

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

2.00pm 11 FEBRUARY 2020

ST RICHARD'S CHURCH

MINUTES

Present: Councillors Allcock, Nemeth and 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, Glyn Huelin, Sam Warren, Gregory Weaver

Guests: Sarah Booker-Lewis

42 APOLOGIES

42.1 Apologies were received from Councillor Clare Moonan, Councillor Gary Wilkinson, Councillor Leslie Hamilton, Councillor Alan Robins and Ted Chapman.

43 MINUTES OF THE PREVIOUS MEETING

43.1 A member referred to Item 36.14 and clarified that the term was 'assistance dogs' not 'disabled' dogs.

43.2 It was clarified that the presentation provided at the previous West Area Panel was in regard to 100 years of Estate Housing not 1000.

43.3 **AGREED** - that the minutes were an accurate record.

44 CHAIR'S COMMUNICATIONS

44.1 The Chair stated that the government had provided some information regarding the Coronavirus and gave the following website address for more information:

- <https://www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings>

Residents were notified that the Met Office had declared a yellow weather warning.

45 RESIDENTS QUESTION TIME

45.1 Item 1 - EDB

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

45.3 Item 2 - Parking Mears Vans

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

46 HOUSING PERFORMANCE REPORT 3RD QUARTER

46.1 An officer provided a brief overview of the Performance Report Q3. The officer noted the reason for a change in the ways calls were taken and stated that it was found that calls from non-tenants were taking longer. It was further noted that an explanation would be included in a full report that was forthcoming.

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

47 CITY WIDE REPORTS

47.1 An officer noted that the value for money meeting minutes were not fully reflective of the meeting as only 2 people attended due to a breakdown in communication. It was noted that no decisions were made and that there were ongoing concerns regarding the City Wide Conference in relation to convening this event.

47.2 **AGREED** - that the reports be noted.

48 SERVICE IMPROVEMENT GROUPS

48.1 An Officer gave a brief overview of the Service Improvement Groups and noted that much work had taken place along with tenants and residents. It was stated that members only accounted for 0.04% of tenants in the City and that further representation and involvement was sought.

48.2 **AGREED** - that the update be noted.

49 COMMUNITY ENGAGEMENT WORKSHOP

49.1 An officer gave a brief overview of the responses received following questions posed during the workshop undertaken at the previous West Area Panel. The officer sought further feedback.

49.2 Residents had the following statements, enquiries and concerns:

- A resident noted that North Portslade bordered on Mile Oak and that the resident's association constitution would now allow the merging of Mile Oak.
- It was noted that many people would only really attend if there was an issue on the agenda that personally affected them.
- It was asserted that Area Panels needed to return to the basics, it was suggested that panel meetings were too formal.

49.3 The Chair noted that neighbourhood forums of Goldsmid Ward had focused on planning issues and that Hangleton and Knoll had enjoyed a lot of community development over the past 30 years. It was further noted that there were Facebook community pages in Portslade and wider areas.

49.4 An Officer stated noted the possibility of amending the constitution to merge Mile Oak and Portslade and that officers would check the constitution for any possible changes as it was understood many residents felt this was imposed on them.

49.5 Councillor O'Quinn noted that an issue was finding suitable places to meet.

49.6 **AGREED** – that the workshop was noted.

50 TENANTS AND RESIDENTS ASSOCIATION UPDATES

50.1 An officer gave a brief update on the status of Tenants and Residents Associations. It was noted that there had been anti-social behaviour issues and that residents had requested information be placed in Homing-In magazine. Tenants were encouraged to report anti-social behaviour to BHCC. It was further noted that part of the handbook stated that the terms of residents included expected behaviour of residents.

50.2 The Chair noted that 2 further Community Police Officers would be assigned the area and suggested some information regarding their presence also be included in Homing-In magazine.

50.3 An officer agreed that information regarding police presence be included in future editions.

50.4 **AGREED** – that the updated was noted.

51 PROCUREMENT OF CONTRACT FOR SERVICING, REPAIR, MAINTENANCE AND INSTALLATION OF LIFTS

51.1 An officer gave a brief overview of the Procurement of Contract for Servicing, Repair, Maintenance and installation of lifts. The panel were notified that the contract was due to conclude in April 2021 and that works were underway to seek the necessary contracts for lifts service maintenance for 3 years. It was noted that a lift replacement program was currently under review and that performance across all lifts were constantly under assessment and that overall performance would be assessed against a series of Key Performance Indicators (KPIs). It was stated that where a significant updated / maintenance was required; residents would be consulted and that contracts were managed robustly by a dedicated engineer in the City.

51.2 Residents had the following enquiries, concerns and statements:

- A resident noted the issue of parts needing to be sourced in other countries.
- A resident enquired how procurement would be different.

51.3 An officer responded to resident's concerns, enquiries and statements with the following:

- An officer stated that the reason for the upgrade was that it saved money and noted that the Clarendon estate would be looked at in a future programme.
- An officer clarified that procurement would differ in that it would be brought in-house.

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

52 FUTURE REPAIRS UPDATE PROGRAMME UPDATE

- 52.1 The panel considered a report update on the Future Repairs program. An officer noted the ongoing process regarding the TUPE transfer of staff in to BHCC from Mears.
- 52.2 An officer provided a verbal update of the Future Repair Program. Focus was placed on current status of TUPE transfer of Mears staff in to BHCC along with all the challenges that would arise from this. A brief timeframe was outlined with one to ones taking place over the coming weeks. It was noted that the strategy was to carry out pre-employment checks such as Right to Work and DBS and that new vans were starting to arrive with 50 more to arrive before April alongside the Mears fleet. It was clarified that work needed to be done to make sure the infrastructure was in place to be able to support 107 new vehicles. It was noted that in regard to planned works contracts, there had been many bids and that these would be evaluated individually by staff members who were coming together to ascertain scores.
- 52.3 Residents had the following enquiries, concerns and statements:
- A resident enquired if new staff would be hired.
 - A resident expressed concern regarding the loss of records of repairs by BHCC and sought clarification on this.
- 52.4 Officers responded to residents enquiries and concerns with the following:
- An officer clarified that agency staff would be hired temporarily to put numbers up and that further employment drives would take place in future. It was stated that a report would be provided to Housing Committee to enable this to be brought back to area panels for further updates and to hear the views of panel members.
 - An officer stated that BHCC couldn't favour local contractors but would structure the contract to look good to local companies.
 - It was noted that stock condition surveys were a snapshot of information and that this was a one-off stock condition survey.
 - It was clarified that the approach was on focusing on resident's communities, value for money and not driven by making savings.
 - An officer agreed to contact Mears regarding the loss of log repairs information for a response.
- 52.5 **AGREED** – that the update be noted.

53 ANY OTHER BUSINESS

- 53.1 There was none.

**HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE
AREA**

11 FEBRUARY 2020

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of

