

## Residents Questions, 2- star West Area

### W2.1- Report back on Neighbourhood Estate Officers

<b>Area in city</b>	West
<b>Star rating</b>	2 star/ Local area issue
<b>Date question raised</b>	25 <sup>th</sup> September 25
<b>Week of Area Panel</b>	24 <sup>th</sup> November 25
<b>Deadline for officer response</b>	23 October 2025
<b>Name of officer responding</b>	Robert Keelan
<b>Officer job title</b>	Housing Manager – Customer Services
<b>Contact Details</b>	Robert.Keelan@brighton-hove.gov.uk

### W2.1 Question

<b>Issue</b>	Feed-back on role of the new Neighbourhood Estate Officers
<b>Background</b>	<p>At the last West Residents' Only meeting it was agreed to have a report back on how the new Neighbourhood Estate Officers role was working, once they had been in post for a while and residents had met and worked with them.</p> <p>There was mixed feedback and some concerns about how well this role was working:</p> <ul style="list-style-type: none"><li>• Some Resident Association reps had still not met their Neighbourhood officer.</li><li>• There hasn't always been good follow-up to jobs promised.</li><li>• Estate inspections have been held without the involvement of local residents.</li><li>• Residents haven't always felt that their concerns were listened to or taken seriously, and that the officers have other priorities.</li></ul> <p>The priority for West residents is to see improvements on the ground and to get things done. There was concern that the Neighbourhood Estate Officers role could become an additional layer of bureaucracy for tenants'</p>

	<p>to negotiate, rather than facilitating quicker action and improvements. The crucial aspects of this are:</p> <ul style="list-style-type: none"> <li>• Regular estate inspections are held that include residents. This is seen as a priority.</li> <li>• Residents' are listened to and the issues they raise taken seriously – they are the people living in the area, know what the problems are and should be involved with decisions made about their area.</li> <li>• Problems noted are followed up quickly and effectively.</li> <li>• Good communication with residents – keep residents informed about progress of work, be easily contactable and responsive.</li> </ul>
<b>Request or Question</b>	<p>It was agreed to ask at Area Panel:</p> <ul style="list-style-type: none"> <li>• Can this feedback be taken on board and fed-back to West Neighbourhood Officers?</li> <li>• What assessments/evaluation/additional training do the Council offer to ensure that the Neighbourhood Officers have the support to do their job properly?</li> </ul>

## W2.1 Response

<b>Response</b>
<p>Thank you for your interest in the Neighbourhood Officer roles.</p> <p>There are two Neighbourhood Officers in each of the four housing teams ( NB the 2<sup>nd</sup> Neighbourhood Officer in the Central Housing Team is due to start shortly ). Neighbourhood Officers joined the teams in June and their work falls under three broad headings</p> <p><b>Estate Inspections.</b></p> <p>We understand that Estate Inspections are important to residents and we have worked hard with this new team to produce an annual schedule of inspections. The team have been learning about their geographical areas, trained in what to look for and who to report to and have been trialling these inspections over the last few months.</p> <p>The annual schedule was sent to Councillors, Residents Associations and interested parties in October 2025 and the Community Engagement Team will work with interested parties about how people can feed into those inspections to ensure they are as effective as possible.</p>

The Inspections will focus on repairs, standards of linked services (Cleaning / Gardening / Refuse ) and also improvements via the Estate Improvement bid process. Inspections take place every week on a Tuesday and Thursday morning from November 2025 and the schedule is attached Appendix item 6.

### **Tenancy Visits**

The Housing Team visit all of our tenants at least every 5 years ( this is in addition to Officers visiting for gas or electrical safety or other casework) and check on the wellbeing of tenants, what they need to live independently and successfully, to ensure properties are not hoarded / damp / sublet / in need of repair / give advice on moving / signpost to money advice / check household composition etc. These visits can be regular scheduled visits based on when the last visit occurred or reactive visits because a contractor, neighbour or the tenant themselves has expressed concerns.

### **Casework**

The Neighbourhood Officer hold a casework portfolio and will support victims of anti social behaviour, deal with untidy gardens, boundary disputes and cases related to the results of their estate inspections or visits.

