

Residents Questions, 2- star East Area

E2.1 Time for discussion at East Area Panel

Area in city	East
Star rating	2 star/ Local area issue
Resident Only meeting date	2 nd July 2026
Week of Area Panel	9 th September
Deadline for officer response	7th August 26
Name of officer responding	Harry Williams
Officer job title	Director of Housing People Services
Contact Details	Harry.williams@brighton-hove.gov.uk

E2.1 Request

Type of Request	East residents request that sufficient time is allocated at East Area Panel to give them a chance to have a discussion with Council officers in relation to items raised at the residents' only meetings.
Request in brief	East residents felt that they aren't given sufficient opportunity to discuss issues with Council officers at East Area Panel meetings.

E2.1 Response

Response
We value the input, experience and challenge provided by tenants and resident representatives, and we want Area Panels to provide meaningful opportunities for residents to raise issues and discuss them with councillors and council officers. The agenda for each Area Panel is agreed by the resident co-chair and councillor co-chair. Residents can suggest items for discussion either through their co-chairs or through the Community Engagement Team. Resident Only Meetings also provide an important opportunity for residents to identify issues and priorities that they would like the co-chairs to consider for inclusion on future Area Panel agendas. We recognise the concern that there is not always enough time available for discussion at Area Panels. As part of the wider review of Area Panels and their Terms of Reference, we will consider

how meetings are structured, how resident-led items are prioritised, and how sufficient time can be provided for meaningful discussion of residents' concerns

E2.2 Neighbourhood officers & estate inspections

Area in city	East
Star rating	2 star/ Local area issue
Resident Only meeting date	2 nd July 2026
Week of Area Panel	9 th September
Deadline for officer response	7 th August 26
Name of officer responding	Robert Keelan
Officer job title	Housing Manager – Customer Service
Contact Details	Robert.Keelan@brighton-hove.gov.uk

E2.2 Request

Type of Request	- Residents request that neighbourhood officers please contact residents' association reps when organising estate inspections. - Woodingdean TRA rep would like to know when the next estate inspection for Woodingdean will take place and can the neighbourhood officer please get in touch with her to arrange this. - There are meant to be two neighbourhood officers in each area. Residents are aware there is a vacancy in East: residents request an update on the recruitment of the new neighbourhood officer for their area.
Request in brief	The Woodingdean tenant rep was not notified of the estate inspection taking place in the area.

E2.2 Response

Response
The council produced an annual program of estate inspections. These run from October 2025 to November 2026. Woodingdean inspections took place in November 2025. As one of the first inspections in the annual program, they will again be one of the first when we re-set the program once the annual program has been completed. Neighbourhood Officers are currently compiling their second annual document of inspections which will run from 01 January 2027. The annual program of inspections can

by requested from the Community Engagement Team or your Neighbourhood Officer. The Neighbourhood Officers have settled into their inspection regime and send out reminders of inspections to interested parties c. a week prior to the inspection. I am sorry to hear that the Woodingdean tenant representative was not invited to the inspection and this should not happen going forward and Neighbourhood officers have been reminded of that following your enquiry.

Neighbourhood Officers are however out on estates managing their casework daily so if there is something that needs inspection or attention then please contact the Housing Customer Service Team or the Repairs helpdesk so that we can attend to it.

The four area housing offices have two Neighbourhood Officers each and the East Housing team has only had one Officer for 6 months. To ensure cover Neighbourhood Officers from other areas have been helping out with inspections and casework in East so that no estate inspections have been missed. The vacancy is about to be advertised at time of writing.

E2.3 Temporary tenancies in bed-bug infested bird blocks

Area in city	East
Star rating	2 star/ Local area issue
Resident Only meeting date	2 nd July 2026
Week of Area Panel	9 th September
Deadline for officer response	6 th August 26
Name of officer responding	Sam Crick
Officer job title	Operations Manager
Contact Details	Sam.crick@brighton-hove.gov.uk

E2.3 Request

Type of Request	Residents would like to know why people are being temporarily housed in accommodation that is known to have a bed bug problem.
Request in brief	East resident was concerned that people were being temporarily housed in the bird blocks, particularly Kingfisher, where there is still a bed bug problem.

E2.3 Response

Response

The Council is aware of concerns regarding bed bugs in some North Whitehawk blocks, including Kingfisher, and takes all reports of suspected infestations seriously. Kingfisher comprises 46 dwellings and, over the past 3 months, only 5 properties have reported bed bugs. While any report of infestation is treated with concern, this indicates that reports have been limited to a small proportion of homes within the block.

The reports of the presence of bed bugs within a block does not automatically prevent a property from being used for temporary accommodation, provided that appropriate inspection and treatment measures have been completed whilst the property is empty.

We are actively managing reports of bed bugs across the affected blocks through a coordinated approach involving Housing and Public Health teams. This includes regular monitoring, rapid response to reported infestations, targeted treatment programmes, follow-up inspections, and ongoing resident engagement and education.

Importantly, all flats are treated prior to being re-let, regardless of whether there has been a previous report of bed bugs within that specific property. This precautionary approach helps to minimise the risk of infestation and ensures homes are suitable for occupation.

The Council continues to monitor the situation closely and will arrange further treatment and follow-up visits wherever evidence of bed bugs is identified. Residents are encouraged to report any concerns immediately so that they can be investigated and addressed promptly.

