



**Brighton & Hove  
City Council**

# Housing Management Panel

Title:	<b>Housing Management Panel: East Area</b>
Date:	<b>8 January 2018</b>
Time:	<b>7.00pm</b>
Venue	<b>Bristol Estate, Rear of 146-192, Donald Hall Road, Brighton, BN2 5DJ</b>
Members:	<b>Councillors:</b>  Mears (Chair), ; <b>Ward Councillors for the Area, Delegates of Tenants Association in the area.</b>
Contact:	<b>Gregory Weaver</b> Democratic Services Assistant 01273 291214 greg.weaver@brighton-hove.gov.uk



**AGENDA**

<b>Part One</b>	<b>Page</b>
<b>27 APOLOGIES</b>	
<b>28 CHAIR'S COMMUNICATIONS</b>	
<b>29 MINUTES OF THE PREVIOUS MEETING</b>	<b>1 - 4</b>
Minutes of the meeting held on 9 November 2017 (copy attached).	
<b>30 RESIDENTS QUESTION TIME</b>	<b>5 - 24</b>
Responses to items raised at the Tenant Only Meeting held on 30/11/17	
<b>31 HRA ENERGY STRATEGY</b>	<b>25 - 30</b>
<b>32 ROUND ROBIN</b>	
Each association is invited to share a positive experience (for example, a success within their local group or at a Service Improvement Group meeting) and a current issue	
<b>33 CITY WIDE REPORTS</b>	<b>31 - 42</b>
<b>34 ANY OTHER BUSINESS</b>	
<b>35 NEW HOMES FOR NEIGHBOURHOODS UPDATE</b>	<b>43 - 46</b>



**BRIGHTON & HOVE CITY COUNCIL**

**HOUSING MANAGEMENT PANEL: EAST AREA**

**7.00pm 9 NOVEMBER 2017**

**ROBERT LODGE COMMUNITY ROOM, ROBERT LODGE**

**MINUTES**

**Present:** Councillors Mary Mears and Anne Meadows

**Representatives:** Alan Cooke (Craven Vale Community Association), Janet Gearing (Woodingdean), Rosemary Johnson (Leaseholders Action Group Elected Rep), Lyn Bennett (Manor Farm Rep), Anne Willet (Manor Farm Sub Rep)

**Officers:** Glyn Huelin (Business and Performance Manager), Jeff Tourmentin (Strategic General Manager – Mears), Eddie Wilson (Operations; General Manager Mears), Hilary Edgar (Housing Operations Manager), Sharon Terry (Resident Involvement Officer)

**16 WELCOME AND INTRODUCTIONS**

- 16.1 Mary Mears, Chair, opened by expressing her unease and unhappiness with an issue leading to the wrong venue being promoted prior to the meeting.
- 16.2 Officers apologised for the mistake and promised to perform due diligence for all future meetings.

**17 APOLOGIES**

- 17.2 Apologies were received by Iain Ramage, Steve Fenton, Chris El-Shabba and Mary Whitner.

**18 MINUTES OF THE PREVIOUS MEETING**

- 18.1 Correction to previous attendance, that Alan Cooke be added to the minutes.
- 18.2 Delete second section of Item 8.2 on Page 33, no request for leaseholder survey was requested by Rosemary Johnson.

**19 CHAIR'S COMMUNICATIONS**

- 19.1 The Chair stated that, in the past, commencement times have been revised so as to better suit the season.
- 19.2 Tenants stated that this has previously been attempted however, due to clashes with resident's plans and family commitments, this has been unsuccessful.

**20 HOUSING PERFORMANCE REPORT**

20.1 Hilary Edgar presented the performance report stated tenant's concerned over going in to too much by way of details contained within. She further stressed that one of the main purposes of area panels is for resident reps and tenants to scrutinise them.

20.2 Residents had the following enquiries, concerns and statements:

- Stated it was a positive sign that that no evictions have taken place and gave positive feedback to the services BHCC provide
- Requested what the expectation of numbers of roll out for BN2 postcode will be
- Enquired if Mears pre-inspect all houses before new tenants move in
- A Resident Inspector gave a negative critique on some of Mears' work on houses, they stated there were many little issues that needed to be addressed as families were just about to move in

20.3 The Chair praised the eviction record and the preventative measures BHCC takes to

## **21 3 STAR ITEM FROM TENANT ONLY MEETING OF 5 OCTOBER 2017**

21.1 (Item 1 – Shortage of Housing and Allocations)

21.2 Hilary Edgar stated that James Crane and other officers were unable to attend the meeting and have confirmed they will attend the next Area Panel in January.

21.3 Residents had the following concerns, enquiries and statements:

- A resident stated they were concerned with BHCC's phone etiquette when answering questions on their position on the housing list
- A representative of the Leaseholders Action Group stated that many members of the group have expressed an interest in selling their property once BHCC proceed with the trial

21.4 Officers responded to resident's concerns with the following:

- The protocol response for BHCC staff to requests by residents in regards to responses to telephone enquiries is to never release any information so as to avoid issues of confusion
- Councillor Anne Meadows stated leaseholder's willing to sell to BHCC is a positive for everyone

21.5 **AGREED** – That the report is satisfactory.

## **22 DISCUSSION ON COORDINATION OF DATES FOR TENANT ONLY MEETINGS, AGENDA SETTING AND AREA PANEL MEETINGS**

22.1 Residents stated that it was not fair to make decision on this topic as not enough people were present.

22.2 **AGREED** – that the item will be brought to the next agenda.

## **23 DISCUSSION ON SEASONAL CHANGES TO THE TIME OF EAST AREA PANEL MEETINGS**

**24 CITY WIDE REPORTS**

- 24.1 A resident enquired as to why there were only 3 updates from service groups.
- 24.2 Hilary Edgar stated that the Service Improvement Group's bullet points remained the same as the last meeting and the most recent meeting took place earlier on the same day.
- 24.3 **AGREED** – that all reports be noted.

**25 SUMMARY OF INFORMATION FROM AREA PANEL FEEDBACK FORMS**

- 25.1 Hilary Edgar gave a brief overview of the key findings and feedback received from the survey handed out to residents at the last East Housing Management Area Panel.
- 25.2 **AGREED** – that the survey be noted.

**26 ANY OTHER BUSINESS**

- 26.1 Sharon Terry enquired if members would be happy to accept results taken via a phone vote from members not present; the day after the meeting
- 26.2 Residents stated no objections and voted yes.

The meeting concluded at 20:45pm

Signed

Chair

Dated this

day of





## Items from the East Area Residents' only meeting held on 30/11/17

### 1. Affordable Housing

The meeting noted that the rent for a new 1 bedroom flat in Kite Place is £192 per week. This is not affordable for most people who need council housing. As a result rents have to be subsidized by Housing Benefit.

At the last residents meeting there was a discussion about the shortage of housing and allocations. An item was put forward for discussion at the Area Panel but it wasn't possible to discuss it as the officers required to provide the relevant information were unable to attend the meeting.

The meeting decided to resubmit the questions from the previous meeting to the Area Panel Agenda:

- What are the allocation priorities?
- What is the Council doing to tackle the shortage of truly affordable housing in Brighton and Hove?

---

***Response from Carol Jenkins, Estate Regeneration Project Manager, 01273 293832 and James Crane, Service Improvement & Interim Homemove Manager, 01273 293316***

### Rents for new build properties

£192 is actually the rent for a two bedroom flat, not a one bedroom flat (which would be £153 per week). All the rents are within Housing Benefit limits for eligible households and were set by the council's Housing & New Homes Committee. The rent levels have also been agreed by the government's Homes & Communities Agency as these properties fall under the affordable rent regime as laid out by central government.

Unlike older council stock which was largely built with government grants, the new build homes now mostly have to be paid for from the new tenants' rents. Government subsidy for development of new council housing has switched over the years - from grants to councils towards building costs which enabled them to set lower rents, to subsidy paid to individual tenants through Housing Benefit to pay higher rents that repay the cost of building the homes.

Resident satisfaction surveys of tenants of our completed new build homes three months after they moved in found 80 % are very satisfied that their rent provides value for money and 100% are satisfied. This compares to 86% overall satisfaction rates amongst wider council tenants who responded to the STAR satisfaction survey in 2016. A tenant of the new Robert Lodge blocks not

receiving full Housing Benefit commented that they have been able to start clearing their debts since moving from the private rented sector to an affordable rent home.

