

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: EAST AREA

7.00pm 9 NOVEMBER 2017

ROBERT LODGE COMMUNITY ROOM, ROBERT LODGE

MINUTES

Present: Councillors Mary Mears and Anne Meadows

Representatives: Alan Cooke (Craven Vale Community Association), Janet Gearing (Woodingdean), Rosemary Johnson (Leaseholders Action Group Elected Rep), Lyn Bennett (Manor Farm Rep), Anne Willet (Manor Farm Sub Rep)

Officers: Glyn Huelin (Business and Performance Manager), Jeff Tourmentin (Strategic General Manager – Mears), Eddie Wilson (Operations; General Manager Mears), Hilary Edgar (Housing Operations Manager), Sharon Terry (Resident Involvement Officer)

16 WELCOME AND INTRODUCTIONS

- 16.1 Mary Mears, Chair, opened by expressing her unease and unhappiness with an issue leading to the wrong venue being promoted prior to the meeting.
- 16.2 Officers apologised for the mistake and promised to perform due diligence for all future meetings.

17 APOLOGIES

- 17.2 Apologies were received by Iain Ramage, Steve Fenton, Chris El-Shabba and Mary Whitner.

18 MINUTES OF THE PREVIOUS MEETING

- 18.1 Correction to previous attendance, that Alan Cooke be added to the minutes.
- 18.2 Delete second section of Item 8.2 on Page 33, no request for leaseholder survey was requested by Rosemary Johnson.

19 CHAIR'S COMMUNICATIONS

- 19.1 The Chair stated that, in the past, commencement times have been revised so as to better suit the season.
- 19.2 Tenants stated that this has previously been attempted however, due to clashes with resident's plans and family commitments, this has been unsuccessful.

20 HOUSING PERFORMANCE REPORT

20.1 Hilary Edgar presented the performance report stated tenant's concerned over going in to too much by way of details contained within. She further stressed that one of the main purposes of area panels is for resident reps and tenants to scrutinise them.

20.2 Residents had the following enquiries, concerns and statements:

- Stated it was a positive sign that that no evictions have taken place and gave positive feedback to the services BHCC provide
- Requested what the expectation of numbers of roll out for BN2 postcode will be
- Enquired if Mears pre-inspect all houses before new tenants move in
- A Resident Inspector gave a negative critique on some of Mears' work on houses, they stated there were many little issues that needed to be addressed as families were just about to move in

20.3 The Chair praised the eviction record and the preventative measures BHCC takes to

21 3 STAR ITEM FROM TENANT ONLY MEETING OF 5 OCTOBER 2017

21.1 (Item 1 – Shortage of Housing and Allocations)

21.2 Hilary Edgar stated that James Crane and other officers were unable to attend the meeting and have confirmed they will attend the next Area Panel in January.

21.3 Residents had the following concerns, enquiries and statements:

- A resident stated they were concerned with BHCC's phone etiquette when answering questions on their position on the housing list
- A representative of the Leaseholders Action Group stated that many members of the group have expressed an interest in selling their property once BHCC proceed with the trial

21.4 Officers responded to resident's concerns with the following:

- The protocol response for BHCC staff to requests by residents in regards to responses to telephone enquiries is to never release any information so as to avoid issues of confusion
- Councillor Anne Meadows stated leaseholder's willing to sell to BHCC is a positive for everyone

21.5 **AGREED** – That the report is satisfactory.

22 DISCUSSION ON COORDINATION OF DATES FOR TENANT ONLY MEETINGS, AGENDA SETTING AND AREA PANEL MEETINGS

22.1 Residents stated that it was not fair to make decision on this topic as not enough people were present.

22.2 **AGREED** – that the item will be brought to the next agenda.

23 DISCUSSION ON SEASONAL CHANGES TO THE TIME OF EAST AREA PANEL MEETINGS

24 CITY WIDE REPORTS

- 24.1 A resident enquired as to why there were only 3 updates from service groups.
- 24.2 Hilary Edgar stated that the Service Improvement Group's bullet points remained the same as the last meeting and the most recent meeting took place earlier on the same day.
- 24.3 **AGREED** – that all reports be noted.

25 SUMMARY OF INFORMATION FROM AREA PANEL FEEDBACK FORMS

- 25.1 Hilary Edgar gave a brief overview of the key findings and feedback received from the survey handed out to residents at the last East Housing Management Area Panel.
- 25.2 **AGREED** – that the survey be noted.

26 ANY OTHER BUSINESS

- 26.1 Sharon Terry enquired if members would be happy to accept results taken via a phone vote from members not present; the day after the meeting
- 26.2 Residents stated no objections and voted yes.

The meeting concluded at 20:45pm

Signed

Chair

Dated this

day of

