

Housing Management Panel: Central Area

Date: 11 October 2022

Time: 2.00pm

Venue Hybrid Meeting:

In Person: The Barnard Centre,
St. Johns Mount, Mount Pleasant, Brighton, BN2 0JP

Virtual: Zoom

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

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

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

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk.
Agendas are available to view five working days prior to the meeting date.

Electronic agendas can also be accessed through our meetings app available through ModernGov: [iOS/Windows/Android](#)

This agenda and all accompanying reports are printed on recycled paper

AGENDA

PART ONE	Page
1 WELCOME, INTRODUCTIONS AND APOLOGIES (5 Minutes)	5 - 6
2 MINUTES OF THE PREVIOUS MEETING Minutes of the meeting held on 16 August 2022 (copy attached). (10 Minutes)	7 - 12
3 ACTIONS OF THE PREVIOUS MEETING Actions of the meeting held on 16 August 2022 (copy attached). (10 Minutes)	13 - 14
4 ESTATES WALKABOUT REVIEW - HOUSING SERVICES (20 Minutes)	15 - 24
5 AREA PANEL REVIEW PAPER - COMMUNITY ENGAGEMENT (20 Minutes)	25 - 52
6 ALL 4 AREAS 3-STAR DOCUMENTS (15 Minutes)	53 - 84
7 LOCAL 2-STAR DOCUMENTS (10 Minutes)	85 - 94
8 POSITIVE COMMUNITY NEWS (10 Minutes)	
9 ANY OTHER BUSINESS (10 Minutes)	

FURTHER INFORMATION

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

FIRE / EMERGENCY EVACUATION PROCEDURE

If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by council staff.

It is vital that you follow their instructions:

- You should proceed calmly; do not run and do not use the lifts;
- Do not stop to collect personal belongings;
- Once you are outside, please do not wait immediately next to the building, but move some distance away and await further instructions; and
- Do not re-enter the building until told that it is safe to do so.

Date of Publication - Monday, 3 October 2022

Central Area Panel – meeting invitation

Dear Resident,

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

When	Tuesday 11 October 2022 – from 14:00 to 16:00 (Zoom will open 13:45, Meeting starts at 14:00)
Venue	The Barnard Centre , St. Johns Mount, Mount Pleasant, Brighton, BN2 0JP
Zoom	<p>Please type the following address in your browser:</p> <p>https://bit.ly/CAPOCT22</p> <p>There is no difference between uppercase/lowercase letters. You won't need to enter a meeting ID or password.</p> <p>If the link above does not work, you can join through Zoom client instead, using the following details:</p> <p>Meeting ID: 838 8939 9011 Passcode: 4NPbHs</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 5240 / 0203 901 7895 / 0208 080 6591 / 0208 080 6592</p> <p>Meeting ID: 838 8939 9011 Passcode: 379532</p> <p>To mute and unmute yourself when calling by phone, press *6 (asterisk and 6)</p>
Transport	<p>We can help with your transport costs to get to the meeting.</p> <p>Please let us know at least 7 days in advance if you need the provision of bus tickets or a taxi to get to the meeting. If you drive, you can claim mileage and parking costs through your resident association grant, or where there is no association, via your Community Engagement Officer.</p> <p>Taxis can only be requested by people with mobility issues.</p>

--	--

Please read the papers in advance of the meeting.

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

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: CENTRAL AREA

2.00pm 16 AUGUST 2022 HYBRID MEETING

MINUTES

Present:

Councillors: Councillors Hugh-Jones (Chair), Shanks

Representatives: Carl Boardman (Warwick Mount Residents Association), Theresa Mackey (Highcroft Lodge Residents Association), David Spafford (Seaside Homes Community Association), Jason Williams (Churchill Gardens Residents Association)

Officers: Sam Warren (Community Engagement Manager), Simon Bannister (Community Engagement Officer), Janet Dowdall (Tenancy Services Operations Manager, Justine Harris (Head of Tenancy Services), Hannah Barker (Community Engagement Officer), Geoffrey Gage (Head of Housing Investment & Asset Management), Grant Ritchie (Head of Housing Repairs & Maintenance), Millie Wallace (Community Engagement Administrator) and Lisa Johnson (Democratic Services Manager)

1 WELCOME, INTRODUCTIONS AND APOLOGIES

1.1 There were no apologies.

The Chair was sad to announce the passing of Barry Hughes who was Chairman of the Sylvan Hall Residents' Association.

