

Housing Management Panel: East Area

Date: 16 August 2022

Time: 7.00pm

Venue **Hybrid Meeting**

In Person: The Whitehawk Inn
(Whitehawk Road, Brighton, BN2 5NS)

Remote: Zoom

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

Contact: Francis Mitchell
Democratic Services Apprentice
Francis.Mitchell@brighton-hove.gov.uk

Please try to read all minutes and reports before coming to the meeting as there may not always be time to go through the papers in detail.

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AGENDA

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FURTHER INFORMATION

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

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Date of Publication - Monday, 8 August 2022

East Area Panel – meeting invitation

Dear Resident,

On behalf of the East Area Panel, I would like to invite you to the next meeting. This will be held as a hybrid meeting; **both in person and as an online Zoom meeting.**

When	Tuesday 16 August 2022 – from 19:00 to 21:00 (Zoom will open 18:45, Meeting starts at 19:00)
Venue	Whitehawk Inn. Whitehawk Road, Brighton, BN2 5NS
Zoom	<p>Please type the following address in your browser:</p> <p>https://bit.ly/EAPAug22</p> <p>There is no difference between uppercase/lowercase letters. You won't need to enter a meeting ID or password.</p> <p>If the link above does not work, you can join through Zoom client instead, using the following details:</p> <p>Meeting ID: 821 2706 6957 Passcode: kmTjz3</p> <p>OR phone in:</p> <p>If you cannot use a device which is able to connect to the internet, you can access the meeting through audio only. With a landline phone, call one of the following numbers and type in the meeting ID and passcode when asked:</p> <p>0203 481 5237, 0203 481 5240, 0203 901 7895, 0131 460 1196</p> <p>Meeting ID: 821 2706 6957 Passcode: 410733</p> <p>To mute and unmute yourself when calling by phone, press *6 (asterisk and 6)</p>
	<p>We can help with transport costs: Please let us know at least 7 days in advance if you need the provision of bus tickets or a taxi to get to the meeting. If you drive, you can claim mileage and parking costs through your resident association grant, or where there is no association, via your Community Engagement Officer.</p>

	Taxis can only be requested by people with mobility issues.
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Please read the papers in advance of the meeting.

Please contact the Community Engagement Admin Team at 07717 302 986 or 07177 302 872 communityengagement@brighton-hove.gov.uk if you have any questions.

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: EAST AREA

7.00pm 17 MAY 2022

MICROSOFT TEAMS

MINUTES

Present

Councillors: Simson, Williams

Representatives: Christine El-Shabba, Janet Gearing, Rosemary Johnson, Alan Cooke, Ben D'Montigny

Officers: Keely McDonald, Grant Ritchie, Janet Dowdell, Justine Harris, Martin Reid, Geof Gage, Thomas Bald

Guests: Sarah Booker-Lewis

1 WELCOME, APOLOGIES, AND INTRODUCTIONS

Apologies from Sam Warren.

2 ACTIONS & MINUTES OF THE PREVIOUS MEETING

2.1 Geof Gage to ring a resident the day after the meeting regarding contract costs.

2.2 A resident raised the following amendments to the minutes:

- Emma Lewis should be listed as a representative for Craven Vale, not Woodingdean.
- Rosemary Johnson should be listed as the Leaseholder's Representative.
- Sarah Booker-Lewis's surname should be amended.
- On page 12 a weakness should include the fact that conversations occur but nothing comes out of them, and there should be an opportunity that resident only meetings can recruit new people to participate in Area Panels.

RESOLVED:

- The Actions and Minutes were agreed.
- Geof Gage to ring a resident the day after the meeting regarding contract costs.

3 RESPONSES TO RESIDENT'S QUESTIONS

Attendance of Officers at Area Panels

3.1 Rachel Chasseaud was unable to attend the December meeting due to an admin mix up. A resident asked that an officer should attend that can answer questions from residents.

Window Replacements

3.2 Residents raised that window replacements should be done on a case by case basis instead of a wide roll out of replacements. Grant Ritchie raised that having working windows will help with the cost of living crisis, and that windows are replaced on a case by case basis, but for example if a high rise block has a number of faulty windows, these should be considered for a wider replacement of all windows, and windows can't be replaced from the inside.

3.3 A resident raised that windows in Woodingdean were replaced from the inside.

3.4 A resident raised that there is a written obligation from the Council to replace windows as was agreed in the carbon emission reduction promise in November Housing Committee 2021, and not having windows is counter to the Decent Homes Initiative.

3.5 Councillor Simson raised that it would be helpful for Area Panels to see the planned maintenance programme, and questioned the contractor for scaffolding as it shouldn't be as expensive as previously stated.

3.6 Geof Gage confirmed that the survey companies are independent and provide stock condition so the Council can decide on a workplan. He also confirmed that most have windows have a life of 30 years, so would have been replaced between 1988-1998.

3.7 Residents were informed that urgency repairs happen on a case by case basis, providing a temporary solution until all windows are replaced on a wider roll out.

Drug Dealing in Craven Vale

3.8 Cllr Williams suggested that there should be a representative at Area Panels to provide updates on Anti-Social Behaviour. Justine Harris confirmed that there is an action plan to combat anti-social behaviour.

3.9 A resident raised that drug addiction is a complicated health issue and the Council should be working closely with clinical commissioning groups and primary care networks.

3.10 A resident was informed that the Housing Allocations Policy is available online.

Replacement Door and Window Contract

3.11 Geof Gage confirmed that the in the response are the new terms and expectations of contractors. He was confirmed he would be sent the address of the issue on page 23 and would investigate.

Compositing of Items for Area Panel

3.12 A resident raised that the new format of residents questions uses a lot more paper.

Scaffolding

3.13 Councillor Simson was informed that residents are informed of a rough estimate of how long the work is likely to take and how long the scaffolding will be up.

North – Refuse and Recycling Collection

3.14 Rachel Chasseaud raised that there are relatively high contamination rates in Brighton & Hove due to the communal bins, and there aren't as many different materials collected as other local authorities.

Kitchen Replacements

3.15 A resident requested an up to date timeline on Kitchen Replacements.

RESOLVED:

- Geof Gage to be sent the address of the issue on page 23, and will investigate.
- Grant Ritchie to provide an up to date timeline for Kitchen Replacements to a resident

4 HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT QUARTER 3 2021/22

4.1 Martin Reid gave a presentation on the Housing Committee Workplan Progress Update & Housing Performance Report Quarter 3 2021/22.

4.2 Councillor Simson raised that residents call up the repairs and customer service phone lines but often they are given no answer or the wrong information. Councillor Simson was then informed that:

- No more homes are being moved over to Seaside Homes.
- More older empty homes being picked up would affect the figures of turnaround times to re-let properties.
- There are a number of definitions of empty homes which can also affect the figures.

4.3 A resident raised that colours don't show on paper copies of the Agenda, and different ways should be looked at to present the information. They were then informed:

- There 5000 people on a housing register for homes in the city, so there is a critical need for affordable Council homes.
- There is Government funding for the Housing First scheme and shouldn't be labelled as something that is enabling drug dealing.

RESOLVED: Martin Reid to get in contact with a resident regarding anti social behaviour issues with the Housing First scheme.

5 CITYCLEAN SERVICE, SANITATION, AND COVID

5.1 Rachel Chasseaud gave a presentation on the CityClean Service, Sanitation, and COVID.

5.2 A resident raised that Sandhurst Avenue hasn't had their recycling collected for the past week, Rachel Chasseaud confirmed she'd investigate.

RESOLVED: Rachel Chasseaud to investigate recycling collection on Sandhurst Avenue.

6 ANTI SOCIAL BEHAVIOUR REVIEW

6.1 Justine Harris recapped the report on the ASB review.

6.2 A resident raised that in the review there is nothing about the government guidance or a single point of contact for ASB. Councillor Williams agreed that there should be a single point of contact and the Council needs to immediately help residents who are fearful of perpetrators.

6.3 A resident was informed that it depends on the seriousness and nature of the ASB to determine how long it will take to take action against the perpetrators.

6.4 Councillor Simson praised the swift action of the Council to deal with drug taking in the bin store of Lockwood Crescent.

7 POSITIVE COMMUNITY NEWS

7.1 A resident confirmed that a disused bin store is being repaired to then be used as a community workshop.

7.2 A resident confirmed the meeting rooms in Robert Lodge were being renovated.

7.3 A weekly café project would be run to revitalise the community space in Bristol Estate.

7.4 A resident raised that some bins were being installed in Bristol Estate area which would damage some green areas that were reserved, but the residents will be consulted about where they are being placed going forward.

7.5 A resident requested that the East Area Panel send their best wishes to Councillor Mears.

8 ANY OTHER BUSINESS

The meeting concluded at 21:20

Signed

Chair

Dated this

day of

East Area Panel

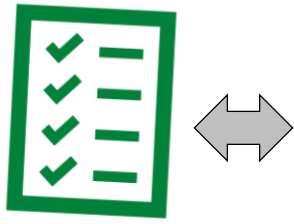
Actions of East Area Panel Meeting 17th May 2022

Deadline for staff to respond: 25 July midday

Action	Who	Response
Geof Gage to ring Rosemary Johnson the day after the meeting regarding contract costs.	Geof Gage	I called Rosemary and had a discussion on the point that she raised regarding contract costs and fully explained this to her full satisfaction
Geof Gage to be sent the address of the issue on page 23, and will investigate.	Geof Gage	
Grant Ritchie to provide an up to date timeline for Kitchen Replacements to Ben D'Montigny	Grant Ritchie	
Martin Reid to get in contact with Rosemary Johnson directly about Anti-Social Behaviour issues with the Housing First scheme.	Martin Reid	
Rachel Chasseaud to send someone to investigate why Recycling wasn't collected in Sandhurst Avenue.	Rachel Chasseaud	

Council housing performance

Quarter 1 2022/23 (Apr to Jun 2022)



100%
Gas safety
compliance



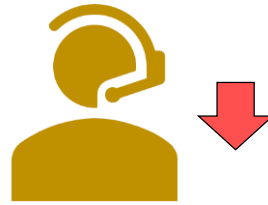
88%
Repairs calls
answered



93 days
Empty home
re-let time



95.9%
Dwellings
meeting Decent
Homes standard



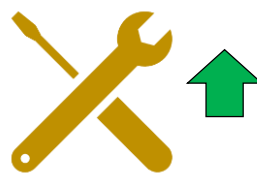
83%
Customer
services calls
answered



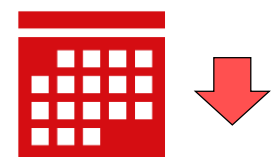
86%
Tenancies
sustained



65%
Complaint
responses within
10 working days



98%
Emergency
repairs within
24 hours

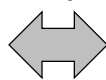


71 days
Average time to
complete routine
repairs

Performance since previous quarter is:



Better



Same



Poorer

Quarter 1 2022/23 council housing performance – key trends

Top scores (compared to target)

1. Major adaptations – average weeks taken to approve applications and commence works (4.9 weeks vs 10 week target)
2. Calls answered by Repairs Helpdesk (88% vs 85% target)
3. Lifts restored to service within 24 hours (100% vs 95% target)
4. Surveyed tenants satisfied with standard of repair work (96% vs 96% target)
5. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (71 days vs 15 day target)
2. Average re-let time excluding time spent in major works (93 days vs 21 day target)
3. Stage two complaints upheld (41% vs 18% target)
4. Routine repairs completed within 28 calendar days (45% vs 92% target)
5. Stage one complaints responded to within 10 working days (65% vs 80% target)

Biggest improvements (since previous quarter)

1. Major adaptations – average weeks taken to approve applications and commence works (9.8 to 4.9 weeks)
2. Stage two complaints upheld (63% to 41%)
3. Average re-let time excluding time spent in major works (132 to 93 days)
4. Calls answered by Repairs Helpdesk (80% to 88%)
5. Emergency repairs completed within 24 hours (95% to 98%)

Biggest drops (since previous quarter)

1. Stage one complaints responded to within 10 working days (86% to 65%)
2. Average time to complete routine repairs (55 to 71 days)
3. Routine repairs completed within 28 calendar days (54% to 45%)
4. Tenancies sustained following difficulties (97% to 86%)
5. Surveyed tenants satisfied with repairs: overall customer service (99% to 95%)

DRAFT Committee workplan progress update and Housing performance report

Quarter 1 2022/23

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 pandemic and recovery phase had been a challenge, and gratitude is expressed to residents for the patience and understanding they have shown.

