



**Brighton & Hove  
City Council**

# Housing Management Panel

Title:	<b>Housing Management Panel: North Area</b>
Date:	<b>6 September 2018</b>
Time:	<b>7.00pm</b>
Venue	<b>Housing Centre</b>
Members:	<b>Councillors:</b> Hill (Chair), ; <b>Ward Councillors for the Area, Delegates of Tenants Association in the area.</b>
Contact:	 01273 291214 greg.weaver@brighton-hove.gov.uk



AGENDA

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<b>18 MINUTES OF THE PREVIOUS MEETING</b>	<b>5 - 10</b>
Minutes of the meeting held on 22 May 2018 (copy attached).	
<b>19 ROUND ROBIN</b>	
<b>20 RESIDENTS QUESTION TIME</b>	<b>11 - 26</b>
Responses to items raised at the Tenant Only Meeting held on 5 July 2018 (copy attached as 'blue pages').	
<b>21 PRESENTATION ON SECTION 106 FUNDING FROM PRESTON BARRACKS DEVELOPMENT</b>	
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To <u>note</u> the minutes and reports of the following Committees and City Wide groups (copies attached):	
A. Housing Committee Decision Record;	
B. High Rise Action Group;	
C. Leaseholder Action Group;	
D. Senior Housing Action Group;	
E. Tenant Disability Network;	
F. Service Improvement Groups;	

## **HOUSING MANAGEMENT PANEL: NORTH AREA**

G. Brighton & Hove Seaside Community Homes.

### **29 ANY OTHER BUSINESS**

### **30 DATE OF NEXT MEETING**

The next meeting will be held on 18 October 2018.

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

**7.00pm 22 MAY 2018**

**HOUSING CENTRE, MOULSECOOMB**

**MINUTES**

**Present:** Councillors Hill (Chair), Councillor Meadows,

**Representatives:** Pete Weston (Vice Chair), Sharon Bratten (Tenant), David Metcalfe (Chair GCMTRA), John Marchant (ECMTRA), Ray Metcalf (ECMTRA), Terence Hall (Bates Estate), Peter O'Connor (BETRA), Sarah Rowntree (NMTRA Area Rep), Theresa Biggs (ECMTRA), Heather Hayes (Coldean Independent Group), Jennifer Simmonds (Coldean), Jane Hunter (EMTRA Area Rep), Andrew Hunter (EMTRA)

**Officers:** Eddie Wilson (Mears General Manager), Brett Wells (Health & Safety Manager), Hilary Edgar (Housing Service Operations Manager), Ododo Dafe (Head of Income Involvement and improvement)

**Guests:** Sarah Booker-Lewis (Local Democracy Reporter)

**1 WELCOME & INTRODUCTIONS**

**2 APOLOGIES**

2.1 Apologies were received from Hayley Smith.

**3 CHAIR'S COMMUNICATIONS**

**4 MINUTES OF THE PREVIOUS MEETING**

**5 CITY CLEAN UPDATE**

5.1 Residents had the following concerns, enquiries and statements:

- There was no noticeable work conducted regarding recycling bins
- There was unclear notification from City Clean
- It was further stated that there was a possible issue regarding old age people moving bins to collection points
- Concerns were expressed regarding the communication between City Clean
- It was widely agreed that students were causing the most mess in the area
- An update on the aforementioned concerns was requested

5.2 A City Clean representative responded to resident's enquiries, concerns and statements with the following:

- Wheelie bins were the main format of recycling being pursued as they took up almost as much space as a box
- Glass was still being collected in black boxes
- A survey was being conducted and bins were to be sent out next month
- An AC scheme was being implemented to help alleviate elderly people's concerns
- The representative offered up their direct email address to help circumvent issues regarding operations of City Clean's phone service
- It was confirmed that efforts were being made to increase the performance of collectors due to recycling collection being negative

5.3 Councillor Meadows promoted Community composting schemes.

5.4 The chair stated that echoed resident's concerns regarding communication issues between the public and City Clean. She clarified that the new wheelie bins gave info regarding what is allowed.

5.5 **AGREED** – that the update was satisfactory.

## 6 ROUND ROBIN

6.1 Residents had the following statements, concerns and enquiries:

- The costings of bids was queried as resident's managed to attain the same bid for less money than what was quoted
- Concerns were raised regarding labour costs
- It was stated that a low number of people that are going to benefit from this is too low

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

- Concerns regarding lack of attendance of people winning bids was welcomed
- Officers stated they were willing to listen to other suggestions to help address problems regarding the presentation of areas

6.3 **AGREED** – that the response was satisfactory.

## 7 ESTATE DEVELOPMENT BUDGET 2019/20

7.1 Hilary Edgar, Housing Service Operations Manager, gave a brief overview of the current status of the Estate Development Budget, she highlighted the aims, financial stats and the economic reality of the budget. She outlined the brief series of events leading to the recommendations and noted the upcoming set up of both a task and finish group and of updating Service Improvement Groups.

7.2 Residents had the following concerns, enquiries and statements:

- There was a request for a deputy for the Service Home Group
- Concerns were expressed regarding BHCC parking for free
- Residents queried the reason for the diminishing budget when rent was being increased

- 7.3 Officers responded to resident's concerns, enquiries and statements with the following:
- It was clarified that rents did increase every year however they had decreased by 1% in previous years
  - It was further clarified that HR were reducing in line with reducing rent
  - BHCC could only spend HRA on residents and not other things, HRA couldn't be ne used to subsidise other areas of the Council
  - It was clarified that the Estate Development Budget was partially decreasing due to fixing existing homes and maintenance and was used to invest in more housing as it was the most secure form of renting homes in any area
  - It was emphasised that Council housing rents were still cheaper than private rent
- 7.4 The Chair clarified that the Estate Development Budget related to the Council rents was not Council tax. She further enquired if chain link fencing could be made part of a wider review on options for fencing.
- 7.5 **RESOLVED** – That the recommendations be agreed.

## 8 UPDATE ON HOUSING IT PROCUREMENT

- 8.1 Ododo Dafe gave a brief overview of the update of Housing IT Procurement report gave a brief overview of the report to the New Homes Committee and gave background information on the report. It was noted that the current contract was due to expire on the 30<sup>th</sup> November, it was further noted that new technology would be implemented to help move away from the permit system she noted that some residents would be invited to help scrutinise the new IT system.
- 8.2 Residents had the following concerns, enquiries and statements:
- In reference to the agreed budget of £3.2 million, a resident enquired if this was for the physical system or for the research
  - A resident enquired if the budget included the cost of the project team and whether they were internal or external
  - A resident further enquired what the length of time on new contracts be
- 8.3 Officers responded to resident's enquiries with the following:
- Of the £1.2 million budget, half of this was for the software, the other half was for research, procurement and implementation
  - It was hoped that the project team would consist of BHCC staff however the contract was for 18months roles over 12 months could not just be restricted to BHCC staff, as a result roles would then be made open
  - The new system was anticipated to last for around 8 years however a review could begin 5 years after implementation
- 8.4 **RESOLVED** – that the report was agreed.

## 9 RESIDENTS' QUESTION TIME

- 9.1 (Item 2 – Estate Inspections)

9.2 Residents had the following enquiries, concerns and statements:

- Estate inspections were not useful as it was revealed that no action had been taken
- Residents requested clarification of the new field officer's role
- It was emphasised that a better line of communication between BHCC and residents was of high importance

9.3 Officers had the following response to residents' concerns, enquiries and statements:

- Officers stated that the role of field officers were still being defined, resident's feedback and suggestions were welcomed
- It was clarified that the results following estate inspections would not be fed back to residents as they were private
- Officers clarified that providing information without breaching resident's confidentiality was an important distinction that had to be adhered to strictly and at all times

9.4 The Chair stated that residents of North ward should be included in future discussions.

9.5 **AGREED** – that the response was satisfactory.

## 10 ANNUAL REPORT

10.1 Ododo Dafe, Head of Income, Involvement and Improvement gave a brief overview of the Annual Report and highlighted information regarding the budget and to support tenants get involved with BHCC as a landlord. She noted that future reports would mirror the style of a magazine and welcomed any feedback regarding readability and content.

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

## 11 PROCUREMENT OF NEW PARKING ENFORCEMENT CONTRACT FOR HOUSING LAND

11.1 Hilary Edgar gave a brief overview of the report gave a brief overview of the report to the New Homes Committee and gave background information on the report. It was noted that the current contract was due to expire on the 30<sup>th</sup> November, it was further noted that new technology would be implemented to help move away from the permit system.

11.2 Residents enquired if the procurement of housing land was different to procurement on highways and parks

11.3 Officers confirmed that the procurements were different and that this was just for housing land.

11.4 **RESOLVED** – that the report was noted.

## 12 PERFORMANCE REPORT



- 12.1 Ododo Dafe gave a brief overview of the Performance Report. She noted that it followed the identical template of the previous report and that this report was comprised of easily accessible information rather than a complicated report. Information drawn from previous years was given to cross reference and highlight how BHCC compared with other organisations. It was noted that a report regarding Legionella and Asbestos was included along with information on properties that have been empty for 6 weeks or more and the amount of rent that was lost as a result.
- 12.2 Residents noted that this quarter was worse than the last quarter.
- 12.3 Officers agreed that the previous quarter was marginally better
- 12.4 The Chair stated that the report would be discussed in detail at the next Housing and New Homes Committee.
- 12.5 **AGREED** – that the report was noted.

**13 CITY WIDE REPORTS**

- 13.1 **RESOLVED** – that the panel agreed all the reports.

**14 DATE OF NEXT MEETING**

- 13.1 The date of the next meeting is 6 September 2018.

**15 ANY OTHER BUSINESS**

The meeting concluded at 21:00pm.

Signed

Chair

Dated this

day of



# Questions from Residents

## Items from the North Residents Only Meeting 5/7/18

### **Question: Service Provided by the Resident Involvement Team**

*It can be very difficult to contact Resident Involvement Officers(RIOs), with residents not getting an answer when they phone and then not getting a response when they leave a message. In addition RIOs do not consistently attend Residents Association meetings.*

*This leaves the Residents Associations feeling unsupported. The meeting felt that this had changed significantly over the last 10 years, with a reduction in the active support provided by the RIOs (formerly Community Participation Officers).*

*An example was given from North Moulsecoomb where there had been problems with their noticeboards. When visiting the area a RIO questioned why there weren't any notices on the Chailey Road noticeboard, although it had been vandalised and was awaiting repair. When Mears did repair it the key provided did not fit correctly. There is an ongoing problem with another noticeboard in Newick Road, which had been repaired but the wrong key was given to the Association. They have been leaving messages for the RIO to try to sort out the problem but are not getting any response.*

*The following information is requested: What improvement in communications and responses can be attained for the RIO teams in better supporting local Resident Associations?*

## **Response**

### **Resident Involvement Officers**

The main purpose of the RIO role is to 'promote, develop and facilitate the empowerment of tenants, residents and service users within the council's tenant and community participation and regeneration policies' (*from their job description*). A key strand of this work is for RIOs to ensure that associations are able to function effectively, for example, linking them into the Resource Centre courses on how to be chair, secretary and treasurer, that they have the information they need to contact the council about repairs and other services and they are connected to other parts of the resident movement and are supported to take part in working groups.

RIOs are not expected to attend every meeting of TRAs as these groups are independent from the council. They will however attend periodically to ensure the group is running well and to suggest additional support where it is needed. Where groups have a particular interest eg in fly tipping or anti social behaviour in their area, RIOs can arrange for the relevant Housing Officer to attend meetings. The Involvement & Empowerment Service Improvement Group has written a handbook for tenant and resident associations which is intended to share good practice amongst tenant groups and help new associations. This will be launched later in the year at an event led by residents on the Involvement & Empowerment Service Improvement Group.

### **Contacting Resident Involvement Officers**

RIOs can be contacted on their individual numbers and via Trevor Jones' number which has an answering service attached to it. These numbers are set out below. The team also has a group email address [RIT@brighton-hove.gov.uk](mailto:RIT@brighton-hove.gov.uk) that all members have access to.

<b>Name</b>	<b>Telephone Number</b>
Hannah Barker	01273 296639
Trevor Jones	01273 294651
Pat Liddell	01273 293374
Rebecca Mann	01273 292365
Keely McDonald	01273 293870

### **Noticeboard Query**

Hannah Barker, RIO, has advised that a representative from the North Moulsecoomb area tried to contact her about keys for noticeboards. Unfortunately she didn't get the messages left on her mobile phone. Hannah has now added a message to her phone that includes other team numbers, if callers want immediate contact. Hannah is working with the North representative to get keys for the noticeboards. I apologise for any delay in resolving this matter and would ask representatives to please use the team email address if you would like to provide any further examples of delays.

**Hilary Edgar, Housing Service Operations Manager, Telephone 01273 293250**

## Question: K&T Heating

*There is an ongoing problem with the installation and repairs service provided by K&T heating.*

*At the January Residents Meeting the following issues were reported:*

- *Problems with the provision and set-up of digital thermostats for central heating boilers*
- *Problems with the emergency call-out service*

*At the April Residents Meeting the following issues were reported:*

- *Incorrect wiring of immersion heaters installed in Elwyn Jones Court.*

*More recently there have been problems with the immersion heaters installed in Nettleton and Dudeney – when resident's water heaters did not work properly they had to wait a week for K&T heating to order a new part, then the wrong part came and they had to wait again.*

*It was acknowledged the K&T heating are providing a very good service in some areas, eg in the servicing of boilers.*

*The following is requested:*

*That K&T Heating review its procedures for the training of staff and ordering of spare parts for boiler and immersion heater repairs.*

## Response

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*The following is requested:*

*That K&T Heating review its procedures for the training of staff and ordering of spare parts for boiler and immersion heater repairs.*

## **Response**

At the Resident Only meeting various issues around the K&T Heating service were discussed. Unfortunately the notes above, although reflecting discussions at that meeting, include some inaccuracies regarding types of heating and the contractor responsible for their maintenance. Clarification on these issues are included in the response below. Issues raised at previous meetings about K&T Heating have been responded to. If residents have specific questions regarding the responses given below, please let me know.

### **Elwyn Jones Court**

This block has electric heating, not gas.

The majority of Elwyn Jones Court flats had point of use water heaters installed last year, replacing large hot water storage tanks that could potentially have presented a health risk in some circumstances. Point of Use water heaters are so called as water is heated very near to where the water is used and are more efficient than the previous arrangement for the supply of hot water.

The work was carried out by K&T heating. The point of use heaters were not installed incorrectly however due to the change in the electricity supply residents had to pay for this out of their own supply rather than the landlord's as was previously the case. The service charge has now been reduced and a refund is being paid to residents for the period of time that the adjustment was not in place. There have been some issues raised by residents about how effective the new water heaters are and that they may not be able to supply sufficient amounts of water for their needs. We are currently reviewing options to address these issues. We have met with residents at Elwyn Jones Court, and will be meeting with them again in the autumn.

## **Nettleton & Dudeney**

These blocks have communal gas boilers not immersion heaters.

K&T Heating are aware of the time it has taken to replace broken parts. They have therefore changed their suppliers with the aim of establishing a more efficient service in the future. It is not possible for their operatives to carry spare parts for all boilers in their vans as there is a number of different designs in use across the city. However, the most common parts used are kept “on the shelf” at the suppliers along with their engineers having the most popular parts in their vans. Van stocks are reviewed on a monthly basis and are updated regularly to ensure the engineers carry the most commonly used replacement parts.

K&T regularly review their staff training programme to ensure they are up to date with the latest legislation, contract changes and technical requirements.

**Kevin Wilson, Gas Contracts & Compliance Manager, Telephone 01273 294649**

## Items from the Central Residents Only meeting 12/7/18

### Question: Recycling problems

*It was noted that problems with recycling are on-going and it was agreed that more education is needed to ensure that recycling facilities are used properly. It was suggested that thought is given to ways of doing this, with the aim of improving the take-up and efficiency of the service.*

### Response

The group of residents that plan the Citywide Conference have picked up on residents' concerns about environmental issues and have chosen the theme of 'The Environment and Improving our Estates' for this year's conference. City Parks, City Clean and the Estates Service have been invited to attend and the aim of the event is to identify ways that residents and the council can work together to improve the environment and appearance of our estates. All residents are invited to attend and representatives are asked to encourage their association members to come along. It will be held on Friday 19 October between 1.30 and 4.30pm at the Friends Centre in Ship Street.