Tenants of new council homes also benefit from low running costs, as every home is built to high energy and water efficiency standards, as well as being newly finished and decorated, with good quality new flooring. At Kite Place, Robert Lodge South and Hobby Place, they will also benefit from economical and efficient heating and hot water from a communal boiler and solar energy providing power to the landlord's electricity supply. The homes are built to the space and 'accessible and adaptable' standards required by the council's Affordable Housing Brief and Planning, and also have lifts to all floors.

In agreeing the rents for new schemes, Housing & New Homes Committee members aim to ensure rents are affordable to those in low paid employment as well as households with full benefit entitlement; that the amount of Housing Revenue Account subsidy for new homes is minimised as this is made up mainly of rents and charges from all council tenants; and that rental income from new homes can support an ongoing development programme to continue to build much needed new council homes for rent.

### **Allocation priorities**

The priorities under the allocations policy were changed in December 2016 after proposals were consulted on across the city and beyond. The Council had a housing register of 25,000 applicants with only about 700 letting each year. This meant that many applicants did not have a realistic chance of being offered social housing at all. We can now have more realistic conversations with our applicants while still taking account of those in housing need that need to move. The register was an open register. This meant that anyone in the UK could apply, albeit with a reduced priority for those from outside of the city. We now have a closed register that looks to meet the needs of those residents who have a residence here of five years with some exceptions. The policy introduced income and savings caps set at levels were applicants could afford to meet their own housing need and the banding structure was changed to remove some of the lower level reasons. Therefore if someone has too much equity in a property they can no longer be on the register and if they do not have a recognised housing need once again they cannot remain on the register. We have removed around 9,000 applications so far and continue to remove those that are no longer entitled to remain on the register. People can apply to the council at any point in the future if their circumstances change and they would be awarded a band to reflect this change.

We have left much of the old allocations policy for transferring tenants unchanged. We still have the tenant's incentive scheme for people to down size to smaller properties (Band A); we still have Priority Transfers for anti social behaviour and domestic violence for example (Band A). We still have Band A and B medical for high level needs but have removed Band C medical and Band C for sharing facilities.

We have introduced an allocations plan that means we now have four queues instead of one large one. The queues have a set % of lets each:

Homeless 40%  
Transfers 30%  
Homeseekers 20%  
Council's interest 10%

This allows us a greater degree of flexibility to offer homes to the homeless who do not have a permanent home. We have to reduce the numbers that we have in temporary accommodation as this type of accommodation is the most expensive there is and is subsidised by Housing Benefit in a high number of cases. The allocations plan will be going back to the Housing & New Homes Committee in March 2018 for members to decide where they want to set the levels in the plan for the next year (2018/19) and each year thereafter. This gives members a greater say in the allocation of social housing to meet the council's obligations.

The changes were seen by tenant reps at a special area panel in November 2016 and approved by members of the Housing & New Homes and Policy, Resources and Growth committees late last year with a few amendments.

### **Tackling the shortage of affordable homes**

As well as the council's New Homes for Neighbourhoods programme, which is already well on the way to delivering nearly 300 affordable rented new build homes on council land, the Housing department has a programme of converting unused spaces in existing blocks into new flats where possible, such as the three new flats completed at St James's House recently. The council's Housing and Planning departments also look for private new residential developments of five or more homes to include a proportion of affordable housing, which is usually acquired by locally operating housing associations that are members of the Affordable Housing Delivery Partnership and let their rented homes through Homemove. And the council works with its Registered Provider partners in the delivery of more affordable homes.

This is reflected in the council's Housing Strategy 2015 reinforces our need for more affordable housing to meet the needs of local people and includes strategic actions that seek to:

- Prioritise support for new housing development that delivers a housing mix the city needs with a particular emphasis on family, Affordable Rent and where feasible, Social Rented housing.
- Continue work with a range of partners including Homes & Communities Agency, housing associations and the community housing sector to develop more affordable housing.
- Support housing associations and community housing organisations with their proposals to deliver affordable homes.
- Look to new developments to deliver family housing as part of the affordable housing requirement.
- Explore the viability of Community Land Trust and wider community housing development options when land is available with a focus on maximising the social value of new developments where appropriate.

- Maximise housing provided from best use of the council's Housing Revenue Account (HRA) investment, land and buildings; and
- Directly provide more council housing, such as by developing ourselves through our New Homes for Neighbourhoods programme, buying new homes off-plan or by supporting others to build and manage on our behalf.

## **2. Black boxes and recycling in South Hawk**

Chris has contacted CityClean to ask why South Hawk residents have not been provided with wheelie bins for recycling, but has not had a response.

This is a common problem, where people contact CityClean about issues on their estate and never get a response.

The meeting decided to put this forward to the agenda setting meeting for discussion at the Area Panel. It is recognised that Housing cannot directly respond to issues of rubbish and recycling collections. However, it is requested that Housing make a direct request to CityClean that they engage more actively with issues raised by Residents Associations.

***Response from Damian Marmura, Head of Operations, City Clean, telephone: 01273 294759***

There are some roads that were pulled out of the official recycling bin roll out due to the nature of the pavements and houses.

If the pavements are too narrow and there is no place to keep the bins away from the pavements between collections – then the roads were not included in the roll out. However this is not to say that they will not be included in the future. We are hoping that after New Year we will review all the areas/ roads that were pulled out of the roll out and will review the original decisions and consult with the residents.

*For information - Damian is unable to come along to this meeting of the East Area Housing Panel, but has said he can attend in February.*

---

## **3. Rubbish in tenants gardens**

There is a lot of rubbish in the front garden of a property in Whitehawk (address withheld), including old furniture, bikes, carpet and a freezer. It has been there for several months and the Neighbourhood Officer has been contacted by local residents and asked to ensure the tenants clear their garden.

The meeting felt that the tenancy agreement is not being enforced in this case, but that this is also a general problem that is not being dealt with.

This will be put forward to the agenda setting meeting for discussion at the Area Panel. Clarification is requested on the procedure for action when tenants have rubbish in their gardens for long periods of time.

---

**Response from Rachele Metcalfe, Housing Manager, East Housing Team, Housing, 01273 293196**

The tenancy agreement states that:

*If a tenant has a garden, patio or balcony, it must be kept tidy. Tenants must not dump rubbish in the garden, including household items or vehicle parts. Tenants must not allow any garden plants, trees or shrubs to grow onto or over neighbouring land. If a tenant fails to keep these areas tidy Housing may do the work and the tenant will have to pay Housing's costs. If a tenant is experiencing difficulties maintaining their garden, extra help may be available. Please contact a housing office for further advice*

We have a Garden Standards procedure for staff to follow to ensure a consistency of approach where untidy gardens are identified. The procedure states that the garden should be inspected and a first warning letter sent, enclosing an information sheet about what is expected in terms of garden standards, copy attached, below. Then a follow-on inspection is done after 14 days and if there are still issues a second warning letter is sent outlining exactly what action is required. Then a third inspection is done and if necessary, a third and final letter is sent, which warns of tenancy enforcement action if there is no improvement in 14 days. If the problem is still not resolved at the end of that period, a Notice of Seeking Possession or Demotion Notice can be served for breaching the terms of the tenancy. We can also consider making an application for an injunction to resolve the problem. In addition, we have the option to clear the garden and recharge the tenant. The most appropriate option will depend on the circumstances of each individual case and this will be decided by case management discussions between the Housing Officer and the Housing Manager for the area.

Throughout this process we must be mindful of the tenant's circumstances and any vulnerabilities within the household. We may make referrals to Adult Social Care or Children's Services or to our Tenancy Sustainment Team in order to address support needs. We may in some circumstances offer assistance to clear a garden in order to get it into a manageable state so that ongoing maintenance is more manageable.

Sometimes, this can result in qualifying tenants being registered on the discretionary Gardening Scheme.

## **You and Your Garden**

### **What is expected of you, as a tenant:**

- All of your garden needs to be maintained to a reasonable standard.
- Garden grass to be cut regularly.
- Plants, trees, shrubs and hedges to be cut back to a manageable size and not to overhang public paths or your neighbour's property.
- Ivy and climbing plants to be cut back to prevent damage to brickwork
- Fencing to be well maintained.
- Garden waste to be composted where possible.
- Household refuse to be recycled where possible and only be put out on your collection day
- Old household appliances not to be left in your garden.
- Motor vehicles and caravans not to be kept in gardens with no hard standing or without a dropped kerb.
- Pet faeces to be picked up and disposed of responsibly

Your tenancy agreement says 'if you have a garden, patio or balcony, you must keep it tidy. You must not dump rubbish in the garden, including household items or vehicle parts. You must not allow any garden plants, trees or shrubs to grow onto or over neighbouring land. If you fail to keep these areas tidy we may do the work and you will have to pay our costs.'

