

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

2.00pm 4 JUNE 2019

ST RICHARDS CHURCH & COMMUNITY CENTRE, EGMONT ROAD, HOVE, BN3 7FP

MINUTES

Present: Councillors O'Quinn, Barnett, Ebel.

Representatives: Joseph Macrae (Vice Chair NPRA), Patricia Weller MBE (Knoll Residents Community Association), Vic Dodd (Ingram Crescent Association), Graham Davies (Philip Court RA Secretary), Ted Chapman (Clarendon Ellen RA), Alison Gray (Clarendon Ellen RA), Ann Packham (Ingram Crescent), Muriel Briault (NPRA), Ann Tizzard (Knoll RA)

Officers: Brett Stacey (Field Officer Manager), Diane Coe (Community Engagement Team BHCC), Janet Dowdell (Tenancy Services Operational Manager), John Currell (Asset Manager BHCC), Sam Warren (Community Engagement Manager), Delia Hills (Mears), Sharon Davies (Housing Business Programme Manager), Francesca Hodgson (Project Manager – Communication & Culture Change), Gregory Weaver (Democratic Services Officer)

Guests: Sarah Booker-Lewis (Local Democracy Reporter)

1 RATIFICATION OF CHAIR

- 1.1 Councillor John Allcock was ratified as Chair of the West Area Housing Management Panel.

2 WELCOME & INTRODUCTIONS

3 APOLOGIES

- 3.1 Apologies were received from Councillors Allcock, Peltzer-Dunn and Nemeth.

4 CHAIR'S COMMUNICATIONS

- 4.1 The chair gave the following communications:

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

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

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

Estate Development Budget online form

You will now be able to apply for Estates Development budget online. This will make the process much easier and encourage more tenant and leaseholder groups to apply. The online version still contains the information that was required on the paper form, but we will now be able to see all the details of each and every bid in one place. This will also improve the decision making and the delivery of EDB projects.

Residents can still request help from the Community Engagement Team if they do not have IT access or find it difficult to use. The CE team can do an information or training sessions on the online form and process when requested. All feedback will be used to continue to improve the process over the next year.”

5 MINUTES OF THE PREVIOUS MEETING

5.1 **RESOLVED** – that the minutes of the previous meeting held on the 19th February 2019 be agreed.

6 RESIDENTS QUESTION TIME

6.1 (Item 1 – 68-70 Godwin Road Drain Clearance)

6.2 A resident stated that the issue was still ongoing.

6.3 Councillor Barnett stated that this issue had been ongoing for 2 years.

6.4 An officer noted that they would follow up on this.

6.5 (Item 2 – New Door Entry System at Ingraham Crescent)

6.6 Residents had the following enquiries, statements and concerns:

- There were regarding missing trade buttons.
- It was stated that the issues regarding trade buttons had been raised at previous area panels 4 years ago.
- It was stated that the issue of unsightly stainless-steel piping had not been addressed in the report.

6.7 Officers responded to residents concerns and statements with the following:

- An officer accepted and apologised for the removal of trade buttons.
- It was stated that, during conversation, some residents felt that there was a lack of consultation among the wider community. As a result, BHCC had concluded that it had wrongly pursued a blanket approach and that this would be looked at in future.

6.8 **RESOLVED** – that the panel agreed the response was satisfactory.

6.9 (Item 1 – Knightguard Contract – Central Ward)

6.10 Residents had the following enquiries, statement and concerns:

- It was noted that the review failed to pick up the considerable dissatisfaction.
- A resident enquired of who had made the decision on when works were going ahead.

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

- Knightguard was contracted by BHCC to carry out the work and an effort to look at Malthouse Court was to take place.
- Efforts to look at how works were commissioned to help alleviate concerns were noted.
- It was confirmed that future consultation should be with residents and efforts to remedy things going forward would be made.

6.12 **RESOLVED** – that the panel agreed the response was satisfactory.

6.13 (Item 4 – EDB Bids for refuse recycling bins – Central Ward)

6.14 Residents noted the issues across the City

6.15 An officer urged residents to contact the Customer Housing Service Team and stated that the estates team would make sure the correct people would assist.

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

6.17 (Item 1 – Damp and Black mould in tenant's homes – North Ward)

6.18 A resident enquired if this was a result of the age of housing stock.

6.19 An officer stated that different properties could be affected for a range of reasons. Residents were urged to contact Mears Help Desk for advice.

