



**Brighton & Hove  
City Council**

# Housing Management Panel

<b>Title:</b>	<b>Housing Management Panel: East Area</b>
<b>Date:</b>	<b>3 June 2019</b>
<b>Time:</b>	<b>7.00pm</b>
<b>Venue</b>	<b>The Vale Community Centre, 17a Hadlow Close, Brighton, BN2 0FH</b>
<b>Members:</b>	<b>Chair: TBC</b>  <b>Ward Councillors for the Area for East Brighton, Rottingdean and Woodingdean:</b>  <b>Councillors: Bell, Brennan, Fishleigh, Mears, Miller, Platts, Simson, Williams</b>  <b>Delegates of Tenants Association in the area.</b>
<b>Contact:</b>	<b>Kat Hoare - Democratic Services Officer ( Lower)</b> Tel: 01273 291064 Email: <a href="mailto:kat.hoare@brighton-hove.gov.uk">kat.hoare@brighton-hove.gov.uk</a>



**AGENDA**

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<b>1 WELCOME AND INTRODUCTIONS</b>	
<b>2 APOLOGIES</b>	
<b>3 CHAIR'S COMMUNICATIONS</b>	
<b>4 MINUTES OF THE PREVIOUS MEETING</b>	<b>5 - 10</b>
The Minutes of the meeting held on Monday 18 <sup>th</sup> February 2019 (copy attached).	
<b>5 RESIDENTS QUESTION TIME</b>	<b>11 - 26</b>
Responses to items raised at the Tenant Only Meetings held on the following dates: (copy attached).	
<b>6 NEW COMMUNITY ENGAGEMENT TEAM</b>	
There is no report for this item; an update will be given at the meeting.	
<b>7 ENVIRONMENTAL IMPROVEMENT SURVEY</b>	<b>27 - 34</b>
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<b>10 HOUSING MANAGEMENT PERFORMANCE REPORT</b>	<b>53 - 88</b>
<b>11 CITY WIDE REPORTS</b>	<b>89 - 106</b>
To <u>note</u> the minutes and reports of the following group meetings: (copies attached):	
<ul style="list-style-type: none"><li>• Senior's Housing Action Group, 30 January 2019</li><li>• Involvement &amp; Empowerment Service Improvement Group, 11 February 2019</li><li>• Home Service Improvement Group, 5 March 2019</li><li>• Tenancy &amp; Neighbourhood Service Improvement Group, 18 April 2019</li></ul>	

## **HOUSING MANAGEMENT PANEL: EAST AREA**

### **12 ANY OTHER BUSINESS**

### **13 DATE OF THE NEXT MEETING**

The date of the next meeting is: Monday 2<sup>nd</sup> September 2019 – 7pm.

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

**7.00pm 18 FEBRUARY 2019**

**BRISTOL ESTATE COMMUNITY ROOM**

**MINUTES**

**Present:** Councillors Mears (Chair) and Platts.

**Representatives:** Chris El-Shabba (Robert Lodge RA), Alan Cooke (Craven Vale CA), Lyn Bennet (Chair - Manor Farm TRA), Janet Gearing (Woodingdean TRA)

**Non-Voting Delegates:**

**Officers:** Martin Reid (Assistant Director – Housing), Sharon Davies (Housing Business Programme Manager), Ododo Dafe (Head of Income Involvement & Improvement), Annie Sparks (Regulatory Services Manager), Hilary Edgar (Housing Service Operations Manager), Eddie Wilson (General Manager – MEARS) and Anoushka Clayton-Walshe (Democratic Services Apprentice)

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

**54 APOLOGIES**

There were none.

**55 CHAIR'S COMMUNICATIONS**

55.1 The Chair gave the following communications:

“I am pleased to let you know that Resident Inspectors will be taking part in a training event developed in partnership with a new organisation - South East Training Uniting People, also known as SETUP. This group brings Resident Involvement officers from Brighton and Hove together with officers in similar jobs in Eastbourne & Lewes District Council, Wealden District Council, Optivo Housing Association, Brighton Housing Trust and Seaside Homes.

This event was suggested by Brighton and Hove and will be led by a trainer from TPAS, a national group promoting tenant participation. Our Resident Inspectors will meet residents from the other organisations, so as well as being a training event it will also be a great opportunity to network and share ideas. Please get in touch with the Resident Involvement team if you are interested in taking part, or have an idea for future training events.

Also on the subject of training, a member of the Resident Involvement team recently attended a Dementia Awareness event run by the Dementia Friends group. The trainer has offered to come along to association meetings and run a 45 minute

session to raise awareness about dementia and the support that is available for people with the condition, their family and carers. If any association would like to arrange this, please let the Resident Involvement team know and they will put you in touch with the trainer”

## **56 MINUTES OF THE PREVIOUS MEETING**

56.1 **RESOLVED:** That the minutes of the previous meeting held on the 3 December 2018 were agreed as the correct record.

## **57 RESIDENTS QUESTION TIME**

**RESOLVED:** That the Panel agreed to note the responses.

## **58 THE FUTURE ARRANGEMENTS FOR REPAIRS AND MAINTENANCE**

58.1 Sharon Davies, Housing Business Programme Manager, introduced the briefing paper that detailed the resident engagement arrangements on the future Housing repairs, planned maintenance and capital works programme and their involvement in the process of setting up the new repairs and maintenance services between March 2019 and April 2020.

58.2 In response to the Chair, Martin Reid, Assistant Director Housing, stated that the process to recruit volunteers to sit on the proposed task and finish group would follow the Area Housing Panel guidelines.

58.3 Officers stated that as well as generally seeking representation from many different profiles, they aimed to particularly include Black, Asian and minority ethnic (BAME) or younger candidates as they did not have any representatives of those groups.

58.4 In response to residents asking how frequent and how long the Task and Finish Group would occur, officers stated that the groups would vary depending on the activity on the session.

58.5 The Chair stated that residents should maximise their involvement to ensure they received value for money on their services and that residents should be fully briefed throughout the whole process.

58.6 In response to residents asking whether the time of the sessions would consider people's working patterns; officers responded that the schedule could be flexible to accommodate residents who wanted to get involved.

58.7 Officers stated that they would keep all residents informed on the process whether they were a representative on the Task and Finish Group or not.

58.8 **RESOLVED:** That the Panel agree to note the report.

## **59 FIELD OFFICERS**

59.1 Annie Sparks, Regulatory Services Manager, introduced two of the new Field Officers (FOs), James Barr and Dario Saracini. She stated that the team had launched in December 2018 and they had already worked with a number of services, including

Housing and had started to take on larger cases. She stated that they had successfully begun their tasks of evidence gathering, information sharing, service referrals and providing community reassurance during unsociable hours. FOs would be leading the remodelling of the estate inspections by working with residents to identify the improvements they want to see in their neighbourhoods.

- 59.2 In response to residents, officers stated that the FOs role was securely funded from existing services by transferring vacancies to provide an encompassing role that would benefit multiple services.
- 59.3 In response to residents asking to be provided with resources that explained the role of the FOs in order to distribute to tenant and resident associations, officers stated that there was information on the website and an article would be published in the next edition of Homing in.
- 59.4 Residents raised concern for elderly tenants being unaware and unfamiliar of the service and FOs themselves calling to their homes, particularly on evening visits. They asked what support the Field officers could provide that residents could not access themselves.
- 59.5 Officers responded that as the FO's work developed the benefits of the service would become clear to residents and associations; they can attend meetings of association to discuss their work in more detail, if invited.
- 59.6 In response to the Chair, officers stated that there were seven FO operating city wide and that data would be gathered to make sure each service would receive the right resources and attention from the FO to provide an objective taskforce.
- 59.7 In response to residents who raised concern for vulnerable tenants being presented with a FO on their doorstep, officers stated that FOs had had previous job experience in working with vulnerable people and in specific situations Housing Officers would inform them of sensitivities.
- 59.8 In response to residents asking how the FOs were finding the job so far, FOs stated that it had been challenging, diverse, interesting and an opportunity to learn a lot.
- 59.9 **RESOLVED:** That the Panel agree to note the update.

## **60 UPDATE ON THE EDB REVIEW**

- 60.1 Hilary Edgar, Housing Service Operations Manager, introduced the update on the EDB review that looked to improve the delivery timescale, resource deployment and the range of projects funded. This review included the task to improve the process by making the EDB easier to understand, fairer and more equitable.
- 60.2 Residents asked what EDB funded projects the Woodingdean area could to bid for as it was predominantly independent houses that did not have communal areas meaning that they could only primarily benefit from bins and fencing.
- 60.3 Officers responded that queries and problems relating to the EDB should be addressed at an earlier stage in the process in order identify issues so they could be rectified and ready to proceed to the next stage. In terms of fencing, individuals would

be able to apply on a separate scheme; communal fencing could still be part of EDB bids.

60.4 In response to residents who expressed frustration over the limited things they could bid on, officers stated that they would be available to meet resident associations or individuals to suggest robust bids that reflected their needs, something that they previously had done on other estates when invited.

60.5 Officers stated that the approach of the EDB review was about the council being a fair landlord using clear city wide criteria and a collaborative approach with tenants.

60.6 **RESOLVED:** That the Panel note the update.

## **61 ELECTIONS TO VACANT SEASIDE HOMES TRUSTEE POSITIONS**

62.1 **RESOLVED:** That the Panel agree for the two Central Area Panel candidates be approved by the East Area Panel to be nominated as Seaside Home Trustees.

## **62 HOUSING MANAGEMENT PERFORMANCE REPORT**

63.1 Ododo Dafe, Head of Income Involvement & Improvement, introduced the report which included a basic summary and a more detailed document to outline the housing management performance for Q3 2018/19.

63.2 Councillor Platts stated that in the last meeting residents wanted more information on Universal Credit and arrears and asked why it was taking longer to re-let properties.

63.3 Officers responded that the primary reason for the delay was that some units of senior housing could be unpopular due to the size and facilities of the property. She added that they were reviewing and trying to improve the scheme by organising open days, asking residents for ideas to make properties more attractive, investing money to redecorate the properties, putting an article in Homing In and to think about other possible uses for those units.

63.4 The Chair stated that review did not span wide enough and should cover the whole housing stock in more detail.

63.5 Residents stated that they had seen many examples of properties being redecorated and transformed from their previous poor to a welcoming environment. Officers added that the timescale of remodelling could sometimes be longer due to the depth of damage and age. In the case of properties being too small they hoped residents could balance this by utilising the community rooms.

63.6 Residents raised concern for some third floor properties remaining vacant due to the absence of a lift.

63.7 Officers responded that after the report going to the Housing and new homes Committee, councillors were keen to understand more about sheltered housing and map where problems and blockages arose.

63.8 **RESOLVED:** That the panel agree to note the report.



**63 ANY OTHER BUSINESS**

64.1 Hilary Edgar, Housing Service Operations Manager, stated that the dates for coming year's area housing panel had been confirmed. The next date would be the 1 April 2019 for EDB voting, information sharing and discussion at the Housing Centre.

**64 DATE OF THE NEXT MEETING**

The next East Area Housing Management Panel would be the 3 June 2019.

The meeting concluded at 8.50pm

Signed

Chair

Dated this

day of



# Residents' Question Time

## Questions from the East Residents' Only meeting 4/4/19

### Estate Development Budget 2020/21

*A report on the Estate Development Budget was presented to the Area Panel, with a request for feedback.*

*The meeting was very concerned about Section 3.2, Item 5 of the report which states that bids for fencing will be restricted to communal areas from 2020/21. The meeting recognised that the EDB review team needed to consider the issue of fencing, but was unhappy with its analysis and conclusions. It was felt that a decision to restrict fencing to communal areas is unfair to areas such as Woodingdean, where all the council properties are houses and there is very little communal housing land.*

*The meeting agreed to raise this at Area Panel with the proposal that Section 3.2 item 5 be reconsidered so that fencing replacement for individual properties is still included in the EDB programme.*

### Response

Thank you for your feedback on the changes to the Estate Development Budget (EDB). EDB can no longer be used to fund fencing to individual properties. There were two main reasons for making this change:

- Fencing to individual properties does not lead to an environmental improvement for the benefit of a community, the main criteria of EDB bids, as they are often dispersed throughout an area.
- Fencing is the responsibility of tenants. Applications by associations for fencing to individual properties via EDB did not take account of the individual's need for fencing or explain why one property rather than another was being put forward.

Funding individual fences through EDB therefore led to a situation where the council could not demonstrate that best and fair use was being made of its resources. A project will run later this year to develop a scheme to provide fencing for tenants who need this type of work but are unable to pay for it. This will set out the criteria for application and assessment so that funding is carried out in a transparent, fair and accessible way from April 2020.

EDB can still be used to fund communal fencing projects. Groups are encouraged to discuss potential EDB bids with their Community Engagement Officer who can help develop ideas for funding.

**Hilary Edgar, Housing Service Operations Manager, tel: 01273 293250**

## **Estate Development Budget 2019/20**

*There was concern about the way EDB fencing work is currently restricted for tenants living in houses. Any tenants with arrears, no matter how small, are not entitled to have fencing work done under the EDB scheme. The meeting felt this was unfair for two reasons:*

- *It is easy for people to fall into small amounts of arrears, particularly with the introduction of Universal Credit.*
- *If new fencing is required between two properties, and one of them has a tenant in arrears, the other tenant is effectively penalised.*

*The meeting felt that a threshold of 1 month's arrears would be a fairer basis for deciding whether a tenant can have EDB fencing work done.*

*The meeting agreed to raise this at Area Panel to request that the policy of restricting EDB fencing work to tenants who have zero rent arrears be reviewed. It is proposed that the restriction be applied only to those who have more than 1 month's arrears.*

## **Response**

The response above advises why fencing to individual properties can no longer be funded from EDB.

When they were, and applications received from tenants in arrears, there were no fixed rules on the amount of arrears a tenant was in before they could be considered for fencing. The crucial point was whether they had made a repayment arrangement with the Housing Income Management Team to clear their arrears and kept to it for a period.

When the deadline for EDB applications was November, bids for individual fencing for tenants in arrears were referred to the HIMT. They would advise if a repayment agreement was in place, and if not, make one with the tenant. This would give the tenant at least four months to reduce their arrears before the EDB voting panel.

**Hilary Edgar, Housing Service Operations Manager, tel: 01273 293250**

## **Weeds and debris in guttering**

*Craven Vale Residents Association has identified 20 different gutters in the low-rise blocks that need clearing because there are plants and grass growing in them. They have recorded these and reported to housing to request action.*

*In Manor Farm there are also a lot of houses with plant growth in the guttering.*

*The Repairs and Improvements Handbook clearly states that clearing gutters is the responsibility of the council, but when tenants ring up to request this work they are often told that it cannot be done.*

*The meeting felt that the council are trying to save money in the short term by not clearing gutters, but that this will cause damage to properties, such as damp, that will cost more to fix in the long term.*

*The meeting agreed to raise this at Area Panel to request clarification on the policies and procedures for clearing blocked gutters in houses and blocks of flats.*

## **Response**

Thank you for this information. I am sorry to hear that residents in Craven Vale and Manor Farm have blocked guttering. A list of blocks on the estate that have had, or are due to have, their gutters cleared has been sent to the Chair of Craven Vale Association. Other blocks can be added to the list, if found to have blocked gutters.

Guttering does need to be kept clear to prevent damage to properties. I have discussed this with Mears and they advise that when residents contact the Repairs' Helpdesk with this sort of problem, arrangements are made to clear the blockage. Likewise when council officers or Mears staff report the problem in the course of their work.

Mears also undertake this type of work on bungalows and houses. Ladders can be used up to two stories. Beyond that tower scaffolding is used to access the roof area.

I would encourage residents to report any concerns to Mears using the details below. Maintenance and specifically clearance of gutters has been a key part of the feedback from residents as we prepare for the delivery of repairs following the end of the Mears contract in 2020. We will be working to develop a programme for proactive maintenance of gutters over the course of this year.

Repairs should be reported on [BHCC.repairs@mearsgroup.co.uk](mailto:BHCC.repairs@mearsgroup.co.uk) or 0800 0526140.

**Gareth Williams - Surveyor & Contract Manager Property & Investment Team - 01273 291502**

## **Window replacements in Woodingdean**

*The windows to houses in Bexhill Road have now been replaced and it has made a big difference to tenants. However, it was expected that the remaining properties in Woodingdean would also have their windows replaced in 2018/19.*

*The meeting agreed to raise this at Area Panel to request a full list of window replacement work that has been completed in Woodingdean and a full schedule of work that is still planned, with details of when it is due to be done.*

## **Response**

A list of window replacements completed in Woodingdean during the 2017/18 window replacement programme has been sent to the Area Panel representative from Woodingdean.

We do not have any current planned window replacements for Woodingdean in 2019/20, but we are working on programmes for the delivery of planned works from April 2020. As part of our planning and preparation for this, we are having some asset stock information gathered across the city, which will help identify properties for inclusion in the programmes.

When we have finalised the programmes and timetables for carrying out future window replacement work, we will share this with residents.

If there are particular properties that residents have concerns with please contact me and we can arrange to survey them.

**Gareth Williams - Surveyor & Contract Manager Property & Investment Team - 01273 291502**

## Questions from the West Resident Association Meeting 16/4/19

### **68 to 70 Godwin Road drain clearance**

*Despite monthly reports to the repairs help desk no action has been taken to clear the drains at 68-70 Godwin Road.*

*At the West Residents meeting 11/9/18 a request was made for regular maintenance of drains in order to prevent blockages and reduce the risk of flooding and expensive, disruptive clean-ups. The response given at the Area Panel on 16<sup>th</sup> October 2018 was that this was not cost effective, and issues on drainage would be rectified as soon as they arose. Residents were advised to report issues to the repairs help desk.*

*It was agreed to feedback that the system residents have been advised to follow is not working effectively.*

### **Response**

I am sorry to hear that this has been an ongoing problem. Unfortunately, I have not been able to find a record of a drain repair being reported at these properties. I have therefore arranged for a visual inspection of the drains. I will advise the Community Engagement Officer of the outcome of this inspection, who will give an update at the June Area Panel meeting.

