

# Housing Management Panel: West Hove & Portslade Area

Date: 17 June 2026

Time: 6.00pm

Venue Hove Town Hall Council Chamber

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

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

Agendas and minutes are published on the council's website [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk). Agendas are available to view five working days prior to the meeting date.

Electronic agendas can also be accessed through our meetings app available through ModernGov: [iOS/Windows/Android](#)

This agenda and all accompanying reports are printed on recycled paper

# AGENDA

<b>PART ONE</b>	<b>Page</b>
<b>1 WELCOME, INTRODUCTIONS &amp; APOLOGIES</b>	<b>5 - 6</b>
<b>2 CO-CHAIR ELECTION PROCESS</b>	
<b>3 MINUTES AND ACTIONS OF THE PREVIOUS MEETING</b> Minutes of the meeting held on 18 March 2026.	<b>7 - 14</b>
<b>4 ACTIONS</b>	
<b>5 RESIDENTS QUESTIONS - 2 &amp; 3 STARS</b>	<b>15 - 38</b>
<b>6 BREAK</b>	
<b>7 PERFORMANCE UPDATE</b>	<b>39 - 60</b>
<b>8 HEALTH &amp; SAFETY AND HOARDING UPDATE</b>	<b>61 - 66</b>
<b>9 TENANT INVOLVEMENT DISCUSSION</b>	
<b>10 POSITIVE COMMUNITY NEWS</b>	
<b>11 ANY OTHER BUSINESS</b>	<b>67 - 84</b>

**FURTHER INFORMATION**

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

**FIRE / EMERGENCY EVACUATION PROCEDURE**

If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by council staff.

It is vital that you follow their instructions:

- You should proceed calmly; do not run and do not use the lifts;
- Do not stop to collect personal belongings;
- Once you are outside, please do not wait immediately next to the building, but move some distance away and await further instructions; and
- Do not re-enter the building until told that it is safe to do so.

Date of Publication - Date Not Specified



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

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

<b>When</b>	<b>17:30 - 18:00 Housing surgery – for individual enquiries 18:00 - 20:00 West Housing Area Panel</b>
<b>Venue</b>	<b>Hove Town Hall Council Chambers,</b> Norton Road, Hove, BN3 3BQ.
<b>Join via the Internet or phone call</b>	<p><b>Attend via video link:</b> Please type the following address in your browser:</p> <p>If the link above does not work, you can join through the Zoom website <a href="https://zoom.us/join">https://zoom.us/join</a> Join a Meeting with these details:</p> <p><b>Meeting ID: 883 4343 8727</b> <b>Passcode: 45678</b></p> <p>Want to borrow a tablet? Let the team know!</p> <p><b>OR phone in:</b> If you cannot use a desktop, smartphone or tablet to connect to the internet, you can access the Area Panel meeting through a phone call: With a landline phone, call one of the following numbers and type in the meeting ID and passcode above when asked:</p> <p>+44 131 460 1196 / +44 203 481 5237 / +44 203 481 5240</p>
<b>Transport</b>	<p><b>We can help with transport costs:</b></p> <ul style="list-style-type: none"> <li>• Taxis can be requested by people with mobility issues, ask the Community Engagement Team for the code.</li> <li>• If you drive, you can claim mileage and parking costs through your resident association grant, or via your Community Engagement Officer.</li> </ul>

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



## West Area Panel 18.03.26

### Minutes

#### Attendees:

Cllrs: Nann (Chair), Miller, Cattell, Parrott

Residents: Malcom Campbell, Alex, Helen Jardine-Hodges, Murial Briault, Alison Gray

Officers: Hannah Barker, Justine Harris, Chloe McLoughlin, Sam Crick, Harry Williams, Francis Mitchell

Press: Sarah Booker-Lewis

#### 1 – Welcome, Introductions and Apologies

1.1 Apologies were received from Martin Reid.

#### 2 – Chair's Communications

2.1 No communications were delivered.

#### 3 – Minutes and Actions of the Previous Meeting

3.1 The minutes of the previous meeting were agreed as correct record.

3.2 Concerns were raised regarding meeting invitations only being distributed digitally.

- i. **ACTION** – Hannah Barker to ensure that attendees are invited through other means to avoid digital exclusion.

3.3 The Chair read each action and the associated response in turn.

#### 4 – Review and Approve Residents Questions

##### 4.1 W3.3

Helen Jardine-Hodges stated that it was difficult to disincentivise individuals from feeding wildlife and questioned what could be done to prevent this occurring in future.

- 4.2 Councillor Miller stated that feeding wildlife should be considered antisocial behaviour and suggested the installation of CCTV cameras as a potential solution.
- 4.3 Harry Williams stated that CCTV would be limited in its ability to solve this issue in particular, and suggested signage as an alternative.
- 4.4 Alex agreed with the use of signage to dissuade the feeding of wildlife.
- 4.5 Cllr Miller suggested tracking the license plates of those feeding wildlife.
- 4.6 The Chair suggested that PCSO's could support with this issue.
- 4.7 Harry Williams stated that Estates Officers could assist with the prevention of feeding wildlife.
- 4.8 Cllr Miller stated that they were looking at potential dates for a meeting with residents of Conway Court.
- i. **ACTION** – Hannah Barker to follow up with Cllr Miller regarding meeting with residents of Conway Court.
- 4.9 W3.4  
Alison Gray stated that this issue was raised 6 months prior and questioned why a resolution was taking so long and stated that the response was unacceptable.
- 4.10 Alison Gray stated that several residents without email addresses were left out.
- 4.11 Hannah Barker outlined the process of setting up a new Housing Database, as well as outlining the process by which papers and documentation are provided to residents.
- 4.12 Hannah Barker stated that approximately one-third of Council tenants do not use email, and that paper copies of documentation can be provided upon request.
- 4.13 Muriel Briault questioned why they had not been contacted regarding the EDB and expressed dissatisfaction with the delivery services provided by Royal Mail.

- 4.14 Justine Harris outlined how this would be dealt with, suggesting that documentation and invitations would be sent to residents at an earlier date.
- 4.15 Sam Crick outlined other methods of resident engagement.
- 4.16 Alison Gray stated that they were not invited to this months EDB panel and questioned why emails could not be printed and mailed to residents who were not proficient in the use of technology.
- 4.17 Alison Gray requested the attendance and location information for upcoming digital inclusion sessions.
- i. **ACTION** – Justine Harris to provide Alison Gray with information regarding digital inclusion sessions.
- 4.18 Alison Gray questioned how residents were notified of digital inclusion sessions.
- 4.19 Harry Williams suggested bringing an agenda item to a future meeting that provides information on digital inclusion.
- i. **ACTION** – Harry Williams to ascertain whether an item on digital inclusion would be beneficial at a future meeting of the West Area Panel.
- 4.20 W3.5  
Alison Gray stated that cessation of Special Interest Groups was not adequately communicated to residents.
- 4.21 Alison Gray questioned why the work of a department seemed to rely on the presence of a single individual officer.
- i. **ACTION** – Harry Williams and Justine Harris to meet with residents to investigate concerns of departmental work relying on the presence of a single individual officer.
- 4.22 Helen Jardine-Hodges highlighted the need for engagement strategies to be broad and include as many residents as possible.
- 4.23 The Chair iterated Harry Williams’ proposal to meet and discuss this with residents outside of the meeting.
- 4.24 Alison Gray stated that action N3.1 indicated that other areas of the city were facing similar issues with Council communications.

## 5 – Chairing Arrangements

5.1 Hannah Barker delivered the report for this item.

5.2 Harry Williams stated the need to make the process for electing new co-chairs as clear and transparent as possible.

## 6 – Break

## 7 – STAR Results Survey

7.1 Harry Williams delivered the report for this item.

7.2 Malcolm Campbell stated the importance of the availability of paper copies of surveys being made available to residents in good time before the conclusion of the survey period.

7.3 Alison Gray questioned how many residents and tenants had responded to the survey.

7.4 Harry Williams stated that around 10% of Council residents had responded to the survey.

7.5 Helen Jardine-Hodges stated that ASB mostly occurred during nighttime hours.

7.6 Harry Williams outlined how the Council and Sussex Police provide a multiagency response to ASB.

7.7 Cllr Parrot stated that there was an ASB task and finish group focusing on prevention of ASB that was due to report to Overview and Scrutiny Committee in July.

## 8 – Terms of Reference Update

8.1 Hannah Barker provided an update for this item, stating that any updates to the terms of reference would be in regard to the election of co-chairs.

8.2 Harry Williams stated that work was being conducted to improve residents experiences of Housing Area Panels.

## 9 – Allocations / Sensitive Lets Workshop

9.1 Harry Williams delivered the report for this item.

9.2 There were no questions.

## 10 – LPS Update

10.1 Justine Harris delivered the report for this item.

10.2 There were no questions.

## 11 – Regulatory Judgement

11.1 Harry Williams delivered the report for this item.

11.2 There were no questions.

## 12 – Any Other Business

12.1 Alison Gray stated that it seemed that the rules regarding EBD panels had been changed to allow repeat bids and criticised that funding was being allocated to group exercise classes.

12.2 Hannah Barker stated that the EDB criteria had been amended some years ago to include wellness activities for residents and iterated that all funding is still voted on, as well as that the West Area frequently finds itself underspent in terms of total EDB funding available.

- i. **ACTION** – Community Engagement to investigate and contact Alison Gray regarding changes to EDB eligibility requirements.

12.3 Malcolm Campell was informed that there would be an EDB panel meeting on 25 March.

- i. **ACTION** – Community Engagement to meet with Alison Gray regarding her removal from the EDB panel.

The meeting concluded at 15:48



Actions from West Area Panel meeting 18<sup>th</sup> March 2026

**Deadline for staff to respond : Friday 8<sup>th</sup> May**

Actions from Area Panel 18<sup>th</sup> March 2026

REF	Action	Who	Response including what is completed & outstanding	Is Action Complete / Outstanding	Date action completed or planned
<b>WA1</b>	Ensure attendees are invited to area panels through other means than email to avoid digital exclusion.	<b>Hannah Barker</b>	The Community Engagement Team (CET) keep a mailing list of residents receiving Area Panel Agenda Pack, including whether they need a paper copy posting. Anyone elected as Area Panel representative by their Residents Group can receive a paper copy automatically unless they tell us they don't need it. If any residents want to check, please ask any member of the CET. To conserve funds, we no longer distribute paper copies to anyone who can access them via email. Paper copies will be available at the pre-meetings.	<b>Complete</b>	<b>20 March 26</b>
<b>WA2</b>	Follow up with Cllr Miller regarding arranging a meeting with residents at Conway Court.	<b>Hannah Barker</b>	Completed	<b>Complete</b>	<b>25 March 26</b>
<b>WA3</b>	Provide Allison Gray with information regarding digital inclusion sessions.	<b>Justine Harris</b>	<a href="#">Digital inclusion</a> Justine Harris will provide Allison Grey with printed information on the sessions ahead of Area Panel and bring printed copies out to West Area Panel	<b>Complete</b>	<b>11 May 26</b>
<b>WA4</b>	Determine whether it would be useful to bring an item focused on digital inclusion to a future area panel meeting.	<b>Harry Williams</b>	This can be discussed agreed by residents at the agenda setting meeting. We'd welcome a discussion on this.	<b>Complete</b>	<b>8 May 26</b>
<b>WA5</b>	Meet with residents to listen to specific issues relating to the absence of the Community Engagement manager and	<b>Harry Williams/Justine Harris</b>	Harry Williams and Justine Harris had an initial with the West Area reps.	<b>Complete</b>	<b>28 April 26</b>

