

# Housing Management Panel: North Area

- Date: 16 February 2022
- Time: 7.00pm
- Venue Virtual - Zoom
- Members: Councillor Fowler (Chair), Ward Councillors for the Area,  
Delegates of Tenants Association in the area.
- Contact: Thomas Bald  
Democratic Services Officer  
thomas.bald@brighton-hove.gov.uk

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# AGENDA

<b>PART ONE</b>	<b>Page</b>
<b>1 WELCOME, APOLOGIES &amp; INTRODUCTIONS</b> 5 Minutes. Instructions on how to join meeting (copy attached).	<b>5 - 6</b>
<b>2 CHAIR'S COMMUNICATIONS</b> 5 Minutes.	
<b>3 ACTIONS &amp; MINUTES OF THE PREVIOUS MEETING</b> 15 Minutes. Actions of the meeting held on 15 <sup>th</sup> December 2021 (copy attached). Minutes of the meeting held on 15 <sup>th</sup> December 2021 (copy attached).	<b>7 - 12</b>
<b>4 RESPONSES TO RESIDENTS QUESTIONS</b> 40 Minutes. Responses to Residents Questions (copy attached).	<b>13 - 24</b>
<b>5 AREA PANEL REVIEW OUTLINE</b> 25 Minutes. Facilitated Workshop Session.	
<b>6 HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT QUARTER 3 2021/22</b> 15 Minutes. Council Housing Performance Summary (copy attached). Draft Performance Report Q3 2021-22 (copy attached). Appendix – Government list of emergency priority repairs (copy attached).	<b>25 - 52</b>
<b>7 POSITIVE COMMUNITY NEWS</b> 5 Minutes – Verbal updates from attendees.	
<b>8 ANY OTHER BUSINESS</b>	

**FURTHER INFORMATION**

For further details and general enquiries about this meeting contact , (01273 291354, email [thomas.bald@brighton-hove.gov.uk](mailto:thomas.bald@brighton-hove.gov.uk)) or email [democratic.services@brighton-hove.gov.uk](mailto:democratic.services@brighton-hove.gov.uk)

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Date of Publication - Date Not Specified



## North Area Panel – meeting invitation

Dear Resident,

On behalf of the North Area Panel, I would like to invite you to the next meeting. This will be an online Zoom **meeting**.

<b>When</b>	Wednesday 16 February 2022 – from 18:45 to 21:00
<b>Where</b>	<p>Online on Zoom</p> <p>Please type the following address in your browser:</p> <p style="text-align: center;"><a href="https://tinyurl.com/NAP160222">https://tinyurl.com/NAP160222</a></p> <p>There's no difference between uppercase/lowercase letters. You won't need to enter meeting ID or password.</p> <p>If the link above doesn't work or you will join through the Zoom client instead, please use the following credentials:</p> <p><b>Meeting ID:</b> 837 6398 6219 <b>Passcode:</b> 6sm7yv</p> <p>(no difference between uppercase/lowercase letters). You won't need to enter meeting ID or password.</p> <p>If you can't use a device able to connect to the internet, you can access the meeting through audio only, calling with a normal phone one of the following numbers and typing the meeting ID and passcode when asked:</p> <p>0203 481 5237, 0203 481 5240, 0203 901 7895, 0131 460 1196</p> <p><b>Meeting ID:</b> 837 6398 6219 <b>Passcode:</b> 130062</p> <p>To mute and unmute yourself when calling by phone, press *6 (asterisk and 6)</p>

Please read the papers in advance of the meeting.

Please contact the Community Engagement Admin Team at 07717302872 / 07717302986 / [communityengagement@brighton-hove.gov.uk](mailto:communityengagement@brighton-hove.gov.uk) if you have any questions.



## North

### Actions of Area Panel Meeting December 2021

Action	Who	Response
Michael Raywood to get in contact with the specific resident regarding drug paraphernalia.	Michael Raywood	
Grant Ritchie to chase the complaint regarding repairs raised by Heather Hayes.	Grant Ritchie	
Michael Raywood to get in touch with Peter Maddox to provide responses to Councillor Fowler and Catherine Lawrence regarding works on Davey Drive.	Michael Raywood	
Martin Reid to get in contact with Heather Hayes regarding asbestos tiles.	Martin Reid	
Martin Reid to look into installing a barrier and lowering the speed limit on Ashurst Road next to the railway bridge.	Martin Reid	





**BRIGHTON & HOVE CITY COUNCIL**  
**HOUSING MANAGEMENT PANEL: NORTH AREA**

**7.00pm 15 DECEMBER 2021**

**VIRTUAL - ZOOM**

**MINUTES**

**Present:**

**Councillors:** Fowler (Chair) and Osborne.

**Residents:** Ian Beck, Des Jones, Brighdelynne Stewart, Catherine Lawrence, Heather Hayes, Tony Griffin, Carmel Stevenson, Peter O'Connor.

**Officers:** Rebecca Mann, Keely McDonald, Grant Ritchie, Martin Reid, Michael Raywood, Janet Dowdell, Thomas Bald, Pien Kuipers.

**1 WELCOME, APOLOGIES & INTRODUCTIONS**

Apologies from Jane Hunter.

**2 ACTIONS AND MINUTES FROM PREVIOUS MEETING**

**2.1** Ian Beck raised that point 6.2 of the previous minutes should read Thompson Road, not Tavistock Down.

**3 ESTATE DEVELOPMENT BUDGET**

There was no discussion.

**4 RESPONSES TO RESIDENT'S QUESTIONS**

*Overgrown Brambles at the Bottom of Davey Drive*

**4.1** Councillor Fowler was informed that the machinery required to undertake the works would require a planning permit on the pavement, and that Robert Woodbridge was doing work to ensure that the brambles can be removed.

*Tackling Anti-Social Behaviour in High Rise Blocks*

**4.2** Michael Raywood confirmed he would get in touch with a resident concerning drug paraphernalia.

*Hollingdean Window Replacements*

**4.3** Heather Hayes was informed that the window replacement programs have been postponed due to COVID-19. Martin Reid confirmed that an update would be given to Housing Committee with updates regarding the progress.

*Repairs*

**4.4** Heather Hayes was informed that:

- There are currently around 8,000 repairs which are backlogged, and that a report was given to Housing Committee last month stating it would take around 12 months to get up to date with repairs.
- Emergency repairs are aimed to be fixed within the day where possible.
- Urgent but not emergency repairs are aimed to be fixed within 20 days.
- General advice where there has been inaction regarding a repair is to call the repairs hotline to ensure the complaint has been logged.

**4.5** Grant Ritchie confirmed he would chase the complaint from a resident raised by Heather Hayes after the meeting.

*Empty Council Properties*

**4.6** Martin Reid confirmed that improving the turnaround on empty properties is a priority for the Council, and more staff and contractors are being brought in to assist this.

*Communications between Council and Residents*

**4.7** Catherine Lawrence was informed that voicemails can be left on the repairs hotline and staff will get back as soon as they can.

*Estate Development Budget*

**4.8** Heather Hayes was informed that the Task and Finish Groups are looking to simplify the EDB forms at the request of residents.

**4.9** Catherine Lawrence was informed that the forms have only changed in the way that the cap has been lifted on the number of words to describe the bid.

**4.10** Brighdelynne Stewart was informed that the new version of the form would be provided in the new year to Area Panels and further comments would be taken on board.

**RESOLVED:**

- Michael Raywood to get in contact with the specific resident regarding drug paraphernalia.
- Grant Ritchie to chase the complaint regarding repairs raised by Heather Hayes.

**5 HOUSING PERFORMANCE REPORT**

**5.1** Martin Reid introduced the report starting on page 27 of the Agenda.

**5.2** Brighdelynne Stewart was informed that:

- A stage 2 complaint is only where the response to a stage 1 complaint is escalated where someone is unsatisfied.
- Victims of domestic abuse are offered to move to give respite instead of perpetrators due to several reasons including not being able to evict perpetrators without sufficient evidence.
- Low levels of evictions from perpetrators can be explained due to it taking a number of times in court to secure an eviction.
- An ASB review is ongoing, and the Council would welcome input from residents.

**5.3** Catherine Lawrence was informed that whilst anti-social behaviour does breach tenancy contracts, the burden of proof lies with the Council which can create difficulties in providing evidence.