To help the Neighbourhood Officers with their work, the Officers have received a weekly information session from the managers of 15 linked teams so that they have contacts to help them solve the problems that they encounter. They also work within their team of Housing Officers who offer support and advice to enable them to complete their casework.

The Neighbourhood Officers work is directed by the Housing Manager in each of the four Housing Offices. Their work runs alongside the Community Engagement team who retain responsibility for supporting Community groups and representing their concerns and requests to the council generally.

The Neighbourhood Officers are a uniformed team and please say hello to them when you see them on Housing Estates. Two Officers cover c. 3000 properties in each Housing Team and tenants or leaseholders who need the support of a Housing member of staff should initial report that to Housing Customer Services at [Housing.CustomerServices@brighton-hove.gov.uk](mailto:Housing.CustomerServices@brighton-hove.gov.uk) or 01273 293030.

I am sorry if you feel that the service from a Neighbourhood Officer hasn't been as effective as tenants would hope. The role is still bedding in and the Neighbourhood Officers are still learning. The concerns raised will be fed back to the team so that we ensure the service is improved.

## Residents Questions, 3-star West Area

### W3.1- Feeding birds from high rise buildings

<b>Area in city</b>	West
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	25 <sup>th</sup> September 25
<b>Week of Area Panel</b>	24 <sup>th</sup> November 25
<b>Deadline for officer response</b>	23 October 25
<b>Name of officer responding</b>	Jan Dowdell
<b>Officer job title</b>	Tenancy Services Operational Manager
<b>Contact Details</b>	<a href="mailto:Janet.dowdell@brighton-hove.gov.uk">Janet.dowdell@brighton-hove.gov.uk</a>

### W3.1 Question

<b>Issue</b>	Some residents throw food from their balconies to feed birds. The birds can be a nuisance, and discarded food creates a health and safety problem and encourages rats and other animals.
<b>Background</b>	At Conway Court, the Council has sent letters to every flat, but this has not stopped people from throwing food from their balconies. The problem is that there are no consequences if people continue to do this, so this anti-social behaviour continues.
<b>Request or Question</b>	<p>It was agreed to ask at Area Panel:</p> <ul style="list-style-type: none"> <li>• Why are there no consequences if people ignore warnings?</li> <li>• What action is the Council prepared to take?</li> </ul>

### W3.1 Response

<b>Response</b>
<ul style="list-style-type: none"> <li>• <b>Why are there no consequences if people ignore warnings?</b></li> </ul>

When we receive complaints of residents feeding birds from balconies and throwing items off balconies, we ask the reporter if they can identify the property items are coming from. In situations where the property hasn't been identified, the team will write to all residents asking for the behaviour to stop and will encourage residents to provide us with information that may assist in identifying the property.

If we know the property, we will work directly with that resident to stop the behaviour. If we are unable to identify the property, it remains difficult for us to resolve.

- **What action is the Council prepared to take?**

As with any breach of tenancy, we take a stepped approach to bring about a change in behaviour. Our approach may differ from case to case depending on the situation and the people involved. For example, officers may start by bringing the situation to a resident's attention and ask for the behaviour to stop. If that is ignored, an initial warning will be issued, and we will start our enforcement processes. In some situations, we would increase the severity of warnings and may issue notices or build a case for injunctive action.

I am delivering ASB workshops across the city for groups that are interested in finding out more about our approach, the tools and powers available to us, what the casework looks like and how officers take on the challenging situations.

If your group would like me to come along and deliver a session on ASB, please contact me or Housing Customer Services and we will set something up.

## Residents Questions – 3-star, Central, East and North Areas

### C3.1 - Replacement doors in high rise flats and new fire regulations

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	18 <sup>th</sup> September 25
<b>Week of Area Panel</b>	24 <sup>th</sup> November 25
<b>Deadline for officer response</b>	23 October 2025

<b>Name of officer responding</b>	Stuart Harvey
<b>Officer job title</b>	Fire Safety Manager
<b>Contact Details</b>	<a href="mailto:Stuart.Harvey@brighton-hove.gov.uk">Stuart.Harvey@brighton-hove.gov.uk</a>

