



**Brighton & Hove
City Council**

Housing Management Panel

Title:	Housing Management Panel: West Hove & Portslade Area
Date:	11 December 2018
Time:	2.00pm
Venue	Sanders House, Ingram Crescent
Members:	Councillors: Moonan (Chair), ; Ward Councillors for the Area, Delegates of Tenants Association in the area.
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HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

2.00pm 16 OCTOBER 2018

MINUTES

Present: Councillors Moonan (Chair) and Barnett

Representatives: Alison Grey (Clarendon & Ellen Road), Ted Chapman (Clarendon & Ellen Road), Roy Crowhurst (Wood House), Patricia Weller (Knoll), Ann Tizzard (Knoll), Joe Macrae (NPRA), Graham Dawes (Philip Court) and Muriel Briault (NPRA)

Non-Voting Delegates:

Officers: Sharon Davies (Housing Business Programme Manager), John Currell (Housing Asset Strategy Manager), Grant Ritchie (Lead Consultant - Health & Safety), Janet Dowdell (Tenancy Services Operations Manager), Pat Lidell (Resident Involvement Officer), Hillary Edgar (Housing Service Operations Manager), Annie Sparks (Regulatory Services Manager), Ododo Dafe (Head Income Involvement & Improvement) and Anoushka Clayton-Walshe (Democratic Services Apprentice)

Guests: Delia Hills (Mears) and Sarah Booker-Lewis (Local Democracy Reporter)

30 APOLOGIES

30.1 Apologies were received from Councillor Nemeth, Lewry, Janio, Ann Packham, Vic Dodd and Joan Westmoreland.

31 CHAIR'S COMMUNICATIONS

31.1 The Chair communicated the following:

"You may know that Rachel Chasseaud left the post of Head of Tenancy Services at the end of August to take up the position of Assistant Director of the city's Environmental Services. Justine Harris has been appointed as Rachel's replacement. Justine is currently the Housing Options Manager and will be taking up her new post shortly and is looking forward to being at our next panel meeting.

A report will be going to November's Housing & New Homes Committee to share information about the work that the residents' Estates Development Panel has been carrying out over the summer to make the EDB bidding process simpler and quicker for residents and to announce increased funding being made available for environmental improvements. This additional money will be spent on work that has been identified through the many different ways we engage with residents and their

feedback on areas for improvement. These include the STAR satisfaction survey, the feedback residents have given us recently during consultation on the delivery of repairs and maintenance, the annual customer satisfaction survey, estate inspections, feedback from complaints and councillors enquiries in addition to information from residents associations. This report will give an outline of what is proposed, with a more detailed report going to committee in January 2019. A briefing on that report will come to the next round of Area Panels and invite your comments and contributions on the proposals it will make on the future of the Estates Development Budget and how the additional funding is spent.”

- 31.2 The Chair stated that the report would go to the next Housing & New Homes Committee and then come back to Area Housing Panels with a more detailed report.
- 31.3 In response to Residents, Officers responded that a detailed report would be available after the Committee due to the timings in relation of the Area Housing Panels. Officers added that they wanted to increase money for the environmental budget, however the exact allocation was not known yet.

32 MINUTES OF THE PREVIOUS MEETING

- 32.1 Councillor Nemeth noted that he had sent his apologies and they were not recorded in minutes of the previous meeting.
- 32.2 Residents noted that clarification was not included on item 20 that the IG doors had not failed the safety tests.
- 32.3 Residents noted that the opinions raised on item 20, that the new benefit policies from central government had been designed to make rent collection difficult for councils, should be included.
- 32.4 **RESOLVED** - That the minutes of the previous meeting were agreed as a correct record.

33 RESIDENTS QUESTION TIME

33.1 1) Blocked drains

- Residents stated there needed to be a planned programme of maintenance because blockages had been reported on numerous occasions and there was still no response.
- Councillor Barnet noted that Hove Park Lower School suffered from flooding and there a nasty accident was likely to occur.
- Residents stated there were reported problems of constant flooding at Mile oak. Residents added that these incidents arose even in the summer months.
- Officers responded by saying that many of the examples were for the Highways team and reports had been forwarded to them, however problems raised today would be followed up and residents were encouraged to continue reporting.

33.2 2) Major Works at Clarke Court

- Residents stated that it was clear in the question that a timeframe was requested and nothing in the response indicated dates.
- Officers responded that they would go back to Richard Daburn, the Surveyor & Contract Manager, to give an update on potential dates and would then be communicated back through to the Area Housing Panels.

33.3 3) Leaseholder charges

- Residents stated that the proposed bill to leaseholders was so high due to the council not responsibly managing these properties for decades. Residents added that people did not readily have these sums of cash available even if the council had put in schemes to support leaseholders spreading the cost.
- Officers responded that the social housing had been underfunded over consecutive years of government cuts and was subject to the Decent Homes Standard to make properties fit for purpose. The council was trying to alleviate the costs by helping leaseholders pay the bill in an affordable way and informing tenants of the costs prior to the statutory time; however they could not undo the history of poor investment. Officers added that concerns from leaseholders were being acknowledged to addressed.
- In response to residents, officers acknowledged that early notice may not be a major solution; however the system needed to be as fair as possible when considering who should foot the bill. Officers added that leaseholder feedback has welcomed extra dialogue with the council.
- The Chair stated that for residents struggling with cost, there were schemes in place to pay over time. She added that the value of the property increased which meant costs could be recovered when the property was vacant.
- Councillor Barnet stated that bills residents were receiving were more expensive than the initial price of the properties and tenants should be allowed to buy the freehold of the flat.
- Officers responded that this was possible when the majority of a block was in favour which was more likely in smaller blocks. Officers added that residents should contact Right to Buy for more information on their legal rights.

33.4 4) Estate Development Budget – Main bids

- Residents stated that it was unfair that associations were unable to bid due to the deadline shift. Residents added that the time frame of bids were fragmented as they were asked in July to propose projects for the following year when previous jobs funded through the Estate Development Budget (EDB) had not been completed.
- Offices responded that these issues were being referred for reviewed at the 16 January 2019 Housing & New Homes Committee. Officers added that that the deadlines were based on gathering provisional ideas on the basis that if they still needed work, there was still time to amend them for the final bid. The audit last year

said that better estimates were needed early on but it was clear that more discussion was needed on the process.

- Residents raised concern on the proposal to remove fencing from the EDB and requested this be reconsidered as this funding was only applied for in necessary circumstances.
- Officers responded that fencing would not be scrapped, just be funded differently and if residents were to apply through the EDB then the application would be passed to the right department.

34 SEASIDE HOMES - FUTURE ELECTION OF COUNCIL TENANT REPRESENTATIVE

34.1 Roy Crowhurst stated that there was a vacancy for the Seaside Homes Representative, due to him standing down, and if anyone was interested in becoming a trustee that they should contact Hilary Edgar.

34.2 To be a Trustee of an organisation is an exciting and fulfilling role. The most effective Boards are ones which benefit from individuals from a diverse range of backgrounds, experiences and skill sets. The role of Trustee is to ensure that Brighton & Hove Seaside Community Homes fulfils its duty to its beneficiaries and delivers on our vision, mission and values.

34.3 The time commitment for this role was an Induction Meeting with CEO (2 hours), 6 Board Meetings per year (2-3 hours per meeting), 4 Half Day Training Sessions per year and 2 Half Day Away Days per year.

34.4 The essential guide to becoming a trustee can be found at:
<https://www.gov.uk/government/publications/the-essential-trustee-what-you-need-to-know-cc3>

35 FIELD OFFICER UPDATE

35.1 Annie Sparks, the Regulatory Services Manager, introduced the briefing of the new Field Officer roles. The Field Officer would work cross-service and seek community collaboration by attending Area Housing Panels, Leaseholder Action Groups and reporting to the Neighbourhoods, Inclusion, Communities & Equalities Committee. These Field Officers were from a variety of backgrounds with a range of experience and operated seven days per week with a flexible working pattern for fast effective enforcement towards service referral. The team was currently live; however it would be in full operation from early December 2018.

35.2 In response to residents, officers stated that in the event of reporting obstruction to pavements, Field Officers could use an iPad to gather quick evidence and forward this to the Highways team. Officers added that Field Officers were not replacing other services and that the Housing Office was still a point of contact.

35.3 Officers stated that there was currently a review on estate inspections and as it stood Field officers were the right people to take on that inspection role because they were on the ground familiarising themselves with communities and building relationships.

Officers added that Field Officers had annualised contracts which allowed them to hotspot on particular issues and mould against need.

- 35.4 Councillor Barnet stated that for several weeks the council had passed reports on to Field officers, but now they were not being rolled out until December and there were already many issues. She added that the Field Officers should be invited to this Panel in order to speak to herself and the Resident Involvement Officers because they knew the local issues.
- 35.5 In response to residents, officers stated that they could gather evidence of anti-social behaviour; however more serious incidences should be reported to the police as criminal behaviour. Officers added that the benefits of the Field Officer role was the out of office hours support which meant in incidences of anti-social behaviour they could collect fast evidence and pass on that information to the police or appropriate colleagues.
- 35.6 The Chair noted that a Field Officer provided a more holistic point of contact and she looked forward to meeting them.

36 A NEW DEAL FOR SOCIAL HOUSING - GOVERNMENT GREEN PAPER AND CONSULTATION

- 36.1 Hilary Edgar, the Housing Service Operations Manager, gave a briefing on the government green paper. She stated that the social housing green paper proposed fundamental reform to ensure social homes provided an essential, safe, well managed service for all those who needed it. She referred residents to page 29 of the paper to see how they could get involved.
- 36.2 The Chair stated that this green paper was a great opportunity to shape government policy.
- 36.3 Residents stated that there should be a difference between supported and social housing. Residents added that the city needed retirement apartments. The current situation left people who were in desperate need of support and those who did not need any mixed together leaving some residents left terrified in their own homes due to threatening behaviour.
- 36.4 Councillor Barnet stated that social housing should host a mixture of needs and people should help each other. She added that in particular incidences that seemed threatening, residence should seek help.
- 36.5 The Chair stated that it was important that the people that needed help were receiving it and social housing had to be diverse. She encouraged residents to read the green paper and take the opportunity to engage.
- 36.6 **RESOLVED:** That the Panel noted the report.

