Actions from East Area Panel meeting 20th March 2024

Deadline for staff to respond: Monday 13th May

All staff please note *Date ACTION completed* refers to when the requested action is done (or planned to be done if outstanding) not this form is filled in.

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed or Outstanding?	Date Action completed or planned completion date?
			{Designated officer >>>>>>>>>	>>>>>>	>>>>>>}
	Address concerns regarding maintenance requests not being logged properly leading to jobs needing to be repeated.	Grant Ritchie	Thank you for your question and I agree how important it is that the correct information is recorded when a repair is reported to us. To improve this, we have implemented a system called repair finder which prompts the call handler to ask certain questions depending on the nature of the repair. This system is intended to ensure that we have adequate information to organise the repair and reduce the need to re-call.	Complete	January 23
EA2	Provide statistics to the panel regarding the availability of social housing availability across the authority (all four areas)	Harry Williams	There has been an average of 605 social housing lets per year to new tenants, excluding transfers, over the past three financial years. The breakdown of these 605 lets by area is 160 Central (26%), 98 East (16%), 164 North (27%) and 183 West (30%). This data covers both the council and housing associations, the latter of which does not	Complete	10/05/24

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			use these areas to ma services.	anage their landlord		
EA3	Provide further information to residents on the procedures regarding the reporting of vandalism and other criminal activities	Janet Dowdell	The Housing Service with Sussex Police ar make Brighton and He live. We work togethe intelligence and evide such as anti-social be drug use and drug de evidence that is collect case can become and take action to resolve Call Sussex Police on 101 if • You wish to report criminal activity or other issues such as rough sleeping, or someone urinating in a public place • You have any information that could improve the safety of your community	nd other agencies to ove a safer place to r to gather nce regarding issues haviour, vandalism, aling. The more oted, the stronger a d the easier it is to	Complete	30/04/24

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			Remember to ask for a serial or crime number relating to your report	Ambulance service		
			Call Housing Customer Services on 01273 293030 if	Call Environmental Health on 01273 292929 if		
			You wish to report a possible breach of tenancy such as: Threatening behaviour, tailgating at the main entry door, suspected abuse of alcohol or drugs, keys or fobs being given out to non-residents and any nuisance from animals.	You are being disturbed by regular and frequent incidents of noise nuisance.		
	Describe Conflorer		O and a section of			
EA4	Provide further information to residents regarding the average wait time residents had	Harry Williams	Over the past three fir 2021/22 to 2023/24, to social housing via lapplicants in the 'Hon	here were 1,132 lets Homemove for	Complete	09/05/24

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	in temporary accommodation.		(homeless households in temporary accommodation) who, upon the date their social housing tenancy started, had been waiting for an average of 3 years and 8 months. However, each households average wait time will depend on their bedroom size, with households requiring a 3-bed property having to wait longer than households requiring a 1 or 2-bed property.		
EA5	Provide further information to residents regarding the income limits for the proposed new allocations policy and how this would be looked at on a case-by-case basis.	Harry Williams	The current Housing Allocations Policy states that if a household's annual income exceeds the following, they will not qualify to join the housing register: Studio/One Bedroom: £22,000 Two Bedroom: £32,000 Three Bedroom or above: £36,000 The policy states that the above financial caps can be increased on an annual basis using a calculation based on average rents and average incomes in the Brighton & Hove area. This exercise of increasing the income caps will be undertaken in conjunction with the review of the Housing Allocations Policy that is underway. The current policy's aim is that no more than 50% of applicants' income is spent on housing costs. There is no plan to alter this principle in the review of the Housing Allocations Policy.	Complete	09/05/2024

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EAO1 05.12.23	Works required on Sandhurst Avenue following visit from tenancy services with Dee Simpson	Justine Harris/Grant Ritchie	A verbal update will be given at Area Panel	Complete	13.5.24
EAO2 05.12.23	8 properties being Gas Safety Compliant is inclusive of, or separate from, the five properties listed in the previous Housing Performance Report.	Geof Gage	This was correct at that time. Whilst we have a programme to undertake gas safety checks before due dates, we do experience no access on occasions and this was a period of no access. Our gas compliance is generally not less than 99.87% on average, we do of course strive to 100%	Complete	23.04.24