

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

2.00pm 3 SEPTEMBER 2019

SANDERS HOUSE - SANDERS HOUSE

MINUTES

Present: Councillors John Allcock, Dawn Barnett, Gary Wilkinson, Jacqui O'Quinn, Clare Moonan, Robert Nemeth.

Represtatives: Ted Chapman (Vice Chair), Vic Dodd (Ingram), Roy Crowhurst (Woods House T/A), Graham Dawes (Phillip Court R.A), Ann Tizzard (Knoll Estate), Muriel Briault (N.P.R.A), Ann Packham (Ingram Crescent).

Officers: John Currell (BHCC), Robert Keenan (Housing Manager), Satti Sidley (City Clean), Ian Greene (City Clean), Ododo Dafe (Head of Income, Improvement, Customer Service, Housing Strategy & Housing Supply), Pat Liddell (Community Engagement Officer), Sam Warren (Community Engagement Manager), Diane Coe (Community Engagement Officer), Lily Broughton (Housing Apprentice), Debbie Corbridge (Integrated Team for Families Manager).

15 RATIFICATION OF CHAIR & VICE CHAIR

15.1 Councillor Allcock was ratified as Chair of the West Area Housing Management Panel.

15.2 Mr Roy Crowhurst was unanimously elected as Vice Chair.

16 WELCOME & INTRODUCTIONS

17 APOLOGIES

17.1 Apologies were received from Councillor Carmen Appich and Councillor Peter Atkinson, Joseph McRae and Pat Weller.

18 CHAIR'S COMMUNICATIONS

18.1 The Chair stated that the Housing Committee Plan was due to be brought to the next West Area Panel meeting.

19 MINUTES OF THE PREVIOUS MEETING

20 RESIDENTS QUESTION TIME

20.1 Item 1 – Drains at 68-70 Godwin Road and Overall System

20.2 Residents had the following enquiries, concerns and statements:

- Residents expressed their approval of a full response however it was noted that it appeared more like a long term plan over short term.
- Concern was expressed that although there were a high frequency of complaints; there was no record of this.

20.3 Officers responded to residents' statements, concerns and enquiries with the following:

- Officers gave apologies for delays in resolving this issue, it was noted that this was still subject to discussion with Highways.
- Further apologies were offered regarding the errors in the system, it was stated that efforts would be made to consult Highways on when this could be resolved.

20.4 The Chair requested that a resolution be found by the next meeting.

20.5 **AGREED** - that the response was satisfactory.

20.6 Item 2 – Door Entry System at Ingram Court.

20.7 Residents had the following enquiries, concerns and statements:

- Doors were satisfactory however the new system had trade buttons which led to other issues.

20.8 Officers responded to residents' statements, concerns and enquiries with the following:

- It was stated that there were 2 parallel issues. That work on door entry systems were made without fully consulting all residents.
- An officer apologised for not fully consulting all residents, it was noted that a review was underway including widespread consultation.
- An officer further apologised for the blanket approach that was adopted regarding new door systems.

20.9 **AGREED** - that the response was satisfactory.

20.10 Item 3 – Field Officers

20.11 Councillor Barnett questioned the presence of Field Officers due to the noticeable number of overgrown gardens still to be treated.

20.12 Residents echoed Councillor Barnett's concerns.

20.13 Officers responded to residents' statements, concerns and enquiries by stating that there were a myriad of issues that could have added to this issue. It was further stated that there was an officer working on untidy gardens and that residents should contact Housing Services so that cases could be passed on to Field Officer.

20.14 **AGREED** - that the response was satisfactory.

20.15 Item 6 – Rubbish Clearance at Clarendon & Ellen.

20.16 Residents had the following enquiries, concerns and statements:

- It was stated that residents were promised that City Clean would be emptying bins daily however this had not happened resulting in accumulation of large amounts of rubbish.

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

20.18 Item 7 – Rats at Clarendon & Ellen

20.19 Residents had the following enquiries, concerns and statements:

- Residents stated concerns regarding the 20 day wait.
- A resident enquired what policy was on this as it used to be a free service and that it had changed.

20.20 Councillor Barnett gave an example of previous issues of rats burrowing in to a doctor's surgery.

20.21 Councillor O'Quinn noted that this was a large issue and that she had also received many reports of rats from residents.

20.22 An Officer stated that this would be looked at on a case by case basis.

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

21 REFUSE AND RECYCLING AT CLARKE COURT

21.1 A City Clean Officer addressed the panel and stated the following:

- There were 20 lots of 3200 litre bins to go on to the collection program.
- The bins came from Italy and had to go through a broker which had since dissolved.
- A supplier had stated they would be willing to release bins which would still be paid for by the company that had wound up.
- It was hoped that this would be resolved by the end of the month with 20 bins sourced solely for Clarendon and Ellen.
- It was stated that it would cost more to retrofit the current bins to fit trucks and repair the current bins.
- There was a review currently be undertaken to procure products made in Britain and not Italy.
- Apologies were given regarding the inability to undertake daily collections.
- It was stated that City Clean required a 2 month buffer zone between installing and using new bins.
- It was further confirmed that Brexit had no involvement in this issue.

21.2 **AGREED** – that the update be noted and a further update be brought to the next West Area Panel.

22 YOUTH GROUP PRESENTATION

22.1 2 Officers gave a brief overview of the Youth Service. The following was stated:

- It was stated that HRA contributed to a percentage of the overall fund due to many services being relevant to old and young residents.
- £125,000 was being requested for a 6-month extension.
- An officer outlined the objectives and aims of the Hangleton & Knoll Project.

22.2 Young People addressed the panel and gave personal stories and a brief overview of their backgrounds and experiences. It was stated that the Youth Service's engagement was a positive aspect of their experience with regards to their personal development.

22.3 Residents had the following enquiries, concerns and statements:

- A resident enquired why this estate had not been covered.
- Enquired if much work was done in the West Area.
- Residents invited the Hangleton & Knoll Project to their opening night of the new gym.
- An impact report of work undertaken over 6 months including projects, outcomes and impacts.

22.4 Officers responded to residents' statements, concerns and enquiries with the following:

- It was confirmed that the estate was covered.
- It was proposed that conversations were held in future regarding groups and activities close by.
- It was clarified that the remit was for the entire West Ward Area.
- Hangleton & Knoll project received money from BHCC however it also sourced further financial contributions from Sussex Police and Sussex Community Foundation Trust.

22.5 **AGREED** – that the report be noted.

23 ANY OTHER BUSINESS

24 Q1 PERFORMANCE REPORT UPDATE

26.1 An officer gave a brief overview of the Performance report. It was stated that there were some areas of concern in regards to empty properties and the removal of bulk rubbish. It was stated that the initial page had 9/39 areas that were underperforming however there were several other indicators that highlighted improvement. It was further stated that performance had improved generally over the last quarter.

26.2 **AGREED** – that the report be noted.

25 DATE OF NEXT MEETING

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA **3 SEPTEMBER 2019**

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of

