

# Housing Management Panel: North Area

Date: 17 August 2022

Time: 7.00pm

Venue **Hybrid Meeting**

**In Person:** St. Georges Hall  
140 Newick Road, Moulsecoomb, BN1 9JG

**Remote:** Zoom

Members: Councillor Fowler (Chair), Ward Councillors for the Area,  
Delegates of Tenants Association in the area.

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

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# AGENDA

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| <b>1 WELCOME, INTRODUCTIONS AND APOLOGIES</b><br>(5 Minutes)  | <b>5 - 6</b>    |
| <b>2 MINUTES AND ACTIONS OF THE PREVIOUS MEETING</b><br>(15 Minutes)<br><br>Minutes of the meeting held on 18 May 2022 (copy attached). | <b>7 - 14</b>   |
| <b>3 HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT QUARTER 1 2022/23</b><br>(10 Minutes)                    | <b>15 - 42</b>  |
| <b>4 RESIDENTS QUESTIONS - 3 STAR</b><br>(50 Minutes)   | <b>43 - 80</b>  |
| <b>5 RESIDENT QUESTIONS - 2 STAR</b><br>(15 Minutes)  | <b>81 - 94</b>  |
| <b>6 POSITIVE COMMUNITY NEWS</b><br>(10 Minutes)  |                 |
| <b>7 ANY OTHER BUSINESS</b><br>(5 Minutes)  | <b>95 - 100</b> |

**FURTHER INFORMATION**

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

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Date of Publication - Date Not Specified



## North Area Panel – meeting invitation

Dear Resident,

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

|                  |  |
|------------------|--|
| <b>When</b>      | <b>Wednesday 17 August 2022 – from 19:00 to 21:00</b><br>(Zoom will open 18:45, Meeting starts at 21:00)   |
| <b>Venue</b>     | <b>St. Georges Hall</b><br>140 Newick Road, Moulsecoomb BN1 9JG  |
| <b>Zoom</b>      | <p>Please type the following address in your browser:</p> <p><a href="https://bit.ly/NAPAUG22">https://bit.ly/NAPAUG22</a></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><b>Meeting ID: 884 7772 3479</b><br/><b>Passcode: bbZPw2</b></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><b>Meeting ID: 884 7772 3479</b><br/><b>Passcode: 280580</b></p> <p>To mute and unmute yourself when calling by phone, press *6 (asterisk and 6)</p> |
| <b>Transport</b> | <b>We can help with transport costs:</b> Please let us know <b>at least 7 days in advance</b> 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.  |

|  |   |
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|  | Taxis can only be requested by people with mobility issues. |
|--|---|

Please read the papers in advance of the meeting.

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

NORTH AREA PANEL  
18/05/2022  
DRAFT MINUTES

Attendees:

Residents: Jennifer Simmonds, Heather Hayes, Ian Beck, Desmond Jones, Peter O'Connor, Richard Clarke,

Councillors: Fowler (Chair)

Officers: Francis Mitchell, Grant Ritchie, Janet Dowdell, Justine Harris, Rebecca Mann, Sam Warren, Michael Raywood, Geoff Gage

Press: Sarah Booker-Lewis

## **1 – WELCOME, APOLOGIES & INTRODUCTIONS**

- 1.1 There were apologies from Tony Gribben.

## **2 – MINUTES & ACTIONS OF THE PREVIOUS MEETING**

- 2.1 Update on actions from the previous meeting held on 16<sup>th</sup> February 2022:
- 2.2 Action 1 – Heather Hayes informed the panel that this action had been completed.
- 2.3 Action 2 – Michael Raywood provided a verbal update on this action, stating that a site-visit had been arranged by Peter Maddox. Heather Hayes pointed out that bins are being missed out on a consistent basis and stated that residents have been refused larger bins. Ian Beck stated that the issue of missed collections was also prevalent in other areas such as Tavistock Down.

**ACTION** – Justine Harris to contact Cityclean regarding missed collections.

- 2.4 Action 3 – Heather Hayes clarified that the action did not pertain to a door handle but instead to a repair on her back door. Heather Hayes stated that she had waited two years for a replacement back door and criticised the fact that a council repair worker visited her home and took a picture of the door without acting further. Grant Ritchie stated that he had not been able to locate this as a repair. Heather Hayes stated that the door itself is level with the path outside and so water leaks in, Grant Ritchie suggested that a channel might need to be installed by the door to prevent leaks.
- 2.5 Action 4 – Janet Dowdell stated that there is a small budget allocated for the replacement of fencing. Janet Dowdell stated that while there are criteria in place for replacement, these criteria are not fixed. Ian Beck stated that somebody's fence had fallen and now their garden is being used for fly-tipping. Janet Dowdell invited Ian Beck to provide her with the address of this incident for investigation.

**ACTION** – Janet Dowdell to contact Ian Beck regarding broken fence in garden that has led to fly tipping.

2.6 Action 5 – Michael Raywood provided a verbal update on this action, detailing the advantages of concrete posts and stating that they were being looked into as an option. Heather Hayes asked if concrete support beams would be provided on garden walls that are leaning over and was informed by Michael Raywood that each case would be assessed on its individual merit.

### **3 - ADDITIONAL ITEM – ASB REVIEW**

3.1 Justine Harris presented the report for this item as seen in Addendum 1.

3.2 Justine Harris informed Jennifer Simmonds that little can be done regarding children screaming in gardens unless there is an element of anti-social behaviour involved. Janet Dowdell recommended that Jennifer Simmonds contact the customer services team regarding noise concerns.

3.3 Heather Hayes stated that the family in question live in a one-bedroom flat with three children and that it seems as if they are waiting for another property to move into, questioning the suitability of their current accommodation. Justine Harris invited Heather Hayes to share the address outside the meeting in order to investigate the suitability of the accommodation.

3.4 Ian Beck thanked the Council for taking up the issue of Anti-Social Behaviour and stated that historically it was difficult to get a response regarding ASB. Ian Beck stated that he has noticed a positive difference in the way that ASB is being reported and commended his areas Community Engagement Officer.

3.5 Janet Dowdell informed the panel that the Council has a strong relationship with the police and that they are worked with closely with when dealing with drug-dealing and other ASB. Janet Dowdell also stated that the police deal with enforcement while the housing department deals with legislation such as eviction notices.

3.6 Michael Raywood informed Heather Hayes that victims are often moved as this is what they request and stated that enforcing ASB and moving a perpetrator can be a lengthy process.

3.7 The Chair questioned whether the next tenant to move into a property would suffer as a result of the perpetrator not being moved and was informed by Michael Raywood that if the ASB was directed towards the previous tenant then it is likely that it will not persist with the new tenant.

3.8 Michael Raywood invited Richard Clark to contact him regarding ASB in Patcham.

3.9 Heather Hayes stated that perpetrators of ASB require a support package, perhaps in the form of a support worker, and asked if this is something that can be arranged. Justine Harris informed Heather Hayes that this is being done and requires a multi-agency response.



#### 4 – RESPONSES TO RESIDENTS QUESTIONS

##### ***Student Housing and the lack of homes available for local people.***

- 4.1 Heather Hayes stated that only one Council property has been bought back by the council in Coldean. Justine Harris presented a report written by Ododo Dafe that detailed the number and types of housing being built in the North Area.
- 4.2 Janet Dowdell informed Heather Hayes that one reason a student may be given a Council property to rent despite there being dedicated student accommodation in the area is that the Council may have a responsibility to house the individual, citing care-leavers as an example of such responsibility.
- 4.3 Heather Hayes asked what happened to field officers and was informed by Justine Harris that residents thought that estate inspections were too officer heavy and as part of a review the estate inspections will now be carried out by a combination of officers, environmental surveyors, and Councillors. The panel was informed that the first estate inspection had been carried out on the day of the meeting (18.05.22).
- 4.4 Janet Dowdell stated that in future, residents will be able to suggest areas of improvement for the Council to inspect and stated that the intention would be to provide an annual schedule for estate inspections so that residents can know when to expect visits.
- 4.5 Janet Dowdell informed the panel that if a garden has become overgrown and is being used as a tip, the Council can remind the occupant of their tenancy obligations to keep outside areas tidy.

**ACTION** - Michael Raywood to contact Chair of the Bates Estate Community Association regarding their list of improvements for the estate.

##### ***Clearing of Davey Drive Bank.***

- 4.6 Michael Raywood provided a verbal update on this question and stated that the thickness of the brambles and the steepness of the slope has provided health and safety risks for clearing the bank and highlighted difficulties in finding a contractor that will clear the bramble. Michael Raywood stated that there is a proposal to use a remote strimmer that is being tested that might be able to reach brambles at the top of the bank. Michael stated that the bank had been fabricked to stop the growth of brambles. Michael Raywood also highlighted that another issue would be finding a contractor that is able to maintain the bank going forward.
- 4.7 Ian Beck stated that the primary concern regarding the bank on Davey Drive is the first metre of brambles overhanging onto the pavement. Ian Beck also stated that, since double-yellow lines had been installed, parking is no longer an issue on Davey Drive.

