

Residents Questions, 2- star Central Area

C2.1: Laundry facilities: shortage of machines

Area in city	Central
Star rating	2 Star: local area issue
Date question raised	16/4/26
Week of Area Panel	16/6/26
Deadline for officer response	13.05.2026
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment & Asset Management
Contact Details	Geofrey.gage@brighton-hove.gov.uk

C2.1: Laundry facilities: shortage of machines

Type of Request	Central residents asked for increased washers and dryers in laundry facilities
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C2.1 Response

Response
<p>The review of communal laundries in general needs housing blocks is being completed, and the outcome will be shared with residents of those blocks in the first instance ahead of wider communication, including via Housing Area Panels.</p> <p>We are progressing with investigating and ascertaining the possibility of additional machines at our seniors housing scheme at Somerset Point. This has been referred to our contract manager who will arrange a site visit with our supplier.</p>

C2.1 Action

Action	Communicate the outcome of the review of laundries in general needs housing blocks to residents ahead of sharing with Housing Area Panel.
Start date	June 2026
End date	June 2026

C2.2: Senior Housing residents: representation at Area Panels

Area in city	Central
Star rating	2 Star: local area issue
Date question raised	16/4/26
Week of Area Panel	16/6/26
Deadline for officer response	14 May 2026
Name of officer responding	Harry Williams
Officer job title	Director of Housing People Services
Contact Details	Harry.williams@brighton-hove.gov.uk

C2.2: Senior Housing residents: representation at Area Panels

Type of Request	Central residents would like more opportunity to raise issues directly with officers who have knowledge of and responsibility for Seniors Housing. The demise of the Sheltered Housing Action Group has reduced these opportunities in other forums.
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C2.2 Response

Response
<p>Thank you for raising this request. We recognise the importance of residents being able to raise issues directly with officers who have the relevant knowledge and responsibility for Seniors Housing.</p> <p>At Central Area Panels, there is senior management representation from across Housing service areas, enabling officers to respond to a wide range of issues and provide appropriate advice or escalation where needed.</p> <p>Area Panel attendees also have the opportunity to raise specific questions through the Resident Only meeting, which provides a clear and structured route for issues, including those relating to Seniors Housing. If there are items residents would like on the agenda this can be agreed at the resident only meetings. If any residents have individual issues they want to raise this can be down at the drop in which run 30 mins before the main panel, or please speak to any member of staff in the break.</p> <p>We remain committed to ensuring that residents have meaningful opportunities to raise issues, be heard, and receive informed responses. We will continue to keep our engagement arrangements under review to make sure they are accessible, effective, and responsive to residents' needs.</p>

C2.2 Action

Action	N/A
Start date	
End date	

Residents Questions, 3-star Central Area

C3.1 Laundry facilities: long delays to repairs

Area in city	Central
Star rating	3 Star
Date question raised	16/4/26
Week of Area Panel	16/6/26
Deadline for officer response	13.05.2026
Name of officer responding	Geof Gage
Officer job title	Head of Hosing Investment & asset Management
Contact Details	Geoffrey.gage@brighton-hove.gov.uk

C3.1 Laundry facilities: long delays to repairs

Type of Request	Central residents reported that their laundry facilities have been seriously compromised by the length of time it takes for repairs.
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C3.1 Response

Response
We apologise for the inconvenience caused by these repair issues raised concerning our laundries. We have raised this with our servicing contractor and they have advised that they are unable to keep a stock of parts for all types of machine and hence they do at times need to order these from suppliers.

Our contract for laundry servicing cannot provide a specific repair timeline due to the nature of the repair. We do have a clause expecting a response time, but this does not allow for parts that may be unavailable. We are currently reviewing our options with regard to this contract.