We recognise the distress that bed bug infestations can cause and remain committed to working with residents to prevent, identify and respond to any issues as quickly and effectively as possible.

E2.4 Repairs

Area in city	East
Star rating	2 star/ Local area issue
Resident Only meeting date	2 nd July 2026
Week of Area Panel	9 th September
Deadline for officer response	6 th August 26
Name of officer responding	Mikila Beck
Officer job title	Head of Service
Contact Details	Mikila.beck@brighton-hove.gov.uk

E2.4 Request

Type of Request	Resident reps are requesting urgent follow-up on these repairs, and communication about why there has been such a delay.
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Request in brief	East residents reported long waiting times for repairs to take place.
Further detail if needed	One resident in Whitehawk has reported a repair to her patio door a number of times since 17th April, but nothing has been done. A resident in Woodingdean has been waiting over 4 months for a leak under the floorboards to be investigated and repaired. Again, the request has been made and the repair chased multiple times but no action has been taken.

E2.4 Response

Response
We are sorry to hear that residents have not been receiving updates on their repairs when chasing, this is not in line with our expectations and is not an acceptable level of service. Any resident who is unhappy with the length of time they have been waiting for a repair, or the progress being made, should raise this through our complaints process. In the first instance, residents should contact Repairs Customer Services, where a dedicated Customer Care Officer can be assigned to help manage the issue and work towards a resolution. You can contact Repairs Customer Services by the following methods: Phone: 01273 296 327 Email: repairscustomerservices@brighton-hove.gov.uk Write to: Repairs Customer Services, Housing Centre, Eastergate Road, Brighton, BN2 4QL If they remain dissatisfied, they can then make a formal complaint to the council and, if necessary, escalate the matter to the Housing Ombudsman. Details of these routes are included in the council's repairs leaflet. More generally, reducing repair waiting times remains a key priority for the service. We have appointed a dedicated planner who is systematically reviewing outstanding repairs, starting with the oldest cases. This targeted approach has contributed to a reduction in the oldest outstanding repairs and supports our wider recovery plans. The service continues to experience significantly higher levels of demand than in previous years, driven in part by increased reporting of repairs following communications about Awaab's Law and the sector-wide focus on housing conditions. While this has led to pressure on workloads, we are continuing to make progress in reducing overall outstanding repairs and reducing the number of repairs waiting beyond our target timescales. This improvement has been supported by successful recruitment into previously vacant posts, ongoing work to improve productivity and job record accuracy, and a

continued focus on increasing capacity. We recognise that some residents are still waiting too long for repairs and understand the frustration this causes. The service remains committed to improving performance, reducing delays and returning to business-as-usual service levels as quickly as possible.

Residents Questions, 3-star East Area

E3.1 Allocations policy

Area in city	East
Star rating	3 Star/ City wide issue
Resident Only meeting date	2 nd July 2026
Week of Area Panel	9 th September 26
Deadline for officer response	6 th August 26
Name of officer responding	Alice Morel
Officer job title	Head of Homelessness and Housing Options
Contact Details	Alice.morel@brighton-hove.gov.uk

E3.1 Request

Type of Request	- The Allocations Policy was due for review and feedback by residents but this has not happened. Residents request that this review take place as soon as possible. - Residents request clarification over the letting scheme. Who gets priority over housing? - Residents request a discussion and review around the process of downsizing and transfers.
Request in brief	East residents discussed a variety of issues and raised questions around the allocations policy: - Sensitive lets - How lets are prioritised between various types of tenants - The process for elective transfers/downsizing
Further detail if needed	Sensitive lets: Residents discussed the need for more support and wraparound care and early intervention for vulnerable tenants. They also talked about the

	long-term negative impact on other residents in the vicinity when problems arise with tenants who aren't supported properly, and how this needs to be a consideration for the Council when allocating accommodation. Lettings policy: Questions were raised around how lettings were prioritised between those on the housing register waiting list, those who already had secure tenancies and emergency/temporary tenants. Transfer/downsizing requests: Residents noted various issues with the process and gave examples of this. One East area resident had put in a request years ago to downsize but was told that this process could only be done online and didn't get any digital support to do this. They gave up and decided to stay in their home. It would be useful to help tenants through the application process, thereby releasing larger properties to those who need it. Another East resident asked to downsize from a 4-bed to a 2-bed, but was told they had to downsize to a 1-bed. They elected to stay in their current property, thereby blocking this property from potentially being let to a larger family. Meanwhile, there are large families living in cramped conditions, sharing bedrooms, waiting for more suitable accommodation.
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E3.1 Response

Response
The Council's current Housing Allocations scheme went into effect in April 2025, there is no current review of the Allocations policy planned, however residents can feedback concerns or comments via the Area Housing Panels. This is available on the website here: Housing allocations policy and guidance Properties are shortlisted and let in accordance with the allocation scheme, this is based on banding and priority date rather than the type of tenancy held by the household who have placed a bid. There is further information around the shortlisting process available within the Allocation Policy here: Shortlisting I am sorry to hear about the issue with the resident who was looking to downsize but not able to access the register due to being digital excluded. This should not have happened a member of the service should have supported the resident to complete the application. This can either be done through the Housing Customer Services Team or via the Under Occupation Officer within the Housing Allocations Team. If the resident's details are known please can these be forwarded to me and I will ask an officer to make contact. The allocation policy does confirm that downsizing applicants are subject to the same bedroom assessment/allocation as all other applicants. This means that those with a one bed need will not be able to bid for two bedroom homes. We acknowledge this means

that some residents may choose not to move to smaller properties however it is important that all allocations are made in line with the Council's published Allocation Policy.

