

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

2.00pm 22 SEPTEMBER 2015

SANDERS HOUSE

MINUTES

Present: Councillors Gibson, Gilbey, Lewry, Barnett and Atkinson

Representatives: Chief Blackbear (Ingram), Roy Crowhurst (Woods House), Ann Tizzard (Knoll), Alison Gray (Clarendon & Ellen), Graham Dawes (Philip Court), Tracy Angus (Downland Court), Ron Gurney (Ingram), Julie Fosberry (Ingram), Pete Smith (Harmsworth Crescent) and Eileen O'Leary (Hangleton).

Non-Voting Delegates: Vic Dodd (Ingram).

Officers: Becky Purnell (Resident Involvement Manager), Ododo Dafe (Head of Income, Involvement & Improvement), Rachel Chasseaud (Head of Tenancy Services), Pat Liddell (Resident Involvement Officer), Glyn Huelin (Partnering Business Manager) and Cliona May (Assistant Democratic Services Officer).

Guests: Delia Hills (Mears).

9 APOLOGIES

9.1 Apologies were received for Pat Weller, June Baker, Ann Packham, Councillor Janio and Councillor Cobb.

10 MINUTES OF THE PREVIOUS MEETING

10.1 **RESOLVED** – That the minutes of the previous meeting held on 22 September 2015 were agreed and signed as a correct record.

11 CHAIR'S COMMUNICATIONS

11.1 The Chair shared the news that John Pippard and Faith Matyszak MBE had recently passed away. The Panel observed a one minute silence.

12 RESIDENTS QUESTION TIME

12.1 (Item 3 - Timely and adequate response to complaints and questions) The Head of Income Involvement & Improvement urged the Panel to contact either herself or someone in her team if they do not receive a timely response to complaints or questions.

13 TENANT AND RESIDENT SCRUTINY PANEL REPORT ON RESPONSIVE REPAIRS

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- 13.1 Glyn Huelin, Partnering Business Manager, introduced the report and stated that the report would go to Housing & New Homes Committee in November.
- 13.2 It was explained that to the Panel that recommendation one, detailed in the report, will begin with current and existing helpdesk staff shadowing the repairs team in October to develop a better understanding of what is involved in the various repairs jobs and the average time taken.
- 13.3 The Partnering Business Manager explained that recommendation two had been partially agreed and the resident inspectors had been renamed to Resident Assessors. Their expanded role had been successful and they were looking at problems from the resident perspective; however, due to Health & Safety issues, it will not be recommended that Resident Assessors choose and access resident's homes.
- 13.4 It was detailed to the Panel that as estate inspections happen regularly, it is believed that "Rate Your Estate" would be duplicating schemes.
- 13.5 In response to Roy Crowhurst, the Partnering Business Manager explained that Mears are relying less on using sub-contractors and it would only be necessary for more complex repair jobs. He urged the Panel to give feedback to Mears after a repair had been completed as all feedback for sub-contractors is monitored.
- 13.6 **RESOLVED-** That the report be noted.

14 RESIDENT INVOLVEMENT

- 14.1 The Resident Involvement Manager introduced the report and stated that the attendance at the City Assembly has been falling since November 2013. Residents on the City Assembly subgroup of the Involvement & Empowerment Service Improvement Group had reviewed the history of the City Assembly and had discussed ways to improve attendance, alongside looking at feedback from tenant representatives and visiting the housing offices to speak to other residents.
- 14.2 It was detailed to the Panel that the Friends Meeting House had been provisionally booked to hold the City Assembly, as involved residents had fed back that a central venue is preferred. In addition to this, it was proposed that the City Assembly would be held from 1600 – 2000 hours as many residents had believed that the previous City Assemblies had been "too lengthy".
- 14.3 From the feedback that had been received, The Resident Involvement Manager explained that they were exploring the idea of changing the name from City Assembly to Citywide Conference. It was believed that the new name would make the purpose of the event clear to residents that had not previously attended.
- 14.4 Roy Crowhurst expressed that he did not feel that past City Assemblies had been useful. In response, the Resident Involvement Manager stated that the residents on the subgroup had looked at all feedback received and were still accepting ideas for the agenda.

- 14.5 Councillor Barnett believed that the Friends Meeting House would be unsuitable as it may be dangerous for elderly residents leaving at 2000 hours in December, as it would be dark. The Panel agreed.
- 14.6 Alison Gray stated that previous City Assemblies were set out in theatre style which made it difficult to communicate with other associations and the disabled access in previous venues had been a problem.
- 14.7 The Resident Involvement Manager agreed to accept other venue suggestions after the meeting had finished and would pass on all comments to the City Assembly subgroup.

15 ELECTIONS TO SERVICE IMPROVEMENT GROUPS

- 15.1 Following nominations and elections by anonymous electronic voting, tenant representatives were elected to groups on behalf of the West area:

Home Group

Representatives: John Blackbear, Alison Gray
Deputies: Vacant

Neighbourhood & Community Group

Representatives: Tracy Angus, Pete Smith
Deputies: Vacant

Tenancy Group

Representatives: Vic Dodd, Julie Fosberry
Deputies: Vacant

Involvement & Empowerment Group

Representatives: Alison Gray, Vacant
Deputies: Vacant

Business & Value for Money Group

Representatives: Vic Dodd, Tracy Angus
Deputies: Vacant

Tenant Disability Network

Representatives: Alison Gray, Ann Packham
Deputies: Vacant

16 CITY WIDE REPORTS

- 16.1 **RESOLVED** – That the reports be noted and agreed.

17 ANY OTHER BUSINESS

- 17.1 The Panel discussed the letter that had been received by tenants regarding the new laundrette charges and Roy Crowhurst stated that he had called an emergency meeting at 1400 hours, 7 October at Leach Court, where everyone would be welcome.

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17.2 In response to the concerns from the Panel, the Head of Income Involvement & Improvement explained that the letter detailing the new prices for the laundry room had been despatched to residents as part of the consultation process.

The meeting concluded at 1520 hours.

Signed

Chair

Dated this

day of