

Housing Management Panel: East Area

Date: **10 September 2020**

Time: **6.00pm**

Venue **Virtual Meeting**

Members: **Councillors: Brennan, Ward Councillors for the Area, Delegates of Tenants Association in the area.**

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AGENDA

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FURTHER INFORMATION

For further details and general enquiries about this meeting contact , (01273 291214, email greg.weaver@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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Date of Publication - Wednesday, 2 September 2020

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: EAST AREA

7.00pm 10 FEBRUARY 2020

THE WHITEHAWK INN, WHITEHAWK ROAD, BRIGHTON, BN2 5NS

MINUTES

Present: Councillors Brennan (Chair)

Representatives: Chris El-Shabba, Alan Cooke, Janet Gearing, Tom Goodridge, Rosemary Johnson

Officers: Glyn Huelin, Sam Warren, Keely McDonald, Gregory Weaver

Guests: Sarah Booker-Lewis

39 APOLOGIES

39.1 Apologies were received from Councillor Mary Mears and Steve Bell.

40 MINUTES OF THE PREVIOUS MEETING

40.1 The minutes were agreed as an accurate record.

41 CHAIR'S COMMUNICATIONS

41.1 The Chair stated that the government had provided some information regarding the Coronavirus and gave the following website address for more information:

- <https://www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings>

Residents were notified that the Met Office had declared a yellow weather warning.

42 RESIDENTS QUESTION TIME

42.1 (Item 1 – Anti Social Behaviour)

A resident noted that there was no response in regard to the percentage of new tenants being visited to ensure that they were meeting their tenancy conditions.

42.3 An officer agreed to follow up on this issue.

42.4 **AGREED** – that the response was satisfactory.

42.5 (Item 2 – Estate Development Budget)

42.6 Residents had the following questions, concerns and statements:

- Clarification was sought regarding when works were undertaken throughout the year.
- Residents requested a spreadsheet which included the current EDB bids being processed.
- Residents noted that the new system employed was working well.

42.7 Officer had the following response to resident's questions, concerns and statements:

- An officer confirmed that they would be meeting with P&I to consider outstanding issues that were to be resolved.
- It was noted that focus would be placed on works that had not been completed in the last 3 years.
- It was stated that what was not finalise, would be transferred to the in-house team.
- It was confirmed that works would be appointed and prioritised based on a range of factors. For example works regarding the planting of flowers would occur after winter.
- Officers agreed to provide the current EDB spreadsheet for resident's information.

42.8 **AGREED** – that the response was satisfactory.

42.9 (Item 3 – Valley Social Centre)

42.10 Residents welcomed the response however it was stated that the main issue lay with the undemocratic process that had been pursued.

42.11 **AGREED** – that the response was satisfactory.

42.12 (Item 4 – Knightguard Contract)

42.13 Residents had the following questions, concerns and statements:

- Residents stated that there was confusion as to what was being specifically referred to within the response.
- A resident noted an issue of unfinished installation of doors.
- Clarity was sought on the payment process for works carried out by Knightguard, specifically as to whether Knightguard were paid before or after works had been completed.
- A resident enquired if Knightguard could be penalised as a result of dereliction of duty on works for elderly people.
- It was noted that the response was missing reference to a question regarding fines or penalisation.

42.14 Officers responded to resident's questions, concerns and statements with the following:

- An officer clarified that this was in regard to door entry systems and CCTV and that Mears was mostly responsible for doors.
- It was noted that there were 2 separate contractors between doors and entry systems.

- It was clarified that Knightguard would only be paid after works had been completed.
- An officer offered to follow up on resident's enquiries regarding fines and penalisation.

42.15 **AGREED** – that the response was satisfactory.

43 HOUSING PERFORMANCE REPORT 3RD QUARTER

43.1 An officer provided a brief overview of the Quarter 3 Performance Report. Key statistics and trends were presented to the panel. Information regarding the empty homes and re-let times were highlighted. It was noted that performance at end of quarter 1 was low and that there had since been a steady turn around. It was confirmed that in future, KPIs would be considered in the performance report.

43.2 Residents had the following enquiries, concerns and statements:

- A resident gave positive feedback regarding service provided by the repairs helpdesk.
- A resident enquired how many people were operating the helpdesk at any time.
- A resident found the works undertaken to address bulk waste management.

43.3 Officers responded to resident's questions, concerns and enquiries with the following:

- It was stated that the number of people on the repairs helpdesk varied and that the office tended to be busy on Monday mornings.
- It was clarified that the repairs helpdesk generally ran with 7 – 10 staff members on at any time.

43.4 **AGREED** – that the panel noted the report.

44 CITY WIDE REPORTS

44.1 **AGREED** – that the City Wide reports be noted.

45 SERVICE IMPROVEMENT GROUPS

45.1 An Officer circulated information regarding on Service Improvement Groups with the aim to increase participation. Panel members were invited to register any possible commitment to groups on the list.

45.2 Panel members had the following comments, enquiries and concerns:

- A panel member stated that they had already joined 2 groups and enquired if this was the limit.
- A Panel member noted that meetings were held during daytimes in the week which could conflict with the schedules of people who were at work and enquired consideration could be made as to finding alternative times/dates in future.

45.3 An officer responded to Panel Member's enquiries, concerns and statements with the following:

- Stated that members could only sit on 2 Service Improvement Groups and that this was a request for other members to commit.
- It was confirmed that, as part of the community engagement, alternative times for meetings would be looked at.

45.4 **AGREED** – That the panel note the item.

46 COMMUNITY ENGAGEMENT WORKSHOP

46.1 An officer ran a brief workshop with a view to ascertain Panel Members' views as to the function of Housing Area Panels and to provide further feedback. The following questions were posed, and responses provided.

46.2 An Officer enquired why people thought area panels were useful.

46.3 Panel Members gave the following responses:

- A member noted that area panels were there to open lines of direct communication between residents and officers.
- It was noted that the process to procure works via the EDB Bidding system could be complex and that area panels were useful in helping to provide information and guidance.

46.4 An Officer enquired what panel members felt was needed to build strong residents associations, area panels and tenant groups.

46.5 Panel members gave the following responses:

- It was stated that a strong chair was willing to listen to the group and was an effective communicator.
- It was confirmed being involved with panels and other groups added to the sense of community.
- It was noted that the busiest meetings were often due to a subject that affected many residents such as planning issues.

46.6 An Officer sought panel members' views on how officers could further engage with people to improve involvement.

- A member noted that there were a large number of non-English people on estates and enquired if more resources could be allocated to help engage with non-English people.

46.7 An officer acknowledged residents' language barriers and suggested that information could be provided to them regarding translation services and specialists contacts.

46.8 An officer sought residents' views on how they felt they could get involved.

46.9 A resident noted that breaking the ice and loneliness was an issue.

46.10 An officer stated that efforts to promote addressing loneliness and helping with ice breaking could be looked at.

46.11 An officer sought panel members' views on what would make a successful group.

46.12 A member stated that Area Panels ought to feel vibrant and welcomed bringing interesting people in with a view to promote networking.

46.13 **AGREED** – That the panel noted the responses.

47 TENANTS AND RESIDENTS ASSOCIATION UPDATES

47.1 The Chair requested members' positive updates and experiences.

47.2 Residents gave the following experiences and updates:

- A resident confirmed that their area had conducted a successful wassail with around 90-100 people in attendance over the course of the day. It was noted that as a result of the positive attendance and participation, a new tradition had begun and that among those that attended, many varied in age.
- It was noted that a beekeeper's session would be taking place and that efforts were underway to procure a new defibrillator following a recent first aid workshop.
- The Chair was invited to future breakfast sessions held at a local community estate room.
- It was noted that a Turkey was donated for Christmas eve which and further notification of a lunch that was currently running was provided.

47.3 **AGREED** – that the item was noted.

48 PROCUREMENT OF CONTRACT FOR SERVICING, REPAIR, MAINTENANCE AND INSTALLATION OF LIFTS

48.1 An officer gave a brief overview of the Procurement of Contract for Servicing, Repair, Maintenance and installation of lifts. The panel were notified that the contract was due to conclude in April 2021 and that works were underway to seek the necessary contracts for lifts service maintenance for 3 years. It was noted that a lift replacement program was currently under review and that performance across all lifts were constantly under assessment and that overall performance would be assessed against a series of Key Performance Indicators (KPIs). It was stated that where a significant updated / maintenance was required; residents would be consulted and that contracts were managed robustly by a dedicated engineer in the City.

48.2 Residents had the following enquiries, concerns and statements:

- A resident enquired of the number of people that would be bidding on this.
- A resident sought clarification as to when the current contract would expire.
- A resident requested confirmation that lifts would not be retro fitted in to blocks.

48.3 An officer responded to resident's concerns, enquiries and statements with the following:

- It was stated that this would go out to the whole EU Marker with the 1st stage being open to anyone, 2nd stage would then proceed by limiting the list down to 6-10 suppliers.
- An officer clarified that the current contract would end in April 2021.

- It was stated that in some blocks, 1 lift could be provided to improve accessibility for people and that there was no program in place which sought to retro fit these.
- It was clarified that some stair lifts were subject to an entirely different process and that an assessment of need would have to be followed. It was suggested that alternative adaptations to resident's homes could also be considered such as stair lifts etc.

48.4 **AGREED** – that the report was noted.

49 FUTURE REPAIRS UPDATE PROGRAMME UPDATE

49.1 The panel considered a report update on the Future Repairs program. An officer noted the ongoing process regarding the TUPE transfer of staff in to BHCC from Mears.

49.2 An officer provided a verbal update of the Future Repair Program. Focus was placed on current status of TUPE transfer of Mears staff in to BHCC along with all the challenges that would arise from this. A brief timeframe was outlined with one to ones taking place over the coming weeks. It was noted that the strategy was to carry out pre-employment checks such as Right to Work and DBS and that new vans were starting to arrive with 50 more to arrive before April alongside the Mears fleet. It was clarified that work needed to be done to make sure the infrastructure was in place to be able to support 107 new vehicles. It was noted that in regard to planned works contracts, there had been many bids and that these would be evaluated individually by staff members who were coming together to ascertain scores.

49.3 Residents had the following enquiries, concerns and statements:

- A resident enquired if new staff would be hired.
- Clarification was sought in regard to contracts being put out to tender and if they would favour local contractors.
- Concern was expressed regarding stock condition surveys and further information on BHCC's approach was requested.

49.4 An officer stated that agency staff would be hired temporarily to put numbers up and that further employment drives would take place in future. It was stated that a report would be provided to Housing Committee to enable this to be brought back to area panels for further updates and to hear the views of panel members.

- An officer stated that BHCC couldn't favour local contractors but would structure the contract to look good to local companies.
- It was noted that stock condition surveys were a snapshot of information and that this was a one-off stock condition survey.
- It was clarified that the approach was on focusing on resident's communities, value for money and not driven by making savings.

49.5 **AGREED** – that the update be noted.

50 ANY OTHER BUSINESS

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of

East

Area Panel Agenda - September 2020

Meeting will be open 15 minutes before start. Anyone requiring help joining the meeting can contact the Community Engagement Team for assistance.

1	Welcome Apologies & Introductions 5 minutes	Verbal Acknowledgment and condolences for Terrence Hill
2	Previous Minutes 5 minutes	Democratic Services to Provide
3	Chairs Communications 5 minutes	Verbal – Chair
4	Housing clarification of the social value aspect of the new in-house contracts. 10 minutes	Verbal
5	Citywide Residents Question Time Three Star Questions 20 Minutes	Answers to Residents Questions
6	Service Update in light of Covid 19 Ododo Dafe 15 Minutes	Verbal Presentation
7	Items for Housing Committee <ul style="list-style-type: none"> • Housing Management Performance Report Q4 + Q1. 15 Minutes	Verbal + Report Attached
8	AOB 5 minutes	Verbal

**- 15 Minute Break –
Groups will be moved into breakout rooms for Area Based Discussions**

9	Election for Seaside Homes 5 minutes	Verbal
10	Area Based Residents Questions Two star questions 15 minutes	Answers to Residents Questions 10 minute slot with Eddie Wilson
11	Good news from Residents Groups Round Robin 10 minutes	Verbal
12	Debrief on Area panel format CEO to capture responses 5 minutes	Verbal

- End -

Draft for Area Panels

Housing Performance

Report

Quarter 1 2020/21

This proposed new performance report is under development. Therefore this draft version has been brought to Area Panels to get your feedback on it. While incomplete, the intended purpose of the new design is to include updates on the Housing Committee priorities and work plan, as well as cover a wider range of Housing services, while making the report shorter overall. Area Panel members are invited to comment on the draft report.