When this issue was raised at the last Central Area Panel meeting, City Clean offered to help by making sure that signage is correct on recycling containers, if tenants let them know of blocks or estates where there are problems. I would encourage representatives who haven't yet done this to take up their offer. City Clean can be contacted at [CityClean@brighton-hove.gov.uk](mailto:CityClean@brighton-hove.gov.uk) or tel: 01273 292929.

**Hilary Edgar, Housing Service Operations Manager, Telephone 01273 293250**



## **Question: Visitors' car parking**

*The response given at the last Area Panel was noted, but there was agreement that this did not resolve the problem with abuse of visitors parking bays. It was agreed to raise this again, and to continue to push for a solution that has concrete results.*

*It was also noted that a review of car parking has been taking place over the last two or three years. There was uncertainty about whether this review had actually been concluded or not, and concern that residents had not been kept fully informed.*

*It was agreed to ask for a full report on the car parks review.*

*There was concern that there is no overview or strategic approach to car parking issues, and that the system is broken.*

## **Response**

### **Visitor Parking Bays**

I am sorry to hear that representatives who attended the Residents' Only meeting do not think that the current procedure for dealing with the abuse of visitor parking permits is effective. All reports of abuse are logged and investigated by the Housing Customer Service team and permits rescinded in cases where they are wrongfully used. The Housing Customer Service team will follow up cases where representatives feel this approach isn't working so please do let them have details. They can be contacted at [HousingCustomerServices@brighton-hove.gov.uk](mailto:HousingCustomerServices@brighton-hove.gov.uk) or tel: 01273 293030.

### **Car Parking and Garage review**

Until 2012 there was a small Car Parks & Garage (CP&G) team within the Housing service. When the Housing Customer Service team was set up that year it was decided to incorporate the CP&G team within it so that a wider group of officers could manage CP&G spaces. This work didn't happen on any great scale until late 2016 when one of the Housing Customer Service Team Leaders, Lucie Royall, was seconded to work fully on this integration. There have been two main strands to this work to date:

1. Providing resources and support for the Housing Customer Service team to take on this work
2. Developing a capital works programme for car parks and garages.

Both of these projects have been successfully completed. The Housing Customer Services team now carries out the day to day management of parking schemes in the way that was envisaged back in 2012, and a cross section of officers' work on

the capital programme to plan and deliver repairs and new parking enforcement schemes.

The next area of 'car park and garage' work will start in late September and will include a 'task and finish' group of residents and officers to review the management of visitor parking, as part of our work on improving our estates.

**Hilary Edgar, Housing Service Operations Manager, Telephone 01273 293250**

### **Question: Drug use in St James's Street area**

*The response given at the April Area Panel meeting was noted, but there was unanimous agreement that this has just shifted the problem to other areas, and that more action is urgently needed.*

*It was noted that the Crime Commissioner had spoken at a St James's Street LAT meeting, where the problem was discussed extensively. Following on from that there were increased police patrols for a week, but then it went back to normal.*

*There was considerable concern about the increase in open drug use and selling on the street. Specific problems raised were:*

- *People injecting drugs on the steps of Hampshire Court car park (up to 10 people at one time).*
- *Drug selling and use in Hereford Court car park.*
- *Drug selling and use in Queens Park at night, as well as rough sleepers pitching tents.*
- *Problems around Somerset Point*

*It was noted that piecemeal action is not going to resolve this and it was agreed to ask what the city wide strategy is for tackling the drug crisis in the city and what the priorities are for action.*

### **Response**

Sadly, illegal drug use in Brighton & Hove continues to rise and as such associated anti-social behaviour and criminal activity is more apparent. Rough sleepers not only stay on the streets or in the parks but also seek shelter in communal areas of our council blocks. They are drawn in from the cold, but are also drawn to areas that are the current "hot spots" for drug dealing. With this in mind it is important for Housing to continually be aware of problematic areas so that action can be taken against anyone involved in drug dealing on Housing land. For instance Housing, with support

from Sussex Police, has obtained sixteen Closure Orders in the last three years where it was clear that the council tenant living at these properties were involved in drug dealing. Almost all of these Closure Orders were subsequently followed with successful possession action. This has been made possible since the Anti-Social Behaviour Crime and Policing Act 2014 came into force three years ago. Closure Orders form part of the ongoing strategy that has been evolving ever since.

Reports of drug taking in and around council estates should be made to Housing as well as to the Police. Once a report is made to us, we follow a carefully considered procedure designed to help support witnesses and victims of anti-social behaviour while also obtaining as much information as possible from all parties and agencies. This forms part of a wider strategy that also includes sending reporting letters out to residents with direct contact details; door knocking around estates and, as Annabel addressed in her response to the last Area Panel Meeting item (to be read in conjunction with this response), Housing tackles problems with drugs through various means, such as paying a private security company for nightly patrols of “hot spot” blocks or even for static guards (in one particular case); holding regular multi-agency meetings and appointing case officers to be the point of contact for the residents of each affected block. The main tool that Housing has at its disposal is a solid working relationship with other departments or agencies, the Police being the most significant partner. Each localised tenancy team has a ‘cluster meeting’ once a month to which the Police are routinely invited in order for us all to share information and discuss specific cases and plans of action.

St Mungo’s is another significant partner agency. St Mungo’s is a homelessness prevention organisation that provides outreach services to people who are rough sleeping in England. They do this by going out each night and early in the morning to meet rough sleepers and help them move away from the streets. They manage a national referral line called StreetLink, which is the main service the public can use to report homelessness. This service cannot fulfil its capabilities without reports from the public so people who witness homelessness should be encouraged to report it. StreetLink can be contacted on 0300 500 0914 or via their website [www.streetlink.org.uk](http://www.streetlink.org.uk). When Housing receive reports of rough sleepers in a council block we ensure that St Mungo’s are also informed, if not by the reporter then a member of the Housing team will do this. It is important for St Mungo’s to engage with as many rough sleepers as possible to provide as much support as they can, including support to find more appropriate places to sleep.

Of course, not all rough sleepers are drug addicts and not all people taking drugs on the streets are homeless. Brighton & Hove has excellent homelessness services as well as support services for drug users. These include Pavilions and Equinox, an organisation that aims to decrease street presence of drug users, sustain tenancies and reduce harm while helping them work towards recovery.

The Council and the Police both rely on reports from the public in order to turn information into intelligence. It has often been found that people do not report illegal activity as much as they could. On several occasions, a member of the public has stated that they did not report an issue of drug dealing, illegal drug use, or anti-social behaviour to the Police because they do not see the results of their call, which of course becomes a cyclical problem. The Police pinpoint geographical “hot spots” by monitoring the number and type of reports they receive per area. It is vital that people report every incident they witness, or any illegal activity that occurs, though it may seem that no responsive action is taken at the time. But if these reports build up then the Police are able to focus extra resources in said “hot spot” areas. This may, for example, take the form of extra police patrols or even police raids on particular properties.

Members of the public should report illegal drug use to the Police, either on 999 if it is a matter of urgency or on 101 if it is not. The Police have also advised us that members of the public can call Crimestoppers on 0800 555 111, because Crimestoppers have the capacity to log incidents and to refer calls to the Police. I have been asked by the local PC for the Kemp Town area, PC Chapman, to make it clear that as much of the following details should be included in reports: Full description including skin colour and of clothing; age; addresses they are coming in and out of; accents and nicknames/ names overheard being used. As part of an ongoing strategy, details of incidents are available to Housing on request and the two agencies support the actions of one another. This information is useful to Housing as we can take action to ban persistent rough sleepers and drug users from visiting our blocks if we can first identify who they are.

The Council and Police also work closely together to bring about physical improvements to areas to deter drug use and dealing in problem areas. For example this has recently led to Housing funding additional fencing, gates and anti-climb paint in one particular area of Brighton, and to an ongoing upgrade in CCTV systems across the City. Additional lighting in car parks is also something that has been reviewed over the years and continues to be looked at as part of a wider solution.

The Police and Housing recognise the impact that drug dealers and drug use are having on our community as well as on individuals. The Police have been carrying out operations to target drug dealers and gangs across the city, which have proven to be very successful. Unfortunately the high demand in Brighton & Hove for drugs means that new dealers quickly take the place of those arrested. These problems can spread out to the streets so tackling drug dealing is a slow process. The issue of people openly taking drugs in public is a highly visible one but is in fact curbed to some extent by ongoing joint work between all the agencies mentioned, including Housing. Several warrants have been executed recently, resulting in arrests, prosecutions, Closure Orders and, where the perpetrators are council tenants, possession of properties.

In working closely with the Police the aim for both agencies is to get to the root of the problem as much as possible. The success of this strategy rises or falls according to the amount and quality of reports from members of the public. Success also depends on agencies working effectively in partnership with each other and with communities. This is something that Housing and the Police are both committed to delivering for the benefit of residents and wider public.

**John Evans, Housing Officer, Telephone 01273 296669**

**FOR REFERENCE – question and response about this issue at the May Central Area Panel meeting**

### **Drug use in St James' Street area**

*Eileen Stewart said that used syringes have been found in the street by her 4 year old granddaughter. Other used syringes have been found in the bushes and around the bin area, particularly around Warwick Mount. She is concerned that this problem is getting worse, and asked what action was being taken.*

*It was noted that there is a long-term problem with drug abuse in the area, and that all of the Residents Associations regularly raise concerns and ask for action to be taken.*

*If you ring 01273 292929 between 9am - 5pm Monday to Friday, they will collect any hazardous materials within an hour.*

*For the last month St James's House has had security people on the door all night, which has reduced the problem there considerably, but may have moved it elsewhere.*

*Barry Hughes to flag up concerns about drug abuse and connected hazards in the Central Area at the agenda setting meeting. He will also raise it with Councillors.(2\*)*

### **Response**

The council has been addressing the long term problems with drug use in the central area in the following ways: regular multi agency meetings chaired by Rachel Chasseaud, Head of Tenancy Services, and involving the police, tenancy management, the estates team, the property and investment team and substance misuse services amongst other departments and agencies. The focus in these meetings has been on St James House and other central blocks where there it is known that has been a particular problem with rough sleepers getting in, often using drugs in the shared areas. These blocks include Wiltshire House, Kebbell Lodge, Kingswood, and Ashton Lodge. The central tenancy team also focuses on monitoring

and trying to find solutions to this problem in liaison with other departments and agencies via their regular team meetings.

Practical measures taken have included - a security guard now located at St James House out of office hours, this arrangement will continue until the problem is much reduced and/or all the planned changes to the security doors have been made. In all of the other blocks mentioned there are thrice nightly security sweeps by our contractors AP security, except in the case of Kingswood where the sweeps are carried out during the daytime hours as these have been identified as the most problematic time. In all these cases the security at the blocks has been checked and a letter sent to all residents advising them how to report problems day or night. A case officer has been appointed for each block with additional security, case officers keep in touch with relevant residents on a regular basis. Please note however that due to a staff vacancy there has been no named officer for Kingswood for a short period. This will soon be rectified. Finally duty housing officers are now authorised to call AP security to remove rough sleepers/ drug users from the common ways of our blocks. The out of hour's duty officers can also call upon AP security. The central tenancy team works closely with the police officer for Kemp Town, PC Chapman, and together we are focusing on trying to identify drug dealers in the area. Three premises closures have been carried out by the central team in collaboration with the police, including one at Nelson Place as recently as April 19 2018.

Thrice nightly sweeps of the underground car park at St James House have been ongoing for some considerable time. Alterations to this car park are planned.

Drug paraphernalia is reported to the estates team and is cleared as a priority. The telephone number in the preamble to this question relates to drug paraphernalia found on and around the highways. For needles etc found in blocks of flats or general Housing land, please contact the Estates Service on tel: 01273 294769

**Annabel Tate, Housing Manager – Central Housing Team: tel: 01273 290677**

## Items from the West Resident Association Meeting 3/7/18

### Question: Consultation and involving residents' association representatives

*Resident representatives are concerned that they are not always kept in the loop, involved in the process, or kept informed when improvements and changes are being made in their areas. The two examples given at the meeting were:*

- a) Resident representatives were not informed about the delivery of a new cabinet, ordered by Housing for their community room. Representatives were rung by the delivery person who was outside the block trying to gain access. Neither of the representatives was at home. It caused some confusion and anxiety, which could have been avoided if they had been contacted in advance. This has been raised with Hilary Edgar, and she is trying to sort out a better system with the delivery company.*
- b) The refuse bin at Conway Court has been moved to the front of the building. This followed an inspection by a Housing Officer and a Safety Officer. No one from the Residents Association was invited to the inspection or consulted on the proposed change. There are problems with the new position, which could have been taken into account if local residents had been consulted and involved at the start.*

*It was agreed that poor communication can result in wasted time and energy, and means that the valuable local knowledge that people living in the area have is lost. It is also demoralising for resident representatives if they feel they have been by-passed in the process.*

*It was agreed to ask for improved communication and involvement, so that Residents Associations are always involved in the process and consulted on proposed changes in their area before these changes have been agreed and put into action.*

### Response

Housing's aim is always to keep resident representatives informed on issues that either affect themselves, in terms of their specific role within their association, or all residents in their associations' area of benefit. This commitment is met in different ways; it can be a phone call when something unforeseen happens eg an emergency repair, or more detailed consultation where work or changes are planned and we want to know residents' views. I am sorry, if on occasion, we do not achieve our aims, and I understand how residents may feel they are being overlooked, although this is never intended. I will now respond to the two specific cases.

- a) Clarendon & Ellen Residents' Association successfully applied for a metal cabinet through the Estates Development Budget. I arranged for this to be delivered directly to their community room and gave contact details for the chair and vice chair of the association to the delivery company, asking for them to make contact in advance of the actual delivery so they could give access. Unfortunately the company only gave notice when on site and neither of the representatives were able to give access. The situation was resolved when I arranged for the cabinet to be delivered to the Housing Centre and then taken to the community room at a time convenient for the representatives. I hope that the Association are happy with this easy solution following the company's oversight.
- b) I am sorry to hear that this bin has been moved to a location that is causing residents' dissatisfaction. East Sussex Fire & Rescue Service are unhappy over the proximity of the bins in their current location to buildings on the estate and have asked that they are moved. The bin at Conway Court was moved as it was considered a risk and officers felt action had to be taken immediately to deal with that. This is an example of where consultation is not always possible. A larger piece of work is planned, though, where the location of all bins will be reviewed and alternative locations considered. The new location for the Conway Court bin can be reconsidered as part of this exercise. The Residents Association will be contacted in September about this, in advance of consultation with all residents on the estate.

**Hilary Edgar, Housing Service Operations Manager, Telephone 01273 293250**



## Items from the East Residents Only Meeting 19/7/18

### Question: Laundry Tokens

*Housing have now arranged for laundry tokens to be available from Whitehawk Inn. However, it is only open for limited hours Monday to Thursday.*

*The meeting felt that having tokens available at a local shop, such as the Post Office, which is open for extended hours 7 days a week, would be a better option for residents. Residents have already spoken to the manager who has said he would be happy to do this.*

*The meeting agreed to submit this to the agenda setting meeting, with the proposal that Housing approach the Post Office near Robert Lodge.*

### Response

Thank you for suggesting this alternative outlet for tokens. Karen Woolford, Business Support Manager, is currently following this up with the Post Office in Whitehawk. We will not know the outcome of this until after the deadline for the dispatch of Area Panel papers. However I am hopeful this will be possible and will arrange for the Panel to be update when it meets on 3 September.

**Hilary Edgar, Housing Service Operations Manager, Telephone 01273 293250**

### Anti Social Behaviour in Craven Vale

*Residents in Craven Vale have had ongoing problems with a neighbour for the last 5 years. The tenant concerned is tipping urine over his balcony on a daily basis. The resident who has recently moved in below him has reported it on many occasions without any effective action being taken.*

*Whilst it is understood that the tenant causing the anti-social behaviour may have support needs, the meeting felt that the needs of the resident living below him are not being addressed.*

*Craven Vale Residents Association feel that they have taken all the appropriate action to no avail.*

*The meeting agreed to submit this matter to the Area Panel, with a request that an effective plan be put in place to resolve this matter.*

## **Response**

The East tenancy team are dealing with this issue. It is a sensitive matter with the team taking a balanced approach, supporting the tenant to change his behaviour at the same time as setting out that his tenancy is at risk if he does not. The police have investigated complaints made about the tenant and are not intending to take any further action at this stage.

Housing Officers have regularly visited both the tenant and his neighbours and provided details for residents on who to contact when this happens. The team appreciates how frustrating and unpleasant this situation is for neighbours and will follow up all incidents that they witness.