If you having difficulty maintaining your garden or want more advice, please contact

**Housing Customer Services** on 01273 293030

[Housing.customerservices@brighton-hove.gov.uk](mailto:Housing.customerservices@brighton-hove.gov.uk)

To request a wheelie bin, more recycling boxes or removal of bulky items, please contact

**CityClean** 01273 292929 [cityclean@brighton-hove.gov.uk](mailto:cityclean@brighton-hove.gov.uk)

#### 4. Reporting anti social behaviour

At the Residents' Only meeting the problem of drug dealing in Craven Vale was discussed. Although this wasn't put forward as a '3 star' item for discussion at the January East Area Housing Panel meeting, at the agenda setting meeting Councillor Mears and Chris El-Shabba requested an update on how residents can report incidents of anti social behaviour.

*Response from Annabel Tate, Housing Manager – Central, telephone: 01273 290677:*

The Housing service works in partnership with Sussex Police and other agencies to gather intelligence and evidence. The more evidence that is collected, the stronger a case can become. Residents are encouraged to report every incident or piece of information, no matter how insignificant you feel it may be, your report could be vital in moving a case forward.

Call Sussex Police on <b>101</b> if...	Call <b>999</b> for Emergency Services if...
<ul style="list-style-type: none"> <li>• You wish to report criminal activity or other issues such as rough sleeping, or someone urinating in a public place</li> <li>• You have any information that could improve the safety of your community</li> </ul> <p>Remember to ask for a serial or crime number relating to your report</p>	<ul style="list-style-type: none"> <li>• A crime is being committed now and the offender is still there or nearby</li> <li>• People are injured or in danger</li> <li>• An urgent response is required from Police, Fire &amp; Rescue or Ambulance service</li> </ul>
Call Housing Customer Services on <b>01273 293030</b> if...	Call Environmental Health on <b>01273 292929</b> if...
<p>You wish to report a possible breach of tenancy such as:</p> <p>Threatening behaviour, tailgating at the main entry door, suspected abuse of alcohol or drugs, keys or fobs being given out to non-residents and any nuisance from animals.</p>	<p>You are being disturbed by regular and frequent incidents of noise nuisance.</p> <p>The weekend noise patrol operates on a Friday and Saturday night between 10pm-3am and can be contacted on: <b>01273 293541</b></p>

It may help you to note the following when witnessing an incident:

- What you witnessed
- What time the incident took place
- The date of the incident

An increase in reports and information can lead to support services intervening to help resolve the root causes of the behaviour and when necessary we will take action against the tenancy. Report as much information as you can, however insignificant you think it is and try to encourage your neighbours to do the same thing. Officers will do their best to keep you informed of the action that we are taking and will not reveal the details of where the information has come from without prior permission.

Our actions may include warnings and visits to neighbouring addresses to offer support to help any perpetrators keep to the terms of their tenancy agreement. We are committed to help stop any negative impact on residents from the minority and work with all residents to make lasting improvements on our estates.



## Three star items from other areas - West

### 5. Review of the Estate Development Budget

A proposal was put forward that there is a review of the Estate Development Budget. It was felt that tenants should have more control and say in this budget and that the administration and application of the EDB is not working as well as it used to.

The following issues were raised:

- The range of items approved for EDB bids has become increasingly restricted, and a lot of suggestions from Residents' Associations are getting turned down.
- The decision making process on small bids should be opened out to a bigger group of people, rather than dealt with by a small panel.
- Each Area should be able to individually negotiate the rules and regulations for their Area. This would reflect the varying issues and concerns in different Areas.

This was agreed unanimously.

---

#### ***Response from Hilary Edgar, Housing Service Operations Manager, 01273 293250***

There will be a review of the Estate Development Budget (EDB) in 2018. This will take account of:

- The 2017/18 programme; an analyses of spend, feedback from associations, Mears and BHCC
- Findings from a recent audit of the budget
- The need to change guidelines for bids to match a decrease in the overall budget from 2018/19

The EDB Panel will be involved in this review and invite questions from the associations in their areas, such as the ones above, to be included in its scope.

An outline of the review will be presented to the EDB Panel, with a report coming before Area Panels later in the year.

---

## 6. Tackling social isolation

It was noted that there is an increasing problem with isolation, especially amongst elderly residents. Some Residents' Association members would like to be able to support isolated and vulnerable people living close to them. An obstacle to doing this is not knowing who needs support – the Council is not able to give out information without permission from the individual involved. It was suggested that the Council puts some staff time into contacting isolated and vulnerable residents and asking if they would mind having their details passed on to the Residents Association.

---

### ***Response from Eve Hitchens, Housing Officer, 01272 293030***

Housing Officers carry out routine Tenancy Checks every five years, and in addition will visit out of turn if concerns are raised by neighbours or contractors that a tenant may be in need of help.

One of the main purposes of a Tenancy Check is to ensure that a tenant is coping, both with the property and can take care of themselves. If they are not, we can make referrals to a number of other agencies, most commonly Access Point, or health teams. Sometimes elderly people in particular say that they are feeling isolated if they have little family, and the neighbours they knew have either passed away, or moved. Some people will ask to move to sheltered accommodation for this reason.

We list all occupants in the property, and ask for details of a Next of Kin, or a person who can be contacted in an emergency. This will give us an indication of whether someone may be isolated. Some people, of course may not want any social contact. If someone wants more engagement, we will endeavour to refer to a service which meets their specific needs. If a Residents Association is providing a service, we could tell the resident about that, or pass their details onto the Residents Association, with their permission.

Residents Associations are, of course, welcome to provide flyers which we could give out during visits to residents who express an interest, or they can be posted through doors, or on Noticeboards.

## Three star items from other areas - Central

---

### 7. Accessibility issues

The notices on communal boards or those received individually by residents, are often produced in small print and are difficult to read if people have limited vision. It was asked if the council have a policy about the accessibility of notices and posters they produce. If so what is it, and how is it implemented?

---

#### ***Response from Adrian Ashwell, Communications Manager, 01273 293034***

*The council follows the Royal National Institute for the Blind guidance, and use a minimum font size of 12 point. The font should be Arial for the main body of the text (unless designed where we use Frutiger); both are easily readable fonts.*

*In addition to font size, our guidelines advise making printed documents easier to read by using plain English, highlighting important information, and supporting text with diagrams, images or photographs.*

*Sometimes notices are put up in blocks of flats that are not produced by the council's Communications team. The Resident Involvement team has sent round a reminder of these guidelines to Housing teams, for their future reference when drafting notices.*

*In terms of individual communication, we will always use a resident's preferred form of contact when contacting them. This can include large print or braille documents.*

## Three star items from other areas - North

---

### 8. Tenancy requirements at Nettleton & Dudeney

There have been ongoing problems with anti-social behaviour at Nettleton and Dudeney and some of this is being caused by new tenants in the block.

Anti-social behaviour can be very frightening and disruptive for residents and it can be very difficult for them to cope with.

The process for dealing with anti-social behaviour can be very long and drawn out which leads to people being frustrated and feeling very vulnerable.

Some tenants who are causing problems for their neighbours may need additional support in order to be able to live independently and this support is often not provided.

These issues were discussed at the residents meeting on 21<sup>st</sup> September and Housing provided a written response which clarified the lettings policy for Nettleton and Dudeney.

The meeting felt that the issue they had previously raised had been taken out of context as they were not proposing that Housing should discriminate when allocating new tenancies.

This problem is not only an issue at Nettleton and Dudeney. An example was given of an area in Coldean with predominantly elderly residents, where a few anti-social residents are making their lives a misery. People feel that nothing is being done to protect the elderly residents who are experiencing these problems.

The meeting agreed to submit the following proposal to the agenda of the Area Panel:

That the process for dealing with anti-social behaviour by tenants, where it is directly impacting on other tenants, be reviewed. Two aspects need to be investigated:

- Speeding up the time gap between an initial complaint and action being taken.
- Considering what additional support may be needed to prevent an individual's anti-social behaviour and what agencies could be providing such support.

***Response by Michael Raywood, Housing Manager – North, tel: 01273 290674***

- **Speeding up the time gap between an initial complaint and action being taken.**

Reports of antisocial behaviour and a breach of tenancy are initially dealt with immediately by the Housing Customer Services Team who resolve over 80% of reported antisocial behaviour calls. The remaining calls are passed through to a duty Housing Officer within the Housing Officer Team who will contact the caller within 24 hours.