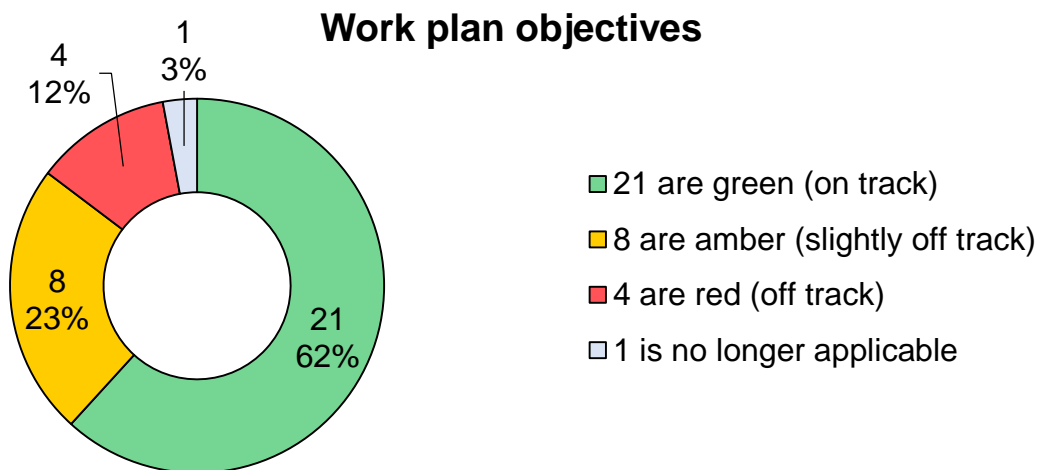
While there continue to be areas of strong performance, with 21 Housing Committee Work Plan objectives on track for delivery and 7 performance indicators on target, some delivery challenges remain. The report highlights actions being taken to improve services where performance has been adversely impacted by the Covid-19 pandemic and recovery phase, and resource capacity issues.

Performance areas	Page
Housing Committee priorities and work plan	
Additional council homes	6, 8, 21
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Performance areas	Page
Private sector housing	
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This housing performance report covers Quarter 1 (Q1) of the 2022/23 financial year. It uses red, amber and green ratings to provide an indication of performance.

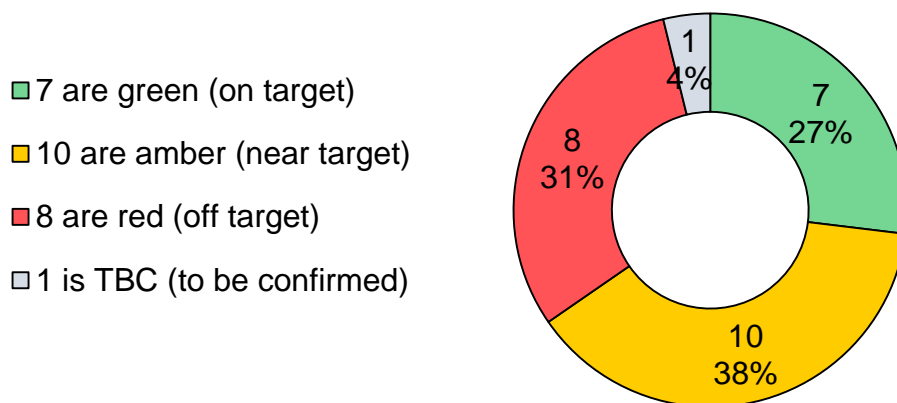
Part one provides an update of performance against the Housing Committee work plan objectives for 2019 – 2023:



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 1, the ratings and trends were as follows:

- | | |
|---|---|
| <p>G Green – on target
(7 indicators)</p> <p>A Amber – near target
(10 indicators)</p> <p>R Red – off target
(8 indicators)</p> | <p>↑ Improved since last time
(9 indicators)</p> <p>↔ Same as last time
(2 indicators)</p> <p>↓ Poorer than last time
(15 indicators)</p> |
|---|---|

Performance indicators



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

1. Provide additional affordable homes

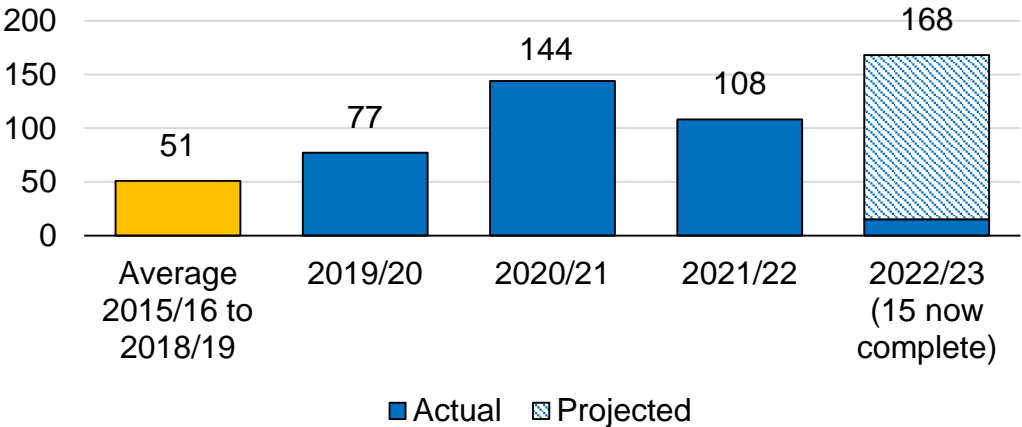
1.1 Off track: Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Regular updates on progress are provided to Housing Supply Member Board.

A total of **497** homes are projected for completion between April 2019 and March 2023, including 343 already completed:

- 2019/20: 77 homes – buy backs (43), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1 lease handed back)
- 2020/21: 144 homes – buy backs (64), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)
- 2021/22: 108 homes – buy backs (66 general needs and 24 Housing First), Hidden Homes (8) and Oxford Street (10)
- 2022/23: 168 homes – buy backs (107 general needs and 12 Rough Sleepers Accommodation Programme, Hidden Homes (7) and Victoria Road (42)
- Although outside of the timescale of the Housing Committee workplan, there are a further 227 homes projected for completion during 2023/24 (including 176 Homes for Brighton & Hove dwellings)

Additional council homes per year



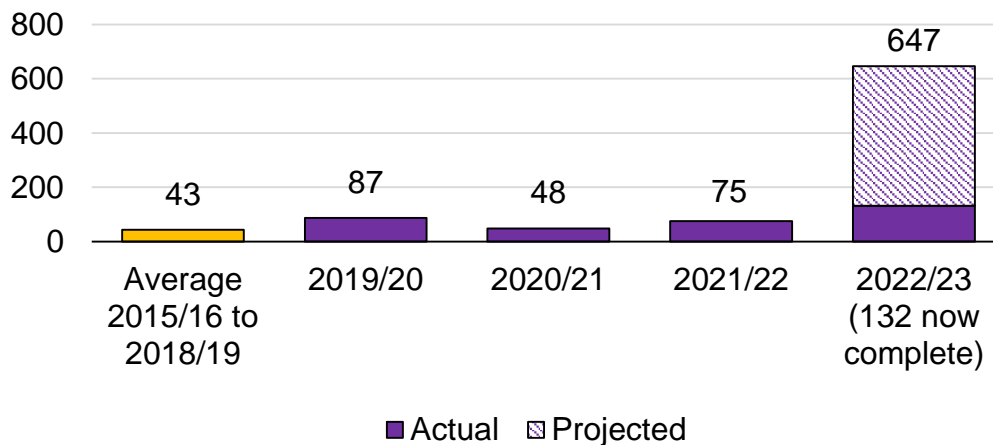
1. Provide additional affordable homes

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

A total of **857** homes (274 rent and 583 shared ownership) are projected for completion between April 2019 and March 2023, including 210 already completed:

- 2019/20: 87 homes – Montpelier Place (5), Kingsway (54) and Circus Street (28)
- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 75 homes – Preston Barracks (19), Falmer Avenue (13), Hangleton Way (33) and Lions Gardens (10)
- 2022/23: 647 homes – Edward Street (33), School Road (104), Preston Barracks (226), Graham Avenue (125), Sackville Hotel (7), New Church Road (5), King’s House (92), Ovingdean Road (18) and St Aubyn’s (37)

Other additional homes per year

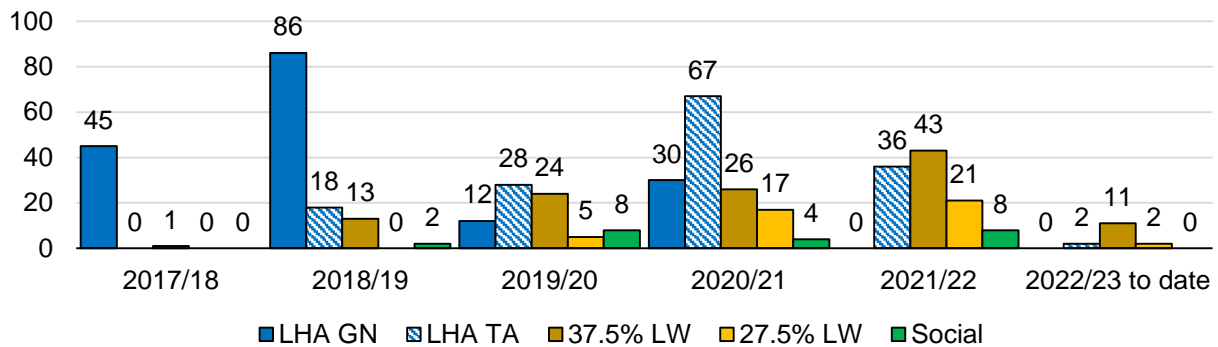


1. Provide additional affordable homes

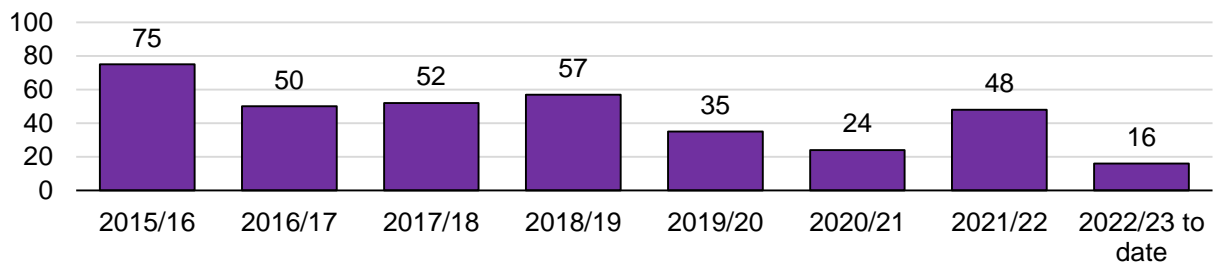
1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

15% of new general needs (GN) council homes delivered during 2022/23 to date are at social or 27.5% Living Wage rents (2 of 13) and the remaining 85% (11 of 13) are at 37.5% Living Wage rents. The 2 new temporary accommodation (TA) council homes are at Local Housing Allowance (LHA) rates.