**Adrian Day, Mechanical & Electrical Engineer, tel: 01273 293453**

## **New door entry system at Ingram Court**

*There have been major problems with the installation of new door entry systems at some blocks in Ingram Court. The Residents Association have been following this up with the Council, but it raises issues of city-wide concern.*

*The concerns raised by Ingram Court were:*

- a) Piecemeal and inadequate consultation*
- b) What door entry replacement systems are chosen and why?*
- c) Removal of trade buttons*

### ***Piecemeal and inadequate consultation:***

- Some, but not all, of the people in the blocks affected were contacted by letter, asking for feed-back. This letter was received on 4<sup>th</sup> September, with a deadline for responses of 6<sup>th</sup> September.*
- Some, but not all, leaseholders received Section 20 notices. It is not clear how many, or which, tenants were consulted. All residents affected should be equally involved.*
- The Council have apologised for the lack of consultation, but it has meant that residents' concerns and opinions were not taken into account before work was done.*

### ***What replacement systems are chosen and why?***

- In some blocks door entry systems that were functioning perfectly well have been replaced.*
- The new door entry systems are huge, industrial strength units. As well as being inappropriate for small low-rise flats they involve large, unsightly stainless steel piping in the newly re-decorated corridors and common ways.*
- If re-fitting is done as a result of residents' complaints, who will pay for this?*

### ***Removal of trade buttons:***

*The new door entry systems do not have trade buttons. This is a central issue that needed careful consultation, with the preferences of residents in each block taken into account.*

*Many residents have concerns about the lack of trade buttons because:*

- Access to the blocks is needed for deliveries, post and distribution of council information as well as access for care and other support workers.*
- To allow access to everyone who needs it, key fobs would become widely available – this is potentially more of a security risk than having a trade button.*
- Residents in flats on the ground floor are pestered by people needing access.*



*The following questions were raised for discussion at a city-wide level:*

- *What are the plans city-wide for installing new door entry systems in low-rise blocks?*
- *How is the necessity for this work assessed? Why is work being done in cases where the present systems are functioning well?*
- *What new systems are being installed? Who decides what is appropriate?*
- *What consultation is taking place about these plans?*
- *How will the lessons learnt from the experience of Ingram Crescent be fed into this process?*

## **Response**

Thank you for raising your concerns at the West Area Panel. I would like to apologise to residents who do not feel we have undertaken consultation on the door entry programme, in particular, on removal of 'trade buttons'.

We have undertaken our statutory (section 20) consultation with leaseholders on proposed door entry system works. However, concerns have been raised that those living on the estate do not feel our consultation has been early enough in the process to allow for enough dialogue or agreement on our proposed approach and that not all residents have been involved.

As a result we have met with residents at Ingram Crescent and agreed a series of actions that we will take to both address the issues raised and to change how we deliver the programme and engage with residents.

Over the coming months we will be preparing a report to Area Panels, Leaseholder Action Group and Housing & New Homes Committee to consider our strategy for the future delivery of our Mechanical and Electrical service contracts including door entry systems. The concerns raised here and in resident meetings will be factored into these discussions, this report and then future projects.

From this point on we have changed our consultation process for installing new door entry systems and will carry out engagement with tenants and leaseholders through letters ahead of any formal consultation. This is in place with immediate effect.

We will also work with residents to share our city-wide plan for door entry system replacement for 2019/20.

In terms of what systems and doors are installed there are a number of factors that need to be considered, moving forwards we are committed to doing this openly with tenants and leaseholders at the early stages of looking at a project. These will include the condition of systems, availability of spare parts should a fault develop and the security requirements of each block. We agree that a “one size fits all approach” is not suitable and we will work with residents to engage on particular solutions for each block.

We recognise there is a need to improve engagement on these and other projects and the service is developing processes and monitoring to ensure this is in place for future projects.

**Response from Glyn Huelin – Head of Housing – Repairs & Improvements -  
01273 293306**

## Questions from the Central Residents Only Meeting 25/4/19

### **Knightguard contract**

*Concerns were raised about the recent renewal of the contract with Knightguard for replacing door entry systems and doors in flats.*

- *There were serious problems with the work done by Knightguard at Sylvan Hall, especially the replacement of doors with expensive, heavy duty systems not suitable for low-rise flats.*
- *Door entry systems are also being replaced with unnecessarily heavy duty systems.  
At Hampshire Court, large steel conduits were being installed until this was challenged by residents.*
- *On-going work at Malthouse Court shows that Knightguard have not improved on their practice.*
- *The default is always to replace rather than repair, at a greater expense to tenants and residents. Other contractors have said that cheap repairs to the systems are viable.*

*The problems with Knightguard have been clearly flagged up by tenants, but their contract has just been renewed for another four years despite this*

### **Response**

We have attempted to respond to the specific issues raised in this question below and have identified where additional information would be helpful for us to answer more fully. We are planning a report to Area Panels, Leaseholder Action Group and Housing & New Homes Committee to consider our strategy for the future delivery of Mechanical and Electrical service contracts. The concerns raised here and in resident meetings will be factored into these discussions, this report and then future projects.

In terms of what systems and doors are installed there are a number of factors that need to be considered, moving forwards we are committed to doing this openly with tenants and leaseholders at the early stages of looking at a project. These will include the condition of systems, availability of spare parts should a fault develop and the security requirements of each block. We agree that a “one size fits all approach” is not suitable and we will work with residents to engage on particular solutions for each block.

We recognise there is a need to improve engagement on these and other projects and the service is developing processes and monitoring to ensure this is in place for future projects.

Galvanised metal conduit is being installed with all new door entry systems. The current system has been designed to future proof repairs in a fully rewireable system, as many current systems are not. Based on recent feedback we will be reviewing options for containment on future projects and will seek to engage with residents about the type of conduit used.

Every effort is made to carry out repairs to a serviceable system to avoid the cost, inconvenience and time frames to replace a system. Many of the door entry systems in council properties are at the end of its serviceable life span, with many parts being obsolete. A Contract Manager from the council's Mechanical & Electrical team oversees all works and any replacement of a system would only proceed with the council's approval

The original four-year contract was extended after a thorough review by a Procurement Manager in the council, independent of the day to day running of the contract, this extension is for two years. Further arrangements for this contract will be detailed in the report on future delivery of Mechanical & Electrical Service Contracts detailed above.

**Miles Davidson, Housing Sustainability Manager & Interim Mechanical & Electrical Team Manager, Tel: 01273 293150**

## **Support during installation of new kitchens**

*The installation of new kitchens can require a lot of preparation work for residents, clearing rooms and moving furniture. Some tenants are not physically able to do this work themselves, but it is difficult to get help and nothing is offered.*

*It was agreed that a system should be set up where support is automatically offered to tenants unable to do this work themselves.*

## **Response**

Thank you for this enquiry. Mears are responsible for kitchen repairs, refurbishment and replacement work. In large-scale jobs, a kitchen designer will visit the tenant to agree designs and arrange for the storage of their white goods, usually within the property or for them to be moved around the kitchen as work takes place.

Where a tenant needs assistance to remove their belongings eg the contents of kitchen cupboards, pictures etc, Mears will contact the Housing Customer Service team, who will then discuss potential sources of help with the tenant, so that this is done by the time work is due to start. In some cases a tenant's family or friends will help, in others the council will provide support through the Tenancy Sustainment Team.

Mears and Housing Customer Services have recently been reminded of the options that are available to help tenants in these circumstances.

**Marcus Richardson, Surveyor & Contract Manager, tel: 01273 293070**

## **Rubbish bins at Hampshire Court**

*The bins at Hampshire Court have been replaced with large wheelie bins, which are parked in the turning bay at the entrance to the Court. Residents are not happy with this as:*

- a) The new wheelie bins block access for emergency vehicles and are a fire hazard*
- b) Some residents have to walk quite a distance to the bins. This is difficult if they have a disability or are unable to walk easily. As a result rubbish gets left in doorways.*
- c) Residents have been told by CityClean that the cleaners will take rubbish to the bins for residents unable to do this themselves. It was agreed that it is not appropriate to ask the cleaners to do this – they are already very busy and are not paid by CityClean.*
- d) The change was implemented without proper consultation or information to residents and with just 3 days' notice. The only information was a notice at the entrance to each block.*

*Hampshire Court Residents Association requested a meeting with CityClean to discuss this. There was no response, so the issue was raised with the local MP, and CityClean then offered a meeting. They are currently waiting for confirmation of dates.*

*Barry Hughes and Martin Cunningham will attend this meeting and report back to either the agenda setting meeting or the Area Panel, depending on when the meeting is held.*

## **Response**

I am sorry that the change of bin location at Hampshire Court has caused difficulties for residents. I have now met with residents about this and they provided some constructive suggestions on how changes can be made to the way City Clean operatives remove rubbish, to make it safer for them and enable a return to the previous arrangements for storing rubbish.

I am working through these suggestions with operational staff and will let residents know the outcome of these discussions, when completed. In terms of the specific points raised above, I can advise:

- Access for emergency vehicles – Grant Ritchie, Health & Safety Business Partner, has visited the site and advises that the space available meets the national guidance in the Building Regulations for access for firefighting appliances. There is no specific advice for other vehicles, however the

general understanding is that if a fire tender can use the space a smaller vehicle such as an ambulance can be accommodated.

- Location of the bins - The bins are located as close to Hampshire Court as is possible. Assisted collections are available for residents who are unable to take their rubbish to the bins. This is within an Estates Cleaner's job description and something that they do in other estates across the city.
- Notifying residents about changes - Notices were put up to notify residents that the bin rooms would be closed and containment provided in the turning circle. We were not able to provide longer notice of the changes due to health and safety risks as two of our staff had sustained accidents whilst collecting from Hampshire Court.

**Melissa Francis, Head of Operations, City Clean Tel: 01273 292929**

### **Estate Development Budget (EDB) bids for refuse/recycling bins**

*Bids of £3,500 were put forward to the EDB for new and replacement refuse and recycling bins. There was general agreement that this wasn't a suitable use of the EDB, as City Clean has responsibility for the provision of refuse and recycling bins. This should not be paid for from the Housing Revenue Account.*

### **Response**

There were three bids to the 2019/20 Estates Development Budget for bins; at Wellington Road, Highcroft Lodge and Holmstead. The bids were for additional bins or ones of a different design to the bins already in place.

City Clean provides bins at a site when a new service is being introduced or the bin is damaged in the course of collection; in other situations, it is the landlord's responsibility to fund replacement bins. Housing is no different from private landlords in this respect and so the Housing Revenue Account is used to fund bins, where needed or requested by residents through the EDB.

**Hilary Edgar, Housing Service Operations Manager, tel: 01273 293250**

## **Damp and black mould in tenants' homes**

*Several examples were given of problems with damp and black mould in tenants' homes in Coldean and Moulsecoomb.*

*This is adversely affecting tenant's health and causing damage to their personal property. It is especially prevalent in homes that are overcrowded.*

*When tenants contact Mears the standard response is to paint the affected area with fungicide, which doesn't resolve the root cause of the problem.*

*Individual tenants experiencing this problem can request a Surveyors Report to ensure there is a more thorough investigation into the problems of damp and black mould and potential long-term solutions.*

## **Response**

When a tenant reports mould in their home we arrange for an operative to investigate and apply anti-fungal treatment if deemed necessary and paint the affected areas. We ask that the operative also reports if further works are required or if a Supervisor's visit is recommended.

The operative would normally leave a 'Combating Damp' leaflet with the tenant if the problem is mainly condensation. If it is more than this, the case would be referred to the Damp Manger/Supervisor to attend.

The Damp Manager/ Supervisor will then assess the property with a damp meter and make recommendations for remedial work. They would look for the causes of the issues to determine whether they were likely to be from external damp ingress or the tenant's lifestyle.

If the works are deemed to be more extensive than a responsive repair, we would request an independent damp specialist, such as Cavitytech to attend to undertake a survey and specify works if required.

If the situation is deemed to be lifestyle or overcrowding, we would also assess whether the installation of a mechanical ventilation system could improve the situation.

**Nigel French, Surveyor & Contract Manager, Tel: 01273 294506**



## **Field Officers**

*The Field Officers have now been trained and it was expected that they would be out working on estates by now, but Associations have not had any contact with them or seen them. They have a distinctive dark red uniform so should be easy to spot.*

*In the meantime, the local environment on estates is deteriorating.*

*In Moulsecoomb a lot of the shrubs are becoming overgrown, making it difficult for people to use the pavements and twittens (examples were given from Goodwood Road, Staplefield Drive, Selsfield Drive and Birdham Road). There are also tenants with a build-up of rubbish in their gardens and no action is being taken (two examples were given from Goodwood Road).*

*Hollingdean Residents Association have made four attempts to contact the Field Officers about an urgent matter, but have not been able to get through to them and have not heard back (see item 12).*

*It was agreed to put this forward for discussion at the Area Panel. The following information is requested:*

- a . A report of work done by the Field Officers since December 2018.*
- b . Details of when Field Officers will contact Residents Associations.*

## **Response**

The Field Officer team carries out enforcement action only on behalf of other council departments. These departments pass complaints made to them to the Field Officer Team for investigation and resolution.

Over 1200 complaints have been received from across the city since the team was set up and all have received a consistent response wherever they originated.

The Field Officer Team is available to answer queries from all members of the community but does not carry out planned liaison with community groups. The team has, however, attended resident association meetings, in response to requests from them.

The Field Officer Team can be contacted directly on 01273 291485 or by email on [FieldOfficers@brighton-hove.gov.uk](mailto:FieldOfficers@brighton-hove.gov.uk).

Information on overgrown highways should be reported to:  
[highwayobstructions@brighton-hove.gov.uk](mailto:highwayobstructions@brighton-hove.gov.uk) or on 01273 292929

Information about messy gardens in tenanted properties should be reported to:  
[Housing.CustomerServices@brighton-hove.gov.uk](mailto:Housing.CustomerServices@brighton-hove.gov.uk) or on 01273 293030

**Brett Stacey, Field Officer Manager, tel: 01273 291552**



**Area Panels: 3,4,5,6 June 2019**  
**Briefing Paper: Environment Improvement Survey - Field Officers**

**1. Background**

Our new Environmental Improvement Survey that launched on 27 May 2019 is an innovative way in which to deliver neighbourhood improvements. This process will enable our Field Officers to work with our communities to bring about improvements to housing areas across Brighton & Hove and links in with Neighbourhood Action Plans and various work programmes around the built environment.

We are keen for residents to contribute to the place they live and this is key to our plans. Residents are being encouraged to give their ideas and suggestions via the on-line survey. Our Field Officers will hold local community meetings with residents, Councillors and service providers to review the results of the survey for each area and the first meetings are planned for summer 2019.

As this is quite a different approach to before, we will implement this on a pilot basis and will review the process after the first year.

**2. Feedback from the Environmental Improvement Survey resident testing session**

Five residents from the Tenancy and Neighbourhood SIG attended a session to test the new survey before its launch. We wanted to get feedback on ease of access to encourage as many residents to complete it as possible. Below are some of the comments from that session and our responses.

<b>Comment</b>	<b>Response</b>
Concerns about gaps left without Estate Inspections	We have produced a Q&A sheet to explain the arrangements in place to cover the variety of issues previously raised on Estate Inspections and this is attached as Appendix 1. We relaunched the 'Don't walk by' initiative earlier in the year to encourage staff, residents and others to report issues as they happen. We are recruiting 2 Surveyors to work specifically in the environment areas of our estates
Address look up doesn't result in the correct address	Included a link on the survey to enable people to report a missing address
Will the money be evenly distributed between wards?	The idea is that the EIB funds will be used where improvements are needed rather than an even distribution across the city.

Residents liked the heat map and understood the benefit of seeing the relative vote against the total possible number of properties	I have included this as a hand out for the June area panels. These will be used in the Environmental Improvement meetings throughout the year.
Query around the purpose of the survey	The survey will capture initial category priorities. The meetings will be the forum to discuss in detail the results and form projects for the area.
Some residents don't know the name of the ward they live in.	We have included a 'ward' look-up function on the survey
Comment around the items on the drop down box within the survey	We have expanded the drop down box to include a wider range of areas
Query around how people can complete the survey if they didn't have internet access	Our Housing Customer Service Team will be on hand to assist with this. Contact 01273 293030-email <a href="mailto:housing.customerservices@brighton-hove.gov.uk">housing.customerservices@brighton-hove.gov.uk</a> or drop in to Lavender Street, Portslade Town Hall, Whitehawk Hub Housing receptions to access this service.

### 3. New service delivered by Field Officers from May 2019

The new approach is designed to be a two-year programme.

#### Year 1

The survey opened to all residents across the city on 27 May 2019 and is open for seven weeks. Once closed the Field Officers will review the survey results with Housing Officers and arrange for the Environmental Improvement Meetings to happen throughout the year. Projects will be proposed at the meetings to meet the priorities identified by the survey results.

Field Officers will post the results from each Environmental Improvement meeting on the council's website. These projects will be put forward to a new Environment Improvement Panel to consider the technical aspects and approve.

#### Year 2

Year 2 will focus on the progress of projects with Field Officers carrying out site visits in each area to review how things are going. Progress updates will be posted on the council's website throughout the year.

### 4. Communications

- What's happened so far – Posters detailing the online survey and this new way of working have been placed in community notice boards on housing estates, and community spaces across the city. There was an article in the spring edition of Homing In, which introduces the Field Officer team and this new way of working.

Ward Councillors have received a briefing of the project and we have attended various team meetings to promote the initiative with our colleagues in Housing.

- Appendix 1 is a question and answer sheet displaying arrangements in place to pick up other issues in and around the estate environment.
- Invites to EI meetings will go out from the Field Officer team
- Results from the Environmental Improvement Surveys will be displayed on the council's website following each area meeting.
- Residents without access to the internet can access this service at our Housing Office receptions, libraries or by calling our Housing Customer Service Team on 01273 293030 The team are there to support and assist people with digital inclusion and getting on line.

## **5. Arrangements for a review of the pilot**

We will work with the Tenancy and Neighbourhood Service Improvement Group who have helped us so far with the project to evaluate the process and outcomes. Following this, we will bring a briefing back to a future area panel.