**ACTION** – Michael Raywood to contact Robert Walker regarding the clearance of brambles overhanging onto Davey Drive.

***Refuse and Recycling collection.***

- 4.8 Desmond Jones communicated issues with refuse and recycling collections being frequently missed.
- 4.9 Ian Beck stated that he has attempted to contact Melissa Francis and Rachel Chassaud but has not yet received a response. Ian Beck stated that smaller lorries will not be necessary as double-yellow lines have been installed on narrower streets so that standard dust-vans can fit. Ian Beck also cited inconsistencies in rubbish collections, stating that rubbish is not being collected on advertised days and that as such residents have missed taking their bins out in time for collection.

**ACTION** – Rachel Chassaud to be invited to the next meeting.

***Kitchen Replacements.***

- 4.10 Grant Ritchie provided a verbal update on this question and stated that a replacement kitchen is expected to last 30 years.
- 4.11 Heather Hayes expressed dissatisfaction with the quality of the kitchens in Council properties, stating that the vinyl that is used peels off surface tops and was informed by Grant Ritchie that there were issues with the brand of vinyl previously used by Mears.
- 4.12 Grant Ritchie informed Heather Hayes that doors will not be replaced if the damage is cosmetic unless the door cannot be cleaned and stated that the fixing of vinyl on a door is not considered an urgent repair.
- 4.13 Ian Beck stated that his kitchen was last replaced in 1988 and though he was informed that his kitchen would be replaced this year, he has not heard anything else regarding this since February. Grant Ritchie informed Ian Beck that during this visit the kitchen would have been put into a programme of work and sent to contractors. Grant Ritchie stated that the kitchen programme is currently a year behind schedule due to the repairs backlog.
- 4.14 Heather Hayes asked whether the Council has enough operatives and questioned how long the Council would be catching-up on the repairs backlog. Grant Ritchie informed Heather Hayes that when repairs were bought in-house there was a shortage of approximately 60 staff and went on to state that staffing levels are now where they should have been when the services were bought in house.
- 4.15 Grant Ritchie informed the panel that approximately 3000 repairs per month are carried out and that backlog relief methods such as external contractors and temporary staff are being looked at.

***Insulation of council properties.***

- 4.16 Heather Hayes expressed satisfaction with the fact that improper insulation had been removed from properties in Coldean. Heather Hayes also stated that she was happy with the fact that scaffolding in Coldean had been removed in a timely manner.
- 4.17 Jennifer Simmonds expressed satisfaction with the fact that warmer boards had been installed in her house and that it seems the issue of damp has stopped.
- 4.18 Ian Beck thanked the Council for fixing parking issues by installing double yellow lines on Davey Drive.

**5 – HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT QUARTER 3 2021/22**

- 5.1 Martin Reid delivered the report on this item.
- 5.2 Martin Reid provided a report on the Survey of Tenants and Residents, stating that there has been a drop in customer satisfaction as a result of the repairs backlog.
- 5.3 Martin Reid informed Heather Hayes that the Council is in the process of developing 200 homes in the Moulsecoomb Hub and that houses are also being built on Victoria Road. Martin Reid also stated that the Council buys back houses and that the reason only one house had been purchased by the Council in Coldean is that it was the only house available for the Council to purchase in the area.

**6 – POSITIVE COMMUNITY NEWS**

- 6.1 The Panel felt they had already communicated their positive news.

**7 – AOB**

- 7.1 There was no other business.

The meeting concluded at 21:00



North Area Panel

Actions of Area Panel Meeting 18<sup>th</sup> May 2022

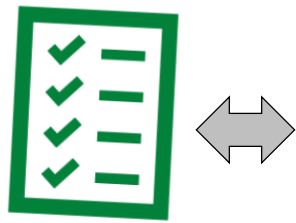
**Deadline for staff to respond: 25 July midday**

| Action   | Who                  | Response   |
|--|----------------------|--|
| Justine Harris to contact Cityclean regarding missed collections.  | Justine Harris       |  |
| Janet Dowdell to contact Ian Beck regarding broken fence that has lead to fly tipping in residents garden.   | Janet Dowdell        | This issue has been passed to the North Area Team for investigation. They will contact the tenant and arrange a site visit to assess the problem and solution. |
| Michael Raywood to contact the Chair of the Bates Estate Community Association (name was not provided at meeting) regarding their list of improvements for the estate. | Michael Raywood      |  |
| Michael Raywood to contact Robert Walker regarding the clearance of brambles overhanging onto Davey Drive.   | Michael Raywood      |  |
| Rachel Chasseaud to be invited to the next meeting.  | Community Engagement | I have sent invitation to Rachel to attend the North AP on 17 August   |



# Council housing performance

## Quarter 1 2022/23 (Apr to Jun 2022)



**100%**  
Gas safety  
compliance



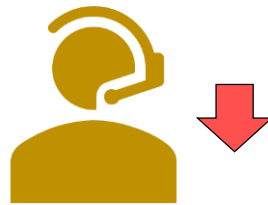
**88%**  
Repairs calls  
answered



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



**95.9%**  
Dwellings  
meeting Decent  
Homes standard



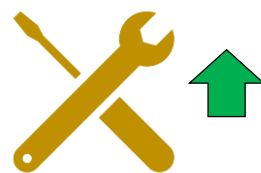
**83%**  
Customer  
services calls  
answered



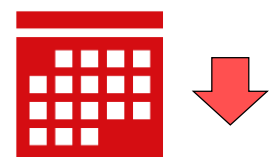
**86%**  
Tenancies  
sustained



**65%**  
Complaint  
responses within  
10 working days



**98%**  
Emergency  
repairs within  
24 hours

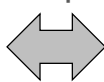


**71 days**  
Average time to  
complete routine  
repairs

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.

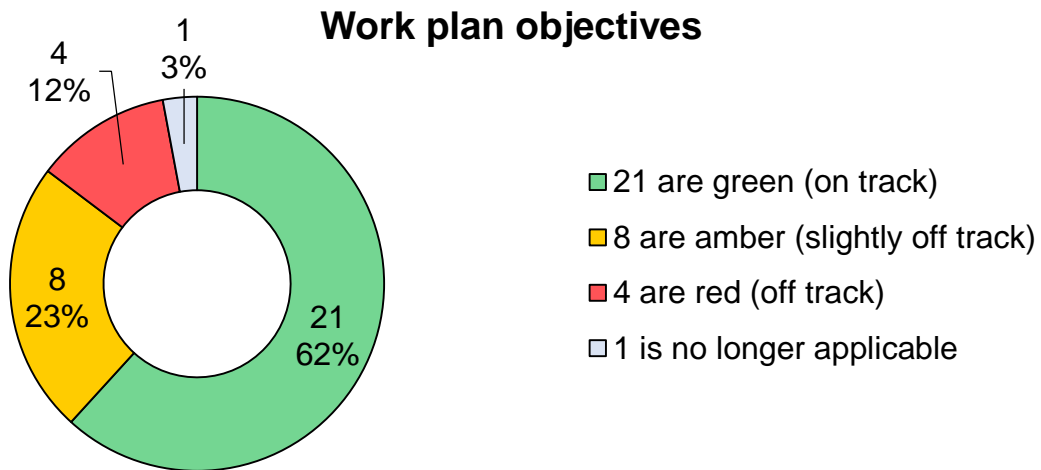
While there continue to be areas of strong performance, with 21 Housing Committee Work Plan objectives on track for delivery and 7 performance indicators on target, some delivery challenges remain. The report highlights actions being taken to improve services where performance has been adversely impacted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

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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.