Additional council homes by rent level



Council homes sold through the Right to Buy (RTB)



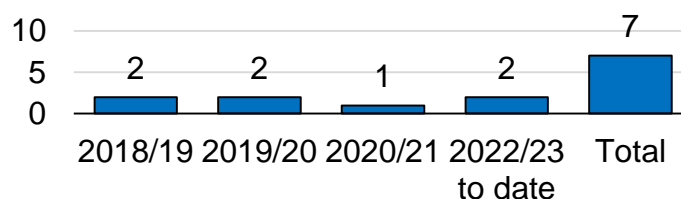
1.4 On track: Develop a policy for the council to take the role of developer on major sites

- 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

- 7 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

Sites identified



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 went to Housing Committee in March 2022

2.2 Off track: Research and review an ethical loan scheme

- This work has been deferred due to Covid-19 recovery priorities and resource capacity issues

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

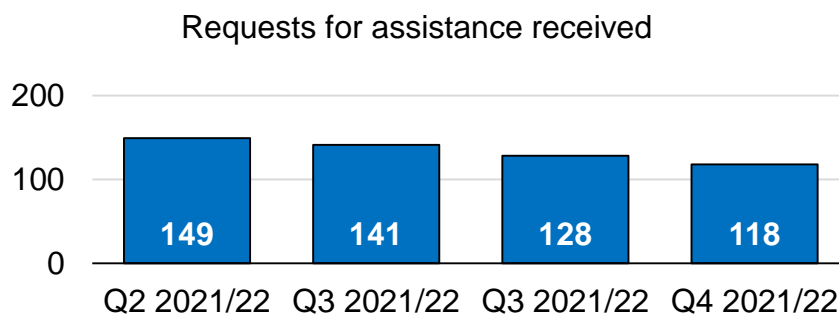
- This work has been deferred due to Covid-19 recovery priorities and resource capacity issues

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

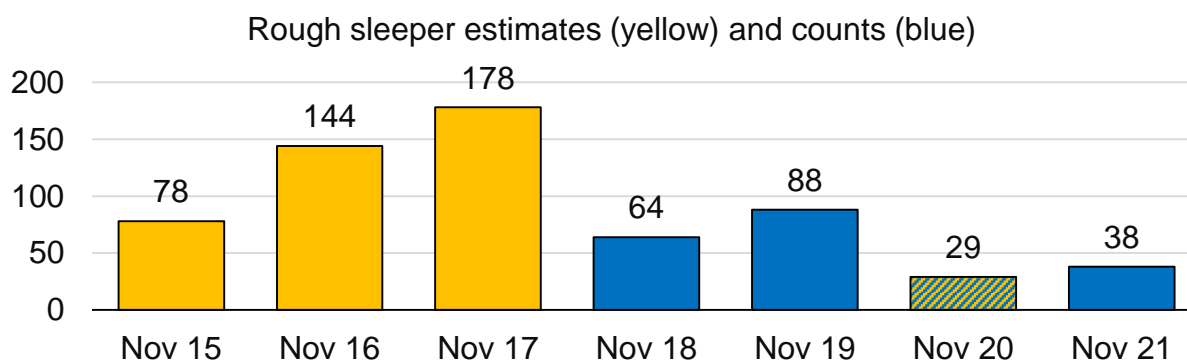
- Request for assistance top categories during Q1: 36 disrepair (31%), 16 HMO noise nuisance (14%) and 9 dampness (8%)



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
- Homelessness and Rough Sleeping update went to Housing Cttee in March 2022



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

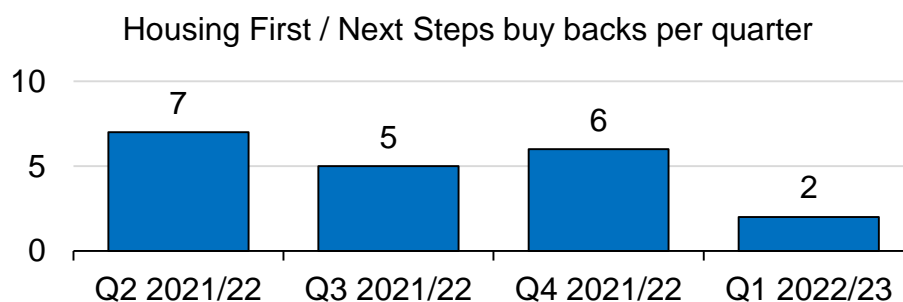
- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- The Homeless 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 what was then the Ministry of Housing, Communities & Local Government (MHCLG) and Public Health England due to Covid-19 restrictions, as it had congregate sleep sites

3.4 On track: Expand Housing First

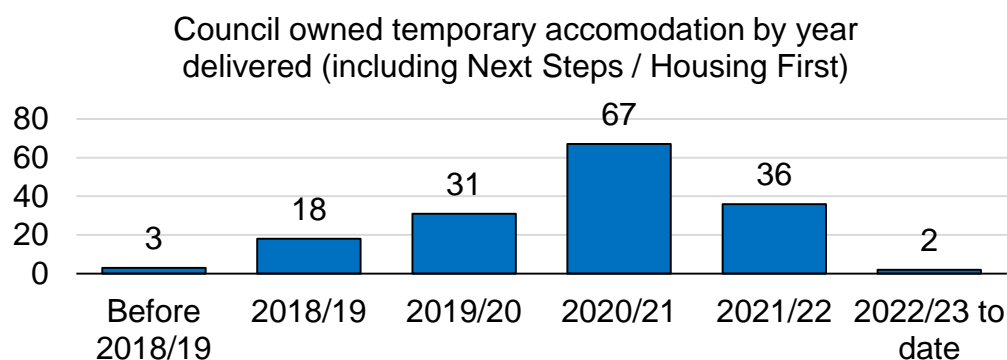
- 60 homes are currently used for Housing First, including buy backs
- 2 homes have been bought for Housing First during 2022/23 to date



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 – 10 homes completed in March 2022
- Buy backs – 78 of 226 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

- Homelessness & Rough Sleeper Strategy approved by Housing Committee 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 has been meeting quarterly since July 2021 and includes people with a lived experience of homelessness. It reports to the Homeless Reduction Board

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

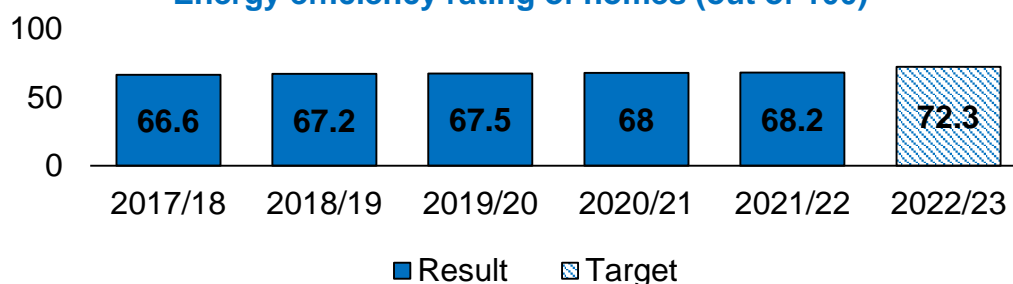
4.1 On track: Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- 'Housing action towards carbon neutral 2030' report was approved at Housing Committee (HC) in January 2021
- 'Carbon Reduction in Housing' report was considered at HC in November 2021, with a costed retrofit plan towards carbon neutral by 2030 to follow in 2022
- 'Carbon Reduction in Housing Update' report went to HC in June 2022
- Energy modelling software currently being used to enable costed retrofit plans to be developed for council homes
- Work progressing with the Retrofit Taskforce, led by Lewes and Eastbourne and University of Brighton to identify regional approach to retrofitting council homes

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

Energy efficiency rating of homes (out of 100)



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 installations 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, remaining installations being complete through summer 2022
- Options for Round 3 of the scheme currently being considered by the partnership of Sussex local authorities

5. Improving council housing and community involvement

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

- This was delayed due to service pressures and Covid-19 recovery priorities
- A twelve-week pilot of estate walkabouts started in May 2022: these will help establish a schedule of improvements and budget allocation. The information from the review of the pilot will be used to establish a decent environment standard. The Estates Walkabout schedule will be published for the year and promoted with ward councillors, lead councillors and residents

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
- Building Safety Bill is now confirmed as an act and consultants are now in place to provide a road map to support the council's responsibilities under the new act, which has links to a proposed Social Housing White Paper
- Fire Risk Assessments are carried out regularly to council housing buildings
- A full Fire, Health & Safety and Compliance report is currently being undertaken on council housing stock and the requirements on the council. This will detail the current arrangements and the resources needed to meet future arrangements
- Meetings with East Sussex Fire and Rescue (ESFR) take place every four weeks and they are fully engaged with the council processes

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 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 Tenant and Leaseholder Engagement Strategy was approved at Housing Committee in March 2021
- 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
- A procedure for engagement with tenants and leaseholders for proposed projects that will be tendered through the major works framework

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

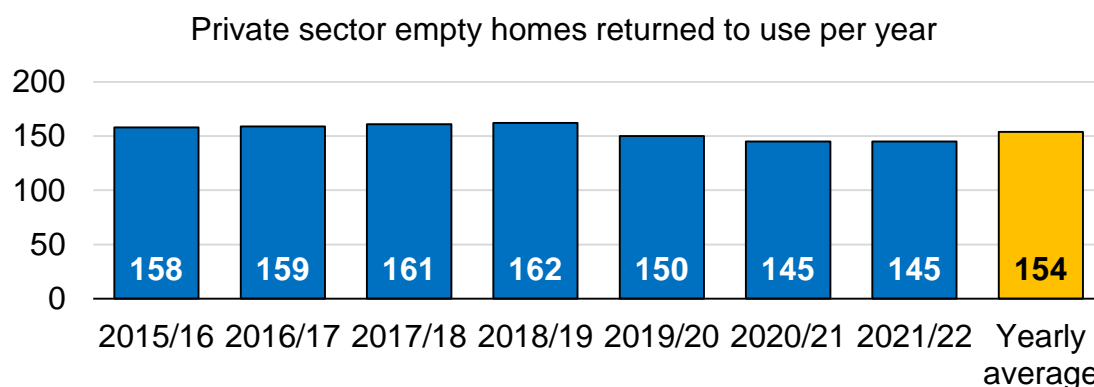
6.2 On track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- 583 shared ownership homes are projected for development between April 2019 and 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 Slightly off track: Review our empty homes policy to ensure 650 empty homes are brought back into use

- 440 private sector vacant dwellings occupation (empty for more than six months) were returned into occupation within the first three years of the timescale of the Housing Committee workplan, with one year remaining



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

- Report to Committee deferred due to service pressures and Covid-19 recovery priorities, including returning empty council homes to use
- However, research and scoping work relating to this has started and this is hoped to be delivered by December 2022

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

- Committee report due for March 2021 – deferred due to service pressures and Covid-19 recovery 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 system is 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 has recruited three electrical apprentices and further apprenticeship opportunities will be advertised later in the year

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 other service pressures and Covid-19 recovery priorities







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 11,745 council owned homes and 2,294 leaseholder homes, as well as providing temporary accommodation for 1,806 households.










 Customer feedback – all Housing services	Target	Q4 2021/22	Q1 2022/23	Status against target	Trend since Q4
9.1  Compliments received from customers	Info	112	126	n/a	n/a
9.2  Stage one complaints responded to within 10 working days	80%	86% (133 of 155)	65% (124 of 191)		
The Corporate Customer Feedback team are due to hold detailed conversations with Housing services managers imminently, to investigate this decline in performance, and a further update will be provided in this report before it goes to Housing Committee in September.					
9.3 Stage one complaints upheld	Info	40% (62 of 155)	40% (76 of 191)	n/a	n/a
9.4 Stage two complaints upheld	18%	63% (5 of 8)	41% (7 of 17)		
Although performance has improved compared to the previous quarter, this is likely in part to relate to the performance issue highlighted above. Stage one complaints are investigated by Housing service managers and stage two complaints are investigated by the Corporate Customer Feedback team. There has been an increased focus on how complaints are handled across the council, especially on improving the overall quality of complaint responses at stage one, in order to reduce the need for cases to be escalated to stage two.					




  Private sector housing	Target	Q4 2021/22	Q1 2022/23	Status against target	Trend since Q4	
10.1	Total licensed Houses in Multiple Occupation (HMOs)	Info	3,460	3,503	n/a	n/a
10.2	Corporate KPI: HMOs where all special conditions have been met (for licences issued over 12 months ago)	57%	56.50% (1,112 of 1,968)	59.59% (1,156 of 1,940)		
The target of 57% for the end of Q1 is set as a step towards a target of 60% at the end of Q4. The indicator above measures cases where the council has verified that conditions have been completed and it is anticipated this figure will continue to rise over the course of the year.						
10.3	Corporate KPI: Private sector vacant dwellings returned into occupation (empty for more than two years)	9	12	5		
This indicator used to apply to properties empty for longer than six months but has now changed to focus on properties empty for more than two years that require more intensive casework. Most properties empty for less than two years do not require intensive casework and may often come back in to use without intervention.						

NB Additional indicators relating to private sector housing are being developed with the aim of including them in the final version of this report when it goes to Housing Committee in September.

