

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: NORTH AREA

6.00pm 9 SEPTEMBER 2025

HOUSING CENTRE, CONFERENCE ROOM, EASTERGATE ROAD, BN2 4QL

MINUTES

Councillors: Asaduzzaman (Chair), Shear, Mackey, Muten

Residents: Donna James (Co-chair), Barney Milner, Ian Beck, Des Jones, Paul Wright, Katie James, Becky (East Brighton Trust), Heather Hayes, Mitch Watkinson

Officers: Sam Nolan, Justine Harris, Mikila Beck, Chloe McLoughlin, Tom Trigwell, Clair Nichols, Martin Reid, Harry Williams, Charles Field, Francis Mitchell

1 WELCOME, INTRODUCTION & APOLOGIES

1.1 Apologies were received from Cllr West.

2 MINUTES AND ACTIONS

2.1 Minutes were approved.

2.2 NA7 - MB provided verbal update. 2 weeks until common area repairs.

3 HOUSING PERFORMANCE REPORT QUARTER 1 - 2025/26

3.1 Justine Harris delivered report.

3.2 Mikila Beck talked through repair metrics.

3.3 Ian Beck stated that a resident reported operatives claimed they would force entry to her flat to carry out boiler repairs.

3.4 Ian Beck stated that a large number of operatives arrived to force entry into the residents property to fix their boiler

3.5 Ian Beck stated that they had spoken to both the council and the contractor to avoid this outcome.

ACTION - Mikila Beck to follow up with Ian Beck regarding this outside of the meeting.

3.6 Ian Beck questioned if the council has forced entry to properties in order to carry out repairs.

- 3.7 Donna James iterated the scope of HAPS and invited the issue to be dealt with outside the meeting,
- 3.8 A resident stated council contractors are liberal with stating that ‘tenants refuse entry for repairs’ in instances where this was not the case.
- 3.9 Martin Reid stated that the council needs to learn from failures identified by residents.
- ACTION** - Martin Reid to follow up with residents outside of the meeting regarding gas safety.
- 3.10 Des Jones was informed operatives can leave notes on each job.
- 3.11 Justine Harris outlined the process and iterated the importance of 100 percent gas safety compliance.
- 3.12 Ian Beck questioned why the residents' concerns were not addressed.
- 3.13 Justine Harris stated that Ian Beck’s example was not in line with Council policy.

4 HEALTH & SAFETY AND COMPLIANCE UPDATE

- 4.1 Martin Reid provided a verbal update on this item.
- 4.2 Barney Milner was informed that his concerns regarding airvents and stairwells at Sylvan Hall would be followed up outside of the meeting.
- ACTION** - Martin Reid to follow up with Barney Milner outside of meeting regarding air vents at Sylvan Hall.

5 DISREPAIRS WEBSITE AND AWARENESS

- 5.1 Mikila Beck provided a verbal update on this item and informed residents of potential scammers impersonating Council repairs operatives.
- 5.2 Ian Beck stated that Hollingdean residents had been misled by non-Council operatives charging for repairs whilst impersonating Council staff.
- 5.3 Mikila Beck stated that Council tenants should contact the Council directly or use the new repairs website in instances where a repair is required.
- 5.4 Mikila Beck shared an example of a resident of another Council being conned for £7,000 by ‘rogue’ operatives and iterated the importance of residents being aware of this.
- 5.5 Donna James requested posters and literature for tenants and residents to be made aware of potential scammers.
- 5.6 Ian Beck expressed distaste and frustration with scammers and iterated the importance to the Council of preventing residents being exploited.

- 5.7 Mikila Beck stated that 'rogue' operatives had been reported to the relevant authority and that information would be shared via the Homing In magazine, as well as social media messaging.
- 5.8 Des Jones iterated the importance of messaging not exclusively being online as not to contribute to digital exclusion.

6 BREAK**7 RESIDENTS QUESTIONS, 2-STAR AND 3-STAR****N3.1 - High Rise Demolitions**

- 7.1 Ian Beck questioned how residents would be supported when demolitions take place.
- 7.2 Martin Reid stated that each resident is to be visited and consulted, and provided details of the options available to residents when their block is due to be demolished.
- 7.3 Ian Beck expressed understanding of the need to replace certain blocks of flats.
- 7.4 Cllr Mackey expressed understanding for residents anxieties and commended Community Engagement for their work.

N3.2 - Allocations Policy

- 7.5 Donna James stated that frustrations often arise from lack of communication from the Council and that residents are keen to get involved.
- 7.6 Heather Hayes stated that the Council did not seem to be learning from the past, and cited examples of sensitive lets being ignored. Heather Hayes suggested that the system requires improvement.
- 7.7 Harry Williams provided an outline of the current procedure surrounding ASB and stated that improvement is required regarding communication of policies and procedures.
- 7.8 Heather Hayes stated that communication with resident representatives was paramount and asked for the Council to work closer with representatives.
- 7.9 Donna James stated that the Council had worked with representatives regarding ASB.
- 7.10 Barney Milner stated that residents with ASB had been allocated housing near sensitive lets without appropriate vetting.
- 7.11 Ian Beck stated that they had noticed improvements in the Council's response to reports of ASB.
- 7.12 Des Jones questioned whether the issues discussed could be better resolved with improved interdepartmental communication at the Council.

N2.1 - Parking and Road Access in the North Area

7.13 Cllr Muten received questions from Mitch Watkinson, and stated the following:

That an additional £500m had been made available nationally for highways maintenance, with £1.6m being made available for BHCC.

That there was a large backlog of highways maintenance and repair jobs.

That every road in the city would be visited annually at a minimum.

7.14 Cllr Muten also outlined the transport repairs priority system, as well as the match-day parking scheme.

8 ANY OTHER BUSINESS

The meeting concluded at 8.00pm

Signed

Chair

Dated this

day of