REF	Action	Who	Response including what is completed & outstanding	Is Action Complete / Outstanding	Date action completed or planned
	how Council Departments can ensure continuity of business when key members of departments are unavailable.				
<b>WA6</b>	The Community Engagement Team investigate changes to EDB eligibility requirements, funding, who attends EDB Panels and contact Alison Gray	<b>Justine Harris</b>	Following feedback from residents, we will be taking a review of EDB, we hope to carry out this with resident representatives so that any changes are shaped collaboratively. We need to ensure that there is clear and accessible information on how the EDB operates and how decisions are made.	<b>Ongoing</b>	<b>8 May 26</b>

## Residents Questions, 2- star West Area

### W2.1 - Prompt action following estate inspections

<b>Area in city</b>	West
<b>Star rating</b>	2 star/ Local area issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	14 May 2026
<b>Name of officer responding</b>	Robert Keelan
<b>Officer job title</b>	Housing Manager – Customer Service Team
<b>Contact Details</b>	Robert.Keelan@brighton-hove.gov.uk

### W2.1 Question

<b>Type of Request</b>	West residents expressed disappointment that jobs identified at estate inspections did not seem to be getting done quickly and that there was no communication about progress.
------------------------	--

### W2.1 Response

<b>Response</b>
<p>We recognise and apologise for the lack communication following the Knoll inspection and across other estates. Residents are right to expect timely action and updates. Estate inspections are now running regularly each Tuesday and Thursday and are well established. However, the volume and range of issues identified, particularly in relation to repairs and planned work has been higher than anticipated, and our processes for tracking actions and reporting back to residents were not fully in place at the time. This has led to delays in both progress and communication.</p> <p>To improve this, we are reviewing the learning and putting systems in place so we are able to:</p> <ul style="list-style-type: none"> <li>Provide regular updates to residents on actions and progress</li> <li>Strengthen how issues are tracked and followed up</li> <li>Work with Repairs and Planned Maintenance teams to prioritise and speed up delivery</li> </ul> <p>We are committed to ensuring inspections lead to visible improvements and better communication going forward.</p>

W2.1 Action

<b>Action</b>	N/A
<b>Start date</b>	
<b>End date</b>	

W2.2 - Replacement of bike stand at Conway Court

<b>Area in city</b>	West
<b>Star rating</b>	2 star/ Local area issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	8 May 2026
<b>Name of officer responding</b>	Chloe Mclaughlin
<b>Officer job title</b>	Estates Service Operations Manager
<b>Contact Details</b>	Chloe.mclaughlin@brighton-hove.gov.uk

W2.2 Question:

<b>Type of Request</b>	<p>A bike stand at Conway Court (at the back of the clinic by the garages) was vandalised about eight years ago. Fencing was put around it and it has been left like that ever since.</p> <p>This contributes to the area looking and feeling run-down, and means a green resource which encourages cycling and reduces road use by cars has not been available for many years.</p>
------------------------	---

W2.2 Response

<b>Response</b>
<p>The Environmental Surveyor will attend and inspect the bike stand at the back of the clinic and assess whether this belongs to the council or Social Services. A verbal update will be given at Area Panel to share the outcome of the visit.</p>

W2.2 Action

<b>Action</b>	
---------------	--

	A verbal update to be given at Area Panel.
<b>Start date</b>	8 May 2026
<b>End date</b>	

### W2.3 - Conway Court paving repairs

<b>Area in city</b>	West
<b>Star rating</b>	2 star local issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	{Housing completes}
<b>Name of officer responding</b>	{Housing completes}
<b>Officer job title</b>	{Housing completes}
<b>Contact Details</b>	{Housing completes} @brighton-hove.gov.uk

### W2.3 Question:

<b>Type of Request</b>	Residents from Conway Court said that a recent paving repair was not up to standard. It needs to be inspected and potentially re-done.
------------------------	---

### W2.3 Response

<b>Response</b>
<p>We have attended on 6 separate occasions to carry out make safes on the paving since June 2025. This is because each time we attend, we identify more broken slabs due to vehicles driving on the area and damaging the slabs as well as tree roots pushing them up.</p> <p>To try to prevent more breakages we made the decision to concrete the areas where we had removed the damaged paving.</p> <p>Post inspection to ensure quality is carried out by supervisors both in-person on-site, or by reviewing photos taken by operatives. The service aims to carry out a regime of 100% of post inspections for works valued over £1000 and 10% of orders valued at under £1000.</p>

The service has also recently appointed a Contract Compliance and Quality Assurance Manager and part of their remit will be to monitor and improve quality of all services and repairs delivered by the service.

It is the responsibility of BHCC as the landlord to ensure that health and safety hazards are dealt with. In this case, we will continue to respond to reports of any further damage within the area. A supervisor will be visiting the area over the next week to actively survey the area and identify any current hazards or areas of concern that require repair.

#### W2.3 Action

<b>Action</b>	Josh Lee (supervisor) visited site to identify hazards or repairs. (12.5.26) New order raised (1220537/6) to address new hazards. Target date 10/6/26
<b>Start date</b>	12.5.26
<b>End date</b>	10.06.26

#### W2.4 - How can the deterioration of Clarendon & Ellen estate be stopped

<b>Area in city</b>	West
<b>Star rating</b>	2 star/ Local area issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	8 May 2026
<b>Name of officer responding</b>	Chloe Mclaughlin
<b>Officer job title</b>	Estates Service Operations Manager
<b>Contact Details</b>	Chloe.mclaughlin@brighton-hove.gov.uk

#### W2.4 Question:

<b>Type of Request</b>	West residents raised concerns over the deterioration of Clarendon & Ellen estate a year ago, at the April West Residents' Only meeting (for June 2025 West Area Panel).
------------------------	--

#### W2.4 Response

<b>Response</b>
-----------------

We're sorry to hear that residents at the Clarendon & Ellen estate feel overlooked. This isn't the experience we want for anyone living on our estates, and we're keen to meet with residents from the West to listen to concerns, talk through the issues, and agree on a clear action plan to start addressing them.

We will contact Muriel and Malcolm to arrange a meeting at the earliest convenient date. Neighbourhood Officers have also been asked to attend so they can help with some of the issues already raised.

#### W2.4 Action

<b>Action</b>	Contact Muriel and Malcolm to arrange a meeting with the West residents.
<b>Start date</b>	8 May 2026
<b>End date</b>	1 June 2026

#### W2.5 - Digital Exclusion Seniors Housing project

<b>Area in city</b>	West
<b>Star rating</b>	2 star/ Local area issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	8 <sup>th</sup> May 26
<b>Name of officer responding</b>	Peter Huntbach
<b>Officer job title</b>	Seniors Housing Manager
<b>Contact Details</b>	Peter.huntbach@brighton-hove.gov.uk

#### W2.5 Question:

<b>Type of Request</b>	Residents asked if the relevant council officer could contact the Chair, Woods House RA & co-chair of West Area Panel to discuss the best way to involve and get ideas from tenants in Senior Housing.
------------------------	--

## W2.5 Response

<b>Response</b>
<p>Peter Huntbach has now contacted Malcolm Campbell, who shared a number of helpful reflections based on his experience and involvement with residents in Seniors Housing. Malcolm highlighted the importance of inclusive engagement methods, noting that email-only communication may not be accessible or effective for many older residents. He emphasised the need to use a range of approaches to ensure residents can participate meaningfully.</p>
<p>In terms of broader engagement, Malcolm spoke positively about existing opportunities such as the Older People's Council and recognised the value of targeted initiatives, including recent community work with underrepresented groups. However, he also noted the absence of a dedicated Seniors Action Group and suggested further consideration should be given to how more residents can be actively involved.</p>
<p>He was particularly keen that Seniors Housing residents are included in wider housing discussions and working groups wherever possible, particularly those relating to asset management and future investment in seniors' schemes.</p> <p>This feedback is valuable and will help inform improvements to Seniors Housing. It will be considered as part of the ongoing service review.</p>

## Residents Questions, 3-star West Area

### W3.1 - Digital Exclusion improving library based online support

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

### W3.1 Question:

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

### W3.1 Response

<b>Response</b>
<p>Thank you for your question about accessing the Housing Team. We want our services to be accessible.</p> <p>Thank you for raising these important concerns about access to Housing services. We are committed to ensuring that residents are not excluded as services become more digital, and that support remains available through a range of channels. Residents can contact the Housing service online, by phone, or in person:</p> <ul style="list-style-type: none"><li>• <b>Online</b> services are available 24/7 via forms, Housing Online, and email (over 2,100 emails received in March 2026).</li><li>• <b>Telephone</b> support is available Monday–Friday, 9am–5pm (over 1,800 calls received in March 2026).</li><li>• <b>In person</b>, there are weekly drop-in sessions at Lavender Street (Tuesdays) and Whitehawk Hub (Thursdays), with plans to expand drop-in provision across all areas, including North and West.</li></ul> <p>We recognise that, although in-person services are used by smaller numbers, they are essential for some residents. We are therefore looking to strengthen and standardise these arrangements.</p> <p>Residents can also access support at Jubilee and Hove libraries, where help desks offer:</p> <ul style="list-style-type: none"><li>• Access to computers, phones, and document scanning</li><li>• Basic support to complete online forms</li><li>• Signposting and call-back requests if further help is needed</li></ul> <p>We acknowledge the feedback that this support is not always sufficient or consistently available. We will share these concerns with colleagues managing the service, particularly around staffing levels and training in housing processes.</p> <p>Finally, where a resident has an ongoing housing issue, they will have a named Housing Officer as a direct point of contact.</p>

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

### W3.1 Action

<b>Action</b>	
<b>Start date</b>	
<b>End date</b>	

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

<b>Area in city</b>	West
<b>Star rating</b>	3-star City-Wide issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	14 May 2026
<b>Name of officer responding</b>	Harry Williams
<b>Officer job title</b>	Director of Housing People Services
<b>Contact Details</b>	Harry.williams@brighton-hove.gov.uk

### W3.2 Question:

<b>Type of Request</b>	West residents raised ongoing concerns about the democratic functioning of the Estate Development Budget panel.
------------------------	---

### W3.2 Response

<b>Response</b>
Thank you for setting out these concerns clearly. In April, Justine Harris and Harry Williams met with West Area resident representatives, and we recognise that the issues raised about the Estate Development Budget (EDB) reflect wider concerns about inclusion, transparency and trust. It is important that resident representatives are fully included in decisions that affect their communities, and we take these matters seriously.

We acknowledge the concerns regarding a lack of invitations to meetings, how feedback has been considered, and the incident referenced. These matters are being taken seriously and will be reviewed to ensure processes are fair, inclusive and respectful.

**Next steps**

- We will carry out a full review of the EDB, working collaboratively with tenants and resident representatives across all areas so any changes are shaped together.
- This hope this will include participation from EDB members, Area Panels, other interested tenants and leaseholders.
- We will ensure clear, accessible information is available on how the EDB operates, how to get involved, and how decisions are made.
- We will review processes around invitations and representation to ensure residents are consistently included.

We remain committed to working with residents to ensure engagement is inclusive, respectful and enables everyone to be heard.