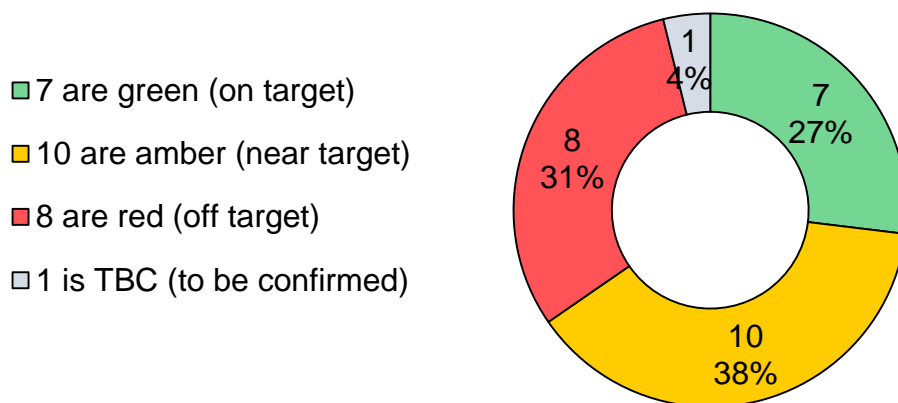
Part one provides an update of performance against the Housing Committee work plan objectives for 2019 – 2023:



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

### Performance indicators



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

## 1. Provide additional affordable homes

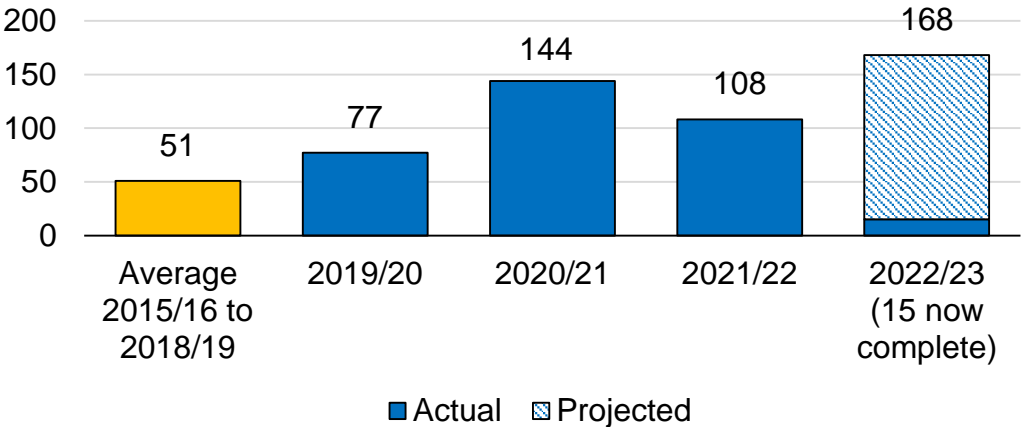
**1.1 Off track:** Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

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**



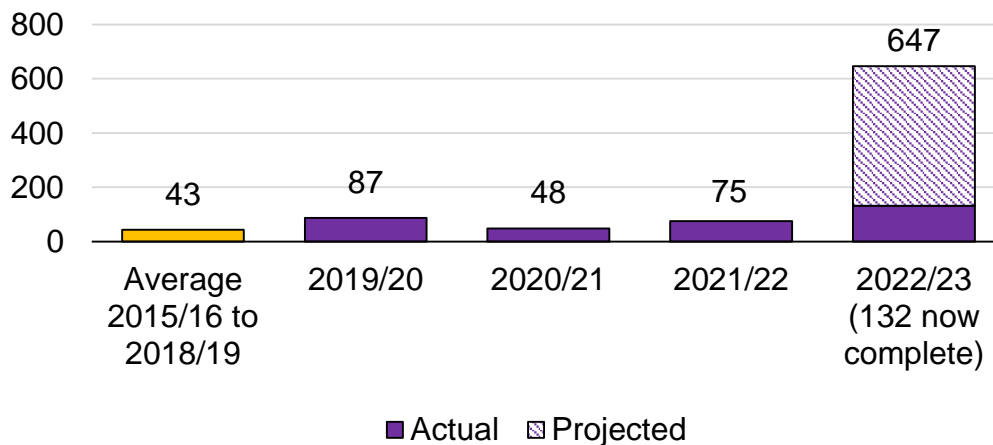
## 1. Provide additional affordable homes

**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

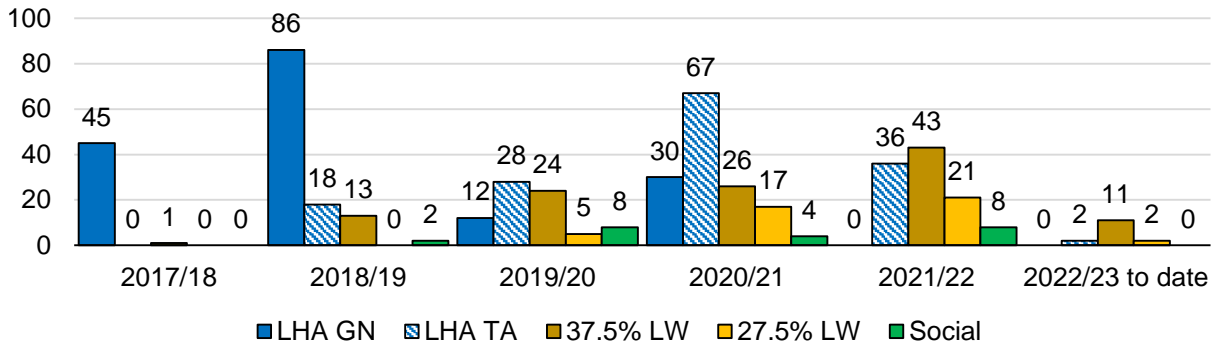


## 1. Provide additional affordable homes

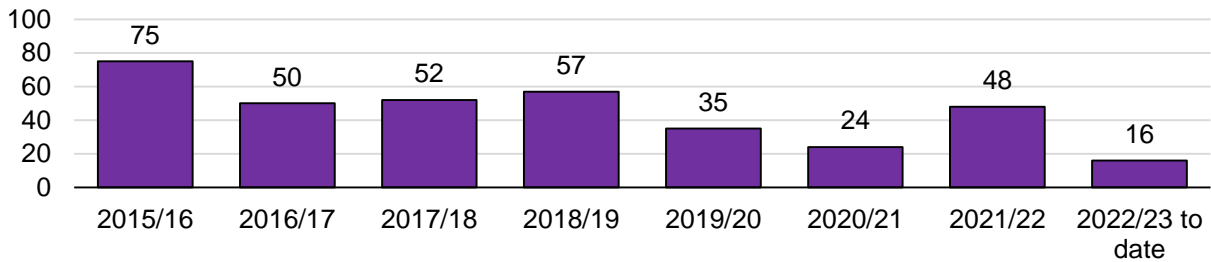
**1.3 On track:** Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

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)



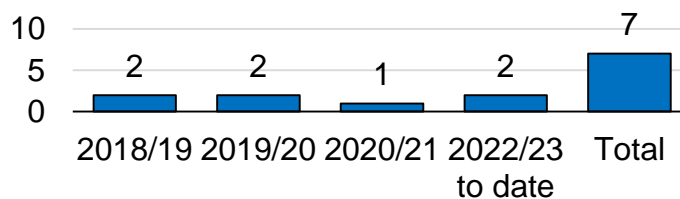
**1.4 On track:** Develop a policy for the council to take the role of developer on major sites

- 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

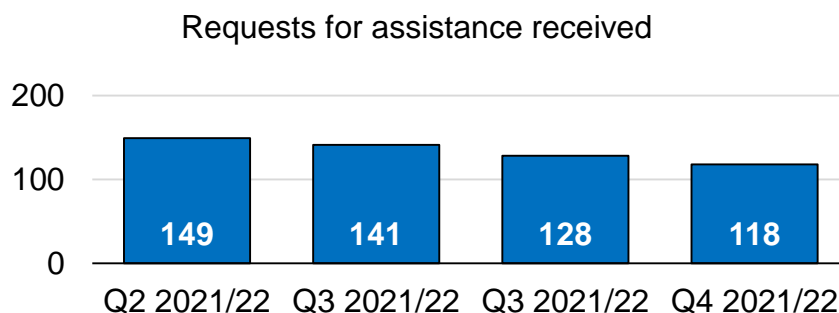
- This work has been deferred due to Covid-19 recovery priorities and resource capacity issues

**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

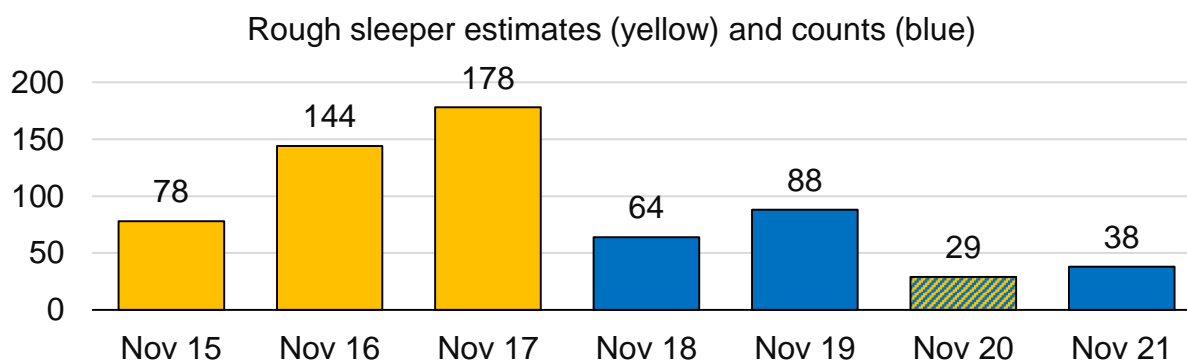
- Request for assistance top categories during Q1: 36 disrepair (31%), 16 HMO noise nuisance (14%) and 9 dampness (8%)