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

7 NEW COMMUNITY ENGAGEMENT TEAM

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

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

7.2 **RESOLVED** – That the report be noted.

8 ENVIRONMENTAL IMPROVEMENT SURVEY

- 8.1 An officer gave a brief overview of the Environmental Improvement Survey, it was stated that this was a new initiative and was an online survey asking tenants and leaseholders. Posters were shown to the panel.
- 8.2 Residents stated the following enquiries, concerns and statements:
- There was confusion regarding the form
 - There were concerns regarding the project that might prioritise other wards issues
 - It was noted that no field officers had been sighted among estates in West Ward
 - In regards to inspections, it was noted that there was fatigue due to a lack of feedback and action.
 - It was enquired if field officers were monitored.
- 8.3 Officers responded to residents enquiries, concerns and statements with the following:
- Ward info was for council use not residents.
 - It was stated that information was to be provided on the BHCC website and Homing In Magazine.
 - It was stated that the project proposal to deal with this started with over 200 garden issues.
 - It was stated that field officers were to support residents.
 - It was noted that BHCC had attempted to try and use other methods of communication as opposed to just posting leaflets through doors.
- 8.4 The Chair stated that there would be reports brought regarding Field Officers. She further noted that Field Officer was only to assist and not to overtake other services.
- 8.5 **AGREED** – that the report be noted.

9 ANNUAL REPORT 2019

- 9.1 An officer gave a brief overview of the annual report and noted that it was both retrospective and prospective in outlook. It was stated that the final version would have more information.
- 9.2 **AGREED** – that the report be noted.

10 PROGRAMME FOR FUTURE HOUSING REPAIRS, PLANNED MAINTENANCE AND CAPITAL WORKS

- 10.1 An officer gave a brief overview on the Programme for Future Housing Repairs, Planned Maintenance and Capital Works. It was stated that quality assurance would be delivered by BHCC following the end of Mears' contract. It was stated that this report was to inform residents on what had taken place so far and to provide a summary of the current situation.
- 10.2 The Chair enquired how many apprentices were likely to be taken on and for any further details on this.

- 10.3 An officer stated that 27 apprentices had been taken in through Mears and that each had the opportunity to TUPE transfer in to BHCC.
- 10.4 A Mears representative stated that the majority of apprentices were young people however some that were older were also employed.
- 10.5 **AGREED** – that the report be noted.

11 HOUSING MANAGEMENT PERFORMANCE REPORT

- 11.1 An officer gave a brief overview of the Housing Management Performance Report and noted that there were 41 performance indicators that had been tracked throughout the year. It was stated that this report gave details of the last quarter including comparable info against the year before, this information included benchmarking data against other Local Authorities.
- 11.2 Residents had the following concerns, enquiries and statements:
- It was stated that anti-social behaviour was complicated however over time many bodies had began to confer with each other to address this.
 - It was stated that it was important that people were kept aware that they had an obligation as per the tenancy agreement.
- 11.3 The Chair re-stated the positive figure in regards to Anti Social Behaviour.
- 11.4 An Officer stated that the figure of 85% was in regards to cases on issues that had been addressed and that feedback on how this was dealt with was positive.
- 11.5 **AGREED** – that the report be noted.

12 CITY WIDE REPORTS

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

13 ANY OTHER BUSINESS

- 13.1 A resident enquired why a non-leaseholder who was not a resident of the City was allowed to stay on a Service Improvement Group.
- 13.2 An officer stated that BHCC as a landlord had relationship with tenants and leaseholders and absent leaseholders. It was noted that though this specific person was no longer a leaseholder in Brighton, this would be looked at.
- 13.3 Residents requested that a senior manager of City Clean attend the next West Area Panel.
- 13.4 An officer agreed to put requests to City Clean and noted that there was an issue where different services would attend where possible. It was proposed that specific questions could also be put through the resident involvement officers and other BHCC officers for a response. It was further proposed that in regards to refuse and recycling a focus meeting outside of Area Panels could be set up to deal with other issues.

14 DATE OF THE NEXT MEETING

14.1 The date of the next meeting is 3rd September 2019.

The meeting concluded at 16:00.

Signed

Chair

Dated this

day of