

## Residents Questions, 2- star West Area

### W2.1 - Prompt action following estate inspections

<b>Area in city</b>	West
<b>Star rating</b>	2 star/ Local area issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	14 May 2026
<b>Name of officer responding</b>	Robert Keelan
<b>Officer job title</b>	Housing Manager – Customer Service Team
<b>Contact Details</b>	Robert.Keelan@brighton-hove.gov.uk

### W2.1 Question

<b>Type of Request</b>	West residents expressed disappointment that jobs identified at estate inspections did not seem to be getting done quickly and that there was no communication about progress.
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### W2.1 Response

<b>Response</b>
<p>We recognise and apologise for the lack communication following the Knoll inspection and across other estates. Residents are right to expect timely action and updates. Estate inspections are now running regularly each Tuesday and Thursday and are well established. However, the volume and range of issues identified, particularly in relation to repairs and planned work has been higher than anticipated, and our processes for tracking actions and reporting back to residents were not fully in place at the time. This has led to delays in both progress and communication.</p> <p>To improve this, we are reviewing the learning and putting systems in place so we are able to:</p> <ul style="list-style-type: none"> <li>Provide regular updates to residents on actions and progress</li> <li>Strengthen how issues are tracked and followed up</li> <li>Work with Repairs and Planned Maintenance teams to prioritise and speed up delivery</li> </ul> <p>We are committed to ensuring inspections lead to visible improvements and better communication going forward.</p>

W2.1 Action

<b>Action</b>	N/A
<b>Start date</b>	
<b>End date</b>	

W2.2 - Replacement of bike stand at Conway Court

<b>Area in city</b>	West
<b>Star rating</b>	2 star/ Local area issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	8 May 2026
<b>Name of officer responding</b>	Chloe Mclaughlin
<b>Officer job title</b>	Estates Service Operations Manager
<b>Contact Details</b>	Chloe.mclaughlin@brighton-hove.gov.uk

W2.2 Question:

<b>Type of Request</b>	<p>A bike stand at Conway Court (at the back of the clinic by the garages) was vandalised about eight years ago. Fencing was put around it and it has been left like that ever since.</p> <p>This contributes to the area looking and feeling run-down, and means a green resource which encourages cycling and reduces road use by cars has not been available for many years.</p>
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W2.2 Response

<b>Response</b>
<p>The Environmental Surveyor will attend and inspect the bike stand at the back of the clinic and assess whether this belongs to the council or Social Services. A verbal update will be given at Area Panel to share the outcome of the visit.</p>

W2.2 Action

<b>Action</b>	
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	A verbal update to be given at Area Panel.
<b>Start date</b>	8 May 2026
<b>End date</b>	

### W2.3 - Conway Court paving repairs

<b>Area in city</b>	West
<b>Star rating</b>	2 star local issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<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

### W2.3 Question:

<b>Type of Request</b>	Residents from Conway Court said that a recent paving repair was not up to standard. It needs to be inspected and potentially re-done.
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### W2.3 Response

<b>Response</b>
<p>We have attended on 6 separate occasions to carry out make safes on the paving since June 2025. This is because each time we attend, we identify more broken slabs due to vehicles driving on the area and damaging the slabs as well as tree roots pushing them up.</p> <p>To try to prevent more breakages we made the decision to concrete the areas where we had removed the damaged paving.</p> <p>Post inspection to ensure quality is carried out by supervisors both in-person on-site, or by reviewing photos taken by operatives. The service aims to carry out a regime of 100% of post inspections for works valued over £1000 and 10% of orders valued at under £1000.</p>

The service has also recently appointed a Contract Compliance and Quality Assurance Manager and part of their remit will be to monitor and improve quality of all services and repairs delivered by the service.

It is the responsibility of BHCC as the landlord to ensure that health and safety hazards are dealt with. In this case, we will continue to respond to reports of any further damage within the area. A supervisor will be visiting the area over the next week to actively survey the area and identify any current hazards or areas of concern that require repair.

W2.3 Action

<b>Action</b>	Josh Lee (supervisor) visited site to identify hazards or repairs. (12.5.26) New order raised (1220537/6) to address new hazards. Target date 10/6/26
<b>Start date</b>	12.5.26
<b>End date</b>	10.06.26

W2.4 - How can the deterioration of Clarendon & Ellen estate be stopped

<b>Area in city</b>	West
<b>Star rating</b>	2 star/ Local area issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	8 May 2026
<b>Name of officer responding</b>	Chloe Mclaughlin
<b>Officer job title</b>	Estates Service Operations Manager
<b>Contact Details</b>	Chloe.mclaughlin@brighton-hove.gov.uk

W2.4 Question:

<b>Type of Request</b>	West residents raised concerns over the deterioration of Clarendon & Ellen estate a year ago, at the April West Residents' Only meeting (for June 2025 West Area Panel).
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W2.4 Response

<b>Response</b>
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We're sorry to hear that residents at the Clarendon & Ellen estate feel overlooked. This isn't the experience we want for anyone living on our estates, and we're keen to meet with residents from the West to listen to concerns, talk through the issues, and agree on a clear action plan to start addressing them.