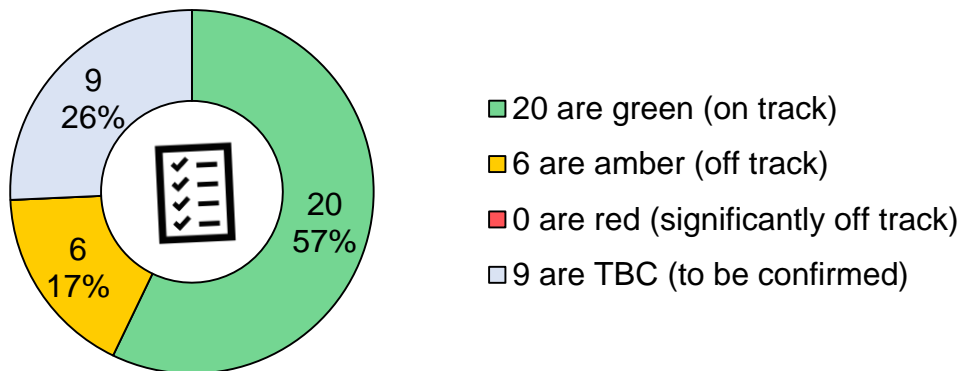
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This housing performance report covers Quarter 1 (Q1) of 2020/21. It uses red, amber and green ratings to provide an indication of performance.

Part one provides an update of performance against the Housing Committee work plan objectives:

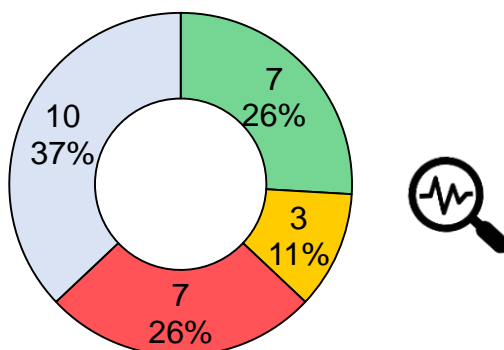
Work plan objectives



Part two presents results for a range of performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows:

- G** Green – on or above target
(7 indicators)
- ↑** Improved since last time
(9 indicators)
- A** Amber – near target
(3 indicators)
- ↔** Same as last time
(3 indicators)
- R** Red – below target
(7 indicators)
- ↓** Poorer than last time
(15 indicators)

Performance indicators



Please note that 10 performance targets are marked as TBC (to be confirmed) because they are currently being set.

Part one: Housing Committee priorities and work plan

1. Providing additional affordable homes

1.1 On track: Achieve 800 additional council homes

- Buckley Close (12) completed ✓
- Oxford St (10) due Sept 2020 ✓
- Selsfield Drive (30) due Nov 2020 ✓
- 'Hidden homes' (12) due Dec 2020 ✓
- Council house buy backs – 8 during Q1 ✓



68

Council house buy backs
since Sept 2017

1.2 On track: Achieve 700 other additional homes (registered provider, affordable, shared ownership)

- 235 affordable homes projected through registered providers during 2020/21 ✓
- Of these, 94 homes (40%) are for rent, 141 (60%) are for shared ownership



235

Affordable homes projected
through registered
providers during 2020/21

1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents

- 68% (or 46 of the 68) homes purchased are at social or living wage rents ✓
- 7 of 43 homes purchased since committee decision have had rent subsidy applied to support lower rent levels ✓

1.4 On track: Develop the existing Hidden Homes strategy

- Works have resumed on three sites to create 12 new homes from underused spaces by Dec 2020 ✓
- Estates are reviewed to consider maximising use of land

1.5 TBC: Develop a policy for the council to take the role of developer on major sites

- Report to Committee Year 2 Q2 (Sept 2020)

1. Providing additional affordable homes

1.6 On track: Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

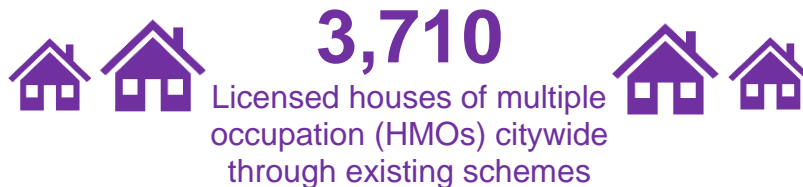
- 6 sites identified so far for potential CLT development ✓
- Further council owned sites being assessed to find 4 more



2. Improving private rented housing

2.1 On track: Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the City

- Committee report completed setting out evidence for pursuing scheme ✓
- Stock condition survey to be revisited in Aug 2020



2.2 TBC: Research and review an ethical loan scheme

- Report to Committee Year 2 Q3 (Nov 2020)

2.3 TBC: Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

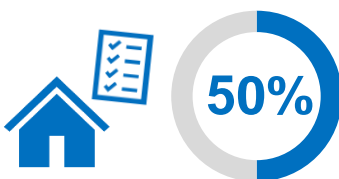
- Briefing to go to Committee Nov 2020 on way forward

2.4 Off track: Research and develop a social lettings agency

- Capacity has been limited due to Covid-19
- Research work will resume later in 2020/21

2.5 Off track: Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

- Work has largely been on hold (Covid-19 restrictions limit access to homes)
- Urgent hazards have been attended to ✓



of licensed HMOs meet all special conditions (licences issued 12 plus months ago)



3. Alleviating homeless and rough sleeping

3.1 On track: Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- Strategy report to Committee June 2020 ✓
- Policy & Resources approved Homeless Reduction Board July 2020 ✓
- Covid-19 response: over 400 people accommodated including rough sleepers and those at risk of rough sleeping



400+

People accommodated
through Covid-19 response

3.2 On track: Review/consult/adopt the Homeless Bill of Rights

- Policy & Resources approved Homeless Reduction Board – July 2020 ✓
- Remit will include monitoring aspirations of Homeless Bill of Rights

3.3 On track: Provide a 365 day night shelter

- Shelter opened in Nov 2019 ✓

3.4 TBC: Expand Housing First

- Awaiting potential central government funding for open market home purchases

3.5 On track: Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Gladstone Court, Hartington Road (38 homes) – purchase Aug 2020 ✓
- Oxford Street refurbishment (10) – expected completion Dec 2020 ✓
- Home purchase – 22 of 68 are for temporary accommodation ✓

3.6 On track: Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them.

- Homeless & Rough Sleeper Strategy agreed at Committee – June 2020 ✓
- Policy & Resources approved Homeless Reduction Board – July 2020 ✓

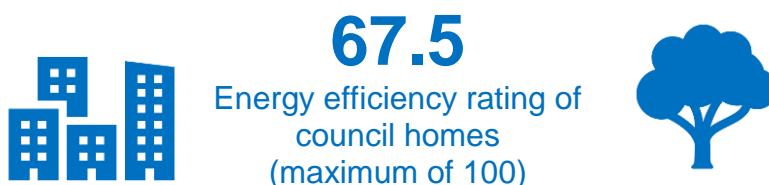
4. Achieving carbon reductions and sustainability in housing including address fuel poverty

4.1 Off track: Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- Working with Corporate programme to become carbon neutral by 2030 – delivery plan for Housing will be developed and presented to Committee
- Agreement to install Ground Source Heat pump at a seniors housing scheme ✓
- Retrofit installation of the first Air Source Heat Pump on Housing land ✓
- Programme of 1,000 solar PV installs approved at Committee – June 2020 ✓
- Working on funding bid to pilot a ‘whole house’ approach to reduce carbon emissions from council homes
- Continued promotion of the Your Energy Sussex renewable energy tariff
- Continued support of the Warmer Sussex model to offer energy efficiency improvements to private householders and landlords

4.2 On track: Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A
- Programme of 1,000 solar PV installs approved at Committee – June 2020 ✓



4.3 On track: Review the energy efficiency and provision on all new developments

- Government consulting on the Future Homes standard and building regulations (proposes lower carbon emission achieved through very high standards and low carbon heating systems)

4.4 On track: Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Programme of 1,000 solar PV installs approved at Committee – June 2020 ✓
- Work started on PV installations at a seniors housing scheme
- Continued work towards a launch of the Solar Together Sussex collective buying scheme for solar PV panels

5. Improving council housing and community involvement

5.1 On track: Work with tenants to develop a 'decent environment' standard

- 2019 STAR tenant satisfaction survey – 70% satisfied with neighbourhood
- 138 tenants and groups requested Environmental Improvement Budget (EIB) funding during 2019/20 – £393k committed for improvements ✓
- Improvements include clearance of untidy gardens, communal gardens, mural painting, cycle racks, benches, bin stores, play areas and railing for accessibility

5.2 On track: Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes
- Sprinkler systems at St James's House and Essex Place – out to tender soon

5.3 TBC: Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- Report to Committee Year 2 Q3 (Nov 2020)

5.4 Off track: Develop a policy for extending participatory budgeting

- Report to Committee Year 2 Q1 (June 2020) ✗

5.5 On track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- New contracts for planned and major works – first stage of leaseholder consultation completed ✓
- Senior Leasehold Liaison Officer appointed ✓

6. Enabling more affordable home ownership

6.1 On track: Work with Community Land Trust to develop self-build opportunities

- Report to Committee Year 2 Q2 (Sept 2020)
- Working with CLT to develop increased knowledge of possible funding sources

6.2 Off track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- Joint venture unlikely to be able to sell shared ownership homes as not a registered provider – therefore mortgage companies may not lend to buyers
- Report to go to Housing Supply Member Board considering options

7. Make fuller use of shared housing capacity

7.1 Off track: Review our empty homes policy to ensure 650 empty homes are brought back into use

- Progress restricted by Covid-19 restrictions – 21 homes taken back during Q1



150
Private sector empty
homes returned to use
during past year

7.2 TBC: Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Report to Committee Year 2 Q3 (Nov 2020)

7.3 TBC: Investigate the possibility of supporting a 'lodger' scheme and report to committee

- Report to Committee Year 2 Q4 (Mar 2021)

7.4 On track: Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

- Report to Committee Year 1 Q4 (Mar 2020) ✓

8. Alleviating poverty

8.1 Off track: Ensure the in house repairs services includes measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- Work in this area has been delayed due to Covid-19 restrictions – eg taking on apprentices and procurement of contracts











8.2 TBC: Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort

- Report to Committee Year 2 Q2 (Sept 2020)





8.3 TBC: Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation


- Report to Committee Year 2 Q2 (Sept 2020)


Part two: Performance indicators






 Customer feedback	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
9.1  Compliments received from customers	88	105	67		
9.2  Stage one complaints responded to within 10 working days	80%	85% (113 of 133)	61% (43 of 71)		
9.3 Stage one complaints upheld	Info	56% (74 of 133)	34% (24 of 71)	n/a	n/a
9.4 Stage two complaints upheld	18%	42% (5 of 12)	22% (2 of 9)		
9.5  Leaseholder disputes upheld	Info	New indicator	0% (0 of 1)	n/a	n/a




There was one leaseholder dispute during Q1, which related to charges for major works at a high rise block. Most disputes arise during Q3 when bills are sent out to leaseholders. There are three outstanding disputes from the previous year, which also relate to major works.