The Chair said:

I was a novice councillor, and he was an enormously experienced tenant representative, but Barry and I quickly established a rapport. Of course, it helped that we were both proudly Welsh! On my side, that initial rapport developed into enormous respect. Barry was an eloquent and determined advocate for tenants, particularly those of his beloved Sylvan Hall. He was also very balanced in his judgement and appreciative of any improvements. But beyond that, he was a man who enjoyed life and was good company to those he encountered along the way. His death came as such a shock. He will be much missed by us all.

I always enjoyed working with Barry. He took his responsibilities as a resident rep seriously - trying to find immediate solutions to problems, but also looking at the bigger picture, challenging us on policies and procedures where he thought these could be made simpler and fairer for residents. The last time I saw him was at the Brunswick festival a few years ago where he was working on a historical society stall. He brought the same interest and enthusiasm to that subject as he did to housing matters. He will be missed.

Barry Hughes was one of the most passionate and skilled resident leaders I had the pleasure to work with. He was a skilful communicator, clearly standing up for residents' views with a lovely balance of a warmth and humour. His years working in the city representing residents gave him such a wealth of knowledge. He will be missed.

Barry was really committed to his fellow residents and not worried about confronting officers and councillors on their behalf. He was a lovely guy and will be sorely missed.

Thank you, Barry, for your tireless work always done in good spirit. You will be missed.

2 ACTIONS AND MINUTES FROM THE PREVIOUS MEETING

- 2.1 Mr D Spafford referred to paragraph 3.4 in the Minutes and said that it did not accurately reflect the issue. Tenants should not have to address anti-social behaviour, and potentially put themselves at risk, but rather it should be professional people who did that.
- 2.2 Cllr Shanks asked if the minutes could state who the representatives were attending on behalf of.
- 2.3 Cllr Shanks referred to the Actions and was concerned that there was still no date for the replacement of windows at Sylvan Halls. Mr Gage said that officers were currently preparing a programme of major and planned works and it was hoped that that would be published in the next 6-8 weeks. He advised that the works at Sylvan Halls would not be undertaken this financial year but would be part of the programme from April 2023.
- 2.4 The Chair asked if a forward programme of works could be provided for the next round of Area Panels, and officers agreed that a three-year plan for major capital works and planned works would be provided.
- 2.5 **RESOLVED:** The Minutes, subject to the comments from Mr Spafford, and the Actions from the meeting held on 17 May 2022 were agreed as a correct record.

3 HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT QUARTER 1 2022/23

- 3.1 Ms Harris, Mr Gage, Mr Ritchie introduced the report as set out in the agenda.
- 3.2 Ms Mackey said that two female tenants at Highcroft Lodge had asked a number of times for repairs to be made but nothing had been done which was concerning. Mr Ritchie said that he would look into this case, and advised that once a call was logged tenants didn't need to contact the Council again. It was anticipated that in the next months progress would have been made on the backlog of cases. The Community Engagement Officer asked if a reference number would be given when an issue was raised. Officers advised that any job logged would be given a reference number but that wouldn't automatically be given to the tenant, but any repair would be logged against the address. Cllr Shanks asked if jobs were prioritised. Mr Ritchie said that they were and would depend on the job and who it was for, for example if it was a water leak that would have priority, and if the person was disable etc. Call handlers

were advised to assess the needs of the person and the repairs needed when logging the jobs.