### C3.1 Question

<b>Issue</b>	When will doors to high rise flats be replaced with ones that meet current fire safety regulations?
<b>Background</b>	<p>Replacement of doors to the flats at Somerset Point was underway, then paused when new fire safety regulations came into effect. The doors are in a very bad condition and urgently needed replacing when the work was stalled. Residents have not been given any information about when they can expect new doors.</p> <p>It was clarified that all windows and doors that don't meet new fire regulations will have to be replaced (regardless of how recently they were put in). The high-rise blocks are being prioritised.</p> <p>There are two door-replacement schemes, one for tenants and one for leaseholders.</p>
<b>Request or Question</b>	<p>it was agreed to raise the following questions at Area Panel:</p> <ul style="list-style-type: none"> <li>• When can Somerset Point and other high-rise blocks expect to get their doors replaced? Can the Council provide a city-wide list of progress with this work?</li> <li>• Some blocks, including Somerset Point, have already been through a process of choosing new doors, having doors measured etc. Will they have to do this again?</li> <li>• What can leaseholders expect? Some leaseholders have spent considerable money on doors that passed fire regulations when they were installed and they would not be choosing to replace. Will they have to pay for new doors?</li> <li>• Is there any Government subsidy available to local councils to help them meet the Government's updated fire regulations?</li> </ul>

### C3.1 Response

<b>Response</b>

- Somerset Point is estimated to have its doors replaced in the 2026/27 financial year, the delay has been that prior to any works in high-rise buildings, the council must now apply for approval for this work to the Building Safety Regulator.
- Due to the delays in relation to Building Safety Regulator application process and approvals for this work, we anticipate checking with residents around their original choices and contacting any residents that have moved in since the original choice forms were sent out, to gain their preferred choices for door types/colour.
- The council are undertaking fire door checks across our high-rise blocks in compliance with new legislation to ensure the fire doors perform as intended. The doors that require remediation and / or replacement will be competed on a programmed basis in a priority order and will have Building Safety Regulator application submitted where works are deemed necessary.
- This will be reviewed on an individual case basis in each block by the council's Fire Team. The team will need to check the door meets current legislation and regulations connected to fire doors, using manufacturer information and installation information available, as well as assessing the condition of the door.
- We are not currently aware of any Government funding for fire door installations. We are engaging with Homes England who are leading on delivery of Government funding via their Cladding Safety Scheme. We are also reviewing potential Government funding schemes toward the costs of waking watch where required and toward introduction of Personal Emergency Evacuation Plans.
- The position with leaseholders regarding replacement of and payment toward compliant fire doors will depend upon the terms of the lease and the nature of the door replacement programme.

### C3.2 - Poor value repairs service

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	18 <sup>th</sup> November 25
<b>Week of Area Panel</b>	24 <sup>th</sup> November 25
<b>Deadline for officer response</b>	{Housing completes}
<b>Name of officer responding</b>	{Housing completes}
<b>Officer job title</b>	{Housing completes}
<b>Contact Details</b>	{Housing completes} @brighton-hove.gov.uk

### C3.2 Question

<b>Issue</b>	too many repairs are not being done properly and require multiple visits to sort out.
<b>Background</b>	<p>A specific problem in Essex Place was raised, where it took 7 visits over 3 weeks to correctly repair the lift. However, it was noted that this was indicative of a broader problem with the repairs service, and that it is this broader problem that needs to be addressed.</p> <p>An efficient, effective repairs service is at the core of the Council's responsibility as a landlord, and they are failing to meet this.</p>
<b>Request or Question</b>	<p>Ask the following question at Area Panel</p> <ul style="list-style-type: none"> <li>• Why are repairs not completed properly on the first visit?</li> <li>• Why is the repairs service not operating at a higher standard?</li> </ul>

### C3.2 Response

<b>Response</b>
<p><b>In order to reassure residents about the cost of works to the lift at Essex Place Rob Mabey (Mechanical and Electrical Team Manager) has responded the following:</b></p> <p>We have a fully comprehensive cover for lifts, so do not get charged for labour or parts except when the lift has been vandalised or mis-used. The number of visits to rectify an issue makes no difference to our costs. We do of course recognise that downtime will have a significant impact on the residents and we work closely with our service contractor to prevent this wherever possible.</p> <p><b>Why are repairs not completed properly on the first visit?</b></p> <p>There are several common reasons why repairs may not be resolved during the initial visit. These include:</p> <ul style="list-style-type: none"> <li>• The incorrect trade attending the appointment, which can delay the necessary work.</li> <li>• Required materials not being available on the day, often due to the need to order specialist parts.</li> <li>• The scale or complexity of the repair exceeding the time allocated for the visit.</li> </ul>



We are actively working to improve this by refining our diagnostic process to ensure the correct trade attends first time. We're also reviewing and expanding the stock carried in our operatives' vans to reduce delays caused by missing materials.

