

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

2.00pm 17 SEPTEMBER 2025

HOVE TOWN HALL (COUNCIL CHAMBER), NORTON ROAD, BN3 3BQ

MINUTES

Councillors: Nann (Co-Chair), Sankey, Miller, Parrott, Cattell

Officers: Harry Williams (Director of Housing People Services), Robert Keelan (Housing Manager), Sarah Barclay (Income Services Manager), Hannah Barker (Senior Community Engagement Officer), Barry Winchester (Community Engagement Officer), Stephanie Mooney (Community Engagement Officer), Mikila Beck (Interim Head of Repairs), Chloe McLaughlin (Housing Estates Manager), Justine Harris (Head of Tenancy Services), Martin Reid (Director of Homes and Investment), Tom Trigwell (Community Engagement Administrator), Marie Button (Democratic Services Officer).

Residents: Malcolm Campbell (Co-Chair), Alison Gray, Muriel Briault, Alex Matthews, Helen Jardine-Hodges, Sathi Sivapragasam, Anne Tizzard, Patricia Weller

1 WELCOME, INTRODUCTIONS & APOLOGIES

1.1 Apologies were received from Councillors Guilmant, Hewitt and Muten.

2 MINUTES & ACTIONS OF THE PREVIOUS MEETING

MINUTES

2.1 Muriel Briault advised they were listed as 'Mary' in the previous minutes.

2.2 **RESOLVED:** That subject to the above amendment, the minutes of the previous meeting held on 18 June 2025 were agreed as a correct record.

ACTIONS

2.3 The Chair confirmed that action OWA1, regarding Democratic Services publishing details of housing surgeries, has been completed.

2.4 Justine Harris advised that the prep work for action OWA2, regarding residents being invited to estate walkabouts, has been completed and they just need to send the invites to tenant reps and councillors.

2.5 Regarding action WA1, concerning low water pressure in the tower blocks, Mikila Beck advised they have made a formal complaint to Southern Water and are awaiting a response.

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2.6 The Chair read the response provided for action WA2, regarding the land sold to Joint Venture in the Sackville Road/Conway Court area and advised the action has been completed.

2.7 In response to Helen Jardine-Hodges question regarding the plans for the outside area of the Sackville Road estate, Harry Williams advised they would find out.

3 SHORT REPORT & DISCUSSION FOLLOWING TENANTS CELEBRATION DAY & WEEK OF EVENTS

3.1 Hannah Barker introduced the item and gave an overview of the tenant celebration day and events.

3.2 Barry Winchester thanked residents for their help with the development of the day.

3.3 Stephanie Mooney advised they have been working on the film of the event which highlights stories from different parts of city and raised the consultations taking place about the ongoing work of the council out in the communities.

3.4 In response to Patricia Weller's question regarding Community Engagement setting up residents groups, Barry Winchester discussed meeting to discuss non-council tenant involvement with future groups to ensure concerns of all residents are embedded in their plans.

3.5 Hannah Barker discussed that their first port of call is supporting tenants of the council and to respond to residents' needs.

3.6 Stephanie Mooney discussed active outreach work taking place across the city and meetings with leaseholders and tenants who are willing to join groups.

3.7 Hannah Barker discussed YourVoice, where tenants and leaseholders can find engagement opportunities, alongside face-to-face outreach work.

3.8 In response to resident questions about officers going to Portslade and Mile Oak, officers discussed engagement work in Hangleton and the rest of the west area.

3.9 Barry Winchester discussed work with neighbourhood officers, the community table they had at the tenant celebration event to promote the offer of support in the area and the need to broadcast what they are doing and when.

3.10 Councillors, residents and officers exchanged thanks for the event.

4 HOUSING PERFORMANCE REPORT, QUARTER 1 2025/6

4.1 Justine Harris introduced the report.

4.2 Sarah Barclay and Justine Harris discussed the support available for tenants migrating to universal credit, including signposting, food bank referrals and intervention work.

4.3 Harry Williams asked resident advisors to signpost tenants to customer services if there are individuals they are concerned about.