37 FIRE SAFETY UPDATE

- 37.1 Ododo Dafe, the Head of Income Involvement & Improvement, introduced the fire safety update on the proposed installation of residential sprinklers to high rise blocks. The nature of the proposal had changed whereby the system would now be optional

and put through forums to boost a more positive image. The current schemes were in partnership with East Sussex Fire & Rescue through a split budget and will be rolled out to other blocks in the city after consultation. She added that the main purpose of the sprinkler systems was to reduce the fire size and not just aid evacuation.

37.2 In response to residents, officers stated that the central blocks arranged for the scheme were selected 22 years ago with East Sussex Fire & Rescue due to the fact these blocks generated the most emergency calls. Blocks were initially selected on their height and sensitivity, however in future the age group and ability of residents would be taken in to more consideration when extended to other areas.

37.3 The Chair supported that the criteria should be more objective.

37.4 Residents raised concern of the fact that the rescue service would not be funding all future blocks and where the budget would then be sourced, particularly for leaseholders. Residents then asked for more detail on the choices on sprinkler placements and how this related to costs.

37.5 Officers responded that funded blocks were a part of the initial pilot scheme and beyond this the local authority would carry the cost; however there were other government schemes to encourage fire safety in the housing sector. Officers added that the price varied considerably but the estimated figure without funding would be £3,000 in the hope that every flat would take at least one sprinkler, particularly by the front door. If residents only opted for one shared device, then the cost would be proportionately split between the block.

37.6 **RESOLVED** – That the panel agreed to note the report.

38 FUTURE DELIVERY OF HOUSING REPAIRS, PLANNED MAINTENANCE AND CAPITAL WORKS

38.1 Ododo Dafe, the Head of Income Involvement & Improvement, introduced the update future delivery of repairs, maintenance and works through the transitional period and beyond the termination of the Mears contract in 2020. The key decisions from the report that went through the Housing & New Homes Committee and the Policy, Resources & Growth Committee was that repairs and customer service would be brought back in-house, major capital works would function on a multi-contractor framework and specialist works would continue to operate through the mechanical and electrical teams. She added that there would be full communication with all parties involved during the transition period as this was a huge change for residents and officers.

38.2 In response to residents, officers stated that after the Mears contract ended the local authority would have a direct relationship with the contractors and would still provide competition. Officers added that this still needed to go through the procurement process. Officers added that these contracts were intended to be kept as local as possible and engage with the city's markets through a stream of contracts.

38.3 The Chair stated that there would be regular updates on the changes and officers would attend the Area Housing Panels to brief on updates. She added that for more information and the decision list from the Housing & New Homes Committee residents

could visit the website on: <https://www.brighton-hove.gov.uk/content/housing/council-housing/repairs-and-maintenance-contract-options>.

38.4 **RESOLVED** – That the panel agreed to note the report.

39 2019/20 BUDGET DISCUSSION

39.1 Ododo Dafe, the Head of Income Involvement & Improvement, introduced the discussion of the 2019/20 budget to gain feedback from residents to take to the 19 October 2018 Citywide Conference. There had been various forums for residents to consult with officers to highlight areas in which the council needed to improve the environment of the estates which was the lowest performing area on the STAR survey.

39.2 Residents raised the following areas for improvement:

- enforcement against anti-social behaviour
- police presence
- ground maintenance
- CCTV
- walls and bushes for defence against noise pollution and more security
- upkeep of gardens

39.3 Officers thanked the residents for their input and said that they had a range of feedback from complaints, Area Housing Panels and surveys. They added that they intended to hold focus groups and encouraged tenants that did not usually attend meetings to get in contact to contribute ideas. More information would be provided in the Homing In magazine.

40 HOUSING MANAGEMENT PERFORMANCE REPORT

40.1 Ododo Dafe, the Head of Income Involvement & Improvement, stated that concerns arose from the North Area Housing Panel regarding the format of the Housing Management Performance Reports. She added that the Area Housing Panels received the report in the same format as the Housing & New Homes Committee, however if desired specialised documents, for example a summary report or infographic, this was possible upon request.

40.2 Residents responded that it could be helpful to receive a summarised infographic and then be provided with a narrative only if performance had lowered, however the current format satisfied its purpose.

40.3 **RESOLVED** – That the panel agreed to note the report.

41 CITY WIDE REPORTS

41.1 **RESOLVED** – That the panel agreed to note the reports.

42 ANY OTHER BUSINESS

43 DATE OF THE NEXT MEETING

43.1 The date of the next meeting would be 11 December 2018.

The meeting concluded at 4:00 pm

Signed

Chair

Dated this

day of

Questions from Residents

Items from the West Resident Association Meeting 23/10/18

Question: Maintenance and protection of green areas

The meeting raised two connected issues:

- a) Residents really value the green spaces and trees in their area, enjoy these and want to protect them. Sometimes trees and bushes can be removed without consultation or any information about why (recent examples include bushes at Clarendon and Ellen, and trees in Stonery Close).*
- b) If bushes, trees and grass areas are not maintained they become a nuisance, and are one of the most common causes of complaints from residents.*

Proper management and protection of green spaces is needed. The meeting asked for some information from the Council on how they do this. The following questions were raised:

- Does the Council have any regulations protecting trees? How is this affected by them being on private property?*
- Who makes decisions about the removal of trees? Is this done by people with relevant qualifications and knowledge?*
- What maintenance of green spaces is carried out by the Council?*

Response: Robert Walker, Head of Operations- Cityparks, Tel: 01273 294349

Does the council have any regulations to protect trees? How is this affected by them being on private property?

Yes; the council must have regard to protecting trees as some are protected by law. It is essential for anyone considering doing any work to a tree to check its legal status prior to starting work. Doing unauthorised work to protected trees could lead to prosecution. There are a number of ways trees can be protected. Some examples include; Tree Protection Orders (TPOs), by conservation areas or by restrictive covenants (when selling land). The council does not normally apply TPOs to trees on its own land.

Who makes decisions about them the removal of trees? Is this done by people with relevant qualifications and knowledge?

Decisions about trees with TPOs on them are made by the arboriculturalist except if removal is part of a planning application in which case the arboriculturalist's opinion will be asked for but the final decision will rest with the planning officer or planning committee. On Housing land Housing seek the opinion of the arboriculturalist but the final decision rests with Housing except if the tree is an imminent danger in which case Housing have agreed that the arboriculturalist can make an immediate decision.

What maintenance of green spaces is carried out by the council?

Currently the council's direct work force maintains housing land, parks, streets, civic building sand some schools and museums. Specialist contractors are sometimes used including for tree work. Housing land is currently being reviewed as the previous time the schedule of work was reviewed was 2009. The contract is maintained through a service charge paid by council residents.

Question: Estate Development Budget (EDB) underspend

The meeting unanimously agreed to ask that any underspend in the West Estate Development Budget goes back into the West Area budget, rather than into a central pool.

The reasons for this are:

- *If major items are refused there is no opportunity to put in a different bid.*
- *Sometimes people put in for items that have recently been excluded from EDB budgets, and then do not have an opportunity to put in a different bid.*
- *West Area should have control over its own budget and be able to make decisions about how it is spent.*

It was agreed that this is a decision for West to make, and does not need to be agreed by every Area, who can make their own decisions about their areas.

Response: Hilary Edgar, Housing Service Operations Manager, Tel: 01273 293250

EDB underspends are added to the citywide reserves and these are currently used to supplement the base EDB budget to provide more funding for residents' projects. In 2018/19 the EDB budget is £348,000 with £178,000 direct revenue funding and £170,000 from EDB reserves.

Ring fencing underspends to one particular area would mean topping up the base budget wouldn't be possible and perpetuate an imbalance in funding where an area that struggled to spend its budget in one year would have more the next, while an area which had more bids than budget, would have less money the following year. Now that funds are reducing it seems only fair that any underspends are put back into 'the pot' to be allocated over the whole city so that the maximum number of EDB bids can be funded and delivered.

At the last review of the EDB residents told us that being fair was important to them as was an understanding of how the budget worked. We are currently reviewing the

EDB, including the points identified in the question, and will be updating residents on the proposals leading from this review at the next panel meeting.

Items from the North Residents Only Meeting 1/11/18

Question: Field Officers

After December 2018 there will no longer be a dedicated Environment noise patrols team at night, and the role will be taken on by the Field Officers. However, they will only work from 12 noon until 8pm at night.

The meeting was very concerned about this reduction in the noise patrols, particularly as most problems with noisy parties happen late at night.

Response: Annie Sparks, Regulatory Services Manager, Tel: 01273 292436

On 22 January 2018 a report was presented to the Neighbourhoods Inclusion, Communities and Equalities Committee (NICE.) The report set out the Business Case for a new Field Officer role as part of the wider Communities & Neighbourhoods Portfolio. The role will deliver fast effective enforcement action but also work 7 days a week with our communities to promote behaviour change and community collaboration.

Committee agreed the funding and resources required for the set-up of the Field Officer and this included moving £42,000 from the existing Noise Patrol service into the Field Officer service, and reviewing how noise services are delivered out of hours

The Noise Patrol service has been operating for over 20 years and over that time the service delivery model and the hours and days of operation have changed very little.

The service operates Friday and Saturday 22.00 hours – 03.00 hours. Two officers work together and deliver the service Citywide, which depending on the call pattern can result in significant travelling times, and delayed response times for our customers.

Operating under this model currently costs £42k per annum. In 2016/17 there were 420 complaints to the Noise Patrol Service and these involved 239 visits to customers. This works out at £176 per visit.