Despite these improvements, some repairs, such as water ingress or hidden leaks, are inherently difficult to diagnose and resolve in one visit. These issues often require multiple inspections to accurately identify the source and apply a lasting fix.

### **Why is the repairs service not operating at a higher standard?**

We recognise that the current standard of our repairs service does not always meet expectations, and we are committed to raising its quality. Improving efficiency and reliability is a key focus area. We understand that repeated visits and unresolved issues can be frustrating and disruptive for residents.

To address this, we are enhancing our approach to diagnostics, improving communication throughout the repair process, and investing in better training and resources for our operatives. Our goal is to reduce disruption, improve first-time fix rates, and deliver a repairs service that residents can trust and rely on.

The council has made substantial progress in reducing the overall volume of open repairs. This has been achieved through targeted planning, contractor mobilisation, and a clear focus on both risk prioritisation and clearing the oldest cases. This recovery work continues to be closely managed and monitored. We report progress to both Cabinet and Place Overview & Scrutiny Committee. In our report to September Overview & Scrutiny Committee we advised that the number of outstanding repairs over 28 days had dropped to 2,622 as of July 2025, a reduction of over a half since the 6578 outstanding routine repairs reported to January Scrutiny Committee. The Service remains fully committed to continuing to reduce the remaining backlog in routine repairs.

Our Quarter 2 performance report shows that we are above our target of 96% tenant satisfaction on both of the following council housing maintenance performance indicators: Surveyed tenants satisfied with completed repairs, standard of work, 98% (2,213 of 2,253); Surveyed tenants satisfied with completed repairs, overall customer service, 99% (2,225 of 2,253).

### **C3.3- Staff training and anti-social behaviour**

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	18 <sup>th</sup> September 25
<b>Week of Area Panel</b>	24 <sup>th</sup> November 25
<b>Deadline for officer response</b>	23 October 2025
<b>Name of officer responding</b>	Janet Dowdell

<b>Officer job title</b>	Tenancy Services Operational Manager
<b>Contact Details</b>	Janet.dowdell@brighton-hove.gov.uk

### C3.3 Question

<b>Issue</b>	The issue resident wanted to raise was that policies and procedures for dealing with anti-social behaviour are not being followed by all council staff. More training is required and staff need to be held accountable when they are not abiding by council policies and procedures.
<b>Background</b>	Previously Brighton & Hove city council have stated that there was ongoing training for members of staff when dealing with antisocial behaviour. A resident said that two years after this has been in place, the policies and procedures that officers are meant to uphold are not always being followed. Residents across the city are still facing the same issues when reporting and experiencing antisocial behaviour.
<b>Request or Question</b>	<p>It was agreed to ask the following questions:</p> <ul style="list-style-type: none"> <li>• When will Brighton &amp; Hove city council set up a robust training standard for staff members dealing with ASB? The current level of training seems to be failing some residents still.</li> <li>• What additional training is required of individual staff members who are not able to keep to the policies, procedures and standards in place for ASB?</li> <li>• How are staff held accountable if they keep falling short of the standards required to properly support residents experiencing ASB?</li> </ul>

### C3.3 Response

<b>Response</b>
<p>Anti-Social Behaviour casework can be very complicated to manage due to the nature of the behaviour we see and the individuals we work with to resolve situations.</p> <p>The Tenancy Team manage all situations of ASB for Council Housing, and we are a team of Six Housing Managers and thirty-two Housing Officers managing over 300 cases of ASB across the city as part of a varied caseload.</p> <ul style="list-style-type: none"> <li>• <b>When will Brighton &amp; Hove city council set up a robust training standard for staff members dealing with ASB? The current level of training seems to be failing some residents still.</b></li> </ul>