 Housing adaptations	Target	Q4 2021/22	Q1 2022/23	Status against target	Trend since Q4	
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	14.9	17.2		
The amber threshold for this indicator is set at 26 weeks based on historic guidance timescales, with the target of 10 weeks reflecting revised guidance timescales.						
11.2	Council housing – average weeks taken to approve applications and commence works	10	9.8	4.9		
The indicator above is available again as a result of the development of new reporting systems following the switchover of our main housing management IT system. This will now move on to providing additional indicators measuring the average time taken to complete adaptations works, as requested at Housing Committee.						

	Housing Needs – Housing Options and allocations	Target	Q4 2021/22	Q1 2022/23	Status against target	Trend since Q4
12.1	Corporate KPI: Households where homelessness was prevented due to casework by the council and partner agencies	424	416	414		
12.2	New households accepted as homeless	Info	113	95	n/a	n/a
The Q1 figures above are provisional and may change slightly after the council's homelessness casework data is validated as part of a statutory return to central government, along with data for other local authorities, which is due for submission in mid-August 2022.						
12.3	Number of households on the housing register	Info	7,686	7,592	n/a	n/a

 Housing Needs – temporary accommodation (including emergency accommodation)	Target	Q4 2021/22	Q1 2022/23	Status against target	Trend since Q4	
13.1	Corporate KPI: Total households in temporary accommodation	1,850 or fewer	1,890	1,806		
The target of 1,850 for the end of Q1 is set as a step towards a target of 1,700 at the end of Q4.						
13.2	Rent collected for emergency accommodation (year to date including loss from empty homes)	89.21%	80.41% (£4.9m of £6.1m)	TBC	TBC	TBC
13.3	... as above but excluding rent loss from empty homes	For info	97.19% (£4.9m of £5.0m)	TBC	n/a	n/a
The monitoring of rent collection for emergency accommodation is due to move from an older IT system to the same system used for the temporary accommodation indicators below. July is expected to be the last month the older system will be used and the Q1 result will be available after the switchover, by the time the final version of this report goes to Housing Committee.						
13.4	Rent collected for leased properties (year to date including loss from empty homes)	96.96%	85.59% (£6.7m of £7.8m)	89.82% (£1.5m of £1.7m)		
13.5	... as above but excluding rent loss from empty homes	For info	92.91% (£6.7m of £7.2m)	97.01% (£1.5m of £1.54m)	n/a	n/a
13.6	Rent collected for Seaside Homes (year to date including loss from empty homes)	91.00%	89.50% (£5.2m of £5.8m)	89.41% (£1.1 of £1.3)		
13.7	... as above but excluding rent loss from empty homes	For info	96.22% (£5.2 of £5.4m)	95.60% (£1.1m of £1.2m)	n/a	n/a
13.8	Empty temporary accommodation homes	For info	99	95	n/a	n/a
The indicator above includes 55 block booked dwellings, 24 leased dwellings and 16 Seaside Homes dwellings. These are dwellings available to let as temporary accommodation.						
13.9	Seaside Homes properties with a valid Landlord's Gas Safety Record	100%	100% (426 of 426)	99.8% (425 of 426)		
13.10	Leased properties with a valid Landlord's Gas Safety Record	For info	87.8% (535 of 609)	86.4% (514 of 595)	n/a	n/a
The indicator above does not have a target because when it comes to leased properties the council's role 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 owned temporary accommodation homes. The calculation has been revised to account for dwellings confirmed as empty, following a query at Housing Committee.						

 Council housing – supply		Q4 2021/22	Q1 2022/23
14.1	 Additional council homes	37	15
14.2	... at Local Housing Allowance (LHA) rents	46% (17 of 37)	13% (2 of 15)
All homes at LHA rates delivered during Q1 were for use as temporary housing			
14.3	... at 37.5% Living Wage rents	27% (10 of 37)	73% (11 of 15)
14.4	... at 27.5% Living Wage rents	5% (2 of 37)	13% (2 of 15)
14.5	...at social rents	22% (8 of 37)	0% (0 of 15)
14.6	Council homes sold through the Right to Buy	13	16
Of the 16 homes sold during Q1, 12 were leasehold (flats) and 4 were freehold (houses)			
14.7	Net change in the number of council homes – all rent levels	+24	-1
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	-3	-14
14.9	 Total council owned homes	11,746	11,745
Total council owned dwelling stock of 11,745 includes 10,711 general needs, 877 seniors housing and 157 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	2022/23 to date	Total
Total applications	5	53	88	157	158	29	490
Of which, became purchases	2	32	53	88	51	0	226
Council declined	1	13	11	16	10	2	53
Owner declined offer	1	5	12	15	14	0	47
Owner withdrew	1	3	12	33	51	8	108
Outcome pending	0	0	0	5	32	19	56

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23 to date	Total
Completed purchases	1	13	43	64	90	15	226
... general needs social rent	0	0	1	4	0	0	5
... general needs 27.5% Living Wage	0	0	5	17	21	2	45
... general needs 37.5% Living Wage	1	5	24	14	43	11	98
... temporary housing at LHA rates	0	8	13	29	26	2	78










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 (£)
226*	5	45	98	78	46 **	£1.973m ***	£232,000






* Of which 203 are flats (6 studio, 70 one bed, 110 two bed, 17 three beds plus) and 23 are houses (3 two bed, 20 three beds plus)

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

















*** Applied during 2020/21 – a further £830k is anticipated to be used during 2022/23













 Council housing – management		Target	Q4 2021/22	Q1 2022/23	Status against target	Trend since Q4
15.1	Corporate KPI: Rent collected as proportion of rent due (current tenants)	96.65%	95.66% (£52.3m of £54.7m)	95.32% (£56.6m of £5.9m)		
The Q1 figure above is a forecast for the whole of the 2022/23 financial year, and the Q4 figure is the actual result for the 2021/22 financial year. The methodology excludes rent loss from empty properties and includes arrears from the end of the previous financial year.						
15.2	 Tenants on Universal Credit (UC)	Info	26% (2,933 of 11,340)	28% (3,229 of 11,385)	n/a	n/a
15.3	Tenants on UC who are in arrears and have an Alternative Payment Arrangement (APA)	50%	51% (838 of 1,646)	52% (972 of 1,881)	n/a	n/a
Of the 3,229 tenants on UC there were 1,881 who also had rent arrears. Of the latter, 972 had an APA in place, whereby housing costs of UC are paid direct to the council as their landlord.						
15.4	Arrears of UC tenants as a proportion of total arrears	Info	61% (£1.4m of £2.4m)	60% (£1.7m of £2.8m)	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	0	n/a	n/a
15.7	New reports of ASB from victims and witnesses	Info	183	200	n/a	n/a
15.8	ASB perpetrator cases opened	Info	140	146	n/a	n/a
15.9	ASB perpetrator cases closed	Info	151	136	n/a	n/a
15.10	Average days to close ASB perpetrator cases	Info	76	81	n/a	n/a
15.11	Active ASB perpetrator cases at quarter end	Info	162	172	n/a	n/a
The anti-social behaviour (ASB) indicators in this section have been developed to reflect the way ASB is recorded on the new housing management IT system, which includes reports from victims and witnesses as well as linked cases dealt with in relation to the perpetrators. There are often multiple victims and witnesses linked to a single perpetrator.						
15.12	 Calls answered by Housing Customer Services	85%	86% (5,010 of 5,826)	83% (5,137 of 6,159)		
15.13	Tenancies sustained following difficulties (Tenancy Sustainment Team cases)	90%	97% (28 of 29)	86% (18 of 21)		

Please note the indicators in the table below and their targets are being reviewed as part of a project across Housing focused on reducing the number of empty council homes.


	Council housing – empty homes	Target	Q4 2021/22	Q1 2022/23	Status against target	Trend since Q4
15.14	 Average re-let time in calendar days excluding time spent in major works	21	132	93		
<p>Re-let times are 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, the number of re-lets during 2021/22 (472) was up on 2020/21 (213) and above pre-pandemic levels seen during 2019/20 (445). Furthermore, the number of re-lets during Q1 2022/23 (176) is significantly above 2021/22 levels (which averaged 118 per quarter) and the number of empty homes has decreased from 251 to 204 during the quarter.</p>						
15.15	Average 'key to key' re-let time in calendar days including time spent in major works	Info	211	163	n/a	n/a
15.16	Number of previously occupied council homes re-let (general needs and seniors)	Info	140	176	n/a	n/a
15.17	Number of new council homes let for the first time (general needs and seniors)	Info	8	22	n/a	n/a
15.18	 Empty general needs and seniors council homes (includes new homes)	Info	251	204	n/a	n/a
15.19	Empty council owned temporary accommodation homes (includes new homes)	Info	21	24	n/a	n/a

Please note the figures for the first three indicators in the table below are provisional as there are currently issues with reporting of repairs data arising from the switchover of our main housing management IT system since the start of July 2021. At present two IT systems are being used and it is not possible to integrate reporting between them, meaning that performance data is currently being extracted and manually combined from the two systems, which is likely to be less accurate than automatic system reporting (due to the volume and multiple stages of the jobs managed by the Repairs & Maintenance service). We are in the process of procuring a new works management system. Once we have this new system, we should be able to report on all jobs automatically.

 Council housing – repairs and maintenance		Target	Q4 2021/22	Q1 2022/23	Status against target	Trend since Q4
16.1	 Emergency repairs completed within 24 hours	99%	95.0% (2,494 of 2,626)	98.1% (2,120 of 2,160)		
16.2	Corporate KPI: Routine repairs completed within 28 calendar days	70%	53.8% (2,076 of 3,861)	44.9% (1,773 of 3,952)		
<p>Recently completed routine repairs have included jobs from a backlog which has built up since the start of the pandemic and due to reduced staffing levels and availability of contractors. This means that these jobs took longer than their target timescales once they were completed. The Repairs & Maintenance service continue to make progress recruiting to positions across trade and office-based roles and is currently exploring options for additional fixed term positions as part of a plan to clear the backlog.</p>						
16.3	Average time to complete routine repairs (calendar days)	15	55	71		
As above.						
16.4	 Calls answered by Repairs Helpdesk	85%	80% (18,415 of 22,891)	88% (16,497 of 18,692)		
<p>Although the indicator is on target and has improved, performance is expected to improve further into Q2. This is because the Repairs Helpdesk had vacancies for three call agents which have since been recruited to. The new agents started in June and are being mentored by experienced staff, which should soon result in at least 90% of calls being answered.</p>						
16.5	 Surveyed tenants satisfied with repairs: standard of work	96%	97% (107 of 110)	96% (207 of 216)		
16.6	Surveyed tenants satisfied with repairs: overall customer service	96%	99% (109 of 110)	95% (206 of 216)		

 Council housing – investment and asset management		Target	Q4 2021/22	Q1 2022/23	Status against target	Trend since Q4
16.6	 Corporate KPI: Dwellings meeting Decent Homes Standard	100%	95.6% (11,229 of 11,746)	95.9% (11,263 of 11,745)		
The stock condition survey in 2019/20 identified many dwellings which did not meet the standard, and there had been a lack of planned installations of new kitchens and bathrooms throughout much of 2020/21 and 2021/22 due to Covid restrictions, shortages of supplies and components, and until planned works resumed through new contractors. Performance was 91.9% at the same time a year ago and so has improved considerably since then.						
16.7	Corporate KPI: Energy efficiency rating of homes (out of 100)	72.3	68.2	68.2		
An ambitious corporate target has been set for 2022/23 in line with a trajectory towards Band A by 2024 (from Band D). Please see the workplan updates for 'Achieving carbon reductions and sustainability in housing including address fuel poverty' (page 12) for more information about these objectives, including improving energy efficiency of council homes.						
16.8	 Council properties with a valid Landlord's Gas Safety Record	100%	100% (10,044 of 10,044)	100% (10,012 of 10,012)		
16.9	 Lifts restored to service within 24 hours	95%	94% (159 of 169)	100% (87 of 87)		
The Q1 figure for the indicator above is provisional for April and May 2022 combined. The June result will be available imminently and then the Q1 result will be confirmed. At the time of writing, it is known that there were 133 lift breakdowns during the full quarter.						

Following a request at Area Panel in February 2022, a summary of the capital works programme will be included as an accompaniment to future versions of this report.