**Appendices:** Estate Inspection Q&A sheet  
Local Environmental Plan two year programme

**Contact:** Janet Dowdell, Tenancy Services Operations Manager, tel: 01273 293191  
e: [janet.dowdell@brighton-hove.gov.uk](mailto:janet.dowdell@brighton-hove.gov.uk)



## Estate Inspection Q&A sheet

<b>Previously dealt with via Estate Inspections:</b>	<b>Now covered by:</b>
Locked fire doors / blocked exits / materials or rubbish in common ways – anything which may impede exit in case of emergency or fire	Additional fire safety inspections in place following the Grenfell fire in 2017 and fire risk assessments carried out and regularly updated.  Estates Team are removing items in common ways immediately and serving Section 41 notices. Signs are now up in all blocks about not leaving anything in the common ways.
Exposed wires / unsafe or electricians that have been tampered with	Estates Team (cleaning and response) are in blocks daily/weekly
Broken drain covers / defects to flooring – anything you / another could potentially fall into or through	Estates Team (cleaning and response) are in blocks daily/weekly  Highways routine inspections are carried out on all roads and pavements at least twice a year.
Trailing extension leads / broken step threshold strips / D.I.Y. steps with odd height risers / loose flagstones on pavements – anything you / another could possibly trip up or over.	Estates Team (cleaning and response) are in blocks daily/weekly  Highways routine inspections are carried out on all roads and pavements at least twice a year.
Dangerous brickwork / poorly stored materials / ladders that aren't tied in or on - anything that could fall on you / another	Estates Team (cleaning and response) are in blocks daily/weekly
Spillages of chemicals or paints / dumped hazardous waste / soiled water discharging into rainwater drains – anything which could lead to pollution of the environment or pose a threat to your - another's health.	Estates Team (cleaning and response) are in blocks daily/weekly
Missing guard rails / any edge you work near that would lead to a significant fall / dangerous loft hatches or access panels – anything which may cause you / another to fall from a height which could cause harm	Estates Team (cleaning and response) are in blocks daily/weekly
Messy gardens	Garden Project Team started December 2018, dealing with messy gardens across the city
Flytipping/rubbish issues	Don't Walk By policy: responsibility for contractors, staff & residents to report

## Estate Inspection Q&A sheet

<b>Previously dealt with via Estate Inspections:</b>	<b>Now covered by:</b>
Repairs	Don't walk By policy: responsibility for contractors, staff & residents to report
Security issues – entrance doors/lighting/CCTV	Estates Team
Graffiti	Estates Team
Rough sleepers/drugs litter	Reported by Estates cleaning teams
Play equipment	City Parks
Fencing/boundaries	Don't Walk By policy: responsibility for contractors, staff & residents to report
Animal nuisance	Don't Walk By policy: responsibility for contractors, staff & residents to report  Animal Warden Team for dog attacks and stray dogs RSPCA for animal welfare issues Cityclean for dog fouling
Abandoned vehicles	Don't Walk By policy: responsibility for contractors, staff & residents to report  Highways Team if not on housing land



## Local Environment Plan: 3 year programme proposal

	Year 1 2019/20				Year 2 2020/21	Year 3 2021/22			
Ward	Survey opens	Meeting held	Projects agreed	Projects start	Projects completed & publicised	Survey opens	Meetings held	Projects agreed	Projects start
1	May '19	August	Sept	Oct	March '20	April '21	Dec	January '22	February '22
2		August					Dec		
3		August					Nov	December	January '22
4		Sept	October	Nov	April '20		Nov		
5		Sept					Nov		
6		Sept					Oct	November	December
7		Oct	Nov	Dec	May '20		Oct		
8		Oct					Oct		
9		Oct					Sept	October	November
10		Nov	Dec	Jan '20	June '20		Sept		
11		Nov					Sept		
12		Nov					August	September	October
13		Dec	Jan '20	Feb '20	July '20		August		
14		Dec					August		
15		Dec					July	August	September
16		Jan '20	Feb '20	Mar '20	August '20		July		
17		Jan '20					July		
18		Jan '20					June	July	August
19		Feb '20	March '20	April '20	Sept '20		June		
20		Feb '20					June		
21		Feb '20					June		



# **Area Panel: 3,4,5,6 June 2019**

## **Briefing Paper: Annual Report 2019**

### **1. Background**

We have been providing an Annual Report to council tenants and leaseholders since 2010. The regulatory framework for social housing in England from the Homes and Communities Agency (HCA) sets out the requirements for the council to publish the report. The HCA requirements are that the following areas are included:

- Information on the repairs and maintenance budget
- Timely and relevant information
- Support for tenants to build capacity and be more effectively involved

The layout of the 2019 report will follow on from the previous year's style. Each section is broken down into achievements and what's next for the year ahead. We have included performance figures for how we have been doing in key areas such as building new homes, gas safety compliance, rent collection, complaint handling and improving our housing website.

### **2. Opportunities for residents to be involved in the report**

As well as going to Area Panels for your feedback, the report will go to Homing In Editorial Board. Quotes from residents have been used to support the achievements for the service, when relevant. Our social media pages – Twitter and Facebook are other ways for residents to provide feedback to be involved.

We really appreciate you taking the time to look at the annual report; we would like to know if you think it makes sense and is easy to read and we would welcome any comments you have.

### **3. Next steps**

Your feedback will be noted from this meeting and any changes will be made to the draft version. The Homing In Editorial Board will have the opportunity to review the fully designed version of the report before the final edition is presented to Housing Committee on 19 June 2019 for approval.

#### **Contact:**

Karen Jordan, Performance & Improvement Team

e: [karen.jordan@brighton-hove.gov.uk](mailto:karen.jordan@brighton-hove.gov.uk)

t: 01273 291582



## Annual report to council tenants and leaseholders 2019

Welcome to the 2019 annual report for all council tenants and leaseholders. It has been another busy year, in which we have made real progress in our commitment to provide you with high quality housing services.

Inside you will find updates on how we are performing, how we use the money we get from rents and service charges, what we are doing well and where we need to improve. We are always looking at ways to improve your homes to ensure they are safe, warm and secure, while searching for opportunities to build more homes to meet the needs of the city.

DRAFT

## Improving our webpages

We have improved our housing webpages to a style similar to the 'gov.uk' website. The aim is to make the webpages more user-friendly to help you find the information you need quickly and easily.

You can now also apply for council parking spaces or a garage online, and check the availability of the nearest space or garage to you.

At Bartholomew House, we offer support sessions three days a week to help visitors use the council's website. Residents are finding this a useful service in helping them access council services at a time that suits them.

Our Seniors Housing team has run 'gadget drop-in sessions' across the city helping people become more comfortable using computers and smartphones. We are also installing free wi-fi to all communal lounges in our seniors schemes to help residents access the internet.

We promise to work hard to improve our housing service even further. We want to make it as easy as possible for you to find information or contact us. Here is a quick guide to some of the different ways to stay up-to-date and get in touch.

- [brighton-hove.gov.uk/council-housing](http://brighton-hove.gov.uk/council-housing) – you will find easy ways to request services and answers to common questions on our website. You can make rent payments at [brighton-hove.gov.uk/pay-rent](http://brighton-hove.gov.uk/pay-rent).
- For 24 hour access to your account information, sign up to the Housing Customer Online system at [housingcos.brighton-hove.gov.uk](http://housingcos.brighton-hove.gov.uk)
- [www.facebook.com/BHHousing](https://www.facebook.com/BHHousing) – follow our Facebook page for news, photos and information. You can also make enquiries by directly messaging us.
- [twitter.com/bhhousing](https://twitter.com/bhhousing) – Twitter is a direct way to connect with people, with updates on everything from what our teams are doing on your estates to events like the Citywide Conference. We retweet and share the news we think could be interesting to you. Ask us questions, get in touch, tell us about exciting things happening in your area and what you think of what we are doing.
- Sign up to read Homing In online at [www.brighton-hove.gov.uk/homing-in](http://www.brighton-hove.gov.uk/homing-in). You can help us reduce paper and postage costs and we'll email you when it's available on our website.


## Customer service

### The difference we've made

- We've answered your calls in an average of one minute. The Customer Service Team responded to 32,000 phone queries last year, 12,000 emails, and 9,000 reception enquiries.
- We have three staff taking phone calls, four working on reception and two answering emails every day.
- We've let 363 car parking spaces and garages in the last year.
- We've had 100% gas safety compliance record now for three years.

## Looking ahead

- We're introducing a new housing computer system to improve the service we provide to you - this will include being able to access the system yourselves from 2020. We're still in the early stages of setting it up and will keep you updated through Homing In.
- We will be introducing a new, improved customer portal on our website so you can do more online.




“Excellent customer service –  
going above and beyond.”  
Resident feedback

## Supporting you

### The difference we've made

- Since the untidy garden project began in January, we've dealt with 122 (45%) of the 273 untidy garden cases.
- We've changed how we do mutual exchanges, with all applications now made online. During 2018/19, we helped 127 households move through a mutual exchange.
- We've helped 330 households through the discretionary decorating scheme and given out decorating packs to a further 80 residents to help them improve their homes.
- With our partners Mears and K&T Heating, we provided 11 new apprenticeship opportunities - five in administration and six in a trade.



“I've had a call from a tenant thanking  
you for getting the gardeners to come  
back and trim the hedges and grass  
at Lindfield Court. She said to pass  
on a big thank you for being so polite  
and helpful!”  
Resident feedback

## Your home

We invested **£9.131m** for repairs and maintenance in the following areas:

- **£3.848m** on responsive repairs to complete 29,758 emergency and routine repairs in your homes - an average of 118 every working day. The repairs helpdesk answered an average of 301 calls every working day.

- **£2.034m** on empty properties, carrying out repairs needed to make 391 homes ready for new tenants.
- **£3.249m** on servicing and other repairs, including safety checks to over 9,900 gas boilers in tenants' homes.

The capital investment programme sets out how we spend on improving your homes. We invested **£21.815m** in the following areas:

- **£9.004m** on planned maintenance programmes, including replacing almost 400 kitchens, 100 bathrooms, 400 windows and 200 doors.
- **£7.564m** on major projects, such as external improvements to blocks of flats.
- **£5.247m** on mechanical and electrical programmes, including upgrading six lifts.

For residents with mobility issues, we have also:

- Helped 208 households by funding major adaptations to meet tenants' needs and to promote independent living and wellbeing.
- Improved access into and out of homes by installing ramps or regrading steps.
- Made it easier to get around indoors by, for example, installing level access showers and providing height adjustable work surfaces to make kitchens accessible.

We currently operate a 10 year partnering contract with Mears to deliver the following work to your homes:

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

This contract ends on 31 March 2020 and we've been working with residents, councillors and staff to consider how best to deliver these services in the future. We have engaged residents by:

- Running workshops for tenants and leaseholders to share their views on what does and doesn't work well with the current service, and what we should change in the future.
- Carrying out over 1,000 door-to-door surveys of tenants and leaseholders across the city.
- Having an online survey available to all tenants and leaseholders.

## Looking ahead

We have set up two new groups to work alongside the current resident engagement group to engage new volunteers, and a residents' group to help shape and design the new repairs and improvement service.

## Fire safety [pull out box]

We continue to work closely with East Sussex Fire & Rescue Service (ESFRS) on the safety of your homes.

Fire risk assessments for council tower blocks take place every year and fire precaution work is carried out whenever required. The assessments are published on our website.

We are monitoring all information on the Grenfell Tower fire and will continue to review our properties and practices in line with official government advice following the outcomes of



the investigation.

- We've fitted 10 new dry risers to blocks in Hove to improve access and fire fighting for the fire service.
- We're consulting with residents of eight blocks on installing sprinkler systems.
- We're carrying out work to remove some bins from around blocks and some internal storage areas
- We will be carrying out a high rise block exercise to help ESFRS train fire fighters in tackling fires on high rise blocks.

You can find more information on fire safety at [www.brighton-hove.gov.uk/fire-safety-in-flats](http://www.brighton-hove.gov.uk/fire-safety-in-flats).

## Your carbon footprint

### The difference we've made

#### Water saving project

- We've been working with Southern Water and 500 homes have benefitted from free water saving home advice visits.

#### SHINE project

The European Union (EU) funded Sustainable Housing Initiatives in Excluded Neighbourhoods (SHINE) project has continued, with benefits including:

- Over 140 residents received free home energy advice visits and been helped to switch energy tariffs, supported to claim winter home discounts or had small energy saving measures installed.
- 16 resident volunteers have been trained to become energy experts.
- Over 100 improvements have been made to heating systems through either weather compensators or installing smart thermostat controls.

For more information, visit [www.shine-brighton-hove.eu](http://www.shine-brighton-hove.eu).

#### Ty-foam project

- We are replacing Ty-foam - a very inefficient form of insulation used in the 1970s – in council homes. We've started in the Freshfield Road area and have completed 80 homes so far, with more in the pipeline this summer.

## Looking ahead

- We have successfully bid for funds to deliver innovative solar photovoltaic installations on three housing blocks. The aim is to reduce resident fuel bills by using our roof spaces. Feasibility studies were carried out in spring 2019, with the first installations due to take place later in the year.

## Involvement and empowerment

### The difference we've made

- Our Housing Employment Support Team has worked with around 160 households. They've helped 88 people into employment, volunteering, learning or training, and helped tenants bring in a total of around £200,000 of additional income through benefit claims and appeals, charitable donations and grants.

- Resident Inspectors are continuing to feedback on empty property work before homes are let, as well as looking at agreed Estate Development Budget projects. The inspectors can now shadow Mears Project Managers viewing repairs and survey tenants about their experience of the repairs.

## Looking ahead

- We are setting up a new community engagement team. This team will bring together engagement and involvement officers from both Housing and the Communities, Equality & Third Sector services. The new team will continue to support residents to engage with the council to improve the services they receive and the neighbourhoods they live in. Having a single team will allow residents to meet as a community, regardless of tenure, and communicate with any of the community engagement officers across a range of council services.

## Building new homes

### The difference we've made

- In order to increase the pace of new affordable homes, we've put additional resources into a council-wide housing supply team. This includes project managers, legal and planning support.
- Completed six new council-rented houses and two flats in Salehurst Close.
- Completed the conversion of ten houses for use as council-owned temporary accommodation in Stonehurst Court.
- Started development of 25 new homes at Tilbury Place and Oxford Street for council-owned temporary accommodation.
- Brought back 14 ex-council homes sold under the Right to Buy as part of our Home Purchase Policy.

## Looking ahead

- Nine new council-rented flats and three houses in Kensington Street, in the North Laine area, are nearing completion. These will be let through the council's Homemove scheme.
- Starting work on 30 flats on the former housing office site in Selsfield Drive, Brighton, and 12 flats in Buckley Close, Hangleton.
- Increasing our housing through the Home Purchase Policy with a budget to purchase a further 28 homes this year.
- Increasing resources to progress our hidden homes and conversions programme – we're planning to deliver 19 new homes this year with further units in the pipeline.

## Welfare reform

### The difference we've made

- Introduced new training for over 100 staff to spot the signs where tenants are struggling with benefits.
- Increased specialist training for staff providing advice and support to tenants claiming Universal Credit.
- Launched the Better Start Guide at [www.betterstartguide.co.uk](http://www.betterstartguide.co.uk) to provide important information to people on the housing waiting list.

## Looking ahead

- We will be offering tenants a new independent search engine, and improving our own online offer, to help tenants find a mutual exchange.

## Leaseholders

### The difference we've made

- We've listened to leaseholders and are now engaging with them at a much earlier stage when major work is proposed for their block.
- We're keeping leaseholders involved by providing regular updates and easy to access information through various stages of the project.

### Looking ahead

- We're recruiting to a new post of Senior Leaseholder Liaison Officer, following feedback from the Leaseholder Action Group. They will be able to meet leaseholders to discuss concerns earlier and improve overall communication.
- Updating the Leaseholder Handbook.
- Undertaking a leaseholder satisfaction survey.

## Seniors Housing

### The difference we've made

- Won Older People's awards from the 'Elderly Accommodation Counsel', gold for Hazelholt, and bronze for Churchill House.
- Worked with Age UK to deliver visiting advice and information sessions so residents and people living nearby can easily get specialist information
- Worked with the council's fall prevention co-ordinator and circulated information to all residents on how to stay strong and prevent a fall. Some schemes have set up regular exercise classes to support people with their health and mobility.
- Worked with The Paley Trust, a local charity who funded a successful art club at Lindfield Court, to create a mosaic for the communal lounge.
- Agreed with residents to set aside a proportion of the Estate Development Budget for seniors housing, with decisions made by the Seniors Housing Action Group.

### Looking ahead

- We'll be completing the review of Seniors Housing to help us plan where we can invest and improve the service.
- We want to make it easier for people to know about and to apply for Seniors Housing.

"Good to talk with you earlier, it just goes to show how much help is out there as long as you ask the right (lovely) people. Many thanks to all."

Feedback to Seniors Housing

## Your neighbourhood and community

### The difference we've made

- We've passed over 400 items of recycled furniture to tenants giving them much needed help to furnish their homes.

- Our Estates Services have had more involvement with new build projects, providing advice on types of locks to increase security and floor finishes.
- Set up the Hard Surfaces Team to improve estate areas by removing weeds, moss and overgrown shrubs.
- Ended the tenancies of three households causing a nuisance, making a big improvement to the lives in the neighbourhood.
- Worked with Brighton & Hove Independent Mediation Service (BHIMS) to help resolve resident disputes. Over 80% of clients felt they had benefitted and seen an improvement as a result of the referrals.
- The council's new Field Officer team are supporting Housing by gathering intelligence about anti-social behaviour within and outside office hours. The team is also responsible for carrying out initial investigation of noise complaints and have been developing strong relationships with police prevention teams (formerly known as neighbourhood policing teams).

"I've always considered our estates team to be a service that just keeps on giving."  
Resident feedback

## Looking ahead

- Launching an online survey in May 2019 to gather more resident ideas for neighbourhood improvements.
- Holding estate improvement community meetings during the summer to focus on setting priorities from the results of the survey.
- Increasing security to the main entrance doors to 20 blocks of flats where there are concerns about anti-social behaviour (ASB), with more to follow.
- Delivering workshops for residents to raise awareness of the ASB service, how to report ASB and the type of action we can take. This will include the need for evidence and reporting.
- Introducing one phone number for residents to report all ASB in the city.

## Tenancy fraud update

Tackling tenancy fraud remains a key priority for the council. During 2018/19, we took back 18 properties following fraud investigations and a 'tenancy fraud amnesty'. Getting these homes back helps us provide secure homes for people on our waiting list.

If you suspect someone got their council tenancy fraudulently, is illegally subletting their home, or keeping their tenancy while living elsewhere, please contact our fraud team in confidence by calling 01273 291847 or emailing [anti-fraud@brighton-hove.gov.uk](mailto:anti-fraud@brighton-hove.gov.uk).

## How we spend our income?

Each £1 of rent and service charge income pays for: [insert pie chart]

- |                            |     |     |
|----------------------------|-----|-----|
| • Repairs and improvements | 52% | 52p |
| • Running housing services | 38% | 38p |

- Repaying loans and interest      10%      10p

Total income: **£60.5 million**

Total expenditure: **£59.5 million**

The difference in income of £1 million has been added to reserves in the Housing Revenue Account to fund future investment in your homes.