C3.1 Action

Action	None
Start date	13.05.26
End date	13.05.26

C3.2 Laundry Review update

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	16/4/26
Week of Area Panel	16/6/26
Deadline for officer response	13.05.2026
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment & Asset Management
Contact Details	Geofrey.gage@brighton-hove.gov.uk

C3.2 Laundry Review update

Type of Request	A review of laundry facilities has been taking place. Central residents were told that this would be reported back on in March 2026. That date has passed and there has been no further communication.
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C3.2 Response

Response
The review of communal laundries in general needs housing blocks is being completed, and the outcome will be shared with residents of those blocks in the first instance ahead of wider communication, including via Housing Area Panels.

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C3.2 Action

Action	Communicate the outcome of the review of laundries in general needs housing blocks to residents ahead of sharing with Housing Area Panels.
Start date	June 2026
End date	June 2026

C3.3: Proposal that the Council ensure Housing documents have the Crystal Mark standard of plain English

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	16/4/26
Week of Area Panel	16/6/26
Deadline for officer response	8 May 2026
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services
Contact Details	Justine.harris@brighton-hove.gov.uk

C3.3: Proposal that the Council ensure Housing documents have the Crystal Mark standard of plain English

Type of Request	Central Residents propose that Brighton & Hove City Council sign up to the Crystal Mark standard of plain English.
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C3.3 Response

Response
<p>Thank you for raising your concerns about the clarity and accessibility of our communications.</p> <p>We agree that information shared with residents should be clear, easy to understand, and focused on the key points. We recognise that some Area Panel papers are too long, can be difficult to follow, and may include jargon that makes it harder for residents to engage fully. Improving how we communicate is a priority for us. We are taking steps to:</p> <ul style="list-style-type: none"> • Make reports shorter and better structured

- Highlight the key issues and decisions more clearly
- Reduce the use of jargon and technical language
- Provide clear summaries so residents can quickly see what matters and where their input is needed

We have considered your suggestion about signing up to the Crystal Mark standard. Whilst the Council currently have no plans to apply for this accreditation we are committed to applying the principles of plain English across our communications in a way that works for our service and residents.

We also recognise that we will not get this right immediately. We will continue to listen to feedback from residents and use this to improve how we present information over time. Our aim is to make sure residents can quickly understand the information they receive, feel confident taking part in discussions, and clearly see how their views can influence decisions.

We appreciate your feedback and will continue to work with residents to improve how we communicate.

C3.3 Action

Action	N/A
Start date	
End date	

C3.4: Feedback & Consultation: Area Panel pre-meeting & agenda setting meeting

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	16/4/26
Week of Area Panel	16/6/26
Deadline for officer response	14 May 2026
Name of officer responding	Hannah Barker
Officer job title	Senior Community Engagement Officer
Contact Details	Hannah.barker@brighton-hove.gov.uk

C3.4: Feedback & Consultation: Area Panel pre-meeting & agenda setting meeting

Type of Request	Residents asked for some discussion and consultation on the pre-meetings and agenda-setting meetings, with a clarification of what the aims are and how these can best be achieved.
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C3.4 Response

Response
<p>Thank you for raising this. We welcome further discussion and consultation with residents on both the pre-meetings and the agenda-setting process.</p> <p>We recognise that these changes were introduced and trialled once without sufficient opportunity to review or gather structured feedback. While initial attendance and discussions were positive, we appreciate there is a need for greater clarity about the purpose of these meetings and how they should operate.</p> <p>As a next step, we will:</p> <ul style="list-style-type: none"> • Engage with residents to clarify the aims of pre-meetings and agenda-setting meetings • Gather feedback on what has worked well and what could be improved • Work collaboratively to agree a practical and inclusive approach going forward <p>We are grateful to residents for the time and input they have already given, and we are committed to ensuring the process is clear, effective, and works well for everyone involved.</p>

C3.4 Action

Action	
Start date	
End date	

C3.5 Area Panel Review

Area in city	Central
Star rating	3 Star/ City wide issue
Date question raised	16/4/26
Week of Area Panel	16/6/26
Deadline for officer response	14 May 2026
Name of officer responding	Harry Williams

Officer job title	Director of Housing People Services
Contact Details	Harry.williams@brighton-hove.gov.uk

