



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?
<b>NAO2</b> (Originally raised Dec 23)	Responsibility for blocked drains/gulleys in Hollingdean.	<b>Grant Ritchie/ Mikila Beck</b>	Blocked drains/gulleys can be reported online <a href="https://www.brighton-hove.gov.uk/rubbish-recycling-and-streets/streets/report-blocked-rain-gully-or-drain">https://www.brighton-hove.gov.uk/rubbish-recycling-and-streets/streets/report-blocked-rain-gully-or-drain</a> Housing repairs and maintenance do not have a separate in-house drainage team that deal with blocked gulleys for BHCC housing stock. For any housing stock flats or individual dwellings, the Repairs and Maintenance team have our own in house drainage team that will attend. To report a drainage issue residents need to contact the repairs helpdesk on 0800 052 6140 or email @repairshelpdesk	<b>Complete</b>	<b>5.08.24</b>
<b>NAO3</b> (Originally raised Dec 23)	Questions raised by Hollingdean RA – regarding grass cutting and overgrowth management in and around Hollingdean. Residents not satisfied with explanations/brief given and requested answer in writing on policy decision	<b>Robert Walker</b>	Before Area Panel meet City Parks and Housing will have met, a verbal update will be provided by Chloe Mclaughlin, Estates Service Manager	<b>Complete</b>	<b>16.08.24</b>
<b>NAO4</b> (Originally raised Dec 23)	Outstanding works at Coldean Youth Club – Ongoing – works progressed but still outstanding issues	<b>Geof Gage/</b>	I have tried to make contact with the person involved at Coldean Youth Club by email but have not heard back. I can confirm there is still EDB funds available for an electric heating system if required. Please contact me direct to discuss.	<b>Complete pending contact from resident group</b>	<b>06.08.24</b>

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NA1	Raise resident concerns with CityClean/Parks (specifically raised by Coldean RA) regarding overgrowth around amenities such as lampposts not being managed adequately, also raised concerns about overgrowth in Davey Drive and the surrounding area specifically.	Justine Harris/ Chloe McLaughlin	<p><b>Faulty street lights can be reported online <a href="http://Report%20a%20faulty%20street%20light%20(brighton-hove.gov.uk)">Report a faulty street light (brighton-hove.gov.uk)</a></b></p> <p>We recognise that grounds maintenance across our estates is a concern for residents. Chloe McLaughlin, Estates Service Manager, is currently working with City Parks to improve the scheduling of work. We are compiling a list of areas that we know need attention.</p> <p>If you know of areas that need immediate attention please contact <a href="mailto:estateserviceteam@brighton-hove.gov.uk">estateserviceteam@brighton-hove.gov.uk</a> for the attention of Chloe McLaughlin.</p> <p>We fully support residents who help maintain their estates and the Estates Service Team regularly collect bagged garden waste. if a group of residents have done some work in a communal area. You can ask for a free collection of garden waste by ringing the Estates Service Team on 01273 294769.</p>	Complete	16.08.24
NA2	Provide further information to Cllr Raphael Hill regarding recommendations	Justine Harris	Information provided to Cllr Hill by email. Residents in temporary and emergency accommodation could raise concerns about the standard of accommodation with	Complete	June 2024

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	given to those in temporary and emergency accommodation with regards to the safety of properties provided.		the team directly, they can also request a formal review. <a href="mailto:temporary.accommodation@brighton-hove.gov.uk">temporary.accommodation@brighton-hove.gov.uk</a> or phone 01273 294400.		
<b>NA3</b>	Provide a more detailed briefing to residents of North Area regarding the installation of windows, specifically old/broken windows needing replacement and those in communal areas.	<b>Geof Gage</b>	Our window programmes have now taken into account replacement of common area windows where these are deemed to be required and necessary according to the survey. We are working around estates with our programme and have a 5-year programme of properties. Bates Estate windows are on this years programme and next financial year which will see the conclusion of works at the estate.	<b>Complete subject to any feedback on specific area</b>	<b>12.06.24</b>