W3.2 Action

<b>Action</b>	Undertake a review of EDB
<b>Start date</b>	July 2026
<b>End date</b>	December 26

W3.3 - Residents experiencing pressure to downsize

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

W3.3 Question

<b>Type of Request</b>	
------------------------	--

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

### W3.3 Response

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

### W3.3 Action

<b>Action</b>	Discussion at Area Panel
<b>Start date</b>	
<b>End date</b>	

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

<b>Area in city</b>	West
<b>Star rating</b>	3 star City Wide issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	14 May 26

<b>Name of officer responding</b>	Hannah Barker
<b>Officer job title</b>	Senior Community Engagement Officer
<b>Contact Details</b>	hannah.barker@brighton-hove.gov.uk

W3.4 Question:

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

W3.4 Response

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

W3.4 Action

<b>Action</b>	
<b>Start date</b>	
<b>End date</b>	

W3.5 - Efficiency and cost effectiveness of boiler repairs

<b>Area in city</b>	West
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	{Housing completes}
<b>Name of officer responding</b>	{Housing completes}
<b>Officer job title</b>	{Housing completes}

<b>Contact Details</b>	{Housing completes} @brighton-hove.gov.uk
------------------------	---

W3.5 Question:

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

W3.5 Response

<b>Response</b>	
<p>We apologise for the experience that this resident has had and recognise the distress caused. The delays, missed appointments and incorrect warning letter are unacceptable and fall below the standard we expect.</p> <p>We are reviewing this case and addressing the issues directly with PH Jones. This will include strengthening oversight, so repairs are completed promptly and appointments are reliable. The case highlighted clearly shows that the warning letter should not have been sent. We are improving how we identify and respond to vulnerable residents through stronger checks to improve communication, to demonstrate appropriate care and sensitivity.</p> <p>We would welcome any further details of this or any other cases of concern so that we can investigate cases fully and take appropriate corrective action.</p> <p>Our focus is on getting the basics right, i.e. meeting repair timescales, improving first-time fix rates, and providing clear, accurate communication.</p> <p>We oversee gas repairs through regular contract meetings, where we monitor and challenge performance. The contract is all-inclusive, meaning residents are not charged for repeat visits, but inefficiencies are addressed to ensure value for money.</p> <p>We acknowledge where these cases have been raised previously, we propose to escalate and apply stronger contractor performance management to this contract. This is part of the review we are now committed to complete over the coming weeks.</p>	

W3.5 Action

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

<b>End date</b>	31/07/2026
-----------------	------------

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

### C3.1 Laundry facilities: long delays to repairs

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

### C3.1 Laundry facilities: long delays to repairs

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

### C3.1 Response

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

### C3.1 Action

<b>Action</b>	None
---------------	------

<b>Start date</b>	13.05.26
<b>End date</b>	13.05.26

### C3.2 Laundry Review update

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

### C3.2 Laundry Review update

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

### C3.2 Response

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

### C3.2 Action

<b>Action</b>	Communicate the outcome of the review of laundries in general needs housing blocks to residents ahead of sharing with Housing Area Panels.
<b>Start date</b>	June 2026

<b>End date</b>	June 2026
-----------------	-----------

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

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

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

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

### C3.3 Response

<b>Response</b>
<p>Thank you for raising your concerns about the clarity and accessibility of our communications.</p> <p>We agree that information shared with residents should be clear, easy to understand, and focused on the key points. We recognise that some Area Panel papers are too long, can be difficult to follow, and may include jargon that makes it harder for residents to engage fully. Improving how we communicate is a priority for us. We are taking steps to:</p> <ul style="list-style-type: none"> <li>• Make reports shorter and better structured</li> <li>• Highlight the key issues and decisions more clearly</li> <li>• Reduce the use of jargon and technical language</li> <li>• Provide clear summaries so residents can quickly see what matters and where their input is needed</li> </ul> <p>We have considered your suggestion about signing up to the Crystal Mark standard. Whilst the Council currently have no plans to apply for this accreditation we are committed to applying the principles of plain English across our communications in a way that works for our service and residents.</p>

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

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

### C3.3 Action

<b>Action</b>	N/A
<b>Start date</b>	
<b>End date</b>	

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

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	16/4/26
<b>Week of Area Panel</b>	16/6/26
<b>Deadline for officer response</b>	14 May 2026
<b>Name of officer responding</b>	Hannah Barker
<b>Officer job title</b>	Senior Community Engagement Officer
<b>Contact Details</b>	Hannah.barker@brighton-hove.gov.uk

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

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

### C3.4 Response

<b>Response</b>
Thank you for raising this. We welcome further discussion and consultation with residents on both the pre-meetings and the agenda-setting process.

We recognise that these changes were introduced and trialled once without sufficient opportunity to review or gather structured feedback. While initial attendance and discussions were positive, we appreciate there is a need for greater clarity about the purpose of these meetings and how they should operate.

As a next step, we will:

- Engage with residents to clarify the aims of pre-meetings and agenda-setting meetings
- Gather feedback on what has worked well and what could be improved
- Work collaboratively to agree a practical and inclusive approach going forward

We are grateful to residents for the time and input they have already given, and we are committed to ensuring the process is clear, effective, and works well for everyone involved.

### C3.4 Action

<b>Action</b>	
<b>Start date</b>	
<b>End date</b>	

### C3.5 Area Panel Review

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	16/4/26
<b>Week of Area Panel</b>	16/6/26
<b>Deadline for officer response</b>	14 May 2026
<b>Name of officer responding</b>	Harry Williams
<b>Officer job title</b>	Director of Housing People Services
<b>Contact Details</b>	Harry.williams@brighton-hove.gov.uk

### C3.5 Area Panel Review

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

### C3.5 Response

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

### E3.1 Food waste collections

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

### E3.1 Question

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

### E3.1 Response

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

### E3.2 Digital Exclusion

<b>Area in city</b>	East
<b>Star rating</b>	3 Star/ City wide issue

<b>Date question raised</b>	16 <sup>th</sup> April 2026
<b>Week of Area Panel</b>	10 <sup>th</sup> June 2026
<b>Deadline for officer response</b>	14 May 2026
<b>Name of officer responding</b>	Ceri Howard
<b>Officer job title</b>	Head of Library Services.
<b>Contact Details</b>	<a href="mailto:Ceris.howard@brighton-hove.gov.uk">Ceris.howard@brighton-hove.gov.uk</a>

### E3.2 Question

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

### E3.2 Response

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

### E3.2 Action

<b>Action</b>	
<b>Start date</b>	
<b>End date</b>	

### E3.3 Repairs surveys

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

### E3.3 Question

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

### E3.3 Response

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

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

### E3.3 Action

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

### N3.1 - Noise problems in converted properties

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

### N3.1 Question

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

### N3.1 Response

**Response**

The soundproofing of older converted properties can be complex to resolve due to the building requirements and construction constraints. We treat each referral on a case-by-case basis and investigate options.

Any complaints received due to noise from neighbours would need to be investigated by our Housing Tenancy Services teams in the first instance and then be referred to our Housing Investment & Asset Management service for review and assistance as required.

Referrals will then require a survey to be completed by one of our specialist consultants who will undertake sound tests and investigate options for works that may be progressed, although not all properties are suitable for sound proofing measures.

Generally, the options are very intrusive and may require the decant of the property so that it is empty for works to proceed. This is of course very disruptive.

We do not have a programme of works or specific budget for this but review options on a case by case basis.

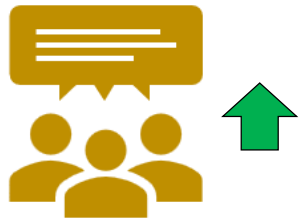
#### N3.1 Action

<b>Action</b>	None
<b>Start date</b>	13.05.26
<b>End date</b>	13.05.26

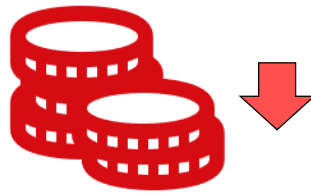


# Council housing performance

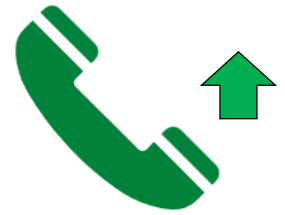
## Quarter 4 2025/26 (Jan to Mar 2026)



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



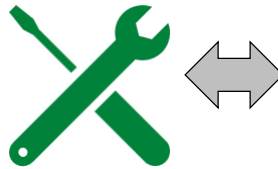
**92.49%**  
Rent collection  
rate



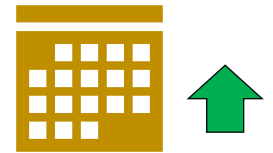
**89%**  
Customer  
services calls  
answered



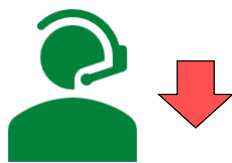
**48 days**  
Empty home  
re-let time



**98.0%**  
Emergency  
repairs within  
24 hours



**55.2%**  
Routine repairs  
within 28 days



**87%**  
Repairs  
helpdesk calls  
answered



**97.5%**  
Dwellings  
meeting Decent  
Homes  
standard

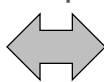


**100%**  
Gas safety  
compliance

Performance since previous quarter is:



Improved



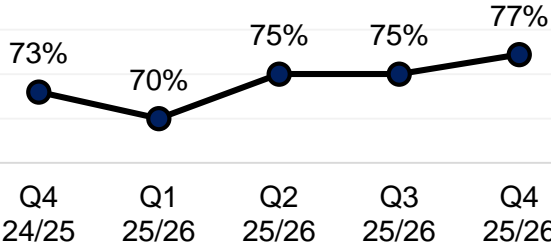
Same



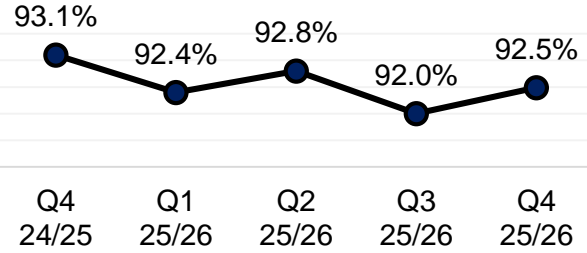
Poorer

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

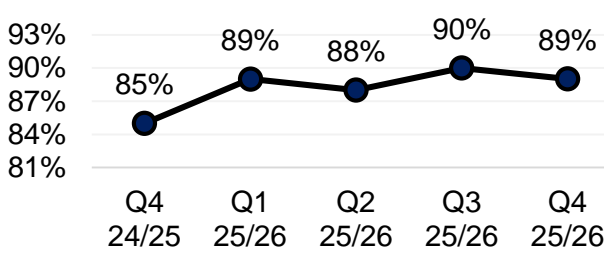
Stage one complaints responded to within 10 working days



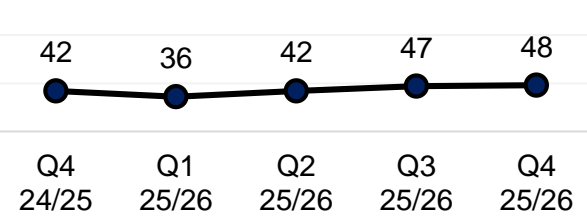
Rent collected from current council tenants



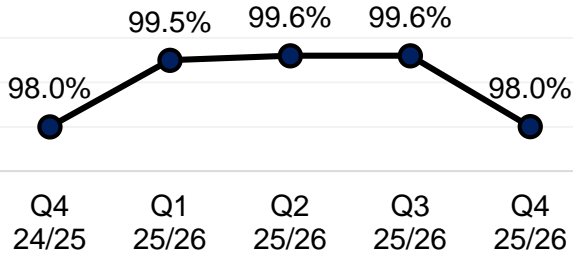
Calls answered by Housing Customer Services