The data shows that since 2011 the total number of complaints each year has declined, and has plateaued at much lower levels over the last three years. Noise complaints show a seasonal trend, with the majority of complaints received between May and September.

In recent years we have witnessed changing trends and challenges in relation to drug and alcohol use, knife attacks, and most recently 'acid attacks'. This ever changing environment and changing social trends are presenting new risks to the staff that deliver this service. Reductions in Police resources often mean that police support is delayed or not available so in reality physically stopping a large party, or getting the music reduced to an acceptable level is not going to happen.

Likewise where someone is causing a disturbance and under the influence of drugs and or alcohol stopping the noise that night rarely happens for a variety of reasons, including access denied, risk, and lack of cooperation.

What can practically be achieved on the night to stop the noise safely and without risk is becoming an increasing challenge. It is therefore proposed that from December Field Officers will follow up the complaint the following day. This is a far safer and more practical solution. The Field Officer Services operate 7 days a week 12.00 to 20.00. Following up the complaint the following day will enable all parties to have a rational discussion and explore how future noise problems can be prevented.

Staff in the Environmental Protection Team will continue to work flexibly out of hours to respond to ongoing noise complaints. We will continue to use digital noise recording equipment to gather evidence and enable notice abatement notices to be served. We will also continue to develop partnership working with the Police to witness noise from persistent offenders.

This is an opportunity to modernise how we deliver noise services out of hours and review how this resource could better serve our communities and be better value for money.

Any crime and disorder issues should still be reported to the Police.

Items from the East Residents Only meeting 18/10/18

Question: Future arrangements for repairs & maintenance of council housing

The Council has now announced that, from April 2020, the responsive repairs and refurbishment of empty properties will be carried out by an in-house service. There will be a multi-contractor tendering process for major capital projects and specialist work (such as lifts and adaptations) will be carried out by named contractors.

The meeting felt this decision had been taken very quickly and without the level of consultation that residents had been promised and led to expect.

There were concerns that bringing the day-to-day repairs in-house may mean there is insufficient oversight of the service provided.

The following information is requested:

- Why was the decision to bring responsive repairs in-house taken so quickly, without giving for the time for residents comments and input, given the current contract was not due to end until March 2020?*
- What procedures will be put in place to ensure that complaints are dealt with thoroughly and independently?*

Response: Sharon Davies, Housing Business Programme Manager, Tel: 01273 291295

Why was the decision to bring responsive repairs in-house taken so quickly, without giving for the time for residents comments and input, given the current contract was not due to end until March 2020?

Thank you for your question, the following decisions were agreed at Housing and New Homes Committee on 26th September and also in Policy Resources and Growth Committee on 11th October.

Councillors have carefully considered how these services should be delivered in the future and have made the following decisions:

- Deliver customer service and quality assurance services in-house
- Deliver responsive repairs and empty property refurbishment work to council housing through an in-house team
- Set up contracts to provide planned maintenance and improvement programmes
- Set up a multi-contractor framework agreement for major capital projects
- Continue to deliver specialist work, such as gas servicing and maintenance, lifts, adaptations, etc. through individual contracts

The programme team undertook a number of engagement exercises to ensure that all stakeholders' views were considered in determining the preferred options for the delivery of works and services in the future.

Programme officers initially attended the following meetings to provide an initial brief of the programme and next steps for tenant and leaseholder engagement:

- Area Panels
- Home Service Improvement Group
- Leaseholder Action Group – Annual General Meeting
- Business and Value For Money Service Improvement Group

Area Panel meetings provided some initial feedback around the current contractual arrangements and raised some questions about delivery methods moving forward - feedback was included in the March 2018 report to Housing & New Homes Committee.

Representatives at the Home Service Improvement Group were keen to be updated at future meetings of the progress of the programme and noted the scale of the programme.

The programme team presented on the programme at the Leaseholders Action Group (LAG) – Annual General Meeting in April 2018 and have worked with the newly elected LAG representatives to engage with leaseholders and collect feedback on the current arrangements.

Leaseholders fed back that they welcomed the opportunity to be engaged in the programme alongside the work being undertaken to improve engagement with leaseholders. Other feedback included that the council should ensure value for money is being delivered through major capital projects and that there should be stronger focus on planned maintenance programmes through future delivery arrangements.

The programme team completed the following engagement activities ahead of the committee meetings detailed above:

- Running four workshops for tenants and leaseholders to share their views on what works well with the current service, what doesn't and what we should change in the future.
- Carried out over 1,000 door to door surveys of tenants and leaseholders across the city.
- An online and postal survey for tenants and leaseholders to feedback views was open for 6 weeks from July 2018.

The workshops were promoted in "Homing In", the council's website and social media channels, by email to resident groups and in a letter to Tenants and Residents Associations across the city. Tenants and leaseholders who attended these workshops were highly engaged and gave detailed feedback about how the service could be delivered in the future.

Tenants particularly identified the following areas for future services:

- Tenants felt that estates as a 'whole' could do with better maintenance and investment for example the look of doorways, clearing guttering, grounds

maintenance, the look and feel of blocks and neighbourhoods could be better invested in and maintained.

- Tenants discussed the importance of communication from the council and contractors, more consideration around disabilities or vulnerabilities, better communication for missed appointments, ID for subcontractors and more discussion with tenants when jobs cannot be completed first time.
- Tenants discussed the importance of a localised, visible service including locally employed staff, apprentices and a 'patch' type approach to neighbourhoods for repairs.
- Tenants wanted to see more appointment times with more defined time slots. Including evenings and weekends by the hour rather than AM/PM.
- Tenants felt the apprenticeship scheme is positive and should continue to be a priority to the council.
- Tenants felt that the use of subcontractors should be reviewed to improve performance for example cleaning up after repairs, parking issues and requirements to carry identification.
- Tenants felt that the kitchens and bathroom replacement programme (Brighton and Hove standard) is positive and would like to see it continue and expand.

Leaseholders particularly identified the following areas for future services:

- Leaseholders felt that investment into managing warranties, developing maintenance programmes and regular reviewing of assets, should be a key focus to prevent deterioration of homes and blocks.
- Leaseholders felt that 'major capital projects' should not sit with the repairs and empty property refurbishment works moving forward and should be specified and tendered separately from this function.
- Value for money was a key driver for leaseholders and testing and value for money through tender processes for major capital works was a key consideration.

- Quality assurance and surveying functions were highlighted by leaseholders as essential client side functions that should be independent of any contractual arrangement.
- Leaseholders felt that increased communication, transparency and online access to cost information would improve services going forward.

The results of the independent door to door surveys and the online and paper surveys were analysed by ARP Research and full results were included as an appendix to the committee report and published on the council website.

Some key feedback from surveys showed that tenants and resident who took part in the consultation were generally very satisfied with the repairs and maintenance services that they currently received. This was typified by the responsive repairs service, where satisfaction was high at 89%, including two thirds that were 'very satisfied'.

Similarly, 85% rated the repairs reporting system as good, whilst satisfaction with internal improvements was very high at 96%.

An online reporting system received high levels of support with over three quarters saying it would make reporting repairs easier for them. In fact, when asked in their how the service could be improved, 43% of respondents specifically mentioned an online option, including a quarter that suggested an 'app'.

Through this process the programme team have been keen to engage with residents proactively and in sessions that suit residents. As such the team have been invited to meet with residents at the Business & Value for Money Service Improvement Group and the Resident Inspectors group.

In September 2018 members of the programme team attended the four Area Panel meetings and the Leaseholder Action Group to feedback on the resident engagement activities undertaken and update residents on the next steps for the programme.

Although the current contract ends in March 2020 the council is required to carry out various procurement and formal leaseholder consultation activities as well as the processes required transferring staff and services in-house. It is expected that these activities will take 18 months to deliver from beginning to mobilisation in April 2020 to ensure services are delivered to residents across the city. Therefore it was important that these decisions were reached in line with the timetable that was shared with Area Panels in February which set out that decisions would be made in September and October 2018.

What procedures will be put in place to ensure that complaints are dealt with thoroughly and independently?

The council is committed to delivering a high level service that customers are satisfied with. In the event that this does not happen the council has a robust complaints procedure that is centrally monitored and controlled. Housing complaints regarding the repairs service can be directed to the council's central Customer Feedback Team as well as directly to the housing service moving forward.

The council has clear processes to follow to make sure that every complaint is dealt with fairly and sorted out as quickly as possible. For most complaints there are different stages that we follow.

Informal stage

Where possible, the Customer Feedback Team will do their best to resolve the issue for you. If you are not happy with the outcome of this you can go through a formal complaints procedure.

Formal complaint - first stage

Your complaint will be handled by the service you're complaining about. You can talk to them again if you are unhappy with parts of their reply.

Formal complaint - second stage

If you are still unhappy you can ask to take your complaint to Stage 2 where it will be looked at by the Customer Feedback Team, who are independent of the department your complaint is about.

The Ombudsman

If you are still not satisfied with the response you can approach the Local Government Ombudsman or the Housing Ombudsman Service (if your complaint is about housing).

Currently Mears employ a customer service team (the repairs helpdesk) who deal with direct complaints from residents, this function will transfer into the council. The repairs helpdesk will continue to work together with the Housing Customer Services Team and our Customer Feedback team to ensure complaints are dealt with effectively.

Question: Cash rent payments for pensioners

As pensioners can no longer pay their rent at Post Offices, many now have to withdraw cash from the Post Office and then walk to the Housing Office to pay their rent. They feel very vulnerable when having to do this.

A solution was proposed to the meeting, that the Post Office could be asked to set up a pop-up Post Office in the Housing Office once a week, or once a month. This would enable pensioners to collect their pension and then pay it directly into the rent office, without having to walk around with large amounts of cash in their bags or pockets.

It was agreed to submit this to Residents Questions at the Area Panel to request that the option of setting up a regular pop-up Post Office in the rent office be investigated.

**Response: Hilary Edgar, Housing Service Operations Manager,
Tel: 01273 293250**

Housing offices haven't had rent offices for some years, so there would be no benefit in considering a pop up Post Office in these, if the intention is to enable tenants to withdraw money and pay rent in the same building.