 Private sector housing		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
10.1	New licenses issued for Houses of Multiple Occupation (HMOs)	Info	228	162	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	TBC	49.8% (821 of 1,649)	50.1% (942 of 1,882)	TBC	
10.3	Private sector empty homes returned to use	40	20	23		

 Housing major adaptations		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	TBC	11.2	16.6	TBC	
11.2	Council housing – average weeks taken to approve applications and commence works	TBC	13.9	5.3	TBC	

 Homelessness		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
12.1	Households prevented from becoming homeless	TBC	189	154	TBC	
12.2	New households accepted as homeless	Info	66	58	n/a	n/a

 Temporary accommodation		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
13.1	Total homeless households in temporary accommodation	For info	1,505	1,750	n/a	n/a
13.2	Rent collected for emergency nightly placements	TBC	89.21%	71.84% (£868k of £1.18m)	TBC	
13.3	Rent collected for leased temporary accommodation properties	TBC	96.10%	94.90% (£1.67m of £1.75m)	TBC	
13.4	 Rent collected for Seaside Homes	TBC	88.19%	91.80% (£1.03m of £1.17m)	TBC	
13.5	Empty temporary accommodation homes (leased and Seaside)	For info	60	57	n/a	n/a

 Additional council homes		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
14.1	 Additional council homes	Info	15	17	n/a	n/a
14.2	... at Local Housing Allowance rents	Info	20% (3 of 15)	0% (0 of 17)	n/a	n/a
14.3	... at 37.5% Living Wage rents	Info	47% (7 of 15)	76% (13 of 17)	n/a	n/a
14.4	... at 27.5% Living Wage rents	Info	13% (2 of 15)	24% (4 of 17)	n/a	n/a
14.5	...at social rents	Info	20% (3 of 15)	0% (0 of 17)	n/a	n/a
14.6	Council homes sold through the Right to Buy	Info	6	7	n/a	n/a
14.7	Net change in the number of council homes – all rent levels	Info	+9	+10	n/a	n/a
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	Info	-1	-3	n/a	n/a
14.9	 Total council homes	Info	11,577	11,587	n/a	n/a

Total stock includes 10,647 general needs, 877 seniors housing, 52 council owned temporary accommodation and 11 long term leases to housing associations.

14.10 Home purchase performance data – since start of programme

Home purchases by application date								
	2017/18	2018/19	2019/20	Apr-20	May-20	Jun-20	Jul-20	Total
Total applications	5	54	88	1	0	16	6	170
Of which, became purchases	2	31	35	0	0	0	0	68
Council declined	1	14	10	0	0	2	0	27
Owner declined offer	1	5	11	0	0	0	0	17
Owner withdrew	1	3	13	0	0	2	0	19
Outcome pending	0	1	19	1	0	12	6	39










Home purchases by completion date and rent level								
	2017/18	2018/19	2019/20	Apr-20	May-20	Jun-20	Jul-20	Total
Completed purchases	1	13	43	4	1	3	3	68
... general needs social rent	0	0	1	0	0	0	1	2
... general needs 27.5% Living Wage	0	0	5	2	1	2	0	10
... general needs 37.5% Living Wage	1	5	24	2	0	1	1	34
... temporary housing at LHA rates	0	8	13	0	0	0	1	22






Summary of all home purchases since start of scheme, September 2017

















Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy over all properties to date (£)
68	2	10	34	22*	7 **	£0.249m	TBC

















*All LHA rate purchases are for temporary accommodation

**Of the 43 purchases following Housing Committee decision to use rent reserve to keep rents as low as possible

 Council housing management	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
15.1  Rent collected for council housing (end of year projection)	TBC	96.80% (£50.4m of £52.0m)	96.27% (£50.3m of £52.3m)	TBC	
15.2  Tenants known to claim Universal Credit (UC)	For info	19% (2,117 of 11,436)	22% (2,544 of 11,358)	n/a	n/a
15.3 UC tenants in arrears who have an Alternative Payment Arrangement	For info	39% (531 of 1,355)	47% (755 of 1,620)	n/a	n/a
15.4 Tenants evicted due to rent arrears	For info	0	0	n/a	n/a
15.5 Tenants evicted due to anti-social behaviour (ASB)	For info	1	0	n/a	n/a
15.6  New ASB cases reported	For info	185	198	n/a	n/a
15.7  Surveyed ASB victims satisfied with way their closed case was dealt with	TBC	94% (15 of 16)	100% (3 of 3)	TBC	
15.8 Tenancies sustained following difficulties	98%	100% (24 of 24)	100% (13 of 13)		

 Council empty homes	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
16.1  Average re-let time (calendar days) excluding time spent in major works	21	20 (111 lets)	91 (12 lets)		
16.2 Average 'key to key' empty period (calendar days) including time spent in major works	For info	47 (111 lets)	140 (12 let)	n/a	n/a
16.3  Empty council homes (includes new homes)	For info	78	170	n/a	n/a

 Council housing repairs		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
17.1	 Emergency repairs completed within 24 hours	99%	99.8% (2,714 of 2,719)	99.4% (2,498 of 2,513)		
17.2	Routine repairs completed within 28 calendar days	TBC	99.5% (6,011 of 6,041)	74.5% (769 of 1,032)	TBC	
17.3	 Average time to complete routine repairs (calendar days)	15 days	20 days	20 days		
17.4	 Appointments kept as proportion of appointments made	97%	97.8% (8,874 of 9,069)	97.5% (3,135 of 3,216)		
17.5	 Tenants satisfied with repairs (standard of work)	96%	100% (15 of 15)	93% (403 of 432)		
17.6	Repairs completed at first visit	92%	87.5% (7,666 of 8,760)	93.9% (2,838 of 3,023)		

 Council housing maintenance		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
18.1	 Dwellings meeting Decent Homes Standard	100%	100% (11,511 of 11,511)	96.8% (11,216 of 11,587)		
18.2	Energy efficiency rating of homes (out of 100)	67	67.5	67.5		
18.3	 Council homes with a valid Landlord's Gas Safety Record	100%	99.99% (9,992 of 9,993)	99.79% (9,962 of 9,982)		
18.4	 Lifts – average time taken (hours) to respond	2	4.7	2.5		
18.4	Lifts restored to service within 24 hours	95%	97.7% (130 of 133)	91% (104 of 114)		
18.6	Lifts – average time taken (days) to restore service when not within 24 hours	7	10	4		

Please note that new performance indicators relating to planned maintenance and major works are currently being developed and will be included in this report once finalised.

Council housing performance

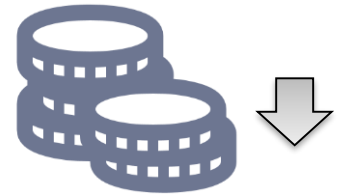
Quarter 1 2020/21 (Apr to Jun 2020)



67
Compliments
received



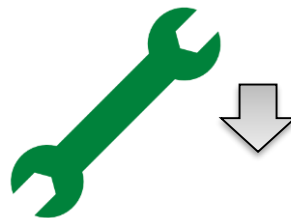
5 weeks
Waiting time
for adaptations



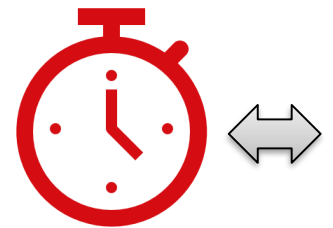
96.27%
Rent collected



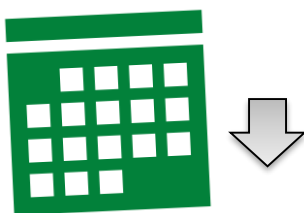
91 days
Empty home
re-let time



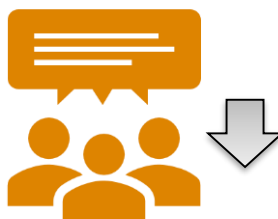
99.4%
Emergency
repairs within
24 hours



20 days
To complete
routine repairs



97.5%
Repairs
appointments
kept



93%
Tenants
satisfied with
repairs



99.79%
Gas safety
compliance

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove
City Council

Quarter 1 2020/21 performance report – key trends

Top 5 scores (compared to target)

1. Lifts – average time to restore service when not within 24 hours (4 days vs 7 day target)
2. Repairs completed at first visit (93.9% vs 92% target)
3. Energy efficiency rating of homes (67.5 vs 67 target)
4. Appointments kept as proportion of appointments made (97.50% vs 97% target)
5. Emergency repairs completed within 24 hours (99.40% vs 99% target)

Bottom 5 scores (compared to target)

1. Average re-let time excluding time spent in major works (91 days vs 21 day target)
2. Average time to complete routine repairs (20 days vs 15 day target)
3. Compliments received from customers (67 vs 88 target)
4. Stage one complaints responded to within 10 working days (61% vs 80% target)
5. Lifts – average time taken to respond (2.5 hours vs 2 hour target)

5 biggest improvements (since previous quarter)







1. Major adaptations – average weeks taken to approve applications (14 to 5 weeks)
2. Lifts – average time to restore service when not within 24 hours (10 to 4 weeks)
3. Stage two complaints upheld (42% to 22%)
4. Lifts – average time taken to respond (4.7 to 2.5 hours)
5. Repairs completed at first visit (87.5% to 93.9%)

5 biggest drops (since previous quarter)

1. Average re-let time (calendar days) excluding time spent in major works (20 to 91 days)
2. Compliments received from customers (105 to 67)
3. Stage one complaints responded to within 10 working days (85% to 61%)
4. Routine repairs completed in time (99.50% to 74.50%)
5. Tenants satisfied with repairs (100% to 93%).

DRAFT Housing Management Performance Report **Quarter 4 and end of year 2019/20**

This housing management performance report covers Quarter 4 of the financial year 2019/20 alongside end of year results. It uses red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter, and the previous year.

Status		Trend	
	Performance is below target (red)		Poorer than previous reporting period
	Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period
	Performance is on or above target (green)		Improvement on previous reporting period

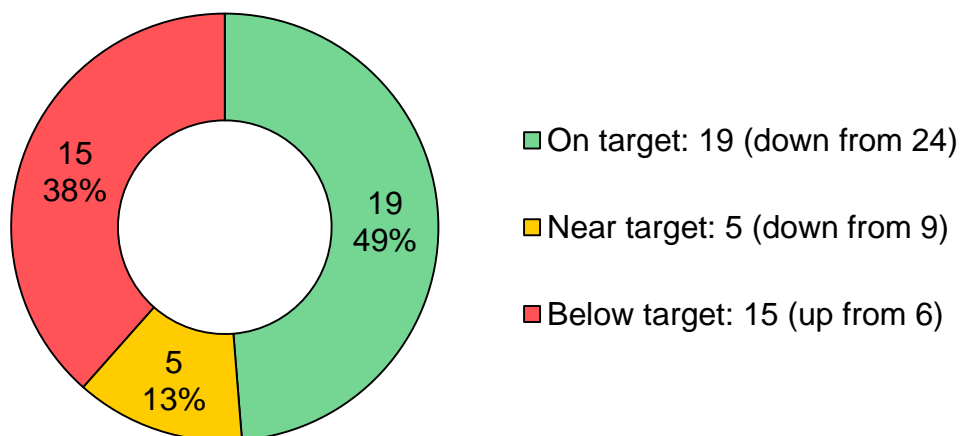
Comments on performance are given for indicators which are near or below target.

Quarterly performance indicators

A total of 39 performance indicators are measured against a **quarterly** target:

- 19 are on target (of which 16 were on target, 1 near and 2 below target last quarter)
- 5 are near target (2 were on target and 3 were near target)
- 15 are below target (6 were on target, 2 near target and 7 were below target).

Quarterly indicators



In terms of movement since the previous quarter:

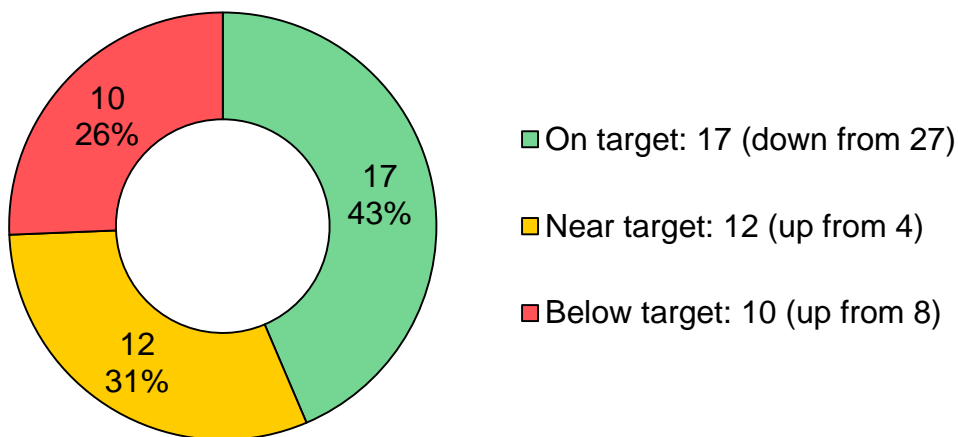
- 14 have improved
- 9 are the same and are on target
- 16 have declined, of which 3 are on target, 4 are near target and 9 are below target.