The Tenancy Team have an existing training plan in place which provides ongoing learning on the subject of ASB. Here are some examples of the areas of focus we have been covering most recently and continue to over the coming months -

- Specialist training – presenting cases at court, preparing witness statements, Proportionality and Equalities and legal frameworks related to ASB casework.
- Casework compliance with policy and procedures – case audits linked to the Independent Housing Ombudsman (IHO) findings.
- IHO findings – regular sessions with the team, looking at findings and failures and implementing recommendations.
- Process for non-compliance from case audits – feedback and escalation processes. Action planning to address areas of failure.
- Implementation plan for the new Hate incident Policy
- **What additional training is required of individual staff members who are not able to keep to the policies, procedures and standards in place for ASB?**

We deliver the training in a range of ways to accommodate all levels of knowledge in the team.

- We hold full team sessions with external experts on the subject
- Small group sessions
- ICT focus sessions focused on recording casework
- Bitesize sessions online to focus on small areas of the work
- Individual support and induction plans
- **How are staff held accountable if they keep falling short of the standards required to properly support residents experiencing ASB?**

The aim of the team and staff working within the team is to minimize the harm ASB presents to residents. There are several reasons why we may not always meet the expectations of residents such as -

- The speed in which we can find lasting solutions
- What we can do with tools and powers available to us
- The need to gather a weight of evidence to enable enforcement actions
- How often we keep residents updated on what we are doing
- What we can disclose to reporters
- How we as an organisation communicate with residents to let them know we are dealing with situations

The ASB case numbers are high within the team. The area of work is very demanding, and staff deal with conflict and challenge daily. They have a great level of support within the management team to assist them to maintain good standards of work.

Where we identify training needs or issues with performance, we will provide support to staff to embed improvements.

We are working hard to improve our areas of communication with reporters and victims of ASB. We have increased our staff resource for this area of work and are continuing to focus on improving our satisfaction with this area of work.

We have also been developing an understanding of Trauma Informed Approaches to help us develop a deeper understanding of our interactions with tenants.

We have developed training for Housing Staff to increase our understanding of the impact of trauma and the behaviours that manifest as a result.

We have trained 15 in house reflective practice facilitators that are creating safe spaces for staff to reflect upon the emotional impact of our work and ensure we maximise our learning from ASB incidents and improve our responses.

We are acutely aware that more effective internal departmental relationships will enable us to get a better picture of the behaviours of ASB perpetrators and develop more robust interventions to prevent the cycles of offending individuals or groups.

This approach also supports us to develop more compassionate response to ASB victims and better understand the impact of offending behaviours.

We regularly convene Multi-Agency Meetings with Social services, Mental Health services, GP's and The Police to ensure joint strategic working in tackling this issue.

As a landlord we are fully committed to continuous improvement and pride ourselves on creating an environment of creative professional curiosity to better understand the needs of tenants and staff, we always strive to do more and do this through keen attention to our customer and working relationships alongside robust and timely interventions.

Due to the nature of the work, we are reliant on factors that are outside of our control. It is a fact that we experience delays with getting cases into court. We are reliant on a weight of evidence from reporters and victims and without that, it becomes very difficult to take enforcement action. We are reliant on good casework if we look to take enforcement action, and that takes time.

I am delivering ASB workshops across the city for groups that are interested in finding out more about our approach, the tools and powers available to us, what the casework looks like and how officers take on the challenging situations.

If your group would like me to come along and deliver a session on ASB, please contact me or Housing Customer Service team and we will set something up.

We are also looking to co-produce FAQs on the subject and will be asking residents to join us to create something that's useful for all.