We will contact Muriel and Malcolm to arrange a meeting at the earliest convenient date. Neighbourhood Officers have also been asked to attend so they can help with some of the issues already raised.

#### W2.4 Action

<b>Action</b>	Contact Muriel and Malcolm to arrange a meeting with the West residents.
<b>Start date</b>	8 May 2026
<b>End date</b>	1 June 2026

#### W2.5 - Digital Exclusion Seniors Housing project

<b>Area in city</b>	West
<b>Star rating</b>	2 star/ Local area issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	8 <sup>th</sup> May 26
<b>Name of officer responding</b>	Peter Huntbach
<b>Officer job title</b>	Seniors Housing Manager
<b>Contact Details</b>	Peter.huntbach@brighton-hove.gov.uk

#### W2.5 Question:

<b>Type of Request</b>	Residents asked if the relevant council officer could contact the Chair, Woods House RA & co-chair of West Area Panel to discuss the best way to involve and get ideas from tenants in Senior Housing.
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## W2.5 Response

Response
<p>Peter Huntbach has now contacted Malcolm Campbell, who shared a number of helpful reflections based on his experience and involvement with residents in Seniors Housing. Malcolm highlighted the importance of inclusive engagement methods, noting that email-only communication may not be accessible or effective for many older residents. He emphasised the need to use a range of approaches to ensure residents can participate meaningfully.</p> <p>In terms of broader engagement, Malcolm spoke positively about existing opportunities such as the Older People’s Council and recognised the value of targeted initiatives, including recent community work with underrepresented groups. However, he also noted the absence of a dedicated Seniors Action Group and suggested further consideration should be given to how more residents can be actively involved.</p> <p>He was particularly keen that Seniors Housing residents are included in wider housing discussions and working groups wherever possible, particularly those relating to asset management and future investment in seniors’ schemes.</p> <p>This feedback is valuable and will help inform improvements to Seniors Housing. It will be considered as part of the ongoing service review.</p>

## Residents Questions, 3-star West Area

### W3.1 - Digital Exclusion improving library based online support

<b>Area in city</b>	West
<b>Star rating</b>	3 star City Wide issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	14 May 2026
<b>Name of officer responding</b>	Robert Keelan
<b>Officer job title</b>	Housing Manager – Customer Service team
<b>Contact Details</b>	Robert.Keelan@brighton-hove.gov.uk

### W3.1 Question:

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

<b>Response</b>
<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. Residents can contact the Housing service online, by phone, or in person:</p> <ul style="list-style-type: none"><li>• <b>Online</b> services are available 24/7 via forms, Housing Online, and email (over 2,100 emails received in March 2026).</li><li>• <b>Telephone</b> support is available Monday–Friday, 9am–5pm (over 1,800 calls received in March 2026).</li><li>• <b>In person</b>, 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.</li></ul> <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> <ul style="list-style-type: none"><li>• Access to computers, phones, and document scanning</li><li>• Basic support to complete online forms</li><li>• Signposting and call-back requests if further help is needed</li></ul> <p>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.</p> <p>Finally, where a resident has an ongoing housing issue, they will have a named Housing Officer as a direct point of contact.</p>

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

<b>Action</b>	
<b>Start date</b>	
<b>End date</b>	

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

<b>Area in city</b>	West
<b>Star rating</b>	3-star City-Wide issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	14 May 2026
<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

### W3.2 Question:

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

<b>Response</b>
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.

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.

**Next steps**

- 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.

We remain committed to working with residents to ensure engagement is inclusive, respectful and enables everyone to be heard.

W3.2 Action

<b>Action</b>	Undertake a review of EDB
<b>Start date</b>	July 2026
<b>End date</b>	December 26

W3.3 - Residents experiencing pressure to downsize

<b>Area in city</b>	West
<b>Star rating</b>	3 star City wide issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	14 May 2026
<b>Name of officer responding</b>	Justine Harris
<b>Officer job title</b>	Head of Tenancy Services
<b>Contact Details</b>	Justine.harris@brighton-hove.gov.uk

W3.3 Question

<b>Type of Request</b>	
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	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

<b>Action</b>	Discussion at Area Panel
<b>Start date</b>	
<b>End date</b>	

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

<b>Area in city</b>	West
<b>Star rating</b>	3 star City Wide issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<b>Deadline for officer response</b>	14 May 26