Annual performance indicators

A total of 39 performance indicators are measured against an **annual** target:

- 17 are on target (of which 15 were on target, 1 near and 1 below target last year)
- 12 are near target (6 were on target, 3 were near target and 2 were below target)
- 10 are below target (5 were on target and 5 were below target).

Annual indicators




In terms of movement since the previous year:

- 14 have improved
- 6 are the same of which 5 are on target and 1 is near target
- 19 have declined of which 4 are on target, 8 near target and 7 off target.

1. Rent collection and current arrears

Rows 1.1 is an end of year forecast and the others are cumulative for the year to date, so Quarter 4 results are also for 2019/20.

 Rent collection and current arrears indicators	Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last year
1.1 Rent collected as proportion of rent due for the year	97.20%	97.14% (£51.1m of £52.6m)	96.80% (£50.4m of £52.0m)	A	↓	97.81% (£49.9m of £51.0m)	96.80% (£50.4m of £52.0m)	A	↓
1.2 Former tenant arrears collected	25%	12.65% (£94k of £743k)	19.56% (£150k of £766k)	R	↑	20.71% (£136k of £661k)	19.56% (£150k of £766k)	R	↓
1.3 Rent loss due to empty dwellings*	Under 1%	0.59% (£231k of £39.1m)	0.56% (£289k of £51.2m)	G	↑	0.74% (£375k of £50.7m)	0.56% (£289k of £51.2m)	G	↑
1.4 Tenants served a Notice of Seeking Possession	For info	372	511	n/a	n/a	456	511	n/a	n/a
1.5 Tenants evicted because of rent arrears	For info	0	0	n/a	n/a	2	0	n/a	n/a

* Row 1.3 is based solely as a proportion of current rent due in the year, and excludes arrears brought forward from the previous year.


Rent collection and current arrears

Rent collected as proportion of rent due for the year – 0.40 percentage points below target

- **Contributory factors** - number of households affected by Universal Credit doubled during 2019/20 (from 1,005 to 2,117) as did their arrears (from £470k to £1.1m); during March tenants started reporting financial hardship relating to the Coronavirus pandemic (eg workplaces closed, working hours cut, loss of self-employed income).
- **Improvement actions** - advice on rents and benefits has been tailored to tenants at risk of hardship due to Coronavirus pandemic; no possession action being taken while these measures are in place; staff across Housing are phoning vulnerable tenants to make sure they have essential items and are feeling safe.

Former tenant arrears collected – 5.44 percentage points below target

- **Contributory factors** - need to focus on current tenants impacted by Universal Credit and facing financial hardship relating to Coronavirus pandemic, as above.
- **Improvement actions** - as above.

 Welfare reform information		Q3 2019/20	Q4 2019/20	Year end 2018/19	Year end 2019/20
1.6	Universal Credit – affected households*	1,917 (17% of all tenants)	2,117 (19% of all tenants)	1,005 (9% of tenants)	2,117 (19% of all tenants)
1.7	Universal Credit – arrears of affected households	£961k (62% of total arrears)	£1,075k (65% of total arrears)	£470k (42% of total arrears)	£1,075k (65% of total arrears)
1.8	Universal Credit households in arrears which have an alternative payment arrangement	41% (506 of 1,228)	39% (531 of 1,355)	31% (314 of 1,005)	39% (531 of 1,355)
1.9	Under occupiers on Housing Benefit – affected households	445 (4%)	432 (4%)	537 (5%)	432 (4%)
1.10	Under occupiers on Housing Benefit – arrears of affected households	£50k (3%)	£50k (3%)	£79k (7%)	£50k (3%)
1.11	Benefit Cap – affected households	27 (0.2%)	29 (0.3%)	43 (0.4%)	29 (0.3%)
1.12	Benefit Cap – arrears of affected households	£5k (0.3%)	£4.8k (0.3%)	£10k (0.9%)	£4.8k (0.3%)
1.13	Total households	11,441	11,436	11,429	11,436
1.14	Total current tenant arrears	£1,506k	£1,663k	£1,116k	£1,663k

*The majority of working age households who claim benefits are projected to be on Universal Credit by April 2021

1.15 Area breakdown of rent collected

The figures below are end of year forecasts.


















Rent collection area	Q3 2019/20	Q4 2019/20
North (includes Seniors housing)	97.82% (£14.6m of £14.9m)	97.64% (£14.4m of £14.7m)
West	96.48% (£10.2m of £10.6m)	96.07% (£10.1m of £10.5m)
Central	96.77% (£9.0m of £9.3m)	96.42% (£8.9m of £9.2m)
East	97.14% (£17.3m of £17.8m)	96.75% (£17.0m of £17.6m)
All areas	97.14% (£51.1m of £52.6m)	96.80% (£50.4m of £52.0m)

1.16 Tenants in arrears by amount

All figures in the table below are end of quarter results.

Amount of arrears	Q3 2019/20	Q4 2019/20
No arrears	75% (8,532)	74% (8,451)
Any arrears	25% (2,909)	25% (2,975)
... £0.01 to £99.99	7% (840)	7% (770)
... £100 to £499.99	10% (1,144)	10% (1,200)
... £500 and above	8% (925)	9% (1,005)
Total tenants	11,441	11,436

2. Customer services and complaints

 Customer services and complaints indicators		Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last year
2.1	Calls answered by Housing Customer Services	90%	88% (8,043 of 9,185)	82% (8,844 of 10,732)			89% (32,667 of 36,801)	88% (34,104 of 38,900)		
2.2	Stage one complaints responded to within 10 working days	80%	72% (64 of 89)	87% (99 of 114)			80% (343 of 429)	79% (322 of 407)		
2.3	Stage one complaints – average time to respond when not within 10 working days	For info	15 days	20 days	n/a	n/a	19 days	16 days	n/a	n/a
2.4	Stage one complaints upheld	For info	52% (46 of 89)	58% (66 of 114)	n/a	n/a	40% (173 of 429)	18% (74 of 407)	n/a	n/a
2.5	Stage one complaints escalated to stage two	10%	16% (14 of 89)	6% (7 of 114)			14% (62 of 429)	11% (45 of 407)		
2.6	Stage two complaints upheld	18% or under	21% (3 of 14)	29% (2 of 7)			23% (14 of 62)	22% (10 of 45)		
2.7	Housing Ombudsman Complaints upheld	For info	0% (0 of 2)	0% (0 of 3)	n/a	n/a	0% (0 of 6)	0% (0 of 8)	n/a	n/a

Customer services and complaints

Calls answered by Housing Customer Services – 8 percentage points off quarterly target

- **Contributory factors** - staff shortages, with early impact relating to Coronavirus pandemic in March; time spent training new recruits; increased demand due to calls about housing allocations (Homemove).
- **Improvement actions** - recruitment to remaining vacancies; adjusting staff to remote working while social distancing measures are in place.

Stage one complaints responded to within 10 working days – 1 percentage points off annual target

- **Contributory factors** - contractor customer care staff vacancies during much of the year; followed by need to train them.
- **Improvement actions** - new contractor customer care staff were recruited and have since improved response times, with performance back on target during Q4; these staff now in-house as of April 2020.










Stage one complaints escalated to stage two – 1 percentage point off annual target

- **Contributory factors** - escalated complaints were mostly about housing management services and repairs (eg delays); some complaints could have been resolved at stage one; poor communication was recurring issue.
- **Improvement actions** - reviewed guidance for staff has improved quality of responses and communication with customers – performance back on target during Q4.

Stage two complaints upheld – 11 percentage points off quarterly target

- **Contributory factors** - upheld stage two complaints generally due to lack of action or poor communication.
- **Improvement actions** - review guidance for staff dealing with complaints, as above; some changes made to procedures.

3. Empty home turnaround time and mutual exchanges

 Empty home turnaround time and mutual exchange indicators		Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last year
3.1	Average re-let time, excluding time spent in major works (calendar days)	21	17 (90 lets)	20 (111 lets)			26 (555 lets)	20 (445 lets)		
3.2	... as above for general needs dwellings	For info	13 (69 lets)	18 (87 lets)	n/a	n/a	21 (460 lets)	16 (362 lets)	n/a	n/a
3.3	... as above for seniors housing dwellings	For info	31 (21 lets)	27 (24 lets)	n/a	n/a	51 (95 lets)	34 (83 lets)	n/a	n/a
3.4	Average 'key to key' empty period, including time spent in major works (calendar days)	For info	40 (90 lets)	47 (111 lets)	n/a	n/a	50 (555 lets)	43 (445 lets)	n/a	n/a
3.5	New dwellings let for first time	For info	11	5	n/a	n/a	74	36	n/a	n/a
3.6	Mutual exchange decisions made within 42 calendar days	100%	100% (42 of 42)	100% (30 of 30)			100% (142 of 142)	100% (138 of 138)		
3.7	Total empty dwellings at end quarter*	For info	72	78	n/a	n/a	78	78	n/a	n/a






























*Total general needs and seniors housing stock is 11,514 of which 11,436 are let and 78 are empty. The total housing revenue account (HRA) stock of 11,577 also includes 52 council owned temporary accommodation dwellings and 11 long term leases to housing associations.


































3.8. Long term empty dwellings by ward (empty six weeks or more as of 1 April 2020) – most works on hold due to Coronavirus pandemic














Ward name (excludes those with no long term empty dwellings)	No. dwellings	Average days empty	Range of days empty	Average rent loss*	Total rent loss*	Comment
East Brighton	1	60	n/a	£0.7k	£0.7k	1 studio flat.
Hangleton and Knoll	3	67	46-109	£1.1k	£3.5k	1 two bedroom flat and 2 three bedroom houses.
Hanover and Elm Grove	4	165	46-501	£2.7k	£11.0k	3 three bedroom houses (one requires major works, now on hold, and neighbours needed to transfer beforehand) and 1 one bedroom flat.
Hollingdean and Stanmer	1	333	n/a	£5.8k	£5.8k	1 two bedroom seniors flat.
Moulsecoomb and Bevendean	4	485	46-795	£87.3k	£29.3k	1 one bedroom house and 3 seniors studio flats.
Patcham	1	60	n/a	£1.3k	£1.3k	1 one bedroom seniors flat.
Preston Park	2	820	690-949	£9.9k	£19.9k	2 adjoining flats requiring major works – on hold along with casework to find temporary housing for two neighbouring households.
Queens Park	5	84	46-144	£1.1k	£5.9k	2 two bedroom flats and 3 studio flats.
St Peter's & North Laine	2	46	n/a	£0.7k	£1.5k	2 one bedroom flats.
Westbourne	1	263	n/a	£2.9k	£2.9k	1 one bedroom flat.
Withdean	1	53	n/a	£0.7k	£0.7k	1 studio flat.
Woodingdean	1	382	n/a	n/a	n/a	1 two bedroom house undergoing roof conversion (slowed due to Coronavirus, expected for completion in May). This is a buy back property so rent has not been set yet.
Total	26	235	46-959	£3.3k	£82.5k	Total of 6 houses and 20 flats.

*Snapshot of historic rent loss for whole time since these properties became empty.