### C3.3 Action

<b>Start date</b>	Ongoing
<b>End date</b>	

### C3.4- What is the criteria for sensitive lets

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	18 <sup>th</sup> September 25
<b>Week of Area Panel</b>	24 <sup>th</sup> November 25
<b>Deadline for officer response</b>	17.10.25
<b>Name of officer responding</b>	Jan Dowdell
<b>Officer job title</b>	Tenancy Services Operational Manager
<b>Contact Details</b>	<a href="mailto:Janet.dowdell@brighton-hove.gov.uk">Janet.dowdell@brighton-hove.gov.uk</a>

### C3.4 Question

<b>Issue</b>	clarification is needed about how sensitive lets are defined.
<b>Background</b>	<p>Residents have been told two separate things about sensitive lets:</p> <ul style="list-style-type: none"> <li>b) a sensitive let applies only to a single property. It is used when there have been previous problems in that property and immediate neighbours are vulnerable.</li> <li>b) A whole block or estate – for example Ardingly Court - can be identified as a sensitive let area.</li> </ul>
<b>Request or Question</b>	<p>raise the following question at all Area panels</p> <ul style="list-style-type: none"> <li>• What is the criteria for a sensitive let?</li> <li>• How are sensitive lets used?</li> <li>• Can residents ask for an area or property to be identified as a sensitive let?</li> </ul>

### C3.4 Response

<b>Response</b>
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The lettings process for council properties is contained in the Housing Allocations Policy [Housing allocations policy and guidance](#) and is dealt with under the selection process.

Sometimes a property will need to be let sensitively, giving regard to exceptional circumstances.

- What is the criteria for a sensitive let?
- How are sensitive lets used?

In exceptional cases, for housing management reasons, we may not offer to the person at the top of the shortlist.

Sensitive let's can only be used in exceptional circumstances, for example severe anti-social behaviour resulting in a Closure Order on the property. Officers make decisions around managing the risks where significant events have impacted on household.

When a sensitive let is approved applicants are vetted for suitability and depending on the situation that may mean excluding those that have been responsible for causing anti-social behaviour (ASB). There may also be times when people are considered vulnerable and at higher risk than others to cope in an environment where there are known incidents of ASB.

Officers must be clear about the reasons they are seeking sensitivity for the let and only search for information relating to this. Officers should not use any unrelated information that becomes apparent during the investigation. This to ensure we are taking a proportionate and evidence-based approach. For example, the officer cannot base a decision on a person's criminal past if the offence is spent under the Rehabilitation of Offenders Act.

### **Block requests**

Whole block sensitive lets may be an option for officers to use to manage properties in extreme situations, affecting multiple households.

Where we have block sensitive lets in place, they are usually approved for a period of six months. Officers will then need to carry out a review of the situation. The block sensitive let will lapse after six months and officers are required to place a further request if the situation warrants a further period of sensitive lets.

### **Can residents ask for an area or property to be identified as a sensitive let?**

Although I can understand why residents would want to ask for this, decisions must be based on evidence and the officer's professional judgement.

Officers need to assess whether there are special considerations and give regard to the implications of the Human Rights Act and the Equalities Act in terms of proportionality. The Care Act also requires us to give regard to proportionality to take the least intrusive response appropriate to the risk presented.

### C3.5- Communication between surveyors and contractors

<b>Area in city</b>	Central
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	18 <sup>th</sup> September 25
<b>Week of Area Panel</b>	24 <sup>th</sup> November 25
<b>Deadline for officer response</b>	{Housing completes}
<b>Name of officer responding</b>	{Housing completes}
<b>Officer job title</b>	{Housing completes}
<b>Contact Details</b>	{Housing completes} @brighton-hove.gov.uk

### C3.5 Question

<b>Issue</b>	There is poor or no communication between surveyors and the people who come to do the repair.
<b>Background</b>	<p>Residents have noted a problem with the current system:</p> <ul style="list-style-type: none"> <li>b) A contractor visits, takes extensive notes, spends time talking through the repair with the resident.</li> <li>b) Workmen turn up to do the job and have never seen the contractor's notes, so start everything again from scratch.</li> </ul> <p>This is not an efficient or sensible way to carry out a repair and the system needs to be upgraded and streamlined so it works effectively.</p>
<b>Request or Question</b>	<p>it was agreed to raise at all Area Panels</p> <ul style="list-style-type: none"> <li>b) Does the Council acknowledge that there is a problem with lack of communication between surveyors and those carrying out the repair?</li> <li>b) How can the Council streamline and improve this communication so this part of the repairs system works more effectively?</li> </ul>

### C3.5 Response

<b>Response</b>
For responsive repairs, works that are pre-inspected by supervisors that are subsequently allocated to either directly employed labour or contractors are handled by two systems that are linked with an interface. Relevant pre-inspection notes created by supervisors should be transposed into the work orders raised which directly instruct the labour or contractors carrying out the work.

