



Brighton & Hove
City Council

Housing Management Panel

Title:	Housing Management Panel: North Area
Date:	29 November 2018
Time:	7.00pm
Venue	Moulsecoomb Hub
Members:	Councillors: , Meadows (Co-Chair) and Yates (Co-Chair); Ward Councillors for the Area, Delegates of Tenants Association in the area.
Contact:	Gregory Weaver Democratic Services Officer 01273 291214 greg.weaver@brighton-hove.gov.uk

AGENDA

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48 CHAIR'S COMMUNICATIONS	
49 MINUTES OF THE PREVIOUS MEETING	5 - 12
Minutes of the meeting held on 25 October 2018 (copy attached).	
50 ROUND ROBIN	
Each association will be invited to give an update on their work to the panel.	
51 RESIDENTS QUESTION TIME	13 - 32
Responses to items raised at the Tenant Only Meeting held on 1 November 2018 (copy attached as 'blue pages').	
52 SHINE PROJECT UPDATE	
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To <u>note</u> the minutes and reports of the following Committees and City Wide groups (copies attached):	
A. Leaseholder Action Group;	
B. Senior Housing Action Group;	
57 ANY OTHER BUSINESS	
58 DATE OF THE NEXT MEETING	
The date of the next meeting is: 21 February 2018	

HOUSING MANAGEMENT PANEL: NORTH AREA

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: NORTH AREA

7.00pm 25 OCTOBER 2018

MOULSECOOMB HUB - MOULSECOOMB HUB

MINUTES

Present: Councillor Meadows (Chair)

Representatives: Heather Hayes (Coldean Independent Group), Jennifer Simmonds (Coldean Independent Group), Terence Hall (Bates Estate), Andrew Hunter (EMTRA), Jane Hunter (EMTRA), Denny Comelio (EMTRA), Gary Amerena (EMTRA), Bridget Stewart

Officers: Marcus Richardson (Surveyor & Contract Manager), Grant Ritchie (Lead Consultant - Health & Safety), Hannah Barker (Resident Involvement Officer), Ododo Dafe (Head of Income Involvement & Improvement), Sharon Davies (Housing Business Programme Manager), Annie Sparks (Regulatory Services Manager), Hilary Edgar (Housing Service Operations Manager and Anoushka Clayton-Walshe (Democratic Services Apprentice)

Guests:

31 APOLOGIES

31.1 Apologies were received from Sarah Rowntree and Mr and Mrs Hawker.

32 CHAIR'S COMMUNICATIONS

32.1 The Chair communicated the following:

"You may know that Rachel Chasseaud left the post of Head of Tenancy Services 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 attending the next Area Panel.

A report is going to November's Housing & New Homes Committee that will share information about the work the residents' Estates Development Panel has been carrying out over the summer to make the EDB bidding process simpler and quicker and to announce increased funding for environmental improvements. This additional money will be spent on work that has been identified through the many different ways we engage with residents. These include the STAR satisfaction survey, the feedback residents recently gave us 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"

32.2 Residents asked whether there was a gap between the Estate Development Budget (EBD) and the increased funding.

32.3 Officers responded that the funding would be quite similar but the proposed amount of money for environmental improvements would increase, not necessarily the EBD.

33 MINUTES OF THE PREVIOUS MEETING

33.1 Residents stated that on item 21.4 it should be included that Debra May, the Principal Planning Officer, welcomed input about funding delivery, discussed in detail about other areas of Moulscoombe that were not usually included that would be prioritised for funding and encouraged residents to contact her with any queries.

33.2 **RESOLVED** – That the minutes of the previous meeting held on the 6 September 2018 be approved and signed as the correct record.

34 RESIDENTS QUESTION TIME

34.1 1) Blocked drains

- The Chair stated that this described drains on council property and did not refer to land accountable to Highways.

34.2 The Panel agreed that the Round Robin agenda item would commence first as the standing item at all future meetings.

35 SEASIDE HOMES - FUTURE ELECTION OF COUNCIL TENANT REPRESENTATIVE

35.1 Hilary Edgar, the Housing Service Operations Manager, stated that there was a vacancy for the Seaside Homes Representative for one of the organisation's nine trustees. She added that there would be an article appearing in Homing In explaining the job description and if anyone wanted any more information of the commitments involved residents should contact her.