## **6 POSITIVE COMMUNITY NEWS**

**6.1** Catherine Lawrence and Heather Hayes raised that their local churches are providing Christmas dinners for anyone who might be alone at Christmas.

## **7 FUTURE FORMAT OF AREA PANELS**

**7.1** Keely McDonald raised that work was taken to try and have in-person meetings but the latest government guidance advising all staff to work from home where possible means that this work will be postponed, and meetings will be virtual for the foreseeable future.

## **8 BUDGET UPDATE**

**8.1** Martin Reid gave a presentation on the budget update.

**8.2** Brighdelynn Stewart was informed that solar panels don't necessarily have to be on south facing roofs, and other sustainable energy options are being considered such as ground source heat pumps.

## **9 ANY OTHER BUSINESS**

**9.1** Catherine Lawrence was informed that double yellow lines at the bottom of Davey Drive are hopefully being looked at in January 2022 to stop cars parking on the verge. Michael Raywood added that he would get in touch with Peter Maddox to provide more comprehensive responses to Catherine Lawrence and Councillor Fowler regarding works on Davey Drive.

**9.2** Heather Hayes was informed that a stock condition survey was recently carried out which set the plan out on how to go forward, and tenants would be consulted on the asset management strategy.

**9.3** Martin Reid informed Heather Hayes that he would get in contact with Heather Hayes outside of the meeting regarding asbestos tiles. Grant Ritchie confirmed that any issues with asbestos should be reported to the Repairs team through the helpline.

**9.4** Brighdelynne Stewart raised that a railway bridge on Ashurst Road is dangerous for pedestrians and asked if a barrier could be put up to protect pedestrians from the road, and potentially lowering the speed limit. Martin Reid confirmed he would take this away and look at the issue outside of the meeting.

**RESOLVED:**

- Michael Raywood to get in touch with Peter Maddox to provide responses to Councillor Fowler and Catherine Lawrence regarding works on Davey Drive.
- Martin Reid to get in contact with Heather Hayes regarding asbestos tiles.
- Martin Reid to look into installing a barrier and lowering the speed limit on Ashurst Road next to the railway bridge.

The meeting concluded at 8:24pm.

Signed

Chair

Dated this

day of

## **North Area 2 Stars**

### Fly tipping

#### **Background**

The bin area at Roedale Court is frequently used by builders and other non-residents to dump their rubbish. Members of the Residents Association have asked people to stop doing this but this is difficult because there aren't any 'residents only' signs.

#### **Action**

Residents are asking the Council to

1. Monitor the area with the mobile CCTV van to assess the extent of the problem
2. Put up signs stating that the bins are for the use of residents only

#### **Response**

*Justine Harris- Head of Tenancy Services - justine.harris@brighton-hove.gov.uk*

We looked at whether we could install portable CCTV at the Roedale Court bin, unfortunately there is no a suitable column to cover the bin area. If the CCTV camera were to be installed on the side of the building, we wouldn't get the correct angle or coverage.

We will be installing signs stating that the bins are for use of residents only. At time of writing these have been ordered, we hope they will be installed in February.

## **North Area 2 Stars**

### Parking on Davey Drive

#### **Background**

In recent months cars have started to park on the left side of Davey Drive (as you go up from Upper Hollingdean Road). This is causing two problems:

1. It is difficult for buses to get up the road
2. It is dangerous for pedestrians crossing the road

The Residents Association have asked for double yellow lines to be put on Davey Drive between Upper Hollingdean Road and Horton Road. They are working with Councillor Fowler and have made a request to the council. They have been told a consultation will have to be done with residents, but this has not yet happened.

#### **Action**

Residents are requesting that the council take urgent action to put yellow lines on the north side of Davey Drive from Upper Hollingdean Road to Horton Road.

#### **Response**

*Lisa Haines - Senior Traffic Technician - Parking Design & Implementation - parkingdesign@brighton-hove.gov.uk*

We have been made aware of the parking issues on Davey Drive by residents and local councillors. We will be proposing double yellow lines along the northern section where it meets Upper Hollingdean Road.

The proposal is then advertised for a period of 21 days, during which time residents and members of the public have the opportunity to comment in favour of or object against this. Depending on the outcome of this, we can either proceed and implemented the proposed new double yellow lines, would need to withdraw this or take to a next available ETS (Economy, Transport and Sustainability) committee meeting where a decision will be made.

The proposal will be advertised on site, on our website and in the local newspaper. We are currently finishing up site visits within Brighton and Hove prior to drawing plans and advertisement.

We appreciate the lengthy process however a traffic order (TRO) is both costly and time consuming and due to various factors we cannot make a TRO for each individual request we receive.

## **North Area 3 Stars**

### Buying back council homes

#### **Background**

The council has the power to buy back properties that have previously been sold under the Right to Buy Scheme, as described in the Home Purchase Policy Guide. Residents are concerned about the lack of affordable housing available in the city and the length of time people have to wait before being housed. With this in mind, there is concern that the council may not be actively pursuing all its options to buy back homes.

#### **Action**

Residents are requesting a report on what action is taken by the council to identify homes that they could potentially buy back, and whether all the funds allocated for this are being used. Also, could the residents have the data in how many homes are being bought back broken down into the four areas of the city? Including the data on Hollingdean and Colddean.

#### **Response**

*Diane Hughes -Housing Strategy & Enabling Manager - [diane.hughes@brighton-hove.gov.uk](mailto:diane.hughes@brighton-hove.gov.uk)*

Thank you for your question regarding the council's 'buy back' scheme where the council seeks to buy back former council owned homes.

As at 24 January 2022 this scheme has allowed the council to buy back 194 properties with offers currently accepted on a further 40 properties. We have purchases committed against the budget set for this year and we aim to fully use the budget each year.

The council has a range of ways to identify properties for the scheme.

- Some owners are legally required to offer the council the right of first refusal if the Right to Buy has been exercised within the last 10 years. These owners need to approach the council directly
- Including information on the council's website [Sell your property back to the council \(brighton-hove.gov.uk\)](http://brighton-hove.gov.uk) and through Homing in which results in direct approaches to the council to sell back a property
- Review properties for sale on platforms such as Rightmove and Zoopla and once ex council properties are identified direct approaches are made to estate agents to explore a potential purchase.

## North Area Panel Residents Questions February 2022

We will keep our publicity options under review and if necessary will expand publicity in order to meet our annual targets.

The breakdown across the four Area Panel areas is:

East: 43

Central: 67

West: 79

North: 45 (of which 22 are in the Hollingdean & Stanmer ward)

### **East and North Area 3 Stars**

## Citywide problems with rubbish and recycling

### **Background**

The problems with rubbish and recycling collections across the city have not been resolved.

Examples were given from:

- Bristol Estate - see item 9
- Whitehawk - recycling wasn't collected for 6 weeks in one area
- Robert Lodge – recycling wasn't collected for a month and the bins smell so much that it affects residents when they are in their flats.
- Old Boat Walk – regular missed collections.
- Buttercup Walk Patcham - missed collections
- Dunster Close – miscollections.
- Wigmore Close – miscollections.

### **Action**

It was agreed to raise this at the Agenda Setting meeting. Residents are requesting a review of the provision of bins throughout the city and the frequency of collections. This should include a plan of which bin areas should be de-odorized and how often. It is requested that Rachel Chasseaud attend the Area Panel to respond directly to residents' concerns.

### **Response**

*Melissa Francis - Head of Operations - Cityclean • City Environment (Cityclean & Cityparks) - [Melissa.Francis@brighton-hove.gov.uk](mailto:Melissa.Francis@brighton-hove.gov.uk)*

- Bristol Estate - see item 9

This was first raised August/September time whether we could increase collecting until the bin stores were built. Unfortunately we did not have the resources to provide more frequent collections. This was at a time when we had driver shortages and on average 4 rounds not going out each day, and we couldn't commit resources when we were struggling to cover the normal service. We will review again whether it is possible to temporarily increase collections but we will need to consider capacity within the refuse and recycling collections service to take on this work.



## North Area Panel Residents Questions

February 2022

- Whitehawk - recycling wasn't collected for 6 weeks in one area

We have worked with the Driver and crew on service improvements in to recycling within Whitehawk including a recent audit. The results of the audit will be implemented which will lead to further improvement. Hopefully residents are starting to see more regular recycling collections but please do notify Cityclean of any issues.