 Leaseholder disputes		Q4 2021/22	Q1 2022/23
17.1	Stage one disputes opened	4	1
17.2	Stage one disputes closed	1	3
17.3	Active stage one disputes (end quarter)	24	22
17.4	Stage two disputes opened	1	4
17.5	Stage two disputes closed	1	0
17.6	Active stage two disputes (end quarter)	3	7
17.7	Stage three disputes opened	0	0
17.8	Stage three disputes closed	0	0
17.9	Active stage three disputes (end quarter)	1	1

Resident Questions for Housing Area Panel

Department	Housing Investment & Asset Management
Date question raised	23/06/2022
Date of Area Panel	16/08/2022
Area in city	East
Star rating applied by residents	3 star – city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Theresa Youngman
Officer job title	Programme Delivery Manager
Title of Question:	Planned Maintenance Schedules
Issue:	Residents don't have sufficient information about planned maintenance in their area.
Background:	It is difficult for Residents' Associations to properly represent and feedback to local residents about planned routine maintenance on their homes, as they don't have access to the Council's Planned Maintenance Schedule. Furthermore, the current Planned Maintenance Schedule only covers 18 months, and it is therefore impossible to know if the necessary work is planned/or will be planned in the time after this period.
Action requested by residents:	<ol style="list-style-type: none"> 1) Copies of the existing planned maintenance schedule be sent to all resident reps. 2) Copies of planned maintenance schedules to be sent to all reps regularly, whenever it is updated, as a matter of course. 3) Planned maintenance schedules be changed from the current 18 months to 4-5 years.
Officer Response:	Theresa Youngman
Officer contact details:	Theresa.youngman@brighton-hove.gov.uk
Response:	<p>The current programmes were short term which followed the transition from the partnership to our new contractors and methods of working, these were only interim measures to allow the embedding of the new contracts.</p> <p>We are in the process of preparing capital works programmes for the next 3 years from April 2023 and this will develop into a 5-year programme. We will also be taking an overview of our 10-year requirement within the next 12 months.</p>

We are currently updating all our Planned Maintenance Programmes to align with our Asset Management Strategy.

Our proposed 3-year programme will be part of the budget setting process in October and following agreement we will be able to publish after that and share with Resident groups across the city, once available this will also be published on our website and updated as required.

The focus now will be to develop these and to provide the 5-year programme which will be shared on completion.

It should be noted that the confirmed programmes may be subject to change throughout the financial year/s to consider schedules that arise through urgency, accelerated dilapidation or opportunities to combine different workstreams into one project – thus providing improved value for money

Specific Action:

Action:

Update Planned Programmes for publication to Area Panel

Timeline:

Start date:

Next area panel

End date:

Ongoing

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	23/06/2022
Date of Area Panel	16/08/2022
Area in city	East
Star rating applied by residents	3 star – city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Rachel Fitchie
Officer job title	Housing Options Manager
Title of Question:	Housing Allocations Policy
Issue:	The Council is not enforcing its own allocations policy.
Background:	<p>Reps in the East area are facing continuous issues with drug dealers being housed in Council-owned properties, and, as a result, are not convinced that the Council's housing allocations process is rigorous enough.</p> <p>Meanwhile, there have been reports of single-parent households being moved into areas they do not want to go, waiting a long time to be allocated suitable housing, their legitimate concerns not being taken on board, and generally not being listened to.</p> <p>Residents are concerned that the Council are failing to follow their own policy with regards to housing allocation (ref: <u>Housing Allocations Scheme and Guidance, 2016</u>), in particular with regards to tenants who are found to have omitted relevant information, or give the Council false or misleading information, regarding convictions that they are obliged to disclose.</p>
Action requested by residents:	<p>Residents are requesting:</p> <ol style="list-style-type: none"> 1) Justine Harris's presence at Area Panel, to discuss the issue. 2) Information about: <ol style="list-style-type: none"> a. What checks and processes do Housing allocations have in place to ensure that applicants are not omitting relevant information, or giving false or misleading information? b. What checks and processes are in place to ensure that tenants who are found to have given such false or misleading information are removed from their allocated Council properties?
Officer Response:	Rachel Fitchie

Officer contact details:

rachel.fitchie@brighton-hove.gov.uk

Response:

Persons who do not qualify on grounds of behaviour Applicants will not qualify for social housing in Brighton & Hove and be (or remain) registered on the council's housing queues if any of the following circumstances apply:

(a) The council is satisfied that they have, within the preceding 10 years, obtained or attempted to obtain housing or other housing related services/welfare benefits /public funds, from any public body in the UK, by making a false or misleading statement or withholding information, or encouraging someone else to do so on their behalf;

(b) The council is satisfied that the applicant is unlikely to satisfactorily manage the tenancy and /or pay their rent because, for example:

(i) they have been evicted due to anti-social behaviour (including, but not limited to domestic violence and abuse, homophobic, transphobic abuse and/or noise nuisance) or rent arrears;

(ii) they have been served, within the last year, with a notice for breach of their tenancy conditions;

(iii) another person who shared a property occupied by them left because of the applicant's violence/abuse or threats of violence/abuse against them or a person associated with them;

(iv) they or a member of their household have a history of anti-social behaviour (including domestic violence/abuse and noise nuisance);

(v) they have a record of failure to pay rent 18;

(vi) they have outstanding debt liabilities to the council and are not making satisfactory arrangements to repay those debts 19.

(vii) they are a person who has been removed from a premises subject to a closure order under the Closure of Premises (Anti-Social Behaviour, Crime and Policing Act 2014)

(c) Where an applicant or member of the household has been found guilty of a criminal offence including theft, assault, criminal damage, robbery, possession or supply of drugs, burglary and fraud, sexual assault or other criminal behaviour a person may not be eligible, or may be removed, for a period no longer than the period that an offence becomes spent under the Rehabilitation of Offenders Act 1974. Each case will be considered on its merits 20.

If a criminal conviction is disclosed, we request further information, this can involve further contact with the applicant, contact via PPU, information held on other IT systems.

If someone knowingly provides false or misleading information and secures an offer of accommodation, we will make further enquiries with our Fraud Team. In most cases this information only becomes available from 3rd party reports. This may lead to criminal conviction and loss of tenancy.

I feel it important to let you know that we offer a choice based letting system, properties can only be advertised when they become available, Applicants are then invited to bid on the properties. Due to the demand far outweighing the accommodation we have available it may be necessary for applicants to open their area of choice that may lead to a successful bid. If they are on a final offer and the accommodation is considered suitable to meet their needs, then they are encouraged to accept. I appreciate that some offers may not be their first choice however the properties should meet their needs.

Specific Action:

Action: No further action

Timeline:

Start date: Ongoing

End date:

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	23/06/2022
Date of Area Panel	16/08/2022
Area in city	East
Star rating applied by residents	3 star – city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Grant Ritchie
Officer job title	Head of Housing Repairs & Maintenance
Title of Question:	Empty council properties
Issue:	Empty properties are left empty for too long when they could be used to house people on the waiting list.
Background:	<ul style="list-style-type: none"> • A Council property at 1 Robert Lodge has been empty since November 2021. • Residents have observed that Council properties in Brighton and Hove are sitting empty for a long time. While some of these properties may genuinely require major repairs, some only require minor repairs, which could be undertaken once someone has moved in. • In the meantime, there is a long waiting list of people waiting to be housed.
Action requested by residents:	<p>Residents would like to know:</p> <ol style="list-style-type: none"> 1) How many Council-managed properties are currently empty in the East area? 2) How many of these empty properties only require minor repairs?
Officer Response:	Grant Ritchie
Officer contact details:	grant.ritchie@brighton-hove.gov.uk
Response:	The length of time properties are empty has reduced significantly since the pandemic and continues to reduce and the number of lets has increased to pre pandemic levels.

We do not record number of properties by area but the total number of HRA properties undergoing repairs across the city as of Friday 15th July is 79.

Out of these 42 are confirmed as requiring major works. Although some of the works required in the properties are not defined as “major” we are still required to complete these prior to the property being let, to ensure the property meets the Councils Lettable standard and to ensure the property has no significant HHSRS (Housing Health and Safety Rating System) risks.

The repair works were completed in 1 Robert Lodge in January 2022 and as of 15th July 2022 the property has been advertised 5 times each time there has either been no eligible bidders or no bidders when advertised. The Rehousing team now (as of Friday 15th July) have a shortlist of applicants from Homemove and are looking to book a viewing.

Specific Action:

Action

No Further Action

Timeline:

Start date:

N/A

End date:

N/A

Resident Questions for Housing Area Panel

Department	Transport/Highways
Date question raised	5/07/2022
Date of Area Panel	16/08/2022
Area in city	Central
Star rating applied by residents	3 star – city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Hilary Edgar
Officer job title	Housing Service Operations Manager • Housing
Title of Question:	Making our city safe for pedestrians
Issue:	The pavements in our city are in a very poor state of repair. Urgent improvements are needed to make our city a safe and pleasant place for everyone to walk about in.
Background:	This is a long-term concern of organisations working for equality for people with disabilities, who are particularly restricted by uneven and obstructed pavements. Issues raised at the meeting were: <ul style="list-style-type: none"> a) Pavements are broken and uneven b) Pavements are obstructed by cycles, bins, seating, advertising signage c) Pavements are overgrown with weeds and overhanging bushes
Action requested by residents:	Request for an overall review of the state of the cities pavements to be carried out, working with residents and disability organisations. Creative, ambitious solutions are urgently needed to make our city a safe and pleasant place for all pedestrians.
Officer Response:	Stacey Hollingworth
Officer contact details:	Stacey.hollingworth@brighton-hove.gov.uk
Response:	Whilst I understand the frustration regarding the condition of footways in the city, funding cuts over a number of decades have meant that we are forced to prioritise and make difficult decision. For example, our annual budget for renewing footways in the city is usually between £350k and £400k. This is enough to resurface the footways on approximately 10 roads. Considering we have over 2500 roads in the city, I am sure you can appreciate that this budget does not go far.

To ensure safety on our roads and footways we carry out highway inspections. Every road with Brighton and Hove is walked and driven by Highway Inspectors multiply times a year. The frequency depends on the nature of the road with busy roads being inspected on a monthly basis whilst other quieter roads are inspected every 6 months. This is a risk-based approach based on the level of usage e.g. the more people using a road, the quicker it will deteriorate and the more chance there is of someone being injured. During these inspections any defects will be recorded and fixed within a set time period. A defect is defined as anything over 40mm on the carriageway and 20mm on the footway. Highway Inspectors also raise condition reports on any locations where more than safety maintenance is required and these locations are put forward for scheme consideration as part of the forward programme. We also carry out independent condition surveys for carriageways every year to help prioritise funds to locations where they will offer the most benefit. For carriageway resurfacing programme is primarily focused on the Strategic Network where deteriorate happens at the fastest rate. For footways this is based on 'worst first' with high footfall areas being prioritised where appropriate. Again, this is a risk-based approach.

We are however in the process of reviewing our policies on how we manage all of our highway assets and looking to find ways to increase our funding as well as ways to innovate to make our funds go further. This area of the industry is developing at a rapid rate to keep in line with carbon reduction commitments and so we are hopeful that we can find ways to improve this service going forward.

With regards to the issue with weeds, this is something that we are working with the City Clean/City Parks department to resolve. The weeds have got out of hand since a decision was taken at ETS committee to restrict the use of pesticides to protect the environment. The planned manual removal of weeds has not been as successful as hoped for several reasons, but we are looking to trial an alternative approach, subject to approval from both departments. We do share your frustration in this respect but please rest assured that we are exploring all possible options to get this resolved as soon as possible for the safety of our residents as well as to protect our footway assets from further damage.

Specific Action:

Action:

We plan to take an update policy to Environment, Transport and Sustainability committee in October 2022.