Antisocial behaviour can be very complicated and the council is reliant on a number of parties, such as witnesses and professional agencies, to support and substantiate

any reports of antisocial behaviour. The way in which the council can bring closure to antisocial behaviour through a legal remedy is very much determined by the legal process and unfortunately this can be very time consuming.

Whilst the most recent Antisocial Behaviour Crime and Policing Act 2014 has provided the council and other professional agencies with a number of fast acting remedial powers such as, closure orders and injunctions, the council remains reliant on qualifying evidence and unfortunately due to the nature of the antisocial behaviour and/or because of living nearby the perpetrators, witnesses are often afraid and/or reluctant to substantiate the claims due to being in fear of repercussions.

Incidentally, since the Introduction of the Antisocial Behaviour Crime and Policing Act 2014 the council has obtained 13 closure orders and 6 injunctions and made 12 successful evictions for antisocial behaviour.

- **Considering what additional support may be needed to prevent an individual's antisocial behaviour and what agencies could be providing such support.**

When dealing with antisocial behaviour the council will take a holistic approach, weighing up the behaviour of the alleged perpetrator and the impact that such behaviour is having on the victims. In doing so, the council will consider any vulnerability/disability that may be linked to the perpetrator and seek to identify an alternative remedy other than commencing enforcement action.

This may involve a referral to a Tenancy Sustainment Officer, whose role is to coordinate the necessary support agencies (such as drug and alcohol services) and/or it may involve referring the perpetrator to social services or mental health services.

The council has access to a vast range of support services for people whose behaviour leads to antisocial behaviour as a consequence of their vulnerabilities. One of the problems however, is sustaining that person's engagement in support to enable effective change. It is this inconsistency that all too often leads to a relapse in behaviour and subsequent repeated antisocial behaviour.

---

## 9 . Gardens for new tenants

When people are signed up for the tenancy of a flat they are not told which piece of garden is attached to their flat. This has caused considerable problems at 25 and 27 Haig Avenue, Coldean, where there is an ongoing dispute between two tenants over the garden space outside their block.

Coldean Tenants and Leaseholders have spoken to Housing in an attempt to get the matter resolved, but the council is saying they can't do anything about it.

The meeting felt that this illustrates a wider need for tenants to be given clear written information about which garden area is theirs. This is particularly the case where previously communal spaces have been divided up into individual gardens.

The meeting decided to put forward two items for the agenda of the Area Panel; that the proposal be considered that all new tenants of flats should receive written information about any garden areas that they have exclusive use of and responsibility for.

---

**Response from Janet Dowdell, Tenancy Services Operations Manager, tel: 01273 29 3191**

*Gardens either have clearly defined boundaries or none at all and where possible our Rehousing Officers will provide boundary information at the point of viewing. This is not possible in all situations due to the incomplete data available and historic arrangements which may have taken place between neighbours. Our Officers attempt to contact neighbouring addresses to gather the information where necessary as tenants have on occasions, swapped gardens without telling the council and this can be a big problem when the property becomes empty.*

*The Area Housing Teams will manage any boundary disputes between tenants and will look towards the best outcome for both parties. This can be a difficult negotiation process and can require some compromise and good will. The Housing Officers will offer solutions such as reinstating or moving a boundary fence to rectify historic arrangements as well as organising Good Neighbour agreements around the use of gardens and shared paths. Each case is very different and it is not possible to have one fixed approach to cover a situations.*

*To improve the information we keep about our properties, all visiting officers within the Housing Department have access to update our database with property detail from their visits and this helps us to provide detailed information to new tenants when viewing a new home and signing up to be a Brighton and Hove City Council Tenant.*

---

## **10.Grants to Residents Associations**

The process for applying for grants for the costs of running Residents Associations was discussed. Some people felt this can be overly complicated which can deter Associations from requesting funds.

It was felt that those involved give a lot of their time for free and it should be easy for them to claim for their very limited expenses, such as travel and refreshments at meetings.

Action: The meeting agreed to submit this to the agenda of the Area Panel, with a proposal that the process be reviewed.

### ***Response from Hilary Edgar, Housing Service Operations Manager, 01273 293250***

I am sorry to hear that an association has found it difficult to apply to the council for a grant. This is the first time I have heard this comment, so it would be useful to know more about what gave rise to this item before committing to review the process. Can the relevant association(s) please contact Hannah Barker, Resident Involvement Officer, for the North area?

A copy of the current form and procedures is attached to this response and can be used by any association that meet the criteria for funding.

## Tenant / Resident Association Grant Application Form

Name of Bank/Building Society: \_\_\_\_\_

Name of Account: \_\_\_\_\_

Branch Address & Sort Code: \_\_\_\_\_

Account Number: \_\_\_\_\_

Please attach a copy of the Bank or Building Society Mandate:

Attached Yes / No

Please attach a photocopy of the most recent balance of accounts:

Attached Yes / No

Planned Expenditure from \_\_\_\_\_ to \_\_\_\_\_

Stationery:

\_\_\_\_\_

Postage:

\_\_\_\_\_

Telephone Call:

\_\_\_\_\_

Hire of Rooms:

\_\_\_\_\_

Carers Costs (crèche, family member etc):

\_\_\_\_\_

Transport:

\_\_\_\_\_

Refreshments (tea /coffee) for meetings:

\_\_\_\_\_



Other (please state):

\_\_\_\_\_

**Total:**

\_\_\_\_\_

Balance remaining from previous grant:

\_\_\_\_\_

Amount requested for coming year:

\_\_\_\_\_

Signed:\_\_\_\_\_

Date:\_\_\_\_\_

Signed:\_\_\_\_\_

Resident Involvement Officer

**Please turn over and complete following side**



## The Tenant / Resident Association Grant Process

### Your association can apply for a grant if:

- ✓ It is recognised by the council
- ✓ The accounts are examined annually by the Resource Centre
- ✓ The association has a bank account requiring two out of three named signatories (not related by family or living at the same address) to sign cheques

### What can the grant cover?

- ✓ It doesn't cover social activity spending or events not related to community issues
- ✓ It does cover costs incurred in taking part in consultation with the council and in telling local people about what you are doing
- ✓ It does cover reasonable expenses to promote the interests of residents

### To apply for a grant we will need:

- ✓ A copy of your examined accounts
- ✓ A copy of your bank or building society mandate
- ✓ You to complete the section on the back of this form in full

### What you will need to do next:

Once you have the relevant documentation and have completed the form overleaf, you will need to ring your Resident Involvement Officer to make an appointment to discuss the application.

### Changes in the Resident Association

If the account signatories' change or the Association collapses, please contact the Resident Involvement officer for your neighbourhood to discuss what to do.

Application Request for a Tenant or Residents Association Grant

Name of Association: \_\_\_\_\_

Name and Address of Treasurer: \_\_\_\_\_

\_\_\_\_\_

Name of two Co-Signatories: \_\_\_\_\_

\_\_\_\_\_

**Please turn over and complete following side**



### **Additional information for treasurers**

The purpose of the grant, from the Housing Revenue Account, is exclusively for the costs of running the association itself. If in doubt about any expenditure advice should be sought from your local Resident Involvement Officer.

All expenditure must be agreed, by your committee. Amounts up to £ 50.00 can be agreed after they have been spent, at the next meeting, but amounts over £50.00 must be agreed *before* they are spent. The important thing here is that, as a committee, everyone takes responsibility to assist and support the work of the treasurer.

Where an association receives multiple grants, such as from charities or other parts of the council, it is most strongly recommended that associations have a separate bank account for their Housing Revenue Account grant. This is to avoid any confusion in where certain spending has come from. If amounts remain small it may be possible to operate multiple income from a single account but there will, again, need to be discussions with your Resident Involvement Officer who will need to be satisfied that this can be done adequately.

Any expenditure on transport, postage or telephone will have to be identified specifically. On telephone expenditure we are recommending that when the association is funding a mobile telephone for official use "Pay as you Go" phones are used as these can be obtained for as little as £ 10.00 and it is easy to determine costs.

Multiple packages that include internet, television and other devices are discouraged and should not be charged to your grant as it is difficult to determine specific costs. As a general rule, to avoid misunderstandings, the method of re-imburement for telephone use should be agreed between the Treasurer and Resident Involvement Officer for each association.

A face to face meeting with your Resident Involvement Officer to discuss your grant bid will be needed before the grant can be processed. This will be to ensure that there is full understanding of the above conditions and to ensure we are offering you all the help and assistance you might need.

