

Actions from Central Area Panel meeting 25th November

Outstanding actions carried forward

REF + date first raised	Action History and last Update	Who	Response including what is completed & outstanding	Is action Completed/ Outstanding	Date action completed or planned?
OCA1	Geof Gage to catch up with Eileen regarding windows if needed following his absence.	Geof Gage	Geof Gage has made contact with Eileen and the issue with windows has been resolved and there is no further action required. Eileen has Geof's contact number should anything further be required.	COMPLETED	19.01.26
OCA2	Sam Nolan to speak with Emma Salcombe about doing some liaising on their behalf to try and get a meeting arranged with Highways regarding parking issues on Highways land – potentially starting with Councillor Muten, Cabinet Member for Transport.	Sam Nolan	Housing officers met with Emma Salcombe and working with highways departments, were able to answer the current queries raised and confirm the best ways to report any future issues on areas of highways land.	Completed	05.02.26
OCA3	Emma Gilbert to resend the information/literature on Universal Credit Migration to Community Engagement. Sam Nolan to check whether it has been circulated yet and, if not, to circulate to TRAs/WhatsApp groups.	Sam Nolan/Emma Gilbert	This information has been circulated	Completed	19.01.26
OCA4	Mikila Beck to look into the broken automatic door in block 19-24 of Ardingly Court.	Mikila Beck	Works completed by Thomas Door and Windows 15/12/25: cleaned and reprogrammed safety sensor; supplied and fitted new 9v battery for push pad; bottom of door planed, now working correctly.	Completed	15/12/25
OCA5	Martin Reid to follow up on with Eileen Stewart regarding the painted pipes at Somerset Point that have led to plumbers not being able to carry out repairs work.	Martin Reid	Sam Crick phoned Eileen Stewart and discussed the issue. She was concerned that pipes to sprinklers shouldn't have been painted. Checked on this and reassured that it was fine that they had been painted.	Completed	9.2.26

CA8	Justine Harris to check whether housing have received emails from Lee Catt and other residents regarding whether their rent accounts are up to date as they have not had responses.	Justine Harris	This particular issue has been resolved, however this raised a wider service issue, which has been raised with the Housing Income team.	Ongoing	20.01.26
OCA6	John Evans and Simon Bannister to pick up resident concerns about the south side lawns at Ardingly Court being inaccessible for wheelchair users. John to keep ward councillors updated on this.	John Evans	Housing Manager, John Evans and the Neighbourhood Officers met with Barry and Simon of CET to discuss the issue in Ardingly Court – inspection to be carried out on the estate. Residents to be updated	Ongoing	27.02.26

Actions from last meeting

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CA1	Justine Harris/Jan Dowdell to look into delivering the ASB presentation in the area and Jan to discuss with Chris Vine about potentially speaking about ASB at their AGM meeting on 21 March 2026.	Justine Harris/ John Evans	John Evans met with Chris Vine and has arranged to attend the St James House AGM on 21/03 to do a presentation on ASB and take questions on how the council deal with reports.	Ongoing	03.02.26
CA2	Emma Gilbert to put something together to send to residents to encourage them to contact Housing if they have any personal changes that may make them vulnerable and if they may need support to evacuate in case of fire.	Emma Gilbert	All residents living in high rise blocks are being contacted. We expect to have made contact with everyone by the end of March 2026	Ongoing	19.01.26
CA3	Mikila Beck to speak with Pippin Boardman about the case referred to in resident question C3.5, regarding communication between surveyors and contractors, to see if they can trace it back and find out when the job came in, who they sent it to and why the information wasn't passed on.	Mikila Beck	This matter has been investigated, and two issues have been identified. The initial supervisor did not pass all the necessary information to the electrician, and the electrician subsequently carried out work that did not meet the required standard. A second supervisor was then	Complete	20.01.26

