BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: NORTH AREA

6.00pm 8 SEPTEMBER 2026

HOUSING CENTRE, CONFERENCE ROOM, EASTERGATE ROAD, BN2 4QL

MINUTES

Councillors: Asaduzzaman & Alexander

Residents: Donna James, Barney Miller, Theresa Mackey, Ian Beck, Mitch Watkinson, Paul Wright, Des Jones, Heather Hayes & Michael Creedy

Officers: Harry Williams, Hannah Barker, Shah Rahman, Chloe Mclaughlin, Michael Raywood, Mikila Beck, Justine Harris, Tom Trigwell, Marie Button, Stephan Scheiner, John Evans, Alice Morell, Martin Reid & Nicoletta Bertoldi

Press: Sarah Booker-Lewis

14 WELCOME, INTRODUCTIONS & APOLOGIES

14.1 Apologies were received from Jane Hunter.

15 MINUTES & ACTIONS FROM THE PREVIOUS MEETING

15.1 **RESOLVED:** The minutes of the previous meeting held on 09 June 2026 were agreed as a correct record.

15.2 Barney Miller noted that the response provided in action NA1refers to Bromley Road, but the issue raised at the last meeting was regarding Canterbury Drive.

16 RESIDENT QUESTIONS, 2 & 3 STAR

16.1 In response to Barney Miller seeking an update on the Allocations Task and Finish Group and noting that previous reports appeared to provide conflicting information on its status, Alice advised that the group was not yet operational. She apologised for the delay and explained that work was ongoing to ensure the correct reports could be generated and the appropriate residents invited to participate. Alice confirmed that the group was still intended to proceed and that the work plan would be shared with co-chairs.

16.2 Hannah Barker highlighted a response to a question submitted by the West Area Panel regarding the Recognition Policy. Hannah advised that additional work had been undertaken to support tenant and resident groups in understanding the policy and explained that guidance documents had been produced to assist residents in applying for grant funding. Hannah noted that the documents were included within the meeting papers and outlined their purpose.

17 BUS ROUTES

17.1 The Chair noted the that apologies were received from Nick Hill from Brighton & Hove Buses and introduced Nicoletta Bertoldi from the Transport Team who was in attendance to answer questions from residents.

17.2 Ian Beck raised concerns regarding the reliability of bus services in Hollingdean following recent service changes, advising that residents had reported long waits, missed services and difficulties travelling into the city centre. He also highlighted concerns about accessibility after a wheelchair user was unable to board a replacement bus.

17.3 Harry Williams thanked Ian Beck for the feedback and emphasised the importance of ensuring services met residents' needs. Ian advised that residents could provide feedback through a questionnaire available on the Hollingdean Community Centre website.

17.4 Des Jones raised that residents can no longer travel directly from Hollingdean to Old Steine as this route now requires having to change buses.

17.5 Nicoletta Bertoldi advised that similar complaints had been received and agreed to raise the concerns with the bus company and relevant managers. She encouraged residents to continue submitting complaints directly to the operator and advised that issues relating to accessibility could also be reported to the Council. Nicoletta also highlighted the bus company's wheelchair guarantee scheme and encouraged residents experiencing accessibility issues to raise these directly with the operator and the Council.

17.6 In response to Michael Creedy raising concerns regarding the reliability of real-time bus information both on the app and on electronic signs, Nicoletta Bertoldi advised that there had been issues with the supplier which were currently being addressed.

17.7 The Chair advised that they would request a copy of the consultation report from Hollingdean Community Centre, which was understood to contain approximately 270 responses, and would share this with relevant parties.

18 PCSO UPDATE

18.1 Local PCSOs introduced themselves and advised that they were continuing to build relationships within the community. They noted that changes to local bus services had affected many residents and advised that they had been engaging with the community and supporting discussions with the bus company.

18.2 The PCSOs provided an update on work to address drug dealing and anti-social behaviour in the Southmount area. They advised that the Police and Council had been working together on measures including improved lighting, security enhancements and vegetation management. They advised that ongoing operations and plain-clothes patrols had helped disrupt activity and reduce reports of incidents.