You can find more information on our performance at [www.brighton-hove.gov.uk/hsg-performance](http://www.brighton-hove.gov.uk/hsg-performance)

If you have any comment on this annual report or if there is anything you'd like to see in future editions we would welcome your feedback. Please contact us at:

[housing.performance@brighton-hove.gov.uk](mailto:housing.performance@brighton-hove.gov.uk)

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## **Area Panel Briefing Paper**

### **Programme for future Housing repairs, planned maintenance and capital works**

**June 2019**

#### **1. Summary**

1.1. This report updates Area Panels on the progress of the programme to set up the future delivery of responsive repairs, empty property refurbishments, planned maintenance and improvement programmes and major capital projects to council housing stock post April 2020; when the current contractual arrangements expire.

1.2 Current updates of key activities include:

1. Tenant and leaseholder engagement
2. Staff engagement
3. Social Value
4. Procurement
5. Peer engagement

#### **2. Background**

2.1. As part of the decision making process for the future repairs programme the programme team consulted with residents about how services for housing repairs and maintenance should be delivered moving forward.

2.2. Feedback from the consultation enabled the programme team to develop a set of clear strategic objectives for the future delivery of the housing repairs and improvement services as follows:

- Excellent customer service including the ability to self-serve and greater direct customer access to services
- A strong focus on pro-active maintenance of existing assets
- Increased transparency, control and accountability around cost, programme information and quality assurance
- Demonstration of value for money combined with the inclusion of social value requirements in order to secure added economic, social or environmental benefits for the local area.

2.3. These objectives helped to inform the decisions taken at Housing and New Homes Committee and Policy Resources and Growth committee in autumn 2018 for the future delivery of services; therefore the programme team is ensuring that residents can see these objectives embedded in the way we deliver services moving forward.

### **3. Key Areas Of Progress**

#### **3.1 Tenant and leaseholder engagement**

3.2 The programme team has carried out a range of engagement actions with tenants and leaseholders as part of the consultation process throughout the programme.

3.3 Recently the programme has been setting up and working with a specific 'task and finish' group to support the programme. This group will be made up of representatives from our existing resident engagement structure as well as recruiting 2 new volunteers.

3.4 This task and finish will focus on working with council officers through the period of change for the repairs service to represent the views of tenants and leaseholders. The group will use the feedback that residents gave through the consultation period before the future service options were decided in October 2018 (this includes survey data from both on-line and face to face and feedback from workshops) to refer to when making key decisions.

3.5 Four reps from the group attended a market engagement day that was held on 1<sup>st</sup> May to engage with suppliers interested in works that will be delivered through the Major Projects Framework.

3.6 The programme team also presented to the Leaseholder Action Group Annual General Meeting in April 2019 to update on the progress of the programme. Leaseholders fed back the following points:

3.7 A proactive maintenance programme is vital to leaseholders to be evidenced in the new arrangements

3.8 Leaseholders want to be able to sign post contractors to work opportunities to work with the council

3.9 Leaseholders want to see the council accountable for the specification, design and quality assurance of works.

3.10 All of the above has been fed into the delivery of projects within the programme.



**3.11 Staff and union engagement:**

- 3.12 The programme team has carried out a range of engagement actions with tenants, leaseholders, staff and union representatives.
- 3.13 TUPE legislation protects the terms and conditions of employment and the programme team are working closely with Mears management and staff to support those affected by the changes in service delivery through the transfer process.
- 3.14 Following the decisions being made for the delivery of future services we have held two sets of workshops with Mears staff and unions in November 2018 and April 2019. We have also continued our positive working relationship with Mears to have regular management meetings to talk about the best way to support staff through the TUPE process.
- 3.15 BHCC team leaders who are affected by the changes in service delivery attended a stakeholder presentation to start to scope the impacts on other teams/areas of the organisation. This exercise has informed the outcomes of projects within the programme.
- 3.16 The programme team is near to being fully resourced, with the key positions as follows:
- Senior Programme Manager – David Canham
  - Programme Manager – Sharon Davies
  - Project Manager Communication and Culture Change – Fran Hodgson
  - Project Manager Planned Maintenance and Major Projects Framework – Peter Mustow
  - Project Manager – (interviews being held in June 2019)
  - Project Support Officer – Nick Austin

**3.17 Social Value:**

- 3.18 The Social Value Act stipulates that social value should be “relevant” and “proportionate” to the subject matter. This means that in a procurement exercise, we cannot require something wholly unconnected with the provision of the contract itself.
- 3.19 The council delivers this through the social value framework which has been developed by a multi-agency action learning group. The framework sets out our desire to embed social value within the city as a whole.

3.20 For each procurement, we identify which social value outcomes from the council's framework that apply and give consideration to what else can be achieved for the stakeholder/user group. We look for relevant social, environmental and economic value from everything we do.

3.21 We are looking to drive social value through the following areas:

- Keeping tenants homes warm, safe and in good condition
- Investing in the local economy and support the local supply chain
- Supporting services in tackling fuel poverty
- Provide a high quality and trusted service to residents
- Providing targeted employment or training opportunities
- Reducing the environmental impacts in service delivery
- Community involvement
- Working in partnership with local services and charities

### **3.22 Market Engagement:**

3.23 On 1<sup>st</sup> May 2019 the programme team carried out a market engagement day to talk to suppliers about our proposal for the major projects framework. The day was well attended with over 20 suppliers attending. Tenant and Leaseholder reps from the task and finish group also attended. Feedback from the day will help us to appropriately shape and pitch the framework for tender.

### **3.24 Apprentices:**

3.25 Apprentices will TUPE transfer into the organisation and the council will support these apprentices to complete their courses but also support other work place training developments and opportunities for staff through the process of bringing services in-house.

3.26 This will include:

- Apprenticeships for existing staff to develop skills
- Opportunities for secondments and internal job opportunities in other areas of the council

3.27 As part of the delivery of these new services the council would also like to expand our current apprentice programme for the delivery of the new in-house repairs service. As part of the development of the trades apprentice scheme we will include opportunities for T-level training placements.

### **3.28 Procurement Update:**

### 3.29 Major Projects Framework:

The project team for the major projects framework are working on the draft documentation to go out to tender in the summer of 2019. The framework is broken down to 5 key areas of delivery:

- Loft Conversion and Extension requirement
- Conversion of use, alteration or refurbishment of existing property
- Hidden Homes Projects
- New build Projects – Carparks, garages and infill
- Major Projects requirement

3.30 The framework will be split into 2 lots for works based on the value of projects. The team delivered a market engagement day on 1<sup>st</sup> May 2019 where ideas were shared with suppliers about pitching works appropriately for small and large businesses, delivering our apprenticeship programme, types and terms of contract and social value.

### 3.31 Stock information review:

The council are currently procuring a consultant to work with us to look at our investment plan for our stock moving forward. This will be completed through summer 2019 and will help to inform our maintenance and improvement programmes from April 2020 onwards.

### 3.32 **Peer Engagement:**

3.33 In order to develop market knowledge on the delivery of these services since the council's decisions were developed, the programme team has continued engagement with the following housing providers to gain insight and best practice advice.

- Greenwich Council
- Stoke Council
- Islington Council
- Southern Housing Group

## 4 Next Steps

4.1 This report updates areas panels on the progress of key areas of preparation that the programme team are currently focused on to ensure that services are in place, staff are effectively supported and procurement processes are successfully delivered to provide the best services that we can to residents and achieve the councils objectives for these services.

4.2 The programme team will also be attending the following groups to provide updates on the programme progress:

- June Area panels
- Home Service Improvement Group – June
- Citywide conference September 2019
- June Housing & New Homes Committee
- June Leaseholder Action Group

4.2 Alongside the progress outline above there is a strong focus on ensuring performance is maintained on the existing contract with Mears over the last year of the arrangement. Regular sessions are in place with Mears to review performance and deal with any actions proactively to ensure that service is maintained for tenants and leaseholders.

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# Council housing performance

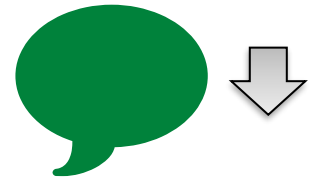
Quarter 4 2018/19 (Jan to Mar 2019)



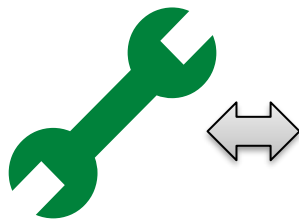
**97.81%**  
Rent collected



**91%**  
Calls answered



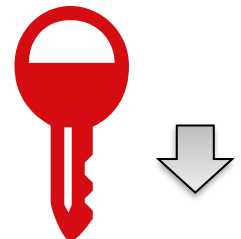
**85%**  
Satisfaction  
with ASB cases



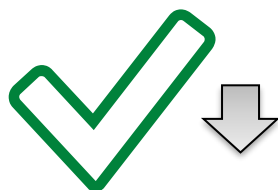
**12 days**  
Routine repairs  
completion time



**97%**  
Repairs  
appointments  
kept



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



**98%**  
Cleaning tasks  
completed



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



**93%**  
Five-year  
tenancy visits  
completed

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove  
City Council

# Quarter 3 2018/19 performance report – key trends

## Top 5 scores (compared to target)

1. Lifts – average time to restore service when not within 24 hours (4 days vs 7 day target)
2. Rent loss due to empty dwellings (0.74% vs 1% target)
3. Average time to complete routine repairs (12 calendar days vs 15 day target)
4. Stage one complaints responded to within 10 working days (90% vs 80% target)
5. Victim satisfaction with way ASB case dealt with (85% vs 82% target).

## Bottom 5 scores (compared to target)

1. Repairs Helpdesk – longest wait time (22 mins vs 5 min target)
2. Rechargeable debt collected (end year result: 5.35% vs 20% target)
3. Average re-let time, excluding time spent in major works (33 days vs 21 day target)
4. Stage one complaints escalated to stage two (15% vs 10% target)
5. Repairs Helpdesk – calls answered within 20 seconds (53% vs 75%).

## 5 biggest improvements (since previous quarter)







1. Lifts – average time to restore service when not within 24 hours (9 to 5 days)
2. Stage two complaints upheld (28% to 20%)
3. Stage one complaints escalated to stage two (17% to 15%)
4. Calls answered by Housing Customer Services Team (85% to 91%)
5. Rent loss due to empty dwellings (0.78% to 0.74%).

## 5 biggest drops (since previous quarter)

1. Repairs Helpdesk – longest wait time (8 to 22 mins)
2. Average re-let time, excluding time spent in major works (24 to 33 days)
3. Repairs Helpdesk – calls answered within 20 seconds (72% to 53%)
4. Former tenant arrears collected (24.77% to 20.71%)
5. Bulk waste removed within 7 working days (87% to 78%).

## **DRAFT Housing Management Performance Report** **Quarter 4 and end of year 2018/19**

This housing management performance report covers Quarter 4 of the financial year 2018/19 alongside end of year results. It uses the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter.

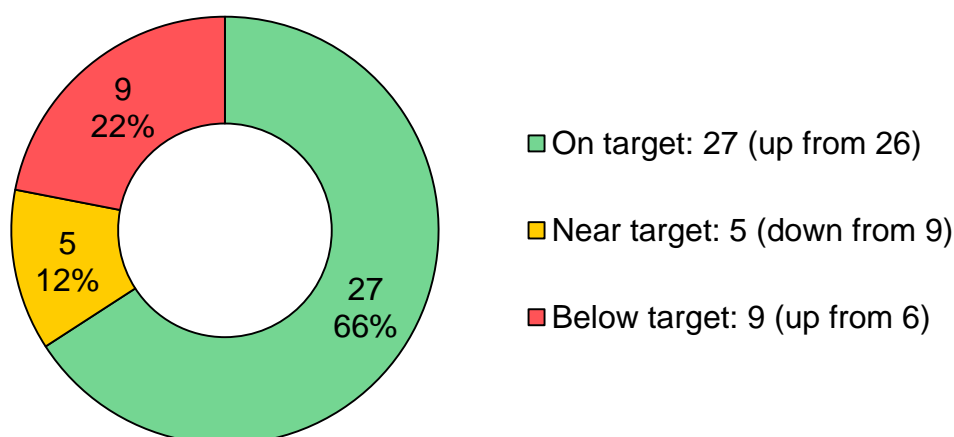
Status		Trend	
	Performance is below target (red)		Poorer than previous reporting period
	Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period
	Performance is on or above target (green)		Improvement on previous reporting period

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

A total of 41 performance indicators are measured against a **quarterly** target:

- 27 are on target (of which 23 were on target and 4 were near target last quarter)
- 5 are near target (3 were on target and 2 were near target)
- 9 are below target (3 were near target and 6 were below target).

### **Status of quarterly performance indicators**



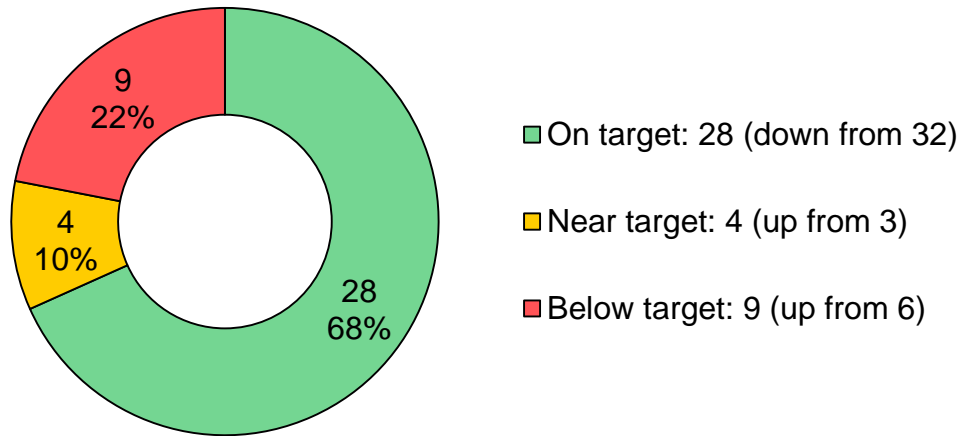
In terms of movement since the previous quarter:

- 14 have improved (of which 11 are on target and 3 below target)
- 8 are the same (8 are on target)
- 19 have declined (8 are on target, 5 are near target and 6 are below target).

A total of 41 performance indicators are measured against an **annual** target:

- 28 are on target (of which 26 were on target, 1 near and 1 below target last year)
- 4 are near target (3 were on target and 1 was near target)
- 9 are below target (3, were on target, 1 near target and 5 below target).

### Status of annual performance indicators




















In terms of movement since the previous quarter:

- 11 have improved (of which 9 are on target and 2 below target)
- 11 are the same (11 are on target)
- 19 have declined (8 are on target, 4 are near target and 7 are below target).



## 1. Rent collection and current arrears

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

 Rent collection and current arrears indicators	Target 2018/19	Q3 2018/19	Q4 2018/19	Status against target	Trend since last quarter	Year end 2017/18	Year end 2018/19	Status against target	Trend since last year
1.1 Current tenants' rent collected as proportion of rent due for the year	98.00%	98.10% (£50.0m of £50.9m)	97.81% (£49.9m of £51.0m)			98.66% (£49.9m of £50.6m)	97.81% (£49.9m of £51.0m)		
1.2 Former tenant arrears collected	25%	24.77% (£162k of £654k)	20.71% (£136k of £661k)			25.01% (£149k of 595k)	20.71% (£136k of £661k)		
1.3 Rechargeable debt collected	20%	5.69% (£6k of £109k)	5.35% (£6k of £108k)			12.44% (£15k of £121k)	5.35% (£6k of £108k)		
1.4 Rent loss due to empty dwellings*	Under 1%	0.77% (£388k of £50.6m)	0.74% (£375k of £50.7m)			1.06% (£537k of £50.5m)	0.74% (£375k of £50.7m)		
1.5 Tenants served a Notice of Seeking Possession	For info	369	456	n/a	n/a	635	456	n/a	n/a
1.6 Tenants evicted because of rent arrears	For info	2	2	n/a	n/a	2	2	n/a	n/a

\*The total rent for this indicator (£50.7m) is lower compared to the total for current tenants' rent collection (£51.0m) because it excludes arrears brought forward from the previous year (£0.7m) but includes uncollectable rent loss from empty properties (£0.4m).

## **How we are using this information to improve services – Rent collection and current arrears**

Three indicators are below or near target:

### **Current tenants' rent collected as proportion of rent due for the year – target 98%**


End year rent collection was 97.81%, which is 0.19% points below the target. Although the target has been narrowly missed, performance has held up well in light of the increasing challenge posed by the full rollout of Universal Credit (UC). The impact of UC during 2018/19 is about as expected at the start of the year: the number of households known to be affected by UC has doubled (from 498 to 1,005) and their amount of arrears has almost tripled (from £160k to £470k). There are also several vacancies in the Income Management team, which has made it more difficult to mitigate the impact of UC. Therefore, to improve performance the team will carry out a recruitment drive to fill these vacancies.

### **Former tenant arrears collected – target 25%**

The 2018/19 result was 20.71%, which is 4.29% points below the target. As with the indicator above, performance has been impacted by the need to concentrate resources on current tenants affected by UC, as well as the vacancies which are to be addressed by a recruitment drive.

### **Rechargeable debt collected – target 20%**

Performance for 2018/19 stands at 5.35% against a target of 20%, which is an aspirational one as rechargeable debt is very challenging to recover. Like with the two indicators above, the recruitment drive is the main way of improving performance here.

 Welfare reform information		Q2 2018/19	Q4 2018/19	Year end 2017/18	Year end 2018/19
1.7	Universal Credit – known affected tenants*	948 (8% of tenants)	1,005 (9% of tenants)	498 (4.4% of all tenants)	1,005 (9% of tenants)
1.8	Universal Credit – arrears of known affected tenants	£368k (38% of total arrears)	£470k (42% of total arrears)	£160k (23% of total arrears)	£470k (42% of total arrears)
1.9	Removal of the Spare Room Subsidy – affected tenants (under occupiers)	552 (5%)	537 (5%)	580 (5%)	537 (5%)
1.10	Under occupiers – arrears of affected tenants	£55k (6%)	£79k (7%)	£45k (6%)	£79k (7%)
1.11	Benefit Cap – affected tenants	42 (0.4%)	43 (0.4%)	47 (0.4%)	43 (0.4%)
1.12	Benefit Cap – arrears of affected tenants	£6k (0.6%)	£10k (0.9%)	£5k (1%)	£10k (0.9%)
1.13	Total current tenants	11,423	11,429	11,396	11,429
1.14	Total current tenant arrears	£967k	£1,116k	£694k	£1,116k

\*Of the 1,005 tenants known to be affected by Universal Credit, 314 (31%) have Alternative Payment Arrangements (APAs) in place, including direct payment of the housing cost element to the council as a landlord. These are arranged with the Department for Work and Pensions (DWP) for claimants who can't manage the standard Universal Credit payment.