4. Repairs and maintenance

 Repairs and maintenance indicators		Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last year
4.1	Emergency repairs completed in time (within 24 hours)	99%	99.8% (2,187 of 2,191)	99.8% (2,714 of 2,719)			99.9% (11,025 of 11,039)	99.8% (9,316 of 9,337)		
4.2	Routine repairs completed in time (within 20 working days)	99%	99.4% (3,642 of 3,663)	99.5% (6,011 of 6,041)			99.6% (18,644 of 18,719)	99.4% (17,914 of 18,000)		
4.3	Complex repairs completed in time (work needing longer than 20 days)	For info	99.0% (96 of 97)	96.4% (306 of 308)	n/a	n/a	99.8% (647 of 648)	99.4% (612 of 619)	n/a	n/a
4.4	Average time to complete routine repairs (calendar days)	15 days	13 days	20 days			13 days	15 days		
4.5	Appointments kept by contractor as proportion of appointments made	97%	97.8% (7,794 of 7,973)	97.8% (8,874 of 9,069)			96.8% (46,286 of 47,815)	97.4% (35,305 of 36,250)		
4.6	Tenants satisfied with repairs (year to date)	96%	98.4% (1,797 of 1,827)	98.4% (1,812 of 1,842)			97.0% (5,440 of 5,610)	98.4% (1,812 of 1,842)		
4.7	Responsive repairs passing post-inspection first time	97%	95.9% (278 of 290)	94.5% (344 of 364)			91.4% (1,867 of 2,043)	94.4% (2,210 of 2,340)		
4.8	Repairs completed at first visit	92%	86.6% (5,068 of 5,854)	87.5% (7,666 of 8,760)			92.5% (27,512 of 29,758)	86.9% (23,764 of 27,337)		

 Repairs and maintenance indicators		Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last year
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,513 of 11,513)	100% (11,511 of 11,511)			100% (11,518 of 11,518)	100% (11,605 of 11,606)		
4.10	Energy efficiency rating of homes (out of 100)	67	67.4	67.5			67.2	67.5		
4.11	Planned works passing post-inspection	97%	99.3% (144 of 145)	100% (141 of 141)			99.7% (783 of 785)	99.7% (617 of 619)		
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (9,992 of 9,992)	99.99% (9,992 of 9,993)			100% (9,977 of 9,977)	99.99% (9,992 of 9,993)		
4.13	Empty properties passing post-inspection	98%	93.8% (75 of 80)	100% (99 of 99)			98.7% (464 of 470)	96.6% (461 of 477)		
4.14	Lifts – average time taken (hours) to respond	2 hours	1.9 hours	4.7 hours			2.7 hours	2.6 hours		
4.15	Lifts restored to service within 24 hours	95%	98.9% (175 of 177)	97.7% (130 of 133)			96% (583 of 607)	97.4% (669 of 687)		
4.16	Lifts – average time to restore service when not within 24 hours	7 days	12 days	10 days			8 days	8 days		

 Repairs and maintenance indicators		Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last year
4.17	Repairs Helpdesk – calls answered	90%	57% (15,476 of 27,273)	70% (10,927 of 15,701)			94% (75,913 of 80,822)	75% (59,819 of 79,772)		
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	27% (4,228 of 15,476)	33% (3,654 of 10,927)			65% (49,037 of 75,913)	47% (27,916 of 59,819)		
4.19	Repairs Helpdesk – longest wait time	5 mins	50m 48s	35m 28s			21m 35s	50m 48s		
4.20	Estate Development Budget main bids – completions (year to date)	For info	65% (77 of 118)	TBC	n/a	n/a	92% (91 of 107)	TBC	n/a	n/a
4.21	Estate Development Budget main bids – average duration of work (year to date)	For info	13 days	TBC	n/a	n/a	43 days	TBC	n/a	n/a

Repairs and maintenance

Average time to complete routine repairs – 5 calendar days longer than quarterly target

- **Contributory factors** - backlog of repairs jobs completed before end of Mears contract took longer than average.
- **Improvement actions** - the new Repairs & Maintenance service came into effect for delivery of repairs from the 1 April however the service began only completing critical repairs due to the Coronavirus (Covid-19) pandemic. A recovery and communication plan for routine repairs is being developed by the service.

Responsive repairs passing post-inspection – 2.6 percentage points below quarterly target

- **Contributory factors** - most jobs failed first inspection because of poor quality or further work required.
- **Improvement actions** - improving quality of repairs is one of the main objectives of the new repairs service and will be a major area of focus once normal working resumes.

Repairs completed at first visit – 5.1 percentage points below quarterly target

- **Contributory factors** - relatively high proportion of jobs requiring non-standard parts (eg plumbing and electrical works) remains a factor; issues with initial diagnosis by repairs helpdesk of work required.
- **Improvement actions** - recruitment and training for repairs helpdesk to improve problem identification; continuing to improve van stocks.

Stock with a gas supply with up-to-date gas certificates – 0.01 percentage points below target

- **Contributory factors** - one home without certification at end March as tenant self-isolating due to Coronavirus.
- **Improvement actions** - none required as still compliant given current circumstances and Health & Safety Executive guidance.

Empty properties passing post-inspection – 1.4 percentage points below annual target

- **Contributory factors** - issues during Q3 with quality of work, possibly due to contractor staff shortages.
- **Improvement actions** - back on target as of Q4.

Lifts – average time taken (hours) to respond – 2.7 hours longer than quarterly target

- **Contributory factors** - reduced contractor staffing in early January due to holiday leave; service for mobility lifts in tenants' homes operating with fewer staff in response to the Coronavirus pandemic.
- **Improvement actions** - contractor plans to add additional engineer cover to the area during staff absence and holidays; contractor is contacting tenants to confirm appointments ahead of attending to mobility lifts.

Lifts – average time to restore service when not within 24 hours – 3 days above quarterly target

- **Contributory factors** - as above; also some delays in sourcing required parts.
- **Improvement actions** - as above.

Repairs Helpdesk – calls answered – 33 percentage points below quarterly target

- **Contributory factors** - staffing has been challenging over final phase of the contract, additional resources have been brought in but there have also been delays in recruitment; unsuccessful trial of recruitment of agency staff; staff time spent training new recruits and the impact of the Coronavirus pandemic.
- **Improvement actions** - the repairs helpdesk is now part of the council Repairs & Maintenance service and there is a clear focus on staffing levels and recruitment and retention; performance targets will be reviewed in light of the Council's corporate guidelines set out in the Customer Promise. Currently the Council is only dealing with emergency repairs.

Repairs Helpdesk – calls answered within 20 seconds – 10 percentage points below quarterly target

- **Contributory factors** - as above.
- **Improvement actions** - as above.

Repairs Helpdesk – longest wait time – 29 minutes and 2 seconds longer than quarterly target

- **Contributory factors** - as above.
- **Improvement actions** - as above.

4.22 Asbestos safety

As part of the Housing Asbestos Management Strategy, a specialist contractor carried out 1,231 safety inspections of areas containing asbestos-based materials during 2019/20:

- 312 to communal areas
- 919 to dwellings.

The strategy also includes making sure residents, staff and contractors are informed about and protected from risks associated with asbestos. As per statutory obligations, council and contractor staff check the council's asbestos register before work is carried out in tenants' homes or communal areas, and carry out an asbestos survey if there is any risk that the work could expose any existing asbestos.

4.23 Legionella safety

A detailed inspection programme covers communal hot and cold water systems across the council housing stock, including 94 blocks containing 2,701 council flats.

Additional actions by Housing and contractors include:

- Removing cold water storage tanks and converting to mains supply, especially in high and medium rise blocks.
- Promoting awareness of Legionella in water butts, and cleaning them at Seniors schemes.
- Legionella awareness training for new repairs team.

4.24 Major projects programme summary 2019/20 (as of 31 March 2020)

Project	Latest budget	2019/20 budget (provisional)	Status	Number of dwellings		Leaseholder costs range (estimated)
				Council	Leasehold	
Tyson Place / St Johns Mount – structural repairs	£1,640k	£1,395k	On site	110	38	£15k to £22k
Wickhurst Rise – structural repairs	£25k	(£19k)	Complete	26	6	£22k to £41k
Ingram Crescent – structural repairs	£160k	£164k	Complete	130	24	£4k to £5k
Sylvan Hall – external repairs	£506k	£488k	Complete	30	19	£14k to £25k
Clarendon Road – structural repairs	£950k	£852k	Complete	23	9	£27k to £30k
Freshfield Estate – Tyfoam extraction	£1,200k	£778k	On site	24	0	n/a
Albion Hill (Saxonbury) – structural repairs	£1,094k	£929k	On site	29	16	£33k to £37k
Albion Hill (Dinapore House)	-	£7k	Not started	5	7	TBC
Theobald House – concrete repairs	£50k	£12k	Complete	81	29	n/a
Hidden Homes – new dwellings	£1,098k	£822k	On site	n/a	n/a	n/a
Oxford Street conversion	£954k	£931k	On site	n/a	n/a	n/a
St Aubyns Gardens – external repairs	£600k	£376k	Complete	4	11	£31k to £54k
Unity Housing (condensation and damp works)	£336k	£286k	Complete	6	0	n/a
Citywide Conversions & extensions	£260k	£263k	On site at 1 property	3	0	n/a
St James's House car park	£479k	£488k	On site	n/a	n/a	n/a
Holbrook and Downford – roofing	£123k	£102k	Complete	10	3	£14k to £18k
Tilbury Place – renovation	£500k	£527k	Complete	n/a	n/a	n/a
Laburnum Grove and Burstead Close – roofing	£650k	£715k	On site	59	0	n/a
Somerset Point – windows and external decoration	£500k	£563k	On site	71	0	n/a
Leach Court – concrete coatings	-	£96k	On site	108	0	n/a
Total	£11,125k	£9,775k	10 projects on site	719	162	£4k to £54k

4.25 Details of major projects on site (as of March 2020)

Project	Tyson Place / St Johns Mount – structural repairs						
Exp. Start	22/10/18	Finish	30/06/20	Latest Budget	£1,640k	Year End	£1,395k
Act. Start	22/10/18	Current Status	On site	Council dwellings	109	Leasehold dwellings	39
Major external works including concrete repairs, roof replacement (St John's Mount only), replacement of windows and external wall insulation. Currently on site with completion expected by end June 2020 with delay caused by Coronavirus (Covid-19), which necessitated a reduced crew to carry out the work.							

Project	Freshfield Estate – extraction of Tyfoam wall insulation (phase four)						
Exp. Start		Exp. Finish	30/04/20	Latest Budget	£1,200k	Year End	£778k
Act. Start	18/11/18	Current Status	On site	Council dwellings	24	Leasehold dwellings	0
Removal of Tyfoam insulation from wall cavities and rebuilding of outer walls with new external insulation. New phase began in April 2019 and budget was increased by £450k to take account of additional works required. Currently nearing completion.							

Project	Albion Hill (Saxonbury) – structural repairs						
Exp. Start	22/10/18	Exp. Finish	30/04/20	Latest Budget	£1,094k	Year End	£929k
Act. Start	22/10/18	Current Status	On site	Council dwellings	29	Leasehold dwellings	16
Installation of infill cladding system to rectify defects with de-bonded brick panels. Unforeseen design changes following removal of brickwork resulted in delays to works during 2018/19. Underspend of 265k during 2019/20. Completion expected by end April 2020 with delay caused by Coronavirus (Covid-19) response.							

Project	Hidden Homes						
Exp. Start		Exp. Finish	TBC	Latest Budget	£1,098k	Year End	£929k
Act. Start	30/04/18	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Programme of works to transform neglected or redundant spaces into quality homes, with projects at:</p> <ul style="list-style-type: none"> • Swallow Court (3 new dwellings – complete) • Elwyn Jones Court (2 new dwellings – complete) • Woods House (1 new dwelling and new communal room – complete) • Manor Hill conversion and new build (3 new dwellings – underway). <p>Planning permission has been granted and designs agreed for 10 new dwellings at the Bristol Estate, currently in preparation for phase 2 works and electrical upgrade works with some new homes estimated for completion late summer. Proposals for new dwellings at Albion Hill are at planning stage and will be tendered under new arrangements in 2020.</p>							

Project	Oxford Street conversion						
Exp. Start		Exp. Finish	31/09/20	Latest Budget	£954k	Year End	£931k
Act. Start	19/11/18	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Now part of the Hidden Homes programme. This project is to redevelop and convert old office space into 10 new dwellings for single people and small families as council owned temporary accommodation. Construction is currently underway and expected for completion by end September 2020.</p>							

Project	Citywide loft Conversions and extensions						
Exp. Start	01/02/19	Exp. Finish	TBC	Latest Budget	£260k	Year End	£262k
Act. Start		Current Status	On site	Council dwellings	10	Leasehold dwellings	n/a
<p>This year's programme was reduced with the start of a new build in Moulsecoomb deferred to 2020/21. Spend for this year covers the completed 3 extension projects (2 in conjunction with the Adaptions Team) and final account payments relating to last year's budget.</p>							


























Project	St James's House car park						
Exp. Start		Exp. Finish	TBC	Latest Budget	£479k	Year End	£487k
Act. Start	04/03/19	Current Status	On site	Council dwellings	n/a	Leasehold dwellings	n/a
<p>Improvements to security at the underground car park at St James's House. There had been delays in 2018/19 caused by additional stakeholder engagement and a traffic flow management study which had not been anticipated. Overspend due to additional works being required once on site with projects.</p>							