For directly employed resource, this information is sent direct to their mobile device so they should have all the relevant information required.

Contractors pick up their work orders from a works management system IT portal, and it is possible that this information is not directly communicated to their trades carrying out works on site. The works order description could be paraphrased and important elements of the instructions may be missed out.

### C3.5 Action

<b>Action</b>	Reminder to be sent to all contractors receiving works orders that all relevant information contained within the works description needs to be communicated to on-site trades.
<b>Start date</b>	10/11/25
<b>End date</b>	10/11/25

### E3.1- How can problems with fly-tipping and littering be improved in the long term

<b>Area in city</b>	East
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	15 <sup>th</sup> September 25
<b>Week of Area Panel</b>	17 <sup>th</sup> November 25
<b>Deadline for officer response</b>	17 <sup>th</sup> October 2025
<b>Name of officer responding</b>	Chloe Mclaughlin
<b>Officer job title</b>	Housing Estates Service Manager
<b>Contact Details</b>	Chloe.mclaughlin@brighton-hove.gov.uk

### E3.1 Question

<b>Issue</b>	Fly-tipping and littering are long-term issues that the Council has found it hard to get to grips with. Residents have ideas for improvements and would welcome an opportunity to discuss this with officers and Councillors who would listen and who have the power to take action.
<b>Background</b>	<i>There are a number of issues contributing to fly-tipping and littering:</i>



	<ul style="list-style-type: none"> <li>• Not enough bins in areas of high-density housing, such as Bristol Estate.</li> <li>• Recycling bins getting contaminated with non-recyclable materials.</li> <li>• Lack of clear signage about recycling and fly-tipping</li> <li>• Residents' awareness needs to be improved of a) what they should be doing with their rubbish, b) the impact individual actions have on the whole community and c) any fines or other consequences.</li> <li>• Items being dumped rather than the council's paid for collection being used. Mattresses and sofas were identified as a particular problem. Changes in legislation about how to dispose of these items mean disposal of sofas and mattresses is likely to become more expensive.</li> </ul> <p><i>A number of possible solutions were suggested:</i></p> <ul style="list-style-type: none"> <li>• More bins and more collections in areas of high-density housing.</li> <li>• Different coloured bins for recycling and general waste, to make it clearer which is which.</li> <li>• More and improved signage. This should have an impact, and make people stop and think about what they are doing. It needs to be very clear what is allowed in the recycling bins, and that any general waste in a recycling bin means the whole bin can't be recycled.</li> <li>• Signs at fly-tipping hot spots reminding people of fines and also pointing out the impact fly-tipping has on their community.</li> <li>• Clear signage on how to report fly-tipping.</li> <li>• Regular replacement of signage so it is always readable and has an impact.</li> <li>• Regular information to residents on what their responsibilities are and the impact on the whole community.</li> <li>• Clean-up days, where there is an amnesty and bulk items are collected free.</li> <li>• A system for council residents where there are well advertised reduced rate collections happening on a regular basis.</li> </ul>
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<b>Request or Question</b>	<p>It was agreed to raise this at all Area Panels.</p> <p>Residents asked:</p> <ul style="list-style-type: none"> <li>b) Which of the above suggestions can be implemented immediately?</li> <li>b) Could a discussion be held, looking at long term solutions and exploring residents' ideas, (either at Area Panel or a special meeting)? This should be with councillors and officers who have responsibility for this area of service delivery and are able to put ideas into action.</li> </ul>
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### E3.1 Response

<b>Response</b>
<p>Thank you for raising these questions and coming up with some ideas for solutions around long term fly tipping solutions.</p> <p>There is a project which is in the planning stages to be able to offer a service where bulky waste is collected from a designated, secure drop off point on the estates. This is due to be presented at the next Area Panel in March.</p> <p>I would very much like to meet with residents to discuss how we take this forward and explore the suggested solutions in more detail. It would be great to incorporate these ideas into the project.</p> <p>I have contacted BELTA, to arrange a date for this meeting.</p>