### 1.15 Area breakdown of rent collected

The figures below are end of year forecasts.


















Rent collection area	Q3 2018/19	Q4 2018/19
North (includes Seniors housing)	98.52% (£14.3m of £14.5m)	98.28% (£14.2m of £14.5m)
West	97.86% (£10.1m of £10.3m)	97.41% (£10.0m of £10.3m)
Central	97.77% (£8.8m of (£9.0m)	97.49% (£8.8m of (£9.0m)
East	98.05% (£16.8m of £17.1m)	97.82% (£16.8m of £17.2m)
All areas	98.10% (£50.0m of £50.9m)	97.81% (£49.9m of (£51.0m)

### 1.16 Tenants in arrears by amount

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

Amount of arrears	Q3 2018/19	Q4 2018/19
No arrears	78% (8,877)	76% (8,671)
Any arrears	22% (2,546)	24% (2,758)
... £0.01 to £99.99	8% (917)	9% (1,008)
... £100 to £499.99	9% (1,048)	10% (1,099)
... £500 and above	5% (581)	6% (651)
Total tenants	11,423	11,429

## 2. Customer services and complaints

 <b>Customer services and complaints indicators</b>		Target 2018/19	Q3 2018/19	Q4 2018/19	Status against target	Trend since last quarter	Year end 2017/18	Year end 2018/19	Status against target	Trend since last year
2.1	Calls answered by Housing Customer Services Team (HCST)	90%	85% (7,343 of 8,658)	91% (8,102 of 8,940)			95% (33,864 of 35,728)	89% (32,667 of 36,801)		
2.2	Stage one complaints responded to within 10 working days	80%	87% (93 of 107)	90% (93 of 103)			82% (294 of 360)	80% (343 of 429)		
2.3	Stage one complaints – average time to respond when not within 10 working days	For info	15 days	15 days	n/a	n/a	n/a	19 days	n/a	n/a
2.4	Stage one complaints upheld	For info	47% (50 of 107)	32% (33 of 103)	n/a	n/a	39% (141 of 360)	40% (173 of 429)	n/a	n/a
2.5	Stage one complaints escalated to stage two	10%	17% (18 of 107)	15% (15 of 103)			12% (42 of 360)	14% (62 of 429)		
2.6	Stage two complaints upheld	18% or under	28% (5 of 18)	20% (3 of 15)			24% (10 of 42)	23% (14 of 62)		
2.7	Housing Ombudsman Complaints upheld	For info	0% (0 of 2)	0% (0 of 3)	n/a	n/a	11% (1 of 9)	0% (0 of 6)	n/a	n/a

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

Three indicators are below or near target:

### **Calls answered by Housing Customer Services Team (HCST) – target 90%**

Performance here was 89% throughout 2018/19, which is 1% point below target. The average call answering time during the year was 1 minute and 4 seconds, which is well within the published timescale in the council's customer promise (which aims to keep average waiting times under 10 minutes).

Performance has recently improved and is now back on target, having increased from 86% in Quarter 3 to 91% in Quarter 4.

The team have increased their focus on other customer contact channels: in addition to the 32,667 external calls taken during 2018/19, the team also dealt with 12,338 emails and 9,940 reception queries. On a typical working day there are three full-time equivalent staff taking phone calls, four working on receptions and two answering emails. The team are also responsible for a range of other functions, such as letting 363 garages and car parking spaces during 2018/19 and also dealing with 923 cases of non-access for gas safety checks (referred by the contractor when tenants haven't allowed access, so the check can happen in time).










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

Performance is off target at 15% for Quarter 4 (15 complaints escalated) and 14% for 2018/19 (62 escalated). The escalated complaints were most commonly about repairs, so efforts to improve performance includes a contractor recruiting a new customer care officer to deal solely with complex repairs. Also, services across Housing will discuss a joint working strategy to deal with repairs issues in overcrowded properties (eg damp) through supporting households with vulnerabilities and/or their housing applications.

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

Performance here is also off target, at 20% for Quarter 4 and 23% for 2018/19. A total of three stage two complaints were upheld during Quarter 4, resulting in recommended changes to policies or procedures. These include ensuring final notices for gas safety checks are not sent too early and reviewing a contractor's compensation policy to bring it into line with the council's expectations.

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

 <b>Empty home turnaround time and mutual exchange indicators</b>		Target 2018/19	Q3 2018/19	Q4 2018/19	Status against target	Trend since last quarter	Year end 2017/18	Year end 2018/19	Status against target	Trend since last year
3.1	Average re-let time, excluding time spent in major works (calendar days)	21	24 (127 lets)	33 (142 lets)			20 (538 lets)	26 (555 lets)		
3.2	... as above for general needs properties	For info	21 (113 lets)	28 (119 lets)	n/a	n/a	16 (446 lets)	21 (460 lets)	n/a	n/a
3.3	... as above for Seniors housing properties	For info	48 (14 lets)	61 (23 lets)	n/a	n/a	40 (92 lets)	51 (95 lets)	n/a	n/a
3.4	Average 'key to key' empty period, including time spent in major works and time being re-let (calendar days)	For info	45 (127 lets)	51 (142 lets)	n/a	n/a	46 (538 lets)	50 (555 lets)	n/a	n/a
3.5	New properties let (for first time)	For info	4	2	n/a	n/a	75	74	n/a	n/a
3.6	Mutual exchange decisions made within 42 calendar days	100%	100% (29 of 29)	100% (16 of 16)			100% (132 of 132)	100% (142 of 142)		
3.7	Total empty dwellings at end quarter (general needs and Seniors)*	For info	101	78	n/a	n/a	94	78	n/a	n/a

\*Total stock is 11,518 of which 11,429 are let, 78 are empty and 11 are leased to housing associations.

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

One indicator is below target:

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

Performance remains below target, with the average re-let time increasing from 24 days in Quarter 3 to 33 days in Quarter 4. The result for 2018/19 was 26 days, or 21 days for general needs and 51 days for Seniors housing. Difficult-to-let Seniors homes remain a challenge, although the number empty has reduced from 36 at the start of 2018/19 to 15 at the end, so there has been progress in letting them over the year. Teams across Housing have recently looked into the barriers to lettings, as part of a wider programme to review the Seniors housing service, including gathering data to inform recommendations to remove the barriers. Some of the initial feedback indicates that the 'lettable standard' is too basic and is off-putting for older people. In response the service is currently decorating and providing carpets in empty seniors homes on a trial basis to make them more attractive and easier to move into.

































































### 3.7. Long term empty dwellings by ward (empty six weeks or more as of 1 April 2019)


















Ward name (excludes those with no long term empty properties)	No. dwellings	Average days empty	Range of days empty	Average rent loss*	Total rent loss*	Comment
East Brighton	3	109	44-184	£1.2k	£3.6k	1 flat in major works; 1 flats ready to let; 1 bungalow ready to let.
Hangleton and Knoll	1	65	65-65	£0.9k	£0.9k	1 house ready to let.
Hanover and Elm Grove	3	144	135-156	£2.0k	£6.0k	3 houses to undergo major works.
Hollingdean and Stanmer	1	44	44-44	£0.5k	£0.5k	1 seniors flat ready to let following major works.
Moulsecoomb and Bevendean	5	194	51-429	£1.9k	£9.4k	3 seniors studio flats, 1 house in major works, 1 house ready to let following major works.
Patcham	2	104	58-149	£1.1k	£2.1k	2 seniors flats ready to let.
Preston Park	2	454	324-583	£5.3k	£10.7k	2 flats in major works (adjoining properties undergoing health and safety works).
Queens Park	6	76	44-121	£1.1k	£6.4k	3 Seniors flats ready to let, 1 flat in major works, 2 flats ready to let.
South Portslade	1	191	191-191	£2.6k	£2.6k	1 house in major works.
St Peters and North Laine	1	51	51-51	£0.9k	£0.9k	1 flat ready to let.
Westbourne	1	44	44-44	£0.5k	£0.5k	1 flat ready to let.
Withdean	1	79	79-79	£0.7k	£0.7k	1 studio flat ready to let.
Total	27	140	44-583	£1.6k	£44.4k	Of 27 properties, 15 are ready to let (56%).

\*Snapshot of historic rent loss for whole time since these properties became empty: of the £44.4k total rent loss, £41.1k occurred during 2018/19 to date and £3.3k during 2017/18.

#### 4. Repairs and maintenance

 <b>Repairs and maintenance indicators</b>		<b>Target 2018/19</b>	<b>Q3 2018/19</b>	<b>Q4 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2017/18</b>	<b>Year end 2018/19</b>	<b>Status against target</b>	<b>Trend since last year</b>
4.1	Emergency repairs completed in time (within 24 hours)	99%	100% (3,025 of 3,026)	99.9% (2,649 of 2,652)			99.8% (11,517 of 11,545)	99.9% (11,025 of 11,039)		
4.2	Routine repairs completed in time (within 20 working days)	99%	99.6% (5,029 of 5,049)	99.4% (4,640 of 4,640)			99.6% (26,847 of 26,948)	99.6% (18,644 of 18,719)		
4.3	Complex repairs completed in time (work needing longer than 20 days)	For info	100% (254 of 254)	99.4% (154 of 155)	n/a	n/a	100% (588 of 597)	99.8% (647 of 648)	n/a	n/a
4.4	Average time to complete routine repairs (calendar days)	15 days	12 days	12 days			13 days	13 days		
4.5	Appointments kept by contractor as proportion of appointments made	97%	96.2% (11,280 of 11,721)	97.4% (11,694 of 12,011)			98.0% (47,701 of 48,693)	96.8% (46,286 of 47,815)		
4.6	Tenants satisfied with repairs	96%	96.9% (1,438 of 1,484)	98.9% (1,225 of 1,239)			97.4% (5,801 of 5,957)	97.0% (5,440 of 5,610)		
4.7	Responsive repairs passing post-inspection first time	97%	92.7% (281 of 303)	94.4% (518 of 549)			94.4% (2,945 of 3,121)	91.4% (1,867 of 2,043)		
4.8	Repairs completed at first visit	92%	91.9% (7,423 of 8,075)	91.6% (6,704 of 7,321)			87.6% (33,709 of 38,493)	92.5% (27,512 of 29,758)		

 <b>Repairs and maintenance indicators</b>		<b>Target 2018/19</b>	<b>Q3 2018/19</b>	<b>Q4 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2017/18</b>	<b>Year end 2018/19</b>	<b>Status against target</b>	<b>Trend since last year</b>
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,536 of 11,536)	100% (11,518 of 11,518)			100% (11,551 of 11,551)	100% (11,518 of 11,518)		
4.10	Energy efficiency rating of homes (out of 100)	67	67.1	67.2			66.6	67.7		
4.11	Planned works passing post-inspection	97%	99.2% (125 of 126)	100% (168 of 168)			99.7% (1,128 of 1,131)	99.7% (783 of 785)		
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (9,982 of 9,982)	100% (9,977 of 9,977)			100% (10,006 of 10,006)	100% (9,977 of 9,977)		
4.13	Empty properties passing post-inspection	98%	100% (70 of 70)	99.2% (132 of 133)			99.4% (516 of 519)	98.7% (464 of 470)		
4.14	Lifts – average time taken (hours) to respond	2 hours	2.4 hours	2.5 hours			3.0 hours	2.7 hours		
4.15	Lifts restored to service within 24 hours	95%	96% (143 of 149)	96% (167 of 173)			95% (552 of 579)	96% (583 of 607)		
4.16	Lifts – average time to restore service when not within 24 hours	7 days	9 days (46 days, 5 lifts)	5 days (31 days, 6 lifts)			7 days (195 days, 28 lifts)	8 days (189 days, 24 lifts)		

 <b>Repairs and maintenance indicators</b>		<b>Target 2018/19</b>	<b>Q3 2018/19</b>	<b>Q4 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2017/18</b>	<b>Year end 2018/19</b>	<b>Status against target</b>	<b>Trend since last year</b>
4.17	Repairs Helpdesk – calls answered	90%	96% (20,672 of 21,479)	90% (19,907 of 21,479)			96% (80,207 of 83,569)	94% (75,913 of 80,822)		
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	72% (14,931 of 20,672)	53% (10,488 of 19,907)			77% (61,461 of 80,207)	65% (49,037 of 75,913)		
4.19	Repairs Helpdesk – longest wait time	5 mins	7m 57s	21m 35s			13m 17s	21m 35s		
4.20	Estate Development Budget (EDB) main bids – quality checks (year to date)	90%	100% (50 of 50)	100% (50 of 50)			98% (118 of 120)	100% (50 of 50)		
4.21	EDB main bids – completions (year to date)	For info	75% (79 of 105)	85% (91 of 107)	n/a	n/a	92% (79 of 86)	92% (91 of 107)	n/a	n/a
4.22	EDB main bids – average duration of work (year to date)	For info	28 days	43 days	n/a	n/a	18 days	43 days	n/a	n/a

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

Seven indicators are below or near target:

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

Performance improved for the second quarter running but remains slightly below target at 94.4% as of Quarter 4. A total of 549 jobs were inspected with 31 failing quality checks. Of those failing first time inspection 12 (54%) were for poor quality work or because extra work was required to complete the job. The other 10 (46%) were due to required corrections or additions to the volume of labour or materials used (Schedule of Rates codes). The contractor is currently recruiting to vacant supervisor posts, to increase the resources available to carry out inspections and for the supervision of operatives, which should have a positive impact on this indicator going forward.

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

Although the annual target was narrowly missed by 0.2% points, with a 2018/19 result of 96.8%, performance is now back on track and stood at 97.4% in Quarter 4. We will continue to monitor this closely with the contractor to ensure this is maintained.

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

Performance was again very slightly below (91.6%) target during Quarter 4, however the year to date figure remains above target at 92.5%.

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

The average wait time to respond to breakdowns increased slightly from 2.4 hours previously to 2.5 hours during Quarter 4. All breakdowns where somebody was in the lift were responded to within 1 hour. The changes agreed with the contractor to ensure engineers will be covering a more localised area have yet

to impact on performance – this has been escalated for resolution by the contractor.

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

Performance averaged 8 days throughout 2018/19 and therefore missed the target. Delays to repairs were mainly due to difficulties in diagnosing faults and plus time spent waiting for parts. Performance has recently improved, from 9 days in Quarter 3 to 5 days in Quarter 4, so is comfortably back within target.

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

The loss of staff over the last three months and delays to recruitment by the contractor following the introduction of a new recruitment process has had a significant adverse impact on results. These short term recruitment issues have now been resolved and three new members of staff will be starting mid-April. However as a result of lower staffing levels performance for Quarter 4 remains well below target at 53% – down from 72% in Quarter 3.

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

Performance against this indicator has also been affected by the staff shortages outlined above. The longest call waiting time recorded in Quarter 4 was 21 minutes 35 seconds, which is also the longest during 2018/19. Also, the average call waiting time increased to 69 seconds during Quarter 4 compared to 24 seconds during the previous quarter.

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

Project	Original Budget	Latest Budget	2018/19 Actuals	2019/20 Budget	Status	Number of dwellings		Leaseholder costs range (estimated)
						Council	Leasehold	
Holmstead – structural repairs	£678k	£632k	£576k	-	Complete	12	3	£42k to £54k
Tyson Place / St Johns Mount – structural repairs	£2,657k	£1,130k	£915k	£1,325k	On site	109	39	£15k to £22k
Wickhurst Rise – structural repairs	£1,290k	£1,142k	£1,005k	-	Complete subject to utilities finishing works	26	6	£29k to £48k
Park Court – external repairs	£381k	£381k	£322k	-	Complete	7	2	£37k to £44k
Ingram Crescent – structural repairs	£600k	£317k	£289k	£570k	On site	130	24	£4k to £5k
Sylvan Hall – external repairs	£520k	£262k	£135k	£638k	On site	30	19	£14k to £25k
Ellen Street – structural repairs	-	-	£20k	£950k	On site	23	9	£27k to £30k
Freshfield Estate – Tyfoam extraction	£990k	£1,210k	£1,345k	£750k	On site	24	0	n/a
Saxonbury – structural repairs	£1,510k	£516k	£300k	£1,694k	On site	29	16	£33k to £37k
Hidden Homes – new dwellings	£520k	£653k	£436k	£1,498k	On site (3 projects)	n/a	n/a	n/a
Oxford Street conversion	£1,064k	£500k	£311k	£1,125k	On site	n/a	n/a	n/a
St Aubyns Gardens – external repairs	£600k	£108k	£72k	£492k	On site	4	11	£31k to £54k
Unity Housing (condensation and damp works)	£208k	£130k	£16k	£256k	On site	6	0	n/a
Leach Court – structural repairs	-	£107k	£329k	-	Complete	108	0	n/a
Citywide conversions & extensions	£598k	£598k	£698k	£323k	On site (6 projects)	6	0	n/a
St James' House car park	-	£235k	£79k	£479k	On site	n/a	n/a	n/a
Holbrook and Downford – roofing	-	£200k	£77k	-	Complete	10	3	£14k to £18k
Somerset Point – windows and external decoration	-	-	-	£500k	On site	71	0	n/a
<b>Total</b>	<b>£11.6m</b>	<b>£8.1m</b>	<b>£6.9m</b>	<b>£10.6m</b>	<b>13 projects on site</b>	<b>595</b>	<b>132</b>	<b>£4k to £54k</b>

#### 4.24 Details of major projects on site (as of April 2019)

Project	<b>Tyson Place / St Johns Mount – structural repairs</b>						
Exp. Start	22/10/18	Finish	15/11/19	2018/19 Budget	£2,657k	Latest budget	£1,325k
Act. Start	22/10/18	Current Status	On site	Council dwellings	109	Leasehold dwellings	39
<p>Major external repairs including concrete repairs, roof replacement, replacement of windows and external wall insulation. Window installations at Tyson Place will commence in April. An underspend was caused by time taken to get on site compared to what was originally expected when the budget was set. Also, once on site periods of wet weather disrupted completion of works carried out at height on scaffolding. A budget of £1,640k has been set for 2019/20 to complete the works.</p>							

Project	<b>Ingram Crescent balconies – structural repairs</b>						
Exp. Start	03/07/18	Exp. Finish	TBC	2018/19 Budget	£600k	Latest Budget	£570k
Act. Start		Current Status	On site	Council dwellings	130	Leasehold dwellings	24
<p>Replace balcony timber handrails. There was an underspend this year due to seeking further planning permissions and some elements of the external works being weather dependent. A budget of £570k has been set for 2019/20 to complete the works.</p>							

Project	<b>Sylvan Hall Estate – external repairs (Holly Bank, Elm Lodge, Rowan House, The Willows)</b>						
Exp. Start	07/01/19	Exp. Finish	Aug 2019	2018/19 Budget	£520k	Latest Budget	£638k
Act. Start	07/01/19	Current Status	On site	Council dwellings	30	Leasehold dwellings	19
<p>Major external works to include brickwork and concrete repairs, window renewal, cavity wall insulation and balcony and communal walkway waterproofing.</p>							

Project	<b>Ellen Street low rises – structural repairs</b>						
Exp. Start	02/01/19	Exp. Finish	Dec 2019	2018/19 Budget	-	Latest Budget	£950k
Act. Start	02/01/19	Current Status	On site	Council dwellings	23	Leasehold dwellings	9
Works to install external wall insulation and lightweight pitched roof conversion. A budget of £950k has been set to completed the works in 2019/20.							