Project	Laburnum Grove and Burstead Close – roofing						
Exp. Start	08/05/19	Exp. Finish	31/04/20	Latest Budget	£650k	Year End	£715k
Act. Start	08/05/19	Current Status	On site	Council dwellings	59	Leasehold dwellings	n/a
<p>Roof and window replacements. Forecast overspend due to additional properties being added to the program. This will be financed from savings on other projects. Completed expected by end April 2020.</p>							

Project	Somerset Point – windows and external decoration						
Exp. Start		Exp. Finish	30/06/20	Latest Budget	£500k	Year End	£562k
Act. Start	29/04/19	Current Status	On site	Council dwellings	71	Leasehold dwellings	n/a
<p>Works include new windows, repainting and insulation of external walls. Overspend of £162k due to additional works being carried out that were identified while the main works were on site, financed from savings on other projects. Completion expected by the end of June 2020. Works delayed due to impact of Coronavirus (Covid-19) pandemic, with a reduced crew currently on site.</p>							

Project	Leach Court – concrete coatings						
Exp. Start		Exp. Finish	30/04/20	Latest Budget	-	Year End	£96k
Act. Start	07/10/19	Current Status	On site	Council dwellings	108	Leasehold dwellings	0
<p>Urgent works required which are financed from underspends on other projects. Certificate of practical completion issued in March although some snagging issues were identified which are expected to be resolved in April.</p>							

5. Estates service

 Estates service indicators	Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last year
5.1 Cleaning quality inspection pass rate	99%	100% (101 of 101)	100% (95 of 95)			99.9% (760 of 761)	99.8% (462 of 463)		
5.2 Estates Response Team quality inspection pass rate	99%	100% (143 of 143)	100% (20 of 20)			99% (611 of 619)	99% (360 of 363)		
5.3 Cleaning tasks completed	98%	97% (13,162 of 13,637)	90% (12,026 of 13,427)			98% (50,091 of 51,143)	94% (51,925 of 55,200)		
5.4 Bulk waste removed within 7 working days	92%	82% (688 of 840)	77% (500 of 653)			81% (2,563 of 3,153)	82% (2,471 of 3,031)		
5.5 Lights replaced or repaired within 3 working days	99%	99.7% (322 of 323)	99.7% (302 of 303)			99.3% (1,147 of 1,155)	99.7% (1,059 of 1,062)		
5.6 Mobile warden jobs completed within 3 working days	96%	99.4% (1,147 of 1,154)	99.3% (1,321 of 1,330)			98.8% (6,120 of 6,196)	99.4% (5,163 of 51920)		

Estates service

Cleaning tasks completed – 2 percentage points below annual target






- **Contributory factors** - disruption to service relating to Coronavirus (Covid-19) pandemic – eg staff needing to follow social distancing guidelines while working, some shortages due to self-isolation.
- **Improvement actions** - revised cleaning schedule in consultation with Public Health to prioritise cleaning 'hot spots' (eg door handles, hand rails and lift buttons); advice provided to staff on how to protect themselves and others; letters sent to all residents in flats about arrangements and to advise cleaning materials could be made available to anyone who wanted to help clean their block

Bulk waste removed within 7 working days – 10 percentage points below target

- **Contributory factors** - some staff shortages in March; staff time spent on section 41 notices on items left in common areas (two days per week) remains an issue.
- **Improvement actions** - staff inspecting all high rise buildings on a daily basis to ensure repairs, health and safety and fire risk concerns are reported and acted upon; new and improved bin areas through Environmental Improvement Budget.

6. Antisocial behaviour (ASB)

All indicators below give cumulative year to date results. Results for Quarter 4 are therefore also for the whole financial year.

 ASB indicators		Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last year
6.1	Surveyed ASB victims satisfied with way their closed case was dealt with	85%	95% (18 of 19)	95% (33 of 35)			85% (23 of 27)	95% (33 of 35)		
6.2	Tenants evicted due to ASB	For info	1	1	n/a	n/a	3	1	n/a	n/a
6.3	Closure orders obtained	For info	4	4	n/a	n/a	4	4	n/a	n/a

6.5 New antisocial behaviour (ASB) cases by type

New ASB cases where the reporter or alleged perpetrator is a council property resident or leaseholder.

Type of ASB incident / case	Q3 2019/20	Q4 2019/20	Change between quarters	Year end 2019/20
Verbal abuse / harassment / intimidation	47% 77	35% 64	-13	42% 316
Noise	13% 21	19% 35	+14	12% 90
Drugs	14% 23	15% 27	+4	14% 107
Crime	7% 11	12% 23	+12	11% 79
Domestic violence / abuse	12% 19	11% 20	+1	97% 72
Physical violence	1% 2	3% 5	+3	3% 25
Pets and animal nuisance	3% 5	3% 6	+1	5% 34
Hate incident	3% 5	2% 3	-2	2% 13
Alcohol related	0% 0	1% 2	+2	1% 8
Total	100% 163	100% 185	+22	100% 744


6.6 New ASB cases by ward

New ASB cases where the reporter or alleged perpetrator is a council property resident or leaseholder.

Ward name	Q3 2019/20	Q4 2019/20	Change between quarters	Council dwellings	Year end 2019/20
Brunswick and Adelaide	0	1	+1	4	1
Central Hove	2	1	-1	57	8
East Brighton	32	40	+8	2,244	171
Goldsmid	4	7	+3	326	22
Hangleton and Knoll	19	13	-6	1,181	72
Hanover and Elm Grove	6	6	n/a	467	28
Hollingdean and Stanmer	22	26	+4	1,243	84
Hove Park	0	0	n/a	10	0
Moulsecoomb and Bevendean	12	21	+9	1,510	79
North Portslade	9	7	-2	400	31
Patcham	13	6	-7	530	37
Preston Park	2	1	-1	62	5
Queen's Park	22	33	+11	1,720	117
Regency	0	0	n/a	28	0
Rottingdean Coastal	0	0	n/a	25	0
South Portslade	3	9	+6	369	19
St. Peter's and North Laine	10	7	-3	378	39
Westbourne	2	2	n/a	117	11
Wish	4	2	-2	345	8
Withdean	0	1	-1	44	2
Woodingdean	1	2	-1	451	10
Total	163	185	+22	11,511	744

7. Tenancy management

The first two indicators below give cumulative year to date results. The last one gives an end of quarter result. Results for Quarter 4 are therefore also for the whole financial year.

 Tenancy management indicators	Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last quarter
7.1 Tenancy fraud – properties returned to stock	For info	9	9	n/a	n/a	18	9	n/a	n/a
7.2 Tenancies sustained following difficulties	98%	96% (104 of 108)	97% (132 of 136)	A	↑	99% (109 of 110)	97% (132 of 136)	A	↓
7.3 Tenancy visit to general needs tenants within last 5 years	90%	92% (9,375 of 10,211)	89% (9,081 of 10,181)	A	↓	93% (9,349 of 10,101)	89% (9,081 of 10,181)	A	↓

Tenancies sustained following difficulties – 1 percentage point below annual target

- **Contributory factors** - four tenancies were at risk when cases were closed because tenants did not engage, although are not currently at risk while Coronavirus (Covid-19) social distancing measures are in place.
- **Improvement actions** - supporting vulnerable tenants with claiming benefits like Universal Credit, now via phone.

Tenancy visit to general needs tenants within last 5 years – 1 percentage point below target

- **Contributory factors** - tenancy visits scheduled in March were cancelled due to Coronavirus (Covid-19) social distancing.
- **Improvement actions** - staff are instead phoning vulnerable tenants to make sure they have essential items and are feeling safe.

7.4 New tenancy management cases by type

New tenancy management cases, other than antisocial behaviour, involving a council property resident or leaseholder.

Type of tenancy management case	Q3 2018/19	Q4 2018/19	Change between quarters	Year end 2019/20
Abandonment	3% 11	3% 14	+3	3% 49
Assignment request	2% 7	1% 5	-2	1% 20
Boundary issues	17% 55	15% 62	+7	16% 234
Caretaking	0% 0	0% 2	+2	0% 5
Court of Protection	1% 2	1% 3	+1	1% 9
Death of a tenant (including succession)	21% 70	19% 83	+13	18% 269
Decants and temporary moves	2% 8	2% 10	+2	2% 25
Fraud	2% 6	0% 2	-4	1% 16
Leaseholder breach	2% 5	2% 9	+4	2% 25
Tenancy breach	6% 18	9% 39	+21	9% 130
Unsatisfactory interiors	6% 19	4% 18	-1	5% 72
Untidy gardens	14% 47	10% 43	-4	19% 287
Use and occupation	1% 2	1% 6	+4	1% 14
Vulnerable adult and safeguarding*	23% 76	31% 130	+54	23% 338
Total	100% 326	100% 426	+100	100% 1,493














*This figure has increased because the Tenancy Sustainment Team have started recording their cases using this category on the housing management IT system, in addition to the Tenancy Team who were already doing so.

7.5 New tenancy management cases by ward

New tenancy management cases, other than antisocial behaviour, involving a council property resident or leaseholder.

Ward name	Q3 2019/20	Q4 2019/20	Change between quarters	Council dwellings	Year end 2019/20
Brunswick and Adelaide	0	1	+1	4	1
Central Hove	5	4	-1	57	17
East Brighton	38	49	+11	2,244	195
Goldsmid	4	14	+10	326	37
Hangleton and Knoll	35	40	+5	1,181	185
Hanover and Elm Grove	10	17	+7	467	52
Hollingdean and Stanmer	38	54	+16	1,243	177
Hove Park	0	0	n/a	10	1
Moulsecoomb and Bevendean	68	81	+13	1,510	272
North Portslade	12	23	+10	400	68
Patcham	14	13	-1	530	60
Preston Park	0	0	n/a	62	4
Queen's Park	44	67	+23	1,720	214
Regency	0	0	n/a	28	4
Rottingdean Coastal	0	0	n/a	25	1
South Portslade	12	8	-4	369	43
St. Peter's and North Laine	15	18	+3	378	49
Westbourne	2	7	+5	117	14
Wish	12	18	+4	345	44
Withdean	5	7	+2	44	20
Woodingdean	12	5	-7	451	35
Total	326	426	+100	11,511	1,493

8. Seniors housing

 Seniors Housing indicators		Target 2019/20	Q3 2019/20	Q4 2019/20	Status against target	Trend since last quarter	Year end 2018/19	Year end 2019/20	Status against target	Trend since last year
8.1	Residents with up to date annual review	96%	96% (876 of 910)	89% (805 of 907)			96% (871 of 903)	89% (805 of 907)		
8.2	Schemes hosting weekly social, health and wellbeing activities	95%	95% (21 of 22)	n/a			95% (21 of 22)	n/a		
8.3	Schemes hosting events in collaboration with external organisations	90%	95% (21 of 22)	n/a			91% (20 of 22)	n/a		

Residents with up to date annual review – 7 percentage points below target

- **Contributory factors** - annual review meetings were cancelled in March due to Coronavirus (Covid-19) social distancing.
- **Improvement actions** - seniors housing staff are instead making daily phone calls to support residents.

Schemes hosting weekly social, health and wellbeing activities

- **Contributory factors** - not reported as events could not be held every week because they were also stopped in March
- **Improvement actions** - as above, plus working with partners to help digitally excluded residents get internet access.

Schemes hosting events in collaboration with external organisations

- **Contributory factors** - as above.
- **Improvement actions** - as above.

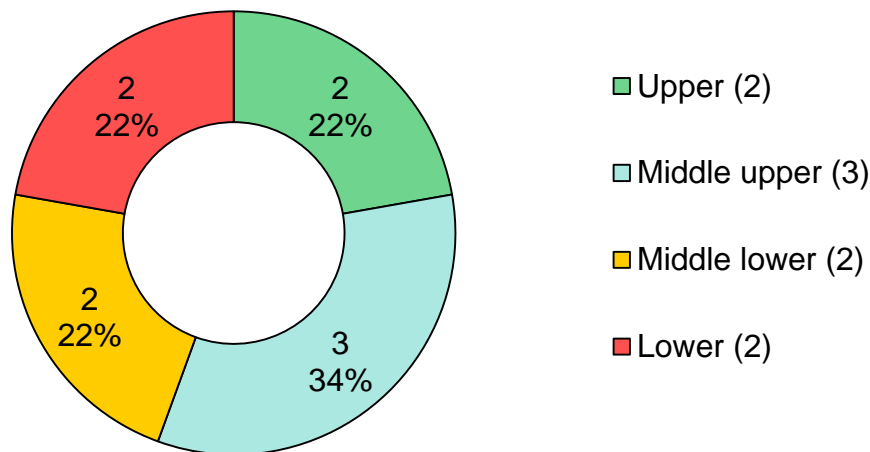
Appendix 2

HouseMark cost and performance benchmarking 2018/19

This appendix compares Brighton & Hove landlord services with 25 other housing stock retaining local authorities with at least 10,000 dwellings, using independent benchmarking data from HouseMark for 2018/19. Other comparator groups can be provided upon request. The first page ranks 9 cost indicators and the second ranks 15 performance indicators.