<b>Subject:</b>	<b>HRA Energy Strategy</b>		
<b>Date of Meeting:</b>	<b>3, 4, 5 &amp; 8 January 2018</b>		
<b>Report of:</b>	<b>Executive Director Neighbourhoods Communities &amp; Housing</b>		
<b>Contact Officer:</b>	<b>Name:</b>	<b>Alex Fox</b>	<b>Tel: 01273 290773</b>
	<b>Email:</b>	<b>Alex.fox@brighton-hove.gov.uk</b>	
<b>Ward(s) affected:</b>	<b>All</b>		

## **FOR GENERAL RELEASE**

- 1.1 The Housing & New Homes Committee is asked to consider the attached HRA Energy Strategy that outlines the current energy efficiency performance of the stock and sets out approaches for future improvement.

## **2. RECOMMENDATIONS:**

- 2.1 That the Housing and New Homes Committee approve the HRA Energy Strategy as Appendix 1.

## **3. CONTEXT/ BACKGROUND INFORMATION**

- 3.1 The Property & Investment (P&I) team has been successful in continually improving energy performance in council owned homes to date – improving housing quality by meeting the Decent Homes Standard and installing measures to reach an above national average for energy efficiency.
- 3.2 However, there are risks and opportunities that the Energy Strategy aims to identify and tackle. Primarily, these are around:
- Fuel poverty alleviation;
  - Understanding and responding to resident priorities;
  - Transformation of the energy sector;
  - New (2020) repairs and maintenance contract procurement; &
  - Short to long-term business planning, to ensure we invest in the assets in the most effective way.
- 3.3 The Energy Strategy provides the basis for detailed consultation with residents and housing leaders to make informed choices about how we can modernise and be more energy efficient.
- 3.4 The overarching aim is to reduce fuel poverty. The Energy Strategy does, however, take account of the Energy Trilemma on the basis that acting on energy

efficiency produces multiple positive outcomes. That is, by mitigating fuel poverty through energy efficiency, we will subsequently improve security of supply and reduce Carbon emissions (amongst other drivers).

3.5 A twofold approach follows the aims:

- Approach 1. **Technical Energy Efficiency** – to work towards compliance with legislation such as the Fuel Poverty regulations via repairs & maintenance; construction and infrastructure works & projects.
- Approach 2. **Lifestyle Energy Efficiency** – to mitigate the impacts of the cost of energy through access to fair pricing and energy saving advice.

3.6 This will be delivered by:

1. The HRA Asset Management, energy efficiency leads and finance colleagues, to incorporate energy efficiency risks and opportunities into business planning;
2. Any new repairs and maintenance contracts to incorporate and/or enable opportunities to increase technical compliance;
3. Technical Major Projects to be developed holistically, in-keeping with long-term asset business plan for the particular stock. Projects could potentially be cross-directorate, through officer and/or external partnerships. Such project solutions may include energy generation and the deployment of a Special Purpose Vehicle where appropriate;
4. Continue to support and develop lifestyle home energy efficiency projects & schemes where they provide value for money. Links with wider council financial inclusion work-streams also to be supported;
5. Work towards home energy efficiency advice (services, contacts, referrals etc.) to be fully incorporated into current and any developing council communications, as a permanent fixture, where value for money;
6. Work with residents to incorporate their priorities on energy performance wherever possible.

3.7 The body of the report describes:

- Opportunities that officers are currently developing and/or delivering;
- Next steps and timings to take the strategy forward and support business planning and delivery;
- Key findings from the research undertaken, which forms the evidence base;
- Multiple drivers, or benefits, that energy efficiency measures and advice bring;
- National and local strategic context, including duty and compliance;
- The current performance of the HRA and what can be done.

3.8 Specific projects relating to achieving the aims & objectives will be brought to committee as required.

## **4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS**

- 4.1 Our future HRA Business Planning needs to understand and integrated all of the possible risks and opportunities related to energy and managing the HRA homes.
- 4.2 A holistic, planned approach to property management is required to modernise the stock within potential financial constraints on the HRA and to achieve value for money.
- 4.3 Not adopting the strategy raises the risk that the HRA would not achieve our aims & objectives, including national targets.
- 4.4 Confirmation of the expected trajectories for energy efficiency (mitigating fuel poverty); costs of works (measures); Carbon targets; etc. are to be sought through a procurement for external consultancy, as outlined in the 'next steps' of the report. This piece of work will be commissioned to inform and support business planning of the Asset Management Strategy.

## **5. COMMUNITY ENGAGEMENT & CONSULTATION**

- 5.1 The following consultation has been carried out with tenants;
  - Service Improvement Group 25<sup>th</sup> July 2017
  - Tenant focus group 1<sup>st</sup> November 2017
  - Tenant Rep focus group 7<sup>th</sup> November 2017
  - Email survey to Senior Housing Action Group is being carried out at time of writing
  - Agenda item on all Area Panel meetings set for early January 2018.A consolidated report of the focus groups is available as appendix 2.
- 5.2 The opportunity to feedback and discuss the draft strategy was offered to all Councillors via a circular email on 15<sup>th</sup> November 2017.

## **6. CONCLUSION**

- 6.1 Previous energy efficiency measures have been carried out via cyclical works programmes and as part of major repairs. This level of approach has been successful to date, but we now need a broader, consistent approach to deliver on the aims and objectives the strategy sets out.
- 6.2 The Energy Strategy represents a positive, forward-thinking opportunity through early planning and better integration of the risks and opportunities brought by improving energy efficiency. This will enable sound future investment in the quality of our homes.

## **7. FINANCIAL & OTHER IMPLICATIONS:**

Financial Implications:

- 7.1 There are no direct financial implications arising from the recommendation made in this report. The external consultancy referred to in Section 4.4 will be met from existing budget resources.

Specific projects requiring funding in support of the Energy Strategy will be assessed for financial implications prior to implementation and reported as part of the budget monitoring process or separate report to Committee as necessary.

*Finance Officer Consulted: Name Michael Bentley Date: 30/11/17*

Legal Implications:

- 7.2 The Housing & New Homes Committee has delegated power to discharge the council's functions in relation to the council's Housing Strategy. It is appropriate for the Committee to review the HRA Energy Strategy as it supports the Housing Strategy.

*Lawyer Consulted: Liz Woodley Date: 05/12/17*

*Contact the Democratic Services Officer responsible for the committee for advice.*

Equalities Implications:

- 7.3 The strategy has been developed with reference to the Housing Strategy, Asset Management Strategy and the Fuel Poverty & Affordable Warmth Strategy. Relevant equalities issues have been drawn from those to inform its content.
- 7.4 Equalities Impact Assessments will be carried as appropriate, to inform future review of this strategy and specific projects related to achieving strategy objectives.
- 7.5 The Energy Strategy notes the transformation taking place in the energy sector, and in particular the move to digital services (both at a system operation level and at the consumer experience). It is, therefore, important to note that this has potential impact on those without internet services and/or those that experience difficulty in making the most of internet services.

Sustainability Implications:

- 7.6 Health & wellbeing will be positively impacted by mitigating fuel poverty; continued improvement in the quality of the HRA's homes; improved air quality through the removal of combustion processes (decarbonising heat supply).
- 7.7 Energy efficiency will be at the heart of the strategy and this will mitigate the Energy Trilemma. A positive impact of particular note is that the HRA's Carbon emissions will be reduced, playing a vital local role in the international effort to combat climate change.
- 7.8 Business viability, i.e. sustainability of the HRA will be improved through thorough business planning and potentially taking financial opportunities associated with generation potential.



- 7.9 Some projects will potentially deliver across many sectors e.g. economic development; transport; public health; land use and supporting communities.

Any Other Significant Implications:

- 7.10 None at this time.

## **SUPPORTING DOCUMENTATION**

### **Appendices:**

1. Housing Revenue Account Energy Strategy
2. Energy Strategy Consultation 2017 - tenants feedback

### **Documents in Members' Rooms**

- 1.
- 2.

### **Background Documents**

Numerous background / supporting documents are referred to within Appendix no. 1 the HRA Energy Strategy.

*Any of the implications listed below can be included in the body of the report under the heading **Any Other Significant Implications** and especially where they have a significance that should be drawn to Members' attention. Otherwise list them here in appendix 1 or state that there are 'None' under the heading in the report and delete this appendix and upload any relevant appendices to the report.*

#### Crime & Disorder Implications:

- 1.1 None identified.