Project	<b>Freshfield Estate – extraction of Tyfoam wall insulation)</b>						
Exp. Start		Exp. Finish	TBC	2018/19 Budget	£990k	Latest Budget	£750k
Act. Start	03/04/18	Current Status	On site	Council dwellings	24	Leasehold dwellings	0
Removal of Tyfoam insulation to the cavity of the properties, rebuilding of outer skin of blockwork and facings with an external wall insulation system. Work to insulate remaining properties is due to commence in April 2019.							

Project	<b>Saxonbury – structural repairs</b>						
Exp. Start	22/10/18	Exp. Finish	15/11/19	2018/19 Budget	£1,510k	Latest Budget	£1,694k
Act. Start	22/10/18	Current Status	On site	Council dwellings	29	Leasehold dwellings	16
Installation of infill cladding system to rectify defects with de-bonded brick panels. Unforeseen design changes following the removal of brickwork has resulted in delays to works. A budget of £1,094k has been set for 2019/20 to complete the works.							



Project	<b>Hidden Homes</b>						
Exp. Start		Exp. Finish	31/03/20	2018/19 Budget	£653k	Latest Budget	£1,498
Act. Start	30/04/18	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Programme of works to transform neglected or redundant spaces into quality homes. There are currently 3 conversion projects underway at Elwyn Jones Court (2 dwellings – due to complete in May 2019), Woods House (1 dwelling – due to complete in May 2019) and Swallow Court (3 dwellings – due to complete in April 2019). Planning permission has also been granted and detailed designs prepared for 10 new dwellings at the Bristol Estate. A further conversion at Manor Hill for a house and 2 flats is at the planning stage. The £217k underspend this year mainly due to the projects not costing as much as was budgeted for.</p>							

Project	<b>Oxford Street conversion</b>						
Exp. Start		Exp. Finish	01/12/19	2018/19 Budget	£1,064k	Latest Budget	£1,125k
Act. Start	19/11/18	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Now part of the Hidden Homes programme. This project is to redevelop and convert old office space into 10 family dwellings for temporary accommodation. Although some enabling work has been undertaken there are delays relating to need for additional lighting surveys to be carried out.</p>							

Project	<b>St Aubyns Gardens – external repairs</b>						
Exp. Start	18/03/19	Exp. Finish	01/12/19	2018/19 Budget	£600k	Latest Budget	£492k
Act. Start	TBC	Current Status	On site	Council dwellings	4	Leasehold dwellings	11
<p>Further external repairs following previous structural works. The underspend in 2018/19 was due to delays getting on site. A budget of £600k has been set for 2019/20 to complete the works.</p>							


























Project	<b>Unity Housing (Condensation and damp works)</b>						
Exp. Start	01/02/19	Exp. Finish	01/09/19	2018/19 Budget	£208k	Latest Budget	£256k
Act. Start	TBC	Current Status	On site	Council dwellings	6	Leasehold dwellings	0
<p>Start times are to be confirmed (TBC) for external repairs, external walls and cavity wall insulation works. Scaffolding has been set up and work has commenced on concrete repairs. There was an underspend this year caused by delays getting on site due to additional time required for consultation on party walls and contract awards.</p>							

Project	<b>Citywide loft conversions and extensions</b>						
Exp. Start	01/02/19	Exp. Finish	01/09/19	2018/19 Budget	£598k	Latest Budget	£520k
Act. Start	tbc	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Programme comprising works at 12 properties including two new builds.</p>							

Project	<b>St James' House car park</b>						
Exp. Start		Exp. Finish	17/12/19	2018/19 Budget	-	Latest Budget	£323k
Act. Start	04/03/19	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Improvements to security at the undercroft car park at St James' House. These have been delays caused by additional stakeholder engagement and a traffic flow management study which had not been anticipated.</p>							

Project	<b>Somerset Point – windows and external decoration</b>						
Exp. Start		Exp. Finish	01/10/19	2018/19 Budget	-	Latest Budget	£500
Act. Start	29/04/19	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Works started to include window renewal, repainting and external wall insulation.</p>							

## 5. Estates service

 Estates service indicators	Target 2018/19	Q3 2018/19	Q4 2018/19	Status against target	Trend since last quarter	Year end 2017/18	Year end 2018/19	Status against target	Trend since last year
5.1 Cleaning quality inspection pass rate	99%	100% (207 of 207)	100% (210 of 210)			99.8% (571 of 572)	99.9% (760 of 761)		
5.2 Estates Response Team quality inspection pass rate	99%	99% (119 of 120)	97% (129 of 133)			100% (624 of 624)	99% (611 of 619)		
5.3 Cleaning tasks completed	98%	99% (9,575 of 9,669)	98% (13,110 of 13,356)			98% (53,796 of 54,713)	98% (50,091 of 51,143)		
5.4 Bulk waste removed within 7 working days	92%	87% (608 of 696)	78% (644 of 824)			95% (3,599 of 3,772)	81% (2,563 of 3,153)		
5.5 Light replacements/ repairs completed within 3 working days	99%	99.7% (351 of 352)	98% (308 of 313)			99.9% (1,276 of 1,279)	99% (1,147 of 1,155)		
5.6 Mobile warden jobs completed within 3 working days	96%	99.7% (1,468 of 1,473)	98% (1,438 of 1,469)			99% (5,149 of 5,224)	99% (6,120 of 6,196)		

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

Three indicators are near target:

### **Estates Response Team quality inspection pass rate – target 99%**

While performance slipped slightly to 97% during Quarter 4, the result for 2018/19 as whole was on target at 99%. The Estates Service team were very busy through Quarter 4 and short staffed in places so unfortunately the standard slipped a little, but the situation is now back to normal so performance should improve in the next quarter.

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






Performance here has been below target during Quarter 4 (78%) and throughout 2018/19 (81%). This is because the specialist bulk truck has been out of service for most of the year and the new one is delayed due to a manufacturer problem, so the Estates team have needed to use a smaller van which has limited how much waste they've been able to collect each day. The team's management are continuously chasing the manufacturer. The team have also had to prioritise clearing a backlog of outstanding jobs and have now completed the majority of them, which should improve performance in the next quarter despite the outstanding issue of the bulk truck.

### **Light replacements / repairs completed within 3 working days – target 99%**

Performance at 98% was slightly below target during Quarter 4, and like with quality checks was affected by short staffing at an especially busy time. Performance for 2018/19 as a whole was 99% and therefore met the target.

## 6. Anti-social behaviour (ASB)

All indicators in the table below give cumulative year to date results. Results for Quarter 4 are therefore also for the whole financial year.

 <b>ASB indicators</b>		<b>Target 2018/19</b>	<b>Q3 2018/19</b>	<b>Q4 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2017/18</b>	<b>Year end 2018/19</b>	<b>Status against target</b>	<b>Trend since last year</b>
6.1	Victim satisfaction with way ASB case dealt with	82%	86% (18 of 21)	85% (23 of 27)			83% (29 of 35)	85% (23 of 27)		
6.2	Tenants evicted due to ASB	For info	3	3	n/a	n/a	5	3	n/a	n/a
6.3	Closure orders obtained	For info	3	4	n/a	n/a	4	4	n/a	n/a
6.4	ASB cases resolved without need for legal action	For info	93% (215 of 230)	94% (276 of 294)	n/a	n/a	n/a	94% (276 of 294)	n/a	n/a

## 6.5 New ASB cases by type

This table presents new ASB cases where the reporter or alleged perpetrator is a council resident such as a tenant or leaseholder.

Type of ASB incident / case	Q3 2018/19	Q4 2018/19	Change between quarters	Year end 2018/19
Verbal abuse / harassment / intimidation	48% 82	46% 76	-6	43% 341
Noise	10% 17	9% 14	-3	14% 112
Drugs	9% 16	10% 16	No change	12% 94
Crime	10% 17	12% 20	+3	8% 64
Domestic violence / abuse	8% 14	8% 13	-1	8% 61
Physical violence	5% 8	6% 10	+2	5% 42
Pets and animal nuisance	4% 7	4% 7	No change	6% 44
Hate incident	4% 6	3% 5	-1	3% 24
Alcohol related	2% 4	2% 3	-1	2% 14
Prostitution / sexual acts	1% 1	0% 0	-1	0% 3
<b>Total</b>	<b>100%</b> <b>172</b>	<b>100%</b> <b>164</b>	<b>-8</b>	<b>100%</b> <b>799</b>










## 6.6 New ASB cases by ward

This table presents new ASB cases where the reporter or alleged perpetrator is a council resident such as a tenant or leaseholder.

Ward name	Q3 2018/19	Q4 2018/19	Change between quarters	Council dwellings	Year end 2018/19
Brunswick and Adelaide	0	0	No change	4	0
Central Hove	1	4	+3	57	11
East Brighton	34	37	+3	2,248	179
Goldsmid	4	3	-1	326	20
Hangleton and Knoll	12	18	+6	1,176	68
Hanover and Elm Grove	9	4	-5	465	30
Hollingdean and Stanmer	26	19	-7	1,263	94
Hove Park	0	0	No change	10	0
Moulsecoomb and Bevendean	15	8	-7	1,515	85
North Portslade	11	9	-2	398	53
Patcham	6	10	+4	532	32
Preston Park	1	0	-1	62	4
Queen's Park	34	29	-5	1,717	131
Regency	0	0	No change	28	0
Rottingdean Coastal	0	0	No change	25	0
South Portslade	4	4	No change	368	23
St. Peter's and North Laine	6	7	+1	367	27
Westbourne	2	2	No change	116	11
Wish	2	5	+3	345	10
Withdean	1	0	-1	44	2
Woodingdean	4	5	+1	452	19
<b>Total</b>	<b>172</b>	<b>164</b>	<b>-8</b>	<b>11,518</b>	<b>799</b>

## 7. Tenancy management

The first two indicators in the table below give cumulative year to date results and the last one gives an end of quarter result. Results for Quarter 4 are therefore also for the whole financial year.

	Tenancy management indicators	Target 2017/18	Q3 2018/19	Q4 2018/19	Status against target	Trend since last quarter	Year end 2017/18	Year end 2018/19	Status against target	Trend since last quarter
7.1	Tenancy fraud – properties returned to stock	For info	17	18	n/a	n/a	20	18	n/a	n/a
7.2	Tenancies sustained – tenancy sustainment closed cases	98%	100% (84 of 84)	99% (109 of 110)			99% (132 of 133)	99% (109 of 110)		
7.3	Tenancy visit to general needs tenants within last 5 years	90%	93% (9,461 of 10,155)	93% (9,349 of 10,101)			92% (9,361 of 10,154)	92% (9,349 of 10,101)		



#### 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	Q3 2018/19	Q4 2018/19	Change between quarters	Year end 2018/19
Abandonment	2% 5	2% 9	+4	4% 49
Assignment request	1% 4	0% 1	-3	1% 14
Boundary issues	10% 28	8% 34	+6	11% 150
Caretaking	0% 0	0% 1	+1	1% 9
Court of Protection	1% 3	1% 3	No change	1% 14
Death of a tenant (including succession)	25% 70	21% 88	+18	20% 270
Decants and temporary moves	1% 3	2% 9	+6	2% 31
Fraud	1% 3	0% 0	-3	1% 13
Leaseholder breach	2% 5	1% 4	-1	2% 26
Tenancy breach	11% 30	8% 31	1	10% 141
Unsatisfactory interiors	8% 24	6% 23	-1	6% 78
Untidy gardens	23% 65	38% 157	+92	28% 390
Use and occupation	1% 4	1% 4	No change	1% 16
Vulnerable adult and safeguarding	13% 36	12% 49	+13	13% 172
<b>Total</b>	<b>100%</b> <b>280</b>	<b>100%</b> <b>413</b>	<b>+133</b>	<b>100%</b> <b>1,373</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	Q3 2018/19	Q4 2018/19	Change between quarters	Council dwellings	Year end 2018/19
Brunswick and Adelaide	0	0	0	4	1
Central Hove	6	3	-3	57	18
East Brighton	62	54	-8	2,248	199
Goldsmid	10	5	-5	326	28
Hangleton and Knoll	30	39	+9	1,176	145
Hanover and Elm Grove	11	31	+20	465	57
Hollingdean and Stanmer	31	60	+29	1,263	184
Hove Park	0	0	0	10	0
Moulsecoomb and Bevendean	29	96	+67	1,515	246
North Portslade	8	14	+6	398	57
Patcham	13	18	+5	532	66
Preston Park	0	0	0	62	9
Queen's Park	28	45	+17	1,717	155
Regency	1	0	-1	28	3
Rottingdean Coastal	0	0	0	25	0
South Portslade	16	7	-9	368	54
St. Peter's and North Laine	12	11	-1	367	40
Westbourne	4	3	-1	116	17
Wish	12	6	-6	345	39
Withdean	2	0	-2	44	8
Woodingdean	5	21	+16	452	47
<b>Total</b>	<b>280</b>	<b>413</b>	<b>+133</b>	<b>11,518</b>	<b>1,373</b>

## 8. Seniors housing

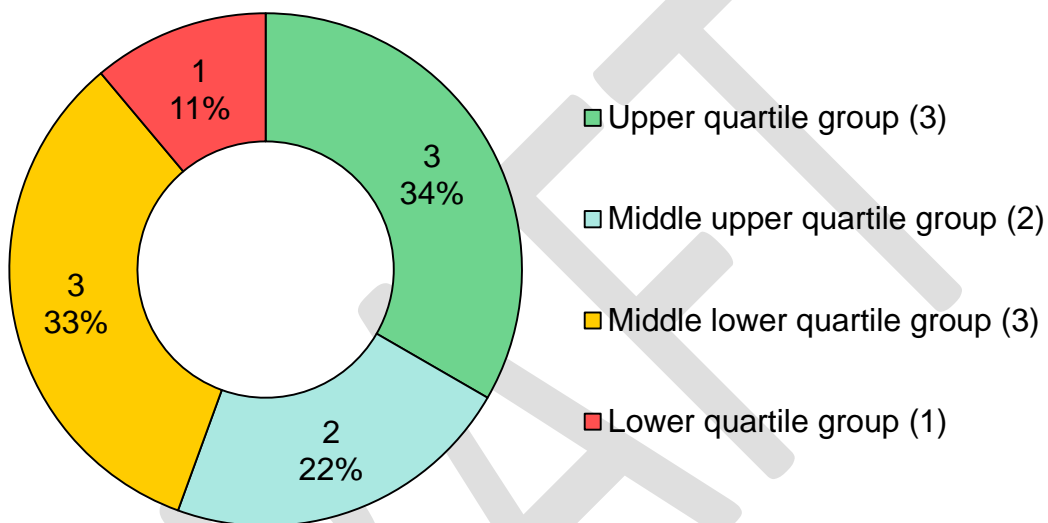
 <b>Seniors Housing indicators</b>		<b>Target 2017/18</b>	<b>Q3 2018/19</b>	<b>Q4 2018/19</b>	<b>Status against target</b>	<b>Trend since last quarter</b>	<b>Year end 2017/18</b>	<b>Year end 2018/19</b>	<b>Status against target</b>	<b>Trend since last year</b>
8.1	Residents with up to date annual review	96%	94% (848 of 902)	96% (871 of 903)			96% (838 of 875)	96% (871 of 903)		
8.2	Schemes hosting social, health and wellbeing activities (at least weekly)	95%	95% (21 of 22)	100% (22 of 22)			100% (23 of 23)	95% (21 of 22)		
8.3	Schemes hosting events in collaboration with external organisations	90%	91% (20 of 22)	100% (22 of 22)			96% (22 of 23)	91% (20 of 22)		

# Appendix 1: Housemark cost and performance benchmarking 2017/18

This appendix compares Brighton & Hove landlord services with 64 other local authorities, using independent benchmarking data from HouseMark for the 2017/18 financial year. The first page ranks 9 cost indicators and the second ranks 15 performance indicators.