E3.1 Action

Action	Alice Morel – Head of Homelessness and Housing Options – response added on 17/07/26
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E3.2 Security & CCTV

Area in city	East
Star rating	3 Star/ City wide issue
Resident Only meeting date	2 nd July 2026
Week of Area Panel	9 th September 26
Deadline for officer response	6 th August 26
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services
Contact Details	Justine.harris@brighton-hove.gov.uk

E3.2 Request

Type of Request	Residents request clarification around use of CCTV and any restrictions to these: • What areas can be filmed and what can't? • Who has access to CCTV footage? • How do residents find out whether the CCTV cameras are working in their area? • What are individuals allowed to do in terms of installing their own security cameras? • What are the barriers to the Council for installing CCTV cameras in particular areas/hotspots?
Request in brief	East residents are concerned about security in their neighbourhoods/blocks, and questions around the use of CCTV were raised.

E3.2 Response

Response
What areas can be filmed and what can't? CCTV cameras are generally positioned to monitor communal areas such as building entrances and exits, corridors, stairwells, lift areas, car parks and external estate spaces where there is a

clear community safety need. Cameras should not be directed into residents' homes, gardens, balconies or other areas where there is a reasonable expectation of privacy, except where unavoidable and proportionate to achieve the stated purpose.

Who has access to CCTV footage?

Access to CCTV footage is restricted to authorised officers who require access as part of their role. Footage may also be shared with agencies such as Sussex Police where there is a lawful basis to do so, for example as part of a criminal investigation. All requests for footage are assessed in line with data protection and information governance requirements.

How can residents find out whether CCTV cameras are working in their area?

Residents can contact Housing Customer Services or their Housing Officer if they believe a CCTV system is not operating correctly. Many of our cameras are web based and the Council would be able to see a fault and arrange repairs where required.

What are residents allowed to do regarding their own security cameras?

Residents wishing to install their own CCTV, video doorbells or security cameras should seek permission from the Council requesting an alterations request through the Housing Customer Services team. Guidance will be given where installation affects communal areas, external building fabric or shared spaces. Residents must also ensure that any recording complies with data protection legislation and does not unreasonably capture neighbouring properties or communal areas.

What are the barriers to the Council installing CCTV in additional locations?

The installation of CCTV must be justified by evidence of a significant and ongoing problem, such as crime, anti-social behaviour or safety concerns. Before installing new cameras, the Council must consider:

- Whether CCTV is necessary and proportionate.
- Whether other solutions could be equally effective.
- Data protection and privacy requirements.
- The availability of funding and ongoing maintenance costs.
- Technical requirements, including power supplies, connectivity and suitable mounting locations.

Each request for additional CCTV is assessed on its own merits, taking account of budget, available evidence, resident reports and partner agency information.

E3.3 Waste Amnesty Scheme

Area in city	East
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Star rating	3 Star/ City wide issue
Resident Only meeting date	2 nd July 2026
Week of Area Panel	9 th September 26
Deadline for officer response	6 th August 26
Name of officer responding	Chloe Mclaughlin
Officer job title	Estate Services Operations Manager
Contact Details	Chloe.mclaughlin@brighton-hove.gov.uk

E3.3 Request

Type of Request	Residents request a report on the waste amnesty scheme and information on whether this scheme will be continued and further expanded to other areas.
Request in brief	A keenly awaited waste amnesty pilot scheme was being rolled out across the city. However, there has been no report on how this has gone, and whether there will be further schemes rolled out in different areas.

E3.3 Response

Response
The Waste Amnesty Pilot is now halfway through, and early feedback has been very positive. Residents have made great use of the service, helping to keep our estates cleaner and safer. So far, more than 4.5 tonnes of waste have been collected, including: • 7 fridge-freezers • 13 sofas and armchairs • 7 televisions • 12 mattresses As well as collecting bulky waste, residents have also donated items to the Furniture Recycling Scheme, including two armchairs, duvets and bedding. These items will be passed on to tenants who need them, helping to support others in the community while reducing waste. Residents living in LPS blocks can still access a free bulky waste collection service when moving in or out of their home.

To book a collection, please contact the Estates Service Team on 01273 294769 or by email estateserviceteam@brighton-hove.gov.uk

Due to a vehicle breakdown and staff holidays, the waste amnesty events originally planned for July and August have been rescheduled. The remaining four events will now take place during September and October.

Thank you to everyone who has taken part so far and helped make the pilot a success.

