

# BRIGHTON & HOVE CITY COUNCIL

## HOUSING MANAGEMENT PANEL: NORTH AREA

7.00pm 6 JUNE 2019

HOUSING CENTRE, EASTERGATE ROAD, BRIGHTON, BN2 4QL

### MINUTES

**Present:** Councillors Fowler, Knight and Osborne

**Representatives:** Heather Hayes (Coldean), Jenny Simmonds (Group), Desmond Jones (Hollingdean R.A), Terrence Hill (Bates TRA)

**Officers:** Glyn Huelin (Head of Housing Repairs & Improvement), Ododo Dafe (Head of Income, Improvement, Customer Service), David Canham (Senior Program Manager), artin Reid (Assistant Director of Housing), Hannah Barker (Community Engagement Officer), Justine Harris (Head of Tenancy Services), Brett Stacey (Field Officer Manager)

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

#### 1 WELCOME AND INTRODUCTIONS

#### 2 RATIFICATION OF CHAIR

2.1 Councillor Theresa Fowler was ratified as the Chair of the North Area Housing Management Panel.

#### 3 APOLOGIES

3.1 Apologies were received from Jane Hunter (Moulsecoomb TRA.)

#### 4 CHAIR'S COMMUNICATIONS

4.1 The chair gave the following communication:

“Anti-social behaviour is one of the most important issue for tenants of social housing. It damages lives and communities and its impact can be profound and far reaching. Our Tenancy Team work in close partnership with the Police and Community Safety Team to deal with anti-social behaviour within the city.

The team works to do all it reasonably can to prevent crime and disorder in our housing stock and works with new legislation that has radically altered the powers the council has to tackle anti-social behaviour.

Please let your Community Engagement Officer know if you would be interested in attending one of the Enforcement workshops being arranged by the team which share information on how they work and deal with this type of behaviour.

[Estate Development Budget online form](#)

You will now be able to apply for Estates Development budget online. This will make the process much easier and encourage more tenant and leaseholder groups to apply. The online version still contains the information that was required on the paper form, but we will now be able to see all the details of each and every bid in one place. This will also improve the decision making and the delivery of EDB projects. Residents can still request help from the Community Engagement Team if they do not have IT access or find it difficult to use. The CE team can do an information or training sessions on the online form and process when requested. All feedback will be used to continue to improve the process over the next year.”

## 5 MINUTES OF THE PREVIOUS MEETING

- 5.1 **Resolved:** That the Panel agreed the minutes of the previous meetings on the 29<sup>th</sup> November 2018 and the 21<sup>st</sup> February 2019 to be an accurate record.

## 6 RESIDENTS QUESTION TIME

- 6.1 (Item 1 – De-recognition of ECMTRA)
- 6.2 A resident noted that they had listened to the ECMTRA.
- 6.3 An officer requested for the response to be shared.
- 6.4 **RESOLVED** – that the report was satisfactory.
- 6.5 (Item 2 – Damp and Black mould in tenant’s homes)
- 6.6 A resident presented concerns provided by tenants and enquired if there was a possibility of claiming through insurance for this.
- 6.7 An officer stated confirmed the various stages of dealing with this subject.
- 6.8. **RESOLVED** – that the report was satisfactory.
- 6.9 (Item 1 – 68 to 70 Godwin Road Drain Clearance – West Area)
- 6.10 A resident expressed concern regarding the regular maintenance of drainage both above and below ground.
- 6.11 An officer apologised for the delay in responding to this and that communication needed to be clearer with residents going forward.
- 6.12 **RESOLVED** – that the report was satisfactory.
- 6.13 (Item 2 – New Door Entry System at Ingram Court – West Area)
- 6.14 A resident sought clarification on this.
- 6.15 An officer stated that this was an issue across the City and that following the 2015 review, BHCC had agreed to remove trade button. It was noted that since then BHCC had realised that operating with a negative blanket approach to this issue was wrong, as a result efforts to address this via consultation would be adopted going forward.

6.16 **RESOLVED** – that the report was satisfactory.

## **7 ELECTIONS**

7.1 An election was conducted for the North Area Panel Task and Finish Group for Repairs and Maintenance.

7.2 Terrence Hill was unanimously voted as Chair and Heather Hayes was voted as Vice Chair.

## **8 NEW COMMUNITY ENGAGEMENT TEAM**

8.1 An officer gave a brief overview of the New Community Engagement Team and of the structure changes that had taken place. It was noted the Community Engagement Officers were there to widen the scope of response to resident's concerns outside of just housing. The following officers were introduced:

- Simon Bannister
- Tom Goodridge
- Pat Liddell
- Keely McDonnell
- Sharon Terry
- Rebecca Mann
- Trevor Jones

8.2 A resident enquired of Trevor Jones' replacement.

8.3 An officer stated that the post would be recruited.

8.4 **RESOLVED** – that the report be noted.

## **9 ENVIRONMENTAL IMPROVEMENT SURVEY**

9.1 An officer gave a brief overview of the Environmental Improvement Survey, it was stated that this was a new initiative and was an online survey asking tenants and leaseholders. Posters were shown to the panel.

9.2 A resident requested details of the meeting and enquired if other areas could attend.

9.3 Councillor Kate Knight proposed the use of social media to help publicise this.

9.4 An officer stated outlined details for the resident and stated that people were welcome to attend. It was confirmed that this was already on social media.

9.5 **RESOLVED** – that the report be noted.

## **10 ANNUAL REPORT 2019**

10.1 An officer gave a brief overview of the annual report and noted that it was both retrospective and prospective in outlook. It was stated that the final version would have more information.

- 10.2 A resident referred to page 43 and noted the lack of information regarding solar savings.
- 10.3 An officer stated that the solar panels program was affected by reduced subsidy from Central Government over time.
- 10.4 **RESOLVED** – that the report was noted.

## **11 PROGRAMME FOR FUTURE HOUSING REPAIRS, PLANNED MAINTENANCE AND CAPITAL WORKS**

- 11.1 An officer gave a brief overview of future housing repairs, planned maintenance and capital works. The panel were informed of the various tasks and finishing groups involved and that ongoing meetings with Mears Construction were currently taking place to ease the transition. It was stated that the next step was to continue procurement over the summer.
- 11.2 A resident enquired if the window replacement scheme constituted part of the major projects framework.
- 11.3 An officer stated that generally projects would not include windows, a brief summary of what was included under major projects was given.
- 11.4 **RESOLVED** – that the report was noted.

## **12 HOUSING MANAGEMENT PERFORMANCE REPORT**

- 12.1 An officer gave a brief overview of the Housing Management Performance Report and noted that there were 41 performance indicators that had been tracked throughout the year. It was stated that this report gave details of the last quarter including comparable info against the year before, this information included benchmarking data against other Local Authorities.
- 12.2 Residents had the following enquiries, concerns and statements:
- A resident requested clarification of the data on boiler replacement or repairs.
  - It was stated that some high-rise blocks had not been inspected and that this ran against what was stated in the report.
- 12.3 An officer stated that houses and flats had annual servicing that was different to other programmes which came under works, it was further stated that every gas boiler had been inspected. Further efforts to follow up with residents would be taken.
- 12.4 **RESOLVED** – that the report was noted.

## **13 CITY WIDE REPORTS**

- 13.1 **RESOLVED** – that the reports and minutes of the various Citywide groups be noted.

## **14 ANY OTHER BUSINESS**

**15 DATE OF THE NEXT MEETING**

15.1 The date of the next meeting is Thursday 5<sup>th</sup> September 2019.

The meeting concluded at 21:00

Signed

Chair

Dated this

day of