## Cost indicators

(% of indicators within quartile groups, from cheapest to most expensive)



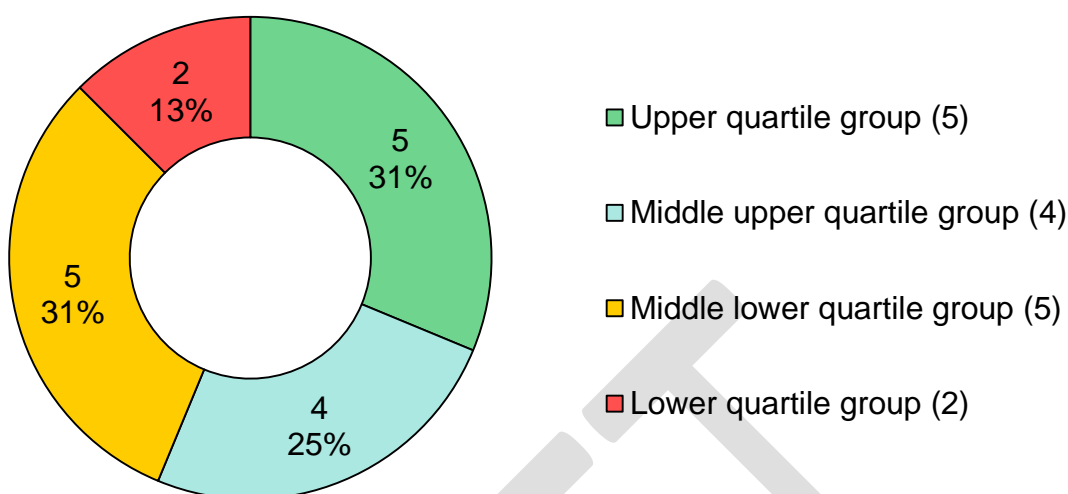
### Cost indicators by group (2017/18 result and median)

<p><b>Upper quartile</b> (results rank among cheapest 25% of local authorities)</p> <ul style="list-style-type: none"> <li>Responsive repairs &amp; void works costs are <b>£628</b> per property (median: £737)</li> <li>Average cost of a responsive repair is <b>£105</b> (median: £133)</li> <li>Major works management costs are <b>5%</b> of service provision costs (median: 6%)</li> </ul>
<p><b>Middle upper quartile</b> (cheaper than average but not among cheapest 25%)</p> <ul style="list-style-type: none"> <li>Responsive repairs management costs are <b>24%</b> of service provision costs (median: 28%)</li> <li>Cyclical maintenance management costs are <b>16.7%</b> of service provision costs (m. 16.8%)</li> </ul>
<p><b>Middle lower quartile</b> (higher costs than average but not among most expensive 25%)</p> <ul style="list-style-type: none"> <li>Void works management costs are <b>31%</b> of service provision (median: 23%)</li> <li>Estate services costs are <b>£176</b> per property (median: £154)</li> <li>Housing management costs are <b>£443</b> per property (median: £378)</li> </ul>
<p><b>Lower quartile</b> (results rank among most expensive 25% of local authorities)</p> <ul style="list-style-type: none"> <li>Major works &amp; cyclical maintenance costs are <b>£2,466</b> per property (median: £1,682)*</li> </ul>

\*This is usually the largest area of expenditure for social landlords. About 80% of these costs in 2017/18 were capital investment (around £23 million) which adds to the value of the council housing stock. During the year 31% of dwellings underwent capital works (3,572 of 11,551).

# Performance indicators

(% of indicators within quartile groups, from best to worst performance)



- Upper quartile group (5)
- Middle upper quartile group (4)
- Middle lower quartile group (5)
- Lower quartile group (2)

## Performance indicators by group (2017/18 result and median)

### Upper quartile (results rank among highest performing 25% of local authorities)

- **95%** of calls were answered (median: 86%)
- Current and former tenant arrears were **2.42%** of annual rent due (median: 3.85%)
- **0.02%** of tenants were evicted for rent arrears (median: 0.25%)
- Tenancy turnover was **4.7%** (median: 6.9%)
- **100%** of dwellings had a valid gas safety certificate (median: 99.98%)

### Middle upper quartile (better performance than average but not among highest 25%)

- **0.9%** of homes were vacant (median: 1.1%)
- **3.33** responsive repairs were completed per property (median: 3.35)
- **98%** of responsive repairs appointments were kept (median: 96.5%)
- **83%** satisfaction with ASB case handling (median: 75%)

### Middle lower quartile (lower performance than average but not among lowest 25%)

- Staff turnover was **9.9%** (median: 9.8%)
- Rent loss from empty properties was **1.05%** (median: 1.04%)
- Average re-let time was **46 days** including time spent in works (median: 44 days)
- It took an average of **9 days** to complete repairs (median: 8.9 days)
- **87.6%** of repairs were completed at the first visit (median: 90.8%)

### Lower quartile (results rank among lowest performing 25% of local authorities)

- An average of **14.7 days** were lost to sickness per employee (median: 11.6 days)
- Average energy efficiency rating was **66.6** out of 100 (median: 70)

## **Appendix 2: additional information about asbestos and Legionella safety**

### **Asbestos**

The council has completed a planned review of the housing asbestos management strategy. The strategy clearly defines the requirements, roles, responsibilities and processes that housing and service providers are required to follow to ensure compliance when managing asbestos within our housing stock. This is delivered in line with the council's Management of Asbestos Standard. As part of the review the council has increased information, training and access to the asbestos register for housing. There is also a clear survey/ resurvey and removal strategy and whole property surveys are carried out as standard practice when undertaking works.

The strategy is in place to ensure residents and staff are appropriately informed and protected from the risks associated with asbestos.

The council carries out annual inspections of all communal areas that have been identified as containing asbestos based materials.

During the 2018/19 financial year, 375 inspections were carried out of communal areas and 1,160 of dwellings. Properties will continue to be inspected as appropriate remaining on the inspection schedule until a time when the asbestos based materials are removed.

There has been a continued commitment from the council's partnership with Mears to progress the strategy for managing, maintaining and removing asbestos from council homes and communal ways as detailed below:

- There has been particular focus in the partnership on aligning asbestos data, updating the asbestos register and developing processes with contractors to update records.
- Mears and the council have also been focused on implementing the management procedures detailed in the Asbestos Strategy; this has included ensuring clear processes for data management and delegation of activities. Where these have not been straight forward officers have worked in partnership directly with supply chain providers to solve problems.
- The council is currently preparing for an internal assessment with colleagues in Orbis Health and Safety which will further help to test the strategy and processes in place.

### **Legionella**

Communal hot and cold water systems are subject to a detailed inspection programme across the council's housing stock. The inspection programme is based upon the Health & Safety Executive's Approved Code of Practice L8 HSG274 and operates as follows:

#### **Seniors housing**

Weekly:

- Flush infrequently used outlets and log.

Monthly:

- Check and record flow and return temperatures on all hot water system (HWS) units more than 15 litres Storage.
- Check and record distribution temperatures on all sentinel hot and cold water outlets.

Quarterly:

- Clean, descale and disinfect all shower heads and hoses.

- Check and record subordinate loop temperatures where accessible.
- Check and record distribution temperatures on 1 in 12 remaining hot and cold water outlets.

Bi Annually:

- Check operation, usage and distribution temperatures on all point of use (POU), combi and other low capacity hot water units of 15 litres or less.

Annually:

- Carry out operational, visual and temperature checks on all cold water storage tanks including header tanks on flat back HWS units.
- Cold water storage tanks: temperature checks on tanks will be undertaken in the summer period.
- Review effectiveness of existing control scheme.
- Carry out full service and re-calibrate all thermostatic mixing valves (which regulate shower and bath temperatures to prevent scalding) on site.
- Flush and purge to drain all expansion vessels on site, undertake a Legionella & bacterial sample on completion (communal systems only).

Scheme Manger Tasks:

- Flush void flats water outlets weekly and log (because of staff shortages this task is being carried out by the company HSL until further notice).
- Scheme Managers will have access to the HSL Health & Safety intranet portal.
- Scheme Manger to look after water butt hygiene.

### **General needs housing blocks with communal cold water**

Annually:

- Carry out operational, visual and temperature checks on all cold water storage tanks. Temperature checks on tanks will be undertaken in the summer period.
- Carry out potable water quality sampling.

### **General needs housing blocks with communal hot water**

Monthly:

- Check and record flow and return temperatures on all HWS units more than 15 litres Storage.
- Check and record distribution temperatures on all sentinel hot and cold water outlets (these are the nearest and furthest taps from the water supply).
- Check and record distribution temperatures on 1 in 12 remaining hot and cold water outlets.

Quarterly:

- Clean, descale and disinfect all shower heads and hoses – communal areas only.
- Check and record subordinate loop temperatures where accessible.

Bi Annually:

- Check operation, usage and distribution temperatures on all POU's, combi and other low capacity hot water units of 15 litres or less.

Annually:

- Carry out operational, visual and temperature checks on all cold water storage tanks including header tanks on flat back HWS units.
- Review effectiveness of existing control scheme.
- Carry out full service and re-calibrate all thermostatic mixing valves (which regulate shower and bath temperatures to prevent scalding) on site – communal areas only.
- Flush and purge to drain all expansion vessels (small tanks which protect against excessive water pressure) on site, undertake a Legionella & bacteria sample on completion (communal systems only).

Other notable information:

- 20% of the housing stock is risk assessed annually.
- Review of the risk assessment is undertaken.
- The high rise flats which have cold water storage tanks have been replaced with smaller hygienic tanks (this program is complete).
- There is an ongoing program to convert from tanks to mains supply in low rises where possible (Bates Estate is programmed in for this year) and if tanks are found due to inspection the contractor will supply a price to remove.
- Programmed in for 2019/20, is the upgrade of the wholesome water (mains water suitable for drinking, cooking etc) system at Essex Place – this was due to happen in 2018/19 but it is under review.
- The new wholesome water risers at Ellen House have been costed and tender received.
- Housing arranges ongoing training on Legionella awareness for relevant staff.
- Seniors housing handouts on what to do when returning from holiday or a stay in hospital have been produced and circulated.
- Guidance on minimizing the potential risks with water butts has been produced and circulated.
- A programme of removing flexible hoses is being developed.
- Water action group with corporate has been formed and meetings have taken place
- From the water action group meetings a water action plan is being built.
- Brooke Mead is under Special considerations due the nature of the residents (section 2.153 of HSG 274).
- Where fire sprinkler systems are installed an amendment to the water resources assessment (WRA) has been completed.
- Review of all Seniors housing WRAs due in July 2019.

Ongoing training in Legionella awareness has now been extended to some of our contractors – Mears Plumbers plus cleaning staff and careers at Brooke Mead.



# City wide reports

## Notes and minutes from the following group meetings:

- Senior's Housing Action Group, 30 January 2019
- Involvement & Empowerment Service Improvement Group, 11 February 2019
- Home Service Improvement Group, 5 March 2019
- Tenancy & Neighbourhood Service Improvement Group, 18 April 2019

Meeting	<b>Senior Housing Action Group (SHAG)</b>		
Attendees	<p><b>Resident's:</b> Chair SHAG, Woods House</p> <p>Residents from Sanders House, Elwyn Jones Court, Somerset Point, Sloane Court, Elizabeth Court, Leach Court, Lindfield Court</p> <p><b>Partners:</b> Peter Lloyd (Health Watch) Glen Lloyd (Citizens Online)</p> <p><b>Staff:</b> Peter Huntbach (Seniors Housing Manager) Hannah Barker (Resident Involvement Officer)</p>		
Apologies	2 residents, Colin Vincent (Older Peoples Council)		
Venue	<b>Leach Court</b>	Produced by	Hannah Barker
Date Time	<b>30<sup>th</sup> January 2019 10am- 12.30pm</b>	Minutes completed	

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

	Description
	<p><b>1. Clarification on TV licenses :</b></p> <p>1) There is a central government + BBC consultation looking at possibly ending free TV license scheme. No decision until 2021. This is separate and does not relate to anything locally.</p> <p>2) Seniors Schemes in Brighton have to apply annually to have concessionary status. If successful, residents pay £7.50 per month.</p> <p>3) IF a scheme has this concessionary status removed, then existing residents will continue to pay £7.50. It is only new tenants who have to buy the full TV license.</p> <p>If any resident is unsure, then please speak to your scheme manager.</p>
	<p><b>2. Discussion security + CCTV + video entry system:</b></p> <p>Desire for alternate solution following removal of video entry system.</p> <p><b>Q:</b> Could angle of camera be adjusted and be allowable? <b>A:</b> Peter will look into this, but we consulted the Governments Information Commissioners Office and have no choice but to follow guidance.</p> <p>Concern regarding security breaches: strangers being let into the building. Several examples at Leach Court shared; laundry facilities being used by outsiders who became threatening when challenged, strangers wandering around the whole building looking for an unknown tenant. CCTV is a deterrent. Need other measures to assist.</p> <p>Some schemes reported residents have accepted changes. And that when security has been breached in different ways the addition of security guard patrols have reassured them in short and feel they are being looked after in long term.</p> <p>Somerset Point reported rep had tested whether the full time the automatic front door was open was needed and confirmed that one wheelchair user did need it to be open for that long.</p> <p><b>Staff response:</b> PH and area managers are happy to attend meetings at Leach Court to</p>

talk about security.	
<ul style="list-style-type: none"> <li>- We always remind all residents to not allow tailgating (someone following you in after you have opened the door)</li> <li>- Also, Security will form part of the upcoming review of seniors housing (see later in minutes) across our 23 schemes.</li> <li>- Other interventions working in some schemes: Neighbourhood Watch scheme.</li> <li>- Suggestion to register keys being given out and only issue keys that cannot be copied. Key fobs can, and have been, turned off (when found to have been given to people that shouldn't have them).</li> <li>- We are not immune to crime &amp; disorder that exists in the city. WE have always had problems of strangers being allowed to enter building by some residents, even before video entry system was in place.</li> <li>- Regarding punishment: We look at each individual case and sometimes take tenancy action or an injunction, if there has been a breach of tenancy. We have to follow a strict process and act reasonably and proportionately.</li> <li>- Because of personal privacy, other residents might not see the actions we do take, but have to trust we are committed to taking action where it is needed.</li> </ul>	
<b>Action</b>	<p>1.1 Peter to check that scheme managers at Elwyn Jones have clear information displayed.</p> <p>1.2 Peter to look into cameras with different angle at doorways and feedback.</p>

### Items discussed, agreements and future action

<b>2) Digital Brighton &amp; Hove - Glen Lloyd</b>	
<p>Citizens Online is a small charity. We run sessions in schemes, e.g. Sanders house. We always advertise the sessions with posters at the schemes.</p> <ul style="list-style-type: none"> <li>- <b>Loan a tablet</b> scheme – 1 month. Set up with 20 GB mobile data to access internet (as well as through any WIFI) – also set up with various useful apps so people can have a taste of what's possible.</li> <li>- <b>Gadget sessions</b> – tablets can be bought for as little as £75 depending on spec. <b>Residents can become a Digital Champion</b> – we will support and guide you – help you to help others with basic skills – emails, setting up a skype account.</li> </ul> <p>Free WIFI in Communal areas is coming to all seniors' schemes.</p> <ul style="list-style-type: none"> <li>- EDB can be used to buy computer equipment for a communal lounge.</li> </ul> <p><b>Q:</b> does the council still have scheme where old computers can be donated to seniors housing? <b>A:</b> Peter &amp; Roy to look into this.</p>	
<b>Action</b>	2.1 Peter & Roy to look into schemes where old computers could be donated to seniors housing
<b>3) WIFI in schemes</b>	
<p>We are currently in process of putting free WIFI into all Schemes communal areas. The contractor is inspecting all schemes looking for best space. Hopefully will be completed by April.</p>	

Resident gave example of teaching a 93 yr. old to Skype their grandchildren in Australia. **Citizens Online:** There are many similar examples. Sometimes we need to encourage scheme staff too to help residents to access the internet to help with all manner of things. Thanks to SHAG who have been voicing that access for older people is important.

#### 4) EDB Review

**Chairs report:** Over 6 months have attended the EDB Review task & finish group. Report being finalized to go to area panel.

Proposals:

- Seniors Housing to have own budget. Chair & peter support this.
- Suggestions to trial this for 1 year.
- Unsure how pricing up will work.
- Amount proposed to be equal share per household. With 825 units This seems to work out at 6% of budget = approx. £1K per scheme.

**Discussion** this should be increased to 10%

- Lots of things we wont be able to apply for anymore – such as decoration in communal area which will be on the planned maintenance programme.
- New form online
- RIO will check bid is what the majority of the scheme wants (not just a few)

**Discussion** furniture that doesn't need replacing as old was in good condition. Sometimes people don't want it to be changed. Suggestion that at a meeting 75% would need to be in favor.

- Bids will be voted on at SHAG quarterly.
- Suppliers who can recommend specialist furniture ' Pineapple' and ODM, who can visit the scheme, bring catalogue, talk to group to get what they want.
- Some chairs ordered then turn out to be too hard. Need a way to find out if they are suitable.
- Chairs can be given to other schemes.

#### 5) Review of Seniors Housing

**Additional meeting for SHAG Weds 13<sup>th</sup> Feb 2-4pm at Leach Court** to hear reps thoughts & ideas. Apologies for the clash with Involvement & Empowerment Group.

**Purpose of the review: to look into what can be improved-**

- Communal areas dowdy & institutional, sterile common ways following policy changes for fire safety reasons. No planned approach to soft furniture so is mix and match in some places.
- Most seniors housing was built 1960-1990. More recently advances made in building for older people. Our stock is out of date and that affects our lettings too. We need our product to be right.
- Recommendation to Housing Committee that we need to review to ensure investment is

best placed.

**To ask, questions about buildings and lettings sides:**

- What are good design principles? How can we retro install? What do common areas need to be improved for enjoyment of current residents and attract new residents?
- Security & CCTV questions – what could we do better?
- Disabled access, mobility scooter storage, difficulty in wheelchairs.
- Heating & ventilation – with climate change in mind
- What barriers are there for potential new tenants when choosing Seniors Housing?  
Description in the advert of the property, process and time to move (sometimes 2 weeks might be a barrier) what emotional & financial practicalities could be addressed?

**Method:**

- External neutral consultants to talk to residents, use a fresh pair of eyes + research modern standards to apply to our blocks.
- Residents in the driving seat – In particular Tenant Disability Network (TDN), SHAG reps and then individually at all schemes.
- Project Group including Roy and a member of TDN.
- Paper will go to housing committee probably in November 2019. Councillors across different parties are supportive and interested.

**Risks + getting it right**

- If we don't get it right, loss of rent + empty homes council tax liability.
- Why are Brighton residents going into residential care on average younger?
- Peter & Larissa Reed (Executive Director Neighborhoods Communities & Housing) visited an empty flat which was in an appalling state.
- Just begun a 6 month pilot redecorating empty flats & putting in carpet.
- Parliamentary report stating Sheltered housing sector saves the social care bill £4M per yr.

**Chairs comments +discussion:**

- Long held belief that lettings should be taken off Homemove and put back into Peters' team. **A:** PH: chances fairly remote of this happening. We are looking first at practical barriers. If suggestion comes out of review, will look at talking further to politicians about this.
- Need to build high quality purpose built schemes. 4 or 5 schemes are not fit for purpose; e.g. no lifts or wheelchair access. Buildings & blocks converted to older peoples housing.
- Need to look at relationship between scheme manager and residents. E.g. Make suggestions but not dictate. Manager is part of the scheme. Treat residents with respect. Difference between individual relationship, (involves both confidentiality and complaints procedure) and group relationship.