35.2 To be a Trustee of an organisation was 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 was to ensure that Brighton & Hove Seaside Community Homes fulfils its duty to its beneficiaries and delivers on our vision, mission and values.

35.3 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.

- 35.4 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>

36 FIELD OFFICER UPDATE

- 36.1 Annie Sparks, the Regulatory Services Manager, introduced a briefing on the new Field Officer roles. The Field Officer would work cross-service and seek community collaboration by attending Area Housing Panels, Leaseholder Action Groups (LAGs) and report to the Neighbourhoods, Inclusion, Communities & Equalities Committee (NICE). These Field Officers were chosen from a variety of backgrounds with a range of experience to operate seven days per week on a flexible working pattern for fast effective enforcement towards service referral. The team was currently live; however would be working in full force from December 2018.
- 36.2 Residents asked if Field Officers would be appointed the task of estate inspections and stated that they should work closely with the tenant representatives as they were familiar with particular household situations, the continuing issues of the area and the areas that needed extra attention because they lacked tenant representatives.
- 36.3 Officers responded that the new inspection structure was not yet defined but would involve Field Officers and there would be further consultations about the role of residents, bodies and partners. Officers added that the model would be based on developing strong relationships to map what areas needed support which would be supported by the flexible working pattern.
- 36.4 In response to residents, officers stated that the Field Officers were working closely with Housing Officers to understand the communities across the city so when they attended this panel they could effectively contribute until the new system was in place. They added that the review may change the frequency of inspections but plans were still in the design stages and details would not yet be finalised.
- 36.5 Officers stated that the new system would be more fluid in its regime, for instance not executing clockwork inspections every six months but using feedback to provide a more bespoke service when requested.
- 36.6 Residents raised concern for refuse and recycling of missed bin collections and poor information of what, how and when to recycle.
- 36.7 Officers responded that the Cityclean service has upset some residents across the city and collection solutions needed attention. Officers added that Field Officers could ease the confusion by relaying better information to residents channelled through these meetings.
- 36.8 In response to residents, the Chair responded that there were two sized of bin which could be requested, however for an additional bin the house of multiple occupancy would have to have a considerable number of tenants.
- 36.9 Officers stated that if residents wanted more information they should contact them and in the future they intended to collate the names of residents on to a database to contact residents to keep them informed.

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

- 37.1 Hilary Edgar, the Housing Service Operations Manager, gave a briefing on the government green paper stating that it proposed fundamental reforms that ensured social housing provided essential, safe and a well-manged service for all those who needed it. The three main objectives of the paper were to rebalance the relationship with tenants, tackle the stigma associated with social housing and to create a stronger base for social mobility. The paper was grounded from consultations with tenants across the country and was soon to go through parliament prior to specific council requirements. She added residents should see page 29 of the report if they wanted more information on the process to get involved.
- 37.2 The Chair stated that if residents wanted to participate they should contact Officers and there were still further events to attend in the UK.
- 37.3 **RESOLVED** – That the panel agreed to note the report.

38 FIRE SAFETY UPDATE

- 38.1 Grant Richie, the Lead Consultant – Health & Safety, introduced the fire safety update on the proposed installation of residential sprinklers to high rise blocks. There had been a consultation that produced a mixed response and now as a result the nature of the proposal had changed whereby the systems installed would be optional and would be channelled through forums to boost a more positive image. The package would target all blocks over a five year period and asked all residents to take a sprinkler head above their front door to protect common areas. He added that potential damage caused by the sprinkler would not affect premiums of excess on insurance claims.
- 38.2 In response to residents, officers stated that blocks had to be six floors or more to constitute a high rise. Officers added that when the scheme was originally introduced the blocks were piloted based on the height and the number of residents, which was now seen to be a blunt tool. In future, other factors like age, mobility or even if the residents in a block were fatigued by too many works on their building would be considered.
- 38.3 In response to residents, officers stated that in regard to the fire door replacement scheme, only temporary door replacements were currently provided. They added that the combustible cladding was a modern issue that arose from building specifications from the mid-90s so not all properties required inspection.
- 38.4 The Chair stated that the vulnerability of buildings was based on the ease of escape, low-rise houses for instance could simply use a ladder and many residents have expressed that they felt safe enough. She added that the Grenfell tragedy was not comparable to any block construction in Brighton & Hove. The sprinkler programme was currently being rolled out across the city and once the Grenfell review was completed there may be more mandatory safety requirements to follow.
- 38.5 **RESOLVED** – That then panel agreed to note the report.

