

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?
	responses by contractors (PH Jones specifically) – Relating to RQ W3.2 deemed insufficient response		reviewing the KPI's and we will be writing to all our contractors to emphasize the point. With regard to P H Jones, we have met with their management and raised this specific issue and assurance has been given that they will take this up with call centre staff to ensure that the correct priority is raised on jobs issued. This will be monitored by our gas manager and is an agenda item on core meetings with PHJ.		
WA4	Overgrowth maintenance on authority properties. Service charges being taken despite service not being delivered, officers promised to follow up for next panel + proposed use of reactionary budget to tackle short term issues. Relating to RQ W3.3	Chloe/Em G	A verbal update will be given at area panel.	Outstanding	
WA5	Residents not consulted with regard to issue of garage licenses	Martin/HCS	The Housing service offer Garages and car parking spaces on Housing land for interested residents to rent as choice items, under a licence agreement and at a weekly charge. This is a non-statutory service and all spaces are offered to	Complete	10/05/24

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			<p>residents according to our priority allocations policy.</p> <p>The terms and conditions of the licence and the information concerning our priority allocations policy are available on our webpage at www.brighton-hove.gov.uk/garages</p> <p>Interested applicants are directed to read the licence terms before applying for the rental of a garage or car parking space. It is also a requirement that the terms and conditions are read and agreed to as part of the application process.</p> <p>Garages and car parking spaces are provided under the licence on a rolling weekly basis and licensees can terminate the licence with just 7 days' notice, ending on a Monday.</p> <p>At times it is necessary for the council to change the licence terms, in order to ensure garages or parking spaces on Housing land are offered safely and effectively or to ensure the licence agreement is updated and consistently fit for purpose. As a result, the licence agreement itself contains that the council reserves the right to vary the licence but must provide a minimum of one weeks'</p>		

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			<p>notice in writing to the licensee before enacting any of the changes.</p> <p>If residents have any comments or questions concerning the garage and car parking licence agreement, they can contact the Housing Customer Services Team at housing.customerservices@brighton-hove.gov.uk or on 01273 293030 and the team will be happy to help.</p> <p>No Further Actions</p>		
WA6	Better inclusion of residents in EDB consultations. Raised by residents that EDB bid consultations were not being properly circulated to residents properly leading to decisions being taken without input from residents.	Community Engagement (Keely McDonald)	<p>I would like to meet with residents to find out more about what they have experienced that led to this request.</p> <p>From this we will look to update our working guidance around EDB consultation for bidders.</p>	Outstanding	June 2024
WA07 (13.09.23)	Provide further info to Cllr Bagtho on price caps agreed by housing service regarding inflationary pressures and any further steps being taken.	Martin Reid/Craig Garoghan	Rents are calculated in accordance with government guidelines. For rents this is currently CPI +1%. This increase was agreed to ensure resources are available over the coming years to support the significant investment required across the housing stock.		

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			<p>Rents are not calculated to include any service charges and only include charges associated with the occupation of a dwelling, such as maintenance of the building and general housing management services. Service charges are therefore calculated to reflect additional services which may not be provided to every tenant, or which may relate to communal facilities rather than to a specific occupation of a house or flat. Different tenants may receive different types of services reflecting their housing circumstances. All current service charges are reviewed annually to identify any service efficiencies which can be offset against inflationary increases to keep increases to a minimum, the maximum that will be charged is a full cost recovery however there are some which are currently not fully recovering the costs.</p> <p>The service imposed a staged increase to utility service charges in 23/24 however, inflation increases didn't materialize to the level that was anticipated at the time and so the charges were adjusted for 24/25 to reflect the latest assumptions for the cost of utilities such as communal electricity, communal heating.</p>		

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WAO8 (13.09.23)	Provide update to ward councillors regarding new regulatory environment from FY 24 and inspections of local authority landlords and housing association landlords' properties.	Martin Reid/Justine Harris	A verbal update will be given at Area Panel		
WAO9 (13.09.23)	Provide update and further info to the panel and residents on customer service statistics – specifically out of hours repairs and maintenance. Provide previous months/quarter data (27.03.24 - 27.06.24?)	Grant Ritchie	The performance report covering repairs and maintenance performance for this period will be reported in the main meeting.	Complete	Area Panel June 2024