- Robert Lodge – recycling wasn't collected for a month and the bins smell so much that it affects residents when they are in their flats.

- Old Boat Walk – regular missed collections.

- Buttercup Walk Patcham - missed collections

We will undertake a review of these locations and report to the next Area Panel Meeting

- Dunster Close – miscollections.

- Wigmore Close – miscollections.

Dunster Close and Wigmore Close are on the small calls round which has struggled due to additional work being put on this round. We have acquired an additional vehicle and resources to supplement the small calls round and this will increase reliability of collections where a small vehicle is required.

## **East, West, North, Central Area 3 Stars**

### Repairs backlog

#### **Background**

**West:** there is an overall deterioration of the repairs and maintenance service. This does not seem to be improving, despite assurances from the Council that new staff are being employed. It was acknowledged that COVID has been a difficulty but felt that this wasn't the only problem with the delivery of the service.

For example, there is differing information on the definition of emergency repairs. There can also be different interpretations between the Council and residents about whether a repair is an emergency or not.

**North:** Residents have been told that it will take 12 months to clear the repairs backlog (written response to Area Panels December 2021). This is extremely frustrating for all the tenants who are waiting for their repairs to be done.

**East:** Windows that are faulty and beyond repair are not being replaced. Residents are being told that they have to wait until this work is scheduled for their block under the planned maintenance programme. At the same time, many windows are being replaced under the planned maintenance programme that are perfectly good and do not need replacing.

Associations are receiving a lot of complaints from residents who have windows which do not keep the heat in, are draughty and let in rain. There is widespread concern about this because:

- It adversely affects the health of residents who are living for long periods of time with faulty windows
- People are paying higher heating bills because so much of the heat is escaping through the faulty windows
- Water coming in through windows can lead to further damage to the fabric of the building and more costly repairs in the long term
- This is hampering the council's plans to reduce carbon emissions as discussed at Housing Committee on 17th November 2021
- This is counter to the promises about the Decent Homes Initiatives made in BHCC 'Our plan 2020 to 2023'

Craven Vale Community Association (CVCA) and Bristol Estate Leaseholders, Tenants and Residents Association (BELTA) have both been trying to address this problem.

## North Area Panel Residents Questions

February 2022

BELTA have been supporting residents who have reported faulty windows, by logging the deadline by which work should be done and chasing it up if it isn't done. This has been successful in some cases. BELTA has also found that replacing windows in high rise blocks is less of an obstacle than they thought, as this can often be done from inside a flat rather than requiring scaffolding.

Following a discussion at Craven Vale Community Association some residents chose to write to Cllr Nancy Platts. Cllr Platts followed this up but received an unsatisfactory response from officers stating that the residents concerned will have to wait years for windows to be replaced, as Craven Vale window replacements are being done at a rate of two blocks a year. Cllr Platts has suggested this matter could be brought to the Area Panel or Housing Committee if it is found to be a common problem experienced by many residents and the Residents Association is going to follow this up.

**Central:** Concerns around Sylvan Hall and safety of it because the windows do fall out. Martin Reid has undertaken a survey on feasibility of replace or repair in Sylvan Hall.

### Action

**West:** Residents are requesting information on:

- a) What does an emergency repair consist of?
- b) What are the timescales for emergency repairs? Is there a difference between the Council's stated timescales and what is actually happening now?

**North:** Residents are requesting a report on the progress being made by the repairs service to clear the backlog.

**East:** It was agreed to raise this at the Agenda Setting meeting.

Residents are requesting a review of the way windows are assessed for repair or replacement which specifically addresses the following issues:

- Ensuring that windows which are beyond repair are treated the same as all other routine repairs and replaced within 20 days
- Assessing windows prior to replacement under the planned maintenance programme to ensure the work is necessary
- Taking into account the impact on resident's health and fuel bills when there are potential delays to window repairs or replacements

Residents would like a report of this review to be brought back to Area Panels for discussion.

**Central:** response/update from Martin Reid on the survey on feasibility of replace or repair in Sylvan Hall.

### Response

*Theresa Youngman - Contract Compliance Manager-  
theresa.youngman@brighton-hove.gov.uk / Grant Richie - Head of Repairs and  
Maintenance - grant.richie@brighton-hove.gov.uk*

## North Area Panel Residents Questions February 2022

**West response:** We are very sorry to hear that there is a general feeling of deterioration of the repairs and maintenance service. Since insourcing into the council in April 2020 the pandemic restrictions have posed (and continue to pose) enormous challenges on our service. Unfortunately, a large backlog of works has unavoidably accumulated during this time, which has led to long delays to non-urgent works. We appreciate how frustrating this is for our residents and we are working hard to schedule works according to priority need.

To help us reduce the backlog of works, we are recruiting additional staff, but this is not a quick fix. Recruitment of suitably trained / experienced staff and getting new staff up to speed does take time. We anticipate that normal service delivery will take approximately one year.

The definition of what constitutes an emergency repair is defined by the Government's Right To Repair legislation. All local authorities are required to attend within 1 day (24 hours) of an emergency priority repair being reported. Please see in the appendix the Government's list of emergency priority repairs. I hope this clarifies.

**North:** Residents are requesting a report on the progress being made by the repairs service to clear the backlog.

Response: To help us reduce the backlog of works, we are recruiting additional staff but this is not a quick fix. Recruitment of suitably trained / experienced staff and getting new staff up to speed does take time. We anticipate that normal service delivery will take approximately one year. We appreciate this is incredibly frustrating for residents and we are working hard to schedule outstanding repairs according to priority need.

**East:** It was agreed to raise this at the Agenda Setting meeting.

Residents are requesting a review of the way windows are assessed for repair or replacement which specifically addresses the following issues:

- Ensuring that windows which are beyond repair are treated the same as all other routine repairs and replaced within 20 days
- Assessing windows prior to replacement under the planned maintenance programme to ensure the work is necessary
- Taking into account the impact on resident's health and fuel bills when there are potential delays to window repairs or replacements

Residents would like a report of this review to be brought back to Area Panels for discussion.

Response: We have commenced the city wide Planned Window Programme this year, and the areas / blocks being programmed are prioritised by those most in need of work. We are due to start on the Craven Vale Estate next year and have programmed in 2 blocks to start (the remainder will be phased over coming years). A further verbal update will be given at the East Area Panel meeting.

**Central:** response/update from Martin Reid on the survey on feasibility of replace or repair in Sylvan Hall.

## North Area Panel Residents Questions

February 2022

Response: Works will be commencing at Sylvan Hall next year; residents will be updated by letter before this starts.

## West Area

### 3 Stars

## Argus Article on changes to Estate Development Budget

### Background

The Argus printed an article on 14th December about the changes to the Estate Development Budget (EDB). This was before the EDB paper had been discussed at Area Panel and it was felt that it pre-empted residents' decisions.

Not everyone at the meeting had seen the article, and the joint chairs agreed to follow up on this issue and if necessary put in a formal complaint.

### Action

West residents asked if housing had sent a press release to the Argus which instigated the article 14/12/21 on the Estate Development Budget. If so, they asked to see a copy.

### Response

*Sam Warren - community engagement manager - sam.warren@brighton-hove.gov.uk*

The Argus printed an article on 14th December about the changes to the Estate Development Budget (EDB). This was before the EDB paper had been discussed at Area Panel and it was felt that it pre-empted residents' decisions.

Not everyone at the meeting had seen the article, and the joint chairs agreed to follow up on this

The article in the Argus was written by journalist Sarah Booker Lewis who attends most of the Area Panel meetings and receives or accesses the papers from the public website. My understanding is that Sarah picked up the information from the report about Estates Development Budget in the public papers. The article was then based on this information. I'm very sorry but the residents saw this article before being aware that the papers had been made public on the council website.

In addition, I understand from talking to specific residents, that they were unhappy with content of the original report that the article was then based on. In this case I would request but these issues are taken to the Estates Development Budget task and finish group where they can be discussed and reviewed in more detail.

## **West Area 3 Stars**

### Area Panel Review and time for consultation

#### **Background**

An Area Panel Review was referred to in the responses given at the last West Area Panel. West Residents had not been aware this was going to take place and want to ensure that there is meaningful consultation with residents before any decisions are made.