- 3.3 Mr D Spafford asked if there was a timescale for jobs to be completed by. Mr Ritchie said it was hoped that the backlog would be completed by the end of the financial year. Mr Spafford understood that additional staff were being recruited. He was advised that 58 new members of staff had started, and the backlog was reducing. However, additional agency staff may be appointed to assist with the backlog.
- 3.4 Cllr Shanks referred to section 1 'Provide additional affordable homes' and asked if the information could show which relate to 'shared ownership' and which to 'affordable rented'. Officers said they would provide that after the meeting.
- 3.5 Ms Mackey referred to section 3 'Alleviating homeless and rough sleeping' and asked how they were counted. Officers said that they had to follow the methodology set out by the government. It was accepted that it wouldn't capture all the homeless people but where the same process was used it showed whether the number was increasing or decreasing.
- 3.6 Mr Spafford said the report said that the Council were developing a strategy for temporary housing and noted that Seaside Homes provided 499 temporary housing properties and asked how their future plans were developing. Ms Harris said they did not know the future plans for Seaside Homes but the Council were looking to increase the amount of in-house temporary accommodation. Mr Spafford said that there appeared to be an inability by the Council to manage Seaside Homes, and the Council could liquidate it, but the cost of that could be around £28m. It would be difficult to find that money from the Housing Revenue Account. The city needed ethical housing for key workers and Seaside Homes could develop that and maintain control of Seaside Homes by refinancing them through the Loans Board which would bring an income to the Council. The Chair said that the Council were exploring the legal options and would bring forward a decision in due course.
- 3.7 Cllr Shanks asked how long on average people were in emergency accommodation for, and was advised it was six months.

4 RESIDENT QUESTIONS - 3 STAR

4.1 Making our city safe for pedestrians

Mr Broadman felt that the response didn't answer the question.

Officers referred to the response which said that the Council were in the process of reviewing policies on how highways were managed. City Clean and City Parks were working at weed management. The Chair suggested that this issue would be brought back once the policy had been considered by the Environment Transport & Sustainability Committee.

4.2 Key Fobs

Ms Harris provided an update and said that when the contract with key fobs was first taken on the keys couldn't be cloned, but then became aware that they could be. How that compromised security was now being looked at. Reports of people tailgating had been received and people sleeping in blocks and that may be a bigger security issue.

Mr Broadman asked if it was possible to identify an original key with a cloned was and was advised it wasn't. However, keys could be deactivated, but officers were unsure if it would be possible to put a fix on the software that goes with key fobs to identify where there had been a clone. Mr Broadman suggested it might be a national issue and affect other authorities. Ms Harris agreed and said they would check other authorities to see how they were responding to the issue.

A further update would be provided at the next Area Panel

4.3 *Planned Maintenance Schedule*

Mr Spafford asked on the progress of procuring an Asset Management IT System. Mr Gage said the procurement process was underway but wouldn't be in place until 2024. The current system would continue to be used and updated where necessary. The planned maintenance programme would be done in-house with a three-year plan and then a five-year plan.

4.4 *Housing Allocations Policy*

Content with the response provided.

4.5 *Empty Council Properties*

Mr Spafford asked if the Council were still using sub-contractors on vacant properties, and was advised they were.

4.6 *Lack of Social Housing for Families*

Content with the response provided.

4.7 *Refuse and Recycling*

Content with the response provided.

4.8 *Kitchen Replacement and Repairs*

Content with the response provided.

4.9 *Repairs*

Already discussed earlier in the meeting.

4.10 *Field Officer*

Ms Dowdall provided further information about the walkabouts. The Field Officers were not involved in pilot walkabout which was done by housing managers who arranged a twelve-week programme of walkabouts. That had now finished but had been well attended by both residents and councillors. There was now a period of review looking at how to go forward with estate walkabouts and whether that would include field officers. Those who had taken part in earlier walkabouts had been asked to complete a survey on how felt they had it had gone. The outcome of the review would be brought to Area Panels. It was felt the walkabouts had been successful and it was hoped to start them again in October.

Mr Spafford said that Field Officers were funded by the HRA and asked what work they undertook for residents. Officers advised that the funding was for one post. Ms Dowdall said that they were asked to undertake duties such as witness noise issues, provide anti-social behaviour witness statements, were involved with environmental improvement board work etc. Ms Warren said that stats could be provided on

intervention work they had been involved in on estates. It was agreed that that information would be provided for the next Area Panel.