The East Panel asked a question about rent payments earlier this year and I have included an extract of the response that was given then, below, as it contains the current advice on payment methods for tenants.

'Although customers are no longer able make payments through the Post Office, many Post Offices are located within shops which are PayPoint outlets. There are approximately 150 PayPoint outlets in the Brighton & Hove area, still enabling residents to make their rent payments when collecting their money from the Post Office, or buying their groceries.

For those customers who have a transactional bank account there are alternative payment methods to PayPoint and direct debit:

- By debit card online using our secure server
- By bank standing order
- By telephone ~ 01273 291908 24 hours a day

For those tenants who do not have a transactional bank account and manage their money weekly in cash, while cash payments should not be sent by post, payment can be made by postal order and sent to:

Housing Centre
Unit 1
Fairway Trading Estate
Eastergate Road
Brighton
BN2 4QL'

Items from the Central Residents Only Meeting 1/11/18

Question: Tenant scrutiny of repairs and maintenance service

It was noted that when the Council's contract with Mears ends in 2020, parts of this service will be taken in house and run by the Council.

It was proposed that a committee of tenants is set up, to scrutinise and monitor the change-over and new service. It was noted that many tenants have experience in building and construction, and have a lot to contribute.

Response: Sharon Davies, Housing Business Programme Manager, Tel: 01273 291295

Thank you for your suggestion in regards to tenant engagement throughout the changes in relation to repairs and maintenance services that will be in place from April 2020.

Currently the Housing Service consults with residents through several forums including:

- Home Service Improvement Group
- Area Panels
- Leaseholder Action Group

We will continue to engage through these groups as part of the works required to set up new services post April 2020. Will also engage with the Partnership Core Group alongside these groups to monitor and assess works under the current contract until April 2020.

Communications to all residents will be delivered through:

- Social media
- Homing In
- BHCC Website
- Post (later in the process to advise of service changes)

The programme team we will also engage with a smaller group of residents for the evaluation of tenders as a result of procurement activity for services post April 2020. This will be on a voluntary basis as may involve scoring parts of bids received from contractors.

In your suggestion I note that you state the need to scrutinise and monitor the change-over and new service. It is important to note that the role of the Home Service Improvement Group has the following aims and objectives:

Aims:

- Making sure the work the council housing department does meets the needs of residents and the building.
- Making sure that excellent communication happens between tenants, Mears and council housing officers.
- Making sure the delivery of services is equal across the whole of the cities council housing properties.

Objectives:

- Representatives contribute meaningfully and constructively to topics in meetings, sub groups and projects; in particular Core and Partnership groups, Estate Development Budget panel and Resident Assessors project.
- All Home Group members continually build confidence and skills in order to contribute and effectively report to and from different activities through accessing training, mentoring and support from the council and externally.

- Ensuring Area panels and Tenant Only meetings are able to engage with these aims & objectives, the groups' work plan and feedback on their areas service delivery.

As this group is already in place and has been regularly attended by the programme team we propose to add these activities to the work plan of the Home Service and Improvement Group and that we engage this group to deliver your requirements. As is detailed in the objectives above - this will include engagement with Area Panels to deliver the work plan.

Area Panels

29 November, 3, 4, 11 December 2018

Briefing Paper: Proposal for environmental improvement budget - Housing Revenue Account

1. Introduction

- 1.1 A report is being presented to the November Housing & New Homes Committee on a proposal to introduce an environmental improvement budget within the Housing Revenue Account. As this committee meets after the report packs for this round of Area Housing Panels need to be prepared, the main points from the report that will be presented to committee are set out below. Area Panels will receive an update at their meetings in late November/early December on any decisions the Housing & New Homes Committee make about this proposal.

2. Main points in the committee report

- 2.1 This report proposes that a proportion of the Housing Revenue Account budget is set aside to support early actions to improve public areas of the Council's housing estates. This will enable the Council to respond with greater speed to tenant's satisfaction levels with their neighbourhood as a place to live.
- 2.2 The Estates Development Budget (EDB), set aside for tenant voting, remains separate from this proposal.

3. Background information

- 3.1 The Council's housing estates or 'neighbourhood as a place to live' have been reported by tenants responding to the Survey of Tenants and Residents as the main area of the housing service in which satisfaction has reduced. A project is underway to identify work needed on specific estates to address tenant concerns, however the extent of the work is not yet known and has therefore not yet been costed.

- 3.2 The proposed budget will be spent on work that has been identified through the many different ways the Council engages with residents and gathers their feedback. These include:-
- the two-yearly Survey of Tenants and Residents' satisfaction survey
 - feedback residents have recently given during consultation on the delivery of repairs and maintenance
 - the quarterly customer satisfaction survey
 - tenants views fed back through councillors' community representative roles, residents associations, complaints, Field Officers and other council staff.
- 3.3 The budget will have the potential to fund environmental and communal area improvement work that has already been talked of by tenants - including fencing, enhanced grounds maintenance, public way decorations, estate recycling and rubbish storage areas, soft furnishing and common areas of Seniors schemes, gutter clearance programme, car park resurfacing and clothes drying areas.
- 3.4 The residents' Estates Development Panel has been carrying out a review over the summer to make the EDB bidding process simpler for residents. The outcome of this work will be reported to a future committee.

4. Community Engagement

- 4.1 An example of consultation carried out with residents is the survey of people newly moving into council housing. Results up to July 2018 show that from their list of 16 items for improvement mentioned, among the top five that residents would like to see are waste and recycling, flooring and decorating of shared areas, and fencing. From a list of 10 items residents mentioned for improving their local neighbourhood, among the most frequently cited were car parking and garages, landscaping, play areas, and traffic calming.
- 4.2 Consultation this summer with over 1,000 residents on the new arrangements for the repairs and maintenance service from 2020, showed that many residents are concerned with the condition of estates, as opposed to individual properties, and would like to see the delivery of improved programmes in this area.

- 4.3 Residents will be invited to focus groups and the results will be detailed in the full report for January committee.

5. Conclusion

- 5.1 A full report will come to the January 2019 Housing & New Homes Committee and Area Panels will be updated as part of this work.

Ododo Dafe, Head of Income, Involvement & Improvement

Tel: 01273 293201

Council housing performance

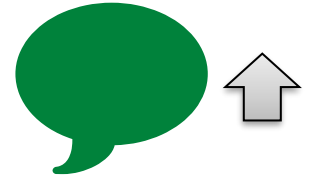
Quarter 2 2018/19 (July to Sept 2018)



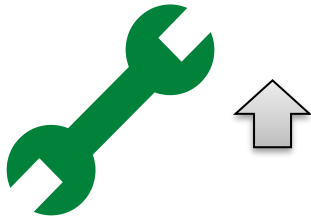
98.31%
Rent collected



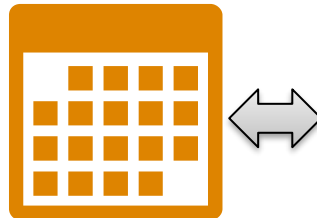
85%
Calls answered



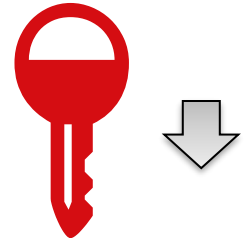
88%
Satisfaction
with ASB cases



14 days
Routine repairs
completion time



97%
Repairs
appointments
kept



25 days
Empty home
re-let time



97%
Cleaning tasks
completed



99.7%
Mobile warden
jobs done in
time



93%
Five-year
tenancy visits
completed

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove
City Council

Quarter 2 2018/19 performance report – key trends

Top 5 scores (compared to target)

1. Stage two complaints upheld (9% vs under 18% target)
2. Rent loss due to empty dwellings (0.78% vs 1% target)
3. Lifts – average time to restore service when not within 24 hours (6 hours vs 7 hour target)
4. Estate Development Budget main bids – quality checks (100% vs 90% target)
5. Victim satisfaction with way ASB complaint dealt with (88% vs 82% target).

Bottom 5 scores (compared to target)

1. Repairs Helpdesk – longest wait time (13 mins vs 5 min target)
2. Lifts – average time taken (hours) to respond (3.6 hours vs 2 hour target)
3. Average re-let time, excluding time spent in major works (25 days vs 21 day target)
4. Repairs Helpdesk – calls answered within 20 seconds (66% vs 75% target)
5. Bulk waste removed within 7 working days (81% vs 92% target).

5 biggest improvements (since previous quarter)







1. Stage two complaints upheld (from 28% to 9%)
2. Lifts – average time to restore service when not within 24 hours (from 12 to 6 hours)
3. Stage one complaints escalated to stage two (from 16% to 10%)
4. Average time to complete routine repairs (from 16 to 14 days)
5. Rent loss due to empty dwellings (from 0.84% to 0.78%).

5 biggest drops (since previous quarter)

1. Lifts – average time taken (hours) to respond (from 1.9 to 3.6 hours)
2. Average re-let time, excluding time spent in major works (from 21 to 25 days)
3. Repairs Helpdesk – longest wait time (from 11 to 13 minutes)
4. Calls answered by Housing Customer Services Team (from 94% to 85%)
5. Repairs Helpdesk – calls answered within 20 seconds (from 68% to 66%).