E3.3 Action

Action	Finish remaining four waste amnesties.
Start date	01/09/2026
End date	31/10/2026

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

C3.1 Streamlining adaptations process

Area in city	Central
Star rating	3 Star/ City wide issue
Resident Only meeting date	2/7/26
Week of Area Panel	15 th September 26
Deadline for officer response	6 th August 26
Name of officer responding	Emma Gilbert
Officer job title	Tenancy Services Operations Manager
Contact Details	emma.gilbert@brighton-hove.gov.uk

C3.1 Request

Type of Request	Central residents asked for the adaptations process to be more streamlined and efficient. Under the present system people with disabilities have lengthy waits for crucial adaptations.
Request in brief	Flats are allocated to residents using wheelchairs before any adaptations have been made. They then apply for the adaptation, which can take up to four years. During this

	time they are unable to use their kitchen or bathroom and are living in accommodation unsuitable for people with disabilities. The needs of the new tenant should be considered at the point they are allocated the flat and adaptations done immediately.
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C3.1 Response

Response
The adverts on Homemove include details of mobility rating and any adaptations for each property. Mobility 1 rated properties will be fully accessible for wheelchair users. For Mobility rated 1 and Mobility rated 2 households, we always request that an Occupational therapist (OT) attends at the viewing stage to see if the property is suitable for that person's needs. If the property is not suitable then we would advise not to accept it. If minor adaptations are needed and the OT advises that the household can manage in the interim, in agreement with the tenant then we would progress with the let. In some cases the tenant may choose to accept the property in spite it not meeting their mobility needs – this is their decision to make. If the works are more extensive/structural then this can be a lengthy process as the adaptation may require a feasibility study/survey; planning permission, a grant funding application, and specialist contractors to undertake the work. Any resident requiring advice or information about adaptations can contact the Housing Adaptations service via Access Point. Contact details. 01273 29 55 55 accesspoint@brighton-hove.gov.uk.

C3.2 Review of Allocations policy

Area in city	Central
Star rating	3 Star/ City wide issue
Resident Only meeting date	2/7/26
Week of Area Panel	15 th September 26
Deadline for officer response	6 th August 26
Name of officer responding	Alice Morel
Officer job title	Head of Homelessness and Housing Options
Contact Details	Alice.morel@brighton-hove.gov.uk

C3.2 Request

Type of Request	Central residents are asking for a full review of the Allocations Policy.
Request in brief	The current policy is too mechanistic and inflexible. The following points were raised:

	• Individual circumstances are not sufficiently considered • There is poor communication between Allocations and Housing Management so potential problems are not picked up. • Individuals who have been moved because of anti-social behaviour are re-housed in unsuitable accommodation – for example following noise complaints in a high rise they are re-housed in another high rise. • The nature of the block or estate is not taken into account when making sensitive lets. • Prospective tenants feel pressurised to take unsuitable accommodation. • Tenants experience a lack of empathy and feel they are treated as statistics, rather than people.
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C3.2 Response

Response
We understand why residents want allocation decisions to take greater account of individual circumstances, the nature of blocks and estates, previous experiences of anti-social behaviour, and the impact on existing communities. We also recognise concerns about communication between services and how people experience the allocations process. The Housing Allocations Policy was recently reviewed and came into effect in April 2025. However, residents across a number of Area Panels have raised questions about how some parts of the policy work in practice, particularly in relation to anti-social behaviour and sensitive lets. In response, we have established a cross-Area Panel working group with residents to review the processes and procedures that support allocation decisions in these areas. The group is looking at how decisions are made in practice, how information is shared between services, whether local circumstances are properly considered, and how we can improve transparency and resident confidence. We value the experience and insight that residents bring to this work. The findings of the working group will help identify any improvements needed to processes and procedures and, where appropriate, inform future changes to policy.

C3.3 Improved communication with Estate Services

Area in city	Central
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Star rating	3 Star/ City wide issue
Resident Only meeting date	2/7/26
Week of Area Panel	15 th September 26
Deadline for officer response	6 th August 26
Name of officer responding	Chloe McLaughlin
Officer job title	Estates Service Operations Manager
Contact Details	Chloe.mclaughlin@brighton-hove.gov.uk

C3.3 Request

Type of Request	Request for a quicker response to emails from Estate Services and issuing of a job reference number, as with repairs.
Request in brief	When Resident Association representatives email Estate Services they receive an autoreply saying they will get a response in ten days. Often residents wait weeks or months for a response or never receive one. This needs to be improved. It would also help if issues raised with Estate Services had a job reference, as with repairs, making it easier to keep track of and follow up.

C3.3 Response

Response
Thank you for raising this concern. We recognise the importance of timely communication and understand the frustration residents and Resident Association representatives can experience when enquiries are not acknowledged or responded to as quickly as expected. We are currently reviewing our processes to ensure enquiries are monitored effectively and that residents receive clearer updates on the progress of issues they have reported. We also recognise the value of providing a reference number for Estate Services enquiries, as this would help residents track issues and make follow-up contact easier. Unlike the repairs service, which operates through a dedicated repairs management system designed to generate and monitor individual jobs, Estate Services currently receives enquiries through a range of channels, including email, telephone calls and face-to-face contact. These enquiries vary significantly in nature and often require assessment before any action can be allocated. At present, Estate Services has one full-time and one part-time Co-ordinator managing a high volume of enquiries across the city. Introducing and administering a formal reference system for every enquiry would require additional processes and resources that are not currently available. However, we recognise

the benefits of greater transparency and will explore options for improving how enquiries are logged and tracked.

While it is not always possible to provide an individual response to every email received, particularly where multiple reports relate to the same issue, staff will continue to respond where updates are requested and where a direct reply is needed to progress a matter. Residents who would like a response are encouraged to make this clear within their enquiry, and we will endeavour to provide an update wherever possible.