Ms Mackey said that residents at Highcroft Lodge welcomed the estate walkabouts and the estate management inspections, but would like to know the objectives were, what the success criteria was and what the evaluation would be. Officer said the objective was to build connections between residents and local housing managers, find out what environmental improvements were wanted. The focus was not on repairs, although health and safety repairs would be noted, but was mainly on environmental improvements. Ms Mackey said it would be useful if a sheet could be provided for residents explaining what the walkabouts were for. Following the review of the walkabout routes that would be provided together with a schedule of the routes for the next two years.

4.11 *Oversight of the Environmental Improvement Budget.*

Mr Broadman said that the appendix which set out the environmental improvement proposals for 2022 was interesting, but it did not contain information on projects which had previously happened and the budget for those, he understood that £500k had previously been spent. Officers confirmed that the environmental budget was £500k per year, with £100k of that coming from the HRA. This budget had been in place for the last three years. Officers were happy to share how the money had been spent, and it included things such as communal gardens, bike racks, bin storage etc.

4.12 *Estate Inspections/Estate Walkabouts*
Discussed earlier in the meeting

4.13 *Refurbishment of Empty Properties*
Content with the response provided.

4.14 *Roof Extension*
Content with the response provided.

4.15 *Long Delays in Repair Work*
Content with the response provided.

5 RESIDENT QUESTIONS - 2 STAR

5.1 *Car Parks at Somerset Point, Essex Place and Warwick Mount*

Ms Mackey said that when leaseholders at Highcroft Lodge bought their homes there was free parking in the car park, but it had since been taken over by a contractor and it now cost more to park there than it did in the street. Due to the cost, people were parking in the street and as there were then empty spaces in the car park people had started to fly tip there. The Chair said that the cost of parking would be looked into.

5.2 *Poor State of Pavements*

Mr Broadman said that commercial garages were using the pavement space and it was difficult to get round them. When enforcement officers were in the area the cars were moved which was frustrating. The Chair suggested that bollards could be placed in those areas. Officers agreed to consider what steps could be taken and would be one issue which could be included in the walkabouts.

6 POSITIVE COMMUNITY NEWS

6.1 There were no items.

7 ANY OTHER BUSINESS

7.1 Mr Spafford said that there were now two vacancies for resident representatives on Seaside Homes. It had previously taken over a year to appoint himself and Barry Hughes, and so all the Area Panels needed to decide how they wanted to proceed. The Chair agreed and that they now also needed to look at appointing a Vice-Chair for the Area Panel. Mr William said that he had had a meeting with officers who suggested that he took that position. Ms Barker clarified that was for the resident only meeting, and a Vice-Chair for the Area Panels was also needed. The Chair said that a process to fill that role would be undertaken.

7.2 Ms Mackey said she had been contacted by disability associations who said they would not hold their conventions in Brighton as it was so inaccessible. The Chair asked her to send her the names of the organisations and the issues they had raised.

The meeting concluded at 3.45pm

Actions from Area Panel meeting 16.08.22

Deadline for staff to respond: 14.09.22

Action	Officer(s) Responsible	Response	Date of Completion
Minutes to state who representatives were attending on behalf of.	Democratic Services Officer	We can confirm this has been completed, as the attendees' list details the organisations each attendee represents.	September 2022
Forward program of works could be provided for the next round of Area Panels	Geof Gage	We are finalising our forward program of works and we will publish this widely, once completed and signed off.	January 2023
Residents at Highcroft Lodge had requested repair/s but had heard nothing further. Ms Mackey to provide further details to Grant Ritchie and he would check what was happening.	Grant Ritchie	We will follow this up directly with residents concerned.	N/A
Housing Committee Workplan Progress Update and Housing Performance Q1 22/23 – Section 1. Cllr	Martin Reid	This information is in the performance report on page 27.	September 2022

