

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

2.00pm 24 MAY 2018

SANDERS HOUSE

MINUTES

Present: Councillors Moonan (Chair), Councillor Dawn Barnett, Councillor Penny Gilbey

Representatives: Diana Ward Davis, Kitten Hills (Mears Resident Liaison Manager), Peter Picton (Hazelholt), Vic Dodd, Ann Tizzard, Roy Crowhurst (Wood House T/A), Alison Gray (Clarendon & Ellen RA), Ted Chapman (Clarendon & Ellen RA), Muriel Briault (N.P.R.A), Graham Dawes (Philip Court RA), Joanna Martindale, Sarah Booker Lewis (Local Democracy Reporter), Ann Packham (Ingram RA)

Officers: Ododo Dafe (Head Income Involvement & Improvement), Miles Davidson (Housing Sustainability & Affordable Warmth Manager), Keely McDonald (Resident Involvement Officer), Hillary Edgar (Housing Service Operations Manager), Brett Stacey (Field Officer), Eve Hitchens (Housing Officer), Pat Lidell (Resident Involvement Officer.)

1 WELCOME & INTRODUCTIONS

2 APOLOGIES

2.1 Apologies were received by Pat Weller and Joe McRay.

3 MINUTES OF THE PREVIOUS MEETING

4 CHAIR'S COMMUNICATIONS

5 PRESENTATION ON DIGITAL AWARENESS AND CYBER FRAUD

5.1 Jo Martindale gave a brief statement regarding awareness of cyber fraud and digital awareness and gave a brief overview of phishing, provided advice and handed out leaflets to residents including information.

5.2 A resident gave an example of being the victim of scammed.

5.3 **AGREED** – that the presentation was noted.

6 PROCUREMENT OF A NEW IT SYSTEM FOR HOUSING

6.1 Ododo Dafe, Head of Income Involvement & Improvement, gave a brief overview of the Procurement of the New IT System for Housing, she noted that some residents would be invited to help scrutinise the new IT system.

- 6.2 A resident expressed concern that the roll out date for the new IT system would coincide with the new repairs and maintenance partnership and enquired with if one would be preferred over the other.
- 6.3 An officer stated that they were not set to take place at the same time. It was further stated that the intention was that the new system would help work with other systems.
- 6.4 **AGREED** – that the report be noted.

7 ANNUAL REPORT

- 7.1 Ododo Dafe, gave a brief overview of the Annual Report, she clarified further information that highlighted the impact of the report.
- 7.2 An officer clarified that future reports could include cross-referenced data against other authorities such as East Sussex Fire and Rescue's demographic makeup of buildings and other factors alongside performance points against last year.
- 7.3 The Chair stated that she would like to have had a comparison spanning the previous year's alongside comparative data. She proposed providing a link or signpost to refer residents to the requested data.
- 7.4 **AGREED** – that the report was noted.

8 RESIDENTS QUESTION TIME

- 8.1 (Item 1 – Ramp Markings)
- 8.2 A resident stated they were content with the overall maintenance works. Fluorescent paint were requested for ramps.
- 8.3 An officer stated that they would chase up on requests for specific paint.
- 8.4 **AGREED** – that the response was satisfactory.
- 8.5 (Item 2 – Key Safes)
- 8.6 A resident stated that key safes could be re-programmed.
- 8.7 An officer stated that they were willing pursue key safes and contact estate services for an audit.
- 8.8 The chair confirmed that the pilot was a proper audit.
- 8.9 **AGREED** – that the response was satisfactory.
- 8.10 (3 Star Items East – Rent and Council Tax Payments)
- 8.11 Residents stated the following enquiries, statements and concerns:
- It was stated that in regards to those living in sheltered housing, the scheme manager could take a rent payment if card was available in the absence of cash

- A resident enquired if there was any progress on Pay point

8.12 An officer responded to the resident's enquiry by stating that post offices do not do business with Pay point at the moment and suggested that people could also use internet banking.

8.13 The Chair suggested someone could attend the next meeting to take questions and discuss what is available and any possible resolutions.

8.14 Councillor Barnett stated noted that many elderly residents did not have access to online portals nor could they use them.

8.15 **AGREED** – that the report was satisfactory.

9 PROCUREMENT OF A PARKING ENFORCEMENT SERVICE FOR HOUSING LAND

9.1 Hilary Edgar gave a brief overview of the report and stated that due to an upcoming expiration a new procurement is to be set out for tender.

9.2 Residents stated the following comments, concerns and enquiries:

- Noted that it was best to have licences behind windows.
- It was stated that residents were not happy with car parks and bays department's response to blue badges
- Enquired if it was still BHCC policy to clamp disabled people's cars for not paying for parking under 3 hours

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

- An officer confirmed that BHCC was attempting to keep up with technological advances
- It was clarified that issues and concerns were from when enforcement was clamping however they were to ticket once the contract allowed them to
- Policy of enforcement was to follow consultation with residents

9.4 **AGREED** – that the report was noted.

10 EDB REVIEW

10.1 Hilary Edgar gave a brief overview of the Estate Development Budget, and the current financial situation. It was clarified that previous reserves had kept the budget afloat however that this was no longer available. It was further established that short term and long term review would be taking place and that application forms were to be despatched next month.

10.2 Residents stated that following enquiries, concerns and statements:

- Residents noted that this was the first year that a substantial amount had been taken way

- It was stated that the phasing out of the Estate Development Budget seemed apparent
- It was noted that attendance at meetings were poor when discussing bids

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

- It was confirmed that there were no plans or discussions to phase out the Estate Development Budget. A brief explanation of the reason for the drop in funding was outlined
- It was further confirmed that a long term review in future was to take place and that resident's suggestions would be requested
- Officers agreed to supply Councillor Barnett with a letter containing all necessary information
- It was stated that July was a firm recommendation but not an official deadline

10.4 Councillor Gilbey stated that many estates had difficulties to apply for and form a resident association.

10.5 The Chair requested a briefing on who could and could not apply for EDB.

10.6 **AGREED** – that the report was noted.

11 PERFORMANCE REPORT

11.1 Ododo Dafe gave a brief overview regarding the performance; she highlighted the various different types of information contained within such as the report on the loss of rent due to empty flats during periods of handover.

11.2 **AGREED** – that the report was noted.

12 CITY WIDE REPORTS

12.1 **AGREED** – that the panel agreed the reports.

13 ANY OTHER BUSINESS

14 DATE OF THE NEXT MEETING

14.1 The date of the next meeting is: 28 August 2018.

**HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE
AREA**

24 MAY 2018

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of