**Questions + residents discussions:**

- Pictures on walls in common ways can be put up with perspex instead of glass which is a danger in fire scenario and fire service stipulation.
- No flammable items in fire exit routes, including for example Christmas wreathes. Policy adopted sterile safe approach. We want to look at creating attractive common areas that are safe.
- Re Letting of studio flats & size of each dwelling. + moving between flats now restricted to

medical need only. This can sometimes affect someone's mental health.

- Location and access to easy transport routes are powerful factors affecting prospective tenants choices.
- Suggestion that councilors come to SHAG meetings.

#### **AOB**

If **tobacco smells** are leaching out of a property, the doors can have a seal put around which helps.

**Good news** \_ Somerset Pont doors being stripped down and repainted properly.

Meeting action minutes

**Main points of discussion at last meeting of the Involvement & Empowerment Service Improvement Group on 13 February 2019**

**TRA Handbook**

- Electronic version only, can be printed on demand
- Information leaflet about resident involvement to be available in all Housing receptions.

**Reviewing SIGs**

- Discussion on need to move to structures that encourage 'genuine consultation' rather focussing on process.
- Interest in knowing what other councils do in terms of resident involvement.
- Felt there had been some improvements with Area Panels, particularly around agenda setting.
- Desire to be ambitious when reviewing structure.

**RIT Budget**

- Trevor Jones gave an update on budget expenditure to date.

<b>Meeting</b>	<b>Home Service Improvement Group DRAFT</b>		
<b>Attendees</b>	<p><b>Residents:</b> Carl Boardman Chair Central Area Panel Rep (APR) Jason Williams Central APR, Lynn Bennett (East APR), Terrence Hill (North APR), Dave Croydon, Muriel Briault, David Spafford, Tomm Nyhuus (SHAG)</p> <p><b>Staff:</b> Keely McDonald (Resident Involvement Officer) Theresa Youngman (Contract Compliance Manager) Sharon Davies (Housing Business Programme Manager) Glyn Huelin (Business &amp; Performance Manager)</p> <p><b>Partners:</b> Eddie Wilson (General Manager, Mears)</p>		
<b>Apologies</b>	Emel Abdelmissih, Jane Thorp, Eddie Cope, Martin Reid, Ododo Dafe, Hannah Barker		
<b>Venue</b>	Conference Room	<b>Produced by</b>	Keely McDonald
<b>Date/ Time</b>	11:00- 13:30	<b>Completed</b>	March 2018

Carl welcomed attendees and laid out ground rules. Explained that due to Hannah's unavoidable absence Keely McDonald (KMD) would be taking on her role for this meeting. KMD apologised that the papers were provided very close to the meeting. Also explained that the item on the Chair's Survey would be postponed to the next meeting.

## 1. Minutes and Matters Arising

- 2.1 Michelle Goodburn (SGN) to pass info on Beresford Estate & Donald Hall Road disruption to Resident Involvement Team to distribute** – no update as yet, to be brought forward at next meeting.
- 2.2 Ododo & Geof will look into Hereford Court staining:** No update as yet, to be brought forward to next meeting.
- 2.3 Hannah and Geof to discuss Gas fittings in high rise blocks** – this is addressed under item 6.
- 3.1 Ododo to provide Environmental Improvement update** – this is addressed under item 4.
- 4.1 Hannah to talk to P&I about earlier information about all teams work across P&I** - No update as yet, to be brought forward to next meeting.
- 4.2 Jane & Jason to work with Carl on the Aims & Objectives of the Home Group** – Jane has given apologies, to be brought forward to next meeting.
- 5.1 Residents requested overview / more detail about windows repairs costs across city** – This is addressed under item 7
- 5.2 Hannah to supply empty property inspection information in relation to windows inspected to Gareth** – No update as yet, to be brought forward to next meeting
- 5.3: Terrence & Eddie to assist Carl with planning separate meeting about windows** – Windows addressed further under item 7.
- 9.1 Terrence will raise clarity of application forms re. dividing fences to EDB panel** – Will be raised at the March EDB Panel meeting, if not before.
- 10.1 Frameworks on agenda for next meeting** – This is addressed under item 12.
- 10.2 Glyn talk to legal, give an easy way for residents to suggest contractors** – This will be addressed in



item 12

**Minutes agreed**

**2. Major Projects' pre works process – Theresa Youngman (Contracts Compliance)**

TY provided a presentation on the works at Tyson Place and St. John's Mount. Contractors are on site now, both blocks being completed at the same time due to similar age and construction detail.

Q. Please explain ratings

A. will come on to that

External surveyors give impartial view of building and give recommendations based on brief by council. Bids for tender are submitted through a centralised online portal through Orbis, a shared services partnership between Brighton & Hove City Council, East Sussex County Council and Surrey County Council.

Q. What are SAP ratings?

A. Stands for Standard Assessment Procedure and is used to produce an energy performance certificate on the energy efficiency of a building.

Q. When will works start and how long will they take?

A. Works have started

Q. Flats are in state of disrepair, why have they been allowed to reach this level?

A. Patch repairs had been carried out, but now funding is available for major works

Q. Are all consultants on the Considerate Constructors Scheme?

A. Yes

Q. There is no scaffold on option 2, but would it be needed for windows?

A. No

Q. Are mast climbers more expensive?

A. No

Q. From the SAP information, the payback time for the cost of works would be 250 years, how does this represent value?

A. The SAP information is only part of the works being done, the council has a duty to keep the building in repair.

Q. According to this information, the savings made through reduced thermal loss are slight.

A. The works will include other aspects, this example only shows changes to render.

Q. How long did the surveys take before works started

A. 6-8 months.

Q. Objective was to reach SAP band C, however some of the buildings are already band C.

A. There is a range between each band, where the property is already this band, it would be improved to a higher level of this band.

Q. How are the external panels installed?

A. Minor repairs and repointing will be done, the panels will be attached to the concrete frames once they have been made safe.

Q. How long is the guarantee?

A. 25 years

Q. Why is scaffolding being used rather than mast climbers?

A. Some of the parts of the building are unsafe, scaffolding is more suitable for repointing to be carried out.

TY showed examples of thermally insulated, fire rated and rendered panels to be installed, made to look identical to the current external finish on the building.

**3. Environmental improvements project update – Ododo Dafe** this item followed item 5 as agenda timings had changed

OD gave apologies for the meeting but forwarded brief update:

Recent decisions have been made to use this budget to make improvements to play areas and bin areas across the city. With respect to the play areas this will be to ensure equipment is returned to working order where needed, safe to use, as well as repainting. Further updates will be available by the next Home Group meeting.

Questions Asked:

- Is St. Martins park on the list?
- Could redundant aerials be included in the works this budget can be used for (e.g. removing aerials and associated wiring)?
- There is concern over lack of process information available. It is not clear how residents influence how budget is spent, as well as an overlap with the Estate Development Budget Panel's work.
- Is Hollingdean Park equipment being replaced?
- Issue was raised about residents not using recycling facilities in the correct way, this has been reported to CityClean however not acted on.

**ACTION:**

3.1 Ododo Dafe to be invited to the next meeting to give further update and respond to questions

3.2 Follow up on reported recycling issue with CityClean

**4. Suggested site visit across Provisional Capital works program – Theresa Youngman** this item followed item 6 as TY led discussion

One or two coach trips to be arranged in 2-3 weeks to allow residents to view ongoing works at Tyson Place and St. John's Mount. Attendees will have the opportunity to view brickworks and windows as well as meet contractors and ask questions about the works. A bus will be made available to leave from the Housing centre at 10:30am

Space for 15 people on the bus and will be accessible.

**ACTION:**

4.1 Invite all Home Group members to take part in site visit, personal protective equipment will be provided, members to supply their shoe size to Theresa Youngman before the visit.

**5. Gas supply for central heating in High Rise blocks – Kevin Wilson**

Information provided by Kevin Wilson, who was unable to attend in person.

Q. If a building has been refurbished and/or cladded, would any gas pipes be installed through the new cladding?

A. KW to respond

**ACTION:**

5.1 Kevin Wilson to be invited to next meeting to give an update

**6. Windows update – Theresa Youngman** this item followed item 2 as TY led discussion

Resident Inspectors look for security of windows and other items. Several visits have reported windows not secure and highlighted how dangerous this was particularly in a block. EW stated that any issues like this would be picked up during the Empty Homes process, windows are overhauled in line with the Lettable Standard, some may be on a future programme of works and Mears would make usable until then. Inspectors say that they often pick up these issues during inspections where the tenant would be seeing the property immediately afterwards. EW - If this process is not being followed, it should be raised to Mears. Surveyors return completed Inspector forms for addresses which list anything outstanding.

Q. How can feedback from inspectors be more effectively used?

A. Method for addressing different issues are varied, works are specific to the type of building.

Issues were raised during visit in Hollingdean, however there was no feedback on any actions taken to the Inspectors.

Q. How many visits are inspectors doing?

A. The aim is to complete ten per year.

Q. When is the next Resident Inspectors Meeting?

A. 14 March

Q. DC has seen evidence from a housing provider that annual spraying of windows with silicone

successfully prolongs useful life, however this has been done once at Clarendon House, why does the council not do this?

A. It is not just the mechanisms which affect the useful life of the windows, some of the existing products are over 20 years old and it is difficult to source replacement parts. Even if they can, newer window designs are better in the long run, annual spraying would also incur scaffold costs for leaseholders at some properties, although Mears currently don't charge for the first two floors of scaffolding.

Q. Could scissor scaffold be used as it can reach 10 floors?

A. Hundreds of cost benefit analysis of window works have been carried out and working above a certain height is a high risk health and safety issue where additional measures need to be in place. Full scaffold would be needed on multiple blocks and be cost prohibitive. The offer to discuss cost benefits with the Quantity Surveyors continues to be open to all tenants and leaseholders.

**ACTION:**

- 6.1 Arrange shadowing day (plumbing, carpentry and electrical), Residents Inspectors to forward names of those interested and prospective dates.
- 6.2 Theresa Youngman to attend next Resident Assessors Meeting and give update on all works from June 2018, will look at reporting and outcomes, will arrange with Eddie Cope.

**7. Subgroup report: Partnership Core Group** this item followed item 8

David Spafford gave feedback, it was his first meeting and found it interesting. Martin Reid gave generous offers for members to visit projects. Mears were in attendance and was an introductory meeting to introduce all new members.

It was suggested that there may be some overlap here with TY's offer for visit to Tyson Place and St. John's Mount. The group agreed that space should be made available for all members of the Home group on these visits.

Minutes were noted.

**8. Subgroup report: Resident Inspectors** this item followed item 3

The property for the family in temporary accommodation has been carpeted and painted, and will continue to be maintained in this way throughout the let. The group noted that the contractors did a good job in converting this property to a 4 bed, however when it is let in future they would like to see it listed as a 3 bed due to the size.

The inspectors noted that there was expensive electrical equipment and other belongings left in the property, and asked what was being done with it, however no information was given. LB stated items would usually be given to charity, it was agreed that LB would raise this at the next Resident Inspectors meeting.

Q. Service Improvement Group Terms of Reference are currently being looked at by the Involvement and Empowerment Service Improvement Group (I&E), will the Resident Inspectors Terms of Reference be included in this?

A. Yes this is being looked into at the same time.

Members attended training provided by South East Training and Uniting People (SETUP) and feedback that it was a positive experience, it was beneficial to speak to other residents from Brighton Housing Trust and Eastbourne Housing. This was specifically for Resident Inspectors, however more training will be advertised.

Minutes of the meeting were noted.

**ACTION:**

- 8.1 Forward request that this property be let as a 3 bed in future.
- 8.2 Raise query about previous resident's belongings at next Resident Inspectors Meeting.
- 8.3 Forward 'Jargon Buster' document to I&E for update to reduce use of confusing acronyms
- 8.4 Forward existing 'Jargon Buster' document to Gary Jones

**9. Subgroup report: Estate Development Budget Panel** this item followed item 7

Paper provided by Terrance Hill. This is the last quarter of the financial year and the 11<sup>th</sup> month. 99 main bids were approved over the year, with only 13 outstanding across the city at this time. There will be no video presentations this year as there is enough funding to finance all the bids.

There have been 92 Quickbids made and all have been agreed, there are 25 more to be completed. Only one resident group has submitted all five of their allocated Quickbids for the year and two groups have submitted four. Overall the funding has been well used. Out of 73 resident groups, 51 have submitted Quickbids, a full review is expected in March. The Panel has agenda items to discuss Community Payback, they have reported that it has been difficult to get in contact during the year, however these issues see to be resolved and new Payback bids are being taken.

There is one remaining EDB Review Task & Finish meeting and they have had assurances that the transfer to the new arrangements at the end of the current repairs and maintenance contract will not affect the EDB process.

Q. How many bids were made by non-recognised/constituted groups?

A. The panel does not differentiate between types of groups.

**ACTION:**

- 9.1 Provide report in June on finances

**10. Update on procurement for the Housing repairs, planned maintenance and capital works contract and explanation of Frameworks Sharon Davies** Sharon Davies (Business & Performance Project Manager) and Glyn Huelin (Business & Performance Manager)

The Home Group members communicated their request that the group still has oversight of the Task & Finish Group created for this review as there is linked interest. This group will be flexible according to members and aspects to look into, for example: operative uniforms, van designs etc. Confidentiality agreements will have to be signed and the group's discussions will be fed back into the Home Service

Improvement Group.

Various ways of scrutinising the service will be set up in future.

Q. The term 'Customer Journey' is used, are residents now referred to as customers?

A. With respect, whatever term people wish to have used, will be.

Q. The term 'EU compliant' is used, what changes would be made should the UK leave the EU?

A. Due to timing of the change of contract, the existing process will have to be used, although this type of works don't usually attract contractors from outside the UK, unfortunately there is limited information at this time.

Q. The Task & Finish Group is described as 'temporary', how will it be active?

A. It is planned for 15 months.

Q. Can the group have reassurance that the residents who make up the Task & Finish Group do not have responsibility if the contract does not go as planned?

A. The Housing Team will have full responsibility of the contract.

Q. How long before the framework will be refreshed?

A. This lasts for 4 years, after this a re-procurement process will be started, however if there are any ongoing works at that point, they will be completed.

The Business & Performance Team welcome further questions.

### **11. Responses draft aims & objectives and Chair's survey. Are members interested in working with this in a Task & Finish group**

With agreement from chair this item was postponed from the agenda until the next meeting.

#### **ACTION:**

11.1 Include this item on next agenda

### **12. Elections – EDB Panel reps + Future Repairs & Maintenance Task and Finish Group this item followed item 10.**

Elections were successfully held for the following posts:

#### **EDB Panel Representatives:**

North – Terrance Hall

Central – Carl Boardman

East – Lyn Bennett

West – Muriel Briault

**EDB Panel Deputies:**

North – Vacant

Central – Jason Williams

East – Chris El-Shabba

West – Alison Gray

**Future Repairs & Maintenance Task & Finish Group Representatives:**

Gary Jones

Carl Boardman

**13. Any Other Business**

Dates agreed for Tyson Place and St. John's Mount visit:

Friday 22 March

Tuesday 26 March

Works are expected to finish in October 2019 and the group will arrange a second set of visits to view progress of works, to be agreed at the next Home Group meeting.

It was raised that the group did not receive papers for this meeting until the day before, not allowing time to properly read the information, although accepted the apology from KMD and the exceptional circumstances at this time.

Future meeting dates on the previous minutes list have an error, should read Tuesday 3<sup>rd</sup> December according to online Resident Involvement Diary.

Meeting closed at 1:30pm

**ACTION:**

13.1 Correct December meeting date in these minutes.

13.2 Include future Tyson Place and St. John's Mount visit on next agenda

<b>Actions</b>	<b>Description</b>
3.1	Ododo Dafe to be invited to the next meeting to give further update and respond to questions – Keely McDonald
3.2	Follow up on reported recycling issue with CityClean – Keely McDonald
4.1	Invite all Home Group members to take part in site visit, personal protective equipment will be provided, members to supply their shoe size to Theresa Youngman before the visit – Keely McDonald
5.1	Kevin Wilson to be invited to next meeting to give an update – Hannah Barker
6.1	Arrange shadowing day (plumbing, carpentry and electrical), Residents Inspectors to forward names of those interested and prospective dates – Theresa Youngman
6.2	Theresa Youngman to attend next Resident Assessors Meeting and give update on all works from June 2018, will look at reporting and outcomes, will arrange with Eddie Cope – Theresa Youngman
8.1	Forward request to Lettings Team that this property be let as a 3 bed in future – Hannah Barker
8.2	Raise query about previous resident's belongings at next Resident Inspectors Meeting – Lyn Bennett
8.3	Forward 'Jargon Buster' document to I&E for update to reduce use of confusing acronyms – Keely McDonald
8.4	Forward existing 'Jargon Buster' document to Gary Jones – Keely McDonald
9.1	Provide report in June on finances – Terrance Hill
11.1	Include draft aims & objectives and Chair's Survey on next agenda – Hannah Barker
13.1	Correct December meeting date in these minutes – Keely McDonald
13.2	Include future Tyson Place and St. John's Mount visit on next agenda – Hannah Barker

<b>Future Meeting dates, all Conference Room, Housing Centre (all subject to change)</b>	
<b>Home</b>	<b>Resident Inspectors</b>
Tuesday 5 <sup>th</sup> March 2019 11.00-13.30	Thursday 24 <sup>th</sup> January 10.30 – 12:30
Wednesday 12 <sup>th</sup> June 11.00-13.30	Thursday 25 <sup>th</sup> April 10.30 – 12:30



Tuesday 17 <sup>th</sup> September	11.00-13.00	Thursday 25 <sup>th</sup> July	10.30 – 12:30
Tuesday 3 <sup>rd</sup> December	11.00-13.30	Tuesday 12 <sup>th</sup> November	10.30 – 12:30

DRAFT

## **Tenancy & Neighbourhood Service Improvement Group, 18 April 2019**

The group met recently with Sarah Nagy Digital Product Manager to look at the 'Environmental Improvement Survey' (online form) to get feed back from residents and get a good understanding from them as to whether it is a) understandable b) user friendly) c) what it is about and who it is aimed at d) whether residents would use it.

Those members present at the meeting participated by providing suggestions to improve the form and also to ensure good communication across the city as well as useful feedback that will be used to ensure that the form is clear and concise.

The new survey will enable residents to participate in suggesting improvements to their estates. Those ideas with the most votes will be most successful.

Detailed information on the issues raised by the group are included in the report on the Environmental Improvement Survey in this pack.