We are committed to improving communication with residents and Resident Associations and welcome constructive feedback that helps us develop a more accessible, transparent and responsive service.

C3.3 Action

Action	Estate Services to review response times and continue to explore ways to improve tracking and communication for resident enquiries, including providing reference numbers and direct responses on request.
Start date	24 July 2026
End date	30 September 2026

C3.4 Review of food collection service in highrise

Area in city	Central
Star rating	3 Star/ City wide issue
Resident Only meeting date	2/7/26
Week of Area Panel	15 th September 26
Deadline for officer response	6 th August 26
Name of officer responding	Juliet Evans
Officer job title	Waste Minimisation Officer
Contact Details	Juliet.evans@brighton-hove.gov.uk

C3.4 Request

Type of Request	Request for a review of how the food collection service is working in highrise blocks and a look at different solutions.
Request in brief	Central residents support the principle of recycling food waste but are concerned that the way this is operating in highrises is problematic and will lead to most people failing to do this.

Further detail if needed	The following problems were raised: • The food bags have to be carried some distance to the main bins and are not strong enough. They are very thin and tend to split and leak. • It is difficult to find space in flats for the bins (especially where the balcony is closed in). • The bins do not have a carbon seal, so odours are released into the flat and they attract flies. This is especially problematic in hot weather. • The process of taking food waste to the outside bins is very difficult for elderly and disabled residents. People are aware they can ask for special collections but are wary about how well this would work and worried about having rotting food waste on their doorstep.
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C3.4 Response

Response
The bags provided are specially designed for food waste collections and meet the standards required by the composting facility that processes our food waste. Other brands may also be suitable if they display the Seedling logo and meet the EN 13432/14955 composability standard. Because food waste is composted within approximately 6 to 8 weeks, the bags are designed to break down naturally within that timeframe. This can mean they become weaker over time and may occasionally leak, particularly if food waste is left in them for several days. To help reduce this, residents may wish to: • Empty their kitchen caddy more frequently. • Carry the food waste to the communal bin inside the caddy itself and remove the bag when disposing of it. • Use suitable food packaging, such as bread or potato bags, to contain particularly wet food waste before placing it in the compostable liner. Residents are not required to use the kitchen caddy provided by the Council. We appreciate that space can be limited in some kitchens, and a smaller container that can be emptied more regularly may be a more practical option for some households. When the lid is firmly closed, the kitchen caddy is designed to create a good seal that helps prevent odours escaping and stops flies from getting inside.

To keep the caddy fresh, we recommend:

- Keeping the lid closed when not in use.
- Emptying it regularly.
- Cleaning it routinely with warm water and washing-up liquid.

The caddies are also dishwasher-safe for residents who have access to a dishwasher.

We recognise that taking food waste to communal bins may be difficult for some residents, particularly those with mobility issues or other support needs. While some residents may find it manageable to take smaller amounts of food waste due to the lighter weight, others may require assistance.

Where possible, Estates colleagues may be able to provide support. We are also keen to explore practical solutions that could help residents. One option could be providing caretakers with orange-lidded food waste caddies that can be taken around blocks to collect tied food waste bags left outside flat doors, similar to existing waste collection arrangements.

For residents in houses or properties with their own bins who are already registered for an assisted waste and recycling collection, food waste collections are included as part of that service. Food waste collections are consistently achieving over 99.5% with assisted collections only rarely being missed.

If you have any questions or need support with the service, please let us know and we will do our best to help.

C3.4 Action

Action	Estates Services to consider support options for residents who may struggle to access communal food waste bins.
Start date	24 July 2026
End date	30 September 2026

C3.5 Overstretched rubbish/recycling/food collection services

Area in city	Central
Star rating	3 Star/ City wide issue
Resident Only meeting date	2/7/26
Week of Area Panel	15 th September 26

Deadline for officer response	6 th August 26
Name of officer responding	Melissa Francis
Officer job title	Head of Environmental Services
Contact Details	Melissa.francis@brighton-hove.gov.uk

C3.5 Request

Type of Request	Request a realistic assessment and timetable for waste collection.
Request in brief	The current waste collection service is overstretched and unable to meet regular waste collection dates. Delays to collections are increasing in many parts of Central.
Further detail if needed	For residents a reliable, realistic timetable is important so you know with confidence when your waste will be collected. Concerns were raised that the waste collection service does not have sufficient staff or vehicles to deal with the amount of waste collection in the city. Environmental Services should not have timetables they are unable to meet and new services like the food waste collection should not be started unless the resources are there to ensure regular and reliable collection for all waste.

C3.5 Response

Response
Thank you for your question regarding the reliability of the city's waste and recycling collection service. We recognise that residents want confidence that their waste will be collected on the scheduled day and understand the frustration caused when collections are delayed. The Council has experienced challenges in recent years, including staff shortages, vehicle availability issues, increasing service demand and the introduction of new services such as citywide food waste collections. Improving collection reliability is therefore a key priority for Environmental Services. The Council has recently approved a significant programme of investment and service improvement aimed at strengthening the resilience and reliability of waste and recycling collections across the city. This includes ongoing investment in fleet replacement and renewal, improvements to digital round management systems, enhanced performance monitoring, and the use of operational data to redesign collection rounds so that they better reflect current waste volumes, housing growth and traffic conditions. The service has already introduced digital round management technology, providing managers with much better information about planned collections, completed work, vehicle availability, access issues and missed collections. This enables problems to be

identified and addressed more quickly than was previously possible and supports a more evidence-led approach to service improvement.