C3.5 Area Panel Review

Type of Request	Central residents asked for assurance that the planned Area Panel Review would involve full consultation with residents.
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C3.5 Response

Response
<p>We have already made a number of minor changes to improve how Area Panels work. This includes clearer timelines, better communication, more structured agendas, and changes to how resident issues are raised and discussed. These changes were shaped by feedback from residents and co-chairs.</p> <p>The next step is to review the Terms of Reference, which set out how Area Panels operate. This work will be taken forward during 2026/27.</p> <p>The review will focus on making the rules clearer, updating them to reflect the changes already made, and widening opportunities for residents to take part.</p> <p>Chairs and tenant representatives will play a central role in this review. We will work directly with them to shape the proposals and make sure the process reflects residents' views and experience.</p> <p>There will be time built in for wider resident input before any changes are agreed. We will also look at options such as workshops to support open discussion and feedback.</p> <p>This approach is intended to build on the improvements already made, while making sure residents are at the centre of how Area Panels develop going forward.</p>

Residents Questions – 3-star, East, North and West Areas

E3.1 Food waste collections

Area in city	East
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Star rating	3 Star/ City wide issue
Date question raised	16 th April 2026
Week of Area Panel	10 th June 2026
Deadline for officer response	14 May 2026
Name of officer responding	Satti Sidhu
Officer job title	City Clean Programme and Strategy Manager
Contact Details	Satti.Sidhu@brighton-hove.gov.uk

E3.1 Question

Type of Request	Residents cannot afford to buy replacement compost bags for food waste collections and don't know what to do when they run out of the free ones they received when the scheme was rolled out.
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E3.1 Response

Response
<p>The Council welcomes residents' feedback and is pleased to hear that food waste collections have generally been operating well, with regular collections and good uptake since rollout.</p> <p>Caddy delivery Due to the scale of the food waste service rollout across the city, the Council worked with delivery contractors to distribute kitchen caddies and external food waste bins efficiently and within a short timeframe. While every effort was made to ensure accuracy, it is recognised that, in a city-wide operation of this nature, some minor delivery errors may have occurred, including the provision of bins that were not required at certain properties. The Council is capturing feedback from residents and using this information to work with contractors to improve delivery accuracy.</p> <p>Provision of compostable liners The food waste collection scheme in this area launched on 9 March, and at the point of rollout residents were provided with two rolls of compostable liners, totalling 104 bags. This amount was intended to last a reasonable period of time (at least one year) while residents became familiar with the new service.</p> <p>The Council recognises residents' concerns about what happens once this initial supply runs out, particularly regarding the cost of purchasing additional liners. As the service has only recently completed its implementation phase, the Council is currently developing and refining the approach to longer-term liner provision.</p> <p>Work is underway to explore options for liner pick-up points and other potential arrangements for residents to access replacement compostable bags. This work is</p>

ongoing and forms part of the post-implementation review of the service to ensure it is practical, affordable, and sustainable for residents.

Once proposals have been agreed, the Council will ensure that clear information is communicated to residents about how and where replacement liners can be obtained. This will support continued participation in the food waste service and help maintain its early success.

E3.2 Digital Exclusion

Area in city	East
Star rating	3 Star/ City wide issue
Date question raised	16 th April 2026
Week of Area Panel	10 th June 2026
Deadline for officer response	14 May 2026
Name of officer responding	Ceri Howard
Officer job title	Head of Library Services.
Contact Details	Ceris.howard@brighton-hove.gov.uk

E3.2 Question

Type of Request	Residents raised concerns that they were being digitally excluded from information and participation because they cannot easily access online platforms.
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E3.2 Response