**Rachel Chasseaud, Head of Tenancy Services, Telephone 01273 291837**

**Area Panel:** **28 August, 3 September, 5 September, 6 September 2018**

**Briefing Paper:** **Performance Review of Allocations Plan and Minor Amendments to the Allocations Policy**

## **1. Introduction**

1.1 The council introduced a new allocations policy at the Policy, Resources and Growth Committee on the 16<sup>th</sup> December 2016. Within the policy there was an allocations plan that set up 4 queues within the allocations policy and each queue was given a percentage allocation of properties. The performance review report will go to members in September 2018 to report on the performance of the plan from January 2017 to March 2018. The report will request that the percentage of lets to each of the four queue remains that same at

Homeless	40%
Transfers	30%
Homeseekers	20%
Councils interest	10%

1.2 The report also lays out a number of recommendation to the Housing New Homes Committee to make some minor amendments to the allocations policy. This is seen as good practice following on from the major changes introduced in December 2016 to ensure that the policy remains effective.

## **2. Review of Performance of the Allocations Plan**

2.1 The report shows members that the performance on how the lettings of social housing made between January 2017 and March 2018 went against the targets contained in the allocations plan.

2.2 In general, the performance against the plan was good. There is a tolerance of 5% in either direction before officers have to give an explanation on the variance. In the period of the report there was an under performance in the number of tenants who achieved a move. This was however within the permitted variance. The only queue that did not perform within the plan was Homeseekers. There was an over performance of 8% on properties to this group. The reason of the over performance is that when a property is advertised to a particular group and there are no eligible applicants then the property nearly always goes to the Homeseekers queue. This is because Homeseekers are the largest group on the housing register. Officers are looking at the various ways to take corrective action within the next plan period.

### 3. Minor Amendments to the Allocations Policy

3.1 Following on from a major policy review such as was carried out on the Allocations Policy in December 2016 it is good practice to take a look at the policy to see that it is operating as it is intended and to tweak any areas that are needed.

3.2 Below is a table of minor changes that members are being asked to approve

Changes requested			
1	Band C Sheltered no other housing need – update to restrict this band reason to bids only on sheltered accommodation and not general needs		
2	Point of clarification – award of extra bedroom	Award for carer in conjunction with Social Care.  Need for extra bedroom if unable to share a room under the allocations policy	
3	3 bedroom properties with a dining room – increase minimum number of occupants to maximise occupancy level in large properties	Increase minimum number of occupants will enable to bypass smaller households in very large properties	
4	Decrease total household income in policy to One bed £22,000 Two bed £32,000 Three bed and above £36,000	Current level are:- • Studio/one bed rented £15,000 • Two Bed £27,000 • Three bed or above £30,000	
5	Increase savings cap to four months average rent  • One bed £5,000 • Two bed £7,000 • Three bed and above £8,200		
6	Increase savings cap for sheltered applicants only to  £16,000	Put this in line with Welfare Benefits limits	
7	Waive savings cap on extra care applications. Waiver cases can only be offered	Allow applicants to be self funding in extra care	

	accommodation if there are no other non-waiver case waiting for extra care		
8	Remove sheltered Panel from the sheltered assessment process	No longer required as supporting people funding is no longer in place and therefore no requirement to assess as low, medium or high needs. Case will still be assessed in line with general allocations policy.	
9	Introduce new Band A – sheltered applicant need to move within the same scheme	Replaces the old Local Lettings Plan in Sheltered – must have a need to move	
10	Affordability of accommodation due to the welfare benefit cap – Ability to by-pass applicant who is not able to afford accommodation.	In small number of cases affordable rents are so high that they are not affordable to those in the benefit cap.	
11	Removal of over 50s in adverts. ( not over 55 for sheltered)	Needs to be removed as no longer complies with the council equalities duties.	

3.3 The above proposals have been developed with members of the three political groups to make sure that the allocations policy remain up to date. The proposals will only come into force once they are agreed by the Housing & New Homes Committee and the changes are then written into the policy and published on the council's website. The changes will apply to all existing and future applicants for housing.



# Area Panel Briefing Paper

## Options programme for Housing repairs, planned maintenance and capital works

28<sup>th</sup> August, 3<sup>rd</sup> September, 5<sup>th</sup> September, 6<sup>th</sup> September

### 1. Summary

1.1. This paper details the current position regarding the options programme for delivering housing repairs, maintenance, improvements and capital works. The current contractual arrangements expire in March 2020.

### 2. Background

2.1. Brighton & Hove City Council (Housing) operates a ten year partnering contract with Mears Ltd. that delivers the following services/works to the council's housing stock:

- Responsive repairs and empty properties maintenance
- Planned maintenance and improvement programmes
- Major capital works projects

2.2. This contract ends on 31st March 2020 and therefore all services and works that come under this contract are being reviewed.

2.3. The current contractual spend across all services delivered under the arrangement is approximately £28,000,000 per annum.

2.4. The end of the current contract for these services provides an opportunity to deliver substantial change in these services and works for our residents, stakeholders and the council as a whole.

2.5. This report updates on the engagement work that has been done over recent months and on the next steps being taken to identify the council's preferred options for the delivery of these services in the future.

2.6. A report will be taken to a special meeting of the Housing & New Homes Committee on 26<sup>th</sup> September 2018 to agree a strategy for the delivery of these services in the future.

### **3. Tenant and Leaseholder involvement**

- 3.1. To date programme officers have 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
- 3.2. 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.
- 3.3. Representatives at the Home Service Improvement Group were keen to be updated at future meeting of the progress of the programme and gave appreciation around the scale of the programme.
- 3.4. 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.
- 3.5. 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 housing projects and that there should be a stronger focus on maintenance programmes through future delivery arrangements.
- 3.6. The programme team have now completed the following engagement activities:
  - 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.
  - Carrying out over 1,000 door to door surveys of tenants and leaseholders across the city
  - Running an online and postal survey for tenants and leaseholders to feedback their views.
- 3.7. 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.



- 3.8. We have captured all of the feedback from the workshops and have included this as an appendix to this report. This will be shared with councillors to ensure that the views of tenants and leaseholders are represented when decisions are made as to how these services are delivered in the future.
- 3.9. The results of the door to door surveys and the online and paper surveys are being analysed and will also be included in our report to Housing & New Homes Committee.
- 3.10. As well as formal leaseholder consultation and continued engagement with groups it is also of note that smaller a group of tenants and leaseholders (representative of the demographic profile) will be engaged throughout any tender evaluation process.

#### **4. Next Steps**

- 4.1. Members of the Programme Board will attend Housing & New Homes Committee in September to present an options report setting out a series of ways that the service could be delivered following the end of the current contract.
- 4.2. These options will include delivering some services in house, continuing to deliver some services through outsourced contracts and some mixed options. There will be different options detailed for day to day repairs/empty properties and our planned and major works across the city.
- 4.3. The report will be supported by feedback from the workshops as attached.
- 4.4. The report will also set out the objectives for the service in the future as informed by the tenant and leaseholder engagement work that has been undertaken.
- 4.5. We will update tenants and leaseholders across the city following September's committee meeting and through the Citywide Conference in the Autumn as well as through future area panel meetings.

Contact officers:

- Glyn Huelin, Business & Performance Manager, Housing, [Glyn.huelin@brighton-hove.gov.uk](mailto:Glyn.huelin@brighton-hove.gov.uk)
- Martin Reid, Head of Housing Strategy, Property & Investment, [Martin.Reid@brighton-hove.gov.uk](mailto:Martin.Reid@brighton-hove.gov.uk)
- Sharon Davies, Business & Performance Project Manager, Housing, [Sharon.davies@brighton-hove.gov.uk](mailto:Sharon.davies@brighton-hove.gov.uk)



# **Options programme for housing repairs, planned maintenance and capital works**

## Tenant and Leaseholder Workshops

Tenants workshop 1 – 25<sup>th</sup> July 2018

### **What should we stop doing?**

1. Repeat trips - Job not done the first time, communication to operatives about job description
2. Using complicated words and acronyms - speak clearly
3. Being late and inform residents
4. Report of repairs only by telephone
5. Thinking everything is ok without checking
6. Relying on contractor checks
7. Relying on sub-contractors
8. Fobbing us off, saying one thing and not doing it or doing another
9. Being late or not turning up
10. Turning up and then disappearing
11. Lack of communication
12. Being disorganised, e.g without the right materials
13. Time wasting
14. Frustrating tenants
15. Us chasing up, wasting time
16. Telling us it's in the tenancy – there could be disabilities
17. Being inconsiderate about parking (drop down kerbs)

### **What would it be great to start doing?**

1. Property MOT's
2. Communication and training – clear procedures so limitations are clear
3. Respect residents to create a home not just a property
4. A visible presence, e.g. estate wardens
5. Area based operatives and offices to do smaller repairs, e.g. Whitehawk pilot
6. Ability to do repairs when needed, i.e. attend to one job, see another, so do it
7. Need more staff on both sides
8. More apprenticeships and local staff
9. Local handyman
10. Increase “ownership” of repairs enquiries etc. by staff – increases local knowledge and improve relationships between residents and staff
11. More awareness of disabilities and how to support residents

## **Options programme for housing repairs, planned maintenance and capital works**

### Tenant and Leaseholder Workshops

12. More attendance at resident meetings to report back, take ownership, follow up issues and listen to residents' concerns, etc. e.g. resident involvement officers, contractor staff, BHCC staff
13. Increased direct communication between residents and company
14. Dedicated person to contact
15. To every issue there is a perceived solution
16. Trying to create storage space in homes, especially houses, e.g. removal of immersion heaters/airing cupboards/pantries
17. Tenants to pay for own qualified electricians/plumbers – need more support to do this for personalisation of home
18. Relocating gas/electric meters
19. When BHCC remove an item, e.g. a gas fire, then remove the 'whole', not just the fire but redundant pipes too
20. Forms of communication to tenants check understanding of message, e.g. reading out letters and operative checks tenant is aware of what's happening.

### **What is good about what we do?**

1. Call centre - One contact number (improve ways to communicate, contact points to report repairs)
2. ID cards, branding, visible uniform, vans
3. Empty properties- condition when let is better than old contract. Any issues resolved quickly
4. EDB – [contractor] workers courteous, other operatives from sub-contractors not always so polite and respectful
5. If it's possible to be done, they will do it. If you need help, they will try and help.
6. Once you get contact with correct person, things progress. Can be difficult to navigate.
7. Planned work – if see a common theme, will consider creating a programme of work rather repeat repair
8. Estate inspections used to be good and regular but don't always pick up on relevant issues.
9. New kitchens and bathrooms – (took a long time), kitchen fit was good. Individual specifications need addressing
10. Photo Voltaic cells great, but how does roof etc. cope longer term – more solar panels available
11. EDB – helps the whole estate, effects everyone and promotes positive interactions between tenants "cheers us up"

# Options programme for housing repairs, planned maintenance and capital works

## Tenant and Leaseholder Workshops

12. Responsive repairs are carried out, but not always planned works, e.g. showers in seniors housing
13. If repair is reported correctly, then process works – if tenant doesn't know or can't report repair then issues happen
14. Repair operatives seem to know what's needed. Forethought there with some workers.

### What should we do more of?

1. Identify and stop perverse incentives and moral hazards
  - i.e with systems
  - do more to challenge how we work
  - rewards and incentives
  - more awareness of risks , advantages to contractors
2. More training for operatives and all staff in communication
3. More honesty, less excuses
4. More challenges for poor customer service
5. More accountability for the customer and organisation
6. More honest communication when appointments will be missed or an emergency occurs
7. More understanding around needs to change appointments
8. People's lives and flexibility around appointments
9. Local accountability for operatives and contractor
10. More local operatives
11. Apprentices
12. More 'truths' as to why appointments are missed, 'phantom calls'
13. More appointments outside of office hours – don't presume that people are in mon-fri 9-5
14. More opportunity to have repairs out of hours
15. More services available for responsive repairs out of hours
16. More localised service – teams small enough to take ownership of patch
17. Routine repairs delivered in evenings
18. More local teams delivering services with local knowledge
19. More flexibility in appointments
20. More transparency on costs for all residents – see where the rent goes

# Options programme for housing repairs, planned maintenance and capital works

## Tenant and Leaseholder Workshops

Tenants workshop 2 - 1<sup>st</sup> August 2018

### What should we stop doing?

1. Relying on contractor to manage first part of empty property process (incoming tenants)
2. Sending out people to 'pre-inspect' small repairs
3. Wasting money on new turf in Summer on new build
4. Wasting money on sub-contractors work, without same guidelines as main contractor
5. Code of Conduct not being bought into by sub-contractors
6. Leaving grass cuttings as can end up blocking gutter
7. Neglecting the neighbourhood and community
8. More transparency about amount of money which goes on sub-contractors

### What would it be great to start doing?

1. Let housing go into any empty properties to retrieve any usable items
2. Call centre respecting what residents are telling them about a needed repair
3. Look at new kitchen and bathroom rules within B & H standard
4. More post-inspections of work by (someone) independent to the contractor
5. Put a time limit on when planned/cyclical maintenance takes place, e.g no. of years into the future
6. Clearer about when work is planned
7. Preventative maintenance, e.g gutter clearance, soakaways, drains
8. When dealing with damp consider a whole building & lifestyle options
9. Grounds maintenance in smaller blocks to be appropriate for the site. Service charges to reflect level of service received, value for money
10. In-house delivery
11. TUPE'd BHCC staff to contractor, but now employed additional people
12. More in-house delivery would reduce risk of fraud, wastage etc.
13. Research current and historical in-house delivery, relating to cyclical maintenance and responsive repairs
14. Skill base of contractors, engineers etc.
15. Local employment, apprentices all good

### What is good about what we do?

1. New bathrooms for disabled people – the workmanship is good.

## **Options programme for housing repairs, planned maintenance and capital works**

### Tenant and Leaseholder Workshops

2. Call waiting times are better now
3. Operatives are good – e.g. in manner despite having bad information about the job
4. Uniform and I.D cards, so can check who they are
5. [Contractor] at start of contract
6. Responsive repairs
7. Once on site – empty property cycle is good
8. Text ahead service
9. Repairs desk – first questions asked to assess severity of repairs (scheduling)
10. Good service, quick, personable
11. Guidelines for Code of Conduct for [contractor]
12. Operatives polite and respectful ([contractors])
13. Operatives have I.D ([contractor])
14. Leasehold offers for servicing, repairs and maintenance (gas)
15. Apprentices
16. Employing local people

### **What should we do more of?**

1. Estates to 'advertise' and make clear what minor repairs they do
2. Coming back to Brighton and Hove Decent Homes standard for repairs, kitchen and bathrooms
3. Driving value for money
4. Maintenance? Ensure sub-contractors have same standards and quality of delivery. Code of Conduct
5. More communication around planned works/maintenance
6. More publicity for cyclical works which are planned
7. Continue with 'Resident Inspectors'
8. Repairs rather than replacement (preventative maintenance)
9. More rigorous diagnosis of 'repair' issue (damp/lifestyle impact on issue)
10. More empathy with tenants
11. More energy efficiency
12. Spend more money (wisely)
13. More value for money for service charges
14. Voluntary contribution of service charge e.g. "I'd rather pay more for grass cutting than communal aerial as I don't use a communal aerial"
15. Make gas safety checks for leaseholders compulsory?