Alongside this, work is underway to review and redesign collection rounds using operational data, staff knowledge and independent route modelling. The objective is to ensure that rounds are realistic, efficient and capable of being completed consistently, while also allowing for known factors such as traffic congestion, access restrictions, vehicle downtime and seasonal pressures.

The introduction of food waste collections has been a major service change and forms part of national recycling reforms which had to be implemented by 31st March 2026. While introducing a new weekly food collection service has inevitably increased operational complexity, the Council remains committed to ensuring that all waste and recycling services are properly supported and continuously improved. The future service model includes further operational testing, performance monitoring and service standards to help ensure residents receive a more reliable and consistent collection service.

We recognise that there is still work to do and we are not complacent. However, the investment approved by the Council, together with the ongoing programme of fleet, technology and operational improvements, is specifically intended to build a more resilient service that delivers reliable collections and improves the experience of residents across the city.

The Council will continue to monitor performance closely and provide updates to residents and elected Members as these improvements are implemented.

C3.5 Action

Action	To continue to monitor performance closely and provide updates to residents and elected Members as these improvements are implemented.
Start date	July 2026
End date	Ongoing

N3.1 Allocations policy and review

Area in city	North
Star rating	3 Star/ City wide
Resident Only meeting date	18 th June 2026
Week of Area Panel	08-Sep-26
Deadline for officer response	7 th Aug 26
Name of officer responding	Alice Morel

Officer job title	Head of Homelessness and Housing Options
Contact Details	Alice.morel@brighton-hove.gov.uk

N3.1 Request

Type of Request	Residents request that the task & finish group around allocations be pushed through as a matter of high priority.
Request in brief	North Area residents reported ongoing issues around ASB, and how it was negatively impacting them. Questions around the allocations policy were raised, particularly around sensitive lets. A task & finish group was due to be set up to give residents a chance to review, discuss and feedback on the allocations policy, but this has not happened yet.
Further detail if needed	North residents reported many instances of anti-social behaviour on their estates and neighbourhoods, and described how this affected those living in the area. Examples were given of intimidation, harassment, violent crime, drug dealing, drug taking and noise nuisance. Residents felt that the allocations policy should be more mindful of who they house and where and have better awareness of, and take into consideration, the existing demographics of particular blocks so they can house tenants more appropriately.

N3.1 Response

Response
I apologise for the delay in setting up this task and finish group and can confirm this remains a live and ongoing action for the service. We have had some issues with our system running a report to identify residents to invite to the group. This is because we want to ensure that we invite residents with recent experience of ASB within their homes, as well as those who have recent experience of being allocated a home. This is to ensure the knowledge brought to this group is recent and varied. We are aiming to have the invites out by the end of the summer with then the task and finish group starting in the autumn.

N3.2 Drug-dealing, gangs on estates & lack of police presence

Area in city	North
Star rating	3 Star/ City wide
Resident Only meeting date	18 th June 2026
Week of Area Panel	08-Sep-26

Deadline for officer response	7 th Aug 26
Name of officer responding	Michael Raywood
Officer job title	Housing Manager
Contact Details	Michael.raywood@brighton-hove.gov.uk

N3.2 Request

Type of Request	Residents asked what measures were being taken to deter drug-dealing on estates, and whether police presence can be increased in problem areas.
Request in brief	North area residents reported that drug dealing and drug-dealing gangs were a recurrent problem in and around their estates and noted the lack of police presence.

N3.2 Response

Response
Officers from Sussex Police attended area panel in March 2026 and their contact details have subsequently been passed to both area resident association representatives and area PCSO's by Jan Hare from the Neighbourhood's Team. Michael has since requested police attendance at the next area panel meetings to maintain communication on their activities on reporting on estates.

N3.2 Action

Action	Update PCSO invite
Start date	July

N3.3 Maintenance of grass verges, weeds etc

Area in city	North
Star rating	3 Star/ City wide
Resident Only meeting date	18 th June 2026
Week of Area Panel	08-Sep-26
Deadline for officer response	7 th Aug 26
Name of officer responding	Michael Harris
Officer job title	Head of Parks & Leisure

Contact Details	Michael.harris@brighton-hove.gov.uk
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N3.3 Request

Type of Request	Residents request a meeting with Parks & Gardens at next Area Panel. Residents also asked: 1) Can strimmers be used to deal with overgrown grass/weeds around paving? Are there plans to purchase this type of machinery? If yes, when are these due to arrive? 2) Are Parks and Gardens planning to recruit more staff? 3) Can some of the responsibilities for maintenance falling to Estates be brought back under Parks & Gardens?
Request in brief	North Area residents reported various issues around the maintenance of green areas in and around their estates: overgrown grass verges, grass growing under paving stones, overgrown weeds, grass mown but not cleared away from pavements and steps.
Further detail if needed	Residents across the North area raised various problems caused by insufficient maintenance of grassy areas, weeds etc. In some spots, the grass has been cut, and grass seeds have scattered. The grass is now growing under paving slabs, pushing these up and creating trip hazards. Other residents reported that, where grass had been cut, the cut grass hasn't been cleared off the pavements and steps, creating slip hazards. Use of glyphosate was discussed. Some residents suggested that the use of strimmers might be more appropriate to tackle certain areas. Others suggested increasing staff capacity might help to resolve the issues.