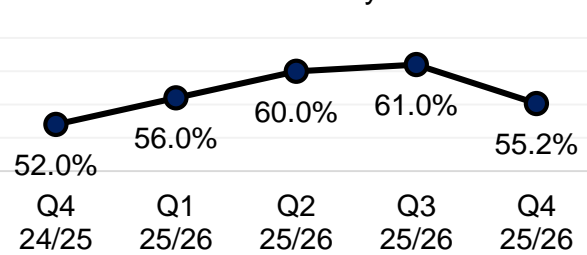
Average re-let time in calendar days excluding time spent in major works



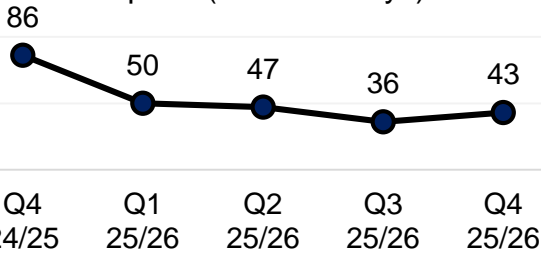
Emergency repairs completed within 24 hours



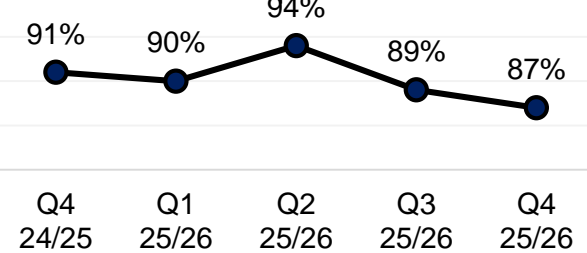
Routine repairs completed within 28 calendar days



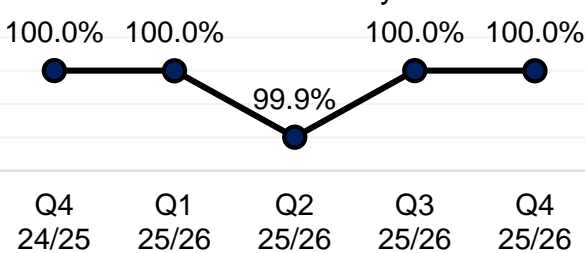
Average time to complete routine repairs (calendar days)



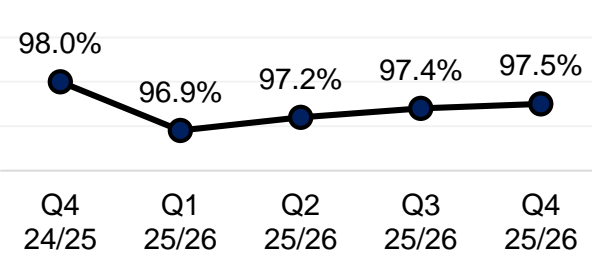
Calls answered by Repairs Helpdesk



Council homes with a valid Landlord's Gas Safety Record



Dwellings meeting Decent Homes Standard



## Quarter 4 2025/26 council housing performance – key trends

### Top scores (compared to target)

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

### Bottom scores (compared to target)

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

### Biggest improvements (since previous quarter)

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

### Biggest drops (since previous quarter)







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

# Housing performance report

## Quarter 4 2025/26

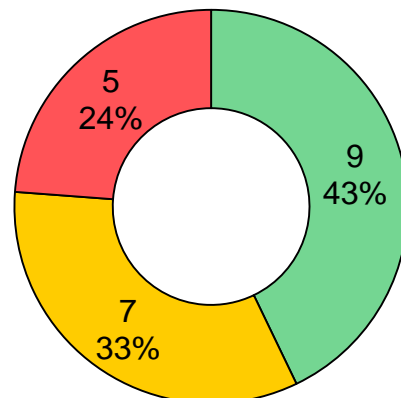
This report provides updates on performance indicators covering a wide range of housing services provided by Brighton & Hove City Council. The report presents results for Quarter 4 (Q4) of the 2025/26 financial year alongside year-end performance for the full 2025/26 financial year. Red, amber and green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

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

	<b>Green – on target</b> (9 indicators)		<b>Improved since last time</b> (8 indicators)
	<b>Amber – near target</b> (7 indicators)		<b>Same as last time</b> (3 indicators)
	<b>Red – off target</b> (5 indicators)		<b>Poorer than last time</b> (10 indicators)

### RAG rating for performance indicators (Q4 2025/26)

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



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



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



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



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



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



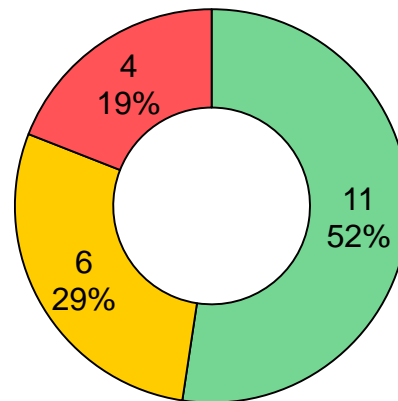
**Red – off target**  
(4 indicators)



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










### RAG rating for performance indicators (2025/26)



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













<b>Contents – performance areas</b>	<b>Page</b>
<b>Customer Feedback</b>	<b>8</b>
Compliments received	8
Stage one complaints	8
Stage two complaints	8
<b>Private Sector Housing</b>	<b>9–10</b>
Private sector homes improved	9
Houses in Multiple Occupation (HMOs)	9
Property inspections completed	9
Requests for assistance (RFAs)	9–10
Private sector vacant dwellings returned to use	10
<b>Housing options and homelessness</b>	<b>11–12</b>
Homelessness preventions	11
Homelessness acceptances	11
Social housing waiting list	12
Rough sleepers	12
<b>Temporary accommodation</b>	<b>13</b>
Households	13
Rent collected	13
Voids (empty dwellings)	13
Gas safety compliance (Seaside Homes)	13
<b>Housing supply</b>	<b>14–16</b>
Additional council homes	14
Right to Buy sales	15
Other additional affordable homes	16

<b>Contents – performance areas</b>	<b>Page</b>
<b>Council housing management</b>	<b>17–18</b>
Rent collected	17
Universal Credit	17
Tenants evicted	17
Anti-social behaviour (ASB)	17
Calls and emails (Housing Customer Services)	18
Re-let times	18
Voids (empty dwellings)	18
<b>Council housing maintenance</b>	<b>19–21</b>
Repairs completed in time	19
Calls, emails and online forms (Repairs Helpdesk)	18
Satisfaction with completed repairs	20
Decent Homes Standard	21
Energy efficiency rating of council homes	21
Gas safety compliance (council homes)	21
Lift breakdowns	21
Council housing adaptations	21
<b>Leaseholder disputes</b>	<b>22</b>

 Customer feedback (all indicators in this table are for the financial year to date)	Target (amber value)	Q3 2025/26	Q4 2025/26	Status against target	Trend since last quarter	2024/25	2025/26	Status against target	Trend since last year	
1.1	Compliments received from customers	Info	109	159	-	-	190	159	-	-
Overlapping themes covering the majority of the 159 customer compliments received during 2025/26 included polite, respectful and friendly interactions with staff (70%), clear updates, responsiveness and explanations (64%) and teamwork across services (53%).										
1.2	Stage one complaints responded to within 10 working days	80% (70%)	77% (604 of 789)	77% (781 of 1,012)			73% (611 of 838)	77% (781 of 1,012)		
1.3	Stage one complaints upheld	Info	54% (425 of 789)	53% (533 of 1,012)	-	-	49% (408 of 838)	53% (533 of 1,012)	-	-
The 1,012 Stage 1 complaints received during 2025/26 were most commonly about unhappiness with service delivery (26%), unhappiness with the outcome of a service request (25%) and delays completing repairs (19%). These were more likely to be upheld when they reflected gaps in service delivery, such as delayed responses to service requests, and less likely to be upheld when they related to disagreement with policies or procedures that were followed correctly.										
1.4	Stage two complaints responded to within 20 working days	Info	83% (111 of 134)	78% (155 of 198)	-	-	57% (75 of 131)	78% (155 of 198)	-	-
1.5	Stage two complaints upheld	18% (20%)	45% (60 of 134)	50% (99 of 198)			51% (67 of 131)	50% (99 of 198)		
During 2025/26, 198 stage two complaints were investigated by the corporate Customer Feedback team, after they were escalated following the stage one response from the relevant housing service. These complaints were most commonly about unhappiness with the outcome of a service request (28%), unhappiness with service delivery (23%) and delays completing repairs (21%). The 99 stage two complaints which were then upheld (upheld or partly upheld) were more often about demonstrable problems with service delivery, such as delays completing repairs, whereas those not upheld more often reflected disagreement and dissatisfaction with decisions.										





  Private sector housing	Target (amber value)	Q3 2025/26	Q4 2025/26	Status against target	Trend since last quarter	2024/25	2025/26	Status against target	Trend since last year	
2.1	<b>Corporate KPI:</b> Private sector homes improved by council intervention	Info	37	64	-	-	213	179	-	-
<p><b>Corporate update for 2025/26:</b> The number of private sector homes that have been improved due to council intervention was 179 between 1 April 2025 and 31 March 2026. This is a new indicator for 2025/26 and is currently being monitored without a target to establish a baseline ahead of setting a target for the next financial year. Public comparator data for other Local Authorities is not available. During the year we have continued to monitor the completion of works to ensure cases can be closed and interventions recorded. This has included prioritising Minimum Energy Efficiency Standards (MEES) cases which are falling short of the required energy efficiency standards to bring about improvements in these homes.</p> <p><b>Further information:</b> The result of 179 homes improved during 2025/26 breaks down as:</p> <ul style="list-style-type: none"> <li>• 105 closed requests for assistance where there were Category 1 or 2 Hazards in property</li> <li>• 12 where the Energy Performance Certificate (EPC) rating was improved to meet at least an E rating in line with MEES legislation</li> <li>• 62 Houses in Multiple Occupation (HMOs) where the special licence conditions were confirmed as met.</li> </ul>										
2.2	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	2,351	2,486	-	-	1,963	2,486	-	-
2.3	Requests for assistance received (RFAs)	Info	110	125	-	-	599	450	-	-
The top categories for requests for assistance received during 2025/26 were dampness (31%) and disrepair to customer's home (21%).										
2.4	Property inspections completed	Info	386	345	-	-	651	1,093	-	-
2.5	... of which RFA visits	Info	27	43	-	-	180	115	-	-
2.6	... of which licensing visits	Info	359	302	-	-	471	978	-	-

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

 <b>Housing options and homelessness</b>		Target (amber value)	Q3 2025/26	Q4 2025/26	Status against target	Trend since last quarter	2024/25	2025/26	Status against target	Trend since last year
4.1	<b>Corporate KPI:</b> Homelessness cases presenting during the prevention duty stage	45% (37%)	41% (174 of 426)	47% (219 of 462)			32% (597 of 1,840)	39% (794 of 2,050)		


**Corporate update for 2025/26:**

The proportion of homelessness cases presenting during the prevention duty stage was 38.7% (794 of 2,050) between 1 April 2025 and 31 March 2026. This is below target and slightly underperforms other Local Authorities within the South East of England (benchmark of 37.5%). During the previous quarter, work has continued to focus on early intervention, strengthen the prevention approach and continuing to build close working relationships with the services most likely used by people experiencing homelessness. Recruitment has now been completed to enhance the service to within the Housing Advice and Triage service, to further increase the work of the service to be moved into an early intervention space. The team has been going through a period of induction and training and have reduced the outstanding cases awaiting assessment, meaning focus can now move to early intervention work. Work in the coming quarter will continue to focus on exploring predictive analytics to improve early intervention, now the pilot has been completed and results are being analysed. As well as embedding the new staff and looking at how cases are triaged across the service.