## **Options programme for housing repairs, planned maintenance and capital works**

### Tenant and Leaseholder Workshops

16. Take service in-house?
17. More client surveying (tenant and leaseholder)
18. More statistical analysis



# Options programme for housing repairs, planned maintenance and capital works

## Tenant and Leaseholder Workshops

Leaseholders workshop 1 – 25<sup>th</sup> July 2018

### What should we stop doing?

1. Wasting money, e.g. repeated visits for one job
2. Overcharging on works of all types
3. Needs better pricing and value for money – e.g. Albion Hill balconies and lifts
4. Stop absence of the truth
5. Stop being opaque
6. Stop spinning and talking things up
7. Inefficiencies
8. Being blind to contractors shortcomings
9. Neglecting proper feedback to residents
10. “Blah and blather” i.e. corporate speak/jargon/ unnecessary– saying something (lots) but really saying nothing, e.g. what are the outcomes of the complaints
11. Being or having a “black hole”
12. Allowing quality to deteriorate after initial period
13. Calling for feedback **only** on jobs that have **not** been complained about – i.e. manipulation
14. Contractor doing their own satisfaction survey
15. Having one contract that incorporates all types of works - so e.g. major projects should always be tendered independent of responsive repairs contract
16. Stop using Community Payback team for internal decorations, e.g. poor job at Albion Hill. Probably better used for non-skilled work.
17. Short-term thinking and inappropriate non future-proofed design considerations (e.g. wrong/corrosive hinges on Essex Place balcony enclosure windows – near the seafront. Problems with telecom mast at Ellen not followed through to save some delays at Livingstone and Conway. Not learning from lessons.
18. Ignoring guarantee/warranty periods (e.g. Somerset Point external staining, although this might not be a warranty issue).
19. Poor specifications
20. Staff under resourcing and/or wrong skills
21. Over specifying jobs/works
22. Downgrading correct specifications just to save money in the shorter term (e.g. quality of ironmongery at Clarendon windows)
23. Spec needs to be better and done by housing not a contractor
24. Relying on people with the wrong motivation, e.g. profit
25. Thinking only within one/a/someone’s box. Think wider impacts/implications

## Options programme for housing repairs, planned maintenance and capital works

### Tenant and Leaseholder Workshops

26. For major works stop assuming that each block in a programme requires the same works, e.g some concrete repairs at Livingstone might not have been needed as it has a different construction to the other (3/4) blocks (see Sandberg report)
27. One size fits all thinking
28. [Doing things to avoid criticism] and over specifying on Health and Safety, (how dangerous is a doormat?)
29. Stop “trench mentality” – “it’s all too much so you put your hands over heads and hide”
30. Stop being negative of cyclical maintenance, e.g gutters, doors, window ironmongery
31. Stop erosion of proper estate management skills in favour of more social work type skills, e.g needs a works department skilled to look after buildings too
32. Stop the “industrial landscape” in the communal areas – however, also acknowledged that the health and safety implications of cluttered communal areas is very important
33. Stop using [consultant]; need more independent and local surveyors
34. Stop paying a contractor – 18% profit when they simply sub-contract, e.g. hire a scaffolder

### What would it be great to start doing?

1. Listen more to what residents want – the people who live in the building
2. At the very inception of the project engage with tenants and leaseholders
3. Better involvement earlier in the process. This will improve confidence that the work is required.
4. Inform tenants what the project cost is and how this effects leaseholders – they need to value where they live
5. Greater competition with works/contractors. Framework of several contractors to choose from – in-house short term tie-in
6. BHCC should be better resourced to manage the new contracts/projects better, quality assurance and quality control.
7. BHCC must specify each product design for installation, e.g kitchens, fire doors.
8. Surveyors should be local firms either in-house for BHCC or external but local as local companies would have an interest in Brighton and Hove.
9. Maintenance supervisors
10. Better and more regular maintenance of assets in order to extend the life of the buildings
11. BHCC should spend smaller amounts of money in making the buildings look nice, e.g unpleasant entrances areas to blocks (looks too industrial)

## Options programme for housing repairs, planned maintenance and capital works

### Tenant and Leaseholder Workshops

12. Buy in scaffolding. This is a large cost to leaseholders
13. Clearer and better programmes of planned or major work projects to be transparent, and put these on website. Publish this and any changes made clear.
14. Better communication in streams of work where scaffold is required
15. Scaffold register
16. List of outstanding works to a block so that different teams (projects) can tap into that and co-ordinate works
17. I.T system – critical
18. Clearer recordings of what work has been completed for service charges. Again I.T system – joined up
19. Warranty management – BHCC
20. Pool of surveyors/clerk of works to use when required
21. Asset management – out on the ground doing reports of conditions of buildings

### What's good about what we do?

1. Quick call answering of call centre (better to have [gas contractor] with own call centre or getting full response)
2. Do more local operatives and sub-contractors\*
3. Improved diagnosis (complete at 1<sup>st</sup> visit) – qualifications/experience of [contractor] staff and trainees titled project manager\*
4. Improve communication (ICT system) – style of writing\*
5. Graffiti and bulk rubbish could be better (done quickly in few days)\*
6. Past 2 years BHCC management of planned major works supervision has improved – very helpful, easy to contact
7. Quality of products, e.g. sinks, kitchens
8. Quantity of improvements good, but not certain of value for money, need more transparency of costs
9. Lack of joined up working coordinating repairs, so have multiple visits\*
10. More direct BHCC surveyors to check before and after works
11. Improved coordination of sub-contractors and specialists, e.g. EDB, inadequate information given to operatives\*
12. Park Court – fire doors peeling (approx. 5 years ago) \*
13. Responsive repairs improved initially with [contractor]... but not sustained. Held to account, contract good.\*
14. Planned maintenance no better\*
15. Warranty management \*
16. Polite staff all the time

## **Options programme for housing repairs, planned maintenance and capital works**

### Tenant and Leaseholder Workshops

17. Tenants and residents associations meetings – more frequent attendance by BHCC officers to take queries and feedback (difference between (RIO's PIO's?) ) \*
18. EDB is a good scheme, quick bids.... but creates divide between tenants and leaseholders due to payments. Power/influence not always fair\*
19. EDB budget reduced\*
20. Resident involvement is positive with EDB
21. BHCC improved skills and knowledge with planned work. Right people for the job, more BHCC control of quality
22. Improved communication, e.g. workshop today
23. Access to housing centre tricky due to location\*
24. Co-location of housing centre
25. One large contract – separate responsive repairs, DLO with BHCC. Major works sub individual jobs directly managed by BHCC not a 3<sup>rd</sup> party\*
26. More BHCC staff means improved supervision of quality and better control. Long term benefit of better product and design and reduced maintenance cost long term/
27. Actual contract was good .... but [contractor] not held to account led to issues\*
28. Cyclical maintenance, e.g window mechanisms, long term costs vs short term savings and energy efficiency.\*
29. Improve BHCC accountability for decisions and products

### **What should we do more of?**

1. Transparency
2. Communication – prior to 30 days
3. Refurbish communal areas
4. Parking enforcement for our blocks
5. Visitors parking bays – appropriate use
6. Contractors reporting ASB for hazards
7. Discussions on major works before statutory consultation
  - More engagement
  - Better pricing for major works
8. Work with more contractors to get better quality and value for money and pool of suppliers
9. More quality control, clerk of works
10. Cosmetics – life cycle maintenance, more maintenance
11. Windows, lifts, doors, warranties, programmed works, maintenance – a programme for this
12. Quality assurance – checking, monitoring, building management

## **Options programme for housing repairs, planned maintenance and capital works**

### Tenant and Leaseholder Workshops

13. Communication with residents on costs of items in their homes
14. More practical solutions, more people on the ground, more people to contact
15. More joint working across the council. I.e. Cityclean
16. More communication with contractors and works that are not commissioned through partnership (i.e. Aerial works, wires in blocks and cables)
17. Planning with other teams and residents
18. More control over works and contract management
19. Surveying and specifying needs to be employed by council
20. Need to be more accessible
21. Consultation at an earlier stage
22. More joint working across all stakeholders to spec work and engage in procuring works and contracts
23. More involvement from all interested parties to prevent contractors identifying repairs, condemning systems and receiving works
24. Cyclical maintenance to improve life of assets (i.e. Windows, gutters, doors, external doors)
25. Maintenance to ensure warranties remain valid and increase life of asset
26. More resident inspectors – to include external areas and communal areas so that small issues can be dealt with quicker before programmes
27. More accessible reporting on housing ICT system for:
  - Money matters
  - Jobs (old) include start dates, process, competition and cost
  - Warranty management process
  - Asset management process
  - Estate inspections
  - Clerk of works for visits, recommendations, outcomes
  - Communication with leaseholders
  - Block by block reports
  - All relating to audit trail.
28. More accountability and ownership of issues
29. Repairs calls dealt with after 1 call
30. More detailed responses to queries, responding to all points within the query
31. More understanding for leaseholders for major projects costs, large bills for works can be very difficult and impossible and destroy people – capping of major costs needs to be considered
32. More responsibility owned by this council to keep up maintenance – this can be considered appropriately through service charges

# Options programme for housing repairs, planned maintenance and capital works

## Tenant and Leaseholder Workshops

Leaseholders workshop 2 – 1<sup>st</sup> August 2018

### What should we stop doing?

1. Poor communication
2. Poor responses to email
3. Passing from person to person
4. Leaving people 'in the dark' about works
5. Poor maintenance of buildings
6. Large 'one-off' investment projects that are costly and difficult to budget for
7. Suddenly spending money after leaving blocks for a long time
8. Doing works that don't need doing
9. Hiding behind costs – not transparent
10. Making mistakes that have effects on costs, e.g. scaffolding
11. Withholding full cost information (help to justify costs, detail in bills)
12. Dishonesty
13. Stop all big jobs going to one main contractor (separate repairs and other works)
14. Using staff not qualified
15. Poor control of quality of works, who is checking works?
16. Missed appointments
17. Poor quality of repairs
18. Stop delays in programme of works
19. Avoiding dealing with repairs and allowing disrepair to worsen
20. Passing works between repairs/planned areas and therefore delaying works
21. Poor to little quality checking
22. Mis-use of council properties and funds
23. EDB – money could be better used
24. Stop adding extras onto project works so that bill becomes huge
25. Leaving it so long to do works so that all happens at once
26. Passing on bills to leaseholders for faulty equipment
27. 'Phantom' calls – blaming residents for lack of attendance
28. Repeat visits
29. '10 year plan' always year 1!
30. 'All at once' approach, stage works
31. Replacing all assets at once – do they need it?
32. Stop poor maintenance of assets
33. Mistakes on bills

# Options programme for housing repairs, planned maintenance and capital works

## Tenant and Leaseholder Workshops

34. Leaving leaseholders to have to find out detail in costs and find mistakes
35. Contractor condemns asset and then is incentivised to make money replacing, i.e. surveying on contractor side (should be council employee)
36. Stop major works bring part of any long term contract
37. Stop giving meaningless answers to questions
38. Stop hiding behind relationships
39. Stop charging double management fees on works
40. Contracting out for major works
41. Stop blurred lines of responsibility
42. Stop profit and additional management costs (hidden and transparent profit)
43. Stop 'non' reactive maintenance - preventative maintenance doesn't happen, reactive maintenance doesn't happen, then a major project gets developed for additional profit
44. Charging management fees as a percentage
45. Stop allowing contractor to dictate costs and run the show
46. Using large national firms when good local contractors are available
47. Stop lying – when works haven't been done, (tree – cherry picker)
48. Stop giving ridiculous excesses (computer system needing to class a job)
49. Unreasonable costs to leaseholders – challenge contractors first
50. Allowing contractors to 'mark own homework'
51. Putting good money after bad - review blocks as a whole, ceilings to asset investment, consider demolish/rebuild
52. Stop employing [contractor]
53. Allowing those to specify the works when they will be doing the works
54. Allowing work to become necessary through neglect of maintenance
55. Major works on a block contract – should be tendered individually
56. Playing divide and rule, e.g. council tenants vs leaseholders vs leaseholders tenants, resident leaseholders vs non-resident leaseholders
57. Issuing contracts without understanding the asset (replacement programmes not always needed, grounds maintenance per sq metre, when we don't know how many, properly assessing needs for works carried out)
58. Having people in positions who are not qualified appropriately and cannot fully answer questions (both client and contractor)
59. So employing people in positions who do not have any authority to get things done
60. Stop fobbing us off
61. Stop talking down to us
62. Assuming that everyone is on the internet
63. Assume everyone can get to meetings in working hours

## **Options programme for housing repairs, planned maintenance and capital works**

### Tenant and Leaseholder Workshops

64. Letting warranties and guarantees run out
65. Unclear specifications not clearly defined

### **What would it be good to start doing?**

1. Agree in conjunction with committee of leaseholders a maximum price for individual leaseholder per major works project, to ensure costs are reasonable
2. Maintenance of properties as per manufacturers specs
3. Pro-active (planned in) maintenance to reduce costly replacements
4. Transparent, meaningful responses to queries, e.g. evidence warranties are being enacted
5. Separate tendering process for major works – section 20's not being part of long term agreement
6. Commission external/independent surveyors for major works
7. Make reports easier to access (fire, building, roof, cladding etc. )
8. Change green netting on scaffolding to lighter colour
9. Regular preventative maintenance routine
10. Keep to terms of warranties – schedule inspections before warranties ends
11. Create accurate and up to date asset management system
12. Split who is doing specs of what works need to be done from organisation doing the works
13. Independent quality assurance, quality control and sign off
14. Meaningful consultation, early engagement (pre-programming) including inclusion in asset management planning process
15. Grouping works to save and informing leaseholders how much to save (where reasonable), where not then stagger costs to prevent large bills
16. Sector competent staff, e.g. surveyors, not just paper pushers
17. Agree maximum per annum to charge for major works
18. With high cost major works, give more detail; minimum of 5 years in advance to allow for budgeting
19. Complete inspection every one to two years to accurately manage assets and planned maintenance/repairs and major works, in conjunction with reserve accounts for pre-payment of high cost works
20. Online resource showing works history for properties
21. Pre-planning consultation
22. Enforcing an accurate list of warranties
23. Pre-planning consultation with both leaseholders and tenants
24. In-house surveyors, planning of works, Health & Safety, Clerk of Works and cost control



## **Options programme for housing repairs, planned maintenance and capital works**

### Tenant and Leaseholder Workshops

25. Online resource to see history of properties to enable leaseholders (also for staff use) to plan for costs
26. Regular planned maintenance and inspections to prevent costly repairs
27. Utilising front line staff

### **What's good about what we do?**

1. Responsive repairs
2. On site management at some places
3. Outreach – engagement
4. Apprenticeships
5. Beginnings of a more positive relationship – needs to go a lot further
6. Words maybe OK - need to turn into actions
7. Meetings and resident engagement

### **What should we do more of?**

1. Treat the money/budget like it's your own, (better still treat it like it belongs to councillors)
2. Involve everyone and remember people have the same interests (i.e. tenants and leaseholders), not necessarily true as tenants don't pay directly or at all! But main interest is in having a nice place to live
3. Embrace views of leaseholders more, because the council will also benefit from having more money available (efficiencies) to do more projects.
4. Do more of explaining finances to tenants
5. Routine/preventative maintenance to extend life of assets, (e.g. more at Lennox St)
6. Keep to guarantees, use defects liability periods, especially on cladding works
7. Quality control and QA
8. Employ more trades directly and apprentices
9. More procedures in place to ensure that correct building and safety regulations are followed
10. Communication – 2 way and more option times for meetings, e.g. weekends and later evenings
11. More genuine consultations, earlier in process, i.e. real interest in what people have to say, not just the S20 notice, but before
12. More in-house surveyors and estimators – you can't rely on your contractors

## Options programme for housing repairs, planned maintenance and capital works

### Tenant and Leaseholder Workshops

13. More comprehensive knowledge of assets including e.g. proper info of quantities/size of land/grass areas for grounds maintenance and knowledge of unit costs, and more record keeping
14. Honest charging – e.g. if only mopping/cleaning for 48 out of 52 weeks (to account for holidays and sickness) then only charge for 48 weeks – use these easy wins – but if your cleaners sick you still have to pay for them
15. Works over a certain value should be tendered on the open market, or via chosen list of contractors, usually 3 for high value, and not the same 3 – rigging problem
16. Local approved contractors
17. Have an email list for all leaseholders and invite to meetings or send communications (only found out about this meeting via someone else)
18. PDFs online – e.g. Homing In, save money, a Facebook page (but not everyone has a computer)
19. More surveyors – even on a project by project basis
20. Bank of local surveyors with local offices with a vested local interest (support the local economy) “sticky money”
21. More details on the annual expenditure bill – be more transparent, open, honest, don’t wait until asked
22. Let LAG use councils mailing list, even though they shouldn’t have access to it
23. Shorter term contracts
24. More penalty clauses for poor performance, late delivery etc.
25. In-house control
26. More focus on overall property and estate maintenance, not just the tenancy management/people side
27. Transparency – production of reports, availability or access to reports that show we’re maintaining properties/components as per manufacturer specification
28. Proactive maintenance – preventative
29. More in-house or independent surveyors, clerk of works, quantity surveyors
30. Meaningful S20 consultation, and the contract shouldn’t cover major works, not just about commenting on work a contractor will automatically get “it moved from a democracy to a dictatorship” “the dictator moved in without anyone noticing”
31. Leaseholders to have special representation or advocate when long term contracts are agreed (legal or surveyor), paid from the increase in service charge fees from major works because leaseholders end up paying multiple times – e.g. contract managers managing contract managers managing main contractors.
32. More equitable charging across the city because, e.g. unfair to have percentage of block costs in those blocks with fewer flats (e.g. for MEDs)

## **Options programme for housing repairs, planned maintenance and capital works**

### Tenant and Leaseholder Workshops

33. Have a maximum cap on the value of works or bills for any leaseholder during a fixed period, e.g. an extension or variation of Florries Law.