### E3.1 Action

<b>Action</b>	Arrange a meeting with BELTA to discuss ideas for solutions to fly tipping on the Bristol Estate.
<b>Start date</b>	31 October 2025
<b>End date</b>	1 December 2025

### N3.1- Anti-social behaviour and Housing Allocations Policy

<b>Area in city</b>	North
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	11 <sup>th</sup> September 25
<b>Week of Area Panel</b>	17 <sup>th</sup> November 25

<b>Deadline for officer response</b>	17 <sup>th</sup> October
<b>Name of officer responding</b>	Harry Williams
<b>Officer job title</b>	Director of Housing People Services
<b>Contact Details</b>	Harry.williams@brighton-hove.gov.uk

### N3.1 Question

<b>Issue</b>	<p>The Housing Allocations Policy is not being followed. Tenants are plagued by the anti-social behaviour of tenants being moved into their blocks and neighbourhoods, often lasting years.</p>
<b>Background</b>	<p>While the Council have a duty of care to house people, this should not be at the expense of existing residents. They seriously need to consider 2 main factors when making decisions to house people who have a history of anti-social behaviour: 1) where are they being housed? and 2) who are they being housed with/in proximity to?</p> <p>The Council also need to ensure that people with mental health issues are well-supported and that the support visits are sufficiently frequent.</p> <p>The following are examples which were given at the meeting (but by no means isolated instances or incidents):</p> <p><i>North Moulsecoomb:</i></p> <p>[REDACTED]</p> <p>There were questions as to why such an abusive and aggressive male tenant with a history of ASB was housed next to an elderly female resident and a family with young women in the first place.</p> <p>Residents have suffered for years with this, despite reporting to the Police and Council regularly. Their health, safety and wellbeing are being put at risk daily.</p> <p>Residents feel that they have been ignored and dismissed by both the Police and the Council for years and are deeply frustrated.</p> <p><i>Sylvan Hall:</i></p> <p>[REDACTED]</p> <p>. Evidently, the Council are</p>

	<p>disregarding their own Allocations policy and guidelines when housing tenants.</p> <p><b>Update on ASB issues:</b></p> <ul style="list-style-type: none"> <li>Donna (Bates Estate) reported that Sam Nolan from the Council's Community Engagement Team suggested that the CET set up and facilitate a 'regulatory unit' on ASB, which would be made up of tenant representatives from different areas in the city.</li> <li>Donna (Bates Estate) is organising a separate ASB session with Janet Dowdell (Brighton &amp; Hove City Council Tenancy Services Operations) for North Area Council residents to discuss issues with her directly. Details to be confirmed.</li> </ul>
<b>Request or Question</b>	<p>Residents request the presence of officers from the Allocations &amp; Housing Departments and Neighbourhood Housing Officers at the next North Area Panel. Residents would like the opportunity to collectively voice their concerns, ask questions and feed back regarding the Allocations Policy in relation to ASB.</p> <p><i>It was agreed that Mitch W (Bates Estate CA) would represent North area residents on this issue at the next Area Panel.</i></p>

### N3.1 Response

<b>Response</b>
<p>Thank you for continuing to raise your concerns with the allocation of social housing. We understand the strength of feeling within our communities, and we take residents' concerns extremely seriously.</p> <p>Our aim in allocating social housing is to support the creation of safe, sustainable communities, while balancing the needs of those waiting to access social housing in the city. However, we acknowledge that we don't always get this right.</p> <p>The council's Housing Allocations Policy includes checks to identify whether a household has a known history of anti-social behaviour or criminal activity. Depending on the severity of the case, this may result in a household being deemed ineligible for social housing</p> <p>The council's Head of Homelessness &amp; Housing Options will attend the North Area Panel meeting to talk about the council's existing processes and procedures – particularly procedures for checks on individuals with a history of anti-social behaviour and tenancy breaches.</p>

As agreed at the September North Area Panel meeting, we are working to establish a resident task-and-finish group to review and comment on these procedures. Membership of this working group can be discussed at the area panel meeting.

#### N3.1 Action

<b>Action</b>	Establishment of the resident task and finish group
<b>Start date</b>	
<b>End date</b>	

