

Actions from Central Area Panel meeting 17th June 2025

Outstanding actions carried forward

REF + date first raised	Action History and last Update	Who	Response including what is completed & outstanding	Is action Complete / Outstandi ng	Date action completed or planned?
OCA1 Nov- 24	Community Engagement to liaise with residents regarding High Rise Action Group.	Sam Nolan	The Community Engagement team recognizes that traditional residents' groups have faced challenges in attracting diverse tenant participation and ongoing participation however, if tenants express a genuine interest in establishing a High Rise Action Group, we will provide targeted support to help them get started. This support includes assistance with developing clear objectives and terms of reference, initial help with tenant outreach to gauge wider interest, and guidance on setting up basic governance structures. We can share learning from previous groups about what has worked and what hasn't, particularly around engaging a broader range of residents. We would encourage the group to consider innovative approaches to engagement that might attract more diverse participation than traditional models. The Community Engagement team can provide this initial support to get the group set up.	Complete	15.08.25
OCA2 Nov- 24	Special budget meeting to be arranged for residents.	Sam Nolan	The Community Engagement team will set up two budget meetings for residents. The first meeting will be in late March or early April where we'll explain how the housing budget works - where money comes from, where it goes, and what rules we have to follow. We'll use simple charts and examples to make the numbers easier to understand. The second meeting will be in late June or early July where residents can tell us their priorities and ideas for the budget. This gives us enough time to include resident feedback before the September 2026 budget deadline. We'll keep the meetings short and focused on the areas where residents can actually influence decisions. The Community	Complete	15.08.25

			Engagement team will book the venues and invite residents, but we'll have finance colleagues to come along and explain the money side of things. We know budgets can be confusing, so we'll make sure everything is explained clearly without using financial jargon.			
OCA3 Mar-25	Geof Gage to follow up with Eileen Steward to arrange a residents meeting on Feb/March C.2.2 windows. Previous response June 2025: We will be arranging resident meetings for the roof works shortly and will discuss this at the same time, we are also preparing an FAQ for the future works in 2026, this is not ready as yet and will not be until we have a draft specification, I am happy to talk to this at the AP meeting if required, there is unfortunately no interim works we can do ahead of the full project and any repairs issues will need to be reported to repairs in usual manner.	Geof Gage	The Homes & Investment Service will follow this up directly with residents.		Ongoing	No date set yet for follow up
OCA4 Mar-25	Emma Salcombe requested a meeting with officers and to start talking to the relevant people regarding ASB victims.	Janet Dowdell	Jan Dowdell and John Evans will arrange to meet with Emma to take this forward. The Area Housing Team can arrange to deliver ASB workshops, sessions to talk about our approach to ASB and how we support victims and witnesses. We have a tailored approach depending on the needs of each case and would like the opportunity to talk this through with Emma and other residents.		Complete	21/08/25
OCA5 Mar-25	Grant Ritchie to contact Chris Vine/Eileen Stewart regarding broken fence on Somerset Street.	Grant Ritchie/ Mikila Beck	This fence has now been repaired.		Complete	15.08.25

OCA6 Mar-25	Grant Ritchie to speak with Emma Salcombe regarding arranging a meeting with Highways to discuss drains in Central Area	Grant Ritchie/ Mikila Beck	Chloe has contacted Emma to take this action forward.	Complete	15.08.25
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Actions from last meeting

REF	Action	Who	Response including what is completed & outstanding	Is Action Complete / Outstanding	Date action completed or planned?
CA2	Justine Harris to follow-up up with Geof Gage outside the meeting regarding dropped curbs and removed ambulance bays.	Justine Harris/ Geof Gage	This was followed up. Benjamin Tedder who oversees use of car parks and garages manager for Housing can also do a walk about with residents to review dropped curbs and ambulance bays.	Complete	15.08.25
CA3	Geof Gage to speak to resident who reported glass and duvets etc left in roof during recent repairs at their property.	Geof Gage	Verbal update	Outstanding	
CA4	Mikila Beck to speak to resident regarding repair that's been outstanding for 5 years	Mikila Beck	This is in relation to windows at Hampshire Court. The windows were due to be replaced on a planned/major program. Date to be communicated to residents once its confirmed.	Outstanding	
CA5	Geof Gage to check if there are plans to bring solar panels to Craven Vale	Geof Gage	The current solar PV programme is installing on houses and bungalows only, prioritising those properties that are electrically heated and with an EPC rating of D or below, although this criteria has been able to be extended throughout the programme to include properties with a low EPC C rating. Tenants whose home falls within the criteria are contacted by the Council to arrange an installation. There is currently no plan to install solar PV on communal roofs as it is more complex to share the benefits of the generated electricity directly with tenants. This is something that we are hoping to explore in the future if possible and if a business case can be developed to support such a programme.	Complete	08.08.25

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CA6	In relation to resident question C3.1 regarding use of residents' car parks by builders: Geof Gage to speak to One Parking Solutions and Benjamin about the abuse of visitors passes, half an hour free parking sessions and setting up a meeting with the residents to discuss parking issues.	Geof Gage	Geof will follow this action up with residents. In regards to the abuse of visitors passes residents can report this directly to Housing Customer Service team housing.customerservices@brighton-hove.gov.uk 01273 293030 and the team will take action under the visitor permit abuse process.	Ongoing	
CA7	In relation to resident question C3.2 regarding support around mental health issues: Barry Winchester to email Emma Salcombe regarding working together on listening sessions for the 13 th September tenancy celebration.	Barry Winchester	Emma and Barry have met to explore issues raised around ways of working and expectations of the CE Team. We set some ground rules. And we agreed that we would work together with the Co-Chair, Lee Catt, in leading a workshop at the Tenant Celebration Day on Saturday 13 September to include Emma's suggestion around tenant training opportunities and building stronger tenants' groups in the city.	Complete	15.08.25
CA9	In relation to resident question C3.3 regarding the Council's communication when lifts break down: Geof Gage to find out when Warwick Mount will have lifts that stop at every floor and give an update before the next area panel.	Geof Gage	Both lifts at Warwick Mount are currently in service and since February have offered a fairly reliable service to residents. Some key spares have been sourced and are stored on site, whilst these spares may resolve some issues we cannot keep a complete stock of spares so there remains a chance of lift downtime in the event of component failures. Longer term. We plan to modernise or fully replace both lifts. We have recently appointed a specialist lift consultant to advise us on the best options for a long-term solution. This work will be considered alongside and is proposed to align with other works required to the block, including major electrical upgrade works, which presents some complexity around programming and	Complete	

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			delivery. This will be undertaken in consultation with residents.		
CA1 0	In relation to resident question E3.1 regarding citywide and service improvement groups being halted due to low attendance and not having sufficient staff: Justine Harris to get an update from Sam Nolan regarding the June workshop on improving engagement.	Justine Harris/Sa m Nolan	Sam to provide and update at the meeting	Ongoing	
CA1 1	To bring question raised by E3.1 June 2025 to the next meeting. (citywide and service improvement group meetings)	Sam Nolan	This is in relation to the City Wide Service Improvements groups. Verbal update and discussion at the next meeting.	Ongoing	