N3.3 Response

Response
Responsibility for these issues can sit across a number of services. Grounds maintenance is undertaken by the Parks & Gardens team, while weed treatment and maintenance of pavements and footpaths are generally managed by other council services such as Environmental Services and Highways. Specific locations would be required to identify the responsible team and investigate concerns. Residents are encouraged to provide photographs and exact locations where issues have been identified, as this will help ensure they are directed to the appropriate service for action. The use of strimmer's was suggested as a way of tackling weeds and overgrowth around paving. While strimmer's can be effective in some situations, their use in heavily used pedestrian areas requires careful consideration due to safety risks from flying debris.

Parks & Gardens currently has a staffing structure with some vacancies; however, there are no plans to increase the overall establishment beyond the current structure.

A suggestion was made to bring some maintenance responsibilities back under Parks & Gardens. This would require a wider review of service responsibilities and available resources. At present, Parks & Gardens does not have the capacity to take on additional maintenance functions.

Residents' concerns have been noted and will be shared with the relevant services for consideration.

W3.1 Lack of Street Cleaning

Area in city	West
Star rating	3 Star/ City wide issue
Resident Only meeting date	29/6/26
Week of Area Panel	16 th September
Deadline for officer response	7 th Aug 26
Name of officer responding	Melissa Francis
Officer job title	Head of Environmental Services
Contact Details	Melissa.francis@brighton-hove.gov.uk

W3.1 Request

Type of Request	Request for speaker from City Clean at the September West Area Panel
Request in brief	Street cleaning is inadequate and not providing the service residents expect. This is particularly true on estates and outside the centre of the city. West residents asked for an officer from CityClean to attend the September West Area Panel to answer the questions raised, address residents concerns and discuss how to improve the street cleaning service.
Further detail if needed	Questions raised for speaker to address: • Have the overall number of street cleaners been reduced? • If so, is this a permanent cut to the service?

	• What level of staffing does the service require to ensure areas throughout the city are kept clean and tidy? • Do street cleaners cover areas such as the grounds around an estate (eg Clarendon)?
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W3.1 Response

Response
Thank you for raising concerns about street cleansing across the West area of the city. The Council recognises the importance that residents place on clean streets and neighbourhoods. Maintaining and improving the look and feel of the city remains a key priority and we understand that residents want to see a visible and responsive street cleansing service across all areas, including residential estates. The number of Street Cleansing Operatives was reduced as part of council-wide budget savings programmes around 2017. However, since that time the service has not experienced further reductions and has in fact increased. The service currently has 36 Street Cleansing staff covering the West area of the city, including Hove, Mile Oak, Hangleton, West Blatchington, Aldrington, Withdean, Preston Park, Seven Dials and parts of Patcham. Street cleansing resources are deployed across a large geographical area and are prioritised according to need. This includes routine cleansing, responding to reports from residents, addressing identified hotspots, supporting high footfall locations and responding to seasonal demands. The service continually reviews how resources are allocated to ensure they are targeted where they will have the greatest impact. The Council continues to invest in improving environmental services despite the significant financial pressures facing local government. Recent investment has included new mechanical sweeping equipment and ongoing fleet replacement programmes designed to improve reliability, productivity and the overall appearance of the city's streets. Mechanical sweepers enable larger areas to be cleansed more efficiently and play an important role in maintaining standards across the city. Like many local authorities, Brighton & Hove City Council must balance competing demands for limited resources. For this reason, alongside staffing, the service focuses on using technology, modern equipment and improved deployment of resources to maximise the cleanliness of streets and public spaces through digitalisation which has recently started and is a 12-18 month project. In relation to housing estates, Street Cleansing teams are responsible for cleansing adopted public highways and pavements, including areas such as those surrounding estates. Housing Services also have responsibilities for cleansing and maintenance within housing land and communal areas. Where responsibilities overlap, officers work together to ensure issues are addressed appropriately.

W3.2 How does a Residents Association get recognised by the council?

Area in city	West
Star rating	3 star/ City-wide issue
Resident Only meeting date	29/6/26
Week of Area Panel	16 th September
Deadline for officer response	30 July
Name of officer responding	Hannah Barker
Officer job title	Acting Community Engagement Manager
Contact Details	hannah.barker@brighton-hove.gov.uk

W3.2 Request

Type of Request	Clarification of Resident Association Recognition policy and improvement of current practice.
Request in brief	The process by which a Tenants and Residents Association (TRA) is officially recognised by the Council needs to be clarified, communicated clearly and enforced in a fair, consistent and reasonable manner.
Further detail if needed	Currently there is a lack of clarity about both the process of recognition and whether or not an Association has formally been recognised. For example, Conway to Livingstone RA followed the guidance in the council's 'Guide to Tenant & Residents Associations Recognition Policy' at their AGM. At the June West Area Panel, they were told they were now a recognised Association and could vote in the Area Panel election. Since then, they have been told they are not yet recognised and need to hold an additional meeting. There is also no consistency or regular practise from the Community Engagement Team to monitor whether or not Associations currently meet the requirements for recognition. This should be part of on-going work with Residents' Associations and done in a supportive and helpful manner, not something that is worked out and enforced just before a vote at the Area Panel.