West residents feel there is a history of proposals being taken to Housing Committee before disagreements and objections have been resolved and without meaningful consultation. Ways need to be found to improve on this.

An important step would be earlier distribution of papers. Area Panel papers are only available a week before the meeting. For many residents this will be the first time they see the proposals. Often these are detailed and lengthy and a week is insufficient time to read, consult members and draw together a response.

#### **Action**

West residents are asking that papers be published several weeks before Area Panels when they address major issues. Two current examples are the draft terms of reference for the new 'People' and 'Buildings' groups and the Area Panel review.

#### **Response**

*Sam Warren - community engagement manager - sam.warren@brighton-hove.gov.uk*

Firstly, I would like to acknowledge the energy and effort it takes for the residents to read and digest all the papers and recognise that sometimes there is a lot of information and we want residents to feel their involvement is valued and has impact.

If there are large documents that have significant impact, we will try to ensure that these come to Area Panel in a timely manner. When something is going to Housing Committee, this is especially important, and officers have been asked to (where possible) bring these papers to Area Panels with time for comments to be taken on board and possible changes to be made. In addition, at the agenda setting meetings we would ask the resident Vice Chair to raise any items they would like to come forward onto the agenda.

## North Area Panel Residents Questions

February 2022

It is also a suggestion to have an annual plan for key priorities, so these can be scheduled in ahead of Housing Committee to ensure residents and officers can have a timescale to bring items to each AP.

In terms of managing the meetings the timescales for the Area Panels are very tight. I have attached the timetable so residents can see the process and hope that is helpful.

In relation to the Area Panel Review there is a timetable and scoping document attached with Feb 2022 Area Panel Papers that sets out the review process. There will be detailed and timely consultation with a wide range of stakeholders, including AP's, Tenants and leaseholder associations and individual tenants and residents.



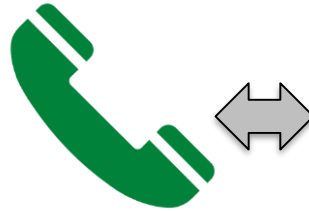


# Council housing performance

Quarter 3 2021/22 (Oct to Dec 2021)



**100%**  
Gas safety  
compliance



**93%**  
Repairs calls  
answered



**89 days**  
Empty home  
re-let time



**96.9%**  
Dwellings  
meeting Decent  
Homes standard



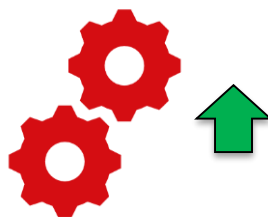
**90%**  
Customer  
services calls  
answered



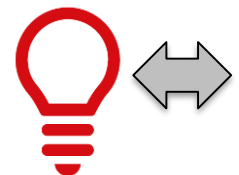
**92%**  
Tenancies  
sustained



**82%**  
Complaint  
responses within  
10 working days



**92%**  
Lifts restored to  
service within  
24 hours

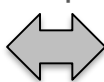


**68.1**  
Energy efficiency  
rating of homes  
(out of 100)

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove  
City Council

## Quarter 3 2021/22 council housing performance – key trends

### Top scores (compared to target)

1. Calls answered by Repairs Helpdesk (93% vs 85% target)
2. Calls answered by Housing Customer Services (90% vs 85% target)
3. Stage one complaints responded to within 10 working days (82% vs 80% target)
4. Tenancies sustained following difficulties (92% vs 90% target)
5. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

### Bottom scores (compared to target)

1. Average re-let time excluding time spent in major works (89 days vs 21 day target)
2. Stage two complaints upheld (43% vs 18% target)
3. Energy efficiency rating of homes out of 100 (68.1 vs 76.8 target)
4. Lifts restored to service within 24 hours (92% vs 95% target)
5. Dwellings meeting Decent Homes Standard (96.9% vs 100% target)

### Biggest improvements (since previous quarter)

1. Calls answered by Housing Customer Services (82% to 90%)
2. Stage two complaints upheld (47% to 43%)
3. Dwellings meeting Decent Homes Standard (92.9% to 96.9%)
4. Lifts restored to service within 24 hours (91% to 92%)

### Biggest drops (since previous quarter)

1. Average re-let time excluding time spent in major works (66 to 89 days)
2. Tenancies sustained following difficulties (97% to 92%)
3. Stage one complaints responded to within 10 working days (85% to 82%)

Please note there are fewer indicators to compare than usual because several are temporarily absent from this report while work is underway to develop new reporting systems following the switchover of our main housing management IT system since the start of July 2021. Please see the full version of the performance report for more information.

# **DRAFT Committee workplan progress update and Housing performance report**

## **Quarter 3 2021/22**

This report provides updates on the Housing Committee priorities and work plan for 2019 to 2023, as well as a range of performance indicators. Delivery of a complex housing service during the Covid-19 crisis had been a challenge, and gratitude is expressed to residents for the patience and understanding they have shown.

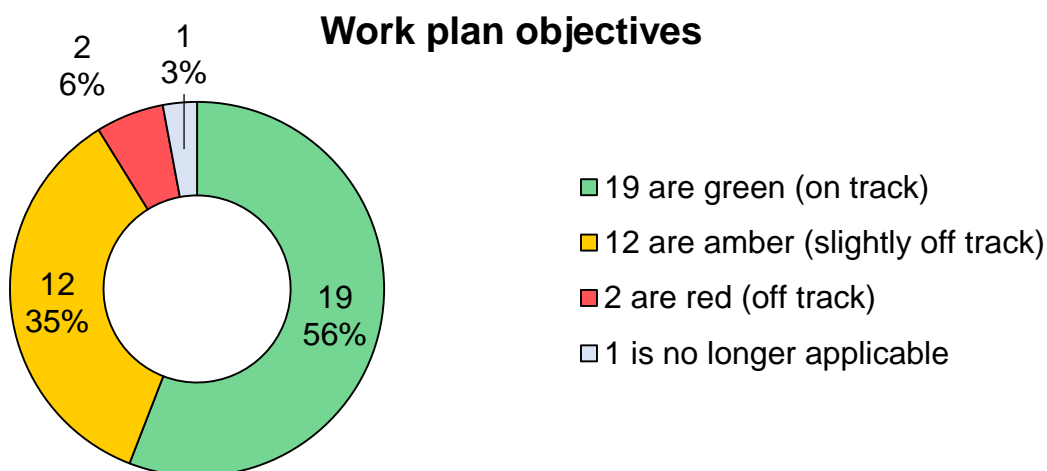
While there continue to be areas of strong performance, with 19 Housing Committee Work Plan objectives on track for delivery and 7 performance indicators on or above target, some delivery challenges remain. The report highlights actions being taken to improve services where performance has been adversely impacted by the Covid-19 pandemic.

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This housing performance report covers Quarter 3 (Q3) of the 2021/22 financial year. It uses red, amber and green ratings to provide an indication of performance.

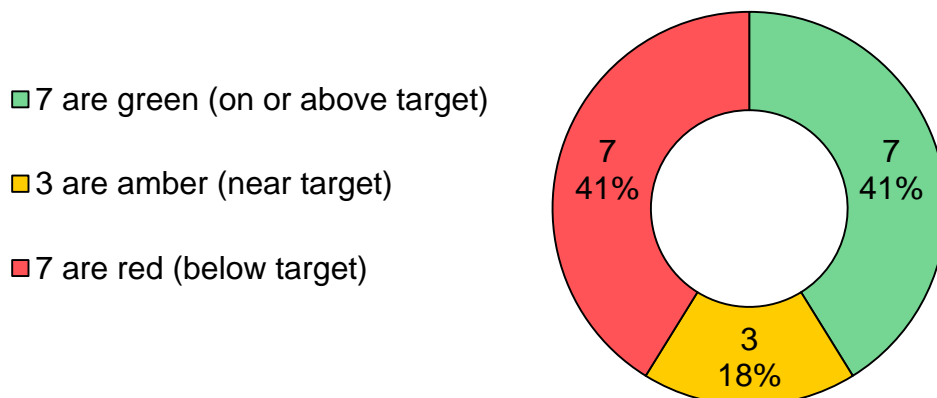
Part one provides an update of performance against the Housing Committee work plan objectives for 2019 - 2023:



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. Commentary has been included for indicators which are red. During Quarter 3, the ratings and trends were as follows:

- |   |  |
|---|--|
| <p><b>G</b> <b>Green – on or above target</b><br/>(5 indicators)</p> <p><b>A</b> <b>Amber – near target</b><br/>(2 indicators)</p> <p><b>R</b> <b>Red – below target</b><br/>(7 indicators)</p> | <p><b>↑</b> <b>Improved since last time</b><br/>(5 indicators)</p> <p><b>↔</b> <b>Same as last time</b><br/>(2 indicators)</p> <p><b>↓</b> <b>Poorer than last time</b><br/>(7 indicators)</p> |
|---|--|

### Performance indicators (excluding those to be confirmed)



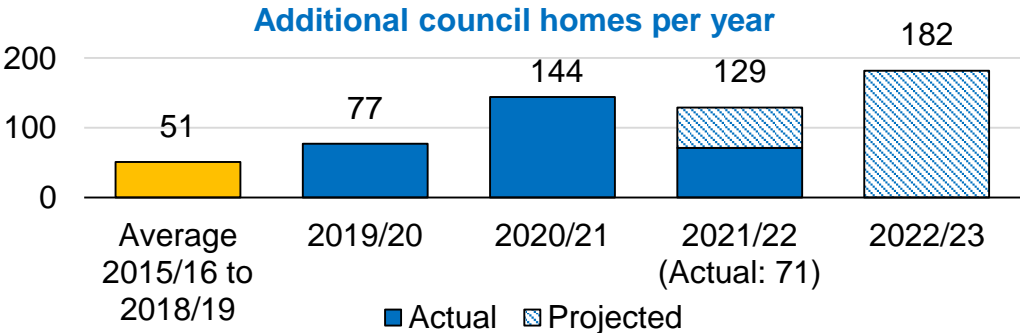
# Part one: Housing Committee priorities and work plan 2019-23

## 1. Provide additional affordable homes

**1.1 Slightly off track:** Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Total of 532 homes projected for 2019 to 2023, including 292 already completed:

- 2021/22: 129 homes – buy backs (79 general needs and 26 Housing First), Hidden Homes (14) and Oxford Street (10)
- 2022/23: 182 homes – buy backs (95 general needs\* and 10 Housing First), Hidden Homes (4), Rotherfield Crescent (3), Victoria Road (42), Hollingbury Library (13) and Frederick Street (4), Palace Place (11)
- Completion dates for 408 homes have changed from 2022/23 to early 2023/24 (including 176 Homes for Brighton & Hove dwellings)
- Regular updates on progress are provided to Housing Supply Member Board

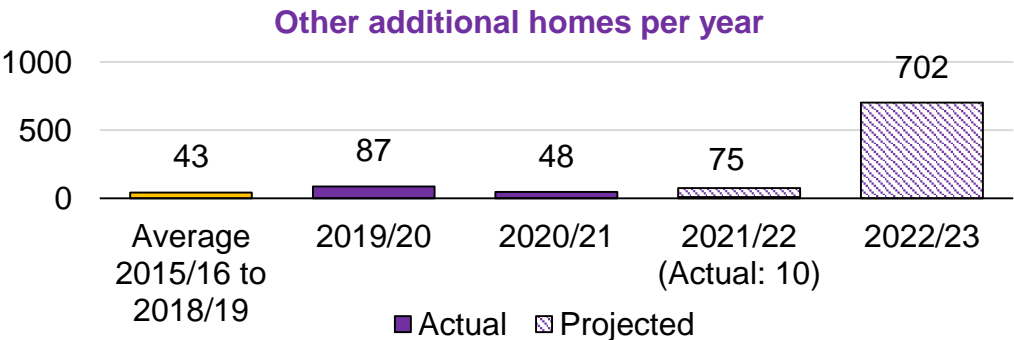


\*Subject to budget approval

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

Total of 912 homes (353 rent and 559 shared ownership) projected for 2019 to 2023, including 140 already completed:

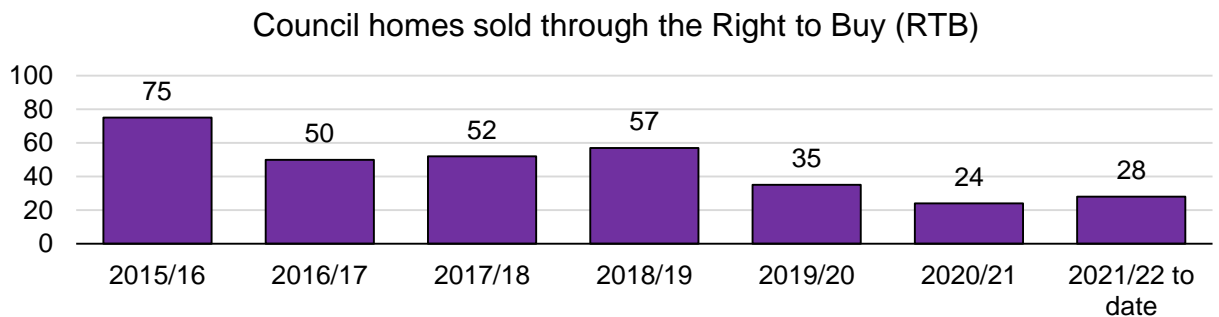
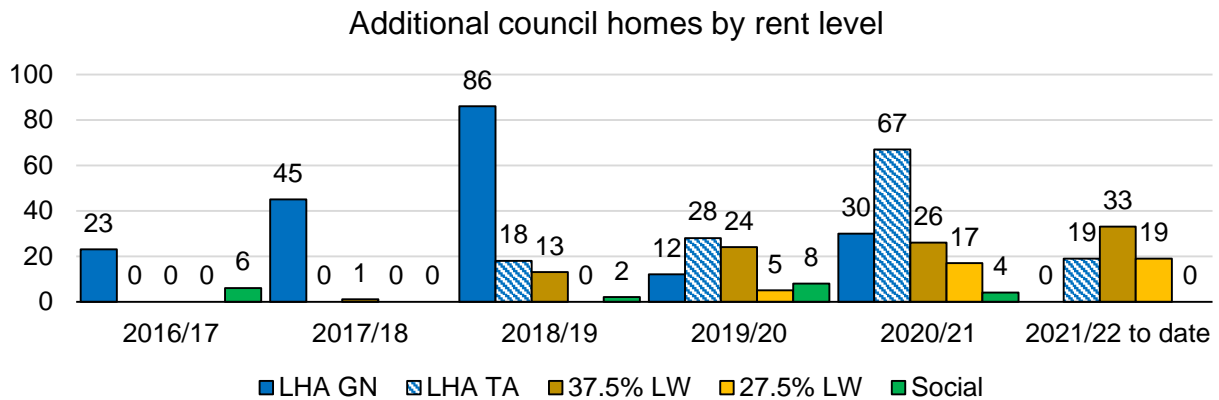
- 2021/22: 75 homes – Preston Barracks (19), Falmer Avenue (13), Hangleton Way (33) and Lions Gardens (10)
- 2022/23: 702 homes – Edward Street (33), Longley (22), School Road (104), Preston Barracks (226), Eastergate Road (30), Dunster Close (2), Graham Avenue (125), Sackville Hotel (7), Sackville Estate (56) New Church Road (5) and King’s House (92)



## 1. Provide additional affordable homes

**1.3 On track:** Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

19 of the 52 (37%) of new general needs council homes delivered during 2021/22 are at 27.5% Living Wage rents, and the remaining 33 (54%) are at 37.5% Living Wage rents. The temporary accommodation (TA) council homes are at Local Housing Allowance (LHA) rates.