Shanks asked if the information could show what related to 'shared ownership' and which to 'affordable rented'.			
Key Fobs – Justine Harris to provide further information at next Area Panel	Justine Harris	Verbal update to be provided at next Area Panel.	October 2022
Sam Warren to provide information on what work undertaken by Field Officers on behalf of residents at next Area Panel	Justine Harris	This information has been provided at Area Panel in February 2022. The functions being delivered by the Field Officer Team include commercial and domestic noise, other nuisance including dust and smoke and drainage investigations, street licensing cases, waste on private land, elements of planning enforcement investigations, and tented encampments. When requested Field Officers will support council services gathering evidence, information and intelligence.	October 2022
Officers would look into the cost of car Parks at Somerset Point, Essex Place and Warwick Mount.	Justine Harris	We are going to be reviewing all charges and will consider this site, as part of this work. Residents will be updated.	Ongoing

Housing

Estate Walkabouts pilot Summary Report September 2022

Introduction & Background:

This report will summarise the outcomes to date of the Estate Walkabout Pilot, and a full report with detailed recommendations will be released in October 2022.

Emerging from the pandemic, we were keen for housing staff to get back out onto our estates and re-engage with residents. In addition, the Social Housing Bill places emphasis on residents being involved in improving their environment. We introduced a pilot programme of weekly area walkabouts facilitated by the area Housing Manager. It was hoped these walkabouts would:

- Result in visible environmental improvements
- Improve collaborative working with each team taking responsibility for their actions
- Promote awareness of available budgets, such as the Environmental Improvement Budget (EIB) and publicise how these budgets are spent across the city
- Create opportunities for Housing staff and Councillors to reconnect with residents

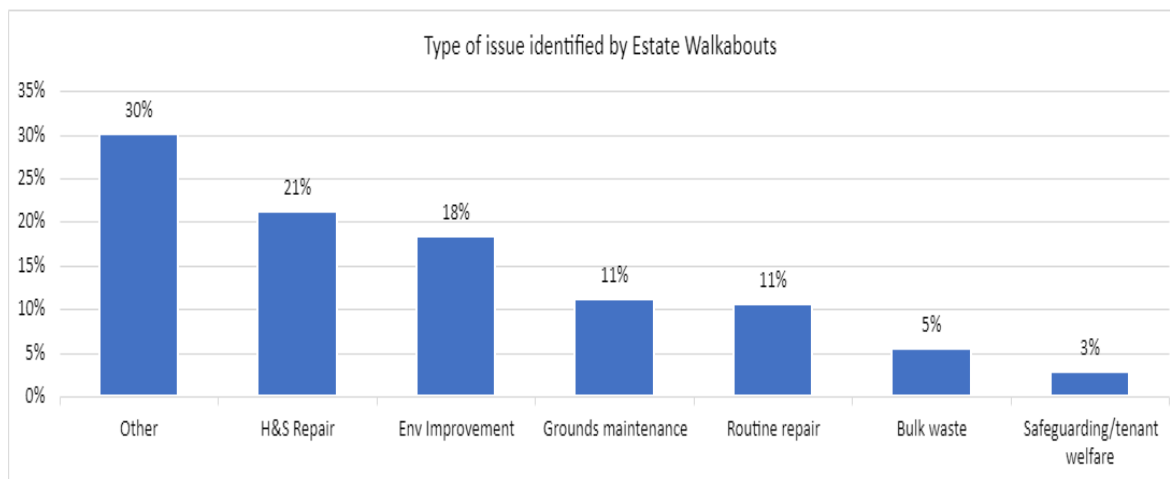
Attendance:

12 Walkabouts were undertaken from 18 May 2022 to 3 August 2022 across the city, attended by Housing Managers, Estate Services, a Surveyor (focusing on Environmental Improvements, Councillors, Community Engagement Officers and residents).

Initially we invited tenant reps only as an appropriate sample size for the pilot, however this was extended as the pilot progressed. A total of 39 residents attended and gave their details over 12 walkabouts. Three of the walkabouts were not attended by any residents, three walkabouts were not attended by a councillor, and two of the walkabouts were not attended by an EIB surveyor (Environmental Improvement Budget). Staff from the Community Engagement Team subsequently attended six of the walkabouts.