### 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

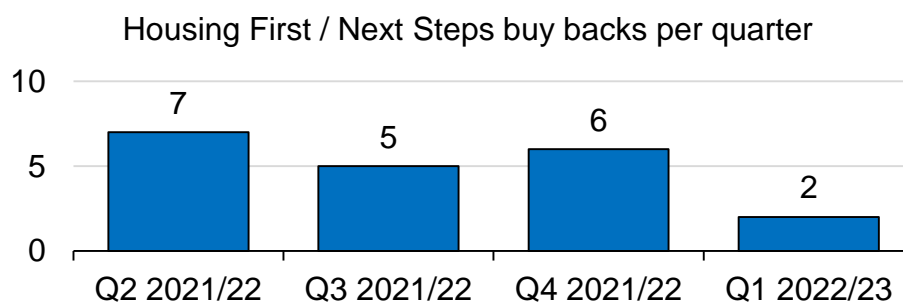
- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- The Homeless 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

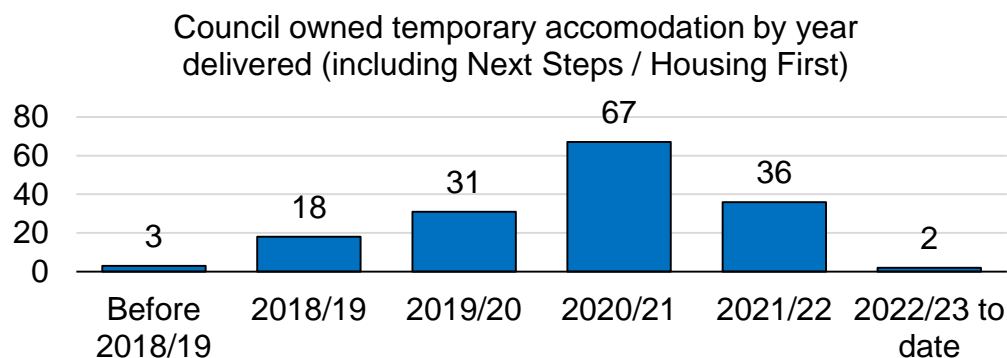




### 3. Alleviating homeless and rough sleeping

**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

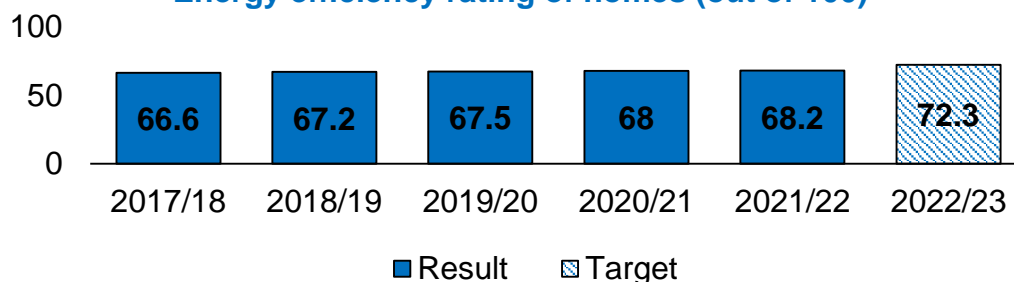
**4.1 On track:** Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- '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

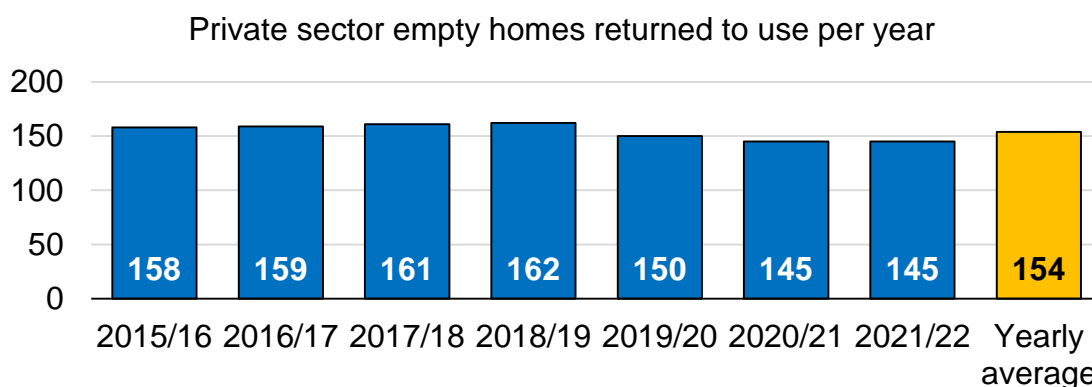
**6.2 On track:** Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- 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%<br>(133 of 155) | 65%<br>(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%<br>(62 of 155)  | 40%<br>(76 of 191)  | n/a   | n/a   |
| 9.4 Stage two complaints upheld  | 18%    | 63%<br>(5 of 8)     | 41%<br>(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   | <b>Corporate KPI:</b> 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   | <b>Corporate KPI:</b> 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. |   |            |            |                       |   |   |



|  <b>Housing Needs – Housing Options and allocations</b>  |   | Target | Q4 2021/22 | Q1 2022/23 | Status against target   | Trend since Q4  |
|---|---|--------|------------|------------|---|---|
| 12.1  | <b>Corporate KPI:</b> 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   |
| <p>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.</p> |   |        |            |            |   |   |
| 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 <b>Corporate KPI:</b> 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<br>2021/22     | Q1<br>2022/23     |
|---|---|-------------------|-------------------|
| 14.1  |  Additional council homes    | 37                | 15                |
| 14.2  | ... at Local Housing Allowance (LHA) rents  | 46%<br>(17 of 37) | 13%<br>(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%<br>(10 of 37) | 73%<br>(11 of 15) |
| 14.4  | ... at 27.5% Living Wage rents  | 5%<br>(2 of 37)   | 13%<br>(2 of 15)  |
| 14.5  | ...at social rents  | 22%<br>(8 of 37)  | 0%<br>(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      |
|-------------------------------|----------|-----------|-----------|------------|------------|-----------------|------------|
| <b>Total applications</b>     | <b>5</b> | <b>53</b> | <b>88</b> | <b>157</b> | <b>158</b> | <b>29</b>       | <b>490</b> |
| 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      |
|-------------------------------------|----------|-----------|-----------|-----------|-----------|-----------------|------------|
| <b>Completed purchases</b>          | <b>1</b> | <b>13</b> | <b>43</b> | <b>64</b> | <b>90</b> | <b>15</b>       | <b>226</b> |
| ... 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  | <b>Corporate KPI:</b> 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%<br>(2,494 of 2,626) | 98.1%<br>(2,120 of 2,160) |    |    |
| 16.2  | <b>Corporate KPI:</b> Routine repairs completed within 28 calendar days   | 70%    | 53.8%<br>(2,076 of 3,861) | 44.9%<br>(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 &amp; 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%<br>(18,415 of 22,891) | 88%<br>(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%<br>(107 of 110)       | 96%<br>(207 of 216)       |  |  |
| 16.6  | Surveyed tenants satisfied with repairs: overall customer service   | 96%    | 99%<br>(109 of 110)       | 95%<br>(206 of 216)       |  |  |

|  Council housing – investment and asset management   |  | Target | Q4 2021/22                  | Q1 2022/23                  | Status against target   | Trend since Q4  |
|---|--|--------|-----------------------------|-----------------------------|---|---|
| 16.6  |  <b>Corporate KPI:</b><br>Dwellings meeting Decent Homes Standard | 100%   | 95.6%<br>(11,229 of 11,746) | 95.9%<br>(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  | <b>Corporate KPI:</b> 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%<br>(10,044 of 10,044)  | 100%<br>(10,012 of 10,012)  |    |    |
| 16.9  |  Lifts restored to service within 24 hours                      | 95%    | 94%<br>(159 of 169)         | 100%<br>(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.