#### **Key**

\* - a negative comment in the positive section

[text] - where we have amended wording



## **Area Panel:**

**28 August, 3 September, 5 September,  
6 September 2018**

## **Briefing Paper:**

**Update on Improve Your Estates  
Programme**

### **Introduction**

This report provides an update on one of the actions resulting from the Survey of Tenants and Residents (STAR) satisfaction survey carried out in June 2016. The survey was carried out by Housing in order to capture how satisfied and dissatisfied residents were with services and areas which may have been in need of improvement. The results of this survey revealed a 2% drop in customer satisfaction in respect of Neighbourhoods.

The survey results, along with the council's immediate response to them, were reported to the Housing & New Homes Committee on 18 January 2017. With a follow up report on 20th September 2017 detailing the actions designed to improve the areas of service tenants were most concerned about.

This update will focus on the progress made with a range of actions to improve council housing public areas and the general quality of life on estates.

### **Discretionary Decorating and Gardening Schemes**

The need to be in receipt of Housing Benefit has been removed from the qualifying criteria for the Discretionary Decorating and Gardening Scheme for tenants. This change could result in up to 650 tenants over the age of 70 being able to apply for help with gardening and/or decorating. This is the first time tenants under 70 years of age have been able to receive help with being able to decorate and improve their home.

Housing Officers and Tenancy Sustainment Officers can also now refer 'families in need' to the scheme.

### **Review of Estate Inspections**

A new team of Field Officers have been recruited and started a two month training programme in July. By the end of summer 2018, Estate Inspections will no longer be carried out by Housing Officers and a period of review will begin. A project group are currently looking into innovative and exciting ways in which to deliver Neighbourhood improvements from spring 2019 which will be delivered by the Field Officers. New ways of working could include using Neighbourhood Action Plans, and linking in with the Capital Works programme to make sure desired changes take place. Residents will be encouraged to

give their ideas and suggestions which will be included in decisions and improvements in areas across the city.

### **Untidy Gardens**

Recruitment is currently underway for an extra Housing Officer to work on a project to bring about an improvement to the standards of our gardens across the city. There is potential to explore options to 'garden for your neighbour' and community food growing schemes to be developed. The Housing Officer will use a balance of support and enforcement to bring about visible change to our Neighbourhoods. This project will be in place by the end of September 2018.

### **Grounds Maintenance**

A review of the current Grounds Maintenance contract is taking place. As part of this review a new tree inspection regime using GPS technology to record tree types and locations will be implemented. A weed spraying schedule is being investigated to cover car parks and garage sites and around communal drying areas, which are not covered under the current schedule. Work is continuing with City Parks to ensure the current standards are being met and resident groups will be engaged with to support gardening projects, such as food growing in local areas.

### **Contact:**

Mel Fraser, Performance & Improvement Officer

e: [Merryl.Fraser@brighton-hove.gov.uk](mailto:Merryl.Fraser@brighton-hove.gov.uk)

t: 01273 29 5368

# **Area Panels – August/September 2018**

## **Briefing paper – Home Purchase Policy update**

### **1. Background**

- 1.1 Housing & New Homes Committee agreed a Home Purchase Policy in September 2017 to enable the purchase of homes funded by the Housing Revenue Account. This enabled the service to:
- Maximise the supply of affordable homes in the city in support of the Housing Strategy
  - Meet housing need through the housing register
  - Utilise retained Right to Buy receipts thereby avoiding the need to return capital funds to the government and reducing the impact on the HRA's borrowing headroom.
- 1.2 The committee agreed that a year long pilot should be undertaken, with a budget of £2m to purchase properties that have previously been sold under the right to buy and that the council has first refusal to buy back. It was agreed that for the pilot '75% should be general needs unless the case is not viable then 25% to temporary accommodation. To charge social rents up to living wage rents' for General Needs stock. Local Housing Allowance rates would be charged for Temporary Accommodation stock.
- 1.3 This briefing seeks to provide an update on the pilot. For the purposes of the pilot it concentrated on the buy back of properties where the council had the right of first refusal to buy back former council homes. The briefing also suggests amendments to the policy.

### **2. Pilot outcomes: Buy back of properties sold under the Right to Buy (Right of first refusal)**

- 2.1 The pilot commenced on the 1 November 2017. As at 6 August 2018 the council has received 17 offer notices and are aware of a further offer notice due to be received. Of these:
- 2 properties (1 x 2 bedroom flat ,1 x 3 bedroom house) have been purchased and have been let as general needs properties
  - 3 properties (1 x 1 bedroom flat, 2 x 2 bedroom flats) have had offers agreed and are proceeding to sale. It is proposed two of these properties are used for general needs and one for temporary accommodation
  - 2 owners withdrew their properties from sale

- 4 offer notices were declined due to the high value of the property (in excess of £250,000 threshold)
- 4 properties are declined due to not providing value for money
- 2 properties are currently under consideration.

## 2.2 To date the pilot has shown us:

- There are a good number of opportunities coming through and the properties are typically in a very good condition
- The council have also been able to achieve the purchase of general needs units and not have an over reliance on temporary accommodation units, in line with the request from this committee last September
- The threshold of £250,000 has not proved to be a barrier to this policy. However it is acknowledged that this threshold will mean that the council can usually only achieve the purchase of smaller properties (typically 1 and 2 bedroom properties)
- To date the council has spent £428,500 with a further £681,200 committed bringing the total spend to date to £1.1m (July 2018)
- This pilot has demonstrated that the fluctuation in valuations often due to the location of the property does have an impact on the viability of purchases with properties in central locations typically representing less value for money. Four properties have been rejected on this basis
- Each property being considered for purchase is assessed for its viability at a social rent and a living wage rent (for general needs properties) and at Local Housing Allowance (LHA) levels (for temporary accommodation). To date no purchases have been viable at social rent but a number have been viable at a living wage rent and at LHA level.

## 3. Expanding the scope of the Home Purchase Policy

### Former council properties for sale on the open market

- 3.1 Where there is no right of first refusal, there may still be good value opportunities for the council to buy former council homes back. These were not included in the pilot year but it is proposed going forward that we give consideration to direct approaches from other leaseholders. It is proposed that this would happen at specified times when we may wish to increase activity on the scheme. By limiting it to certain times will also ensure resources are used appropriately to manage enquiries and that leaseholders are not unnecessary contacting the council wishing to sell their property. Appropriate advertising of the scheme can be done via the council's website, social media, the Leaseholders Action Group and through Homing in.



### **Other opportunities**

- 3.2 Alongside the purchase of homes, other opportunities may become available to purchase properties or land for housing including securing affordable housing units as part of new housing developments in the city (S106 sites). At present S106 sites are offered to our five partner Registered Providers in the city. Recently schemes offering less than 15 affordable homes have been declined for purchase by our Registered Provider partners who have confirmed that their current risk management does not allow purchase of small schemes. Although in such cases the council would receive a commuted sum payment in lieu of on site units – the on site provision is generally preferred given land restrictions in the city. In light of this the potential of whether the council could purchase these properties direct to add to its own housing stock is being proposed. The Affordable Housing Brief setting out guidance on the council’s requirements for affordable housing within the city will be revised to reflect this.
- 3.3 These opportunities would need to be subject to business case approval by Housing & New Homes Committee with formal approval sought through Housing & New Homes, Planning and Policy, Resources & Growth Committee (as required).

### **4. Budget for a Home Purchase Policy**

- 4.1 Expanding the scope of the policy will require additional capital and revenue funding. The scheme currently has £3m approved (£2m in 2017/18 and £1m in 2018/19). A further £2m has been provisionally agreed for both 2019/20 and 2020/21 bringing the total anticipated budget of £7m until the end of March 2021.
- 4.2 A fixed term Project Manager will be recruited to oversee the continued operation of the scheme, with recruitment currently underway.

### **5. Next steps**

- 5.1 We will be taking the outcome of the pilot to date and will seek agreement to the revised Home Purchase Policy at Housing & New Homes Committee on 19 September 2018.

5.2 We welcome feedback and your comments on this pilot and the proposed changes to the policy prior to Housing & New Homes Committee on the 19 September 2018. Please contact Diane Hughes, Housing Strategy & Enabling Manager with your feedback on:

Tel: 01273 293159

Email: [diane.hughes@brighton-hove.gov.uk](mailto:diane.hughes@brighton-hove.gov.uk)

**Area Panel:****28 August, 3 September, 5 September,  
6 September 2018****Briefing Paper:****Housing Fire Health & Safety Update –  
Fire Doors**

Brighton & Hove City Council is continuing to work closely with East Sussex Fire and Rescue Service in response to the latest government information on fire doors.

The council is temporarily halting its routine front door replacement programme in blocks of flats following a national agreement by manufacturers to suspend production of fire doors. Essential repairs to doors will not be affected.

The move follows a call to door suppliers from the Ministry of Housing, Communities & Local Government (MHCLG) to take action after a number of fire doors failed to meet performance standards in testing carried out following the Grenfell fire.

The advice from the government and National Fire Chiefs Council on fire doors is that the additional risk to public safety is low, as a building's fire protection uses a range of measures and, even when not meeting full resistance standards, fire doors will provide some protection.

IG Doors, the council's current door supplier, has written to our repairs partners Mears to inform them that they've currently suspended the supply of new doors. IG Doors are not one of the suppliers whose doors failed.

MHCLG has informed local authorities that testing on Masterdor fire doors has found they do not consistently meet the 30 minute fire resistance standard. We have 2,254 of these doors in our housing - 1,585 in high-rise blocks and 669 in other properties. All were installed before 2010.

We have carried out additional fire risk assessments on all our high-rise buildings where Masterdor fire doors are fitted. We've looked specifically at the potential impacts of the doors failing within 30 minutes and the assessments have confirmed that the risk remains low.

Our highest priority is the safety of our residents and we are awaiting further instruction from the government on what further action to take.

The National Fire Chiefs Council has advised that people should follow existing fire procedures for the building.

Residents should also test their smoke alarms regularly to ensure they work and ensure that their flat front door is fitted with a working self-closing device.

All doors provide essential protection in a fire if they are properly closed.

If any residents have concerns, East Sussex Fire & Rescue Service offer free home visits to check or fit smoke alarms and offer a range of advice around home safety. Call 0800 177 7069 or visit [www.esfrs.org](http://www.esfrs.org) for more information.

**Contact:**







Martin Reid, Head of Housing Strategy Property & Investment

e: [Martin.Reid@brighton-hove.gov.uk](mailto:Martin.Reid@brighton-hove.gov.uk)

t: 01273 29 3321

## **DRAFT Housing Management Performance Report** **Quarter 1 2018/19**

This housing management performance report covers Quarter 1 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.

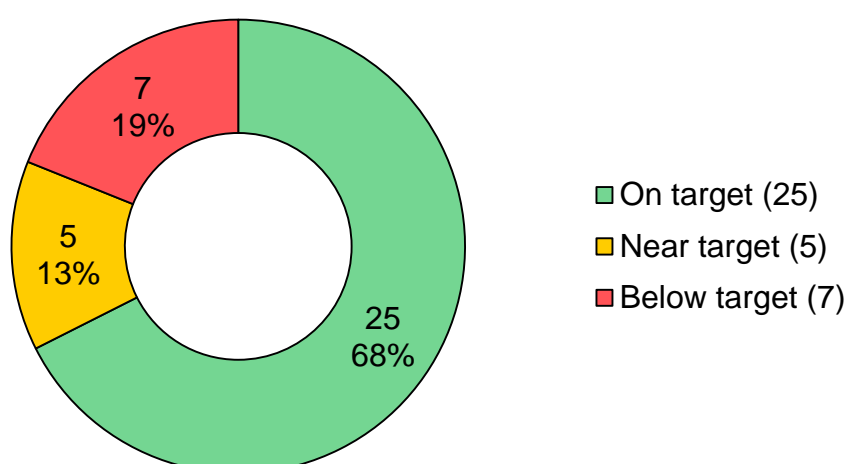
Status		Trend	
	Performance is below target (red)		Poorer than previous reporting period
	Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period
	Performance is on or above target (green)		Improvement on previous reporting period

A total of 41 performance indicators are measured against a target for this quarter:

- 25 are on target (last quarter, 21 of them were on target and 4 were near target)
- 5 are near target (3 were on target and 2 were near target)
- 7 are below target (2 were on target and 5 were below target)
- 4 are to be confirmed (3 were on target and 1 was below target).


Comments on performance are given for indicators which are near or below target.

### Status of performance indicators



## 1. Rent collection and current arrears

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

 <b>Rent collection and current arrears indicators</b>		<b>Target 2018/19</b>	<b>Q4 2017/18</b>	<b>Q1 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
1.1	Current tenants' rent collected as proportion of rent due for the year	98.00%	98.66% (£49.9m of £50.6m)	98.56% (£49.9 of £50.7m)	Ⓞ	↓
1.2	Former tenant arrears collected	25%	25.01% (£149k of 595k)	TBC	TBC	TBC
1.3	Rechargeable debt collected	20%	12.44% (£15k of £121k)	TBC	TBC	TBC
1.4	Rent loss due to empty dwellings*	Under 1%	1.06% (£537k of £50.5m)	0.84% (£422k of £50.4m)	Ⓞ	↔
1.5	Tenants served a Notice of Seeking Possession	For info	635	155	-	-
1.6	Tenants evicted because of rent arrears	For info	2	0	-	-

\*The 'total' rent for this indicator (£50.4m) is lower compared to current tenants' rent collection (£50.7m) 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****Q4  
2017/18****Q1  
2018/19**

		<b>Q4 2017/18</b>	<b>Q1 2018/19</b>
1.7	Universal Credit – affected tenants	498 (4.4% of all tenants)	699 (6.1% of tenants)
1.8	Universal Credit – arrears of affected tenants	£160k (23% of total arrears)	£260k (35% of total arrears)
1.9	Removal of the Spare Room Subsidy – affected tenants (under occupiers)	580 (5%)	574 (5%)
1.10	Under occupiers – arrears of affected tenants	£45k (6%)	£57k (8%)
1.11	Benefit Cap – affected tenants	47 (0.4%)	49 (0.4%)
1.12	Benefit Cap – arrears of affected tenants	£5k (1%)	£4k (0.5%)
1.13	Total current tenants	11,396	11,433
1.14	Total current tenant arrears	£694k	£751k

### 1.15 Area breakdown of rent collected

The indicators in the table below give end of year projections.

Rent collection area	Q4 2017/18	Q1 2018/19	Trend since last quarter
North (includes Seniors housing)	98.99% (£14.2m of £14.4m)	98.85% (£14.2m of £14.4m)	↓
West	98.60% (£10.2m of £10.4m)	98.49% (£10.1m of £10.3m)	↓
Central	98.42% (£9.0m of (£9.1m)	98.26% (£8.9m of (£9.0m)	↓
East	98.55% (£16.5m of £16.7m)	98.52% (£16.7m of £17.0m)	↓
All areas	98.66% (£49.9m of £50.6m)	98.56% (£49.9 of £50.7m)	↓

### 1.16 Tenants in arrears by amount








All indicators in the table below give end of quarter results.

Amount of arrears	Q4 2017/18	Q1 2018/19
No arrears	77% (8,781)	79% (9,060)
Any arrears	23% (2,615)	21% (2,373)
... £0.01 to £99.99	10% (1,186)	8% (971)
... £100 to £499.99	9.2% (1,054)	9% (988)
... £500 and above	3.3% (375)	4% (414)
Total tenants	11,396	11,433



## 2. Customer services and complaints

All indicators in the table below give quarterly results.