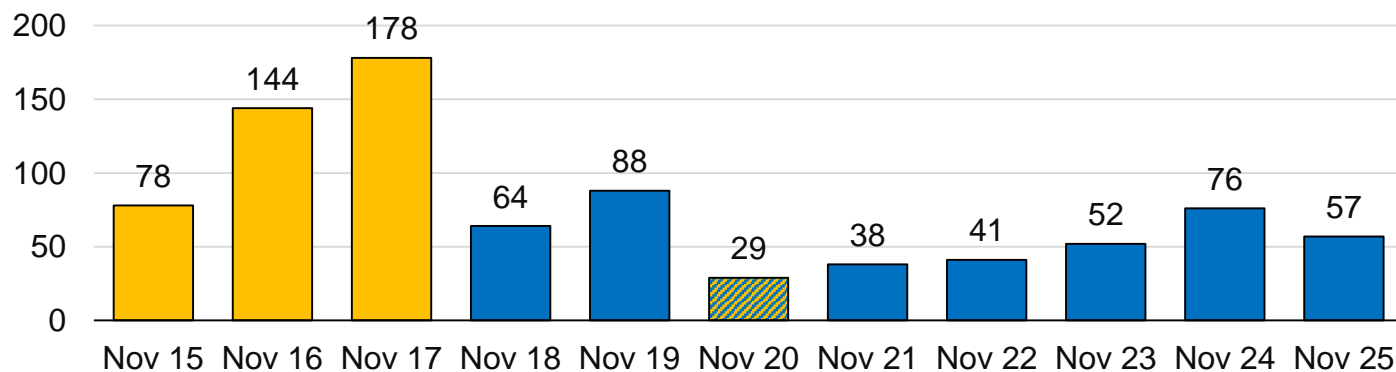
4.2	<b>Corporate KPI:</b> Homelessness prevention cases closed with a successful prevention outcome	53% (52%)	60% (122 of 204)	65% (107 of 165)			66% (410 of 625)	61% (447 of 732)		
-----	---	--------------	------------------------	------------------------	---	---	------------------------	------------------------	---	---










**Corporate update for 2025/26:**

The proportion of homelessness prevention cases closed with a successful prevention outcome was 61.1% (447 of 732) between 1 April 2025 and 31 March 2026. Furthermore, there have been 107 early intervention cases with successful outcomes, in addition to the 447 successful prevention cases. The council's work to prevent homelessness continues to exceed target and outperform other Local Authorities within the South East of England (benchmark of 52.19%). The Homelessness and Rough Sleeper Strategy was adopted by Council in December 2025 and contains the action plan for 2025 to 2030 on how the Council will work with partners across the city to support residents experiencing homelessness and rough sleeping. There are key focus areas around early intervention, children, families and young people as well as work with those with multi compound needs. An early intervention strategy and working group sits underneath the action plan to develop the next steps to further increase our prevention of homelessness for residents.

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

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



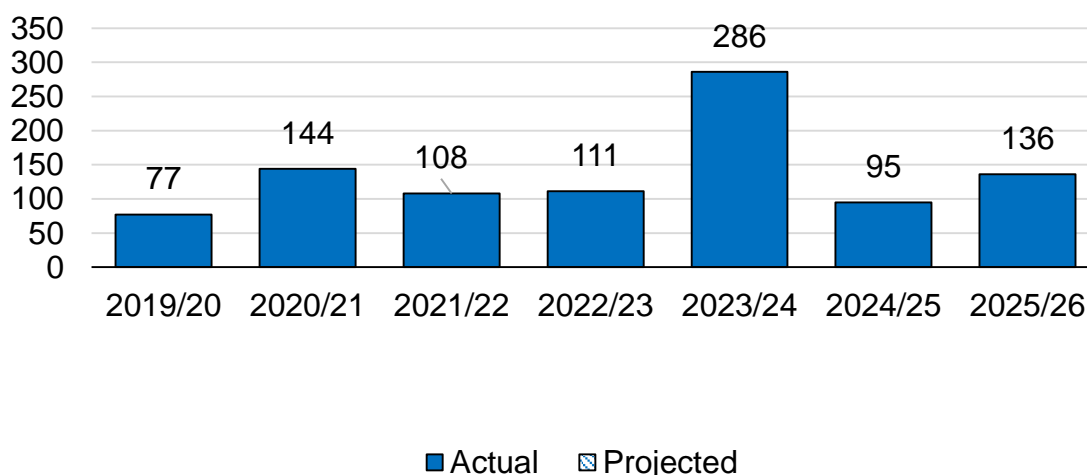
 Temporary accommodation	Target (amber value)	Q3 2025/26	Q4 2025/26	Status against target	Trend since last quarter	2024/25	2025/26	Status against target	Trend since last year
5.1 <b>Corporate KPI:</b> Total households in temporary accommodation	Info	2,170	2,200	-	-	1,970	2,200	-	-
<p><b>Corporate update for 2025/26:</b> As of 31 March 2026, there were 2,200 households in temporary accommodation — an increase of 230 since 31 March 2025. While this is a trend indicator with no formal target, the rise reflects both local pressures and a broader national challenge. Across England, the number of households in temporary accommodation reached a record high of 134,760 at the end of September 2025 — a 7% increase compared to a year before. In this context, the city’s figures represent approximately 1.6% of the national total, despite having a smaller population share. This suggests a disproportionately high demand for temporary accommodation locally, underscoring the acute housing pressures facing the area. The council continues to prioritise early intervention and prevention, as evidenced by strong performance under the prevention duty, with successful preventions and early interventions achieved for over 500 households during 2025/26. The council also continues to invest in temporary accommodation (TA), with 32 council-owned TA homes delivered during 2025/26 through buy backs and at Palace Place. A further 38 short-life TA homes were handed over during 2025/26 through the Large Panel Systems (LPS) programme to provide high quality TA prior to the redevelopment of these blocks. This work remains central to the council's commitment to building a fair and inclusive city, with homes for everyone, and aligns with national efforts to reduce homelessness through expanded access to affordable housing and strengthened prevention strategies.</p>									
5.2 Rent collected for temporary accommodation (year to date including changes in arrears)	95% (90%)	95.0% (£12.9m of £13.6m)	95.5% (£17.4m of £18.2m)			94.5% (£16.4m of £17.4m)	95.5% (£17.4m of £18.2m)		
5.3 Void temporary accommodation dwellings	Info	159	223	-	-	124	223	-	-
<p>There were 223 void temporary accommodation dwellings on 31 March 2026, of which 146 (66%) became void during Q4 2025/26. This indicator covers all types of temporary accommodation voids, including those undergoing works, and provides a breakdown of their status. Of the 223 voids, 31 were newly acquired dwellings (14%), typically council or private sector leased properties, 44 were being prepared for works (20%), 41 were undergoing works (18%), 9 were ready to let (4%), 13 were void for other reasons (6%), and 85 were being prepared by a block-booked accommodation provider (38%). The relatively high number of temporary accommodation voids reflects an overall increase in block-booked and council-owned temporary accommodation supply, mainly due to newly acquired dwellings and expanded block-booked provision, both of which help reduce reliance on comparatively more expensive spot-purchased accommodation.</p>									
5.4 Seaside Homes properties with a valid Landlord’s Gas Safety Record	100% (99%)	99.4% (491 of 494)	99.6% (492 of 494)			99.6% (492 of 494)	99.6% (492 of 494)		

## 6.1 New supply of additional council homes

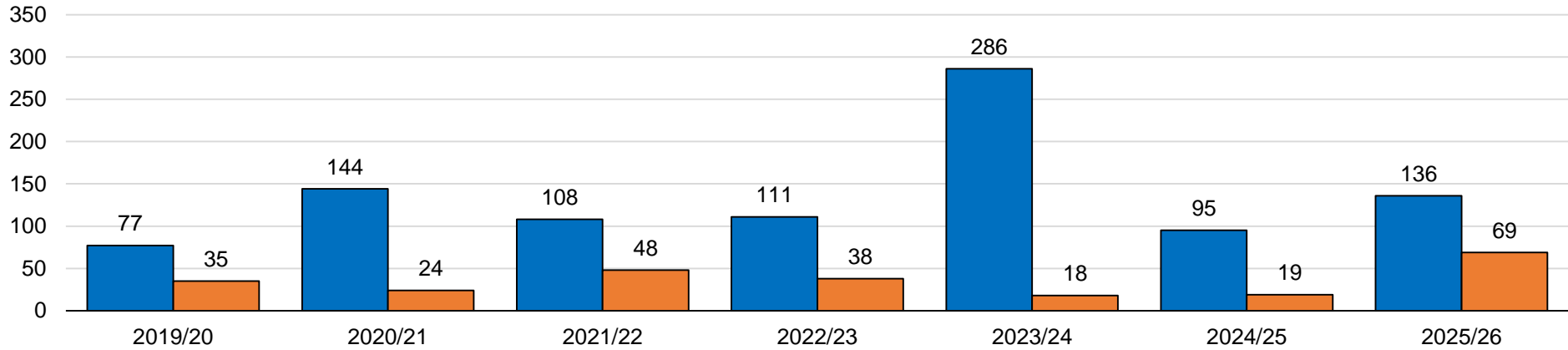
A total of 957 additional council homes were completed between 2019/20 and 2025/26:

- 2019/20: 77 homes – buy backs (43), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1)
- 2020/21: 144 homes – buy backs (64), Buckley Close (12), Hartington Road (38) and Hawkrigde Court (30)
- 2021/22: 108 homes – buy backs (90), Hidden Homes (8) and Oxford Street (10)
- 2022/23: 111 homes – buy backs (69) and Victoria Road (42)
- 2023/24: 286 homes – buy backs (62), Homes for Brighton & Hove rented units (49 at Quay View and 127 at Coldean Lane), Hidden Homes (4), Kubic Apartments (38), Charles Kingston Gardens (2) and Grand Parade (4)
- 2024/25: 95 homes – buy backs (74), and St Aubyn's (21)
- 2025/26: 136 homes – buy backs (118), Martin Road (1), Palace Place (11), and St Aubyns, Rottingdean (6). This performance is above the target of 110 for the financial year.
- In addition to the additional council homes delivered during 2025/26, the council also completed the new Brickfields development, which is a supported-living scheme in Hove providing 28 fully accessible, affordable apartments for people with physical disabilities and acquired brain injuries.