DRAFT Housing Management Performance Report **Quarter 2 2018/19**

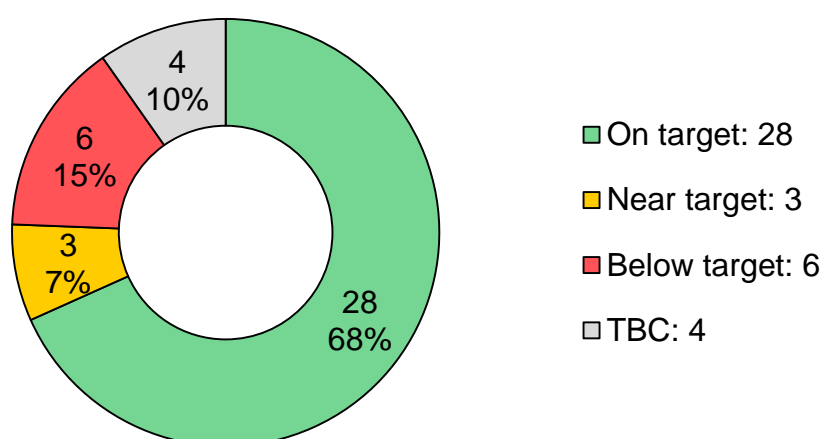
This housing management performance report covers Quarter 2 of the financial year 2018/19. It uses the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter.

Status		Trend	
	Performance is below target (red)		Poorer than previous reporting period
	Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period
	Performance is on or above target (green)		Improvement on previous reporting period

Comments on performance are given for indicators which are near or below target. A total of 41 performance indicators are measured against a target for this quarter:

- 28 are on target (of which 22 were on target, 3 near and 3 below target last quarter)
- 3 are near target (1 was on target and 2 were near target)
- 6 are below target (2 were on target and 4 were below target).
- 4 are to be confirmed (3 were on target and 1 was below target)

Status of performance indicators




In terms of movement since the previous quarter (excluding the 4 to be confirmed):

- 19 have improved (of which 16 are on target, 1 is near target and 2 are below target)
- 8 are the same (7 are on target and 1 is near target)
- 10 have declined (5 are on target, 1 is near target and 4 are below target).

As more indicators have improved (46%) rather than declined (24%), overall performance is up since the last quarter. Furthermore, most of those which stayed the same are on target (88%) as are half of those which declined (50%).

1. Rent collection and current arrears

The first four indicators in the table below give end of year forecasts and the latter two give cumulative year to date results. Results for Quarter 4 will therefore also be for the whole financial year.

 Rent collection and current arrears indicators		Target 2018/19	Q1 2018/19	Q2 2018/19	Status against target	Trend since last quarter
1.1	Current tenants' rent collected as proportion of rent due for the year	98.00%	98.56% (£49.9m of £50.7m)	98.31% (£50.1m of £50.9m)	Ⓞ	↓
1.2	Former tenant arrears collected	25%	36.99% (£221k of £598k)	TBC	TBC	TBC
1.3	Rechargeable debt collected	20%	4.35% (£5k of £113k)	TBC	TBC	TBC
1.4	Rent loss due to empty dwellings*	Under 1%	0.84% (£422k of £50.4m)	0.78% (£397k of £50.6m)	Ⓞ	↑
1.5	Tenants served a Notice of Seeking Possession	For info	155	289	n/a	n/a
1.6	Tenants evicted because of rent arrears	For info	0	0	n/a	n/a

*The total rent for this indicator (£50.6m) is lower compared to the total for current tenants' rent collection (£50.9m) because it excludes arrears brought forward from the previous year (£0.7m) but includes uncollectable rent loss from empty properties (£0.4m).



Welfare reform information

		Q1 2018/19	Q2 2018/19
1.7	Universal Credit – affected tenants	699 (6.1% of tenants)	819 (7.1% of tenants)
1.8	Universal Credit – arrears of affected tenants	£260k (35% of total arrears)	£367k (41% of total arrears)
1.9	Removal of the Spare Room Subsidy – affected tenants (under occupiers)	574 (5%)	557 (5%)
1.10	Under occupiers – arrears of affected tenants	£57k (8%)	£62k (7%)
1.11	Benefit Cap – affected tenants	49 (0.4%)	48 (0.4%)
1.12	Benefit Cap – arrears of affected tenants	£4k (0.5%)	£6k (0.7%)
1.13	Total current tenants	11,433	11,465
1.14	Total current tenant arrears	£751k	£892k

1.15 Area breakdown of rent collected

The Quarter 2 figures below are end of year projections.

Rent collection area	Q1 2018/19	Q2 2018/19
North (includes Seniors housing)	98.85% (£14.2m of £14.4m)	98.66% (£14.3m of £14.5m)
West	98.49% (£10.1m of £10.3m)	98.17% (£10.1m of £10.3m)
Central	98.26% (£8.9m of (£9.0m)	97.94% (£8.8m of (£9.0m)
East	98.52% (£16.7m of £17.0m)	98.27% (£16.8m of £17.1m)
All areas	98.56% (£49.9m of £50.7m)	98.31% (£50.1m of £50.9m)










1.16 Tenants in arrears by amount

All figures in the table below are end of quarter results.

Amount of arrears	Q1 2018/19	Q2 2018/19
No arrears	79% (9,060)	79% (9,094)
Any arrears	21% (2,373)	21% (2,371)
... £0.01 to £99.99	8% (971)	8% (902)
... £100 to £499.99	9% (988)	8% (946)
... £500 and above	4% (414)	5% (523)
Total tenants	11,433	11,465

2. Customer services and complaints

All indicators in the table below give quarterly results, except for the last one which is year to date.

 Customer services and complaints indicators		Target 2018/19	Q1 2018/19	Q2 2018/19	Status against target	Trend since last quarter
2.1	Calls answered by Housing Customer Services Team (HCST)	90%	94% (9,248 of 9,817)	85% (7,974 of 9,386)		
2.2	Stage one complaints responded to within 10 working days	80%	70% (80 of 114)	73% (77 of 105)		
2.3	Stage one complaints upheld	For info	38% (43 of 114)	45% (47 of 105)	n/a	n/a
2.4	Stage one complaints escalated to stage two	10%	16% (18 of 114)	10% (11 of 105)		
2.5	Stage two complaints upheld	18% or under	28% (5 of 18)	9% (1 of 11)		
2.6	Housing Ombudsman Complaints upheld (year to date)	For info	0% (0 of 1)	None	n/a	n/a

How we are using this information to improve services – Customer services and complaints

Two indicators are below or near target:

Calls answered by Housing Customer Services Team (HCST)

The rate of calls answered has decreased compared to the previous quarter, from 94% to 85%. This is expected because HCST have been focusing more resources on other customer contact channels (eg answering emails more quickly) in line with changes at a Council-wide level. This has taken some adjusting to and had the effect of increasing average call waiting times, but these have improved during the quarter, from 107 seconds in July to 69 in September. In addition to the 7,974 external calls dealt with by HCST during Quarter 2, the team also dealt with 3,230 emails and 2,459 reception queries. On a typical working day there are three full-time equivalent staff taking phone calls, four working on receptions and two answering emails. The team are also responsible for a range of other functions such as taking action when tenants don't give access (to the contractor) for gas safety checks and processing requests for adaptations, alterations, car parking spaces and garages.

Stage one complaints responded to within 10 working days – target 80%






Performance remains below target but has slightly improved, from 70% to 73% since the previous quarter. These response times are for a full Stage 1 response and do not include holding replies. To improve performance, managers who respond to complaints have been advised to seek more input from colleagues (which can be quicker than trying to respond on one's own).

In contrast to the above indicators, two others are back on target:

- Stage one complaints escalated to stage two
- Stage two complaints upheld.

3. Empty home turnaround time and mutual exchanges

All indicators in the table below give quarterly results, except for the last one which is end quarter.

	Empty home turnaround time and mutual exchange indicators	Target 2018/19	Q1 2018/19	Q2 2018/19	Status against target	Trend since last quarter
3.1	Average re-let time, excluding time spent in major works (calendar days)	21	21 (147 lets)	25 (138 lets)		
3.2	... as above for general needs properties	For info	16 (114 lets)	18 (103 lets)	n/a	n/a
3.3	... as above for Seniors housing properties	For info	41 (33 lets)	57 (25 lets)	n/a	n/a
3.4	Average 'key to key' empty period, including time spent in major works and time being re-let (calendar days)	For info	56 (147 lets)	47 (138 lets)	n/a	n/a
3.5	New build properties let (for first time)	For info	30	38	n/a	n/a
3.6	Mutual exchange decisions made within 42 calendar days	100%	100% (30 of 30)	100% (50 of 50)		
3.7	Total empty dwellings at end quarter (general needs and Seniors)*	For info	104	70	n/a	n/a

*Total stock is 11,547 of which 11,465 are let, 70 are empty and 12 are leased to housing associations.

