

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

1.30pm 17 DECEMBER 2019

SANDERS HOUSE, INGRAM CRESCENT WEST, HOVE, EAST SUSSEX, BN3 5NW

MINUTES

Present: Councillors Allcock, Nemeth, Barnett.

Representatives: Ann Packham (Ingram Crescent), Ann Tizzard (Resident Rep Knoll), Alison Gray (Chair CERA), Muriel Briault (Chair NPRA), Graham Dawes (Philip Court).

Officers: Keely McDonald (Community Engagement Officer), Geof Gage (Acting Head of Service Property/Investment), Liam Baker (Community Engagement Officer).

Guests: Sarah Booker-Lewis (Local Democracy Reporter)

32 CELEBRATING 100 YEARS OF COUNCIL HOUSING PRESENTATION

- 32.1 Mr Cooke provided a comprehensive presentation regarding 1000 years of Council Housing in Brighton and Hove.
- 32.2 An officer noted the possibility of publishing the presentation on the BHCC Website.
- 32.3 **AGREED** – that the panel noted the presentation.

33 APOLOGIES / INTRODUCTIONS

- 33.1 Apologies were received from Councillor Gary Wilkinson, Councillor Clare Moonan and Ted Chapman.

34 MINUTES OF THE PREVIOUS MEETING

- 34.1 **AGREED** – that the minutes of the previous meeting held on the 22 October 2019 were an accurate record.

35 CHAIR'S COMMUNICATIONS

- 35.1 There were no Chair's communications given.

36 RESIDENTS QUESTION TIME

- 36.1 (Item 1 – What will help build strong resident's associations)
- 36.2 Residents had the following enquiries, concerns and statements:

- Residents emphasised the necessity for residents to have their say.

- Suggestion was made as to providing bubble notifications on noticeboard to notify reasons for resident engagement with the aim to recruit more people.
- The social aspect was emphasised.
- Residents noted the importance of efforts to contact people via different avenues such as social media.
- It was noted that use of different areas would be good for linking people together.
- Concern was expressed as to performance of CEO's which had led to chaotic issues.

36.3 The chair expressed support for efforts to link people together and increase turn out and future engagement. The Chair further requested CEO's to communicate with residents more frequently in an effort to resolve any outstanding issues.

36.4 **AGREED** - that the response was satisfactory

36.4 (Item 2 – Access for elderly and disabled to large rubbish bins)

36.5 Residents had the following enquiries, concerns and statements:

- It was stated that dustbins were too high and that steps were too awkward.
- It was noted that bins had been moved and that there was a noticeable reduction.

36.6 An officer agreed to bring back any findings regarding steps to next the meeting.

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

36.8 (Item 3 – City Clean on rubbish and refuse collection)

36.9 A Residents stated that recycling was becoming a concern and that bins were overflowing.

36.10 Councillor Barnett noted issues in specific areas and recognised that issues were not the fault of City Clean.

36.11 An officer stated that there would never be any caps on bins, that residents could choose what recycling bins via the website and acknowledged blocked access issues. It was stated that efforts to replace the fleet over the next 5-7 years was agreed at ET&S Committee.

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

36.13 (Item 4 – Streamline Taxis)

36.14 Residents had the following enquiries, concerns and statements:

- A resident gave an example of malpractice and that Streamline had a database of all rear loading taxis which could help to despatch specific taxis that were close by.
- Concerns were raised of drivers that had not passed health and safety training.
- Resident's emphasised the importance of stating that disabled dogs had the same rights as working dogs.

36.15 An Officer stated that they would look at potential changes in future.

36.16 The chair agreed that more clarity was need on these issues. an officer report was requested regarding firmer considerations from people responsible for the contract. It was proposed that this be brought to January West Area Panel Meeting.

36.17 **AGREED** – that the panel bring a report to January Area Panel Meeting and that the response was satisfactory.

37 ENVIRONMENTAL IMPROVEMENT BUDGET UPDATE

37.1 An Officer gave a brief overview of the Environmental Improvement Budget Update. The panel were advised of the concept behind the budget and provided images of before and after cases depicting the positive effect that a quick response scheme provided for residents had.

37.2 A resident sought clarification regarding the difference between Estate Development Budget (EDB) bids and Environmental Improvement Budget (EIB) bids.

37.3 An officer clarified that EIB bids were to be utilised for a quick route to having works carried out that were not overly major. It was noted that if bids were too large then they would have to be scrutinised.

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

38 PERFORMANCE REPORT - QUARTER 2

38.1 The panel considered a brief overview of the results and findings found in the Quarter 2 Performance Report. It was noted that of the findings, lift response times had improved and that there were still some challenges in areas such as around help desk response times.

38.2 A resident noted that further education for residents and tenants would be gratefully appreciated in regard to leaving bulk items.

38.3 An officer agreed to provide more communication in future on this issue.

38.4 The chair stated that this would be an internal policy discussion that needed to be discussed and brought back at a future area panel.

38.5 **AGREED** – that the report was noted.

39 CITY WIDE REPORTS

39.1 Mr Dawes gave a brief overview of the paper provided. Concern was expressed regarding long protracted waiting times for responses from resident representatives. It was requested that CEO's attend future meetings and provide responses as soon as possible.

39.2 An officer noted that the performance was based on tenant's requests and that the CEO team was to bring communities together not just council residents. It was conceded that CEO attendance at meetings had not been consistent and that perhaps other forms of engagement such as door to door, be considered in future.

39.3 The chair concurred with the necessity for more dynamic responses and noted that CEOs were to be changed to become a more dynamic force.

39.4 **AGREED** – that information be noted.

40 TENANT AND RESIDENT ASSOCIATION UPDATES

40.1 There were not further updates.

41 ANY OTHER BUSINESS

41.1 It was stated that the next East Area Panel would be taking place in Mile Oak.

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of