Response
<p>We fully recognise that digital exclusion can prevent residents from accessing vital information and participating fully in Council services. We are committed to improving digital accessibility while ensuring inclusive alternatives remain available. In addition to the services provided in person at council offices, we have introduced in person support from trained staff at our Council Help Desks at Jubilee and Hove Libraries, and self-service options at all of our libraries across the city.</p> <p>This initiative provides residents with access to computers, the internet, and direct phone lines for accessing council services. All libraries provide free access to computers and wifi, and low cost printing. Most libraries are open 7 days a week, including Libraries Extra, when members can access unstaffed libraries and use the computers using a card and PIN.</p>

These are free services, and anyone living, working or studying in the city can get a library card. At Jubilee, Hove, Rottingdean and Saltdean Libraries we also have Library Connect volunteers who are available to help residents to develop digital skills and navigate online platforms with greater confidence. These are a valuable resource for those who may not have reliable digital access at home.

Moreover, we continue to work in collaboration with local partners and voluntary organisations to help residents access devices and affordable internet connections. For those who prefer non-digital methods, we still offer printed materials and telephone support to ensure no one is left behind.

Resident feedback is always welcomed and helps us refine these approaches, so if there are particular concerns or suggestions, please do share them with us.

E3.2 Action

Action	
Start date	
End date	

E3.3 Repairs surveys

Area in city	East
Star rating	3 Star/ City wide issue
Date question raised	16 th April 2026
Week of Area Panel	10 th June 2026
Deadline for officer response	{Housing completes}
Name of officer responding	Sam Crick
Officer job title	Operations Manager
Contact Details	Sam.crick@brighton-hove.gov.uk

E3.3 Question

Type of Request	Residents reported various experiences around repairs surveys: 1) Poor treatment of residents 2) Missed appointments 3) Confusion about the nature of the survey process
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E3.3 Response

Response
<p>The Council expects all staff and contractors to treat residents with respect and professionalism, supported by a Code of Conduct. Staff receive training in customer service, safeguarding, and equality, at induction. Our recent enhanced customer experience training that has been delivered to all new and existing staff has been shared with all contractors to ensure that these standards are cascaded. Compliance is monitored through resident feedback, inspections, and contract management, with action taken where standards fall short.</p> <p>The Council acknowledges that the repairs survey process can be unclear. Residents should be informed of the purpose of surveys, what will happen during the visit, and the likely next steps, with surveyors expected to explain this clearly at the time of the visit so that residents have the opportunity to ask questions and seek clarification. Likewise, if at any stage the extent of works or planned appointments change then residents should be updated via their preferred contact method. The Repairs and Maintenance service are currently undertaking a review of feedback where this has apparently not happened to identify root causes and inform positive action to ensure that this approach is adhered to going forward.</p>

E3.3 Action

Action	Completion of all R&M staff customer experience training delivery
Start date	1/3/26
End date	29/5/26

N3.1 - Noise problems in converted properties

Area in city	North
Star rating	3 Star/ City wide issue
Date question raised	9 th April 2026
Week of Area Panel	9 th June 2026
Deadline for officer response	13.05.2026
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment & Asset Management

Contact Details	Geofrey.gage @brighton-hove.gov.uk
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N3.1 Question

Type of Request	Residents reported that noise nuisance is a major problem in converted properties, and it was felt that soundproofing in these properties is inadequate. Residents reported their health and wellbeing being affected (e.g. loss of sleep) and that it is causing avoidable conflict between neighbours.
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N3.1 Response

Response
<p>The soundproofing of older converted properties can be complex to resolve due to the building requirements and construction constraints. We treat each referral on a case-by-case basis and investigate options.</p> <p>Any complaints received due to noise from neighbours would need to be investigated by our Housing Tenancy Services teams in the first instance and then be referred to our Housing Investment & Asset Management service for review and assistance as required.</p> <p>Referrals will then require a survey to be completed by one of our specialist consultants who will undertake sound tests and investigate options for works that may be progressed, although not all properties are suitable for sound proofing measures.</p> <p>Generally, the options are very intrusive and may require the decant of the property so that it is empty for works to proceed. This is of course very disruptive.</p> <p>We do not have a programme of works or specific budget for this but review options on a case by case basis.</p>