|  <b>Leaseholder disputes</b> |   | <b>Q4 2021/22</b> | <b>Q1 2022/23</b> |
|--|---|-------------------|-------------------|
| 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

|   |  |
|---|--|
| <b>Department</b>                       | Housing  |
| <b>Date question raised</b>             | 28/06/2022   |
| <b>Date of Area Panel</b>               | 17/08/2022   |
| <b>Area in city</b>                     | North  |
| <b>Star rating applied by residents</b> | 3 star – city wide issue   |
| <b>Deadline for officer response</b>    | 25/07/2022   |
| <b>Name of officer responding</b>       | Diane Hughes   |
| <b>Officer job title</b>                | Regeneration Programme Manager<br>Interim Head of Strategy & Supply  |
| <b>Title of Question:</b>               | Lack of Social Housing for Families  |
| <b>Issue:</b>                           | There is not enough social housing (houses, rather than flats) for families in Brighton and Hove. The Council are failing to address this problem.   |
| <b>Background:</b>                      | <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

|   |  |
|---|--|
| <b>Department</b>                       | Environment  |
| <b>Date question raised</b>             | 28/06/2022   |
| <b>Date of Area Panel</b>               | 17/08/2022   |
| <b>Area in city</b>                     | North  |
| <b>Star rating applied by residents</b> | 3 star – city wide issue   |
| <b>Deadline for officer response</b>    | 25/07/2022   |
| <b>Name of officer responding</b>       | Melissa Francis  |
| <b>Officer job title</b>                | Head of Operations - Cityclean • City Environment<br>(Cityclean & Cityparks)   |
| <b>Title of Question:</b>               | Refuse and Recycling   |
| <b>Issue:</b>                           | Residents are still dissatisfied with the poor refuse and recycling service provided by CityClean.   |
| <b>Background:</b>                      | <ul style="list-style-type: none"> <li>• Collections of refuse and recycling are not happening when they should.</li> <li>• Residents do not know when their refuse and recycling will be collected.</li> <li>• CityClean is a service paid for by local residents, but the service is not being delivered to satisfactory standards.</li> </ul> <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> |
| <b>Action requested by residents:</b>   | <ol style="list-style-type: none"> <li>1) Residents would like Rachel Chasseaud to be present at the next Area Panel.</li> <li>2) What steps will the Council take to ensure that refuse and recycling collections consistently happen on the days published on the Council website?</li> <li>3) Why is the refuse and recycling service still not running according to schedule?</li> <li>4) When will a full refuse and recycling service resume?</li> <li>5) Why are residents being required to pay increasing rates of Council Tax for a sub-standard service?</li> </ol>   |
| <b>Officer Response:</b>                | Melissa Francis  |

|  |   |                                      |
|--|---|--------------------------------------|
| <b>Officer contact details:</b>  |   | melissa.francis@brighton-hove.gov.uk |
| <b>Response:</b>   |   |                                      |
| <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> |   |                                      |
| <b>Specific Action:</b>  |   |                                      |
| <p><b>Action:</b> Melissa Francis, Head of Operations will investigate the issues relating to Old Boat Corner including containment.</p>   |   |                                      |
| <b>Timeline:</b>   |   |                                      |
| <b>Start date:</b>   | Ongoing (query relating to Southmont and Dunster Close)<br>22.08.22 (query relating to Old Boat Corner – this is a future date due to annual leave) |                                      |
| <b>End date:</b>   | 05.09.22  |                                      |



## Resident Questions for Housing Area Panel

|   |   |
|---|---|
| <b>Department</b>                       | Housing   |
| <b>Date question raised</b>             | 28/06/2022  |
| <b>Date of Area Panel</b>               | 17/08/2022  |
| <b>Area in city</b>                     | North   |
| <b>Star rating applied by residents</b> | 3 star – city wide issue  |
| <b>Deadline for officer response</b>    | 25/07/2022  |
| <b>Name of officer responding</b>       | Grant Ritchie   |
| <b>Officer job title</b>                | Operations Manager, Property Maintenance Services & Assets & Investment Manager   |
| <b>Title of Question:</b>               | Kitchen replacements and repairs  |
| <b>Issue:</b>                           | Not all Council properties are compliant with the Decent Homes Standard. The Council is not doing enough to ensure properties meet this standard.   |
| <b>Background:</b>                      | 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.<br>Residents are living with hazards in their kitchen for a long time before they get repaired.  |
| <b>Action requested by residents:</b>   | <ol style="list-style-type: none"> <li>1) Why are the Council taking so long to repair hazardous kitchens?</li> <li>2) Why are the Council taking so long to replace kitchens that should have been replaced years ago?</li> <li>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?</li> </ol>   |
| <b>Officer Response:</b>                | Grant Ritchie   |
| <b>Officer contact details:</b>         | grant.ritchie@brighton-hove.gov.uk  |
| <b>Response:</b>                        | <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:**

|                    |     |
|--------------------|-----|
| <b>Start date:</b> | N/A |
|--------------------|-----|

|                  |     |
|------------------|-----|
| <b>End date:</b> | N/A |
|------------------|-----|

## Resident Questions for Housing Area Panel

|   |  |
|---|--|
| <b>Department</b>   | Housing  |
| <b>Date question raised</b>   | 28/06/2022   |
| <b>Date of Area Panel</b>   | 17/08/2022   |
| <b>Area in city</b>   | North  |
| <b>Star rating applied by residents</b>   | 2 star – local area issue                            |
| <b>Deadline for officer response</b>  | 25/07/2022   |
| <b>Name of officer responding</b>   | Grant Ritchie  |
| <b>Officer job title</b>  | Operations Manager,<br>Property Maintenance Services |
| <b>Title of Question:</b>   | Repairs  |
| <b>Issue:</b><br>Tenants are not receiving an adequate or responsive repairs service.   |  |
| <b>Background:</b> <ul style="list-style-type: none"> <li>• While emergency repairs to homes are happening, routine repairs are still taking a long time to get looked at and sorted out.</li> <li>• Tenants have to chase repairs repeatedly in order for repairs to be actioned.</li> <li>• Tenants are being sent from pillar to post to sort out a repair.</li> <li>• There are long call waiting times to get through to the Repairs service.</li> <li>• Tenants are unhappy that they have had an increase in rent, and paying for a sub-standard service.</li> </ul> <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:<br/> <i>At 8 Dunster Close, a leaking tap was reported on 28<sup>th</sup> 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><br/> <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:<br/> <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                 |    |
| <b>Timeline:</b>   |    |
| <b>Start date:</b> | NA |
| <b>End date:</b>   | NA |



## Resident Questions for Housing Area Panel

|   |   |
|---|---|
| <b>Department</b>                       | Housing   |
| <b>Date question raised</b>             | 28/06/2022  |
| <b>Date of Area Panel</b>               | 17/08/2022  |
| <b>Area in city</b>                     | North   |
| <b>Star rating applied by residents</b> | 3 star – city wide issue  |
| <b>Deadline for officer response</b>    | 25/07/2022  |
| <b>Name of officer responding</b>       | Justine Harris  |
| <b>Officer job title</b>                | Head of Tenancy Services  |
| <b>Title of Question:</b>               | Field Officers  |
| <b>Issue:</b>                           | Tenants and residents on Council estates are receiving very limited service from field officers, and it is not possible to contact them.  |
| <b>Background:</b>                      | 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.<br>No such field officers have been seen or been in touch with residents' association reps  |
| <b>Action requested by residents:</b>   | <ol style="list-style-type: none"> <li>1) When will field officers begin work in their areas?</li> <li>2) How do tenant and resident reps get in touch with field officers to arrange estate inspections?</li> </ol>  |
| <b>Officer Response:</b>                | Justine Harris  |
| <b>Officer contact details:</b>         | justine.harris@brighton-hove.gov.uk   |
| <b>Response:</b>                        | <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> |
| <b>Specific Action:</b>                 |   |

**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

|   |   |
|---|---|
| <b>Department</b>                       | Housing   |
| <b>Date question raised</b>             | 30/06/2022  |
| <b>Date of Area Panel</b>               | 17/08/2022  |
| <b>Area in city</b>                     | West  |
| <b>Star rating applied by residents</b> | 3 star- city wide issue   |
| <b>Deadline for officer response</b>    | 25/07/2022  |
| <b>Name of officer responding</b>       | Justine Harris  |
| <b>Officer job title</b>                | Head of Tenancy Services • Housing  |
| <b>Title of Question:</b>               | Oversight of Environmental Improvement budget   |
| <b>Issue:</b>                           | Information request about Environmental Improvement Budget  |
| <b>Background:</b><br>(None)            |   |
| <b>Action requested by residents:</b>   | <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"> <li>○ What projects have been funded?</li> <li>○ What has been paid for by the Housing Revenue Account?</li> <li>○ Who requested the projects?</li> <li>○ Who made the decision to approve them?</li> <li>○ What consultation was carried out with residents affected by the projects?</li> </ul> |
| <b>Officer Response:</b>                | Justine Harris  |
| <b>Officer contact details:</b>         | Justine.Harris@brighton-hove.gov.uk   |
| <b>Response:</b>                        | <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:**

|                    |            |
|--------------------|------------|
| <b>Start date:</b> | April 2022 |
|--------------------|------------|

|                  |         |
|------------------|---------|
| <b>End date:</b> | Ongoing |
|------------------|---------|