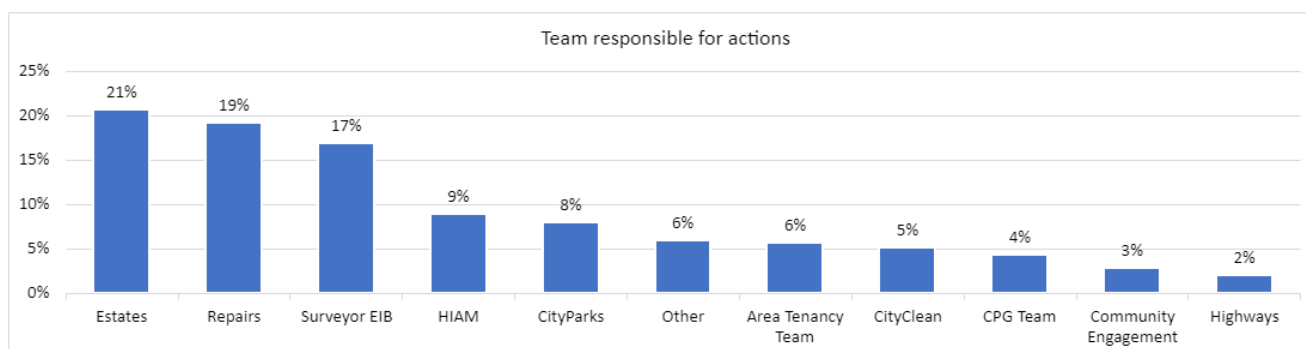
Issues and jobs captured:

A total of 348 issues were identified by the 12 pilot estate walkabouts.



A significant number of issues are categorised as Other (30%) and this is due to the walkabouts covering such a wide range of issues. These mainly concern, parking, highways, cleaning, graffiti and resident involvement queries such as access to water butts, storage for gardening equipment and access to notice boards. Detailed examples are attached as Appendix 1.

Although the walkabouts were not repair focused, 74 H&S repair issues and 37 routine repair issues were reported to the Repairs Helpdesk and the Housing Investment & Asset Management Team.



Estates were responsible for most of the actions arising from the walkabouts (21%), followed by Repairs (19%) and the Surveyor for the Environmental Improvement Budget (17%).

Completed actions:

It is not possible to report on the majority of completed actions at this stage as data from Repairs, CityParks, CityClean, Car Parks & Garages is not readily available and is logged as an issue as part of the project review.

Environmental Improvement Budget (EIB):

As a result of the walkabouts, 24 proposals at an estimated value of £72,700 have been approved by the EIB board. A further 14 proposals are awaiting resident consultation.

		Value
Total proposals	64	
Accepted	24	£72,700.00
Investigation/ Consult	21	£119,600.00
Rejected	19	

The accepted proposals concern planting, signage and improving the appearance and access to refuse & recycling bins. Residents of Swallow Court have already received new pedal operated bins with lids, situated in a new location.

Estates

The Estates Team have completed 36 jobs (out of a total of 64) raised from the walkabouts. These were mainly fly-tip removal, graffiti removal, weeding and painting yellow nosing on to edges of external steps.

There are still some jobs ongoing due to staffing, weather and time restraints but these will be completed by the end of October 2022.

Feedback:

On completion of the walkabouts, we contacted 19 staff, 10 Councillors and 27 residents to complete a feedback questionnaire (Appendix 1) with a response rate of 59%.

In summary, residents feel the successes of the Walkabouts have been

- Residents appreciated the representation of staff across Housing teams and felt listened to
- Appreciated the opportunity to meet with councillors and housing staff in person to discuss longstanding issues on the estate
- Feedback report useful and residents able to see actions completed
- Craven Vale residents appreciated attendance of Rachel Sharpe, Executive Director of Housing, Neighbourhoods & Communities, Sam Warren, Community Engagement Manager and an additional officer who ran a 'surgery' to discuss ASB concerns

Staff feel the positives are

- Very useful for council staff (and councillors) to physically visit estates and to have a presence, particularly after a long period of working mainly online
- Walkabouts present an opportunity to involve a disability expert and link with work on the council's accessible city strategy
- Increased opportunities for collaborative working between Community Engagement and Housing
- Proactive work focusing on what officers can do to improve the area and involving residents in decision making

The main concerns reported by residents are

- Clearer information needed on route and duration, particularly for residents with mobility issues, access to facilities – e.g. shelter and toilets
- Inspections of building condition (internal & external) needed
- Need involvement / attendance from Repairs, CityClean and CityParks
- Improved advertising of walkabouts needed and more residents to attend

The main concerns raised by councillors are

- Internal areas need to be inspected
- Need to adopt a 'one council' approach e.g. reporting uneven pavement to Highways
- Ensure all residents can attend, not just residents involved with Tenant & Resident Associations (TRAs)
- In areas where residents did not attend the walkabout, officers not confident about undertaking improvements without advance consultation.