W3.2 Response

Response

Thank you for your request to clarify our Recognition Policy and to improve how this is delivered. We agree this can and should be done and made fair, consistent and reasonable.

We have started this work already and will continue to work with you to clarify and improve. Please see the plan laid out below, and look forward to working with you on it.

Recognition Policy 2014; part of set of supporting documents

The Community Engagement Team offer a suite of documents that guide and support TRAs to consult with their landlord and communicate with local residents.

- *Recognition Policy 2014* lays out what a group needs to do to be recognised as a representative association
- *Model Constitution 2014* that recognised groups should embed as their rules
- *Engagement Conduct Guidelines 2019* developed with the Involvement & Empowerment Service Improvement Group
- The *TRA Grant form and Guidance 2000* (or earlier)

In the Appendices of September Area Panel pack of papers are several refreshed documents to support the above suite:

- Recognition Checklist 2026
- Community Banking advice 2026
- Grants for TRA Guide 2026
- TRA Grant form 2026

Communicating and publishing these supporting policy, guides and forms

To help us to actively respond to this question, and some related discussions, we will be publishing the existing policy and guidance in one place on the BHCC website as the Toolkit for Groups and sharing a pack with all the Associations across the city. We aim to complete this step in Autumn 2026.

Community engagement delivery across the city

The Community Engagement team will be discussing our practice over the next months. We will be supporting our Community Engagement Officers to deliver this direct support for groups consistently. We aim to complete this step in Autumn 2026.

Reviewing and refreshing

With the introduction of the Social Housing Regulations, and from recent conversations with groups, it is now timely for us to refresh and review of these documents with tenants and all Brighton & Hove TRAs.

We already plan to work with residents on an Area Panel Review starting in Autumn. We propose including looking at these documents as part of that work with you. This starts with an annual meeting of the newly elected co-chairs of Area Panel on 7th September. The Area Panel Review may go into summer 2027.

Conway to Livingstone TRA

Since this question was submitted (29 June) the team have been speaking directly with several of the newly elected committee to the Conway to Livingstone TRA. At the time of writing (29 July) we are looking to arrange a meeting to continue this work. We are very keen to support residents' initiative in that area.

June Area Panel

On this occasion, it was new information to me that a Conway to Livingstone AGM had been held. I was pleased to hear that had taken place. The community engagement team hadn't been involved in the election nor preparation, as is common practice. I wasn't clear what steps had been taken. it was a noncompetitive election. I suggested that even though we had not had the opportunity to check their status, in recognition of the work they had done, they could vote on that day. And we would work with them to verify their status.

We are sorry that our communications have not been as clear as we would like. We look forward to clarifying this with you, both for this local Association and area, and for us to learn from this going forward.

W3.2 Action

Actions	• Publish the Toolkit for Groups, with policy and guides, online and on paper, distributing this across all Associations • Check consistent support is offered across city by the team, through team meeting discussions. • Continue with plans, and share these with you; Area Panel Review, involving the support for TRAs policy and guides
Start date	July 2026
End date	July 2027

W3.3 How can Area Panels be improved?

Area in city	West
Star rating	3 star/ City wide issue
Resident Only meeting date	29/6/26
Week of Area Panel	16 th September
Deadline for officer response	7 th Aug 26
Name of officer responding	Harry Williams
Officer job title	Director of Housing People Services
Contact Details	Harry.williams@brighton-hove.gov.uk

W3.3 Request

Type of Request	West residents requested information on the Area Panel Review and gave feedback on Area Panels for discussion at the Area Panel.
Request in brief	West Residents think Area Panels are not functioning effectively and that work must be done to improve this. They asked what plans there are for a review of Area Panels, what the process for this will be and how Resident Associations representatives will be involved at a fundamental level. They asked for the feed-back given below to be addressed and discussed at Area Panel.
Further detail if needed	• Questions raised by residents are often not resolved to their satisfaction. This means that either a) the same issues come round again and again in a slightly different form or b) are left unresolved and residents feel the issue has been evaded and not taken seriously. • There can be a mismatch between the official record that an item is 'completed' and residents awareness that the problem is still there. • Too much time is given to officers' reports and there is never enough time to discuss residents' concerns. • There needs to be an overview of the issues raised by residents and an attempt to tie up loose ends and take action where needed. This would help establish the priorities consistently raised by residents and could look at different ways of tackling them. • The length of time between Resident Only meetings and the Area Panels they feed into is much too long (2-3 months). This makes it difficult to maintain momentum and consistency with issues raised and means there is a long wait before pressing problems are considered.

W3.3 Response

Response
We recognise the concerns residents have raised about how Area Panels currently operate, including how actions are tracked, whether issues are fully resolved, the balance between officer reports and resident discussion, and the length of time between Resident Only Meetings and Area Panels. These are important points and will help inform the next stage of development for the Area Panel process. A review of Area Panels and their Terms of Reference is due to begin in September 2026. The first step will be a meeting involving all Area Panel Co-Chairs to discuss the purpose of Area

Panels, how they operate, how residents are involved in shaping priorities, and what improvements may be needed.

The feedback provided by West Area residents will form part of these discussions. An update on the review and next steps will be provided at the West Area Panel meeting in September.