<b>Name of officer responding</b>	Hannah Barker
<b>Officer job title</b>	Senior Community Engagement Officer
<b>Contact Details</b>	hannah.barker@brighton-hove.gov.uk

W3.4 Question:

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

<b>Response</b>
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

<b>Action</b>	
<b>Start date</b>	
<b>End date</b>	

W3.5 - Efficiency and cost effectiveness of boiler repairs

<b>Area in city</b>	West
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	9 <sup>th</sup> April 26
<b>Week of Area Panel</b>	15 <sup>th</sup> June 26
<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
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### W3.5 Question:

<b>Type of Request</b>	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

<b>Response</b>
<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> <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.</p>

### W3.5 Action

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

<b>End date</b>	31/07/2026
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## Residents Questions – 3-star, Central, East and North Areas

### C3.1 Laundry facilities: long delays to repairs

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

### C3.1 Laundry facilities: long delays to repairs

<b>Type of Request</b>	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

<b>Response</b>
<p>We apologise for the inconvenience caused by these repair issues raised concerning our laundries.</p> <p>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.</p> <p>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.</p>

### C3.1 Action

<b>Action</b>	None
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<b>Start date</b>	13.05.26
<b>End date</b>	13.05.26

### C3.2 Laundry Review update

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

### C3.2 Laundry Review update

<b>Type of Request</b>	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

<b>Response</b>
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.

### C3.2 Action

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

<b>End date</b>	June 2026
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C3.3: Proposal that the Council ensure Housing documents have the Crystal Mark standard of plain English

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

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

<b>Type of Request</b>	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

<b>Response</b>
<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"> <li>• Make reports shorter and better structured</li> <li>• Highlight the key issues and decisions more clearly</li> <li>• Reduce the use of jargon and technical language</li> <li>• Provide clear summaries so residents can quickly see what matters and where their input is needed</li> </ul> <p>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.</p>

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

<b>Action</b>	N/A
<b>Start date</b>	
<b>End date</b>	

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

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

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

<b>Type of Request</b>	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

<b>Response</b>
Thank you for raising this. We welcome further discussion and consultation with residents on both the pre-meetings and the agenda-setting process.

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.

As a next step, we will:

- 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

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.

### C3.4 Action

<b>Action</b>	
<b>Start date</b>	
<b>End date</b>	

### C3.5 Area Panel Review

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

### C3.5 Area Panel Review

<b>Type of Request</b>	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>

### E3.1 Food waste collections

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

### E3.1 Question

<b>Type of Request</b>	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

<b>Response</b>
<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><b>Caddy delivery</b>            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><b>Provision of compostable liners</b>            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 ongoing and forms part of the post-implementation review of the service to ensure it is practical, affordable, and sustainable for residents.</p> <p>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.</p>

### E3.2 Digital Exclusion

<b>Area in city</b>	East
<b>Star rating</b>	3 Star/ City wide issue

<b>Date question raised</b>	16 <sup>th</sup> April 2026
<b>Week of Area Panel</b>	10 <sup>th</sup> June 2026
<b>Deadline for officer response</b>	14 May 2026
<b>Name of officer responding</b>	Ceri Howard
<b>Officer job title</b>	Head of Library Services.
<b>Contact Details</b>	<a href="mailto:Ceris.howard@brighton-hove.gov.uk">Ceris.howard@brighton-hove.gov.uk</a>

### E3.2 Question

<b>Type of Request</b>	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

<b>Response</b>
<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> <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 resident 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.</p> <p>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.</p> <p>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.</p>

### E3.2 Action

<b>Action</b>	
<b>Start date</b>	
<b>End date</b>	

### E3.3 Repairs surveys

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

### E3.3 Question

<b>Type of Request</b>	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

<b>Response</b>
<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</p>

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.

### E3.3 Action

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

### N3.1 - Noise problems in converted properties

<b>Area in city</b>	North
<b>Star rating</b>	3 Star/ City wide issue
<b>Date question raised</b>	9 <sup>th</sup> April 2026
<b>Week of Area Panel</b>	9 <sup>th</sup> June 2026
<b>Deadline for officer response</b>	13.05.2026
<b>Name of officer responding</b>	Geof Gage
<b>Officer job title</b>	Head of Housing Investment & Asset Management
<b>Contact Details</b>	Geofrey.gage @brighton-hove.gov.uk

### N3.1 Question

<b>Type of Request</b>	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**

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.

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.

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.

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.

We do not have a programme of works or specific budget for this but review options on a case by case basis.

#### N3.1 Action

<b>Action</b>	None
<b>Start date</b>	13.05.26
<b>End date</b>	13.05.26