Timeline:

Start date:	On-going
End date:	31/10/2022

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	5/07/2022
Date of Area Panel	16/08/2022
Area in city	Central
Star rating applied by residents	3 star – city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Justine Harris
Officer job title	Housing Estates Manager
Title of Question:	Key Fobs
Issue:	Cloning of key fobs
Background:	Timpsons and other local hardware businesses will clone key fobs for £10. This is happening frequently and severely reduces their effectiveness as a security measure.
Action requested by residents:	Ask the council to investigate and stop this happening
Officer Response: Justine Harris	
Officer contact details:	Justine.harris@brighton-hove.gov.uk
	We are aware of this development, we will investigate and come back with our response.
Specific Action:	
Action:	To review the cloning of key fobs and find out if there is a way, we can end this if we need to.
Timeline:	
Start date:	August 2022

End date:	November 2022
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Resident Questions for Housing Area Panel

Department	Housing
Date question raised	30/06/2022
Date of Area Panel	17/08/2022
Area in city	West
Star rating applied by residents	3 star- city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services • Housing
Title of Question:	Oversight of Environmental Improvement budget
Issue:	Information request about Environmental Improvement Budget
Background: (None)	
Action requested by residents:	<p>The promised report on the Environmental Improvement Budget to be circulated in advance of the August Area Panel to all Area Panels and to cover:</p> <ul style="list-style-type: none"> ○ What projects have been funded? ○ What has been paid for by the Housing Revenue Account? ○ Who requested the projects? ○ Who made the decision to approve them? ○ What consultation was carried out with residents affected by the projects?
Officer Response:	Justine Harris
Officer contact details:	Justine.Harris@brighton-hove.gov.uk
Response:	<p>As agreed at the last Area Panel a report on what projects have been funded, who requested the projects and which improvements are funded from the HRA will come each quarter to Area Panel going forwards.</p> <p>This is first time this report has come to Area Panel, feedback from residents on the format would be useful so we can make any improvements going forwards.</p>

Consultation for any project funded is carried out by the area Community Engagement team. Decisions are approved at a monthly meeting, chaired by Head of Tenancy Services, Justine Harris and attended by Housing Service Operations Manager, Hilary Edgar, Head of Housing Investment and Asset Management, Geof Gage, Environmental Surveyor, Robert Woodbridge and area-based Community Engagement officers, depending on which projects are being discussed.

Specific Action:

Action:

To bring a quarterly report to Area Panel.

Timeline:

Start date:	April 2022
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End date:	Ongoing
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Resident Questions for Housing Area Panel

Department	Housing
Date question raised	30/06/2022
Date of Area Panel	17/08/2022
Area in city	West
Star rating applied by residents	3 star- city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services • Housing
Title of Question:	Estate Inspections/Estate walkabouts
Issue:	West residents welcome the return of Estate Inspections but were concerned about the change of emphasis with the re-naming of these as 'walk-about' rather than 'inspections'.
Background:	Estate Inspections were a formal process, which involved a report and follow-up on issues raised. The inspections included issues around the general condition of the houses as well as the overall environment. Changing the name to 'estate walkabouts' implies a less focused approach, without the accountability. West residents would prefer that the original name is retained.
Action requested by residents:	It was agreed to ask for clarification of the content of an Estate walkabout: what can be raised; will residents get a report; what measures are there to ensure that follow-up action is taken?
Officer Response:	Helen Burrow
Officer contact details:	Helen.burrow@brighton-hove.gov.uk
Response:	<p>The objectives of Estate Walkabouts differ to the former Estate Inspections, which ceased in 2018.</p> <p>Tenant and resident group representatives, councillors, Housing Managers, and other housing staff are being invited to join the walkabouts. The walkabouts will run for a trial for 3 months with a review to be completed in August, with more walkabouts to follow in the autumn.</p> <p>By introducing a citywide pilot schedule, it is hoped that the walkabouts will:</p>

- Result in visible environmental improvements
- Improve collaborative working with each team taking responsibility for their actions
- Ensure that all areas of the city have access to available budgets such as the Environmental Improvement Budget
- Enable Housing staff to reconnect and build upon relationships with residents and Councillors

This is a formal process. Once the review of the pilot is complete, the schedule for the year will be promoted to residents. Housing will also publish improvements made as a result of the Walkabout.

Specific Action:

Action:

Clarification of the content of an Estate walkabout

Estate Walkabouts are focused on working with residents to improve the local environment. Walkabouts are scheduled to last for 1 – 2 hours and attendees will visit areas of concern within the walkabout area.

What can be raised?

It is hoped that the walkabouts will produce visible improvements to the environment and the opportunity to make a difference on the day, for example cleaning a path of rubbish or a fly tipped area or a deep clean of an entrance hall.

Examples of issues raised during the pilot estate walkabouts to date include; removal of bike chained to lamppost, repainting of external step nosing's across estate, application to Estate Improvement Budget for improved bin storage, application to Estate Improvement Budget for raised vegetable beds, removal of offensive graffiti, abandoned cars on housing land reported, request to CitiPark's to cut back overhanging vegetation on path, Community Engagement Team to discuss setting up new tenants & residents association.

Will residents get a report?

Residents attending the pilot estate walkabouts will be provided with a list of the actions taken by the officers. Future Estate Walkabouts. Outcomes will be published on the council website. if the Environmental Improvement Budget is used to fund any improvements this will be included in the quarterly Area Panel Environmental Improvement Budget update.

What measures are there to ensure that follow-up action is taken?

As this is a pilot project, the project team are currently reviewing the actions from each walkabout to decide which team is best placed to undertake follow up work.

Residents can contact the Performance & Improvement Team by emailing Housing.Performance@brighton-hove.gov.uk to provide further feedback.

Timeline:	
Start date:	May 2022
End date:	Ongoing

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	30/06/2022
Date of Area Panel	17/08/2022
Area in city	West
Star rating applied by residents	3 star- city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Grant Ritchie
Officer job title	Head of Service
Title of Question:	Refurbishment of empty properties
Issue: Unnecessary and time-consuming refurbishment of empty properties	
<p>Background: 24 Bramber Avenue is having extensive refurbishment, including a new kitchen, before it is re-let. Residents know that the previous tenant had recently installed a new kitchen, kept the property in excellent condition and cleaned all the carpets before leaving. The work means a needless delay for a homeless family and the Council incurring unnecessary expenses.</p>	
<p>Action requested by residents: Residents asked if there were exceptional reasons for this to happen, or whether it is Council policy to automatically refurbish whatever the condition of the property.</p>	
Officer Response: Grant Ritchie	
Officer contact details:	Grant.ritchie@brighton-hove.gov.uk
<p>Response:</p> <p>The number of empty homes within the City continues to reduce and lettings are returning to pre pandemic levels.</p> <p>The property in question required a full electrical rewire. This meant that a significant amount of wall tiling had to be removed to allow the cables to be recessed.</p> <p>The kitchen walls were fully tiled with tenant own tiles; therefore, it was not possible for us to patch the tiles in as we could not source the tiles used. Therefore, all tiles had to be hacked with a new tiled splashback and cooker space being provided. Additionally, all walls above splashback height required plastering to enable the incoming tenant to decorate to a sufficient standard.</p>	

The floor tiles were ceramic and did not have non-slip properties and there were some areas where the kitchen had been fitted above the tiles, specifically the worktop chrome legs. All floor tiles required hacking up and the floor screeded to allow a non-slip vinyl flooring to be fitted.

The cooker space accommodated a range cooker if a standard size free standing cooker had been fitted in this space it would result in a hazard due to the cooker space not having worktop to both sides, as a result a new unit and worktop needed to be fitted to the right-hand side to create a suitable cooker space and this unit and worktop would not match the remainder of the kitchen units.

A cooker hood had been fitted. As this it is hard wired and cannot be tested for electrical safety. One of the unit drawer fronts was damaged, we would not have been able to replace this with a matching drawer front, another complete drawer pack was missing. Again, we would not have been able to replace this with a matching drawer pack.

We also had issues with the mains Southern Water stopcock not working, subsequently the water to the property could not be isolated. We had to arrange for Southern Water to replace their stopcock which added a week to the repair period.

Whilst some of the carpets were in reasonable condition, some were not. The lounge carpet had to be removed due to a fireplace being removed which left a large hole where the hearth had stood.

The property also had a full rewire and therefore floorboards throughout had to be removed to allow cables to be run, the laminate floor in the bedrooms could not be re fitted due to being interlocking system and not reusable.

This property has had all maintenance works discussed above completed.

Specific Action:

Action:

NA

Timeline:

Start date:

NA

End date:

NA

Resident Questions for Housing Area Panel

Department	Housing Investment & Asset Management
Date question raised	30/06/2022
Date of Area Panel	17/08/2022
Area in city	West
Star rating applied by residents	3 star- city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment & Asset Management
Title of Question:	Roof-extension
Issue:	What is the criteria for having a loft extension added to your council property?
Background:	A property in Findon Road is having a loft extension. Local residents know that the property is not over-crowded and are raising questions about this with Resident Association representatives.
Action requested by residents:	Request information on what the criteria is for having a loft extension added to a council property.
Officer Response:	Gerrard Martin
Officer contact details:	Geof Gage Head of Housing Investment & Asset Management
Response:	The works being undertaken have been assessed as necessary and appropriate by the council, the details for these specific works are confidential and we are not at liberty to share that information further.
Specific Action:	
Action:	None

Timeline:	
Start date:	14.07.2022
End date:	14.07.2022

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	30/06/2022
Date of Area Panel	17/08/2022
Area in city	West
Star rating applied by residents	3 star- city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Grant Ritchie
Officer job title	Operations Manager, Property Maintenance Services
Title of Question:	Long delays in repair work
Issue:	There are long delays in some major repairs, causing inconvenience and the potential for more expensive work becoming necessary.
Background:	A property in Godwin Road has had a badly leaking roof since the start of the year, so have been waiting almost 6 months for this to be repaired. Scaffolding went up 3 weeks ago, but work has still not started on the repair, and they haven't been given any indication of when it will.
Action requested by residents:	Residents asked if this reflected the average time people are waiting for major repairs, or if there were exceptional circumstances in this instance
Officer Response:	Grant Ritchie
Officer contact details:	Grant.Ritchie@brighton-hove.gov.uk
Response:	<p>Currently our average time to complete a repair is 44.6 days (taken from July '22 KPIs). This exceeds our target of 28days, however is heavily affected by the fact that we are now clearing older jobs that have been waiting a considerable amount of time due to knock-on effects of Covid and resourcing over the last two years.</p> <p>Roofing has been particularly hard hit with delays as we only have a small team of four directly employed roofers and during storm Eunice in February '22 over two hundred orders were raised in just a couple of days, many of which requiring urgent attention to make situations safe.</p> <p>We have recently procured a contract with two new roofing contractors and two scaffolding contractors, and this is currently being mobilised to start in August and</p>

this will help us deal with older jobs and improve response times going forward on new works.

I am pleased that scaffold has been erected to complete the necessary repair and I do apologise that you have not been kept informed of progress and the likely date for works to commence. Scaffold is usually erected a week before the planned start date, but this can sometimes vary if other jobs overrun or emergency repairs to other properties become a priority.

Specific Action:

Action:

No further action.

Timeline:

Start date:

N/A

End date:

N/A

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28/06/2022
Date of Area Panel	17/08/2022
Area in city	North
Star rating applied by residents	3 star – city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Diane Hughes
Officer job title	Regeneration Programme Manager Interim Head of Strategy & Supply
Title of Question:	Lack of Social Housing for Families
Issue:	There is not enough social housing (houses, rather than flats) for families in Brighton and Hove. The Council are failing to address this problem.
Background:	<p>There are 8,000 people on the Council housing waiting list (2,000 of whom are in temporary accommodation).</p> <p>There are not enough suitable houses being built and insufficient housing stock to accommodate people on the waiting list who have children (houses with gardens). There are flats being built, but these are not suitable for families (due to noise, lack of green/outdoor space).</p> <p>Where flats are being built, there are no green spaces and parks nearby for young families (e.g., Bates Estate – there are no play areas in the vicinity of the new builds). Because of lack of suitable housing for families, there is an added problem of schools in the local area struggling to fill up places.</p> <p>Because there is a lack of suitable housing for families in the city, people are being forced to move out of Brighton, away from family support and social networks, even if they have lived in the city all their lives.</p> <p>There are at least 3 Council houses in the Hollingdean area which are currently empty and would be suitable for families.</p> <p>Families are being housed in unsuitable Council properties – such as 1 or 2-bedroom flats.</p> <p>Council land is being sold off to private property developers, rather than being used to build housing stock that would be suitable for families and meeting the need for affordable and social housing.</p>

Action requested by residents:

- 1) How is the Council currently addressing the issue of lack of suitable social housing for families (houses, rather than flats)?
- 2) What is the Council's strategy and policy in rebuilding housing stock specifically to accommodate families? (Houses, rather than flats)
- 3) Why is the Council selling off land, where this could be used to build homes suitable for families, and meet the increasing demand for social housing?