#### Risk and Opportunity Management Implications:

*[Set out how risks and opportunities have been assessed and details of any risk management actions planned]. Contact: [jackie.algar@brighton-hove.gov.uk](mailto:jackie.algar@brighton-hove.gov.uk)*

- 1.2 Risk and opportunities will be appropriately assessed as appropriate to specific projects following on from the strategy are developed and delivered.

#### Public Health Implications:

- 1.3 Strategically addressing cold homes and fuel poverty in vulnerable groups will contribute to the prevention of ill health and excess winter deaths, reduce health and social inequalities, and improve wellbeing and quality of life.

- 1.4 The decarbonisation of heat will be achieved by reducing energy demand of buildings and also by reducing combustion processes used to generate heat. As a result, the longer term impacts of greater energy efficiency and the drive to remove Carbon and other pollutants from heat generation will contribute to vastly improved air quality for the city, consequently mitigating related health outcomes for citizens.

Corporate / Citywide Implications:

- 1.4 This Energy Strategy has been commissioned to support the HRA's Asset Management Strategy and therefore, the sound management of the council's housing stock across the city.
- 1.5 It supports the Housing Strategy 2015, Priority 2: Improving Housing Quality, for 'Decent, warm and healthy homes'.
- 1.6 It supports the Fuel Poverty & Affordable Warmth Strategy, where the HRA (and potentially through mixed-tenure projects both):
- Increase the energy efficiency of the City's housing stock;
  - Support residents struggling to pay their energy bills;
  - Improve awareness and understanding of fuel poverty for residents in all tenures;
  - Work together to tackle fuel poverty through partnership and learning;
  - Increase effective targeting of vulnerable, fuel poor households; &
  - Maximise resources and opportunities for tackling the causes of fuel poverty.
- 1.7 It will support citywide energy strategy and policy as necessary.

## **Update on Service Improvement Groups & City Wide Groups**

### **1. Leaseholders Action Group**

- Latest meeting minutes not yet agreed

### **2. Tenant Disability Network**

- Latest meeting minutes not yet agreed

### **3. Home Service Improvement Group**

- Last meeting 5 Dec 2017, where the following items were discussed:
- Update from Partnership Core Group
- Resident Inspectors reported on K&T Heating and the empty property inspections process
- New kitchen supplier demonstrations were viewed
- Assessment and delivery of internal decorations programme
- Estate Development Budget review discussed

### **4. Business & Value for Money Service Improvement Group**

- Not met since last round of Area Panels

### **5. Tenancy & Neighbourhood Service Improvement Group**

- Latest meeting minutes not yet agreed

### **6. Involvement & Empowerment Service Improvement Group**

- Not met since last round of Area Panels

### **7. Overview of the work of the Housing Revenue Account (HRA) Spend task & finish group**

- Report attached, below

### **8. Seniors' Housing Action Group**

- AGM notes attached, below

## **Overview of the work of the Housing Revenue Account (HRA) Spend task & finish group**

The group was set up to work together to:-

- a) increase understanding of, and provide scrutiny of, the contributions the Housing Revenue Account (HRA) makes to the General Fund
- b) consider the HRA budget for 2018/19 in a consultative capacity
- c) consider for future budget consultations, what to consult on, who to consult, and what methods might be welcomed by tenants

The group consisted of:-

Residents from each of the Service Improvement Groups, a Housing & New Homes Committee councillor from each of the political groups and relevant council officers:-

Alison Gray, Anne Wilson, Anne Ewings, Barry Hughes, Carl Boardman, Lynn Bennett, Pete Weston, Councillor Anne Meadows, Councillor Mary Mears, Councillor David Gibson, Monica Brooks, Jess Laing, Ododo Dafe, John Currell and Hilary Edgar.

Three meetings, chaired by Councillor Anne Meadows, were held on Wednesday 11 October, 18 October, and 25 October 2017.

### **Meeting 1 Wednesday 11 October**

Agreed the draft Terms of Reference

Monica Brooks (Finance) presented information on payments the Housing Revenue Account (HRA) makes to the General Fund for services provided to Housing and/or for the benefit of council tenants.

Discussions held on the council's grants programme to community organisations, with the suggestion that information go into Homing In next year so that residents have more information about this.

### **Meeting 2 Wednesday 18 October**

The capital programme was presented by John Currell – with information and discussion on BHCC's landlord responsibilities, various areas of expenditure under the capital programme (eg lifts, fire safety), and the asset management strategy.

### **Meeting 3 Wednesday 25 October**

A wide discussion was held on budget consultation, including what information had been obtained that contributed to this, and considerations for consultation with wider groups of tenants. It was agreed to take forward consultation themed around the following 5 topics to Area Panels and other tenants:

1. Council's priorities on fuel poverty, and initiatives linked to energy efficient homes and cheaper fuel bills.

2. Vulnerable tenants and those with a disability getting more support with decorating and gardening.
3. Possibility of, or thoughts on, raising the decent homes standard. Although this needs more costings and could not be done immediately - but possibly going forward.
4. Prioritising maintenance programmes for older stock.
5. Cleaning in and appearance of common ways in blocks.

As well as our usual methods, ways of finding out tenants views could include questions via tweets, talking with residents on the estates or eg at school gates and sending emails to get wider tenant involvement.

Meeting	<b>Senior Housing Action Group</b>		
Attendees	<p><b>Residents:</b> Roy Crowhurst (Chair of SHAG, Woods House) Tony Brown, Terry Weller (Evelyn Court) Elizabeth Tinkler (Laburnum Grove) Ernie Tidy (Churchill House) Ray Goble, Joyce Bean (Elwyn Jones Court) Jean Davis (Leach Court) Alan Davis (Rosehill Court) Walter Sargison, Kath Davis (Broadfields) Tomm Nyhuus (Somerset Point) Steven Nye (Elizabeth Court)</p> <p><b>Staff:</b> Simon Pickles (Housing Stock Review Manager) Peter Huntbach (Senior Housing Manager) Hannah Barker (Resident Involvement Officer)</p> <p><b>Partners:</b> Peter Lloyd (Healthwatch)</p>		
Apologies	Rachel Chasseaud (Head of Tenancy Services), Charles Penrose (Sloane Court), Cllr Anne Meadows, Cllr Tracey Hill		
Venue	Leach Court	Produced by	Hannah Barker
Date Time	14 <sup>th</sup> September 2016 10am- 12.30pm	Minutes completed	15 <sup>th</sup> September 2016

### Minutes & Matters arising - Update on actions from previous meeting

	Description
1	<b>Laundry 4.1:</b> Q: phrase 'other options of frameworks' re next step procurement? A: maybe phrased incorrectly; closing date for procurement bids 10 <sup>th</sup> October. Roy is involved in evaluation. Procurement is for whole city council laundry service.
2	<b>Laundry 4.2:</b> report has gone to Housing Leadership Team (HLT) not Housing Committee. Also, the laundry contract has been extended, new contract starts estimated April 2017.
3	<b>2.9 Elwyn Jones former NHS clinic:</b> we tried to let commercially, but unsuccessful. Architects working up feasibility studies for either large 1 bed wheelchair flat or 2 smaller 1-bed.
4	<b>2.1 Peters report on time all empty properties left</b> (Appendix1 below)
5	<b>5.1 WIFI in communal areas:</b> No update. Have run number of digital workshops in schemes & more coming up to support residents. (Q: Can we install WIFI in our lounges ourselves? A: Yes. At Broadfields we reimburse Kath who pays it.) There are risks, you are responsible for what inappropriate or illegal actions people might do, and ongoing costs. To find out where your nearest local access to free WIFI go to <a href="http://www.digitalbrightonandhove.gov.uk">www.digitalbrightonandhove.gov.uk</a>
6.	Minutes from last meeting and AGM agreed

### Items discussed, agreements and future action

1) Peter Huntbach update	
Info	<b>Housing restructure:</b> Emma Gilbert is now Peters line manager. She will attend future SHAG