18.3 The PCSOs advised that similar concerns had recently been reported at Roedale Court and that work was underway to identify individuals involved and support proactive patrols. Discussions were also taking place with Housing regarding potential improvements to lighting and CCTV.

18.4 The PCSOs provided an update on illegal e-bike and e-scooter use, advising that several local areas, including Wild Park, had been identified as hotspots. They explained that enforcement activity was ongoing and that the Police were working with specialist traffic units to take robust action where appropriate. Members were advised that pursuit options were limited due to safety concerns, but that further planned operations were being developed.

18.5. In response to Des Jones' concerns regarding continued anti-social behaviour and littering around Southmount and the stonemason's area, the PCSOs noted the information and advised that additional patrols would be considered.

18.6 In response to a question from the Chair regarding speeding concerns, the PCSOs advised that enforcement activity could be targeted where reports were received and encouraged residents to continue reporting problem locations.

18.7 The Chair advised that there were residents interested in becoming involved in local speeding initiatives.

18.8 In response to Heather Hayes' question regarding the legality of e-bikes and e-scooters, the PCSOs advised that e-bikes must meet specific legal requirements and that privately owned e-scooters generally require insurance to be used legally. They further advised that the Police have powers to seize vehicles being used unlawfully, with seized vehicles often being destroyed.

19 HOUSING ANNUAL REPORT

19.1 Harry Williams and Martin Reid introduced the Housing Annual Report, which sets out housing service performance over the previous year. They advised that while good progress had been made in a number of areas, further improvements were still required and the report highlighted key priorities for the service.

19.2 Harry and Martin highlighted work undertaken to establish a resident panel to support improvements to the repairs service and advised that support for tackling anti-social behaviour had also been strengthened.

19.3 In response to Ian Beck's question regarding repairs performance, Martin Reid advised that emergency repairs had consistently achieved high completion rates, with 99% completed within 24 hours. Martin noted that performance on routine repairs remained below target due in part to increased demand, including a rise in repairs reported following communications to tenants and work associated with Awaab's Law.

19.4 Mikila Beck advised that efforts were being made to address older outstanding repairs and maintain communication with residents regarding progress. She noted that prioritising older repairs could impact performance against the 28-day completion target.

19.5 Martin Reid advised that resident satisfaction had improved significantly and that staff continued to engage directly with residents to improve communication and the delivery of repair services.

19.6 In response to Barney Miller's query regarding re-let times for empty homes, officers acknowledged an inconsistency in the figures presented within the report and advised they would update the information.

19.7 Donna James thanked the Repairs Team for their work and advised that she had recently spent time with the team, including the helpdesk, to gain a better understanding of the service.

20 WASTE MANAGEMENT REPORT

20.1 Chloe McLaughlin introduced the item and provided an update on the Waste Amnesty Pilot, advising that the project was now halfway through and had collected more than 4.5 tonnes of waste, including televisions, sofas and mattresses.

20.2 Chloe advised that the pilot had been positively received by residents and had supported the furniture recycling scheme, with a number of items being reused and redistributed.

20.3 Chloe highlighted that four further events were scheduled during September and October and advised that feedback would be gathered from residents afterwards.

20.4 Chloe advised that the success of the pilot had led to discussions around wider estate improvement initiatives, including increased graffiti removal, scheduled bin jet-washing and additional waste amnesty events. She noted that participating estates were already looking cleaner and tidier and welcomed suggestions for future initiatives.

20.5 In response to Ian Beck's concerns regarding communal bins at Tavistock Down with missing lids, Chloe McLaughlin agreed to raise the matter with the Bins and Boxes Team.

20.6 In response to Des Jones' concerns regarding fly-tipping in Southmount, Chloe McLaughlin agreed to arrange for the relevant team to investigate.

20.7 In response to Des Jones' concerns regarding over-cut shrubbery near the substation, which had resulted in increased littering and anti-social behaviour, Chloe McLaughlin agreed to speak to the team to arrange a litter pick in the area.