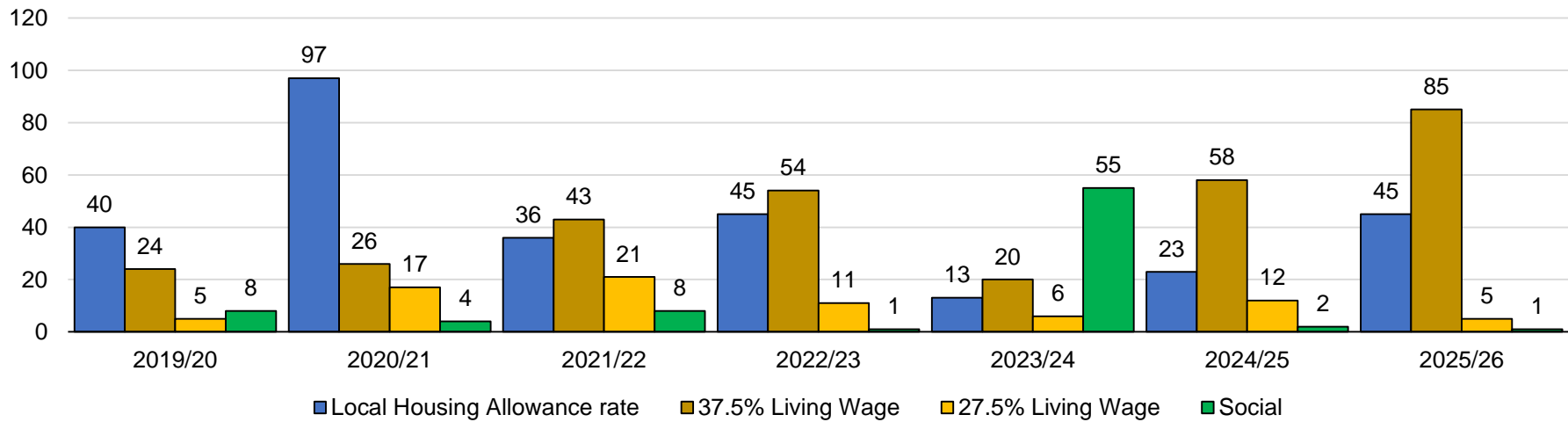
## 6.2 Additional council homes per year (actual and projected)



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



### 6.4 Additional council homes by rent level

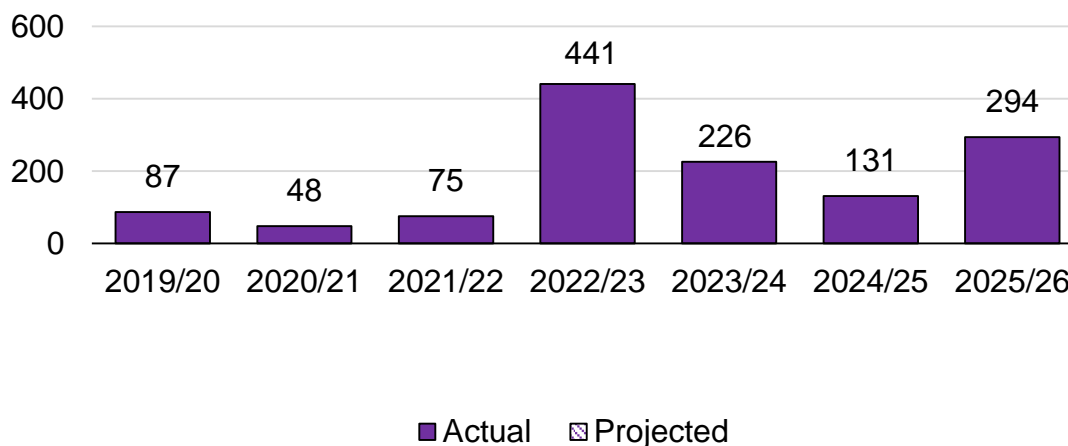






## 6.5 New supply of other affordable homes










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

- 2019/20: 87 homes – Montpelier Place (5), Kingsway (54) and Circus Street (28)
- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 75 homes – Preston Barracks (19), Falmer Avenue (13), Hangleton Way (33) and Lions Gardens (10)
- 2022/23: 441 homes – Edward Street (33), School Road (104), Preston Barracks (67), Graham Avenue (125), Sackville Hotel (7), New Church Road (5) and King’s House (100)
- 2023/24: 226 homes – Homes for Brighton & Hove shared ownership units (55 at Quay View and 115 at Coldean Lane), York and Elder (22), Hove Gardens – Ellen Street (16) and Allingham Place – Ovingdean (18)
- 2024/25: 131 homes – Davigdor Road (5), Home X – Preston Barracks (16), St Aubyn’s – Rottingdean (16), Lyon Quarter (77), Hove Central (17)
- 2025/26: 294 homes – Lyon Quarter (77), Coombe Farm (59), Home X – Preston Barracks (89), Wellesbourne – Preston Park (30) and Moda – Hove (39)














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




















Council housing management		Target (amber value)	Q3 2025/26	Q4 2025/26	Status against target	Trend since last quarter	2024/25	2025/26	Status against target	Trend since last year
7.1	<b>Corporate KPI:</b> Rent collected from current council tenants	95.92%	92.04% (£70.3m of £76.3m)	92.49% (£70.5m of 76.2m)			93.12% (£68.6m of £73.6m)	92.49% (£70.5m of 76.2m)		
<p><b>Corporate update for 2025/26:</b> The proportion of rent collected from current tenants of council owned homes was 92.49% (£70,478,006 of £76,204,300) during the 2025/26 financial year. This collection rate currently underperforms the target of 95.92%, which has been set to match the benchmark from Housemark for Local Authority social landlords with 10,000 or more homes. The managed migration to Universal Credit (UC) has accelerated significantly, with around 900 tenants known to have moved from Housing Benefit (HB) to UC during 2024/25. This trend has continued into the current financial year, with approximately 1,171 tenants migrating by Q4 2025/26. This shift has had a notable impact on rent arrears. The latest group of tenants includes many who receive Employment Support Allowance (ESA), so include individuals with higher levels of vulnerability, requiring more intensive support to navigate the complexities of the UC system. This challenge is particularly acute in the city. The DWP recognise that Brighton &amp; Hove is out of sync with most of the country in relation to the vulnerabilities of this cohort as a significant portion are in receipt of ESA because of a mental health condition, rather than a physical vulnerability. In response, we have strengthened our focus on early intervention and prevention. Housing staff are making early contact with all new tenants and those who have recently migrated to UC, helping to establish payment plans from the outset. A Senior Income Advisor has also been in post since June 2025 to help resolve the most complex UC migration cases alongside closer collaboration with the council's Welfare Rights Team. This post has now come to an end with the conclusion of UC migration. The team has also increased direct payments from UC. During Q4 2025/26, this has averaged £2 million per calendar month across around 4,000 revenue accounts. This represents a significant shift in how rent is collected and has helped to mitigate the risk of arrears by ensuring more consistent income flows.</p>										
7.2	Evictions due to rent arrears	Info	0	0	-	-	7	0	-	-
7.3	Evictions due to anti-social behaviour (ASB)	Info	0	0	-	-	3	1	-	-
7.4	ASB cases opened	Info	216	239	-	-	785	884	-	-
<p>There were also 449 live ASB cases on 31 March 2026, including those opened before Q4 2025/26. The housing service wishes for residents to report ASB, so the number of cases can be driven by both reporting and incidents, and the service welcomes the former.</p>										
7.5	ASB cases closed	Info	177	207	-	-	636	707	-	-
7.6	Average days to close ASB cases	Info	169	170	-	-	135	166	-	-


















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

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

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

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

**Corporate update for 2025/26:** The proportion of council owned homes that meet the government's Decent Homes standard was 97.5% (11,950 of 12,251) on 31 March 2026. This is below the target of 100% but outperforms most other Local Authority social landlords with 10,000 or more homes (benchmark of 94.8%). Our reporting is more consistent as a result of council employed stock condition surveyors who are undertaking surveys to a wide variety of homes and locations. Several teams within Housing are collaborating to enhance the stock condition data, for example, by ensuring new elements are fully updated following works, in the asset database, and further staff training on recording it has been undertaken. Housing IT systems are now embedded and managed to ensure data is kept up to date which has improved reporting. To enhance our data base and to give a better and more robust understanding of our stock we are appointing external surveyors to undertake a full stock survey of our properties over a two-year period. The start of this commission is July 2026 and our asset management system will be updated. In addition we are increasing our in-house surveying capacity with a further stock condition surveyor whom we expect to be in post Autumn 2026.

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

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

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

Before editing this document- please save a copy to [Area Panel Reports](#)

## Health & Safety Compliance Report

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

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

<b>Main body of the report:</b>

<b>Next Steps/how to get involved:</b>
Delete as applicable



Before editing this document- please save a copy to [Area Panel Reports](#)

## Hoarding Awareness

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

### **Purpose:**

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

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

### **Main body of the report:**

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

### **What is hoarding**

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

### **What we are doing**

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

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

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

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

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

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

Before editing this document- please save a copy to [Area Panel Reports](#)

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

### **Tenancy Sustainment Team**

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

### **Next Steps/how to get involved:**

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

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

[www.nhs.uk/mental-health/conditions/hoarding-disorder](http://www.nhs.uk/mental-health/conditions/hoarding-disorder)

[www.hoardinguk.org](http://www.hoardinguk.org)

[www.mind.org.uk/hoarding](http://www.mind.org.uk/hoarding)



## EDB Report Summary of Bids and Projects

### CENTRAL

#### Quick Bids Completed since last quarter

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

#### Quick Bids Outstanding

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

#### Main Bids Completed since last quarter

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

#### Main Bids Outstanding

- **Essex Place (2020/21)**: lower existing bike racks – with residents and contractor (Lee Sullivan)
- **Grosvenor Centre Management (May-24)**: Community room items £6,365.95. £2940 remaining to spend, with Community Engagement Officer to progress.
- **Transsober (Apr-23)**: Core running costs £6,272.40. £4,000.00 paid, ongoing.
- **Craven Vale**: Contribution towards Southwater Close Community workshop £10,000.00. On hold until further notice, funds ringfenced.
- **Lavender House (May 25)**: yoga classes. Yoga teacher will invoice EDB Officer.
- **Somerset Point (May 25)**: Activities, outings and equipment. With Simon Bannister to manage funds
- **Leach Court (May 25)**: Activities, outings and equipment. With Simon Bannister to manage funds

### EAST

#### Quick Bids Completed since last quarter

## Quick Bids Outstanding

None

## Main Bids Completed since last quarter

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

## Main Bids Outstanding

None

## NORTH

### Quick Bids Completed since last quarter

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

### Quick Bids Outstanding

- **Hornby Road (Jul-24):** Planting £1,000.00. Seed, fruit trees and weed membrane ordered, remaining gardening to be confirmed by residents.

### Main Bids Completed since last quarter

None

### Main Bids Outstanding

None

## WEST

### Quick Bids Completed since last quarter

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

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

## Quick Bids Outstanding

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

## Main Bids Completed since last quarter

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

## Main Bids Outstanding

- **Woods House (Nov-24):** Exercise classes £2,800.00. £200 remaining for celebration event.
- **Sanders House Tenants (Nov 25):** Exercise classes £2400. On-going, EDB Officer to pay teacher.
- **Woods House Tenants (Nov 25):** Exercise classes £2400. On-going, EDB Officer to pay teacher.
- **Churchill House Residents (Nov 25):** Exercise classes £2400. On-going, EDB Officer to pay teacher.
- **Hazelholt (Nov 25):** Exercise classes £2400. On-going, EDB Officer to pay teacher.