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

- 39.1 Sharon Davies, the Housing Business Programme Manager, introduced the update on the shift of delivery of repairs, maintenance and capital works on programmes beyond the termination of the Mears contract in 2020. The key decisions from the report went through the Housing & New Homes Committee and the Policy, Resources & Growth Committee were three main areas of repairs: customer services to go in-house, major capital works to function on a multi-contractor framework and for specialist works to continue to operate through the mechanical and electrical teams. Consultation with residents had occurred at the Citywide Conference and would continue at the Area Housing Panels.
- 39.2 Residents asked for a list of all the major works in all estates across the city and to be more informed on the planning processes. Residents added that the job opportunities that arose from the projects should commit to recruiting young apprentices and local people.
- 39.3 The Chair responded that internalising the contract to the council would mean that there was a commitment to hiring apprentices and promotion of local recruitment.
- 39.4 In response to Residents, Officers stated that the frequency of repair inspection had increased however as there was in excess of 30,000 calls per year it was not possible to respond to every one.
- 39.5 Residents raised concerns whether the council would still provide window replacements before the end of the Mears contract and whether the council would be able to get external funding beyond then. They added that there was frustration among some residents that some estates had priority over other for repairs.
- 39.6 Officers responded that they sourced externally and they could bid when opportunities arose, this was not necessarily specifically for window but on energy programmes with ranging criteria. They added if any residents knew more about additional funding opportunities they should contact them.
- 39.7 In response to Residents, Officers stated that employees would be protected in the contract transition and this process was not intended to cut jobs.
- 39.8 **RESOLVED** – That the panel agreed to note the report.

40 2019 / 20 BUDGET DISCUSSION

- 40.1 Ododo Dafe, the Head of Income Involvement & Improvement, introduced the budget discussion to inform the panel that 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 satisfaction survey. She added the main suggestions of improvements that had arisen were to increase the decent homes standard, to tackle isolation, to increase energy efficiency, to increase the number of social housing properties, to distribute planters and to tackle fly tipping. The focus was to improve the neighbourhood as a place to live by implementing quick and effective projects that were funded separately to longer-term projects that used the Estate Development Budget (EBD).

40.2 Residents raised the following areas for improvement:

- grass cutting
- weeding
- gardening support and guidance for residents
- pruning of trees and hedges
- control of noise pollution

40.3 The Chair stated that lots of these improvements could be supported by the new Field Officers.

40.4 In response to Residents, officers stated that initially when works would be brought in-house there would be start-up costs and that there was no surplus Mears budget funnelling into the Housing Revenue Account (HRA) to fund the EBD, which had already lowered over the years. They added that residents had previously asked for their EBD underspends to be used to partially top up their reduced budget instead if new projects until it had been expended. Currently the EBD was the equivalent to its budget before the cuts due to this functionality; however there would be reviews into more effective methods of budgeting.

40.5 In response to residents, officers stated that anyone could request road signs to discourage people from parking on grass verges. Officers added that other improvements that could be requested included different coloured bins to indicate the type of disposal and security lighting.

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

41 HOUSING MANAGEMENT PERFORMANCE REPORT

41.1 Ododo Dafe, the Head of Income Involvement & Improvement, stated to the panel that Officers had consulted with the other Area Housing Panels on the North Panel's concerns regarding the format of the Housing Management Performance Reports that it was too detailed and should only be reviewed by residents annually. It was raised by officers that the report was intended to keep the landlord accountable and provide residents with informative and transparent information on the performance of management. She added that residents could decide how they would like to receive this information pack in future, whether summarised or presented as an infographic.

41.2 Residents stated that the information was important but would be best absorbed through a less detailed edition to the current standard, which could get confusing and time consuming to scrutinise, however more than a brief summary. They added that it would be more helpful to receive information primarily in areas that had not performed well.

41.3 Officers responded that the other panels wanted to remain with the current delivery.

41.4 The Chair stated that the report could be discussed annually at the panel with a less detailed discussion and other quarterly reports could instead just be viewed privately by residents.