20.8 In response to Michael Creedy's question regarding the scope of the Waste Amnesty pilot, Chloe McLaughlin advised that it was currently focused on a single estate with a history of significant fly-tipping and that the pilot would be evaluated to assess its effectiveness before considering a wider rollout.

21 REPAIRS & MAINTENANCE SCRUTINY PANEL UPDATE

21.1 Mikila Beck introduced the item, providing an update on the tenant scrutiny panel, advising that at its June meeting members agreed to rename the group the Feedback Team to reflect its role in using resident feedback to improve services.

21.2 Mikila advised that at its meeting on 23 September 2026, the panel reviewed the repairs policy and repairs claim form, contributed to improvements in repair

communication, and helped identify issues with the online reporting tool, which have since been addressed.

21.3 In response to Michael Creedy raising concerns regarding a lack of feedback when reporting issues in communal areas, Mikila advised that this could be considered as a case study by the panel to identify where communication had broken down.

22 VULNERABILITY & ACCESSIBILITY STRATEGY UPDATE

22.1 Justine Harris introduced the item, advising that the strategy aims to improve access to services and ensure resident information is used appropriately to better understand and respond to residents' needs.

22.2 Justine highlighted the importance of resident feedback in shaping the strategy and advised that consultation would take place through online and in-person engagement, as well as with partner organisations.

22.3 Justine advised that tenant representatives will be contacted when the consultation launches later this year and provided with details on how to participate.

22.4 In response to Donna James's question regarding the storage of residents' information, Justine advised that strict controls were in place to ensure information was stored and shared appropriately and in accordance with relevant guidance.

22.5 In response to Ian's question regarding whether the consultation will include leaseholders, Justine advised that this is still being worked on, but they would expect information around communication needs and fire evacuation to be included.

23 POSITIVE NEWS

23.1 Harry Williams advised that the Brighton & Hove Meet Up event would take place on Saturday 17 October from 11.00am to 4.00pm at Hove Town Hall. He explained that the event was a continuation of the tenant event held the previous year and would provide an informal opportunity for residents to meet staff from different council services and take part in activities.

23.2 Barney Miller welcomed the refurbishment of the community rooms at Sylvan Hall, advising that residents were very pleased with the outcome and that the improvements had exceeded expectations.

23.3 In response to Ian Beck raising concerns regarding the condition of Davey Drive in Hollingdean and requesting an update on any planned highway improvements, the Chair advised that the matter had recently been raised with officers and a response was awaited. The Chair added that a meeting with a senior officer was due to take place and a further update would be provided.

23.4 In response to Barney Miller raising a question regarding whether Brighton & Hove would benefit from future Government funding programmes, having noted that the city was not included in a recent funding announcement, the Chair advised that the matter would be raised with Council leaders and that representations would be made on the city's behalf.

23.5 In response to Michael Creedy's question regarding communal laundry facilities, Martin Reid advised that the project had been paused while further discussions took place with affected residents. He confirmed that consultations had been undertaken and that residents would continue to be engaged before any final decisions were made.

23.6 In response to Heather Hayes' question regarding the provision of new council homes, Martin Reid advised that 136 additional council homes had been delivered during the previous year, 118 homes had been bought back, and further developments, including Flintfield Drive, were progressing. He added that the council remained committed to increasing housing supply through acquisition and development programmes.

23.7 In response to a further question from Heather Hayes regarding extensions to existing council properties, Martin Reid confirmed that the Council operates an extensions programme.

23.8 Donna James advised that a meeting of all resident association co-chairs had taken place and had highlighted the benefits of meeting collectively on a more regular basis.

23.9 In response to Ian Beck requesting an update on the LPS buildings and rehousing arrangements for affected residents, Martin Reid advised that the rehousing process was progressing and that residents would continue to be informed and supported throughout the formal consultation process, with regular meetings, events and drop-in sessions being held.

23.10 Harry Williams advised that dedicated support was in place for affected residents, including a rehousing policy, local lettings arrangements and a dedicated team to assist households in finding suitable alternative accommodation within the city.

The meeting concluded at 7.41pm

Signed Chair

Dated this day of