N3.1 Action

Action	None
Start date	13.05.26
End date	13.05.26

W3.1 - Digital Exclusion improving library based online support

Area in city	West
Star rating	3 star City Wide issue

Date question raised	9 th April 26
Week of Area Panel	15 th June 26
Deadline for officer response	14 May 2026
Name of officer responding	Robert Keelan
Officer job title	Housing Manager – Customer Service team
Contact Details	Robert.Keelan@brighton-hove.gov.uk

W3.1 Question:

Type of Request	Residents reiterated an ongoing concern about the move towards all services being automated and online. .
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W3.1 Response

Response
<p>Thank you for your question about accessing the Housing Team. We want our services to be accessible.</p> <p>Thank you for raising these important concerns about access to Housing services. We are committed to ensuring that residents are not excluded as services become more digital, and that support remains available through a range of channels.</p> <p>Residents can contact the Housing service online, by phone, or in person:</p> <ul style="list-style-type: none"> • Online services are available 24/7 via forms, Housing Online, and email (over 2,100 emails received in March 2026). • Telephone support is available Monday–Friday, 9am–5pm (over 1,800 calls received in March 2026). • In person, there are weekly drop-in sessions at Lavender Street (Tuesdays) and Whitehawk Hub (Thursdays), with plans to expand drop-in provision across all areas, including North and West. <p>We recognise that, although in-person services are used by smaller numbers, they are essential for some residents. We are therefore looking to strengthen and standardise these arrangements.</p> <p>Residents can also access support at Jubilee and Hove libraries, where help desks offer:</p>

- Access to computers, phones, and document scanning
- Basic support to complete online forms
- Signposting and call-back requests if further help is needed

We acknowledge the feedback that this support is not always sufficient or consistently available. We will share these concerns with colleagues managing the service, particularly around staffing levels and training in housing processes.

Finally, where a resident has an ongoing housing issue, they will have a named Housing Officer as a direct point of contact.

We will continue to review how services are delivered to ensure they remain accessible to all residents, regardless of how they prefer or are able to engage.

W3.1 Action

Action	
Start date	
End date	

W3.2 - West Area participation in Estate Development Budget meetings

Area in city	West
Star rating	3-star City-Wide issue
Date question raised	9 th April 26
Week of Area Panel	15 th June 26
Deadline for officer response	14 May 2026
Name of officer responding	Harry Williams
Officer job title	Director of Housing People Services
Contact Details	Harry.williams@brighton-hove.gov.uk

W3.2 Question:

Type of Request	West residents raised ongoing concerns about the democratic functioning of the Estate Development Budget panel.
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W3.2 Response

Response
<p>Thank you for setting out these concerns clearly. In April, Justine Harris and Harry Williams met with West Area resident representatives, and we recognise that the issues raised about the Estate Development Budget (EDB) reflect wider concerns about inclusion, transparency and trust. It is important that resident representatives are fully included in decisions that affect their communities, and we take these matters seriously.</p> <p>We acknowledge the concerns regarding a lack of invitations to meetings, how feedback has been considered, and the incident referenced. These matters are being taken seriously and will be reviewed to ensure processes are fair, inclusive and respectful.</p> <p>Next steps</p> <ul style="list-style-type: none"> • We will carry out a full review of the EDB, working collaboratively with tenants and resident representatives across all areas so any changes are shaped together. • This hope this will include participation from EDB members, Area Panels, other interested tenants and leaseholders. • We will ensure clear, accessible information is available on how the EDB operates, how to get involved, and how decisions are made. • We will review processes around invitations and representation to ensure residents are consistently included. <p>We remain committed to working with residents to ensure engagement is inclusive, respectful and enables everyone to be heard.</p>

W3.2 Action

Action	Undertake a review of EDB
Start date	July 2026
End date	December 26

W3.3 - Residents experiencing pressure to downsize

Area in city	West
Star rating	3 star City wide issue
Date question raised	9 th April 26