The main concerns raised by staff are

- Need better representation / input from residents and all interested housing staff should have opportunity to attend
- High number of repair issues noted even though walkabouts are not meant to be repair focused.
- Need for involvement from CityClean and CityParks, lots of questions from residents re. Bins, weeds and grounds maintenance
- Managing expectations of residents
- Additional workload pressure for officers attending walkabouts. Significant time spent on follow up work, particularly following up on repairs and planned maintenance issues.

Preliminary recommendations:

- Housing Investment & Asset Management (HIAM) to establish programme of formal building inspections focusing on stock condition and health & safety, whilst ensuring compliance with the Building Safety Act 2022.
- A programme of weekly Estate Walkabouts cannot be fully delivered with current resources and structure. Further investigation is needed into this resource. There is no current capacity to take full ownership of and follow up on actions raised. A significant amount of administration has been done temporarily by the project team and lacks resource in the current structure.
- Further consideration given to the financing of the Environmental Improvements proposals. The current EIB budget is £500,000 per annum, and approximately £72,700 of works have been agreed from 12 walkabouts. It is anticipated that a two year programme (50 walkabouts per annum) will commence 2022/23.
- Further work needed to engage a wider group of residents to contribute to improving their environment, particularly those who do not ordinarily take part in any resident involvement activity.
- Further clarity is needed on the Grounds Maintenance contract.
- Create agreement with other key teams such as City Parks and City Clean.
- Further investigation needed to ensure there is resource in Community Engagement to undertake resident consultations arising from EIB proposals.
- Additional resourcing for EIB surveyor, including arrangements for cover to ensure all walkabouts are attended by a surveyor.
- Actions captured during the Walkabouts and basic feedback to be uploaded to the website on a quarterly basis, rather than sending out to attendees individually via email and post, which is resource intensive.
- Create an agreement with Housing Repairs to coordinate jobs raised through Estate Walkabouts as a body of work.
- Further investigation needed into the role of Field Officers.

Appendices

Appendix 1 – Examples of issues identified by walkabouts categorised as ‘Other’
Appendix 2 – Feedback questionnaire (staff & councillors)

Appendix 1 – Examples of issues identified by walkabouts categorised as ‘Other’

Issue (Other)	Action taken
Cracked and uneven paving- report of tripping hazard/fall	Referred to Highways
Misuse of visitors bays	Referred to Car Parks & Garages
Loose cables on block	Referred to HIAM
Graffiti on back of garages	Referred to Estates
Tree growing out of pavement	Referred to Highways
Report of dog users on grass and dog mess being put into recycling bins	Referred to Housing Officer
Padlocks to be replaced or hasp and staples to be fitted on all noticeboards - give key to RA rep	Referred to Estates
The drying areas are never used and the car park has limited use. Could consideration be given the installation of additional housing	Referred to Hidden Homes
Internal Storage area for gardening supplies and equipment requested	Referred to Housing Officer

Appendix 2 - Estate Walkabout Feedback Questionnaire - staff & councillors

Estate Walkabout Pilot Feedback questionnaire

Thank you for attending the recent estate walkabout(s). As this is a pilot project, we are gathering feedback from all attendees and would really appreciate if you could answer the questions below. Your responses will feed into a review and help identify any improvements that need to be made to future estate walkabouts. It is anticipated that a further schedule of walkabouts will start in Autumn 2022.

* Required

* This form will record your name, please fill your name.