 <b>Customer services and complaints indicators</b>		<b>Target 2018/19</b>	<b>Q4 2017/18</b>	<b>Q1 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
2.1	Calls answered by Housing Customer Services Team (HCST)	90%	97% (8,975 of 9,294)	TBC	TBC	TBC
2.2	Customers satisfied with HCST	85%	87% (105 of 121)	Next survey due Q2	-	-
2.3	Customers who found HCST easy to contact	85%	96% (116 of 121)	Next survey due Q2	-	-
2.4	Stage one complaints responded to within 10 working days	80%	86% (69 of 80)	70% (80 of 114)		
2.5	Stage one complaints upheld	For info	39% (31 of 80)	38% (43 of 114)	-	-
2.6	Stage one complaints escalated to stage two	10%	10% (8 of 80)	16% (18 of 114)		
2.7	Stage two complaints upheld	18% or under	25% (2 of 8)	28% (5 of 18)		
2.8	Housing Ombudsman Complaints upheld (year to date)	For info	11% (1 of 9)	0% (0 of 1)	-	-

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

Three indicators are below or near target:

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

Performance has slipped below target between the previous quarter and this one, from 86% to 70%. The Complaints Coordinator has been carrying out more detailing monitoring and chasing of outstanding complaints, using a weekly list from the corporate Customer Feedback team, which will hopefully improve performance going forward.

### **Stage one complaints escalated to stage two – target 10%**


The result of 16% is outside the target (by 6% points) unlike during the last quarter when performance was 10%. This implies that many responses at stage one were lacking in quality, therefore workshops are planned for autumn 2018 to work with staff on good practice for complaint responses.

### **Stage two complaints upheld – target 18%**

Performance at 28% here missed the target because of an increase in the number of stage two complaints that were upheld following investigation by the corporate Customer Feedback team, from two during the last quarter to five during this one. The most common reason was the stage one response not being of the quality expected, so the staff workshops planned for autumn 2018 will address performance here as well.

### 3. Empty home turnaround time and mutual exchanges

All indicators in the table below give quarterly results.

 <b>Empty home turnaround time and mutual exchange indicators</b>		<b>Target 2018/19</b>	<b>Q4 2017/18</b>	<b>Q1 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
3.1	Average re-let time, excluding time spent in major works (calendar days)	21	22 (117 lets)	21 (147 lets)	Ⓞ	↑
3.2	... as above for general needs properties	For info	17 (93 lets)	16 (114 lets)	-	-
3.3	... as above for Seniors housing properties	For info	39 (24 lets)	41 (33 lets)	-	-
3.4	Average 'key to key' empty period, including time spent in major works and time being re-let (calendar days)	For info	42 (117 lets)	56 (147 lets)	-	-
3.5	New build properties let (for first time)	For info	72	30	-	-
3.6	Mutual exchange decisions made within 42 calendar days	100%	100% (33 of 33)	100% (30 of 30)	Ⓞ	↔

### 3.7. Long term empty dwellings by ward (empty six weeks or more as of 1 July 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	8	81	43-169	£1.2k	£9.7k	2 seniors flats ready to let; 2 new build flats ready to let; 4 flats undergoing major repairs.
Hangleton and Knoll	2	526	512-540	£7.0k	£14.0k	1 house being refurbished and 1 house undergoing extension works (more info on next page).
Hanover and Elm Grove	1	78	78-78	£949	£949	1 flat ready to let.
Hollingdean and Stanmer	4	72	43-148	£755	£3.0k	2 flats ready to let; 2 seniors flats ready to let.
Moulsecoomb and Bevendean	4	100	50-155	£1.1k	£4.k	2 houses undergoing major repairs; 2 seniors flats ready to let.
North Portslade	2	116	64-169	£1.2k	£2.4k	1 seniors flat ready to let; 1 flat ready to let.
Patcham	1	498	498-498	£7.1k	£7.1k	1 house being refurbished (more info on next page).
Preston Park	2	179	50-309	£2.2k	£4.4k	2 flats undergoing major repairs.
Queens Park	10	151	50-170	£2.6k	£26.5k	8 new build flats ready to let (Brooke Mead extra care scheme), 1 flat ready to let; 1 seniors flat ready to let.
South Portslade	1	141	141-141	£1.5k	£1.5k	1 seniors flat ready to let.
St Peters and North Laine	4	74	43-120	£774	£3.1	1 flat ready to let; 3 flats undergoing major repairs.
Woodingdean	1	71	71-71	£888	£888	1 house undergoing major repairs.
Total	40	139	43-540	£1.9k	£77.0k	Of 40 properties, 25 are ready to let (62%); 12 are major repairs (30%); 2 are being refurbished (5%); 1 is an extension (3%).

\*Snapshot of historic rent loss for whole time since properties became empty – of the £77.0k total rent loss, £38.8k occurred during 2018/19 to date, £35.4k during 2017/18 and £2.8k during 2016/17. As several long term empty properties have been brought back into use during this quarter, this snapshot rent loss has fallen from £91.8k on 1 April 2018 to £77.0k on 1 July 2018.

**Additional information about empty dwellings which had been empty for more than a year on 1 July 2018**

These properties are part of the extensions programme managed by the Property & Investment team, which is a long-term commitment to improve the quality of the housing stock, improve turnover of homes, and assist families who require major adaptations to allow them to remain in their homes.

The empty period for each of these properties includes lead in time whilst designs are undertaken and options are considered for the properties as well as construction time whilst extension and refurbishment works are being undertaken. It is acknowledged that improvements are needed with the overall time taken to deliver these extensions, particularly around lead in times. A review will be undertaken in 2018 to deliver an improvement in this performance.

**House in Hangleton and Knoll empty for 512 days (since February 2017)**

Refurbishment works started in March 2018 and completion is now expected for September 2018. The refurbishment has had long lead in times through the design and scoping process.

**House in Hangleton and Knoll empty for 540 days (since January 2017)**


Extension works, from two to three bedrooms, started in April 2018 and have since been completed (in August). Again there has been a long lead in period through design and scoping.


**House in Patcham empty 498 days (since February 2017)**


Refurbishment works, including alterations to bring the internal layout up to modern standards, started in April 2018 and have since been completed (in July).

#### 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.

 <b>Repairs and maintenance indicators</b>		<b>Target 2018/19</b>	<b>Q4 2017/18</b>	<b>Q1 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.1	Emergency repairs completed in time	99%	99.8% (3,202 of 3,208)	99.8% (2,864 of 2,870)	ⓐ	↔
4.2	Routine repairs completed in time	99%	99.5% (6,298 of 6,328)	99.8% (5,911 of 5,920)	ⓐ	↑
4.3	Complex repairs completed in time	For info	100% (166 of 166)	100% (179 of 179)	-	↔
4.4	Average time to complete routine repairs (calendar days)	15 days	13 days	16 days	ⓐ	↓
4.5	Appointments kept by contractor as proportion of appointments made	97%	96.8% (10,263 of 10,604)	96.8% (11,581 of 11,960)	ⓐ	↔
4.6	Tenants satisfied with repairs	96%	97.3% (1,949 of 2,004)	96.1% (1,377 of 1,433)	ⓐ	↓
4.7	Responsive repairs passing post-inspection	97%	90.3% (571 of 632)	89.2% (639 of 716)	Ⓡ	↓
4.8	Repairs completed at first visit	92%	90.1% (8,596 of 9,536)	91% (7,996 of 8,790)	ⓐ	↑

 <b>Repairs and maintenance indicators</b>		<b>Target 2018/19</b>	<b>Q4 2017/18</b>	<b>Q1 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.9	Dwellings meeting Decent Homes Standard	100%	100%	100%	Ⓞ	↔
4.10	Energy efficiency rating of homes (out of 100)	TBC	66.6	66.7	TBC	↑
4.11	Planned works passing post-inspection	97%	100% (196 of 196)	99.6% (245 of 246)	Ⓞ	↓
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (10,006 of 10,006)	100% (9,990 of 9,990)	Ⓞ	↔
4.13	Empty properties passing post-inspection	98%	98.3% (116 of 118)	98.1% (157 of 160)	Ⓞ	↓
4.14	Lifts – average time taken (hours) to respond	2 hours	2hr 45m	1hr 55m	Ⓞ	↑
4.15	Lifts restored to service within 24 hours	95%	93.8% (151 of 161)	95.2% (118 of 124)	Ⓞ	↑
4.16	Lifts – average time to restore service when not within 24 hours	7 days	2 days (22 day, 10 lifts)	12 days (70 days, 6 lifts)	Ⓡ	↓

 <b>Repairs and maintenance indicators</b>		<b>Target 2018/19</b>	<b>Q4 2017/18</b>	<b>Q1 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.17	Repairs Helpdesk – calls answered	90%	94% (23,387 of 24,894)	95% (18,172 of 19,107)	ⓐ	↑
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	69% (16,040 of 23,387)	68% (12,258 of 18,172)	Ⓡ	↓
4.19	Repairs Helpdesk – longest wait time	5 mins	13m 17s	11m 15s	Ⓡ	↑
4.20	Estate Development Budget main bids – quality checks	90%	100% (18 of 18)	100% (8 of 8)	ⓐ	↔
4.21	Estate Development Budget main bids – completions (year to date)	For info	92% (79 of 86)	6% (8 of 138)	-	-
4.22	Estate Development Budget main bids – average duration of work	For info	25 days	9 days	-	-



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

Seven indicators are below or near target:

### **Average time to complete routine repairs – target 15 calendar days**

The average time to complete routine repairs has increased this quarter to 16 days, which is slightly off target. This was due to a small number of jobs that took longer than average but were not classed as complex repairs. In particular there were four properties that required specialist works like dealing with damp, condensation and flooring.

### **Appointments kept by contractor as proportion of appointments made – target 97%**

Performance at 96.8% is the same as for the previous quarter and so remains very slightly below target. Of the 378 of 11,960 appointments that were late during Quarter 1, 68% were within two hours of the scheduled time slot and a further 16% were within four hours of when they were due. Only 1% of appointments were not kept on the same day. We will continue to monitor closely with the contractor to ensure that performance improves.

### **Responsive repairs passing post-inspection – target 97%**

Performance during Quarter 1 was again below target at 89.2%, with the proportion of repairs passing post-inspection decreasing slightly from 90.3% during the previous quarter. A total of 716 were inspected and 77 failed their quality checks, of which 52% required corrections or additions to the volume of labour or materials used (Schedule Of Rates codes), 39% failed because of poor quality work, 6% needed extra work to finish the job, and 3% failed due to other administrative errors.

Joint inspections (by staff from the Council and Mears) were introduced from November 2017 in order to support joint learning about the quality of work expected. To improve performance, training for new employees has been reviewed to reduce administrative errors, which seems to be having a positive impact so far. If administrative errors are excluded then the pass rate would have been 96% this quarter.

### **Repairs completed at first visit – target 92%**

Performance has improved and is close to meeting the target, as 91% of repairs were completed at first visit during Quarter 1 compared to 90.1% during the previous quarter.

### **Lifts – average time to restore service when not within 24 hours – target 7 days**

During Quarter 1 there were six lifts not restored to service within 24 hours and these took an average of 12 days to restore. They were at the following blocks:

- Goldstone House (27 days)
- Leach Court (17 days)
- Livingstone House (14 days)
- Elizabeth Court (5 days)
- Tyson Place (5 days)
- Allamanda, Donald Hall Road (2 days).

Delays to repairs were due to difficulties in diagnosing faults and in some cases waiting for parts.

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

Performance here remains below target at 68%, with the repairs helpdesk continuing to be affected by staff shortages during Quarter 1. New staff were recruited during this time and although the need to train them temporarily impacted on performance in the short term, this will lead to a longer term improvement.

**Repairs Helpdesk – longest wait time – target 5 minutes**

The longest recorded call waiting time was 11 minutes 15 seconds during April. The longest wait time was reduced in May to 8 minutes 27 seconds and reduced again in June to 6 minutes 25 seconds. The average call waiting time over the quarter was the same as the previous quarter at 34 seconds but reduced from the peak of 50 seconds in March. The issues affecting performance are the same as for the indicator on the previous page.

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#### 4.23 Major projects programme summary 2018-19

Ref	Description	2018-19 Budget	Latest budget*	Status
HA09033	Holmstead – structural repairs	£678k	£678k	On-site
HA09073	Tyson Place and St Johns Mount – structural repairs	£2,657k	£1,328k	Start Oct 2018
HA09080	Wickhurst Rise – structural repairs	£1,290k	£1,290k	On-site
HA09058	Park Court – external repairs	£381k	£381k	On-site
HA09081	Ingram Crescent balconies - structural repairs	£600k	£487k	On-site
HA09063	Sylvan Hall – external repairs	£520k	£520k	Start Feb 2019
HA09064	Clarendon Road – structural repairs	-	£950k	With HPT
HA09070	Tyfoam Properties – external repairs	£990k	£990k	On-site
HA09078	Albion Hill (NEW) – structural repairs	£1,510k	£783k	Start Oct 2018
4HR628	Portslade Police Station	£127k	£127k	On hold
4HR638	Sheltered Housing conversions	£331k	-	With BHCC
4HR647	Converting spaces (existing buildings)	£520k	£851k	TBC
HA09043	St Aubyns Gardens – external repairs	£600k	£180k	Start Feb 2019
HA09083	Condensation and damp works (Unity Housing)	£208k	£208k	Start Mar 2019
HA09047	Leach Court – structural repairs	£197k	£325k	Complete
4HR620	Citywide loft Conversions and extensions	£598k	£598k	TBC
4HR6033	St James car park	-	£350k	With Planning
<b>Total</b>		<b>£12,074k</b>	<b>£9,948k</b>	

\*Following a re-profile (adjustment of forecast expenditure) or variation (in terms of actual spend) from the budget set for 2018/19.














#### 4.24 Details of major projects currently on site

Project Ref.	HA09033	Name	<b>Holmstead – major external works and repairs</b>				
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 Ref.	HA09080	Name	<b>Wickhurst Rise – major external works and repairs</b>				
Exp. Start	Mar 2018	Exp. Finish	Dec 2018	2018-19 Budget	£1,290k	Latest Budget	£1,290k
Act. Start	Mar 2018	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 Ref.	HA09058	Name	<b>Park Court – major external works and repairs</b>				
Exp. Start	May 2018	Exp. Finish	17/11/18	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, upgrade of fire requirements and replacement of windows and balcony doors.							

Project Ref.	HA09081	Name	<b>Ingram Crescent balconies – replacement of railings to balconies</b>				
Exp. Start		Exp. Finish	Oct 2018	2018-19 Budget	£600k	Latest Budget	£487k
Act. Start	09/07/18	Current Status	On-site	No. of tenants	101	No. of leaseholders	13
Replacement of existing timber and metal balcony railings.							
Project Ref.	HA09070	Name	<b>Freshfield Estate – extraction of Tyfoam wall insulation</b>				
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 insulated external wall insulation system.							

## 5. Estates service

All indicators in the table below give quarterly results.

	Estates service indicators	Target 2018/19	Q4 2017/18	Q1 2018/19	Status against target	Trend since last quarter
5.1	Cleaning quality inspection pass rate	99%	99% (143 of 144)	100% (151 of 151)		
5.2	Estates Response Team quality inspection pass rate	99%	100% (184 of 184)	99% (192 of 194)		
5.3	Cleaning tasks completed	98%	98% (13,734 of 14,076)	97% (13,689 of 14,043)		
5.4	Bulk waste removed within 7 working days	92%	81% (545 of 672)	80% (687 of 859)		
5.5	Light replacements/ repairs completed within 3 working days	99%	100% (290 of 290)	100% (246 of 246)		
5.6	Mobile warden jobs completed within 3 working days	96%	99% (1,356 of 1,365)	98% (1,659 of 1,694)		
5.7	Incidents of drug paraphernalia collected	For info	23	47	-	-

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

Two indicators are below or near target:

### **Cleaning tasks completed – target 98%**

Performance has gone down slightly, from 98% to 97% since the last quarter. The Estates Service team have recruited to some posts which had been vacant during the quarter, which should improve performance. The new staff will also help to cover the extra cleaning needed at the new build blocks.




### **Bulk waste removed within 7 working days – target 92%**

Performance at 80% is below target because the cage van for bulk waste has been out of service so a more generic van is being used in the meantime, which has less capacity. To improve performance, the Estates Service team are getting new vans which will likely be delivered around November.

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## 6. Anti-social behaviour (ASB)

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

 <b>ASB indicators</b>		<b>Target 2018/19</b>	<b>Q4 2017/18</b>	<b>Q1 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
6.1	Victim satisfaction with way ASB complaint dealt with	82%*	83% (29 of 35)	83% (10 of 12)		
6.2	Tenants evicted due to ASB	For info	5	1	-	-
6.3	Closure orders obtained	For info	4	3	-	-
6.4	ASB cases closed without need for legal action	For info	89% (204 of 228)	TBC	-	-

\*This target is set in line with top quartile (top 25%) benchmarking performance using Housemark data for local authorities.