- 4.4 Residents and officers discussed engagement with residents, the reactive nature of the current support and work to be more proactive.
- 4.5 Justine Harris and Harry Williams asked for ideas from the panel regarding how they communicate information with residents.
- 4.6 Residents and officers discussed emergency repairs and concerns with some of the advice given to vulnerable residents. Mikila Beck advised they would follow-up with Alison-Gray regarding individual issues.
- 4.7 In response to Helen Jardine-Hodges' question regarding drainage, Harry Williams advised this would be something for highways.

5 HEALTH & SAFETY COMPLIANCE UPDATE

- 5.1 Martin Reid introduced the item and gave a verbal update.
- 5.2 Mikila Beck advised that the council is responsible for repairing smoke detectors so any issues should be reported.
- 5.3 In response to Alison Gray's question about water pressure in tower blocks, Mikila Beck advised they have made a formal complaint to Southern Water.

6 DISREPAIRS WEBSITE & AWARENESS

- 6.1 Mikila Beck introduced the item and no-win-no-fee disrepair claims.
- 6.2 Mikila advised that council workers don't cold call, will always carry council ID and would not mind residents calling the helpdesk to confirm their identity.
- 6.3 The Chair, residents and officers discussed cold callers representing themselves as the council.
- 6.4 Mikila Beck encouraged residents to report disrepairs to the council and follow the complaints procedure if they are not happy with the outcome.
- 6.5 Harry Williams asked that residents let the council know if they have information about new trends or behaviours from cold calling groups.

7 RESIDENT QUESTIONS 2-STAR & 3-STAR

- 7.1 The panel confirmed they were happy to take the response to question W2.1, regarding health risks from discarded nappies at Conway Court, as read.
- 7.2 In relation to question W.2.2, regarding fly-tipping on Ellen Street, Mikila Beck and the Chair advised that all fly-tipping should be reported.
- 7.3 In relation to question W3.1, regarding council contractors not using ID or giving prior notification, Martin Reid confirmed that council workers should always have ID and that if residents are concerned, they should call the office and check.

- 7.4 Regarding question W3.2, concerning associations feeling frustrated by the difficulty of getting anything done, Community Engagement officers advised that they are getting feedback from residents and will be sending emails and letters regarding small working groups.

8 DISCUSSION: HOW DO THE COMMUNITY ENGAGEMENT TEAM SUPPORT INFORMAL GROUPS?

- 8.1 Community Engagement Officers introduced the item, discussed support available for informal groups and extending their reach to residents they don't always hear from.
- 8.2 Hannah Barker advised that an informal group is any group of 2+ residents who want to do something in their area.
- 8.3 In response to Alison Gray's question regarding restarting the groups they used to have, Hannah Barker and Barry Winchester discussed new ways of doing this work, including setting up a tenant oversight panel (draft title) and work to be more inclusive.
- 8.4 Malcolm Campbell discussed picking up the previous groups on a city-wide basis.
- 8.5 Hannah Barker and Stephanie Mooney gave an overview of the additional work and research they are doing, including a project around tenant disability issues, repairs focus groups, senior schemes and learning how people want to meet and discuss issues.
- 8.6 Martin Reid discussed the need to reflect on how representative groups were, how formal they became and how they can work better.
- 8.7 Hannah Barker advised that Community Engagement will also support any initiatives that tenants want to lead on in a city-wide way.
- 8.8 In response to a query from Anne Tizzard in relation to leaseholder participation in groups, Barry Winchester advised that they can support communities of tenants and leaseholders who want to get together to discuss issues, but they do have to ensure that their focus is on tenants.
- 8.9 Patricia Weller discussed a question from East Area regarding anti-social behaviour and suggested Community Engagement get in contact with residents who are experiencing ASB to offer support.

9 ANY OTHER BUSINESS

- 9.1 In response to Helen Jardine-Hodges raising that police have said CCTV cameras in Conway Court aren't working, Robert Keelan advised they would contact Housing Officer Allan Haryott to make sure they are working.
- 9.2 In response to Anne Tizzard raising that a lot of people did not receive agendas or notifications for the meeting, Harry Williams advised they would make sure the minutes and papers go out for the next meeting.

The meeting concluded at 4.00pm

SignedChair

Dated thisday of