Officer Response: Jo Thompson**Officer contact details:**Jo.thompson@brighton-hove.gov.uk
Diane.hughes@brighton-hove.gov.uk**Response:**

Thank you for your questions. As of 11 July 2022, there were 4,661 households on the Housing Register with 24% of those households requiring a property size of three bedrooms or more.

The New Homes for Neighbourhoods programme builds a range of accommodation in line with the council's preferred housing mix which is supplied to all developers in the city. This is currently set at 30% one bedroom, 45% two bedroom and 25% three plus bedroom properties. Whilst we may not be able to deliver the mix on every site, we aim to achieve the overall percentage of 25% of family units across the entire new build programme to meet need.

Each new site coming forward will be reviewed to see what can be accommodated whether that is houses, flats or a mix of both. New Homes for Neighbourhoods have delivered a number of houses to date at Aldwick Mews, Flint Close, Pierre Close and Lynchet Close. A new scheme at Rotherfield Crescent will also deliver houses.

Where larger sized flats are provided, consideration is given to the available outside space e.g., balconies, communal gardens and local facilities such as schools, play areas. For example, the new development at Victoria Road, Portslade which is due for delivery later this year has 10 x 3 bed flats with private balconies, patios at ground floor and extensive communal gardens. It is also opposite Victoria Road Recreation Ground with play area, bowls and football pitches. The proposed housing scheme at Moulsecomb which will be considered by Planning Committee aims to have 54 x 3 bed (5-6 person) and 8 x 4 bed (7 person) flats with 3G sport pitches, skate park, public open space and associated infrastructure to support family living.

Housing Associations in the city also develop new housing and a number of houses are due to be provided at new developments in the city. Examples are at Swallows Rise, Portslade, St Aubyns, Rottingdean and Coombe Farm, Saltdean. Affordable rented homes will be allocated to applicants on the Housing Register and let through Homemove.

In addition to the new build schemes the council has a Transfer Incentive Scheme to encourage residents who are under occupying their home to move to smaller accommodation, thereby freeing up family sized homes for households on the Housing Register. In the case of Hawkrigde Court (on the Bates Estate), the decision was taken to actively encourage people currently under occupying family housing in the surrounding area to downsize into the one and two bedroom properties within the development, thus releasing those council homes for families. This was reflected in the Local Lettings Plan for this new build scheme. This approach will also be considered at other new build sites.

The council is committed to increasing the supply of social housing and has a target to deliver 800 additional council homes. All sites owned by the council are explored for their potential to accommodate housing development before being considered for anything else, including other uses or private sale. They are referred directly to the Estate Regeneration Team who manages the New Homes for Neighbourhoods programme for feasibility and assessment as potential housing sites.

Specific Action:

Action:

Response complete

Timeline:

Start date:

N/A

End date:

N/A

Resident Questions for Housing Area Panel

Department	Environment
Date question raised	28/06/2022
Date of Area Panel	17/08/2022
Area in city	North
Star rating applied by residents	3 star – city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Melissa Francis
Officer job title	Head of Operations - Cityclean • City Environment (Cityclean & Cityparks)
Title of Question:	Refuse and Recycling
Issue:	Residents are still dissatisfied with the poor refuse and recycling service provided by CityClean.
Background:	<ul style="list-style-type: none"> • Collections of refuse and recycling are not happening when they should. • Residents do not know when their refuse and recycling will be collected. • CityClean is a service paid for by local residents, but the service is not being delivered to satisfactory standards. <p>While the collection of refuse and recycling has improved, it is still haphazard and not happening on the days stated by the Council.</p> <p>At Southmont and Dunster Close, refuse and recycling has been happening on different days to those stated on the Council's website.</p> <p>At Old Boat Corner, residents have now been waiting for 4 weeks to have their refuse collected. They have asked for larger bins and contacted local councillors and Rachel Chasseaud to resolve the problem, but have been told they cannot have larger bins, and their refuse still has not been collected.</p>
Action requested by residents:	<ol style="list-style-type: none"> 1) Residents would like Rachel Chasseaud to be present at the next Area Panel. 2) What steps will the Council take to ensure that refuse and recycling collections consistently happen on the days published on the Council website? 3) Why is the refuse and recycling service still not running according to schedule? 4) When will a full refuse and recycling service resume? 5) Why are residents being required to pay increasing rates of Council Tax for a sub-standard service?
Officer Response:	Melissa Francis

Officer contact details:		melissa.francis@brighton-hove.gov.uk
Response:		
<p>Over the last few weeks, we have had staff shortages due to the spike in covid combined with annual leave and other sickness. This has affected collections from Southmont and Dunster Close. We always aim to collect on the correct day however, when we have staff shortages or vehicle breakdowns, we use spare crews or overtime crews to ensure a collection takes place. This may mean that the refuse and recycling is collected later in the week. We do try and avoid this where possible but try to ensure that refuse and recycling is collected albeit on a different day.</p> <p>Melissa Francis, Head of Operations will investigate the issues relating to Old Boat Corner including containment.</p>		
Specific Action:		
<p>Action: Melissa Francis, Head of Operations will investigate the issues relating to Old Boat Corner including containment.</p>		
Timeline:		
Start date:	Ongoing (query relating to Southmont and Dunster Close) 22.08.22 (query relating to Old Boat Corner – this is a future date due to annual leave)	
End date:	05.09.22	

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28/06/2022
Date of Area Panel	17/08/2022
Area in city	North
Star rating applied by residents	3 star – city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Grant Ritchie
Officer job title	Operations Manager, Property Maintenance Services & Assets & Investment Manager
Title of Question:	Kitchen replacements and repairs
Issue:	Not all Council properties are compliant with the Decent Homes Standard. The Council is not doing enough to ensure properties meet this standard.
Background:	Kitchens are meant to be replaced after 30 years, but for at least 30 different properties in Hollingdean, residents have been waiting 38 years to have their kitchens replaced. Residents are living with hazards in their kitchen for a long time before they get repaired.
Action requested by residents:	<ol style="list-style-type: none"> 1) Why are the Council taking so long to repair hazardous kitchens? 2) Why are the Council taking so long to replace kitchens that should have been replaced years ago? 3) What is the Council doing to ensure it does essential work to properties, in line with the Decent Homes Standard and their own policies?
Officer Response:	Grant Ritchie
Officer contact details:	grant.ritchie@brighton-hove.gov.uk
Response:	<p>We currently have a backlog of repairs and are prioritising repairs according to urgency, those that have a significant impact on residents or are likely to cause further damage to properties will be attended to first. If a kitchen is causing a hazard or a repair has become more urgent for any reason, please contact our repairs helpdesk by calling 0800 052 6140 and we will update the urgency accordingly.</p> <p>We are continuing to work with our Kitchen contractor to increase their capacity to replace more kitchens and are working to catch up on properties which according</p>

to our programme are due a new kitchen or bathroom. Our contractor has faced challenges over both material supply and labour, and we are working closely with them to improve their performance.

Properties will not be eligible for a new kitchen if they have received a new bathroom as part of the decent homes programme. This is our policy and follows the decent homes standard.

Specific Action:

Action:

No Further Action.

Timeline:

Start date:	N/A
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End date:	N/A
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Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28/06/2022
Date of Area Panel	17/08/2022
Area in city	North
Star rating applied by residents	2 star – local area issue
Deadline for officer response	25/07/2022
Name of officer responding	Grant Ritchie
Officer job title	Operations Manager, Property Maintenance Services
Title of Question:	Repairs
Issue:	Tenants are not receiving an adequate or responsive repairs service.
Background:	<ul style="list-style-type: none"> • While emergency repairs to homes are happening, routine repairs are still taking a long time to get looked at and sorted out. • Tenants have to chase repairs repeatedly in order for repairs to be actioned. • Tenants are being sent from pillar to post to sort out a repair. • There are long call waiting times to get through to the Repairs service. • Tenants are unhappy that they have had an increase in rent, and paying for a sub-standard service. <p>Residents were previously informed that new members of staff would be employed to deal with the waiting time at the Repairs call centre but the issue of long waiting times to get through, and long waiting times for repairs to happen have not been resolved.</p> <p>Examples of repairs taking a long time, and repeated chasing, to get dealt with:</p> <p><i>At 8 Dunster Close, a leaking tap was reported on 28th April, and the repair has not yet been done. In the meantime, the resident's water bills have gone up due to the leak.</i></p> <p><i>At 7 Haig Avenue, kitchen cabinets needing repair were reported 7 times so far and nothing has happened.</i></p> <p>Tenants are being told by Repairs to contact traders, suppliers and contractors directly, rather than the repair being dealt with by the Council. Example:</p> <p><i>At Twyford Road, a boiler issue was report to Repairs. The resident was told by Repairs to contact the boiler contractors directly. The boiler contractors were contacted, and the resident was told that the repair needed to be dealt</i></p>

with via the Repairs service. When the resident called the Repairs service again, she was again told to contact the contractors.

Example of tenant waiting a long time for their call to get through to Repairs:

A tenant at Twyford Road reported having to wait for 40 minutes before getting through to the Repairs service.

Tenants are paying higher rents each year, but for no improvement in the service

Action requested by residents:

- 1) What are the Council doing to resolve the ongoing problems with the Repairs service?
- 2) If the Repairs service is not being adequately provided, why are the rents going up?

Officer Response: Grant Ritchie

Officer contact details:

Grant.Ritchie@brington-hove.gov.uk

Response:

- 1) What are the Council doing to resolve the ongoing problems with the Repairs service?

The Repairs service is currently answering 7000-8000 phone calls and completing between 2000 and 3000 repairs per month. Our most recent survey of Tenants following a repair showed that 96% were satisfied with the work undertaken.

However, the Repairs Service is still dealing with c.9000 jobs which accumulated during successive lockdowns and because of depleted resource over this time, this means that we must prioritise works and less urgent repairs will take longer to complete. The repairs service has undertaken a large recruitment programme and is also currently mobilising 11 new specialist contractors across all workstreams, this will allow us to address the older jobs and bring us back to a position where repairs progress much more efficiently and in line with our targets.

The Repairs Helpdesk call centre has recently employed 4 new positions and these staff are being trained to deliver high quality, efficient customer service. Helpdesk colleagues based in the office to encourage collaborative and effective working practices and ensure that supervision is available to support the team and ensure correct advice is given.

The Helpdesk currently take on average 7000-8000 calls per month and their average call waiting time is 3 minutes. There may be some particularly busy periods where wait times are longer but overall, the performance of the team exceeds their KPIs.

- 2) If the Repairs service is not being provided, why are the rents going up?

Rents will be considered as part of our budget setting and proposals will be brought forward for consultation later in the year.

Specific Action:

Action:

NA

Timeline:

Start date:

NA

End date:

NA

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28/06/2022
Date of Area Panel	17/08/2022
Area in city	North
Star rating applied by residents	3 star – city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services
Title of Question:	Field Officers
Issue:	Tenants and residents on Council estates are receiving very limited service from field officers, and it is not possible to contact them.
Background:	At Area Panel, residents were told that field officers would be reappointed to carry out quarterly estate inspections in neighbourhoods. Residents welcome the reintroduction of field officers in their areas. No such field officers have been seen or been in touch with residents' association reps
Action requested by residents:	<ol style="list-style-type: none"> 1) When will field officers begin work in their areas? 2) How do tenant and resident reps get in touch with field officers to arrange estate inspections?
Officer Response:	Justine Harris
Officer contact details:	justine.harris@brighton-hove.gov.uk
Response:	<p>In May, a Housing led Estate Walkabout pilot started. This will run until the end of August. The walkabouts will help establish a schedule of improvements and budget allocation. Following the review of the pilot the Estates Walkabout schedule will be published for the year and promoted with ward councillors, lead councillors and residents.</p> <p>The review will include working with the Field Officers to agree their input with Estate Walkabouts going forwards.</p>
Specific Action:	

Action:

Share the outcome of the Estate Walkabout review, including the role of the Field Officers at the next Area Panel.