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			<p>sent to inspect, raised the concerns with the Electrical Testing Project Manager, and arranged a further visit by another electrician, who corrected the issues and completed all agreed works.</p> <p>The Electrical Project Manager has met with both employees and reinforced the standards expected. Thank you for bringing this to our attention, this will help us improve our service for tenants going forward.</p>		
CA4	Mikila Beck to look into why Thomas Doors and Windows were still attending Essex Place to service doors after the block has had new automatic fire door systems installed.	Geof Gage	We are aware that there has been an overlap of the service agreement with Thomas Doors & Windows and the new doors installed. We are reviewing the service agreement and requirement and will ensure that residents with auto closers are updated accordingly.	Complete	
CA5	Housing to bring a follow-up response to resident question C3.2, regarding repeat repairs and the lift at Warwick Mount, to the next meeting.	Akin Fadairo	As with CA7. The service has worked closely with our lift consultants over the year to map out a sustainable lift refurbishment plan. We are procuring a new lift service provider contract and will confirm timelines for refurbishment as soon as this is complete.	Complete	
CA6	Martin Reid to find out where Somerset Point is listed in the lift replacement programme.	Martin Reid	Somerset Point is on the current lift replacement programme, and was scheduled for the 2026-27 financial year. However, this programme is currently under review. The programme may be adjusted due to delays on earlier projects from the contractor. The service has	Complete	

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			worked closely with our lift consultants over the year to map out a sustainable lift refurbishment plan. We are currently procuring a new lift service provider contract and will confirm timelines for refurbishment as soon as this is complete.		
CA7	Martin Reid to get an update on lift replacement at Warwick Mount.	Martin Reid	As with CA5. The service has worked closely with our lift consultants over the year to map out a sustainable lift refurbishment plan. We are procuring a new lift service provider contract and will confirm timelines for refurbishment as soon as this is complete.	Complete	
CA9	Emma Gilbert to let Shah Rahman know that residents have been having issues with registering to view their online rent accounts, including the system not recognising some postcodes.	Emma Gilbert	If you're experiencing any faults with Housing Online please e-mail HOLSupport@brighton-hove.gov.uk Alternatively, please contact a member of the Housing Customer Services Team on 01273 29 30 30 and we can forward the details to the relevant service to resolve.	Complete	20.01.26
CA10	Martin Reid/Housing to arrange to meet with Resident Associations to go through the Fire Safety Report and what the inspection found.	Martin Reid	Stuart Harvey and the building safety team will complete this and are happy to arrange dates to suit.		
CA11	Martin Reid to investigate the charging of leaseholders for new communal fire doors, and whether there is a relevant remediation scheme they are applying for, and feedback directly to Chris Vine and the Leaseholder Action Group.	Martin Reid	There is no scheme or funding available (that we are aware of) for internal work. Funding options have been explored for work and applications made for facade works and waking watch relief.		

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CA12	Martin Reid to arrange for Housing to look at the large gaps under the fire door at Somerset Point.	Martin Reid	Somerset points doors are part of a remediation and replacement programme dates will follow.		
CA13	Martin Reid to arrange a walk-around with the fire safety lead at Essex Place to look at the leaks in the walkway and the new fire doors that are slamming shut.	Martin Reid	The Housing Repairs & Maintenance service has followed up on repair to address the leaks in the walkway. Having checked following a period of heavy rain, this matter appears to have been resolved, subject to a final confirmation check. We are following up on the fire safety walk-around.		
CA14	Justine Harris to seek further information on whether the council would be required to let residents know if AI has been used to assist with responses to resident questions.	Justine Harris	<p>Provided by the Information Risk Team.</p> <p>The council sometimes uses AI tools to help staff draft or summarise responses to residents. Staff always review and approve the final wording before anything is sent.</p> <p>Aligned with the council's Artificial Intelligence and Robotic Process Automation Policy, we will be transparent when AI has played a significant role in creating a response. This means that if AI has significantly contributed to a letter or email, we will tell the resident.</p>	Complete	06.02.2026