Cost indicators

(% of indicators within quartile groups, where upper is cheaper and lower is more expensive)



Cost indicators by group

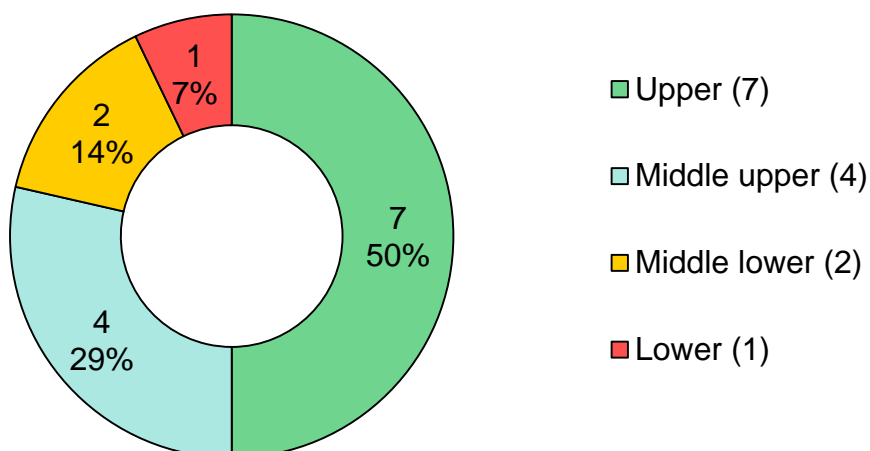
The figure in brackets is the median average across all 25 authorities

<p>Upper quartile within cheapest 25% of local authorities</p> <ul style="list-style-type: none"> Responsive repairs and void works costs per property – £618 (£866) Average cost of a responsive repair – £118 (£149)
<p>Middle upper quartile cheaper than average but not among cheapest 25%</p> <ul style="list-style-type: none"> Responsive repairs management costs as a % of service provision costs – 27% (31%) Major works management costs as a % of service provision costs – 6% (7%) Estate services costs per property – £187 (£241)
<p>Middle lower quartile higher costs than average but not among most expensive 25%</p> <ul style="list-style-type: none"> Void works management costs as a % of service provision costs – 32% (18%) Housing management costs per property – £455 (£411)
<p>Lower quartile results rank among most expensive 25% of local authorities</p> <ul style="list-style-type: none"> Cyclical maintenance management costs as a % of service provision – 23% (15%) Major works and cyclical maintenance costs per property – £2,338 (£1,770)*

* Major works and cyclical maintenance are usually the largest area of expenditure for social landlords. About 85% (£23m) of these costs were capital investment which adds to the value of the council housing stock. 49% of dwellings (5,690 of 11,518) underwent capital works.

Performance indicators

(% of indicators within quartile groups, where upper is better and lower is worse)



Performance indicators by group

The figure in brackets is the median average across all 25 authorities

Upper quartile results within highest performing 25% of authorities

- Calls answered – **89%** (85%)
- Current and former tenant arrears as % of annual rent due – **3.35%** (5.49%)
- Tenants evicted for rent arrears – **0.02%** (0.25%)
- Tenancy turnover – **4.7%** (5.6%)
- Dwellings with a valid gas safety certificate – **100%** (99.97%)
- Vacant dwellings – **0.7%** (1.2%)
- Rent loss from empty properties – **0.7%** (1.1%)

Middle upper quartile (better performance than average but not among highest 25%)

- Responsive repairs per property – **2.58** (2.96)
- Responsive repairs appointments kept – **96.8%** (95.8%)
- Average time to complete repairs – **8.5 days** (9.6 days)
- Average re-let time including time spent in works – **50 days** (52 days)

Middle lower quartile (lower performance than average but not among lowest 25%)

- Staff turnover – **7.7%** (8.7%)
- Repairs completed at the first visit – **92.5%** (92.6%)

Lower quartile (results rank among lowest performing 25% of local authorities)

- Average time lost to sickness per employee – **12.6 days** (11 days)
- Average energy efficiency rating – **67.2** out of 100 (70)

Responses to 3 stars (★★★) items from residents only meetings

September 2020 Area Panel

EAST

1. Communication between Council and Residents – How will future meetings work?

North, West, East Question combined.

Response

Sam Warren, Community Engagement Manager. Tel: 07717 303331

It was agreed that any meeting plans should take into account the health needs of all residents. If there is a return to physical meetings, those who are still shielding and unable to go out should have the option to join them online.

a) How and when consultation meetings would be re-started and what officers were thinking about this, when will the resident involvement process resume.

Firstly, thank you for your patience this has been a challenging time for all of us and keeping in touch for some people has been very difficult.

We have tried to have some of the resident involvement meetings online and completed the main round of EDB with online panel meetings. We have also started to have some other meetings such as Tenant groups and the City-Wide Conference meetings online.

In September we will be resuming Area Panels allow this will be an online meeting and will happen in a different format of one main meeting and then four breakout meetings to look at the area-based items. This will be a trial to see if this is an effective way of managing the meeting and approaching the strategic items that have previously come to every Area Panel.

From September onwards we aim to gradually reinstate all the Service Improvement Groups and work with the Leaseholder Action Group, Tenant Disability Network and Tenants' Associations in the best ways for them. We recognise that online meetings can be difficult for some residents and the CEO's have been working with people to ensure they are able to participate. We will be working with the government guidance and most up to date data to see when we can resume some physical meetings.

When will face-to-face meetings resume?

As stated above however, the Community Engagement Officers have also had some small physical meetings with groups where there has been the appropriate space to do so i.e. a large room or open space. We will continue to do this as much as possible – keeping up to date on any local outbreak issues.

The Community Engagement Team have begun to contact some Associations to ask what support they need and have held some outdoor meetings. This was seen as a very positive step. Some Resident Associations did not know this was happening and asked if the plan was to contact all Associations.

Yes, the plan is to contact all associations and we have been in touch with most, if not all associations now. This information is being used to create North, West, East and Central Plan for the CEO work.

When will community centres and other community buildings be able to reopen?

We are working on a document to help all community rooms and buildings understand the requirements to open. The government guidance was updated on the 14th August and can be seen in the link below. We have put this into an easy read version and added risk assessment templates for all community rooms to make use of before they consider opening. The CE Team will be working with groups to make sure they are following the guidance.

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-safe-use-of-multi-purpose-community-facilities/covid-19-guidance-for-the-safe-use-of-multi-purpose-community-facilities>

2. Water ingress to houses in Woodingdean

During storm Ciara several houses in Woodingdean had problems with leaking roofs.

Response

Marcus Richardson, Survey and Contract Manager. Tel: 01273 291051

Thank you for your questions.

How long is the guarantee on new roofs?

10 years

What checks are carried out on the condition of roofs?

Before a roof is replaced we would look at the overall condition of the roof, soffits, fascias and rainwater goods, also taking into account information regarding frequency and types of repairs reported and age of the existing roof covering. After a roof replacement has been carried out, we would check items like the tiles are securely fixed (checking random tiles for movement), ensuring all the ridge or hip tiles are secured and not loose (as they are all now mechanically-screw fixed into

place to meet current building regulations), and ensuring that the soffits, fascias are securely fixed/sealed, and all guttering is installed to a slight fall to enable rain water to adequately drain.

In what instances would an inspection be carried out in the loft space when there is a leaking roof, to ensure that repairs be done urgently?

An inspection would only really be carried in a loft space to try and ascertain where a leak was coming from and if there was any internal damage to a roof structure. Repairs to roofs will nearly always involve external repairs, which aren't always visible from within a loft space, unless it is something like renewing a section of breather membrane (felt) under the tiles or repairing a section of the roof structure, as everything else isn't visible from within the loft space.

I hope the above answers are helpful.

3. Co-ordination of repair work between different trades

What procedures are in place to ensure there is coordination between trades when one repair is dependent on another, even if they aren't in the same property.

Response

Eddie Wilson, General Manager - Housing Services Tel: 01273 293669

The process for jobs involving multiple trades and/or more than one property, is for trade teams to notify via written instruction the next relevant trade team when their element of the work is booked and when the work is completed. However, due to low staffing levels there have been some failures to follow this process which we are addressing by recruiting required office-based staff.

4. Right to Buy following succession

Please clarify the Council's policy regarding Right to Buy discount when the tenancy has been subject to succession.

Response

Glyn Huelin, Head of Housing – Repairs & Improvement. Tel: 01273 293306

For cases of succession the years occupying the property as a joint tenant would be taken into account when calculating the potential discount under the right to buy.

For houses – There is a 35% discount if you've been a public sector tenant for between 3 and 5 years. After 5 years, the discount goes up by 1% for every extra year you've been a public sector tenant, up to a maximum of 70% – or £82,800 (whichever is lower).

For flats – There is a 50% discount if you've been a public sector tenant for between 3 and 5 years. After 5 years, the discount goes up by 2% for every extra year you've

been a public sector tenant, up to a maximum of 70% – or £82,800 (whichever is lower).

We are happy to support individual residents with enquiries around right to buy through our Leasehold Services team by email at rtleasehold@brighton-hove.gov.uk or by phone on 01273 293074.

5. Laminate flooring in flats

Response

Justine Harris, Head of Tenancy Services. Tel: 07795336419

- *When a flat comes empty that has laminate flooring, what does the Council do?*

This depends on whether it is a house or flat. If a house, it can remain regardless of what floor it is on. If a flat, it can only remain, if on the ground floor. Any laminate above ground floor needs to be removed as per the Tenancy Agreement.

- *Do they remove the flooring and charge the outgoing tenant?*

We would advise the outgoing tenant or representative to remove the flooring and advise that if they do not, they could be re-charged.

- *Do they leave the flooring and ask the new tenant to remove it?*

No. If the previous tenant does not remove then we request it be removed as part of the void works.

- *Is this policy applied consistently or is it applied differently in different situations?*

This policy is applied consistently in respect of the end of tenancy advice we give to outgoing tenants/personal representatives.

- *Do they remove the flooring and charge the outgoing tenant?*

If there is a very sensitive reason for the move we will consider not recharging.

6. Reporting Repairs Online

East and West Area Question

The phone line for reporting repairs was directing people to the online form.

Response

Eddie Wilson, General Manager - Housing Services. Tel: 01273 293669

- a) *When will the phone line for reporting repairs will be working again and if confirmation/updates can be received on repairs.*

The Repairs Helpdesk staff that transferred to the council are relatively new and are still undergoing training and supervision. We are currently recruiting 4 new call agents to join the team and they will also need training and supervision support. This, together with the recruitment of resources in the Response Teams, means that the repairs phone lines cannot be opened yet due to the risk of a major increase in job requests that would be very difficult to process and manage at present.

- b) *Is any support or advice that can be given about reporting repairs in the interim if people don't have access to internet?*

Whilst our IT colleagues continue to investigate the issues with online reporting, if residents are having problems completing the form online or do not have access to the internet, they can still report repairs using the voicemail facility as described on the website.

- c) *What measures are being put in place to ensure that the backlog of repairs will be addressed.*

The Repairs Service are actively recruiting to fill all current vacancies and also the additional vacancies required to complete the large backlog of repairs. Recruiting the required technical staff and providing them with adequate training will take time. Although we have started to book in the backlog of repairs with residents, we do not envisage that the service will return to normal for some months to come

7. Estate Development Budget

Residents request an update on all the outstanding EDB work from 2020 with details of when it will be done.

Response

Eddie Wilson, General Manager - Housing Services Tel: 01273 293669

During the last 2-3 weeks we have seen sub- contractors, business's, and labour forces, gradually restarting their own suspended works, due to lockdown in March. The EDB team couldn't issue any work, as none of the bids had been approved at that time, we are now getting to a point where sub- contractors are finishing their work they had before lockdown, and will be accepting EDB work, the EDB team will be issuing approved sub- contractor work from this week and planning in the projects with the appropriate resident association chairs/ contacts.