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

42 CITY WIDE REPORTS

- 42.1 **RESOLVED** – That the panel agreed to note the reports.

43 ANY OTHER BUSINESS

- 43.1 Residents raised that the Coldean estate felt neglected and major works were focussed in other areas of the city.
- 43.2 The Chair asked where Coldean was on the improvement programmes and what plans were coming forward.
- 43.3 Officers responded that they can discuss this with residents after the meeting.
- 43.4 Residents enquired where the borders of Housing land were in relation to Highways. They added that when floods occurred in pathways it was unclear who to contact.
- 43.5 Officers responded that there was no easy map to demonstrate this and that residents should contact them to resolve specific incidences.
- 43.6 In response to residents, officers stated that in arrangements of mutual property exchange, sometimes for inspector it was hidden or unclear on the grounds and the understandings of the swap. They added that tenants were not supposed to leave belongings in their original house through a swap, however in some cases there was a mutual arrangement between the swapping residents of collecting their possessions beyond the swap date.
- 43.7 Residents raised concerns that many fascia boards, soffit boards and bargeboards in the estates had been reduced to bare wood and could not be replaced until the roofs were. They added that they had been left for years and questioned when they would be replaced.
- 43.8 Officers responded that these repairs were grouped to gain value for money in terms of the scaffolding and that there was a set budget for these types of repairs so emergency cases had to be prioritised.
- 43.9 In response to residents, officers stated that tiled roofs should last 25 – 30 years and in order to get a report on energy efficiency from the council it would depend on the style of the property.

44 DATE OF THE NEXT MEETING

- 44.1 The date of the next meeting would be 29 November 2018.

The meeting concluded at 21:00

Signed

Chair

Dated this

day of

Questions from Residents

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.

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 and 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.

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

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

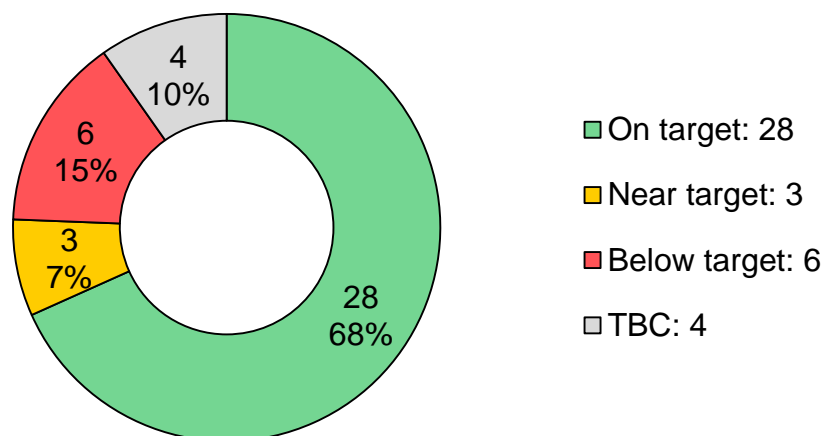
This housing management performance report covers Quarter 2 of the financial year 2018/19. It uses the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter.

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)	Ⓜ	↔

Council housing performance

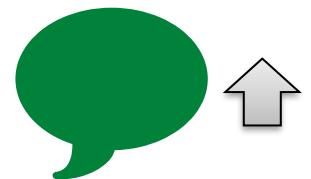
Quarter 2 2018/19 (July to Sept 2018)



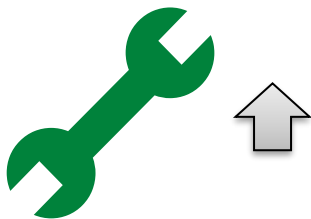
98.31%
Rent collected



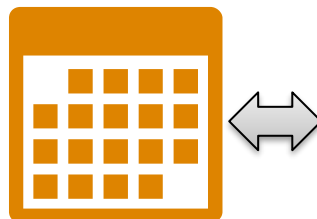
85%
Calls answered



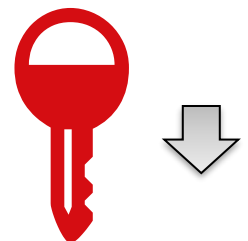
88%
Satisfaction
with ASB cases



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%).

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.