## Resident Questions for Housing Area Panel

|   |   |
|---|---|
| <b>Department</b>                       | Housing   |
| <b>Date question raised</b>             | 30/06/2022  |
| <b>Date of Area Panel</b>               | 17/08/2022  |
| <b>Area in city</b>                     | West  |
| <b>Star rating applied by residents</b> | 3 star- city wide issue   |
| <b>Deadline for officer response</b>    | 25/07/2022  |
| <b>Name of officer responding</b>       | Justine Harris  |
| <b>Officer job title</b>                | Head of Tenancy Services • Housing  |
| <b>Title of Question:</b>               | Estate Inspections/Estate walkabouts  |
| <b>Issue:</b>                           | 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'.  |
| <b>Background:</b>                      | 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.  |
| <b>Action requested by residents:</b>   | 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?  |
| <b>Officer Response:</b>                | Helen Burrow  |
| <b>Officer contact details:</b>         | Helen.burrow@brighton-hove.gov.uk   |
| <b>Response:</b>                        | <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](mailto:Housing.Performance@brighton-hove.gov.uk) to provide further feedback.

|                    |          |
|--------------------|----------|
|                    |          |
| <b>Timeline:</b>   |          |
| <b>Start date:</b> | May 2022 |
| <b>End date:</b>   | Ongoing  |



## Resident Questions for Housing Area Panel

|   |                                    |
|---|------------------------------------|
| <b>Department</b>   | Housing                            |
| <b>Date question raised</b>   | 30/06/2022                         |
| <b>Date of Area Panel</b>   | 17/08/2022                         |
| <b>Area in city</b>   | West                               |
| <b>Star rating applied by residents</b>   | 3 star- city wide issue            |
| <b>Deadline for officer response</b>  | 25/07/2022                         |
| <b>Name of officer responding</b>   | Grant Ritchie                      |
| <b>Officer job title</b>  | Head of Service                    |
| <b>Title of Question:</b>   | Refurbishment of empty properties  |
| <b>Issue:</b> Unnecessary and time-consuming refurbishment of empty properties  |                                    |
| <p><b>Background:</b><br/>                 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><b>Action requested by residents:</b><br/>                 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>  |                                    |
| <b>Officer Response:</b> Grant Ritchie  |                                    |
| <b>Officer contact details:</b>   | Grant.ritchie@brighton-hove.gov.uk |
| <p><b>Response:</b></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

|   |   |
|---|---|
| <b>Department</b>                       | Housing Investment & Asset Management   |
| <b>Date question raised</b>             | 30/06/2022  |
| <b>Date of Area Panel</b>               | 17/08/2022  |
| <b>Area in city</b>                     | West  |
| <b>Star rating applied by residents</b> | 3 star- city wide issue   |
| <b>Deadline for officer response</b>    | 25/07/2022  |
| <b>Name of officer responding</b>       | Geof Gage   |
| <b>Officer job title</b>                | Head of Housing Investment & Asset Management   |
| <b>Title of Question:</b>               | Roof-extension  |
| <b>Issue:</b>                           | What is the criteria for having a loft extension added to your council property?  |
| <b>Background:</b>                      | 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.              |
| <b>Action requested by residents:</b>   | Request information on what the criteria is for having a loft extension added to a council property.  |
| <b>Officer Response:</b>                | Gerrard Martin  |
| <b>Officer contact details:</b>         | Geof Gage Head of Housing Investment & Asset Management   |
| <b>Response:</b>                        | 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. |
| <b>Specific Action:</b>                 |   |
| <b>Action:</b>                          | None  |

|                    |            |
|--------------------|------------|
| <b>Timeline:</b>   |            |
| <b>Start date:</b> | 14.07.2022 |
| <b>End date:</b>   | 14.07.2022 |

## Resident Questions for Housing Area Panel

|   |  |
|---|--|
| <b>Department</b>                       | Housing  |
| <b>Date question raised</b>             | 30/06/2022   |
| <b>Date of Area Panel</b>               | 17/08/2022   |
| <b>Area in city</b>                     | West   |
| <b>Star rating applied by residents</b> | 3 star- city wide issue  |
| <b>Deadline for officer response</b>    | 25/07/2022   |
| <b>Name of officer responding</b>       | Grant Ritchie  |
| <b>Officer job title</b>                | Operations Manager, Property Maintenance Services  |
| <b>Title of Question:</b>               | Long delays in repair work   |
| <b>Issue:</b>                           | There are long delays in some major repairs, causing inconvenience and the potential for more expensive work becoming necessary.   |
| <b>Background:</b>                      | 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.   |
| <b>Action requested by residents:</b>   | Residents asked if this reflected the average time people are waiting for major repairs, or if there were exceptional circumstances in this instance   |
| <b>Officer Response:</b>                | Grant Ritchie  |
| <b>Officer contact details:</b>         | Grant.Ritchie@brighton-hove.gov.uk   |
| <b>Response:</b>                        | <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

|   |  |
|---|--|
| <b>Department</b>                       | Transport/Highways   |
| <b>Date question raised</b>             | 5/07/2022  |
| <b>Date of Area Panel</b>               | 16/08/2022   |
| <b>Area in city</b>                     | Central  |
| <b>Star rating applied by residents</b> | 3 star – city wide issue   |
| <b>Deadline for officer response</b>    | 25/07/2022   |
| <b>Name of officer responding</b>       | Hilary Edgar   |
| <b>Officer job title</b>                | Housing Service Operations Manager • Housing   |
| <b>Title of Question:</b>               | Making our city safe for pedestrians   |
| <b>Issue:</b>                           | 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.   |
| <b>Background:</b>                      | 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"> <li>a) Pavements are broken and uneven</li> <li>b) Pavements are obstructed by cycles, bins, seating, advertising signage</li> <li>c) Pavements are overgrown with weeds and overhanging bushes</li> </ul>   |
| <b>Action requested by residents:</b>   | 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.   |
| <b>Officer Response:</b>                | Stacey Hollingworth  |
| <b>Officer contact details:</b>         | Stacey.hollingworth@brighton-hove.gov.uk   |
| <b>Response:</b>                        | 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 deterioration 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:**

|                    |            |
|--------------------|------------|
| <b>Start date:</b> | On-going   |
| <b>End date:</b>   | 31/10/2022 |

## Resident Questions for Housing Area Panel

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

|                  |               |
|------------------|---------------|
| <b>End date:</b> | November 2022 |
|------------------|---------------|



## Resident Questions for Housing Area Panel

|   |   |
|---|---|
| <b>Department</b>                       | Housing Investment & Asset Management   |
| <b>Date question raised</b>             | 23/06/2022  |
| <b>Date of Area Panel</b>               | 16/08/2022  |
| <b>Area in city</b>                     | East  |
| <b>Star rating applied by residents</b> | 3 star – city wide issue  |
| <b>Deadline for officer response</b>    | 25/07/2022  |
| <b>Name of officer responding</b>       | Theresa Youngman  |
| <b>Officer job title</b>                | Programme Delivery Manager  |
| <b>Title of Question:</b>               | Planned Maintenance Schedules   |
| <b>Issue:</b>                           | Residents don't have sufficient information about planned maintenance in their area.  |
| <b>Background:</b>                      | 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.<br>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.  |
| <b>Action requested by residents:</b>   | <ol style="list-style-type: none"> <li>1) Copies of the existing planned maintenance schedule be sent to all resident reps.</li> <li>2) Copies of planned maintenance schedules to be sent to all reps regularly, whenever it is updated, as a matter of course.</li> <li>3) Planned maintenance schedules be changed from the current 18 months to 4-5 years.</li> </ol>   |
| <b>Officer Response:</b>                | Theresa Youngman  |
| <b>Officer contact details:</b>         | Theresa.youngman@brighton-hove.gov.uk   |
| <b>Response:</b>                        | <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

|   |  |
|---|--|
| <b>Department</b>                       | Housing  |
| <b>Date question raised</b>             | 23/06/2022   |
| <b>Date of Area Panel</b>               | 16/08/2022   |
| <b>Area in city</b>                     | East   |
| <b>Star rating applied by residents</b> | 3 star – city wide issue   |
| <b>Deadline for officer response</b>    | 25/07/2022   |
| <b>Name of officer responding</b>       | Rachel Fitchie   |
| <b>Officer job title</b>                | Housing Options Manager  |
| <b>Title of Question:</b>               | <b>Housing Allocations Policy</b>  |
| <b>Issue:</b>                           | The Council is not enforcing its own allocations policy.   |
| <b>Background:</b>                      | <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: <a href="#">Housing Allocations Scheme and Guidance, 2016</a>), 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> |
| <b>Action requested by residents:</b>   | <p>Residents are requesting:</p> <ol style="list-style-type: none"> <li>1) Justine Harris's presence at Area Panel, to discuss the issue.</li> <li>2) Information about: <ol style="list-style-type: none"> <li>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?</li> <li>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?</li> </ol> </li> </ol>   |
| <b>Officer Response:</b>                | 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 3<sup>rd</sup> 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