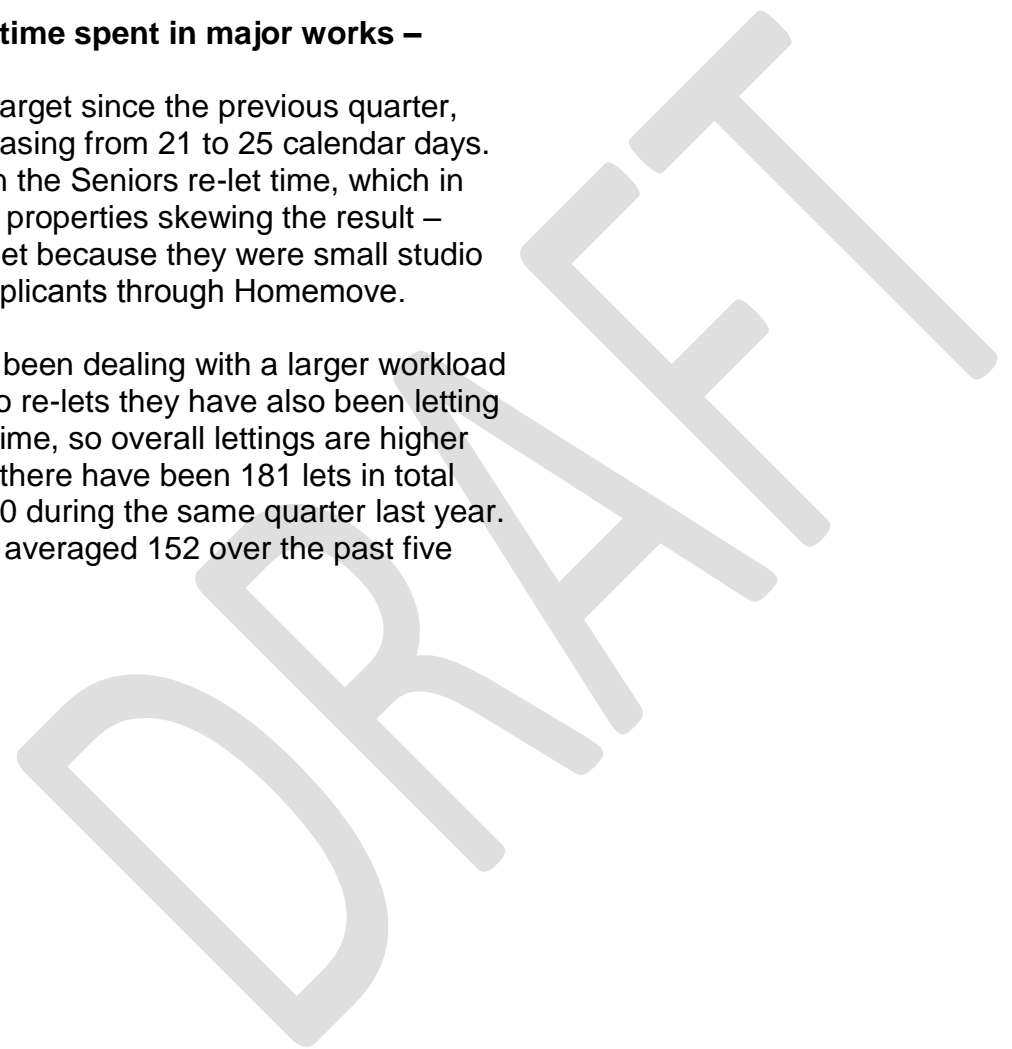
How we are using this information to improve services – Empty home turnaround time and mutual exchanges

One indicator is below target:

Average re-let time, excluding time spent in major works – target 21 days

Performance has slipped below target since the previous quarter, with the average re-let time increasing from 21 to 25 calendar days. This was driven by an increase in the Seniors re-let time, which in turn was affected by a handful of properties skewing the result – these were especially difficult to let because they were small studio flats which didn't attract many applicants through Homemove.

The Re-Housing team have also been dealing with a larger workload than usual, because in addition to re-lets they have also been letting new build properties for the first time, so overall lettings are higher than usual for this time of year – there have been 181 lets in total during Quarter 2 compared to 140 during the same quarter last year. The quarterly number of lets has averaged 152 over the past five years.




3.7. Long term empty dwellings by ward (empty six weeks or more as of 1 October 2018)


Ward name (excludes those with no long term empty properties)	No. dwellings	Average days empty	Range of days empty	Average rent loss*	Total rent loss*	Comment
East Brighton	3	53	44-58	£585	£1.8k	1 seniors flat ready to let; 1 seniors flat in major works; 1 flat ready to let (all 3 are now let).
Goldsmid	1	79	79-79	£849	£849	1 flat ready to let (now let).
Hangleton and Knoll	4	51	44-72	£568	£2.3k	1 house and 3 flats in major works (all 3 now let).
Hanover and Elm Grove	1	170	170-170	£2.1k	£2.1k	1 flat ready to let.
Hollingdean and Stanmer	3	77	44-135	£766	£2.3k	1 flat ready to let (now let); 1 seniors in major works, 1 seniors flat ready to let.
Moulsecoomb and Bevendean	4	130	51-247	£1.3k	£5.4k	1 house in major works (now let); 1 due to undergo refurbishment; 2 seniors flats ready to let.
Patcham	1	44	44-44	£679	£679	1 house ready to let (now let).
Preston Park	2	272	142-401	£3.3k	£6.5k	2 flats in major works (adjoining properties undergoing health and safety works).
Queens Park	5	189	44-263	£3.0k	£15.2k	4 Seniors flats ready to let (2 now let); 1 flat ready to let.
St Peters and North Laine	1	212	212-212	£2.0k	£2.0k	1 flat ready to let.
Westbourne	1	93	93-93	£1.5	£1.5	1 flat ready to let (now let).
Wish	1	65	65-65	£616	£616	1 seniors flat ready to let (now let).
Woodingdean	1	163	163-163	£2.0k	£2.0k	1 house in major works (now let).
Total	28	122	44-401	£1.5k	£43.2k	Of 28 properties, 17 are ready to let (61%); 10 are major repairs (36%); 1 being assessed for an extension (4%).










*Snapshot of historic rent loss for whole time since properties became empty – of the £43.2k total rent loss, £35.5k occurred during 2018/19 to date and £7.7k during 2017/18. As several long term empty properties have been brought back into use during this quarter, this snapshot of rent loss has fallen (from £77.0k to £43.2k).

4. Repairs and maintenance

All indicators in the table below give quarterly or end of quarter results, except for one which is marked as year to date.

 Repairs and maintenance indicators		Target 2018/19	Q1 2018/19	Q2 2018/19	Status against target	Trend since last quarter
4.1	Emergency repairs completed in time (within 24 hours)	99%	99.8% (2,864 of 2,870)	99.9% (3,200 of 3,203)	ⓐ	↑
4.2	Routine repairs completed in time (within 20 working days)	99%	99.8% (5,911 of 5,920)	99.7% (6,340 of 6,358)	ⓐ	↓
4.3	Complex repairs completed in time (work needing longer than 20 days)	For info	100% (179 of 179)	100% (241 of 241)	n/a	n/a
4.4	Average time to complete routine repairs (calendar days)	15 days	16 days	14 days	ⓐ	↑
4.5	Appointments kept by contractor as proportion of appointments made	97%	96.8% (11,581 of 11,960)	97.1% (11,764 of 12,117)	ⓐ	↑
4.6	Tenants satisfied with repairs	96%	96.1% (1,377 of 1,433)	95.9% (1,560 of 1,626)	ⓐ	↓
4.7	Responsive repairs passing post-inspection	97%	89.2% (639 of 716)	89.6% (499 of 557)	ⓐ	↑
4.8	Repairs completed at first visit	92%	91% (7,996 of 8,790)	92.3% (8,821 of 9,561)	ⓐ	↑

 Repairs and maintenance indicators		Target 2018/19	Q1 2018/19	Q2 2018/19	Status against target	Trend since last quarter
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,550 of 11,550)	100% (11,547 of 11,547)	Ⓞ	↔
4.10	Energy efficiency rating of homes (out of 100)	66.7	66.7	66.8	Ⓞ	↑
4.11	Planned works passing post-inspection	97%	99.6% (245 of 246)	100% (245 of 245)	Ⓞ	↑
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (9,990 of 9,990)	100% (9,990 of 9,990)	Ⓞ	↔
4.13	Empty properties passing post-inspection	98%	98.1% (157 of 160)	98.1% (105 of 107)	Ⓞ	↔
4.14	Lifts – average time taken (hours) to respond	2 hours	1h 55m	3h 36m	Ⓡ	↓
4.15	Lifts restored to service within 24 hours	95%	95.2% (118 of 124)	95.9% (163 of 170)	Ⓞ	↑
4.16	Lifts – average time to restore service when not within 24 hours	7 days	12 days (70 days, 6 lifts)	6 days (42 days, 7 lifts)	Ⓞ	↑

 Repairs and maintenance indicators		Target 2018/19	Q1 2018/19	Q2 2018/19	Status against target	Trend since last quarter
4.17	Repairs Helpdesk – calls answered	90%	95% (18,172 of 19,107)	94% (17,162 of 18,203)		
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	68% (12,258 of 18,172)	66% (11,354 of 17,162)		
4.19	Repairs Helpdesk – longest wait time	5 mins	11m 15s	12m 55s		
4.20	Estate Development Budget main bids – quality checks	90%	100% (8 of 8)	100% (20 of 20)		
4.21	Estate Development Budget main bids – completions (year to date)	For info	6% (8 of 138)	52% (62 of 104)	n/a	n/a
4.22	Estate Development Budget main bids – average duration of work	For info	9 days	35 days	n/a	n/a

How we are using this information to improve services – Repairs and maintenance

Five indicators are below or near target:

Tenants satisfied with repairs – target 96%

Satisfaction with repairs work carried out has slipped very slightly (0.1%) below target. We will continue to closely monitor satisfaction with the contractor to ensure that performance gets back on track.

Responsive repairs passing post-inspection – target 97%

Performance was below target but slightly improved, from 89.2% in Quarter 1 to 89.6% in Quarter 2. A total of 557 jobs were inspected with 58 failing quality checks. The reasons why jobs failed their first inspection are as follows:

- 54% (31) poor quality work
- 36% (21) corrections or additions to the volume of labour or materials used (Schedule of Rates codes)
- 10% (6) needed extra work to finish the job.

The review of training for new employees has resulted in a reduction in the number of administrative errors. Also, the inspection process has identified areas of work which are below standard and are being addressed through further training.

Lifts – average time taken (hours) to respond – 2 hours

The average wait time to respond to breakdowns increased from 1h 55m in Quarter 1 to 3h 36m hours in Quarter 2. There was a drop in performance during August which has now been addressed and performance was back on target in September.

Repairs Helpdesk – calls answered within 20 seconds – target 75%

Performance remains below target this quarter at 66%. The call answering time continues to be affected by recruitment and training of new starters, although results significantly improved in September with 76% of calls answered within 20 seconds. This trend is expected to continue in the following months now that recruitment and training has been completed.

Repairs Helpdesk – longest wait time – target 5 minutes

The longest call waiting time recorded in Quarter 2 was 12 minutes 55 seconds, although the average call waiting time was much quicker at 35 seconds. Performance for this indicator has improved slightly on the previous quarter. As with the above indicator there was a significant improvement in performance in September following completion of training of new recruits – during this month the average call waiting time reduced to 19 seconds.

In contrast to the above indicators, four others are back on target:

- Average time to complete routine repairs
- Appointments kept by contractor as proportion of appointments made
- Repairs completed at first visit
- Lifts – average time to restore service when not within 24 hours.