<p>1.1</p> <p>1.2</p>	<p><b>Internal redeployment:</b> 1.5 scheme managers recruited. Graham Davis recruited to replace Amit Arora who has returned to substantive post. Emma Gilbert now Peters line manager rather than Rachel Chasseaud.</p> <p><b>Gardening Group</b> event 12<sup>th</sup> October</p> <p><b>Guest Room report</b> will be available at next meeting</p> <p><b>Older Peoples Council</b> is 20<sup>th</sup> September</p> <p><b>Older Peoples Festival</b> brochures available for schemes (reps to take handful)</p> <p><b>Older Mens Day</b> 19<sup>th</sup> November Friends Centre event</p> <p><b>Mens model making</b> at Manor Paddock scheme</p> <p><b>Recovery College</b> - Supports low level depression &amp; anxiety brochure available</p> <p><b>Fire Service</b> Free Electric blanket testing and new alarms</p> <p><b>Interdenominational Church day</b> at Muriel House</p> <p><b>Q:</b> Re <b>Staffing</b> <b>A:</b> 2 agency staff, Heather at Somerset ad Rose at Leach, now replaced by Housing staff through restructure. One post-holder will just cover relief cover, an idea suggested by SHAG and agreed by HLT. Benefit will be not pulling scheme managers away.</p> <p><b>Q:</b> <b>Guest Room Survey</b> -taking a specialist interior designer? <b>A :</b> not needed at this stage, perhaps is serious remodeling required. Report at next meeting</p>
-----------------------	--

## 2) Simon Pickles – update on conversions

<p><b>Info</b></p>	<p>Last meeting shared new approach, rather than a scheme at a time, project will be voids led. Benefits include avoiding decanting or holding too many voids. HLT agreed. Brings letter to check SHAG agrees wording.</p> <p><b>Q:</b> Do new flats (like new wet rooms) come with new boiler. <b>A:</b> Yes and all have wet room.</p> <p><b>Discussion around letter wording.</b> Clarifications suggested removing from wording, ‘local lettings policy’ – currently, tenants within scheme, with a housing need, take priority over other bands A-C. Allocations review may change.</p> <p><b>Q&amp;A:</b> 100-120 voids per year</p> <p><b>Q:</b> When going to let Leach Court know about start of work? <b>A:</b> need to get costs together first to go to HLT. Want to get an answer to you end of October.</p> <p><b>Q:</b> Elwyn Jones are getting new boilers. Would have been better if could be done at same time as conversions. <b>A:</b> We tried but the boiler team didn’t have the budget gathered at that point.</p>
--------------------	--

### 3) Chairs communications and end of year report

<b>Info</b>	<p>Not been bad year. Achieved <b>new service offer</b> seems to be working well. We <b>stopped the laundry Pay As You Go</b> and I will continue to update you. <b>Scaffolding</b> Issue appears to almost be sorted. BHCC now penalizes companies if not removed within 2 weeks. (delays can come from BHCC decisions on processes and budgets being moved in emergencies. Mears new general manager got rid of 3 of 6 scaffolding companies being used)</p> <p>Problems coming up: Home Move James Crane to be invited to next meeting re what changes they have made once review is done. Worried they will be cutting corners, will the local lettings plan be left as is.</p>
-------------	---

### 4) Elections results

<b>Info</b>	<p><b>Chair</b> : Roy Crowhurst</p> <p>West Area Rep : Tony Brown</p> <p>Central Are Rep : Jean Davies</p> <p>North Area Rep : Kath Davis</p> <p>East Area Rep : (vacant)</p> <p>Home Service Improvement Group (SIG) Rep : Tomm Nyhuus</p> <p>Neighbourhood &amp; Community SIG Rep: (vacant)</p> <p>Tenancy SIG Rep: (vacant)</p> <p>Involvement &amp; Empowerment SIG Rep: (vacant)</p> <p>Business &amp; Value for Money SIG Rep: (vacant)</p>
-------------	--

### 5) discussion following election

<b>Info</b>	<p>Any rep or member of the SHAG is very welcome to submit items to Roy or Hannah to go onto future agendas, it's your meeting.</p> <p>Agenda is set to send out 3 to 4 weeks before the meeting. Last minute items can be considered – not fixed in stone.</p> <p><b>Q:</b> dwindling numbers at meetings. <b>A:</b> There are various reasons; some good in that SHAG and housing have addressed many issues. People are happier. Also some misconceptions that need to have a TA to be apt of SHAG. Schemes simply need to have a vote to say they are happy for a rep to attend. Roy to visit schemes.</p> <p><b>Q:</b> does SHAG not having reps on the SIGs lessen its standing? <b>A:</b> No. and SHAG reps are welcome to attend the SIGs at any point should a need arise.</p>
-------------	---



<b>5.1</b>	Roy to work with Peter to arrange visits to schemes coffee mornings etc	<b>Who</b>	<b>Due</b>
<b>6) Round Robin</b>			
<b>Info</b>	<p><b>Q: Sprinkler systems</b> at Somerset Point residents need insurance. <b>A:</b> Sprinklers only go off if there is a fire in the room.</p> <p><b>Q: EDB Separate EDB for Senior Housing?</b> <b>A:</b> action 6.1 below</p> <p>This suggestion might not be a good idea. Would it reduce the amount we have available? Also, EDB is currently allocated by geographical area. Suggestion that currently Seniors Housing gets preference.</p> <p>Other EDB review includes -Suggested plans to reduce maximum allowable bid to approx. £12K</p>		
<b>Act. 6.1</b>	Roy to speak to Becky Purnell re her views on a EDB separate fund	<b>Who</b>	<b>Due</b>

### Section 3 – Agenda for next meeting

<b>1</b>	<b>Homemove - James Crane</b> Allocations & Lettings review - changes they have made
<b>2</b>	Guest Room Survey report



## Appendix 1: Seniors Lets 2015-16

Address	True Turnover	Bedsizes
40 Somerset Point Somerset Street BN2 1JS	17	1
Flat 2 Manor Paddock House Manor Paddock BN2 5EY	17	0
11 Churchill House Hangleton Road BN3 7SG	22	1
23 Churchill House Hangleton Road BN3 7SG	15	1
25 Lindfield Court The Crestway BN1 7AY	64	1
32 Sloane Court Park Street BN2 0DG	22	1
23 Hazelholt Chalky Road BN41 2WF	84	1
2 Manor Paddock Brighton BN2 5EY	22	0
22 Hazelholt Chalky Road BN41 2WF	29	1
3 Sanders House Ingram Crescent West BN3 5NW	127	0
3 Lindfield Court The Crestway BN1 7AY	9	1
36 Churchill House Hangleton Road BN3 7SG	22	1
44 Somerset Point Somerset Street BN2 1JS	17	0
26 Woods House Sackville Road BN3 3HF	1	1
23 Sanders House Ingram Crescent West BN3 5NW	37	1
18 Lindfield Court The Crestway BN1 7AY	64	1
17 Churchill House Hangleton Road BN3 7SG	30	1
4 Evelyn Court Windlesham Close BN41 2AA	161	1
28 Muriel House Ingram Crescent West BN3 5NS	17	1
62 Somerset Point Somerset Street BN2 1JS	57	0
4 Laburnum Grove Burstead Close BN1 7HX	162	0
2 Rose Hill Court Rose Hill Terrace BN1 4HS	8	0
27 Sanders House Ingram Crescent West BN3 5NW	225	1
69 Somerset Point Somerset Street BN2 1JS	179	0
59 Elwyn Jones Court South Woodlands BN1 8WU	29	1
23 Southease Whitehawk Road BN2 5GB	249	0
16 Somerset Point Somerset Street BN2 1JS	15	1
29 Sanders House Ingram Crescent West BN3 5NW	23	1
11 Laburnum Grove Burstead Close BN1 7HX	15	0

28 Elizabeth Court 65 Wilbury Road BN3 3EX	15	0
20 Sanders House Ingram Crescent West BN3 5NW	262	1
26 Woods House Sackville Road BN3 3HF	9	1
25 Elizabeth Court 65 Wilbury Road BN3 3EX	43	1
61 Somerset Point Somerset Street BN2 1JS	22	1
56 Laburnum Grove Burstead Close BN1 7HX	16	0
27 Sloane Court Park Street BN2 0DG	22	1
4 Southease Whitehawk Road BN2 5GB	92	0
15 Walter May House Whitehawk Road BN2 5GF	11	0
28 Sanders House Ingram Crescent West BN3 5NW	260	1
16 Laburnum Grove Burstead Close BN1 7HX	16	0
1 Leach Court Park Street BN2 0DE	23	1
9 Sloane Court Park Street BN2 0DG	36	1
1 Elizabeth Court 65 Wilbury Road BN3 3EX	29	1
35 Churchill House Hangleton Road BN3 7SG	22	1
26 Elizabeth Court 65 Wilbury Road BN3 3EX	17	1
14 Broadfields Brighton BN2 4QF	182	0
24 Walter May House Whitehawk Road BN2 5GF	16	0
64 Somerset Point Somerset Street BN2 1JS	22	1
9 Lavender House Lavender Street BN2 1LG	113	0
20 Sloane Court Park Street BN2 0DG	30	1
4 Broadfields Brighton BN2 4QF	37	1
39 Churchill House Hangleton Road BN3 7SG	17	1
23 Woods House Sackville Road BN3 3HF	36	0
29 Woods House Sackville Road BN3 3HF	59	1
15 Manor Paddock Brighton BN2 5EY	0	1
5 Evelyn Court Windlesham Close BN41 2AA	105	1
43 Leach Court Park Street BN2 0DE	43	1
5 Woods House Sackville Road BN3 3HF	21	0
6 Evelyn Court Windlesham Close BN41 2AA	77	1
13 Evelyn Court Windlesham Close BN41 2AA	224	1