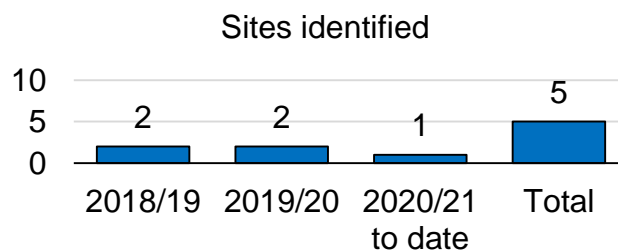


**1.4 On track:** Develop a policy for the council to take the role of developer on major sites

- Homes for Brighton & Hove Joint Venture is now a delivery company

**1.5 Slightly off track:** Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

- 5 out of 10 sites so far identified for Community Land Trust development
- Planning applications are regularly reviewed to seek opportunities for self-build plots on large private development sites, but this has not yet yielded suitable plots



## 2. Improving private rented housing

**2.1 Slightly off track:** Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the city

- Private Sector Housing Update reports went to Housing Committee in June and September 2021

**2.2 Off track:** Research and review an ethical loan scheme

- This work has been deferred due to Covid-19 priorities

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

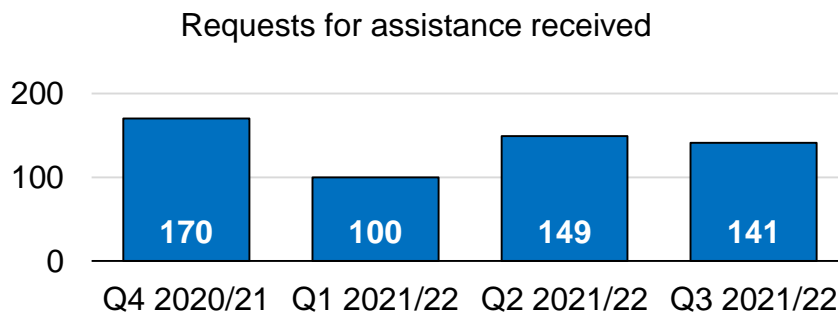
- This work has been deferred due to Covid-19 priorities

**2.4 On track:** Research and develop a social lettings agency

- Report taken to Housing Committee in September 2021, which agreed to re-brand Direct Lets work which places households into the private rented sector

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

- Request for assistance top categories during Q3: 55 disrepair (39%), 13 dampness (9%), 12 other safety concerns (9%) and 6 nuisance from neighbour's disrepair (6%)

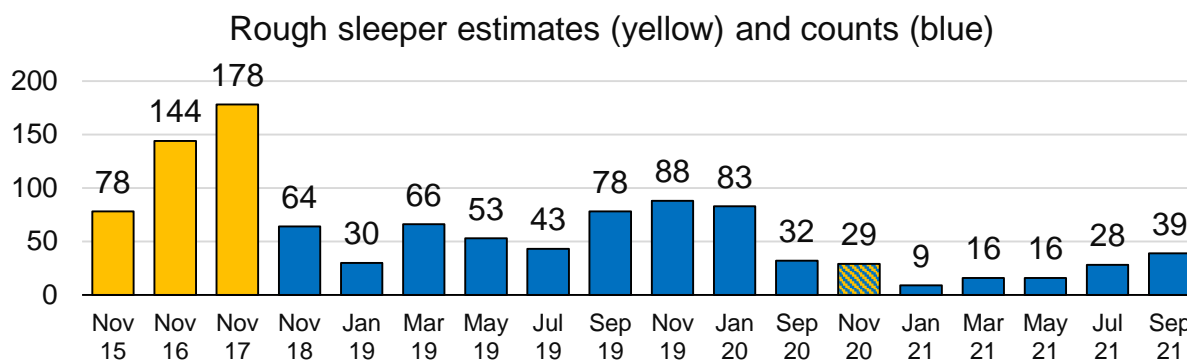




### 3. Alleviating homeless and rough sleeping

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

- Homeless & Rough Sleeper Strategy approved by Housing Cttee in June 2020
- Next Steps Accommodation Programme (NSAP): number of rough sleeper and other Covid placements has reduced from 134 to 76 during Q3



The November 2020 figure used a blended methodology of an estimate with a spotlight count. Please note that estimates have only been carried out at times when counts have not been. While it would have been desirable to do both simultaneously and compare them, staff capacity has not allowed this over the last few years

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

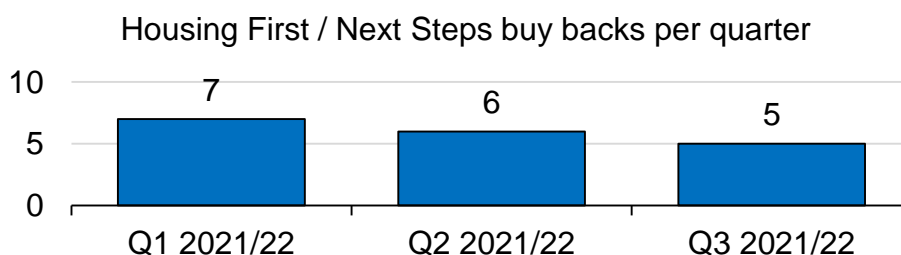
- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- The Homeless Bill of Rights was adopted by full council in March 2021 and is an aspirational document against which to measure services and progress

#### 3.3 No longer applicable: Provide a 365 day night shelter

- Night shelter was closed in early April 2020 on the advice of MHCLG and Public Health England due to Covid-19 restrictions, as it had congregate sleep sites

#### 3.4 On track: Expand Housing First

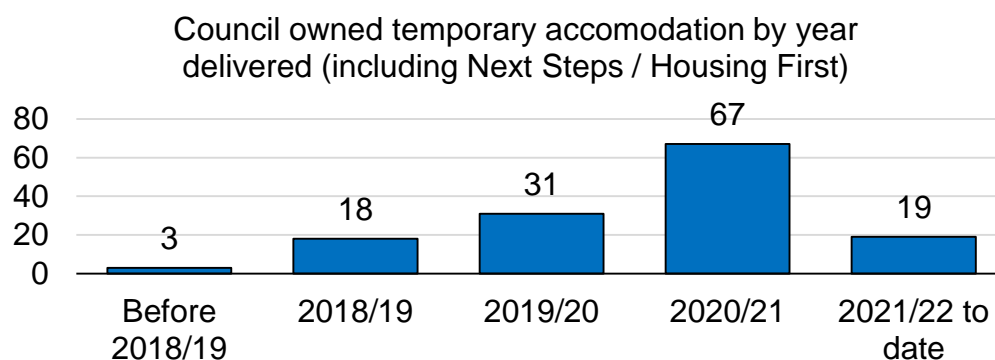
- 60 homes are currently used for Housing First, including buy backs
- 18 homes have been bought for Housing First during 2021/22 to date



### 3. Alleviating homeless and rough sleeping

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

- Hartington Road – 38 homes became ready in February 2021
- Oxford Street – completion of 10 homes expected January 2022
- Buy backs – 69 of 192 homes purchased 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 approved by Housing Cttee in June 2020
- Homeless Reduction Board has been meeting since September 2020 and its role includes monitoring progress of the aspirations contained in the Homeless Bill of Rights and making recommendations to Housing Committee
- Homeless Reduction Operational Board met for the first time in July 2021 and includes people with a lived experience of homelessness

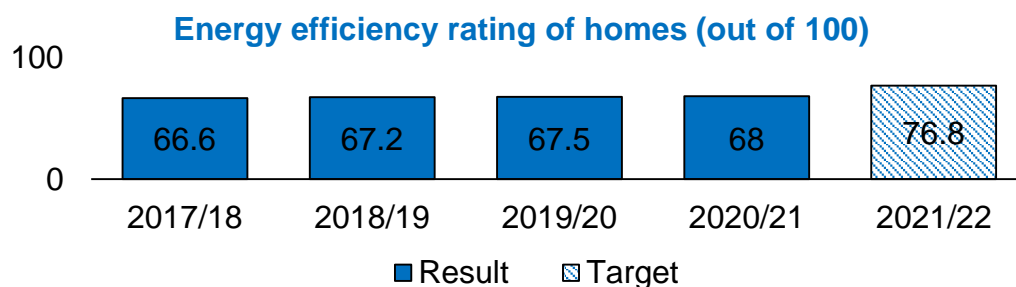
## 4. Achieving carbon reductions and sustainability in housing including address fuel poverty

**4.1 On 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

- A report on 'Housing action towards carbon neutral 2030' was approved at Housing Committee in January 2021
- A further 'Carbon Reduction in Housing' report was considered at Housing Committee in November 2021, with a costed retrofit plan towards carbon neutral by 2030 to follow in 2022

**4.2 Slightly off 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
- Procurement of domestic solar PV programme on council homes (1,000 by 2023) expected to start in 2022 once additional project management support recruited



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

- A report providing an 'Update on Sustainability Measures for New Homes and Housing Supply Sustainability Policy' went to Housing Committee in January 2021 and the committee endorsed a draft New Build Housing Sustainability Policy
- Victoria Road new build scheme will pilot a low energy 'microgrid' heating and electricity solution integrating ground source heat pumps and solar panels to reduce residents' bills