## 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.

Type of ASB incident / case	Q4 2017/18	Q1 2018/19	Change between quarters
Verbal abuse / harassment / intimidation	31% 52	38% 96	+44
Noise	24% 41	17% 44	+3
Drugs	14% 24	13% 33	+9
Crime	6% 10	5% 12	+2
Domestic violence / abuse	9% 16	10% 26	+10
Physical violence	3% 5	6% 14	+9
Pets and animal nuisance	6% 11	7% 17	+6
Hate incident	3% 5	2% 6	+1
Alcohol related	4% 6	1% 3	-3
Prostitution / sexual acts	0% 0	1% 2	+2
<b>Total</b>	<b>100%</b> <b>170</b>	<b>100%</b> <b>253</b>	<b>+83</b>






## 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	Q4 2017/18	Q1 2018/19	Change between quarters
Brunswick and Adelaide	0	0	0
Central Hove	1	3	+2
East Brighton	30	60	+30
Goldsmid	4	9	+5
Hangleton and Knoll	17	24	+7
Hanover and Elm Grove	6	14	+8
Hollingdean and Stanmer	22	24	+2
Hove Park	0	0	0
Moulsecoomb and Bevendean	19	36	+17
North Portslade	7	16	+9
Patcham	5	6	+1
Preston Park	1	3	+2
Queen's Park	37	28	-9
Regency	0	0	0
Rottingdean Coastal	0	0	0
South Portslade	5	8	+3
St. Peter's and North Laine	8	6	-2
Westbourne	2	5	+3
Wish	4	3	-1
Withdean	0	1	+1
Woodingdean	2	7	+5
<b>Total</b>	<b>170</b>	<b>253</b>	<b>+83</b>

## 7. Tenancy management and neighbourhood

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

	Tenancy management and neighbourhoods indicators	Target 2017/18	Q4 2017/18	Q1 2018/19	Status against target	Trend since last quarter
7.1	Tenancy fraud – properties returned to stock	For info	20	5	-	-
7.2	Tenancies sustained – tenancy sustainment closed cases	98%	99% (132 of 133)	100% (33 of 33)		
7.3	Tenancy visit to general needs tenants within last 5 years	90%	92% (9,361 of 10,154)	92% (9,364 of 10,172)		

NB We have removed the Estate inspections completed indicator as we are entering into a period of review in preparation for the Field Officers delivering this function for us. We are currently planning a new process for the Field Officers to deliver and are expecting them to begin in Spring of 2019.

#### 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	Q4 2017/18	Q1 2018/19	Change between quarters
Abandonment	5% 16	4% 13	-3
Assignment request	1% 3	2% 7	+4
Boundary issues	9% 29	14% 47	+18
Caretaking	0% 0	1% 2	+2
Court of Protection	1% 3	1% 4	+1
Death of a tenant	15% 46	10% 33	-13
Decants and Temporary Moves	5% 17	2% 8	-9
Fraud	2% 6	2% 5	-1
Leaseholder breach	2% 6	3% 9	+3
Succession application	9% 27	5% 15	-12
Tenancy breach	18% 55	11% 36	-19
Unsatisfactory Interiors	4% 13	4% 12	-1
Untidy Gardens	14% 43	26% 86	+43
Use & Occupation	2% 5	1% 4	-1
Vulnerable adult and safeguarding	14% 43	14% 47	+4
<b>Total</b>	<b>100%</b> <b>312</b>	<b>100%</b> <b>328</b>	<b>+16</b>


### 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	Q4 2017/18	Q1 2018/19	Change between quarters
Brunswick and Adelaide	0	1	+1
Central Hove	3	4	+1
East Brighton	66	40	-26
Goldsmid	12	5	-7
Hangleton and Knoll	25	40	15
Hanover and Elm Grove	14	7	-7
Hollingdean and Stanmer	38	47	+9
Hove Park	0	0	+0
Moulsecoomb and Bevendean	49	53	+4
North Portslade	14	17	+3
Patcham	13	20	+7
Preston Park	3	5	+2
Queen's Park	34	38	+4
Regency	0	1	+1
Rottingdean Coastal	0	0	0
South Portslade	12	14	+2
St. Peter's and North Laine	10	11	+1
Westbourne	2	5	+3
Wish	4	8	+4
Withdean	2	4	+2
Woodingdean	11	8	-3
<b>Total</b>	<b>312</b>	<b>328</b>	<b>+16</b>

## 8. Seniors housing

All indicators in the table below give quarterly or end of quarter results.

 <b>Seniors Housing indicators</b>		<b>Target 2017/18</b>	<b>Q4 2017/18</b>	<b>Q1 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
8.1	Residents who have had a tenancy visit within the last 12 months	96%	96% (836 of 868)	97% (868 of 898)	Ⓞ	↑
8.2	Schemes hosting social, health and wellbeing activities (at least weekly)	95%	100% (22 of 22)	95% (21 of 22)	Ⓞ	↓
8.3	Schemes hosting events in collaboration with external organisations	90%	95% (21 of 22)	91% (20 of 22)	Ⓞ	↓

# Council housing performance

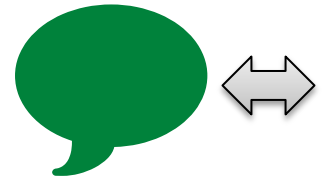
## Quarter 1 2018/19 (April to June 2018)



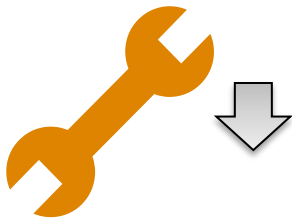
**98.56%**  
Rent collected



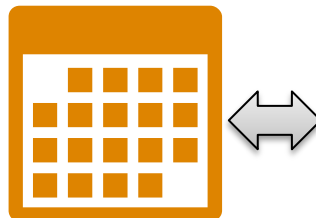
**95%**  
Repairs calls  
answered



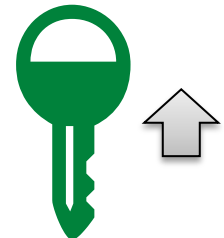
**83%**  
Satisfaction  
with ASB cases



**16 days**  
Routine repairs  
completion time



**97%**  
Repairs  
appointments  
kept



**21 days**  
Empty home  
re-let time



**97%**  
Cleaning tasks  
completed



**98%**  
Mobile warden  
jobs done in  
time



**92%**  
Five-year  
tenancy visits  
completed

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove  
City Council

# Quarter 1 2017/18 performance report – key trends

## Top 5 scores (compared to target)

1. Rent loss due to empty dwellings (0.84% vs 1% target)
2. Estate Development Budget main bids – quality checks (100% vs 90% target)
3. Repairs Helpdesk – calls answered (95% vs 90% target)
4. Lifts – average time taken (hours) to respond (1 hour 55 mins vs 2 hour target)
5. Planned works passing post-inspection (100% vs 97% target).

## Bottom 5 scores (compared to target)

1. Repairs Helpdesk – longest wait time (11 mins vs 5 min target)
2. Lifts – average time to restore service when not within 24 hours (7 days vs 2 day target)
3. Stage one complaints escalated to stage two (16% vs 10% target)
4. Stage two complaints upheld (28% vs 18% target)
5. Bulk waste removed within 7 working days (80% vs 92% target).

## 5 biggest improvements (since previous quarter)

1. Lifts – average time taken (hours) to respond (from 2 hours 45 mins to 1 hour 55 mins)
2. Rent loss due to empty dwellings (from 1.06% to 0.84%)
3. Repairs Helpdesk – longest wait time (from 13 mins to 11 mins)
4. Average re-let time, excluding time spent in major works (from 22 to 21 days)
5. Lifts restored to service within 24 hours (from 93.8% to 95.2%).

## 5 biggest drops (since previous quarter)

1. Lifts – average time to restore service when not within 24 hours (from 2 to 12 days)
2. Stage one complaints escalated to stage two (from 10% to 16%)
3. Average time to complete routine repairs (from 13 to 16 days)
4. Stage one complaints responded to within 10 working days (from 86% to 70%)
5. Stage two complaints upheld (from 25% to 28%).



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

## **1. Leaseholders Action Group**

Minutes from meeting of 18<sup>th</sup> April 2018 are attached.

## **2. Home Service Improvement Group**

Main discussion points from meeting on 12<sup>th</sup> June 2018:

- Report from Core Partnership Group, fencing discussion
- Report from Resident Inspectors; Empty property process & leaseholder involvement discussed
- Report from EDB Panel; update on EDB process review in progress
- Insulation & Energy Strategy; next steps to plan +SHINE info
- Overview of upcoming engagement around procurement for new housing repairs, planned maintenance and capital works contract.

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

Minutes from meeting of 26<sup>th</sup> June 2018 are attached.

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

Main discussion points from meeting on 22<sup>nd</sup> May 2018:

- Tenants' right to safety.
- Sensitive lets
- Grounds maintenance standards
- Isolation & Loneliness

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

Main discussion points from meeting on 14<sup>th</sup> June 2018:

- Review of Learn, Create, Innovate training programme for residents
- Planning for 'best practice' event for tenant and resident associations to be held in the Autumn
- Update on City Wide Conference for all residents to be held on 19 October 2018
- Update on group's business plan

## **6. Tenant Disability Network**

Minutes of the March 2018 meeting are attached.

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

Minutes of the meeting on 25<sup>th</sup> April 2018 are attached.



Tony McCoy - SHAG

Alison Gray - West

Martin Cunningham Central

Jason Williams Central

Chris ElShabba East

Lynne Bennett East

Muriel Briault West

Barry Kent North

Officers: Jake, Possability People

Sarah Potter, Adaptations Manager

Lindsay Hickstep, OT Assistant

Rebecca Mann, Resident Involvement Officer

## **Introductions**

Minutes Agreed

## **Agenda**

### **Item 1 Sarah Potter Adaptations**

- Housing Revenue Account ( HRA) spend on council adaptations to date £1.013m including £27,834 on equipment and minor adapts; 218 major adapts completed ( £1.144m at year end, 228 major adapts completed)
- Bathroom adapts e.g level access showers - we now agree to redecorate the whole bathroom not just the area effected as before
- Joint work with other Housing teams – we work with the Loft & Extension capital programme where a disability need and overcrowding – 3 projects on the go, due to complete 18/19; on council new build OTs involved in the design stage and viewing/letting stages – at Brooke Mead we working with Senior Housing & CarelinkPlus on the telecare equipment to be included; door replacement programme – we are working with Property & Investment team to make sure ‘adaptations’ are missed out, the programme has covered additional costs of installing auto door openers on communal front doors.
- Staffing – we have recruited to 2 x OTs posts ( Anna Colgan, Joanna Whatley ) and one x OT Assistant post ( Lindsey Huckstep)
- Possability People, Locality Hub events – SJP promoted these events , taking place across the City, organised by Possability People, bringing together a wide range of community and voluntary sector providers and residents , sharing info about the range of services for adults out there including for example the Health Living Pharmacies , Carer’s Hub and Healthy Lifestyles Team BHCC – events by invite, contact Possability People for more info

### **Item 2**

#### **Isolation**

Concerns about vulnerable residents living in council properties and not being ‘picked up’ by landlords and social services. Discussion around the implications and difficulties of proving such a service due to many people not wanting to engage, but also how can residents assist.

Becca explained that Neighbourhood and Tenancy Service Improvement Group are having a discussion on this at their next meeting.

### **Item 3**

Newsletter – suggestion that TDN is advertised in Homing In. To add articles to publicise what the group does and how to contact us.

RM to contact Sue Bishop who edits the magazine.

Suggestion that Possability People also offer an article for the magazine publicising the work they do across the city.

Tony McCoy mentioned the 'sheltered radio station' at Sloane Court and how that could be of use to advertising the meeting.

#### **Item 4**

##### **Mobility Scooters**

Residents should contact Housing Customer Services if they're thinking of purchasing a mobility scooter and the council will try to accommodate them where they can but they can not be left in common ways.

The council is still looking for suitable places to provide storage. Agreed this is ongoing.

#### **Item 5**

##### **Newsletter**

Agreed to concentrate the next meeting on gathering articles so this doesn't fall upon just one or two people together. Resource centre will print and help put content together but of course it needs articles in the first place.

#### **Item 6**

##### **Priorities for the coming year:**

Adaptations

Information sharing

Social isolation – liaise with Tenancy and Neighbourhood

Benefits Update (ongoing )

##### **Next meetings**

23 July, 17 September, 19 November.

Meeting	<b>Senior Housing Action Group (SHAG)</b>		
Attendees	<p><b>Residents:</b> Roy Crowhurst (Chair SHAG, Woods House), Jan Logan, Bette Lewis, Bryan French (Jasmine Court) Diana Ward Davis (Sanders House) Vic Allum, Ray Goble (Elwyn Jones Court), Walter Sargison (Broadfields), Eileen Stewart, Terry Rogan, Rita Devitt, Tomm Nyhuus (Somerset Point), Peter Picton, Stephen Bowers (Hazelholt) Bob Spacie, (Laburnum Grove) Ernest Tidy (Churchill House) Jean Davis (Leach Court) Tony McCoy (Sloane Court) Mick Andrews, Steve Nye (Elizabeth Court)</p> <p><b>Partners:</b> Peter Lloyd (Health Watch) Brendan Ford (Mears, Empty Homes) Kay Atherton (Mears)</p> <p><b>Staff:</b> Peter Huntbach (Seniors Housing Manger) Hannah Barker (Resident Involvement Officer) Michelle Baden (Housing Customer Services Team Leader)</p>		
Apologies			
Venue	<b>Leach Court</b>	Produced by	Hannah Barker
Date Time	<b>25<sup>th</sup> April 2018</b> <b>10:00-12:30</b>	Minutes completed	<b>02.05.18</b>

Meeting action minutes

A minute silence was held in the memory of Charles Penrose and Allen Davies.

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

Action	Description
	Minutes agreed from 24 <sup>th</sup> January 2018
2	<i>Somerset Point paint standards:</i> Scheme manager in discussion with contractors, we were also unhappy with standard (further discussion below)
3	<i>Meet with reps to discuss Laburnum Grove residents who wish to redecorate communal area themselves:</i> In discussion with our Health & Safety lead, and will be discussed at the scheme managers meeting.
4	P&I invited but didn't respond. (Hannah to chase up)
5	Laburnum Grove shower has just been completed and handover is imminent
6	<i>£5M for studio conversions reallocated? :</i> Our initial plan over 3 years extended to 4 years because of length of time to complete works. The process changed to a piecemeal basis as flats became empty. We then hoped we would be able to let the flats quicker, however still found to be difficult to let, incurring substantial rent loss. Therefore the large program of conversions has been suspended. The allocated finance will be reinvested as part of Housing Revenue Account Capital Investment Plans. Part of that is our priority to upgrade fire and warden call systems.

**Items discussed, agreements and future action**

**1) Chairs Communications**

Privilege & pleasure to attend **official opening of Brookmead**. Spoke to new director of Adult Social Care and various other officers.

**TV License:** (was asked to put this on the agenda)

- The concessionary license is the sole responsibility of TV licensing authority, not the council, or Housing dept.
- Concessions are applied to individuals and not to the scheme.
- If you live in Seniors Housing and are working you do not get a concession.
- If you are over 75 you get a free license
- If you are on means tested benefits, you qualify for concession
- Peter Huntbach will get the rules to each scheme manager. **(ACTION 1)**
- This information should be part of the welcome pack when moving into Seniors Housing. Apologies if this hasn't happened. You should be able to claim a refund back if you have unnecessarily paid.

Action		Who	Due
1	Issue TV license rules to scheme managers	Peter	

## 2) Peter Huntbach Update

Thank you to everyone who is here today, this is the largest Seniors meeting for a long time

### Redecoration & other repairs issues:

- Somerset Point: Residents unhappy with paint works on common ways and want it redone.
- Jasmine Court: reported a similar problem with a retouch-up of paintwork promised but not yet delivered.
- Seniors Housing service shares residents values for getting it right first time and the importance of value for money
- Mears don't charge for jobs until jobs are deemed complete.

**Q:** Do Mears use subcontractors? Use skilled operatives? Because one decorator at Somerset Point said he was working cash in hand. We want a professional job.

