

**BRIGHTON & HOVE CITY COUNCIL**  
**HOUSING MANAGEMENT PANEL: EAST AREA**

**7.00pm 8 JANUARY 2018**

**BRISTOL ESTATE - BRISTOL ESTATE**

**MINUTES**

**Present:** Councillor Mary Mears (Chair)

**Representatives:** Chris El-Shabba (Robert Lodge TA), Anne Wilson (Manor Farm RTA Sub), Lyn Bennett (MFRTA), Janet Gearing (Woodingdean), Rosemary Johnson (Leaseholders Action Group, Craven Vale CA Deputy)

**Officers:** Rachel Chasseud (Head of Tenancy Services), Glyn Huelin (Business & Performance Manager), Alexander Fox (Home Energy Efficiency Project Manager), Hilary Edgar (Housing Service Operations Manager), James Crane (Service Improvement Manager), Jaine Jolly (Project Manager), Sharon Terry (Resident Involvement Officer), Eddie Wilson (General Manager Mears)

**27 APOLOGIES**

27.1 Apologies were received from Pat McKenna, Irene Boyce and Ronnie Hart.

**28 CHAIR'S COMMUNICATIONS**

28.1 A 1 minute silence was observed for Becky Purnell and Ann Ewings.

**29 MINUTES OF THE PREVIOUS MEETING**

29.1 At the previous meeting; Sharon Terry, Resident Involvement Officer, clarified that as the terms of reference had not yet been amended to confirm on whether Leaseholders are eligible for a vote, a phone vote was taken to finalise a vote on leaseholder's representatives.

29.2 The Chair emphasised that a formal structure needs to be set by way of wording the terms of reference in order for leaseholder representatives to have a vote.

**30 RESIDENTS QUESTION TIME**

30.1 (Item 1 – Affordable Housing)

30.2 Residents stated the following statements, concerns and enquiries:

- Residents stated that they were immensely impressed with the interior, noted that disabled access is well addressed with various specialist fittings
- Enquired if residents will be charged a set rate regardless if they use heating or not
- Requested a copy of the report set to be taken to committee

30.3 Officers responded to resident's statements, concerns and enquiries with the following:

- Noted that rents are lower than provided in the report
- An Officer broke down the costs of rent proposed:
  - 1 bedroom at £145.94 per month
  - 2 bedroom at £185.40 per month
  - 3 bedroom at £223.20 per month
- Officers stated that overall the rates of running costs would be low, homes are highly sustainable and good value for money
- Confirmed that there is a £20 per month surcharge which covers heating and ground maintenance amongst other things
- It was further noted that a special consideration was taken to accommodate people with disabilities
- An Officer clarified that the Housing and New Homes Program means that this year BHCC will be letting more properties
- Noted that over 11,000 people have been removed from the register
- Stated that the new system is much more user friendly, including an easier application for applicants
- Stated that officers are charged with reaching certain targets with a 5% tolerance to ensure allocation plans are met
- It was stated that the figure for home seekers has diminished to 20% however this area was over performing other groups
- Stated that BHCC have help for people without access or knowledge of computers to apply for bids.

30.4 The Chair noted that the increasing number of appeals are adding to long wait times and enquired what levels of anti-social behaviour there are. She further noted that BHCC has 2 million in funds for buying properties under right to buy.

30.5 (Item 2 – Black Boxes and Recycling in South Hawk)

30.6 Residents had the following statements, concerns and enquiries:

- Stated discrepancy regarding vans and lorries not going through as parking is currently unregulated
- Stated an issue regarding cars parked on corners as double yellow lines have disappeared
- Noted that disabled tenants with children are experiencing issues regarding refuse building up in areas

30.6 Officers responded to resident's statements, concerns and enquiries with the following:

- Will contact City Clean manager in regards to recycling bins and to address issue of fly tipping on estates
- Brought posters for tenant reps highlighting information on maintenance and the importance of keeping gardens and pathways clear

- 30.7 The Chair stated that both the issue of the lack of road markings and fly tipping must be addressed, she further confirmed that the tenancy handbook is an agreement with residents whom sign it thus constituting it as a legal document which must be enforced.
- 30.8 (Item 3 – Anti Social Behaviour)
- 30.9 **AGREED** – that the response was satisfactory
- 30.10 (3 Star West Ward - Item 5 –Review of Estate Development Budget)
- 30.11 **AGREED** – that the response was satisfactory
- 30.12 (Item 7 – Accessibility Issues)
- 30.13 A resident expressed an issue with BHCC’s choice of typeface, he specified that ‘Arial’ as difficult to read.
- 30.14 An Officer agreed to feed this to the BHCC Comms team
- 30.15 The Chair noted that it was positive that BHCC provides specific help to individuals depending on their needs
- 30.16 (3 Star North Ward - Item 8 – Tenancy Requirements)
- 30.17 **AGREED** – that the response was satisfactory
- 30.18 (Item 9 – Gardens for new tenants)
- 30.19 An Officer stated that there are no clear boundaries, confirmed that when people move in, fencing will already be put in place in conformity with the official boundary lines.
- 30.20 **AGREED** – that the response was satisfactory
- 30.21 (Item 10 – Grants to residents association)
- 30.22 Residents stated their scepticism due to the complex nature of the process
- 30.23 An Officer clarified that Resident Involvement Officers can help people with the process.
- 30.24 **AGREED** – That the response was satisfactory.

**31 HRA ENERGY STRATEGY**

- 31.1 Alex Fox, Home Energy Efficiency Project Manager, gave a briefing on the Energy Strategy Report, he stated that it is a positive step for the HRA. He noted that previously there has been no risk specific plan for a holistic approach to integrate the energy saving plan. The plan will take the form of a 2 fold approach; the first will address Buildings that are beginning to plan and integrate energy efficiency in to the works and the second will support resident energy saving projects.

31.2 Residents had the following statements, concerns and enquiries:

- Requested officers to check resident's meeting dates in regards to issues of attendance arising as diaries are often not consulted
- Requested clarification of the term "trilemma"
- Enquired if officers will meet with leaseholders
- Requested more information on new person's role

31.3 Officers responded to resident's questions, concerns and enquiries with the following:

- Officer agreed to check resident meeting dates and noted that there will be other meetings in future
- An officer clarified that the term "Trilemma" is in reference to 3 big issues:
  - 1. Carbon emissions
  - 2. Security of supply; to produce enough energy
  - 3. Cost of energy
- Confirmed that officers are happy to meet with resident leaseholders
- Clarified that the new person's role will see the beginning of the consultation process

31.4 **AGREED** – that the report be noted.

## **32 ROUND ROBIN**

32.1 Residents gave the following updates on events taking place in their area:

- A resident stated that 23 security doors are having problems with trade bells and enquired if it would be possible for BHCC to provide master 'fobs' for the mail collector

32.2 An Officer responded to a resident's enquiries and statements with the following:

- Stated that Larissa Reed, Executive Director-Neighbourhoods Communities & Housing, has written to the post office in regards to 'fobs'. An officer stated that she would contact relevant personnel to personally follow issue up with resident.

## **33 CITY WIDE REPORTS**

33.1 **AGREED** – that the City Wide Reports be noted.

## **34 ANY OTHER BUSINESS**

34.1 An Officer gave a presentation on the draft tenancy handbook and explained the different aspects of the new agreement such as an update of details.

## **35 NEW HOMES FOR NEIGHBOURHOODS UPDATE**

35.1 **AGREED** – that the reports be noted.

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of