4.23 Major projects programme summary 2018-19










Project	2018-19 Budget	Latest budget	Status
Holmstead – structural repairs	£678k	£632k	On site
Tyson Place and St Johns Mount – structural repairs	£2,657k	£1,680k	Start Oct 2018
Wickhurst Rise – structural repairs	£1,290k	£1,142k	On site
Park Court – external repairs	£381k	£381k	On site
Ingram Crescent balconies – structural repairs	£600k	£317k	Planning approved works restarting November
Sylvan Hall – external repairs	£520k	£262k	Start Feb 2019
Clarendon Road – structural repairs	-	-	Leaseholder consultation
Tyfoam Properties – external repairs	£990k	£1,210k	On site
Albion Hill – structural repairs	£1,510k	£606k	Start Oct 2018
1-4 Hawkhurst Place	-	-	Out to tender start date expected March 2019
Sheltered Housing conversions	£331k	-	Start date TBC by Housing
Converting spaces (existing buildings)	£520k	£851k	Start date TBC by Housing
Oxford Street conversion	£1,064k	£1,064k	Due to start Nov 2018
St Aubyns Gardens – external repairs	£600k	£180k	Start Feb 2019
Condensation and damp works (Unity Housing)	£208k	£130k	Start Mar 2019
Leach Court – structural repairs	-	£107k	Complete
Citywide loft Conversions and extensions	£598k	£598k	Start date TBC by Housing
St James car park	-	£285k	Awaiting outcome of planning application
Holbrook – Roofing (New scheme)	-	£200k	Leaseholder consultation
Somerset Point (New scheme)	-	-	Out to tender
Total	£12,074k	£9,645k	

4.24 Details of major projects currently on site

Project	Holmstead – major external works and repairs						
Exp. Start	20/02/18	Exp. Finish	27/11/18	2018-19 Budget	£678k	Latest budget	£678k
Act. Start	20/02/18	Current Status	On site	No. of tenants	12	No. of leaseholders	3
External repairs including brickwork and concrete repairs, roof replacement, roof insulation, cavity wall insulation and external wall insulation, replacement of windows and balcony doors and replacement of flat entrance doors.							
Project	Wickhurst Rise – major external works and repairs						
Exp. Start	Mar 2018	Exp. Finish	08/01/19	2018-19 Budget	£1,290k	Latest Budget	£1,290k
Act. Start	19/02/18	Current Status	On site	No. of tenants	26	No. of leaseholders	6
External repairs including brickwork and concrete repairs, roof replacement, roof insulation, cavity wall insulation, external wall insulation, replacement of windows and balcony doors.							
Project	Park Court – major external works and repairs						
Exp. Start	May 2018	Exp. Finish	17/1/19	2018-19 Budget	£381k	Latest Budget	£381k
Act. Start	08/05/18	Current Status	On site	No. of tenants	7	No. of leaseholders	2
External repairs including brickwork and concrete repairs, roof replacement, roof insulation, cavity wall insulation, fire safety upgrades and replacement of windows and balcony doors. Expected finish in January 2019 to allow for new car park gates.							
Project	Freshfield Estate – extraction of Tyfoam wall insulation						
Exp. Start		Exp. Finish	25/02/19	Budget	£990k	Latest Budget	£990k
Act. Start	03/04/18	Current Status	On site	No. of tenants	24	No. of leaseholders	0
Phase 3 of the Tyfoam removal project for the removal of the Tyfoam insulation foam to the cavity of the properties, rebuilding of outer skin of blockwork and facings with an external wall insulation system.							

5. Estates service

All indicators in the table below give quarterly results.

	Estates service indicators	Target 2018/19	Q1 2018/19	Q2 2018/19	Status against target	Trend since last quarter
5.1	Cleaning quality inspection pass rate	99%	100% (151 of 151)	TBC	TBC	TBC
5.2	Estates Response Team quality inspection pass rate	99%	99% (192 of 194)	TBC	TBC	TBC
5.3	Cleaning tasks completed	98%	97% (13,689 of 14,043)	97% (13,717 of 14,075)		
5.4	Bulk waste removed within 7 working days	92%	80% (687 of 859)	81% (624 of 774)		
5.5	Light replacements / repairs completed within 3 working days	99%	100% (246 of 246)	99% (242 of 244)		
5.6	Mobile warden jobs completed within 3 working days	96%	98% (1,659 of 1,694)	99.7% (1,555 of 1,560)		
5.7	Incidents of drug paraphernalia collected	For info	47	48	n/a	n/a

How we are using this information to improve services – Estates service

Two indicators are below or near target:

Cleaning tasks completed – target 98%

Performance remains the same as the previous quarter, and was 1% point below target due to a dip in August (when fewer staff were available during the school holidays).




Bulk waste removed within 7 working days – target 92%

Performance at 81% is below target and has only slightly improved since the previous quarter. This is because the cage van for bulk waste is still out of service, so in the meantime a more generic van is being used which has less capacity. The Estates Service team are getting new vans in November and this should then hopefully improve performance.

DRAFT

6. Anti-social behaviour (ASB)

All indicators in the table below give cumulative year to date results.

 ASB indicators		Target 2018/19	Q1 2018/19	Q2 2018/19	Status against target	Trend since last quarter
6.1	Victim satisfaction with way ASB complaint dealt with	82%	83% (10 of 12)	88% (15 of 17)		
6.2	Tenants evicted due to ASB	For info	1	2	n/a	n/a
6.3	Closure orders obtained	For info	3	3	n/a	n/a
6.4	ASB cases closed without need for legal action	For info	97% (148 of 152)	99% (358 of 363)	n/a	n/a

6.5 New ASB incidents / cases by type

This table presents incidents that relate to or create an ASB case where the reporter or alleged perpetrator is a council resident such as a tenant or leaseholder.

Looking at the seasonal pattern over the past few years, the number of new cases has gone from having been higher than usual in Quarter 1, for the time of year, to being about average in Quarter 2.

Type of ASB incident / case	Q1 2018/19	Q2 2018/19	Change between quarters
Verbal abuse / harassment / intimidation	38% 96	41% 87	-9
Noise	17% 44	18% 37	-7
Drugs	13% 33	14% 29	-4
Crime	5% 12	7% 15	+3
Domestic violence / abuse	10% 26	4% 8	-18
Physical violence	6% 14	5% 10	-4
Pets and animal nuisance	7% 17	6% 13	-4
Hate incident	2% 6	3% 7	+1
Alcohol related	1% 3	2% 4	+1
Prostitution / sexual acts	1% 2	0% 0	-2
Total	100% 253	100% 210	-43






6.6 New ASB incidents / cases by ward

This table presents incidents that relate to or create an ASB case where the complainant or alleged perpetrator is a council resident such as a tenant or leaseholder.

Ward name	Q1 2018/19	Q2 2018/19	Change between quarters
Brunswick and Adelaide	0	0	0
Central Hove	3	3	0
East Brighton	60	48	-12
Goldsmid	9	4	-5
Hangleton and Knoll	24	14	-10
Hanover and Elm Grove	14	3	-11
Hollingdean and Stanmer	24	25	1
Hove Park	0	0	0
Moulsecoomb and Bevendean	36	26	-10
North Portslade	16	17	1
Patcham	6	10	4
Preston Park	3	0	-3
Queen's Park	28	40	12
Regency	0	0	0
Rottingdean Coastal	0	0	0
South Portslade	8	7	-1
St. Peter's and North Laine	6	8	2
Westbourne	5	2	-3
Wish	3	0	-3
Withdean	1	0	-1
Woodingdean	7	3	-4
Total	253	210	-43

7. Tenancy management

The first two indicators in the table below give cumulative year to date results and the last one gives an end of quarter result.

 Tenancy management indicators		Target 2017/18	Q1 2018/19	Q2 2018/19	Status against target	Trend since last quarter
7.1	Tenancy fraud – properties returned to stock	For info	5	13	n/a	n/a
7.2	Tenancies sustained – tenancy sustainment closed cases	98%	100% (33 of 33)	100% (56 of 56)		
7.3	Tenancy visit to general needs tenants within last 5 years	90%	92% (9,364 of 10,172)	93% (9,449 of 10,178)		

7.4 New tenancy management cases by type

This table presents tenancy management cases (other than ASB) involving a council resident such as a tenant or leaseholder.

Type of tenancy management case	Q1 2018/19	Q2 2018/19	Change between quarters
Abandonment	4% 13	6% 22	+9
Assignment request	2% 7	1% 2	-5
Boundary issues	14% 47	12% 41	-6
Caretaking	1% 2	2% 6	+4
Court of Protection	1% 4	1% 4	0
Death of a tenant	10% 33	13% 46	+13
Decants and temporary moves	2% 8	3% 11	+3
Fraud	2% 5	1% 5	0
Leaseholder breach	3% 9	2% 8	-1
Succession application	5% 15	5% 18	+3
Tenancy breach	11% 36	13% 44	+8
Unsatisfactory interiors	4% 12	5% 19	+7
Untidy gardens	26% 86	23% 82	-4
Use & occupation	1% 4	1% 4	0
Vulnerable adult and safeguarding	14% 47	11% 40	-7
Total	100% 328	100% 352	+24


7.5 New tenancy management cases by ward

This table presents tenancy management cases, other than ASB, involving a council resident such as a tenant or leaseholder.

Ward name	Q1 2018/19	Q2 2018/19	Change between quarters
Brunswick and Adelaide	1	0	-1
Central Hove	4	5	+1
East Brighton	40	43	+3
Goldsmid	5	8	+3
Hangleton and Knoll	40	36	-4
Hanover and Elm Grove	7	8	+1
Hollingdean and Stanmer	47	46	-1
Hove Park	0	0	0
Moulsecoomb and Bevendean	53	68	+15
North Portslade	17	18	+1
Patcham	20	15	-5
Preston Park	5	4	-1
Queen's Park	38	44	+6
Regency	1	1	0
Rottingdean Coastal	0	0	0
South Portslade	14	17	+3
St. Peter's and North Laine	11	6	-5
Westbourne	5	5	0
Wish	8	13	+5
Withdean	4	2	-2
Woodingdean	8	13	+5
Total	328	352	+24

8. Seniors housing

The first indicator in the table below is the result at the end of the quarter and the latter two during the quarter.

