

Actions from *North* Area Panel meeting 10th March 26

Deadline for staff to respond: *{Housing Area Panel Team insert date and time}*

Actions from last meeting

REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed or planned?
NA1	Harry Williams to link PCSOs in area with relevant Resident Association contacts	Harry Williams	This is being coordinated by the North Area team who will be in contact with the tenant reps and PSCOs	Complete	08 May 26
NA2	Regarding resident question N2.3 – Mikila Beck to share the list of which blocks/areas of houses have had gutter clearance done and the schedule for the rest of them with Resident Associations	Mikila Beck	We are working with our Performance and Improvement team to publish gutter clear programmes on our website. Residents can also find out when their home is due to be cleared by contacting our Helpdesk on 01273 294 409 or emailing repairs.helpdesk@brighton-hove.gov.uk .	Ongoing	September 2026
NA3	Mikila Beck to follow up with Jenny Simmons regarding ongoing gutter issues.	Mikila Beck	Work order 1280570/1 has been raised to address the guttering issues at this block.	Ongoing	May 2026
NA4	Regarding resident question N3.1 – Mikila Beck to follow up with gas contractors about heavy handed nature of letters being sent out.	Mikila Beck	Copies of the letters have been obtained and will be reviewed by our newly appointed Head of Housing Safety & Regulatory Compliance. The safety of our residents is a key priority for Housing, and gas safety is a critical part of this. We are mindful that the tone of correspondence is important, and we encourage any residents who are experiencing difficulties in providing access	Ongoing	August 2026

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			to contact us to explain their circumstances. We are committed to working with and supporting residents to ensure their own safety and that of their neighbours.		
NA5	Mikila Beck to send out a general reminder to operatives regarding not parking on verges or in disabled bays	Mikila Beck	Email sent out to all repairs colleagues on 27 th April 2026 to remind them of the importance of parking legally and responsibly.	Complete	27.04.26
NA6	Mikila Beck to look into blocked drains at Southmount outside number 7-12	Mikila Beck	x2 gullies at rear were plunged to clear, disinfected and grills fitted on 13 th April 2026. Further works have been raised to renew rainwater downpipe at the block which are booked for Friday 22 nd May.	complete	13.04.26
NA7	Harry Williams to look into where is best for residents and associations to provide feedback on the work they are doing to improve services	Harry Williams	There are different ways resident groups could share how their work supports service improvements, but there is no one established route. We could look at ways we could capture feedback on work resident groups are doing, such as from Estate Inspections, creation of a digital feedback route and share updates through <i>Homing In</i> or as a regular Area Panel agenda item. If residents would like to explore this more, we would welcome an agenda item to the next Area Panel so we can more discussion.	Complete	08 May 26
NA8	Harry Williams to share the details for Streetlink	Harry Williams	StreetLink - Connecting people sleeping rough to local services The Community Engagement team circulated this link to attendees by email on 22 April, the link is a web based form. If someone is sleeping	Complete	08.05.26

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			rough and in immediate danger, needs medical assistance, is under 18, or with someone under 18 call 999.		
NA9	Martin Reid to remind Councillor Muten about area walkaround discussed when he attended panel	Martin Reid	This is being followed up. A verbal update will be given at the meeting.	In progress	

