for-profit organisations.
- Not free. Account fees £4.25 per month, plus additional fees for cash in or out – June 2026)

Barclays Charity Impact Account

[Charity Impact Account | Business Banking | Barclays](#)

- For registered charities, excepted charities, federated associated charities or community interest companies.
- No monthly fees
- Barclays Community Account is no longer available.

Natwest Community Bank Account

[Community bank account | NatWest Business](#)

- To qualify for free banking at least one of the parties named in the application must be an existing NatWest personal or business banking customer. Free banking is subject to status.
- If you have a Community Bank account, have a minimum of 2 and up to 4 signatories you are able to apply for Bankline for Communities is a digital

service lets groups set up multiple users and digitally sign payments together – just like co-signing a cheque

EDB Report Summary of Bids and Projects

CENTRAL

Quick Bids Completed since last quarter

- **Leach Court Social Club (May 26):** Lifelines activity sessions £700. Complete June 26.
- **Rosehill Court (May 26):** Gardening items and celebration event £810. Complete July 26.
- **Brooke Mead (May 26):** Drawing and making sessions with Fabrica £700. Complete July 26.
- **Lavender House (May 26):** Gardening project £501. Complete July 26.

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

- **Lavender House (May 25):** yoga classes. Complete June 26.
- **Brooke Mead (May 26):** Pegasus puppetry sessions £4900. Complete July 26.
- **Lavender House (May 26):** Lifelines activity sessions £7794. Complete July 26.
- **Rosehill Court (May 26):** Computer project £5446.79. Complete July 26.
- **Third Space Theatre (May 26):** Drama club project at Brighton Youth Centre £9900

Main Bids Outstanding

- **Grosvenor Centre Management (May-24):** Community room items £6,365.95. £1000 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.

Community Engagement



- **Somerset Point (May 25):** Activities, outings and equipment. With Simon Bannister to manage funds. £2063 remaining.
- **Leach Court (May 25):** Activities, outings and equipment. With Simon Bannister to manage funds. £230 remaining.
- **Sloane Court Tenants (May 26):** Exercise classes £2400. On-going, EDB Officer to pay teacher.
- **Lavender House (May 26):** Exercise classes £2400. On-going, EDB Officer to pay teacher.
- **Leach Court (May 26):** Activities and equipment £4464. With Simon Bannister to manage funds.
- **Somerset point (May 26):** Activities and equipment £4464. With Simon Bannister to manage funds.

EAST

Quick Bids Completed since last quarter

- **Brighton Natural Health Foundation (May 26):** Mindfulness sessions at Robert Lodge £990. Complete June 26.
- **Whitehawk Amateur Boxing Club (ABC) Monday Youth Group (May 26):** Youth boxing group £980. Complete June 26.

Quick Bids Outstanding

- Whitehawk Valley (May 26): Valley social office regeneration £801.90.

Main Bids Completed since last quarter

- **Diggers and Enthusiasts (May 26):** Community gardening project £10,000. Complete June 26.

Main Bids Outstanding

- BELTA (May 26): Art and support sessions in BELTA community room £8925

NORTH

Quick Bids Completed since last quarter

Community Engagement



- **Jubilee Court (May 26):** Greenhouse and garden items £999. Complete June 26.
- **Lindfield Court (May 26):** Garden project £1000. Complete June 26.
- **Lindfield Court (May 26):** Kitchen refresh £974. Complete June 26.
- **Jasmine Court Residents Association (May 26):** Fish and chip socials £1000. Complete July 26.

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.
- **St Georges Hall (May 26):** Lunch club funding £976.
- **Jasmine Court Residents Association (May 26):** Exercise classes £1000. On-going, EDB Officer to pay teacher.
- **Friends of Hodshrove Woods (May 26):** Water collector for trees £979. Waiting on invoice from contractor.
- **Jubilee Court (May 26):** Exercise classes £1000. On-going, EDB Officer to pay teacher.
- **Bramble Way (May 26):** 3 x bids for various gardening projects £1000. Waiting on document from contractor.

Main Bids Completed since last quarter

- **Lindfield Court (May 26):** Activities, gardening and seated exercise classes £5500. Complete May 26.
- **Coldean Village Bingo (May 26):** Bingo club costs £8651.72. Complete June 26.
- **Third Space Theatre (May 26):** Drama club in Hollingdean £9720. Complete June 26.
- **Mural Artist (May 26):** Mural at Horton Road flats £10,000. Complete June 26.

Main Bids Outstanding

- **Laburnum Grove Social Group (May 26):** Exercise classes £2400. On-going, EDB Officer to pay teacher.
- **St Georges Hall (May 26):** Social space activity £5274.99.

WEST

Community Engagement



Quick Bids Completed since last quarter

- **Churchill House (May 26):** Gardening vouchers £800. Complete June 26.

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

- **Woods House (Nov-24):** Exercise classes and celebration event £2,800.00. Complete July 26.

Main Bids Outstanding

- **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 July 2026

Area	Total Budget	Remaining
Central	£44,482.60	£2.81
North	£61,010.90	£10,486.19
East	£42,512.60	£20,815.70
West	£48,993.90	£48,193.90

Waste Management

Area in city/ citywide:	Citywide
Presented by:	Chloe McLaughlin Chloe.mclaughlin@brighton-hove.gov.uk
Appendix:	

Purpose:

The purpose of this report is to provide Area Panel members with an update on the Waste Amnesty Pilot, outline proposals for a wider waste management, and seek comments and feedback from residents and panel members before future arrangements are developed and implemented.

Main body of the report:

The Waste Amnesty Pilot is now halfway through and has received very positive feedback from residents. A full consultation with residents in the pilot areas will take place later this year.

So far, the pilot has collected over 4.5 tonnes of waste, including 7 fridge-freezers, 13 sofas and armchairs, 7 televisions and 12 mattresses, helping to create cleaner, safer and more welcoming estates.

The pilot has also supported sustainability through the donation of reusable items, including two armchairs and several duvets and bedding sets, which will be redistributed for community use.

Due to an unexpected vehicle breakdown, the July and August Waste Amnesty events could not take place. The remaining four events have now been rescheduled for September and October.

Building on the pilot's success, the Estates Service Team is exploring a wider Waste Management Programme. Any future arrangements will be informed by pilot outcomes, resident feedback and available budgets.

Proposals being considered include:

- Regular Waste Amnesty events
- Increasing capacity to remove graffiti
- Scheduled jet washing of bins and bin areas

- An enhanced bulky waste collection service delivered in partnership with Environmental Services, using the same pricing structure and terms and conditions to provide a consistent One Council approach.

Conclusion The Waste Amnesty Pilot has delivered encouraging results, with strong resident engagement and positive improvements to estate cleanliness and safety. The proposed Waste Management Programme aims to build on this success through a range of practical initiatives that support cleaner, safer and more sustainable neighbourhoods.

We welcome feedback and suggestions from Area Panel members and residents as these proposals continue to be developed.

Next Steps/how to get involved:

Residents can get involved by sharing their views on the proposals outlined in this report. Comments, suggestions and local knowledge from residents will help identify priorities and support the development of services that contribute to cleaner, safer and more sustainable neighbourhoods for everyone.