**A:** Mears are not allowed to subcontract. This was insisted upon years ago when the matter was raised as an issue by residents. Peter will keep residents updated on this matter **(ACTION 2)**

- Drafts in flats and fire service officers questioning the installation of certain wiring raised **(ACTION 3)**
- Lots of the issues revolve around communication between Mears and the tenants, which seems to be slipping.
- Sloane Court; majority of jobs excellent, but last job disastrous, leaving resident terrified: leak in the shower - shortly after operative left (having spent much of the time in the van or on his tablet), it fell off. The following day a Mears supervisor attended agreeing it was atrocious. Inappropriate description of safety being in question was shared by Mears. **(ACTION 4)**

### Expansion of activities in our schemes update:

**East Sussex Fire & Rescue Service** – all new residents are offered a home fire service visit.

**Red Cross** - have been delivering first aid courses in schemes designed specifically for the seniors – please speak to your scheme manager if you are interested in having one in your scheme.

**Age UK** - have piloted advice surgeries at Brookmead and are keen to do more in our schemes. E.g. tenants at Woods House have requested one to assist with benefits information.

**Successful funding** achieved with South East Dance activities at Brookmead and Leach Court

**Fabrica Gallery** drawing activities



Actions		
2	Will raise issue of wiring with our Health & Safety lead and include Eileen Stewart in the conversation.	Peter
3	Update Somerset Point residents on decorations	Peter
4	All above actions will be reported through to Property & Investment team	Peter

### 3) Individual schemes Tenants Association constitution

Raised again by resident at Leach Court. As stated before, there is no reason why tenants associations within schemes have to be aligned with the constitution of the Seniors Housing Action Group. Chair has spoken with the Resident Involvement Officer supporting the Leach Court Association.

### 4) Discretionary Decorating Scheme

- a secure tenant of Brighton & Hove City Council
- age 70 or over and be in receipt of Housing Benefit
- or receiving Attendance Allowance, Personal Independence Payment (PIP) or Disability Living Allowance (DLA) and Housing Benefit.
- Option 1 - Decorating packs - This scheme is for tenants who are able to do the work themselves or have a friend or family member who can do it for them. A decorating pack will be issued containing the materials they will need to decorate one room in their home.
- Option 2 - Decorating work carried out by Mears - This scheme is for tenants who are unable to do the decorating work themselves and do not have anyone available to help them. The work will be carried out by Mears decorators.
  - One room per application
  - No room redecorated within 10 years
  - Several choices of paint colours available
- Tenants who are behind with their rent or have legal notices against their tenancy will not normally be considered.
- Successful applications to either option of the discretionary decorating scheme will only be considered once every two years.
- Applications all online – but call Housing Customer Services on 01273 293030 and they will help you do that.
- Same budget this year as last.
- Funds were not all spent last year.

#### Discussion Lettable Standard :

- Cleaning standard at new property when a resident moved in was not very good. Smells, dirty.
- Another ex-smokers flat was passed on with only a coat of paint over stained wallpaper which peeled off.

- Mears would use stain-block over nicotine stain and anti-fungal paint.
- Suggestions to strip paper and put up new, however wall papering is the tenants responsibility.
- **(ACTION 5)** Look at what is our Lettable Standard at point of moving in and what to do if there is a problem
- What happens if a very old person moves into a flat that qualifies as 'lettable standard' but it needs redecorating and they have no family to assist – can it be done? Is Lettable Standard suitable for older people? **(ACTION 5)**
- Concern at older people who think they can do more physically than they are able and cause themselves an injury climbing ladders and falling.
- There is a handyman available to help residents – one new resident wasn't given this information and spent £200 on help when moved in - contact will be circulated again to scheme managers. **(ACTION 6)**

### Guest Rooms

One scheme guest room was damaged and items had to be replaced and cleaning paid for. Housing will be recharging the guests for these costs.

#### Actions

5	Look at Lettable Standard for Seniors at next meeting.	Peter
6	Circulate handyman info to all scheme managers	Peter

### 5) Decoration Standards in Communal Areas

Residents said that the communal areas in some schemes need repainting – such as Laburnum Grove and understood that BHCC would do these every 5 years. SHAG would like to see a copy of the internal decoration programme for seniors housing. **(ACTION 7)**

- Part of pressure due to National government decisions – rent reductions at same time as properties need investment.

#### Actions

7	Internal decoration standard on agenda for next meeting.	Peter/ P&I
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### 6) Repairs & maintenance issues raised

**Window cleaning** - Somerset Point - when was it last done? Not being done but still paying? Can it be checked? **(ACTION 8)**

- Communal windows are cleaned every 3 months. The chair of the tenants' association and scheme manager have to sign it off.

Individual flats windows are tenants responsibility. Some tenants group together to pay a private cleaner to attend.

**Elizabeth Court** LIFT RENEWAL. The lift has broken again which has inconvenienced residents – when is this likely to be renewed?

**Elwyn Jones Court** LIFT WORK. A hole has been dug which they understand is in preparation for a new lift being installed but have been given no indication as to how long the hole would be there – it's been 2-3 weeks already.

WATER HEATING REFUND Issue raised about promised but delayed refund of the water heater. Victor Allam said that he would like to take up the offer of a home visit as per Martin Reid's e-mail

**Jasmine Court** MAJOR WORKS/CONVERSIONS. There were complaints about the quality of the work. Representatives said that they were promised that their doors would be painted but this hasn't happened. Complaint about poor plaster work.

**Leach Court** MAJOR WORKS/ALARM UPGRADE. The contractors installing the new alarm system work in a way that is unsafe with tools and other work equipment being left where people can trip over them.

8	All the above will be reported onto P&I with report back requested	Peter
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## 7) Any other Business

The acronym for the group was requested to be discussed and changed. **(ACTION 9)**

**Q:** In the past there were quiz teams that would visit other schemes can this be regenerated? **A:** More than happy to promote. Issue is with costs and availability of transport for people to travel between schemes. Regulations for drivers of mini vans has tightened up.

**Discussion** about fundraising for a van.

Residents shared wildflower seeds – Sloane Court establishing wildlife hedgehog hotel and have foxes too.

9	Discuss name of group at next meeting	Roy
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**Section 3 – Agenda for next meeting**

1	Name of group – please bring any suggestions and there will be a vote.
2	Internal decoration program - request from P&I
3	Lettable Standard for Seniors – P&I team invite to talk about this.
4	Security within schemes

## **MINUTES OF LEASEHOLDER ACTION GROUP MEETING 28 APRIL 2018**

Apologies: Keith

### **1. MEETINGS FOR YEAR AHEAD**

- May 30th Wednesday 6:30-8:30pm Hampshire Lodge
- September 5th Wednesday 6:30-8:30pm Hampshire Lodge
- October 31st Wednesday 6:30-8:30pm Hampshire Lodge
- January 2nd Wednesday 6:30-8:30pm Hampshire Lodge
- February 27th Wednesday 6:30-8:30pm Hampshire Lodge
- There will also be ad hoc meetings with Council Officers with regard to the review of the current Mears responsive repairs and major works contract.

### **2. NOMINATIONS FOR AREA PANEL REPS**

- Graham and Muriel for West Area
- Tony for Central
- Dave Spafford for deputy for Central
- The elections have to take place when a council officer is present, which isn't until the end of May, thereby missing one Area panel meeting. Why can't we elect them at the AGM?

### **3. PRIORITIES**

- Priorities agreed:
- means for communication by LAG with ALL leaseholders
- Review of new Mears contract (see item 4 below)
- Asset management - repair logs, warranty requirements, accounting procedures, planned maintenance, quality assurance
- Major Works costs, quality and consultation - management and monitoring of entire process by BHCC
- Larissa Reed mentioned employing a leaseholder liaison officer as a result of the Leaseholder Workshop in March. What LAG really needs is a Quantity Surveyor.
- The difficulty of getting information to leaseholders keeps LAG numbers low. The council won't release email addresses but they could put letters in with Homing In (4 per year) and/or the Service Charge letters (2 per year). Or they could use their email database to pass on info from us.

### **4. REVIEW OF MEARS CONTRACT**

- The management of assets is more important than the details of the contract
- Direct Delivery, where the council prices a job directly, is desirable
- Good surveyors and clerk of works are paramount - they currently check 10% of works from photos.
- The council have pledged to consult with residents on the changes

### **5. MAJOR WORKS**

- Always ask for proof on cost comparisons (eg. gutters)
- Major works are not costed in accordance with the Schedule of Rates (for responsive repairs. Planned Maintenance was taken off the Schedule of Rates and is now lumped

with Major Works). The council will not publicise the SoR. Dave C will put in an FOI for SoR and for what it applies to.

- We need to know how major works costs are worked out.
- A question for HNHC about evidence of corruption will be put forwards.

## **6. ANY OTHER BUSINESS**

- The estimate for the service charge cost should be printed next to the actual cost with a third box to show the previous year's figures. Peter will produce a sample form.
- Discussion about the process of payment for Major Works. Agreed that overcharging is the main issue.
- DC to chase Leaseholder Workshop minutes
- The LAG Action list (from last year) will continue to be monitored.
- Bureaucratic and unhelpful rules that need to be challenged:
- Non-resident leaseholders lack of rights to join the resident involvement process
- Number of LAG committee members is 9. Why? - there is no such limit on the resident associations
- Elections of Area panel reps should be done at the AGM with the other elections
- We are not allowed to co-opt members - why? JT will continue to challenge these.
- Need to follow up on accounting procedure with Martin Reid, to explain how costs are arrived at. Eg. spec of work, spec of products, how costed, how checked, how much paid
- to workers. Dave S will ask Martin Reid.

## **7. MATTERS ARISING**

- Ask for proof that non-maintenance of windows is cheaper

Meeting	<b>Business &amp; Value For Money Service Improvement Group</b>		
Attendees	<b>Lynn Bennett, David Croydon, Ann Willson, Vic Dodd Staff: Keely McDonald</b>		
Apologies	<b>Tracey Angus, , David Spafford</b>		
Meeting location	<b>Downland Court</b>	Produced by	<b>Keely McDonald</b>
Date Time	<b>26/06/18</b>	Minutes completed on	<b>04/07/18</b>

### Section 1 – Update on actions from previous meeting

	Description
<b>1</b>	Look into how group can help with promoting support available to Universal Credit applicants.
<b>2</b>	Concerns over surveyors potentially recommending cladding where it isn't needed to be passed on to Home Group
<b>3</b>	Request progress report and timetable on IT System
<b>4</b>	Bring update on Resident Assessors looking at SHINE works.
<b>5</b>	Distribute SHINE promotional Material
<b>6</b>	Look at costs of Resident Assessors
<b>7</b>	Create leaflet/poster to encourage residents to share transport
<b>8</b>	Encourage transport sharing for Citywide Conference
<b>9</b>	Provide information on taxi costs for Resident Involvement Team
<b>10</b>	Contact Print & Design Team for leaflet guidance
<b>11</b>	Look into combating isolation from a Business & Value For Money perspective
<b>12</b>	Speak to communities to find out what group could look into in future
<b>13</b>	Include Partnership Core Group Update with Minutes
<b>14</b>	Provide Garden Update with minutes
<b>15</b>	Email Lynn with nominations for position of Vice Chair

### Section 2 – Agenda items, agreements and future action

Agenda item 2 Previous Minutes	
Agreement / Decision	1. New Universal Credit Support workshop planned through the Learn Create Innovate learning programme.  2. LB to provide response when received

	<p>3. Requested</p> <p>4. Ongoing</p> <p>5. Complete</p> <p>6. See agenda item 4</p> <p>7. See agenda item 7</p> <p>8. See agenda item 7</p> <p>9. Complete</p> <p>10. Complete</p> <p>11. Ongoing</p> <p>12. Ongoing</p> <p>13. Ongoing</p> <p>14. Ongoing</p> <p>15. Complete</p> <p>Resident Assessors have not viewed any SHINE works as yet</p> <p>Potential working group from both BVFM and Tenancy &amp; Communities to look at combating social isolation.</p>	
Action(s)	Who	Deadline
Group to be added to UC workshop	KMD	July 18
Promote feedback from workshop to Associations for inclusion in their newsletters	KMD	Nov 18
Follow up on request for IT System timetable	KMD	14 Aug
How to promote UC support on action plan	KMD	14 Aug
Follow up request for IT system update	KMD	14 Aug
Ask Hannah Barker if Resident Assessors will be looking at any SHINE works in near future	KMD	14 Aug
Send out Partnership Core Group Update	KMD	Sept 18
<b>Agenda item 3 Vice Chair Elections</b>		



Agreement / Decision	David Spafford elected as Vice Chair		
Action(s)		Who	Deadline
<b>Agenda item 4 Value For Money of Resident Assessors exercise outline</b>			
Agreement / Decision	<p>Info provided by Glyn Huelin:</p> <ul style="list-style-type: none"> <li>• The resident inspectors project has been co-designed by residents and council officers to get a hands on look at the work of our contractors</li> <li>• It provides valuable feedback on the work contractors do and how it impacts from a resident perspective</li> <li>• Resident Inspectors select a range of activities to look at from responsive repairs and empty property refurbishments to projects at Seniors Housing Schemes and the work of our gas contractor</li> <li>• The group meets regularly with a resident chair and is supported by council staff including (Resident Involvement Officer, Property &amp; Investment staff and contractor staff).</li> <li>• Part of the purpose of the group is to provide a resident voice in looking at the performance of the service and developing improvements going forward.</li> </ul> <p>Group has changed since its beginning, now carrying out shadowing with various staff, as well as taking photos to record works. Offer a link to residents to ensure they are getting value for money re. lettings and repair service. Resident Assessors is a vital group and gives a valuable and unique perspective of works as well as ensuring homes are safe for residents. Provides a link to peer support for potentially vulnerable tenants. There is a gap between the council's 'Decent Standard' and the assessors' expectations. BVFM group feel it is necessary to know the cost of the works.</p>		
Action(s)	Include Resident Assessor Updates with future agendas	Who LB	Deadline Aug 18
<b>Agenda item 5 Home Group Update (Energy Strategy questions raised)</b>			
Agreement / Decision	No update available.		
Action(s)	Speak to Home Group Chair and report back	Who LB	Deadline 14 Aug
<b>Agenda item 6 Citywide Conference Breakout Group Plan – The Environment</b>			
Agreement / Decision	<p>Main points: Recycling, Rubbish and Communal Grounds</p> <p>Requesting new leaflets to be printed by CityClean re. what can be recycled.</p>		

Decision	<p>Currently only for distribution at the conference. CityClean do not pick up rubbish which falls on the ground while they are working.</p> <p>Ideas suggested:</p> <ul style="list-style-type: none"> <li>• Getting schools involved in clean up days</li> <li>• Group members to speak to associations with newsletters and Facebook groups to promote</li> <li>• Distribute and publicise CityClean leaflet</li> <li>• Ask what CityClean are doing to improve the environment</li> <li>• Asking attendees what they can do to improve their environment, community responsibility</li> <li>• Ask residents what would make it easier for them to improve their environment</li> <li>• Aim to create a help pack to give out to resident associations to encourage and organise exercises to improve the environment</li> </ul>		
Action(s)		Who	Deadline



**Brighton & Hove  
City Council**

<b>Agenda item 7 Encouraging Transport Sharing Poster</b>			
Agreement /  Decision	Who are we trying to reach? <ul style="list-style-type: none"> <li>• Area representatives</li> <li>• People in outlying regions</li> <li>• People who are interested in being involved in the Resident Involvement Structure, but see transport as a barrier</li> </ul> What should the document say? <ul style="list-style-type: none"> <li>• Claim mileage or get a free bus ticket. Taxi vouchers available if you have mobility issues, but share if you know someone nearby is going to the same meeting.</li> <li>• Include a map of main meeting points, the Resource Centre and helpful bus routes.</li> </ul>		
Action(s)	Give AW's contact info to Print & Sign Team to lead on document Invite Print & Sign Team to next meeting to discuss	Who KMD  KMD	Deadline 30 July  14 Aug
<b>Agenda item 8 Future Meetings</b>			
Agreement /  Decision	14 August – Robert Lodge. LB to confirm  4 September - Citywide Conference  16 October – Robert Lodge		
Action(s)		Who	Deadline
<b>Agenda item 9 AOB</b>			
Agreement /  Decision	No results from Grounds Maintenance Pilot as yet.  Questions to ask CityParks:  What did CityParks change as a result of this pilot?  Were any additional costs incurred?		
Action(s)	Look into Grounds Maintenance pilot results	Who KMD	Deadline Sept 18

### Section 3 – Agenda for next meeting

1	Review draft transport leaflet
2	Finalise Citywide Conference Workshop
3	Work on Combined Tenancy & Communities Working Group on social isolation
4	
5	
6	