|   |  |
|---|--|
| <b>Department</b>                       | Housing  |
| <b>Date question raised</b>             | 23/06/2022   |
| <b>Date of Area Panel</b>               | 16/08/2022   |
| <b>Area in city</b>                     | East   |
| <b>Star rating applied by residents</b> | 3 star – city wide issue   |
| <b>Deadline for officer response</b>    | 25/07/2022   |
| <b>Name of officer responding</b>       | Grant Ritchie  |
| <b>Officer job title</b>                | Head of Housing Repairs & Maintenance  |
| <b>Title of Question:</b>               | Empty council properties   |
| <b>Issue:</b>                           | Empty properties are left empty for too long when they could be used to house people on the waiting list.  |
| <b>Background:</b>                      | <ul style="list-style-type: none"> <li>• A Council property at 1 Robert Lodge has been empty since November 2021.</li> <li>• 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.</li> <li>• In the meantime, there is a long waiting list of people waiting to be housed.</li> </ul> |
| <b>Action requested by residents:</b>   | <p>Residents would like to know:</p> <ol style="list-style-type: none"> <li>1) How many Council-managed properties are currently empty in the East area?</li> <li>2) How many of these empty properties only require minor repairs?</li> </ol>   |
| <b>Officer Response:</b>                | Grant Ritchie  |
| <b>Officer contact details:</b>         | grant.ritchie@brighton-hove.gov.uk   |
| <b>Response:</b>                        | 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 15<sup>th</sup> 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 15<sup>th</sup> 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 15<sup>th</sup> 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

|   |  |
|---|--|
| <b>Department</b>                       | Housing  |
| <b>Date question raised</b>             | 28/06/2022   |
| <b>Date of Area Panel</b>               | 17/08/2022   |
| <b>Area in city</b>                     | North  |
| <b>Star rating applied by residents</b> | 2 star – local area issue  |
| <b>Deadline for officer response</b>    | 25/07/2022   |
| <b>Name of officer responding</b>       | Michael Raywood  |
| <b>Officer job title</b>                | Housing Manager  |
| <b>Title of Question:</b>               | Davey Bank Drive   |
| <b>Issue:</b>                           | There is overhanging foliage at the bottom end of Davey Drive, which is obstructing the pavement, and presents a hazard to those who are in wheelchairs, have mobility issues, or have pushchairs.   |
| <b>Background:</b>                      | While some action has been taken by the Council after 4 years to resolve the ongoing issues of the overgrown banks along Davey Drive, there is overhanging foliage along the bottom section of the road which needs to be cut back. Residents appreciate that certain areas of the banks cannot be cleared during breeding season to protect wildlife. However, the 1-metre-wide strip at the bottom of the bank that has now been cleared needs to be regularly maintained to prevent it becoming overgrown again. A contractor was hired in April to deal with the problem, but nothing has happened. The area needs regular maintenance, but this is not happening. |
| <b>Action requested by residents:</b>   | When will the foliage overhanging the wall of the bank at the bottom of the Upper Hollingdean Road end of Davey Drive be cut back?   |
| <b>Officer Response:</b>                | Robert Woodbridge  |
| <b>Officer contact details:</b>         | robert.woodbridge@brighton-hove.gov.uk   |
| <b>Response:</b>                        | An Environmental improvements proposal was received from the Housing manager to clear the bank along the bottom end of Davey drive between Hollingdean Road & Horton Road. Whilst funding was approved to clear the bank as far as possible it has proven difficult to get this carried out due to the thickness of the brambles and the steepness of the slope causing safety issues pedestrian operated machinery or larger vehicles.  |

After a number of attempts to procure the work a highways contractor was able to arrange a temporary closure of the footpath to enable machinery to drag out the bramble bushes in the lower 3m strip, Unfortunately it wasn't possible to clear any higher as the pavement couldn't take the weight of a larger machinery.

This strip was cleared in march and a landscape fabric put on the area to reduce the regrowth in the area. Whilst this has predominately worked there was a small strip adjacent to the wall that has grown out under the landscape fabric. This regrowth was left at first as it contains wild flowers, but further works are currently being procured to clear this front regrowth, re-pin the landscape fabric and to plant slow growing shrubs through the landscape fabric in the Autumn.

Once the landscaping works are completed the Housing manager, Michael Raywood, will need to arrange for future maintenance through housing's current provider.

**Specific Action:**

**Action:**

Further works are being procured to clear the regrowth, re-pin the landscape fabric, and plant slow growing shrubs through the landscape fabric in Autumn.

**Timeline:**

|                    |         |
|--------------------|---------|
| <b>Start date:</b> | Ongoing |
| <b>End date:</b>   | Ongoing |

## Resident Questions for Housing Area Panel

|   |   |
|---|---|
| <b>Department</b>                       | Housing   |
| <b>Date question raised</b>             | 28/06/2022  |
| <b>Date of Area Panel</b>               | 17/08/2022  |
| <b>Area in city</b>                     | North   |
| <b>Star rating applied by residents</b> | 2 star – local area issue   |
| <b>Deadline for officer response</b>    | 25/07/2022  |
| <b>Name of officer responding</b>       | Michael Raywood   |
| <b>Officer job title</b>                | Housing Manager, North  |
| <b>Title of Question:</b>               | Empty Council housing, and housing policy and procedures  |
| <b>Issue:</b>                           | Council houses that would be suitable for families are being left empty due to poor Council policies and procedures.  |
| <b>Background:</b>                      | 9 Horton Road in Hollingdean is a 3-bedroom house with a garden. The tenant has not been living there for months because he has been moved into a nursing home due to having Alzheimer's. The tenants' children have contacted the Council to ask for the tenancy to be terminated, so that it can be used to house new tenants. However, the Council will only deal directly with the tenant (which is not possible due to his ill health), and unwilling to deal with the family of the tenant to resolve the issue. The tenant is still paying rent on the property in the meantime. |
| <b>Action requested by residents:</b>   | <ol style="list-style-type: none"> <li>1) Why is the Council unable to deal directly with the family of a tenant, where a tenant is clearly no longer able to do so him/herself?</li> <li>2) What steps will the Council take to resolve the issue at 9 Horton Road, and make the property available to new tenants?</li> </ol>   |
| <b>Officer Response:</b>                | Michael Raywood   |
| <b>Officer contact details:</b>         | Michael Raywood@brighton-hove.gov.uk  |
| <b>Response:</b>                        | <p>Whilst we're not able to share specific information about tenants, the council understands why this is a concern, particularly given the high demand for housing in the city. I can reassure you that we are aware of this property and the reasons it is empty.</p> <p>Properties can be left empty for a number of reasons. For example, a tenant may be working away from home or has a caring responsibility and has an intention to return. Other examples are where a tenant is in hospital for a period of time or who</p>  |

has potentially lost capacity to make decisions regarding their tenancy. In this instance the council would seek an order from the Court of Protection to end their tenancy.

**Specific Action:**

**Action:**

The tenancy team has made enquiries to social services and will liaise with the service until this case is resolved.

**Timeline:**

|                    |         |
|--------------------|---------|
| <b>Start date:</b> | Ongoing |
|--------------------|---------|

|                  |         |
|------------------|---------|
| <b>End date:</b> | Ongoing |
|------------------|---------|

## Resident Questions for Housing Area Panel

|   |  |
|---|--|
| <b>Department</b>                       | Housing  |
| <b>Date question raised</b>             | 28/06/2022   |
| <b>Date of Area Panel</b>               | 17/08/2022   |
| <b>Area in city</b>                     | North  |
| <b>Star rating applied by residents</b> | 2 star – local area issue  |
| <b>Deadline for officer response</b>    | 25/07/2022   |
| <b>Name of officer responding</b>       | Theresa Youngman   |
| <b>Officer job title</b>                | Programme Delivery Manager   |
| <b>Title of Question:</b>               | <b>Survey of properties in Hollingdean</b>   |
| <b>Issue:</b>                           | <p>A survey was carried out on flats in Hollingdean, and residents asked for a survey of houses (not just flats) to also be carried out (see Minutes of North Area Residents Only meeting 26<sup>th</sup> October 2021).</p> <p>Geof Gage was asked for a copy of the existing survey at the December 2021 Area Panel, but Hollingdean Residents Association have not yet received this.</p> |
| <b>Background:</b>                      | (None)   |
| <b>Action requested by residents:</b>   | Geof Gage to send a copy of the survey to Hollingdean Residents Association.   |
| <b>Officer Response:</b>                | Theresa Youngman   |
| <b>Officer contact details:</b>         | <a href="mailto:Theresa.youngman@brighton-hove.gov.uk">Theresa.youngman@brighton-hove.gov.uk</a>   |
| <b>Response:</b>                        | <p>A copy of the current years programme of works being undertaken in Hollingdean will be forwarded and provided at the meeting. We are at present compiling future 3 and 5 year programmes which will be published after budget setting has been agreed in October.</p>   |
| <b>Specific Action:</b>                 |  |
| <b>Action:</b>                          | To circulate 3 year programme when fully compiled.   |

|                    |               |
|--------------------|---------------|
| <b>Timeline:</b>   |               |
| <b>Start date:</b> | July 20 2022  |
| <b>End date:</b>   | November 2022 |