34 Muriel House Ingram Crescent West BN3 5NS	15	1
25 Muriel House Ingram Crescent West BN3 5NS	35	1
18 Laburnum Grove Burstead Close BN1 7HX	71	0
24 Lavender House Lavender Street BN2 1LG	71	1
21 Southease Whitehawk Road BN2 5GB	37	0
39 Churchill House Hangleton Road BN3 7SG	0	1
63 Leach Court Park Street BN2 0DJ	71	2
4 Woods House Sackville Road BN3 3HF	22	0
58 Leach Court Park Street BN2 0DE	64	2
6 Churchill House Hangleton Road BN3 7SG	17	1
23 Evelyn Court Windlesham Close BN41 2AA	50	1
4 Burwash Lodge Liphook Close BN1 7AZ	22	2
21 Ditchling Gardens Brighton BN1 6JX	24	1
36 Elwyn Jones Court South Woodlands BN1 8WU	36	1
41 Elwyn Jones Court South Woodlands BN1 8WU	42	1
20 Woods House Sackville Road BN3 3HF	9	1
106 Leach Court Park Street BN2 0DJ	7	2
9 Southease Whitehawk Road BN2 5GB	46	0
13 Evelyn Court Windlesham Close BN41 2AA	14	1
37 Sanders House Ingram Crescent West BN3 5NW	36	1
91 Leach Court Park Street BN2 0DJ	17	1
Flat 9 Manor Paddock House Manor Paddock BN2 5EY	16	1
31 Muriel House Ingram Crescent West BN3 5NS	66	1
21 Woods House Sackville Road BN3 3HF	22	0
18 Evelyn Court Windlesham Close BN41 2AA	29	1
10 Sanders House Ingram Crescent West BN3 5NW	15	1
61 Elwyn Jones Court South Woodlands BN1 8WU	37	1
5 Evelyn Court Windlesham Close BN41 2AA	53	1
6 Evelyn Court Windlesham Close BN41 2AA	53	1
60 Leach Court Park Street BN2 0DE	43	1
21 Evelyn Court Windlesham Close BN41 2AA	15	1

3 Muriel House Ingram Crescent West BN3 5NS	29	1
42 Somerset Point Somerset Street BN2 1JS	24	2
68 Leach Court Park Street BN2 0DJ	23	1
23 Muriel House Ingram Crescent West BN3 5NS	43	1
24 Sloane Court Park Street BN2 0DG	30	1
8 Sanders House Ingram Crescent West BN3 5NW	36	1
77 Leach Court Park Street BN2 0DJ	29	1
3 Lavender House Lavender Street BN2 1LG	16	0
55 Elwyn Jones Court South Woodlands BN1 8WU	8	1
12 Leach Court Park Street BN2 0DE	39	1
11 Jasmine Court Patchdean BN1 8NG	539	1
12 Muriel House Ingram Crescent West BN3 5NS	2	0
44 Somerset Point Somerset Street BN2 1JS	15	0
26 Jasmine Court Patchdean BN1 8NG	266	0
6 Jubilee Court The Crescent BN2 4TS	147	1
21 Jubilee Court The Crescent BN2 4TS	399	1
23 Jubilee Court The Crescent BN2 4TS	245	1
23 Somerset Point Somerset Street BN2 1JS	16	2
8 Elwyn Jones Court South Woodlands BN1 8WU	15	1

# New homes for neighbourhoods Update



December 2017

Brighton & Hove City Council's New Homes for Neighbourhoods programme is building much needed new council homes for rent on council owned land. We aim to deliver at least 500 new homes across Brighton, Hove and Portslade.

79 new build council homes have been completed under the programme since 2015, on eight empty or underused council 'infill' sites across the city. Another 57 new council homes will be completed by the end of January, 29 more in February and a further eight in early summer. Many more are in the pipeline and construction will start on further sites in 2018, including three small sites in the North Laine.

All new council homes are let to households on the Homemove housing register.

## Brooke Mead – 45 extra care council flats in Albion Street



The Brooke Mead extra care scheme has now been handed over by the constructor and all the 45 one bedroom flats have been allocated. Furniture is being installed in the common parts and community facilities and new tenants will start to move in from January.

This scheme is designed to support people with low to moderate dementia to live independently for as long as possible. Each self contained flat has a double bedroom and wet room.



Care workers will be on site 24 hours a day seven days a week and a Scheme Manager Monday to Friday during working hours, as well as pendant alarms installed and promoted throughout the building.

Care and support will be provided as agreed in individuals' care plans, with the philosophy that "extra care should be part of the community, not a community apart".



## Kite Place – 57 new council flats in Whitehawk



The New Year will also bring a brand new home to tenants moving into the 57 flats at Kite Place, Findon Road. The 43 flat West block is being handed over first, followed by the smaller East block.

Six flats are specially designed for wheelchair users and their families. The other one to three bedroom flats are built to the latest space standards and 'accessible and adaptable' standards and there are lifts to all floors. Tenants will benefit from economical and efficient heating and hot water from communal boilers and solar panels on the roof will generate electricity.

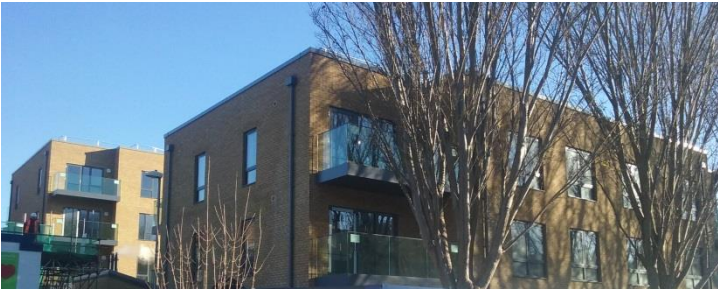


## Hobby Place – 29 new council flats in Whitehawk

The two blocks of one to three bedroom council flats between Wellsbourne Health Centre and Whitehawk Academy are also getting close to completion and are expected to be handed over and let in February.

These new homes are also designed to the latest space and 'accessible and adaptable' standards, with lifts to all floors, three flats for wheelchair users and a communal plant room for heating and hot water.

Like Kite Place, this scheme is named after a bird of prey, which is a local theme in Whitehawk.





## Salehurst Close – 8 new council homes in Hollingdean



The timber frames of six new four bedroom houses and two new two bedroom flats have gone up really quickly on this site in Lynchet Close, opposite Hollingdean Park and playground.

The buildings are fitted out with plenty of insulation and will be clad in bricks. Each home will have a garden and each house a parking space.



Visits to two of the schools neighbouring the site by Considerate Constructors characters Ivor and Honour Goodsite were very well received. The pupils learnt about health and safety on and around building sites and various jobs available in construction.

The new homes are expected to be advertised for bidding on Homemove next spring and be completed early next summer. The new development will be known as Salehurst Close, following a local street naming theme of abbeys.

### How are the rents set for the new homes?

The rents for the new homes are set by the council's Housing and New Homes Committee when they approve each scheme for development.

This rental income covers most of the cost of building the new homes, repaying the council's borrowing to help fund development costs. Although higher than rents for older council homes, rents for the new homes are all within Housing Benefit limits.

Tenants of new homes also benefit from low running costs, as the homes are all built to high energy and water efficiency standards, as well as being newly finished and decorated, with good quality new flooring.

### For more information on New Homes for Neighbourhoods

Email: [estate.regeneration@brighton-hove.gov.uk](mailto:estate.regeneration@brighton-hove.gov.uk)

Phone: 01273 290591

Post: Estate Regeneration Team, Brighton & Hove City Council,  
1<sup>st</sup> Floor, Hove Town Hall, Norton Road, Hove BN3 3BQ

Webpage: [www.brighton-hove.gov.uk/nhfn](http://www.brighton-hove.gov.uk/nhfn)