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

- Round 1 of the Solar Together Sussex (STS) scheme was launched in Autumn 2020, to date approximately 70 installs have been completed
- Round 2 of STS was launched in September 2021. Over 7,000 homes registered across Sussex and a local supplier has been appointed to begin installations in the new year

## 5. Improving council housing and community involvement

### 5.1 Slightly off track: Work with tenants to develop a 'decent environment' standard

- Delayed due to service pressures and other priorities due to Covid-19

### 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 – currently reviewing following feedback from residents
- Council is working to consider the likely impacts of the proposed Building Safety legislation including proposed resident engagement strategy for building safety
- Fire Risk Assessments are carried out regularly to council housing buildings
- Currently engaging consultancy services to support a review of the new building safety guidance and implementation

### 5.3 On track: 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

- New Tenant and Leaseholder Engagement Strategy was approved at Housing Committee in March 2021

### 5.4 On track: Extend participatory budgeting

- Report approved at March 2021 Housing Committee including development of a policy for extending participatory budgeting

### 5.5 Slightly off 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

- Consultation with leaseholders on new planned maintenance and improvement programme contracts has concluded and contracts are now operating  
Leaseholders are being consulted where the council has plans to undertake works under these contracts on a block-by-block basis
- Engagement with tenants and leaseholders is underway for proposed projects that will be tendered through the major works framework
- The council is continuing to update tenants and leaseholders that sit on the 'task and finish' group that is working on the programme. Online sessions are now operating for this group
- The council has completed a survey of all leaseholders and will share the results of this with the Leaseholder Action Group

## 6. Enabling more affordable home ownership

**6.1 On track:** Work with Community Land Trust (CLT) to develop self-build opportunities

- CLT focus is on affordable rented homes which are likely to be self-build

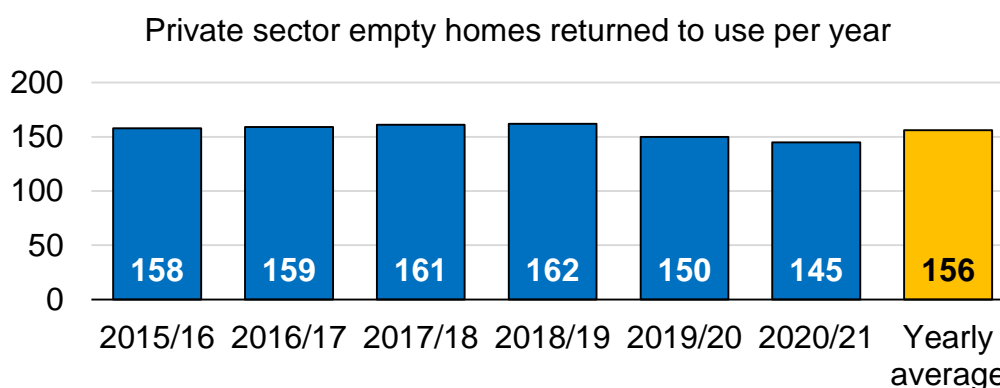
**6.2 On track:** Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- 559 shared ownership homes are projected for development by March 2023
- The Living Wage Joint Venture, Homes for Brighton & Hove, has started construction on its first two sites totalling 346 homes
- Homes for Brighton & Hove is becoming a delivery company, with 168 Hyde shared ownership homes and 178 rented homes (176 council and 2 Hyde) expected for completion in 2023/24

## 7. Make fuller use of shared housing capacity

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

- 92 homes brought back into use during 2021/22 to date
- It is anticipated that additional properties will be confirmed as back in use once council tax records have been updated



**7.2 Slightly off track:** Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Work on this will start in April 2022

**7.3 Slightly off track:** Investigate the possibility of supporting a 'lodger' scheme and report to Committee

- Committee report due for March 2021 – deferred due to Covid-19 priorities

**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 on Regulation of Short-Term Holiday Lets was agreed at Tourism, Equalities, Communities & Culture and Housing committees in March 2020. It included using existing powers to deal with complaints, ensuring coordinated approach to enforcement between services and lobbying central government for enhanced enforcement powers and a national registration scheme
- A new system is now in place for the public to report issues with short term holiday lets, so that relevant council teams can take appropriate enforcement action where possible

## 8. Alleviating poverty

**8.1 Slightly off track:** Ensure the in house repairs services include 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

- Due to the Covid-19 outbreak, the planned and major works procurement was paused as were other areas of the programme, including taking on apprentices
- Some existing apprentices were moved to empty property works so they could physically distance while working, but it has not yet been possible to recruit many additional apprentices
- However, the service is currently recruiting two electrical apprentices

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

- Business Process Review of income collection, including arrears policies, has been delayed while resources have been diverted to the Covid-19 response

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

- Policy is in place for long term temporary accommodation which matches that in council owned housing

## **Part two: Performance indicators**








The council is responsible for managing 11,729 council owned homes and 2,301 leaseholder homes, as well as providing temporary accommodation for 1,965 households.







There are several indicators which are temporarily absent from this report while work is underway to develop new reporting systems following the switchover of our main housing management IT system since the start of July 2021. Once this work is complete, we intend to retrospectively provide the results in future versions of this report.

The areas are:




- Adaptations to council housing
- Anti-social behaviour
- Repairs to council housing




	<b>Customer feedback – all Housing services</b>	<b>Target</b>	<b>Q2 2021/22</b>	<b>Q3 2021/22</b>	<b>Status against target</b>	<b>Trend since Q2</b>
9.1	 Compliments received from customers	Info	59	60	n/a	n/a
9.2	 Stage one complaints responded to within 10 working days	80%	85% (84 of 99)	82% (120 of 146)		
9.3	Stage one complaints upheld	Info	46% (46 of 99)	49% (72 of 146)	n/a	n/a
9.4	Stage two complaints upheld	18%	47% (9 of 19)	43% (6 of 14)		
<p>There is an increased focus on how complaints are handled across the council, especially on improving the overall quality of complaint responses in the early stages of the complaints process, in order to reduce the need for cases to be escalated from stage one to stage two for further investigation.</p>						











  Private sector housing	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2	
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	147	153	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	47%	53.05% (1,019 of 1,921)	52.97% (1,016 of 1,918)		
10.3	Private sector empty homes returned to use	32	37	21		




The Q2 figure above has increased from 26 to 37 since last reported. This is because Council Tax records have identified more homes brought back in use during this period, and there is a reporting lag between the date they were back in use and the date this could be confirmed.

 Housing adaptations	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2	
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	21.3	15.7		

The amber threshold for this indicator is set at 26 weeks based on historic guidance timescales, with the target of 10 weeks reflecting the revised guidance timescales.

 Housing Needs – Housing Options and allocations	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2	
12.1	Households prevented from becoming homeless (by council and partner agencies)	424	448	TBC	TBC	TBC
12.2	New households accepted as homeless	Info	77	TBC	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	5,143	TBC	n/a	n/a

 Housing Needs – temporary accommodation (including emergency accommodation)	Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2	
13.1	Total households in temporary accommodation (homeless and through service level agreements)	Info	2,012	1,965	n/a	n/a
13.2	Rent collected for emergency accommodation (year to date including loss from empty homes)	89.21%	73.30% (£2.6m of £3.6m)	81.12% (£3.8m of £4.6m)		
This indicator includes rent loss from empty emergency accommodation dwellings, which has been higher than usual while people who were placed in response to Covid-19 are moved on from 'block booked' accommodation such as hotels and hostels, ahead of handing some of them back. The collection rate excluding this type of rent loss is 97.69% which is above target.						
13.3	... as above but excluding rent loss from empty homes	For info	94.89% (£2.6m of £2.8m)	97.69% (£3.8m of £3.8m)	n/a	n/a
13.4	Rent collected for leased temporary accommodation properties (year to date)	96.10%	87.28% (£3.3m of £3.8m)	85.81% (£4.9m of £5.7m)		
A new reporting system has recently been developed for this indicator following the switchover of our main housing management IT system, and we will closely monitor trends into the second half of the current financial year.						
13.5	... as above but excluding rent loss from empty homes	For info	93.33% (£3.3m of £3.6m)	92.62% (£4.9m of £5.3m)	n/a	n/a
13.6	 Rent collected for Seaside Homes (year to date)	91.00%	90.74% (£2.6m of £2.7m)	92.64% (£3.9m of £4.2m)		
13.7	... as above but excluding rent loss from empty homes	For info	95.49% (£2.6m of £2.6m)	99.22% (£3.9m of £4.0m)	n/a	n/a
13.8	Empty temporary accommodation homes	For info	115	141	n/a	n/a
13.9	Seaside Homes with a valid Landlord's Gas Safety Record	100%	99.8% (425 of 426)	99.5% (424 of 426)		
13.10	Leased properties with a valid Landlord's Gas Safety Record	For info	89.1% (554 of 622)	TBC	n/a	n/a
The indicator above does not have a target given that the role of the council when it comes to leased properties is to monitor progress and remind landlords to arrange gas safety checks, whereas the council's gas contractor carries out checks in Seaside and council homes.						