 Seniors Housing indicators		Target 2017/18	Q1 2018/19	Q2 2018/19	Status against target	Trend since last quarter
8.1	Residents with up to date annual review	96%	97% (868 of 898)	96% (872 of 911)	Ⓞ	↓
8.2	Schemes hosting social, health and wellbeing activities (at least weekly)	95%	95% (21 of 22)	100% (22 of 22)	Ⓞ	↑
8.3	Schemes hosting events in collaboration with external organisations	90%	91% (20 of 22)	91% (20 of 22)	Ⓞ	↔

City wide reports

Update since last Area Housing Panel meetings

1. Leaseholders Action Group

Latest minutes attached

2. Seniors' Housing Action Group

Latest minutes attached

MINUTES OF LEASEHOLDER ACTION GROUP MEETING:

5 September 2018

Attendees:

LAG Committee: David Spafford, David Croydon, Graham Dawes, Peter Boaks, Simon Rogers, Jane Thorp

Apologies: Muriel Briault, Tony Worsfold, Keith Marsden

Staff: Dave Arthur, Keely McDonald, Geof Gage, Grant Richie, Martin Reid

Observers – 5

1. MINUTES OF MEETING HELD ON 30 May 2018

These were agreed with one change as follows:

Under Leaseholder Engagement Draft Report the ‘Resident Involvement Action Plan’ should read ‘Leaseholder Action Group Action Plan’.

2. MATTERS ARISING/UPDATES (provided by Keely McDonald) Doors and Systems

2. Request for contract of maintenance of doors.

Took this to be about Main Entrance Doors (MED). There is no contract for maintenance of MED and this has not been required. Geof Gage has established with the Estates Team that on new doors (2017 onwards) they will undertake the monthly wash-down, this is the only requirement with the warranty. A survey of all existing MED prior to 2017 has been instigated and this is being undertaken by Surveyor & Contract Manager Martin Miller. Once the condition of these has been recorded, a programme can then be established for repainting, as and when required from the 2019/2020 budget year onwards.

3. Issues mentioned at Stoneway and Philip Court

Staff could not find a record of a Stoneway Court, could this have been Stonehurst? Geof Gage is looking into any issues at these two blocks, however there is no record of issues reported at either.

4. How many parties are involved in MED's and Door Entry Systems (DES)?

The DES contract is with Knightguard and managed by the council's Mechanical & Electrical Team. The MED contract is managed through Mears, this is for the installation of new doors, and a repairs programme, where identified by the council surveyors.

3. The LAG Action Plan was distributed by Keely. This document lists the major issues presented by LAG and provides a pro forma for future actions/agreements/time frames.

Area Panel Review - Keely will update with any changes, none at the moment.

5. Update on Housing Options Programme for future repairs and maintenance (by Martin Reid) The views of leaseholders have been taken in workshops and surveys. A verbatim report of the LH workshops was circulated (attached). The main requests were for better maintenance, transparency, and value for money. A report will go to Housing & New Homes Committee for agreement on the 26th Sept, and will be published on the website on the 19th. If HNHC recommend taking it forwards the final agreement will be by the Policy, Resources, & Growth Committee. It was agreed that LAG would discuss it on email if needed.

6. Update on Leaseholder Engagement Report (by Dave Arthur/Martin Reid) - The new policy of early engagement with LHs about major works has been piloted at Sylvan Hall, with consultation and engagement before a Section 20 notice is issued. 7 local companies were approached for re-measure, only one responded. Cost estimates will be provided as early as possible. Individual letters giving updates are being employed. Council Surveyors will always check costs. Agreed Maximum Price is better for the council to use than a measured rate because of the number of variants. Simon asked for email letters to be considered for those LHs who are non-resident. The new IT system should facilitate this as the current system isn't good enough. The processes used for consultation will be on a project-by-project basis. The new Senior Leaseholder Liaison Officer post will be above Scale 5 pay, will be full time and permanent. The job description has been circulated to LAG committee. Mears sub-contractor works - these processes are checked and the council are involved in procurement of the contractor. Leaseholder-specific Customer Service training has been introduced and is being incorporated.

7. Fire Doors & Alarms

There was a discussion about the Section 20 notice for the provision of fire alarm services. There is a paper attached with more detail. Most of the work will be repair and maintenance as the council does not have a programme for installation of fire alarms.

Large detection schemes have faults and existing ones have to be maintained. Wireless ones are not reliable. Only 22 blocks have fire alarm systems. Fire detection is better inside flats than in common ways. Systems coming to the end of their life will be replaced by less complex ones. Fusion21 is a framework company who procures, manages, and organises smoke detection companies, including pre-checks for warranty, insurance, qualified staff, etc.

Sprinklers will have their own agenda item next meeting. A report is going to HNHC. The council programme to have 30 minute fire doors on all flat entrances has had to halt due to the post-Grenfell banning of the manufacture of fire doors, by the government, until further notice. The council does not use any of the companies whose doors failed the tests, and their doors (IG) have not, to date, failed any tests. The risk is low, even with the failed doors, as it is only smoke seepage that gets through after about 20 minutes. A report is going to HNHC. Any future work will be on a risk-assessment basis. Grant Ritchie is happy to come and look at anyone's door if they are concerned.

8. Any Other Business

- Windows guarantees - 10 years on new ones but only on some of the parts due to misuse issues. All friction parts are stainless steel. Warranties to be on next meeting's agenda.
- Keely circulated a document on Resident Inspectors rules of engagement for

leaseholders (attached) Dave S will discuss with others and feed back to Keely. It has been circulated to Home Group for wider discussion as that was where the queries initiated.

- A LAG Support paper was also distributed, a list of questions asked by LAG to be addressed at some other date.

NEXT MEETING WITH COUNCIL STAFF: 31 October 6:30 to 8:30pm at Hampshire Lodge

Sheltered Housing Action Group Minutes

Leach Court – 25th July 2018

Present: Roy Crowhurst (Chair)

Tony Brown – Evelyn Court

Tony Tidy – Churchill House

Eileen Stewart – Somerset Point

Walter Sargent – Broadfields

Jan Jasmine Court

Bette Jasmine Court

Vic Allan Elwyn Jones Court

Officers Marcus Richardson Surveyors

Miles Davies M&E

Peter Huntbach – Senior Housing

Peter Lloyd – Health Worker

RIO Rebecca Mann

Apologies – Marjorie Leach Court

All minutes agreed.

Outstanding actions – TV licences – Peter H to chase

Chair explained EDB reducing. Roy is involved in the review and is working alongside Hilary so hopes residents will be involved in a compromise. Further report in November. Everyone aware cost of bids reduced. (Roy to update further)

Marcus – communal decorating P&I do look at internal decoration in senior housing blocks as well as general needs housing, and factor the scheme into the programme. They will try and factor in one senior scheme each year where is financially viable from 2019/20 onwards, however I must highlight that this is not a definite, this is based on available budget.

Somerset Point – **Action – Marcus** to investigate condition of painting of doors but is aware that contractors have been asked to address poor performance. He will update SHAG

Evelyn Court – **Action – Marcus** to investigate condition of painting in communal areas as Tony Brown reports in poor state.

Decorating – discretionary scheme – Action make all aware it exists but gets full quickly. Contact Customer Services on 01273 293030 to add to list or get own decorating pack from Brewers if able to do own decs. Action Scheme Managers will help with this if needed.

Action Peter to check if there's a difference in forms from general housing. *(Update) There are no differences in the form and we've promoted the discretionary service.*

Lettable standard for Seniors Housing – Marcus explained there the council is looking at putting in carpet and lino in empty properties and automatically decorated as well.

This will help promote empty homes. We are trialling better decoration and carpeting in seniors properties to see if it improves the void turnover (how long our homes are empty before letting). This based on feedback from representatives and staff that the seniors homes have not always been in good decorative order and have

Peter Lloyd was present at meeting to promote work the NHS are doing around supporting residents through the heatwave. Flyers were being circulated urging residents to take care of themselves.

General – Peter said that the council remains committed to fire safety - fire and warden call alarm systems are being replaced through senior housing schemes – Elwyn Jones has been replaced and Leach Court. All residents are welcome to home visits to check safety too through East Sussex Fire and Rescue. Please see Scheme Manager if you would like us to book a visit. Elwyn Jones Court are pleased with the reaction to the recent incident of a fire in that everyone involved acted according to procedure. As a reminder we have a 'delayed evacuation policy' and there are signs in the scheme with more information about this – the scheme manager also

carried out an annual fire drills and circulates information about fire safety. If there were a fire the fire service will take control of the site and make decisions about evacuation./

Action point Somerset Point would like to know when last fire drill took place.

Emphasis on contact Fire Service if any residents wish to discuss fire safety further..

Peter provided update on staffing levels. With staff on Annual Leave and some sickness we've had to provide some limited services in those places over summer months.

Action - Peter said that we do need to fill empty properties so will be organising open day at Hazel Holt to publicise them. If reps would like to have an open day at their own scheme please liaise with the scheme manager.

Action – residents security in schemes. Please ensure do not allow unknown visitors into schemes without knowing who they are – we need to stop tailgating.

Action – Peter - suggestion signs put up to discourage residents from letting in strangers into the scheme.

Action – residents would like to invite Carelink to a SHAG meeting to discuss procedure if it's necessary to call ambulance and how they keep someone safe. How long should someone wait for ambulance? Suggestion is that Carelink come to meeting after AGM.

Peter talked too about falls safety and work the team is doing to help prevent falls. A leaflet will be circulated to all residents soon. Please ask the scheme manager for more information.