## **Budget Summary by Area for the end of financial year 2025/26**

1. Central
  - Total Budget: £64,335.
  - **Remaining: £0.55**
2. North
  - Total Budget: £87,535
  - **Remaining: £0.00**
3. East
  - Total Budget: £61,053

- **Remaining: £233.51**
- 4. West
  - Total Budget: £69,994
  - **Remaining: £2659.42**

## Summary 2025/26

<b>Bids funded</b>	<b>90</b>
<b>Number of groups applied</b>	<b>57</b>
<b>Total amount awarded</b>	<b>£280,023.52</b>
<b>Budget remaining</b>	<b>£2,893.48</b>

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

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

**Total overall budget £197,000**

### Environmental Improvement Approved Proposals carried forward

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Committed/ spend
EIB451	North	20-Apr-23	Residents via Community Engagement Team	Nettleton Court & Dudeney Lodge	Dog free growing area	Accept	<i>remaining monies used to replace additional fence</i>	£2,654.19	£2,654.19		<i>Completed 12/5/25</i>	£1,454.44
EIB486	North	11-Aug-23	Residents via Community Engagement Team	Mimosa Court	Washing area/ fencing	Accept	<i>initial work done, consult</i>	£6,605.00	£3,000	£3,105	<i>Needs consultation</i>	
EIB515	East	11-Oct-23	Residents via Community Engagement Team	Bird Estate/ adjacent to upper park	Community Space	Accept	<i>Sentri box &amp; benches installed in play area, railings replaced</i>	£10,000	£10,000		<i>Completed 29/5/25</i>	£2,117
EIB529	North	23-Nov-23	Senior Surveys	Charles Kingston Gardens	garden refresh	Accept	<i>remaining monies for 12 month maintenacne visit</i>	£632.95		£633	<i>Completed 13/5/25</i>	£847
EIB530	West	23-Nov-23	Residents via Housing management	Elizabeth Court	Furniture/ patio extension	Approved	<i>remaining monies for 12 month maintenacne visit</i>	£1,471.43		£1,471	<i>Completed 21/1/26</i>	£694
EIB533	North	24-Nov-23	Senior Surveys	Jubilee Court	bin screening		<i>remaining monies for additional fencing</i>	£653.16	£653		<i>Completed 12/5/25</i>	£786
EIB535	East	23-Nov-23	Senior Surveys	Southease	Landscape improvements	Accept	<i>Remaining funds review autumn</i>	£7,159		£7,159	<i>Completed 21/1/26</i>	£3,174
EIB541	East	09-Jan-24	Residents via Housing management	Sandhurst	Overgrown area	Accept		£12,000.00	£2,000	£10,000	<i>asbestos present</i>	
EIB548	Central	24-Jan-24	Residents via Community Engagement Team	Tyson Place,	ASB	Accept		£8,000.00			<i>Delayed due to youth centre works</i>	
EIB560	North	03-Apr-24	Residents via Community Engagement Team	Warwick Mount, Montague Street, BN2 1LB	Path/garden	Accept	<i>Remaining funds, keep for 12 months</i>	£2,252.01		£2,252.01	<i>Closed no longer required</i>	£0
EIB565	West	05-Apr-24	Residents via Housing management	Ingram Crescent	Bin storage	Accept	<i>Residents refused option, base only</i>	£10,000.00	£10,000		<i>Completed 10/2/26</i>	£4,172
EIB566	West	26-Mar-24	Residents via Community Engagement Team	Churchill House	Refresh of sunken garden	Accept	<i>Some gapping up</i>	£1,042.27		£1,042.27	<i>Completed 6/2/26</i>	£250
EIB572	North	15-Apr-24	Residents via Housing management	Lindfield	Planters	Accept	<i>Mulching of border and hedge</i>	£1,855.00		£1,855.00	<i>Completed 24/4/25</i>	£2,111

EIB578	North	18-Apr-24	Residents via Community Engagement Team	Elwyn Jones Court	Fruit trees, bulbs, steps, more seating	Accept	Remaining funds, after partial completion	£2,144.90		£2,144.90	Completed 27/11/25	£1,540
EIB579	North	18-Apr-24	Residents via Community Engagement Team	Charles Kingston Gardens	Tidy/ Refresh of garden area/ make more accessible	Accept	12 month maintenacne visit/ bulbs	£1,650.00		£1,650	Completed 6/2/26	£745
EIB593	Central	11-Jul-24	Residents via Community Engagement Team	Warwick Mount,	Replace damaged fencing and bike store roof	Accept	Remaining funds, keep for 12 months - used for lock repair	£1,900.89		£1,900.89	Completed 10/4/25	£325
EIB599	North	04-Sep-24	Residents via Housing management	Jubilee Court	Replacement of handrails	Accept	Remaining funds, used for planters	£3,047.13		£3,047.13	Completed 5/8/25	£1,086
EIB600	North	04-Sep-24	Residents via Housing management	Burstead Close	Overgrown vegetation	Accept	New bin area, area pressure washed. Path.	£4,506.51	£4,506.51		Completed 6/8/25	£4,110
EIB602	West	10-Sep-24	Health & safety	Poplar Close	Bin screening	Accept	Estates to Review bin provision first	£3,500.00	£3,500		Completed 16/10/25	£1,010
EIB605	Central	03-Oct-24	Residents via Community Engagement Team	Rosehill Court	Gate / security	Accept	Remaining funds, keep for 12 months in respect of signage	£1,470.91	£1,470.91		Completed 10/9/25	£970
EIB608	North	16-Oct-24	Residents via Housing management	Birdham Place	Handrail	Accept	handrail present but doesn't conform	£2,700.00	£2,700.00		Completed 17/9/25	£1,340
EIB611	North	16-Oct-24	Residents via Community Engagement Team	Dudeney Lodge	Community room refurbish	Accept	Works completed, furniture & signage on order	£16,000.00		£16,000	Completed 10/6/25	£11,291
EIB612	West	18-Oct-24	Residents via Community Engagement Team	St Richards Court	Gate/ Fencing	Accept	Clear tree/ replacement of fence and door	£6,000.00	£6,000		Completed 26/8/25	£3,038
EIB614	West	21-Oct-24	Residents via Community Engagement Team	Muriel House	Garden improvements	Accept	Clearance , fence, raised planters/bulbs	£4,500.00	£1,500	£3,000	Completed 11/12/25	£3,838
EIB615	East	19-Oct-24	Residents via Housing management	South Whitehawk	replace sign	Accept		£1,200.00	£1,200		Completed Dec 25	£743
EIB616	North	23-Oct-24	Residents via Housing management	Ditchling Gardens	Landscape & fencing	Accept	remaining monies for fencing	£10,012.93	£10,012.93		Completed 26/8/25	£8,528
EIB619	North	30-Oct-24	Residents via Community Engagement Team	Jasmine Court, Patchdean, BN1 8NG	Pathway/ damp	Accept	path works/ patio for summer house	£6,635.14	£6,635.14		Completed 28/7/25	£6,516

EIB620	Central	08-Nov-24	Residents via Community Engagement Team	Theobald House	Refresh of community room & WC	Accept	<i>reallocated money from EIB 495 as extra works</i>	£17,000.00	£2,000	£15,000	<i>Completed 10/4/25</i>	£17,184
EIB624	West	20-Nov-24	Residents via Community Engagement Team	Churchill house	Extension of pathway	Accept	Remaining funds, keep for 12 months	£1,126.27	£1,126.27		<i>Not required</i>	£0
EIB628	East	29-Nov-24	Residents via Estates team	Bird estate	Bird estate notice boards	Accept		£3,500.00	£3,500.00		<i>Completed 22/4/25</i>	£3,670
EIB629	East		Residents via Estates team	Bristol Estate	Flat are/ damson - BELTA	Accept		£3,000.00			<i>Completed 12/5/25</i>	£920
EIB630	North	03-Dec-24	Residents via Community Engagement Team	Bates Estate	Community hub - feasibility	Accept		£3,000.00			<i>Prices in to discuss</i>	
EIB632	North	08-Jan-25	Residents via Community Engagement Team	Ryeland Drive	Clearance - ASB	Accept	Shrub clearance, fencing under discussion	£15,000.00		£15,000	<i>Completed 24/4/25</i>	£4,153
EIB634	East	15-Jan-25	Occupational health request	Cooksbridge Road	Handrails	Accept	after vandalism stronger fixings required	£882.01	£882		<i>Completed 22/4/25</i>	£1,432
EIB636	East	21-Jan-25	Residents via Community Engagement Team	Robert Lodge	Notice board/Signage	Accept		£3,500.00	£3,500		<i>Completed Dec 25</i>	£4,312
EIB639	West	10-Feb-25	Residents via Housing management	Hazelholt	Replacement of trellis/ planters	Accept		£4,000.00	£3,500	£500	<i>Completed 30/4/25</i>	£3,216
								£ 180,601				£95,573

**Environmental Improvement Proposals 2025/2026 - approved**

EIB641	Central	27-Feb-25	Residents via Community Engagement Team	St James House	Community room improvements/Store room	Accept	Consult on door blocking & need to order furniture	£18,520.00	£7,520	£11,000	<i>Completed 6/11/25</i>	£14,549
EIB642	North	31-Mar-25	Residents via Community Engagement Team	Charles Kingston Gardens	Railings	Accept		£3,000.00	£2,000	£1,000	<i>Completed 26/8/25</i>	£2,091
EIB643	West	13-Mar-25	Residents via Housing management	Evelyn Court	Fence repairs/ painting	Accept	Delayed due to roof works . Nb £3,050 from EDB	£13,050.00	£13,050		<i>Completed 6/11/25</i>	£14,540
EIB644	Central	06-Mar-25	Residents via Community Engagement Team	Ardingly Court	Railings	Accept		£7,500.00	£7,500		<i>Completed 30/10/25</i>	£4,438

EIB646	North	25-Feb-25	Residents via Community Engagement Team	Coldean Community centre	Windows for community corner shop & planters	Accept		£5,000.00		£5,000	Completed 18/7/25	£4,321
EIB647	Central	31-Mar-25	Residents via Community Engagement Team	Millwood centre	Door	Accept		£3,000.00		£3,000	further investigation	£100
EIB650	Central	26-Mar-25	Residents via Community Engagement Team	Hampshire Court	Paving under benches/ path	Accept		£2,000.00		£2,000	Completed 30/1/26	£2,000
EIB654	West	01-Apr-25	Residents via Community Engagement Team	Stonery Close	Replace bollards	Accept		£1,500.00		£1,500	Completed 13/5/25	£903
EIB658	Central	29-Apr-25	Residents via Community Engagement Team	Parkmead,	Landscaping	Accept		£4,000.00		£4,000	Completed 13/2/26	£2,410
EIB659	North	20-May-25	Residents via Housing management	Lindfield Court	path & leanto	Accept		£10,000.00	£1,000	£9,000	Completed 30/1/26	£10,997
EIB660	North	10-Apr-25	Residents via Housing management	Elwyn Jones Court	Awning/ gazebo	Accept		£2,000.00	£2,000		on hold due to roof repairs	
EIB661	West	30-Apr-25	Residents via Housing management	Hazelholt	Paving slippery	Accept		£3,000.00		£3,000	Completed 15/9/25	£3,608
EIB662	West	07-May-25	Residents via Housing management	Woods House	Store/repair	Accept		£3,000.00		£3,000	Completed 8/8/25	£3,040
EIB663	West	08-May-25	Residents via Housing management	Churchill House	Seating/ patio	Accept		£3,500.00	£500	£3,000	Completed 25/7/25	£2,224
EIB664	Central	30-Apr-25	Residents via Community Engagement Team	Hampshire Court	Estate signage	Accept		£3,000.00	£1,000	£2,000	Completed March 26	£1,468
EIB666	Central	03-Jun-25	Residents Association	Essex Place	Fencing	Accept		£5,500.00	£5,000	£500	Completed 2/9/25	£3,617
EIB668	Central	29-May-25	Health & safety	Lennox Street	Bin screening	Accept		£1,250.00	£1,250		Completed 2/9/25	£1,764
EIB669	West	02-Jun-25	Residents via Community Engagement Team	Langley Crescent	Community garden	Accept		£6,000.00		£6,000	Completed 21/1/26	£4,060