Week of Area Panel	15 th June 26
Deadline for officer response	14 May 2026
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services
Contact Details	Justine.harris@brighton-hove.gov.uk

W3.3 Question

Type of Request	West Residents are concerned that tenants suffering a recent bereavement or difficult change in their personal circumstances are experiencing pressure to downsize and move.
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W3.3 Response

Response
<p>We are very sorry to hear about the experiences shared by residents. We recognise how difficult bereavement and sudden changes in circumstances can be, and it is essential that residents feel supported and treated with compassion at these times.</p> <p>We understand the concerns raised about how and when conversations about downsizing take place. While there is a need to make best use of housing, this must always be handled sensitively, particularly when residents are grieving or vulnerable. The examples shared are concerning, and we will ensure they are raised with relevant officers so that our approach can be reviewed and improved.</p> <p>In terms of tenancy rights, there may be a requirement to move to a suitably sized home, but this should be supported by a Housing Officer and allow a reasonable time to do so.</p> <p>We will reflect on this feedback to ensure our communication is more compassionate and better tailored to individual circumstances. We also welcome the opportunity to listen and discuss how this can be improved further.</p>

W3.3 Action

Action	Discussion at Area Panel
Start date	
End date	

W3.4 - Who can vote in the Resident Engagement Structure

Area in city	West
Star rating	3 star City Wide issue
Date question raised	9 th April 26
Week of Area Panel	15 th June 26
Deadline for officer response	14 May 26
Name of officer responding	Hannah Barker
Officer job title	Senior Community Engagement Officer
Contact Details	hannah.barker@brighton-hove.gov.uk

W3.4 Question:

Type of Request	West residents asked for clarification of who was able to vote in the Resident Engagement structure.
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W3.4 Response

Response
Who would be able to vote would depend on which meeting it was for and who the attendees were.
In relation to EDB meetings, we are starting the review to look at the best way of engaging a wide group of people and creating an inclusive voting process. Part of the review will include the role of tenants and leaseholders

W3.4 Action

Action	
Start date	
End date	

W3.5 - Efficiency and cost effectiveness of boiler repairs

Area in city	West
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Star rating	3 Star/ City wide issue
Date question raised	9 th April 26
Week of Area Panel	15 th June 26
Deadline for officer response	{Housing completes}
Name of officer responding	{Housing completes}
Officer job title	{Housing completes}
Contact Details	{Housing completes} @brighton-hove.gov.uk

W3.5 Question:

Type of Request	West residents are concerned about the efficiency and cost effectiveness of boiler repairs. Concerns have been raised at previous Area Panel meetings, but local residents are still reporting problems to their Associations, and this seems to be an ongoing issue.
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W3.5 Response

Response
<p>We apologise for the experience that this resident has had and recognise the distress caused. The delays, missed appointments and incorrect warning letter are unacceptable and fall below the standard we expect.</p> <p>We are reviewing this case and addressing the issues directly with PH Jones. This will include strengthening oversight, so repairs are completed promptly and appointments are reliable. The case highlighted clearly shows that the warning letter should not have been sent. We are improving how we identify and respond to vulnerable residents through stronger checks to improve communication, to demonstrate appropriate care and sensitivity.</p> <p>We would welcome any further details of this or any other cases of concern so that we can investigate cases fully and take appropriate corrective action.</p> <p>Our focus is on getting the basics right, i.e. meeting repair timescales, improving first-time fix rates, and providing clear, accurate communication.</p> <p>We oversee gas repairs through regular contract meetings, where we monitor and challenge performance. The contract is all-inclusive, meaning residents are not charged for repeat visits, but inefficiencies are addressed to ensure value for money.</p>

We acknowledge where these cases have been raised previously, we propose to escalate and apply stronger contractor performance management to this contract. This is part of the review we are now committed to complete over the coming weeks.

W3.5 Action

Action	Review boiler repairs in the West Area, take appropriate action and share the outcomes at the September Area Panel.
Start date	18/05/2026
End date	31/07/2026