## Resident Questions for Housing Area Panel

|   |  |
|---|--|
| <b>Department</b>                       | Environment  |
| <b>Date question raised</b>             | 28/06/2022   |
| <b>Date of Area Panel</b>               | 17/08/2022   |
| <b>Area in city</b>                     | North  |
| <b>Star rating applied by residents</b> | 2 star – local area issue  |
| <b>Deadline for officer response</b>    | 25/07/2022   |
| <b>Name of officer responding</b>       | Rob Walker   |
| <b>Officer job title</b>                | Head of Operations, CityParks & CityClean  |
| <b>Title of Question:</b>               | Grass Verges   |
| <b>Issue:</b>                           | Grass verges are overgrown in Hollingdean, and other areas around the city.  |
| <b>Background:</b>                      | In some places, the grass is waist high. It is not possible to contact City Parks department or to speak to someone directly. 10 grass cuts per year are due, but some places have not had this.   |
| <b>Action requested by residents:</b>   | When are the grass verges going to be cut in North Area?   |
| <b>Officer Response:</b>                | Robert Walker  |
| <b>Officer contact details:</b>         | robert.walker@brighton-hove.gov.uk   |
| <b>Response:</b>                        | <p>City Parks can be contacted through 01273 292929 and the email address is <a href="mailto:CityParks@brighton-hove.gov.uk">CityParks@brighton-hove.gov.uk</a>. This can also be found on the Council website.</p> <p>I have been advised by colleagues that housing grass cutting in the Hollingdean area is reasonable (we are aware of one problem area) so we think the question might be regarding road verges.</p> <p>The council is currently struggling to employ gardeners. This is due to a shortage in manual workers following Brexit and low pay. There were planned alterations to verge mowing this year aimed at increasing their wildlife value whilst not letting</p> |

them get too long, however the cuts that should have been implemented under this revised mowing regime have not happened in parts of the City.

We have used the underspend on staff salaries to employ contractors to cut the verges. Directly employed staff have been cutting sight lines on the verges in the area but large areas have been left uncut. Contractors will be in the area cutting the verges towards the end of next week.

**Specific Action:**

**Action:**

Contractors will be in the area cutting the verges towards the end of next week.

**Timeline:**

**Start date:** 21.07.22

**End date:** 31.08.22



## Resident Questions for Housing Area Panel

|   |  |
|---|--|
| <b>Department</b>                       | Environment  |
| <b>Date question raised</b>             | 28/06/2022   |
| <b>Date of Area Panel</b>               | 17/08/2022   |
| <b>Area in city</b>                     | North  |
| <b>Star rating applied by residents</b> | 2 star – local area issue  |
| <b>Deadline for officer response</b>    | 25/07/2022   |
| <b>Name of officer responding</b>       | Tomas Szalma   |
| <b>Officer job title</b>                | Lead Operations Manager • City Environment<br>(Cityclean & Cityparks)  |
| <b>Title of Question:</b>               | Weeds on Pavements   |
| <b>Issue:</b>                           | Weeds are growing along the pavements.   |
| <b>Background:</b>                      | (None)   |
| <b>Action requested by residents:</b>   | When will pavements have weeds removed in North area?  |
| <b>Officer Response:</b>                | Tomas Szalma   |
| <b>Officer contact details:</b>         | Tomas.Szalma@brighton-hove.gov.uk  |
| <b>Response:</b>                        | <p>The council ended the use of Glyphosate for weedkilling on hard surfaces in 2019. This followed agreement from Labour, Greens as well as Conservatives at the ETS committee. It was made clear as part of the discussions that this would result in more visible weeds. However, we do appreciate that there are more weeds on the pavements than we'd hope there to be at present– and that we need to be ensuring that the weeds and tree base growth does not cause a problem for mobility issues.</p> <p>The city council has been hard at work trying to find solutions. We started to try and recruit way back in January but the city council has managed to recruit only nine of the 26 seasonal staff we would normally take on to deal with the increased amount of weeding needed during the spring and summer months.</p> <p>As many of our seasonal staff used to come from European countries for the summer, the ability of European nationals to work in the UK after Brexit, alongside the pandemic, is continuing to have an impact on our recruitment.</p> |

All our street cleaning staff who work on foot rounds are weeding when they can. We are having difficulty getting the equipment we would like to improve the efficiency of weed removal. We have equipment on order that was due to be with us weeks ago but has been delayed. This includes a small vehicle that can remove pavement weeds and which is due to arrive in August.

The city council is taking the following actions, including using the budget allocated:

- The city council is taking the following actions, including using the budget allocated:
- We have received our delivery of low vibration Strimmers, and these will be a useful tool to help tackle and manage the weed problem around Brighton and Hove. However it should be noted that the weeds will be noticeable again in 3 to 4 weeks, but we still believe that the Strimmers will make a substantial difference in reducing the weed around Brighton and Hove. The Strimmers were originally due to be delivered in February but due to the global supply chain issues these were delayed.
- We have extended the use of contractors and we have two teams of contractors to focus on weed removal
- We also have tree basal sprouts (tree whiskers) emanating from trees and tree stumps which some residents report as weeds but need to be dealt with by arborists. We are currently under resourced and we have not been on top of these as we should be as a result, and this has been further exacerbated by our staff and our contractors needing to prioritise work to stop the spread of Elm disease. We do have a team of contractors working on cutting back tree whiskers prioritising those causing a potential hazard or restricting access. For verges and other grassed areas, we currently have 2 contractors working to help with mowing. Recruitment is ongoing and we continue to push for agency staff.
- We have ordered brushes to adapt one of our sweepers for larger pavement areas – this should be in action in August.
- We are looking at a range of options to improve our chances of recruitment.
- We are offering overtime to any operational staff in City Environmental Management to focus on weeding
- We will be promoting voluntary and community group weeding and provide advice, tools and support.

Some of the context to what is going on is explained here in this information: <https://www.brighton-hove.gov.uk/news/2022/tackling-weeds-our-pavements>

**Specific Action:**

**Action:**

To continue to make improvements to weed management

**Timeline:**

**Start date:** Ongoing

**End date:** ongoing



## Resident Questions for Housing Area Panel

|   |   |
|---|---|
| <b>Department</b>                       | Transport/Highways  |
| <b>Date question raised</b>             | 28/06/2022  |
| <b>Date of Area Panel</b>               | 17/08/2022  |
| <b>Area in city</b>                     | North   |
| <b>Star rating applied by residents</b> | 2 star – local area issue   |
| <b>Deadline for officer response</b>    | 25/07/2022  |
| <b>Name of officer responding</b>       | Paul Nichols  |
| <b>Officer job title</b>                | Parking Strategy & Contracts Manager • Transport  |
| <b>Title of Question:</b>               | Cars parked on double yellows in Hollingdean  |
| <b>Issue:</b>                           | Cars are frequently illegally parked along the newly painted double yellow lines.   |
| <b>Background:</b>                      | An ambulance was unable to access a property along Horton Road because of cars parked along the double yellow lines. There is concern among the community that this will put people's lives in jeopardy.<br>Illegal parking is not being enforced.<br>Residents are having to individually report cases of illegal parking, and chase this up regularly for any action to be taken. |
| <b>Action requested by residents:</b>   | <ol style="list-style-type: none"> <li>1) Why is parking not being enforced in the Hollingdean area?</li> <li>2) Why is no action being taken to quickly remove cars that are illegally parked?</li> <li>3) When will there be more parking enforcement in Hollingdean?</li> </ol>  |
| <b>Officer Response:</b>                | Paul Nicholls   |
| <b>Officer contact details:</b>         | Paul.nicholls@brighton-hove.gov.uk  |
| <b>Response:</b>                        | We have asked enforcement officers to step up enforcement in the area and increase visits.  |
| <b>Specific Action:</b>                 |   |
| <b>Action:</b>                          | As above  |

|                    |              |
|--------------------|--------------|
| <b>Timeline:</b>   |              |
| <b>Start date:</b> | 14 July 2022 |
| <b>End date:</b>   | Ongoing      |

## 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. |         |         |                     |