 Council housing – supply		Q2 2021/22	Q3 2021/22
14.1	 Additional council homes	27	20
14.2	... at Local Housing Allowance (LHA) rents	22% (6 of 27)	25% (5 of 20)
*All six homes at LHA rates from Q2 were buy backs for use as temporary housing			
14.3	... at 37.5% Living Wage rents	37% (10 of 27)	65% 13 of 20
14.4	... at 27.5% Living Wage rents	41% (11 of 27)	10% (2 of 20)
14.5	...at social rents	0% (0 of 27)	0% (0 of 20)
14.6	Council homes sold through the Right to Buy	11	7
Of the 21 homes sold during 2021/22 to date, 10 were for leasehold (flats) and 11 were for freehold (houses)			
14.7	Net change in the number of council homes – all rent levels	+16	+13
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	0	-5
14.9	 Total council owned homes	11,716	11,729
Total stock of 11,729 includes 10,714 general needs, 877 seniors housing and 138 temporary housing (including dwellings not yet handed over).			

#### 14.10 Council housing – buy backs (Home Purchase and Next Steps / Housing First)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21	2021/22 to date	Total
<b>Total applications</b>	<b>5</b>	<b>53</b>	<b>88</b>	<b>159</b>	<b>124</b>	<b>429</b>
Of which, became purchases	2	32	53	86	19	192
Council declined	1	13	11	16	6	47
Owner declined offer	1	5	12	15	9	42
Owner withdrew	1	3	12	34	32	82
Outcome pending	0	0	0	8	58	66

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21	2021/22 to date	Total
<b>Completed purchases</b>	<b>1</b>	<b>13</b>	<b>43</b>	<b>64</b>	<b>71</b>	<b>192</b>
... general needs social rent	0	0	1	4	0	5
... general needs 27.5% Living Wage	0	0	5	17	19	41
... general needs 37.5% Living Wage	1	5	24	14	33	77
... temporary housing at LHA rates	0	8	13	29	19	69












#### Summary of all buy backs since start of programmes, 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 (surplus) over all properties to date (£)
192*	5	41	77	69	26 **	£1.233m ***	£104,000
















\* Of which 174 are flats (4 studio, 63 one bed, 92 two bed, 15 three bed) and 18 are houses (3 two bed, 14 three bed, 1 four bed)

\*\* Following Housing Committee decision to use rent reserve to keep rents as low as possible

\*\*\* Applied during 2019/20 – a further £827k is anticipated to be used during 2021/22


 Council housing – management		Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2
15.1	 Rent collected from council tenants	95.68%	96.16% (£51.2m of £53.2m)	TBC	TBC	TBC
The result above is provisional following implementation of our new housing management IT system and is pending verification.						
15.2	 Tenants known to claim Universal Credit (UC)	Info	24% (2,717 of 11,290)	25% (2,820 of 11,298)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	Info	57% (848 of 1,496)	TBC	n/a	n/a
15.4	Arrears of UC tenants as a proportion of total arrears	Info	65% (£1.3m of £2.0m)	TBC	n/a	n/a
15.5	Tenants evicted due to rent arrears	Info	0	0	n/a	n/a
15.6	Tenants evicted due to anti-social behaviour (ASB)	Info	0	2	n/a	n/a
15.7	 Calls answered by Housing Customer Services	85%	82% (5,385 of 6,596)	90% (4,272 of 4,763)		
15.8	Tenancies sustained following difficulties	90%	97% (31 of 32)	92% (12 of 13)		
15.9	 Average re-let time (calendar days) excluding time spent in major works	21	66	89		
Re-let times remain high while recovery efforts remain underway to tackle the backlog of empty council homes, which includes many homes which have been empty for long periods of time. However, there has been a significant improvement in number of re-lets during Q3 (122) which exceeds pre pandemic levels (based on an average of 111 per quarter during 2019/20).						
15.10	Average re-let time (calendar days) including time spent in major works	Info	206	223	n/a	n/a
15.11	Number of previously occupied council homes re-let (general needs and seniors)	Info	98	122	n/a	n/a
15.12	Number of new council homes let for the first time (general needs and seniors)	Info	5	16	n/a	n/a

	<b>Council housing – management</b>	<b>Target</b>	<b>Q2 2021/22</b>	<b>Q3 2021/22</b>	<b>Status against target</b>	<b>Trend since Q2</b>
15.13	 Empty general needs and seniors council homes (includes new homes)	Info	273	293	n/a	n/a
15.14	Empty council owned temporary accommodation homes (includes new homes not yet handed over)	Info	15	15	n/a	n/a

 Council housing – repairs and maintenance		Target	Q2 2021/22	Q3 2021/22	Status against target	Trend since Q2
16.1	 Calls answered by Repairs Helpdesk	85%	93% (19,888 of 21,410)	93% (19,739 of 21,159)		
16.2	 Dwellings meeting Decent Homes Standard	100%	92.9% (10,884 of 11,716)	96.9% (11,365 of 11,729)		
The stock condition survey identified many dwellings which did not meet the standard, and there was a lack of planned installations of new kitchens and bathrooms through 2020 due to Covid restrictions, shortages of supplies and components, and the mobilisation of new contractors. However, performance has increased since kitchen and bathroom replacements resumed under new contracts, focusing on empty homes (in order to reduce the backlog) then occupied homes.						
16.3	Energy efficiency rating of homes (out of 100)	76.8	68.1	68.1		
A very ambitious target was set in line with performance by other local authorities (the median for our HouseMark peer group was 76.8 at the end of March 2021). A retrofit plan is being prepared for Housing Committee to show how Housing can contribute to the Carbon Neutral 2030 objective, and a programme to install solar panels on 1,000 council homes is to begin in 2022.						
16.4	 Council homes with a valid Landlord's Gas Safety Record	100%	100% (10,017 of 10,017)	100% (10,044 of 10,044)		
16.5	 Lifts restored to service within 24 hours	95%	91% (292 of 321)	92% (288 of 312)		
There have been delays in repairing some lifts due to aging equipment and difficulty sourcing spare parts. Aging equipment is being modernised at Seniors schemes during 2021/22 and 2022/23; and the lift contractor will investigate potential to retain a greater stock of critical spares from European supply chains.						
16.6	Lifts – average time taken (days) to restore service when not within 24 hours	7	12	TBC	TBC	TBC

New performance indicators relating to planned and major works are currently being developed and will accompany future versions of these performance reports.



 <b>Leaseholder disputes</b>		<b>Q2 2021/22</b>	<b>Q3 2021/22</b>
17.1	Stage one disputes opened	7	6
17.2	Stage one disputes closed	4	7
17.3	Active stage one disputes (end quarter)	22	23
17.4	Stage two disputes opened	0	1
17.5	Stage two disputes closed	0	1
17.6	Active stage two disputes (end quarter)	3	3
17.7	Stage three disputes opened	0	0
17.8	Stage three disputes closed	1	0
17.9	Active stage three disputes (end quarter)	1	1



## Appendix - Government list of emergency priority repairs

Repair type	Response time (working days)
Total loss of electric power	1
Unsafe power or lighting socket or electrical fitting	1
Total loss of water supply	1
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Heating or hot water not working between 31 October and 1 May	1
Blocked/leaking foul drain, soil stack or toilet	1
Toilet not flushing (if there is only one toilet in the property)	1
Leak from a water pipe, tank or cistern	1
Insecure external window, door or lock	1