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

EIB694	Central	18-Aug-25	Residents via Community Engagement Team	Saxonbury	Noticeboard	Accept		£700.00			<i>Completed 16/3/26</i>	£498
EIB697	North	26-Aug-25	Residents via Community Engagement Team	Durham Close	Fencing, path,	Accept		£7,000.00			<i>Completed 10/3/26</i>	£6,814
EIB698	East	08-Sep-25	Residents via Housing management	Fletching Close	Replace steps	Accept		£3,000.00			<i>Completed 15/12/26</i>	£2,909
EIB699	Central	05-Sep-25	Residents via Community Engagement Team	Ardingly Court	garden improvements	Accept	Second phase - consulting on	£17,000.00			<i>first phase completed 20/3/26</i>	£8,021
EIB700	North	16-Sep-25	Residents via Community Engagement Team	St Georges Hall	Planters, new fence, hedge	Accept	Signs/ noticeboard still to sort	£10,000.00			<i>Partially Completed</i>	£7,480
EIB707	East	09-Oct-25	Residents via Community Engagement Team	Kubic Apartments	Lock/ secure bike storage	Accept		£7,250.00			<i>Location not possible - Consult</i>	
EIB708	East	09-Oct-25	Residents via Community Engagement Team	Sherborne Close	Open space improvements	Accept	Fencing to do, goals on order	£14,000.00			<i>Partially completed</i>	£12,255
EIB711	Central	29-Oct-25	Residents via Community Engagement Team	Essex Place	Raised decking	Accept		£10,000.00			<i>Works completed 21/1/26</i>	£11,080
EIB712	Central	20-Oct-25	Residents via Neighbourhood officers	33-47 Fitch Drive	Screened bin area	Accept		£4,000.00			<i>Consulting on options</i>	
EIB713	Central	30-Oct-25	Residents via Community Engagement Team	Sylvan Hall	Community room refresh	Accept	Furniture/ sundaries to order	£17,000.00			<i>Major works completed march 26</i>	£13,855
EIB714	West	31-Oct-25	Estate inspection West 1	Parker Court	remove weeds/ repaint brackets	Accept	Refer clear up to estates team	£2,000.00			<i>Completed 26/3/26</i>	£1,880
EIB715	West	31-Oct-25	Estate inspection West 2	Locks Crescent	Building signage	Accept	Add estate signage	£4,000.00			<i>Completed March 26</i>	£2,815
EIB716	Central	04-Nov-25	Estate inspection Central 3	Crown Hill	Gate/ clearance	Accept	Barrier/ gates to complete - consulting	£5,000.00			<i>Partially completed</i>	£1,598

EIB717	Central	04-Nov-25	Estate inspection Central 3	Westmount	Repaint railings	Accept		£1,250.00			<i>Completed 27/2/26</i>	£1,100
EIB718	Central	07-Oct-25	Estate inspection Central 1	The Pines	Clearance	Accept		£2,500.00			<i>Procuring</i>	
EIB719	Central	09-Oct-25	Estate inspection Central 2	Glynleigh	Repaint railings/bench	Accept		£2,500.00			<i>Completed March 26</i>	£3,230
EIB720	Central	05-Nov-25	Residents via Community Engagement Team	41 Buckingham Place	Path	Accept	Add bench	£4,000.00			<i>Completed 22/2/26</i>	£3,250
EIB721	Central	06-Nov-25	Estate inspection Central 4	Napier House	Repair bench/ renew no trespass signs	Accept		£1,800.00			<i>Completed March 26</i>	£1,234
EIB722	North	28-Nov-25	Estate Inspection West North	Merevale	Bin screening	Accept		£2,000.00			<i>Completed 5/2/26</i>	£2,461
EIB723	West	27-Nov-25	Estate Inspection West 5	Wickhurst Rise (evens)	fence replacement & handrails	Accept		£4,750.00			<i>Completed 20/2/26</i>	£5,650
EIB724	West	27-Nov-25	Estate Inspection West 5	Carden Court	Refresh planters	Accept	Plants to supply	£1,500.00			<i>Partially completed</i>	£495
EIB725	West	25-Nov-25	Estate Inspection West 4	Stanley Court	ramp & signage	Accept		£1,000.00			<i>Completed March 26</i>	£684
EIB726	West	25-Nov-25	Estate Inspection West 4	Abinger Court	signage/ fence	Accept	Need consultation for bin store as neighbour's complaint	£4,000.00			<i>Part completed</i>	£173
EIB727	Central	28-Nov-25	Residents via Community Engagement Team	Albion life	Signage	Accept	Garden signage/ gate adaptations	£6,500.00			<i>Part completed</i>	£3,000
EIB729	East	26-Nov-25	Residents via Housing management	Ashington Court	Secure garden	Accept	Difficulty with fence height - tree works	£4,000.00			<i>Procuring</i>	
EIB730	West	26-Nov-25	Estate Inspection West 4	Valley Road	Building signage	Accept		£1,000.00			<i>Works completed March 26</i>	£988
EIB733	Central	12-Sep-25	Residents via Community Engagement Team	BELTA	Signage	Accept		£1,200.00			<i>Works completed March 26</i>	£628

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

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

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

£475,070

£257,141

08

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

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

Total approved projects 130  
 Projects completed 81  
 Projects in progress 20

**Environmental Improvement Proposals - proposals awaiting consultation**

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Commitment/ spend
EIB609	North	16-Oct-24	Residents via Community Engagement Team	Ashurst/Halland Road	Wildflowers	Consult	wider consultation and support by residents required	£9,000.00			Further discussion/ consultation in progress	
EIB640	East	11-Feb-25	Residents via Community Engagement Team	Manor Road Gym	Funding for sports hall floor	Consult	Need evidence of tenant usage	£35,000.00			Needs further investigation	
EIB671	West	10-Jun-25	Residents via Neighbourhood officers	Goldstone House	Bicycle storage	Consult		£14,000.00			Needs further investigation	

EIB688	East	05-Aug-25	Residents via Community Engagement Team	Kingfisher Court	Increased use of old bin room	Consult	More info	£17,000.00			Awaiting other projects	
EIB689	East	05-Aug-25	Residents via Community Engagement Team	Kestral Court	use of laundry room	Consult	More info	£25,000.00			Awaiting other projects	
EIB702	West	18-Sep-25	Residents via Housing management	Hazelholt	Creation of disabled parking bays/ remarking	Consult	Will be loss of parking	£3,500.00				
EIB704	North	07-Oct-25	Estate inspection	Sylvan Hall	various	Consult	Review & Consult	£11,250.00				
EIB705	Central	09-Oct-25	Estate inspection	Ashington Rise	various	Consult	Review & Consult	£26,600.00				
EIB745	North	18-Dec-25	Estate Inspection North 6	Walton Bank	Clear weeds/ gravel & bin screening	Consult	if it's what residents want	£4,000.00				
EIB747	West	22-Dec-25	Estate Inspection West 5	Downland Court	Community garden refresh	Consult	if it's what residents want	£3,500.00				
EIB755	West	22-Dec-25	Estate Inspection West 5	Downland Court	Path over desireline	Consult	if it's what residents want	£7,000.00				
EIB767	North	20-Jan-26	Estate inspection	Highbrook Close	washing lines/ drying area	Consult	if it's what residents want	£600.00				
								£ 156,450				

### Environmental Improvement Proposals 2024-2025 - proposals rejected

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

EIB606	North	07-Oct-24	Residents via Housing management	Fitch Drive	Bike calming	Withdrawn	No proposal forthcoming					
EIB635	North	14-Jan-25	Residents via Community Engagement Team	ovingdean	notice boards	Reject	Needs to show want, need, benefit					
EIB638	North	28-Jan-25	Residents via Housing management	Denman Place	Landscaping	Reject	No maintenance arrangement					
EIB648	North	03-Mar-25	Residents via Community Engagement Team	Natel Road	Fly-tipping/ overgrown	Reject	Referred to community service					
EIB649	Central	26-Mar-25	Residents via Community Engagement Team	Bear Road/ Coombe Road	Community notice Board & Mural	<i>Reject</i>	Refer mural to EDB. Consult notice board					
EIB651	West	24-Mar-25	Residents via customer services	Mile oak football Pavillion	New Boiler	Reject	No evidence required from repairs					
EIB652	East		Residents via Community Engagement Team	Bylands	Cycle Hanger	Withdrawn	Provided key / service supplier					
EIB653	East	18-Mar-25	Residents via Community Engagement Team	Whitehawk	Proposal for change	Reject	Highways project					
EIB655			Residents via Housing management	Walton Bank	Bike Store	Withdrawn	no proposal					
EIB656	North	17-Apr-25	Residents via Community Engagement Team	Mountfields	knee rail fencing	Withdrawn	Highways					
EIB657	East	22-Apr-25	Residents via Community Engagement Team	Bristol Estate	Play area	Withdrawn	Not feasible/Close to Manor road					
EIB665	West	03-Jun-25	Residents via Housing management	Ellen House	Ramp	Withdrawn	Picked up by adapts team					
EIB667	North	14-May-25	Residents via Community Engagement Team	Hodshrove Woods	Path improvements through woods for accessible	Reject	Refer to access officer for minor improvements					

EIB674	West	24-Jun-25	Residents via Housing management	Stanley Court	Improvements to front garden	Withdrawn	Doesn't meet criteria - only benefits one				
EIB676	West	28-Jun-25	Health & Safety	Downland Court	pothole repairs	Reject	Referred to Car parks & garages				
EIB678	West	23-Jun-25	Residents via Housing management	Elizabeth Court	Additional scooter storage	Reject	Needs major works/ fire safety issues				
EIB680	Central	08-Jul-25	Residents via local Councillor	Newhaven Street	Refresh of plaque	Withdrawn	Clr referred to local councillors				
EIB681	West	16-Jul-25	Residents via Local Councillor	Wickhurst Rise	Damaged sleepers in garden	<i>Rejected</i>	Just a repair				
EIB690	West	06-Aug-25	Residents via repairs	Wickhurst Rise	Steps repair	Reject	Repair, not EIB				
EIB691	East	08-Aug-25	Residents via Community Engagement Team	Bristol Estate	Paint for railings & Damson	Reject	Refer to Estate Development Budget				
EIB695	Central	26-Aug-25	Residents via Neighbourhood officers	Highcroft Lodge	Redecoration	Reject	Try repair for small section of damage.				
EIB696	East	26-Aug-25	Residents via Local Councillor	Langley Crescent	Parking	Reject	Plenty of parking				
EIB701	North	15-Sep-25	Residents via Housing management	EJC/CKG	Secure storage	Reject	Not communal				
EIB703	East	19-Sep-25	Residents via Community Engagement	Wellesbourne Centre	Secure bike storage	Reject	Investigate other funding sources				
EIB706	Central	09-Oct-25	Estates Team	Wellington Road	bin storage	Reject	agree in principal but should be capital				
EIB709	North	29-Oct-25	Residents via Neighbourhood officers	Moulsecroomb parade	Weeding	Reject	Referred to Estates team				
EIB728	Central	17-Nov-25	Residents via Community Engagement	Internal Notice boards	Internal Notice boards	Reject	Refer to Estates				
EIB731	Central	01-Dec-25	Residents via Community Engagement Team	Wiltshire House	Various/ ongoing commitment	Reject	No proposals yet				
EIB732	West	02-Nov-25	Residents via Community Engagement	Ingram Crerscent	Base for Gazebo	Reject	Should come out of Social value				

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