Timeline:**Start date:**

N/A

End date:

October 2022

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	23/06/2022
Date of Area Panel	16/08/2022
Area in city	East
Star rating applied by residents	2 star – local area issue
Deadline for officer response	25/07/2022
Name of officer responding	Aaron Burns
Officer job title	
Title of Question:	Privately owned properties rented by the Council lying empty
Issue:	The Council is renting privately owned homes for temporary housing but leaving them empty.
Background:	<p>A privately owned property, which is rented by the Council (at 101 Sandhurst Avenue, Woodingdean), has been empty since February 2022, in spite of the property only requiring minor repairs, and the fact that there are so many people waiting to be housed.</p> <p>Residents are concerned that funds from HRA are being used to pay rent to private landlords, which they are then not renting out and receiving rent income from.</p>
Action requested by residents:	<p>The residents would like to know:</p> <ul style="list-style-type: none"> • Why the property at 101 Sandhurst Avenue been empty for 4 months? • How many privately-owned properties are currently being rented by the Council for temporary accommodation? • Of these properties, how many are currently empty, awaiting repairs?
Officer Response:	Aaron Burns
Officer contact details:	aaron.burns@brighton-hove.gov.uk
Response:	<p>The property mentioned was found to need extensive damp works when the previous tenant moved on. In cases where repairs which are the owner's responsibility under our leasing arrangements are identified our payments to the</p>

owner are stopped and the property is handed back for them to conduct necessary works.

There are currently 732 private sector properties leased by Brighton & Hove City Council.

These properties are charged at maximum Local Housing Allowance Rates. HRA funds are not used.

There are currently 34 leased properties vacant undergoing or awaiting void works being conducted by BHCC

Specific Action:

Action:

As above.

Timeline:

Start date:

N/A

End date:

N/A

Environmental Improvement Proposals 2022

Area	Date	From	Address	Details of Requirements	Decision	Reason	Capital	Revenue	Total Accepted Cost
North	21-Mar-22	Community Centre users via Community Engagement Team	Hollingdean Community Centre	Upgrade appearance and storage	Accept July 22	Partial funding agreed fto improve the appearance of the external areas	£5,000	£5,000	£10,000.00
West	01-Apr-22	Residents via Community Engagement Team	Stonery Close	Wood blocking to stop ASB & tree planting	Accept May 22	Accepted short section to stop ASB and tree planting to improve environment.		£700	£700.00
North	10-Mar-22	Residents via Community Engagement Team	Hodshrove place, Brighton	Bike Storage, garden and comunity space	Accept May 22	To allow residents to grow food and have external areas to enjoy	£15,000		£15,000.00
Central	01-May-22	Residents via Community Engagement Team	Hampshire Court	Phase 2 Fencing works	Accept May 22	Concrete fencing is deteriorating and presents a safety hazard	£20,000		£20,000.00
East	01-May-22	Residents via Estates team	St Johns Mount	Knee rail fencing	Accept May 22	To stop parking on grass verges		£1,500	£1,500.00
East	02-May-22	Surveyor on site visit	Swallow Court	Replace damaged railing adjacent to play area	Accept May 22	Safety	£5,000		£5,000.00
North	21-Apr-22	Residents via Community engagement officer	Collington, Warmdene Road	Accessible gardening Gardening for residents	Accept May 22	To allow residents to grow food and have external areas to enjoy		£10,000	£10,000.00
East	16-May-22	Residents via Housing Customer serices	Geranium, Donald Hall Road	Protection from Vehicles - Accident	Accept June 22	Safety	£4,637		£4,637.00
North	16-May-22	Residents via Community engagement officer	Highway Close, BN2 4FZ	Accessible gardening/ Bin storage	Partilal June 22	Bin storage agreed, wider consultation required forplanters		£4,000	£4,000.00

Area	Date	From	Address	Details of Requirements	Decision	Reason	Capital	Revenue	Total Accepted Cost
North	18-May-22	Residents via Community engagement officer	Hornby Place	Bin Storage	Accept June 22	Accessibility of bin storage	£8,000		£8,000.00
East	18-May-22	Residents on Bird Estate walkabout	Swallow Court	Relocate bin storage due to smell caused by bin lids being left open.	Accept June 22	Partial Agreeded new pedal operated bins with lids	£2,500		£2,500.00
West	24-May-22	Residents via Scheme manager	Elizabeth Court	Increase bio-diversity	Accept July 22	To increase biodiversity especially birds for residents		£1,000	£1,000.00
Central	25-May-22	Residents on Mount Pleasant Walkabout	Tyson Place, Grosvenor Street, Brighton, BN2 0JQ	Recycling bins are looking tatty and the 2 refuse bins have no lids.	Accept June 22	Improve appearance & usage		£2,500	£2,500.00
Central	25-May-22	Residents on Mount Pleasant Walkabout	Avon Court	Avon Court car Park- Cars park on grass as bollards missing – request to replace the bollards	Accept June 22	To replace missing ones and maintain safe pedestrian access		£1,000	£1,000.00
Central	25-May-22	Residents on Mount Pleasant Walkabout	St John's Mount -	External recycling bins look tatty and refuse bin without lid.	Accept June 22	Improve appearance & usage		£2,000	£2,000.00
Central	27-May-22	Neighbour via tennancy Services	St Marys place BN2 1PR	Graffiti on walls	Accept June 22	To improve appearance as area not currently covered.		£474	£2,000.00
North	10-Jun-22	Residents via Housing Manager	Southmount, Brighton, BN1 7BD	Bin storage	Accept June 22	For safety & appearance of bin storage	£8,000		£8,000.00
East	01-Jun-22	Residents via Councillor	Allamanda building Donald Hall Road	Bike Storage	Accept June 22	To support bicycle usage		£2,800	£2,800.00
Central	01-Jun-22	Residents via Central area panel	Slyvan Hall estate	Dogs on lead/ clear up signage	Accept June 22	To improve safety		£1,200	£2,500.00

Area	Date	From	Address	Details of Requirements	Decision	Reason	Capital	Revenue	Total Accepted Cost
North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road,	Consider installation of secure external storage for garden equipment	Accept June 22	To provide storage other than community room		£5,000	£5,000.00
North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney & Nettleton - bin store	Limited space on site for these recycling bins but improvements can be made by installing a low fence around the pavement side.	Accept June 22	To improve visual appearance		£2,000	£2,000.00
North	15-Jun-22	Residents on Wiston Road Walkabout	Wiston Road	Can there be play installed in open space for younger children	Accept partial July 22	Reject play as another play area within 120m, but plant fruit trees		£3,000	£3,000.00
East	25-May-22	Residents association via Community engagement officer	Central Park, Woodingden	Funding to provide goal end in Multi Use Games Area.	Accept July 22	Improve community play facilities	£3,000		£3,000.00
Central	22-Jun-22	Residents On Estate Walkabout	Barclay House/ Morley Lodge	Shrub & Tree works required to clear lighting columns and pathways	Accept July 22	To resolve issues/ improve safety		£3,000	£3,000.00
Central	22-Jun-22	Residents on Estate Walkabout	Morley Lodge	Request for building signage as only way can tell is looking at DES.	Accept July 22	None present		£500	£500.00
West	29-Jun-22	Residents on Clarendon Estate Walkabout	Conway Court - front car park west	Screening of bin storage in front car park	Accept July 22	To improve appearance/ reduce fly tipping	£2,500		£2,500.00
West	29-Jun-22	Residents on Clarendon Estate Walkabout	Ellen Street	Previously promised screening of recycling areas through EDB	Accept July 22	To improve appearance/ reduce fly tipping	£10,000		£10,000.00
North	29-Jun-22	Residents on Bates Estate Walkabout	All Estate	Request for one off clearance of pathways	Accept July 22	To assist with access across site		£5,000	£5,000.00

Area	Date	From	Address	Details of Requirements	Decision	Reason	Capital	Revenue	Total Accepted Cost
North	29-Jun-22	Residents on Bates Estate Walkabout	Selsfield Drive	Restore island at the entrance to the estate	Accept July 22	To improve appearance/ accessibility for vehicles		£500	£500.00
North	06-Jul-22	Residents via Community engagement officer	Lindfield Court	Fencing & Planting	Accept July 22 Partial	Planting agreed, need further consultaion for fencing		£3,000	£3,000.00
North	05-Apr-22	Residents via Community engagement officer	Coldean youth Club	Refurbishment of building	Pending	Initial discussion waiting for Proposal form			
West	19-Apr-22	Residents via Community engagement officer	Kingston Close Hove, BN3 8LE	Additional Planting/ fruit trees.	Pending	Initial discussion waiting for Proposal form			
Central	28-Apr-22	Residents via Housing Manager	Saxonbury, Ashton Rise	Sort bin storage - bins blown into cars and hidden homes due.	Pending	On hold - Hidden homes works likely to require bin storage.			
North	16-May-22	Residents via Community engagement officer	Chartness, Warmdene Road	Community/accessible gardening	Consult	Waiting for results of consultation			
East	18-May-22	Residents on Bird Estate walkabout	Near Swallow Court	Fence area and create community seating area	Consult	Wider consultaion required by Community Engagement Team			
East	18-May-22	Residents on Bird Estate walkabout	Blackdown	Slope in front of block - Slope crazy paved with weeds growing through	Pending	Investigate further			
East	18-May-22	Residents on Bird Estate walkabout	Across estate	Additional benches for residents to sit & enjoy plus daffodils	Consult	Consult. Consider community involvement for planting			

Area	Date	From	Address	Details of Requirements	Decision	Reason	Capital	Revenue	Total Accepted Cost
Central	25-May-22	Residents on Mount Pleasant Walkabout	Mount Pleasant	Issues with graffiti around the youth centre areas of the estate. A couple of options to reduce ongoing graffiti: Planting cimeters on wall. Fencing. gated access	Consult	Wider consultaion required by Community Engagement Team			
Central	25-May-22	Residents on Mount Pleasant Walkabout	Derby Place/ Devon Lodge/ Cambridge Place	Bin storage in view and restricting access under canopy. Check with City clean	Pending	Investigate further with City Clean			
Central	25-May-22	Residents on Mount Pleasant Walkabout	Derby Place/ Devon Lodge/ Cambridge Place	Greenspace underused.- further consultation for more usage of greenspace. Eg grow your own or additional community space	Consult	Wider consultaion required by Community Engagement Team			
North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road,	Investigate options for watering point for border by entrance	Pending	For further discussion			
North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road,	Proposal to provide boxed hose storage with retractable reel in Millenium Garden	Pending	Check with other departments			
North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road, - Community Room	Redecorate and recarpet area with changes to existing lighting which is institutional.	Consult	Consultation to be lead by Community Engagement team - residents to prioritise requests			
Central	22-Jun-22	Residents on Estate Walkabout	Front entrances Barclay, Napier, Johnson Bank	Gates requested revisit previous proposal EIB288	Consult	Wider consultaion by Community Engagement Team			
North	29-Jun-22	Residents on Bates Estate Walkabout	Across Estate	Tree works required to clear dead, overgrown and resolve light issues	Pending	Check programme with Arb team			

Area	Date	From	Address	Details of Requirements	Decision	Reason	Capital	Revenue	Total Accepted Cost
West	04-Apr-22	Residents via Community Engagement Team	Knoll Park	Signage/ improvements	Rejected May 22	On Environmental services land			
North	06-Jul-22	Residents via Community Engagement Team	Bates Estate BN1 6PF	Murals on sheds	Reject July 22	Try other sources of funding			
East	18-May-22	Residents on Bird Estate walkabout	Whitehawk North play area	Additional funding to play area	Reject Jun 22	To fund out of planned works			
East	18-May-22	Residents on Bird Estate walkabout	Kestral Court and Kingfisher Court	Mural for blank concrete walls	Reject Jun 22	Community benefit limited, this is just for a car park wall			
East	18-May-22	Residents on Bird Estate walkabout	Kingfisher, Falcon & Kestral	Screen externalally located recycling	Reject Jun 22	Surveyor observation not a specific request			
East	18-May-22	Residents on Bird Estate walkabout	Med rise blocks	Review of bins storage & screen of bin stores	Reject Jun 22	On Hold until look at medium rise blocks			
Central	25-May-22	Residents on Mount Pleasant Walkabout	Tyson Place, Grosvenor Street, Brighton, BN2 0JQ	Concern over congregation of youths in area under building. proposal to reduce unauthorised access.	Reject	Monitor situation.			
Central	22-Jun-22	Residents on Estate Walkabout	Jonston Bank, Napier, Barclays Rear car park to estate	Cars re still speeding through the estate- request for pathway alongside to make safe.	Rected July 22	Need further evidence on traffic numbers			
North	29-Jun-22	Residents on Bates Estate Walkabout	Selsfield Drive	Accessible planters	Reject July 22	Would consider a proposal from a gardening group/ across estate.			