8. Annual report eviction targets

What performance targets does the Council have in relation to evictions and an assurance that this won't result in a lack of action when eviction proceedings against nuisance tenants would benefit those impacted by them.

Response

Justine Harris, Head of Tenancy Services. Tel: 07795336419

The council does not have any specific targets to achieve around evictions, so there is no possibility that action is not taken against tenants in order to achieve a particular target. That said, there is a range of reasons why evictions are used only as a last resort in both nuisance and in arrears cases- most notably the desire to reduce homelessness in the city, and because of the personal and social impacts that arise from someone losing their home.

While we always have to consider the impacts of nuisance on the neighbours who experience it, we will seek to support behaviour change to minimise these impacts and there are a range of interventions that we will consider before eviction. If there are any particular cases that have caused resident representatives any cause for concern, please do contact Justine Harris at justine.harris@brighton-hove.gov.uk.

9. Communal digital TV aerials

Tenants who pay a contribution to this in with their rent, have not been consulted on the digital TV aerials contract which is out for tender.

There were three key concerns about the new contract. It should:

- *Clearly be for maintenance rather than renewal of the current system*
- *Include a clause that any proposal to install a new system will be independently surveyed and actively tendered for, rather than automatically going to the company that has the contract to maintain the system.*
- *Be short-term as long-term contracts can leave residents with poor service provision that cannot be resolved.*

Residents request that these issues be considered in the specification of the new contract.

Response

Miles Davidson, Housing Sustainability & Affordable Warmth Manager.

Tel: 01273 293150

Thank you for your comments.

This statutory consultation relates to the re-tendering of the council contract for repair and maintenance of communal digital TV aerials. Only leaseholders pay a variable service charge that are covered by the consultation regulations, secure tenants do not and are therefore not consulted on the procurement of contracts such as this through the Section 20 consultation process.

We do apologise for any confusion from the wording of the consultation letter but we can confirm that the contract will be for repair and maintenance only. The contract to be procured does not cover the installation or replacement of new systems. If any new installs or replacements are required in the future this would be procured separately under the instruction of the Council.

The contract to be procured will be for a period of 3 years with an option to extend for a further 2 years dependent on the satisfactory performance of the contractor.

WEST

10. Matters arising from the last meeting

Concern about Covid 19 in communal blocks

Residents are not notified when a resident in their block passed away due to Covid. This could have an impact on other residents as there are several shared areas in this block. There was concern that the council had not notified the other residents to ensure they are able to take measures for their own safety.

Response

Justine Harris, Head of Tenancy Services. Tel: 07795336419

In general needs housing we do not notify other tenants when a tenant had passed away from Covid-19, or has tested positive. As the virus is in general circulation we all always need to follow the Government advice and that there is every chance of catching this in everyday life. Including from people who are non-symptomatic.

In all of blocks we have undertaken enhanced cleaning throughout the period of the pandemic, this is still continuing. We have taken on additional staff to carry this out.

Residents have also been advised to be mindful and where possible when our staff have been on site to avoid contact. We have also given out additional cleaning packs for those residents who wanted to undertake cleaning to their own front doors and areas directly outside their flats.

In seniors we have written to residents where we suspect a case of COVID19, though we've never disclosed a name and address. We've done this so people are reminded of the COVID basics and are mindful of the symptoms. In a close community setting with communal areas, and where we provide a more managed service, this helps us manage the risk of infection spread.

This approach has been agreed by Public Health Brighton and Public Health England.

Even where we have written we've also made it clear that the responsibility to manage outbreaks is Public Health responsibility – including test & trace responsibilities.

11. Clarification on council offices opening (North and West Area Question)

When will Council offices reopen for residents who need to attend in person (for example, when submitting paperwork for housing benefit claims)?

Response

Hilary Edgar, Housing Services Operations Manager. Tel: 01273 293250

The council closed front line offices in line with Government guidance at the end of March 2020. The majority of services have been available for residents since then thanks to the creativity of staff who had little time to plan for these changes.

Officers are now preparing offices for some staff to return to the workplace, however due to the need for social distancing, not all staff will be able to return while coronavirus is still a risk. This will have a knock-on effect on the number of offices that can be opened safely.

We will let residents have a clear timetable of when new, or adjusted, services will be available, including which offices will open, over the coming weeks.

Housing Benefit applications can be made on line, with supporting documents uploaded, or sent by mail to the Housing Benefits team in Bartholomew House. Photocopying and scanning documents for this purpose can also be done in Jubilee and Hove libraries, which are now open.

12. Grass cutting and grounds maintenance (North and West Area Question)

Request information on when the full grounds maintenance service will be resumed.

Response

Justine Harris, Head of Tenancy Services. Tel: 07795336419

City Parks have confirmed that the Portslade and Hove Park areas maintenance is on schedule and there has been very little disruption through the period of Covid. There were some issues with service delivery in other areas of the city, full service is now resuming and grass cutting is taking place regularly in all areas.

13. Housing Revenue Account

The council has built up considerable debts during the COVID-19 period. There is concern that funds from the Housing Revenue Account could be used to make up some of these lost funds. Residents request an assurance that this will not happen.

Response

Ododo Dafé, Head of Housing Income, Supply & Customer Service.

Tel: 07795 336189

I can reassure residents that funds within the council's Housing Revenue Account can only be spent on goods and services for, or relating to, residents in council housing.

All local authorities, and many council services within them, will be experiencing considerable levels of expenditure as a result of the Covid-19 pandemic that would not have been budgeted for. For Housing, we have also incurred costs that were not previously in our budget. We are still reviewing the current and potential future cost impacts of the pandemic.

NORTH

14. Disposal of masks, gloves and PPE

Residents request the Council take action to:

- *inform the public and care worker agencies of how to dispose of PPE safely.*
- *ensure that all residents requiring care workers to visit their homes are provided with hazardous waste disposal bags and collections.*

Response

Rima Desai, Head of Performance, Improvement & Programmes.

Tel: 01273 291268

The PPE working group at the council finalised our new guidance for PPE. This guidance will be sent out to all recipients of PPE and we are working with the communications team to put out some wider communication to the residents.

Waste management. BHCC generates various waste types (PPE, cloths, tissues, paper towels etc) with different covid contamination potential and different access to waste stream types and disposal options. In addition, BHCC is mindful of waste minimisation strategies, particularly plastic bags. As such it has been agreed that:

- Waste in care settings or waste generated from any areas/sites with known/suspected covid cases – use yellow/orange bags and associated clinical waste bins or use a double bagged domestic waste bag with 72 hrs storage before final disposal in a household waste bin.
- Home care, domiciliary care or similar support – small amounts of waste can go into the client's waste/pedal bin for disposal into the wheelie or commercial bin later. Larger amounts should be placed into a tied bag and placed into the wheelie or commercial bin once the care provision has finished.

- Children’s services, schools, and LD houses – dispose of items in usual domestic waste sacks but place into wheelie or commercial bin at the end of each working day.
- Offices and general work sites, or mobile teams – dispose of items in usual domestic waste bin/sack and dispose of bags as per usual frequencies

Not everyone in the care sector has clinical waste collection contract but as you will see from the above, not everyone needs it. Those who have this contract and run out of yellow/orange bags, we have been assisting them in providing these bags.

The Community Engagement team will also be working with Homing In to put some guidance out in the next issue.

CENTRAL

15. Lifts in tower blocks and flats

A number of concerns were raised about the safety and size of lifts in blocks of flats in Covid times. Request to housing to see what plans they had for ensuring the safety of vulnerable residents when using lifts.

Response

Miles Davidson, Housing Sustainability & Affordable Warmth Manager.

Tel: 01273 293150

We have been able to instruct our contractor for lifts to install an override button at Warwick Mount, we will be monitoring how this is used and we are conscious that it is not necessarily appropriate for all residents; those with certain disabilities may have difficulty using it.

Unfortunately, not all the lifts in our stock are capable of having this function installed. We will keep it under review and if suitable explore where this option (or other similar options) could be applied where we have reports of ongoing issues that can’t be resolved in another way. We’re also conscious that a function such as this may lead to other problems i.e. residents having to wait longer for lifts as they do not stop at the floor they are waiting on.

Notices for lifts

A design brief for semi-permanent notices advising of the need to socially distance in lifts has been sent to the council’s print and design team. At the time of writing we are waiting for example designs to share with residents representatives in the Central Area. The design that gets the most positive feedback will be selected for production and trialled in Warwick Mount. If the signs are effective, they will be available for use in other blocks where there is a need to remind residents to respect social distancing guidelines in lifts.

East Area

Responses to 2 stars (★★) items from resident only meetings

September 2020 Area Panel

1. Unresolved problem of leaking roof in a Craven Vale flat

The tenant of a top floor flat in the East Area Brighton has had problems with water coming into her flat from above for several years. There have been numerous inspections and repairs during this time but on each occasion the problem has returned. It is requested that an independent surveyor should be appointed to address the issue.

Response

Eddie Wilson, General Manager - Housing Services Tel: 01273 293669

A visit was carried out by our Roofing Supervisor in July who confirmed that due to volume of water penetration being so small it would not be possible to trace the leak unless attending during/directly after heavy rainfall. It was agreed that the tenant would call the Roofing Supervisor during/directly after heavy rain for a further assessment. The Roofing Supervisor has not received a call to date however following on from the Area Panel enquiry has been in touch with the tenant on 18th August 2020 and has now agreed to call every week and after any heavy rain to allow this assessment to be attended to at the earliest opportunity. This approach is to avoid the erection of scaffolding in the incorrect location and to reduce the timeframes for scaffolding being outside the block.

2. Chair of the East Area Panel

The meeting agreed that their preference would be for Mary Mears to return as the chair. Residents would like clarification on whether Cllr Brennan, as an independent Councillor, will continue to chair the Area Panel.

Response

Martin Reid, Assistant Director of Housing

Tel: 01273 293321

Until a formal change to current Area Panel Chairs is made under current constitutional arrangements or a review is completed and agreement reached as to alternative arrangements there is no change to any of the current Area Panel Chairs.

As there have currently been no changes made to the Chairs of Area Panels under the council appointments process, the current chairs remain in position until we have undertaken the Community Engagement and Tenant Involvement review outlined below.

Following issues arising concerning Chairing of Area Panels last year, the Council's Constitution Review Working Group (12 September 2019) considered the terms of reference for Housing Area Panels.

The current Terms of Reference set out in the Council's constitution required updating to address the issues that have been raised regarding chairing and composition of the panels.

The Working Group agreed a proposed protocol should be drafted and shared with tenants with options as part of the review on how the council engages with tenants. This could then be brought back to the Working Group for consideration.

Following the Community Engagement Workshop item at the last round of Area Panels (February 2020) we are seeking to develop and widen the opportunities for tenants and leaseholders to be engaged with the council on a range of issues including the management and maintenance of their homes. This will include a review of arrangements for Chairing Area Panels.

The review of Community Engagement and Tenant Involvement will be subject to resident consultation and a report to Area Panel and Housing Committee which we will be developing over the next few months in partnership with residents.

3. Estate Development Budget Robert Lodge

Robert Lodge put in a bid for brick planters but wooden ones were built instead.

One of the planters is not level and needs to be redone. This been reported to Keith Perry, who has agreed to come out and have a look, but this has not yet happened.

Residents would like to fix a date for Keith Perry to come and inspect the planter and arrange for the contractors to return and rebuild it.

Response

Eddie Wilson, General Manager - Housing Services Tel: 01273 293669

This project was underestimated, when a contractor came to price it, the cost for brick ones was well over 10k, Keith Perry had a discussion with Gerry Lewis (who put the bid in), and it was decided to remove the old ones, and rebuild with treated wooden sleepers, with additional coats of wood stain for longevity. Arrangements are now being made by Keith Perry to visit and complete the works

4. Electric car charging points in Craven Vale

The Council is currently consulting residents on the installation of charging points proposal to have two charging points in Craven Vale and remove two bays to make space for these.

Residents request that the installation of electric vehicle charging points in Craven Vale be reconsidered as residents feel they might not be used by local residents as much as regular parking spots.

Response

As this is an on-going consultation, it is advised that the residents share concerns directly through the consultation process as these will be able to be taken into account through the consultation.