1. Was the walkabout what you expected? *

- Yes (skip to question 3)
- No (continue to next question)

2. If you answered no to the previous question, what were you expecting?

3. Overall, do you feel that the estate walkabout was successful in identifying environmental improvements? *

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

4. How do you feel the walkabouts could be improved?

5. Did you attend as a Councillor? *

- Yes (skip to questions 11 & 12)
- No (continue to next question)

6. Roughly, how long did the process take you (including preparation, the walkabout, recording and follow up actions)

- 1 hour
- 2 hours
- 3 hours
- 4 hours
- 5 hours or more

7. Do you feel it would be beneficial for other teams to attend or contribute to future walkabouts? *

- Yes (continue to next question)
- No (skip to question 9)

8. If you answered yes to the previous question, which teams need to be involved?

9. Have you encountered any difficulties following up on issues raised? *

- Yes (continue to next question)
- No (skip to question 12)

10. **Councillors only:** How would you prefer to receive feedback / updates on the outcomes of the walkabouts?

11. If you answered yes to the previous questions, can you provide further details?

12. Is there anything else you would like to add?

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.



Area Panel Review

Sam Warren
Community Engagement Manager

Scope of review

Methodology

Findings

Recommendations

Introduction

- We have 4 Area Panels (AP) Central, East, North and West which includes Hove and Portslade. They were originally approved by Housing Cabinet Sub Committee in July 1997. The terms of reference was amended in 2016 following a review. (see appendix 1)
- The current remit of area panel meetings is to consider housing operational issues, policy, performance management, items and questions from tenants, elections to the working and focus groups for the city, the election of four tenant representatives to the board of Brighton & Hove Seaside Community Homes and the allocation of the Estate Development Budget (EDB) main bids.





28

Introduction

- Currently meetings are chaired by a member of the Housing Committee and are appointed by that committee. Each AP meeting is preceded by an agenda planning meeting which is attended by the chair of AP, Democratic Services, Community Engagement Manager or Officer and the tenant vice Chair.
- Tenant Only (TO) meetings are held before of each AP and the information from these meetings informs the agenda items for AP meetings. This is also where tenant and leaseholder questions are agreed. The TO meetings are administered by the Resource Centre. The Community Engagement Team and Housing Leadership Team are tasked with ensuring that the questions from these TO meetings are responded to as part of the formal AP papers.



Scope of review

29

A scoping document was discussed with all Area Panels, this enabled us to use the views, skills and knowledge of all the valued long term members of the Area Panels to decide on the remit for the review.

scope

- Clarification of the purpose of the area panels
 - Can it make recommendations? If so to who/where?
 - Is it place for consultation?
 - Is it place for debate?
 - What is the best structure and membership for Area Panel to ensure equality and diversity of voice in the panel?
 - Resident or a councillor chair?
 - Should it be open to all tenants and leaseholders?
 - Should it be open to the wider community?
 - How are all tenants able to submit questions and speak?
 - How can residents contribute if not attending - online, portal, surveys, feedback?
- Structure of the AP meetings:
- Tenancy services only and/or area issues outside tenancy services
 - Papers: all housing committee report, tenancy services only committee reports, early drafts of plans/strategies, performance reports. How should this information be presented?
 - Continuation/replacement of resident only questions?
 - Frequency of meetings
 - Support for the chair
- How will we measure whether it's achieving its purpose?

How did we talk to people?

Strengths, Weaknesses,
Opportunities and
Threats sessions
(SWOT), Online Survey
& Workshops

517 people took part,
giving feedback and
their views.

281 Online survey
140 Workshops
96 SWOT sessions

480
residents, tenants and
leaseholders

37 staff and councillors

SWOT, Survey & Workshops

- SWOT sessions were held with each Area Panel, Councillors, senior housing staff and the Involvement and Empowerment group.
- An online survey was carried out with 281 tenants and leaseholders contributing
- Paper copies of the survey were also sent to Seniors housing accommodation
- The survey asked a range of questions about what and how people would like to talk to their housing services.
- 11 workshops with aimed specifically at tenants and leaseholders that do not usually come to meetings or contribute to consultation
- The workshops asked people about their experiences of living in council housing
- 5 with minoritised communities
- 2 parent workshops
- 2 tenant only workshops
- 2 leaseholder only workshops

FINDINGS

34

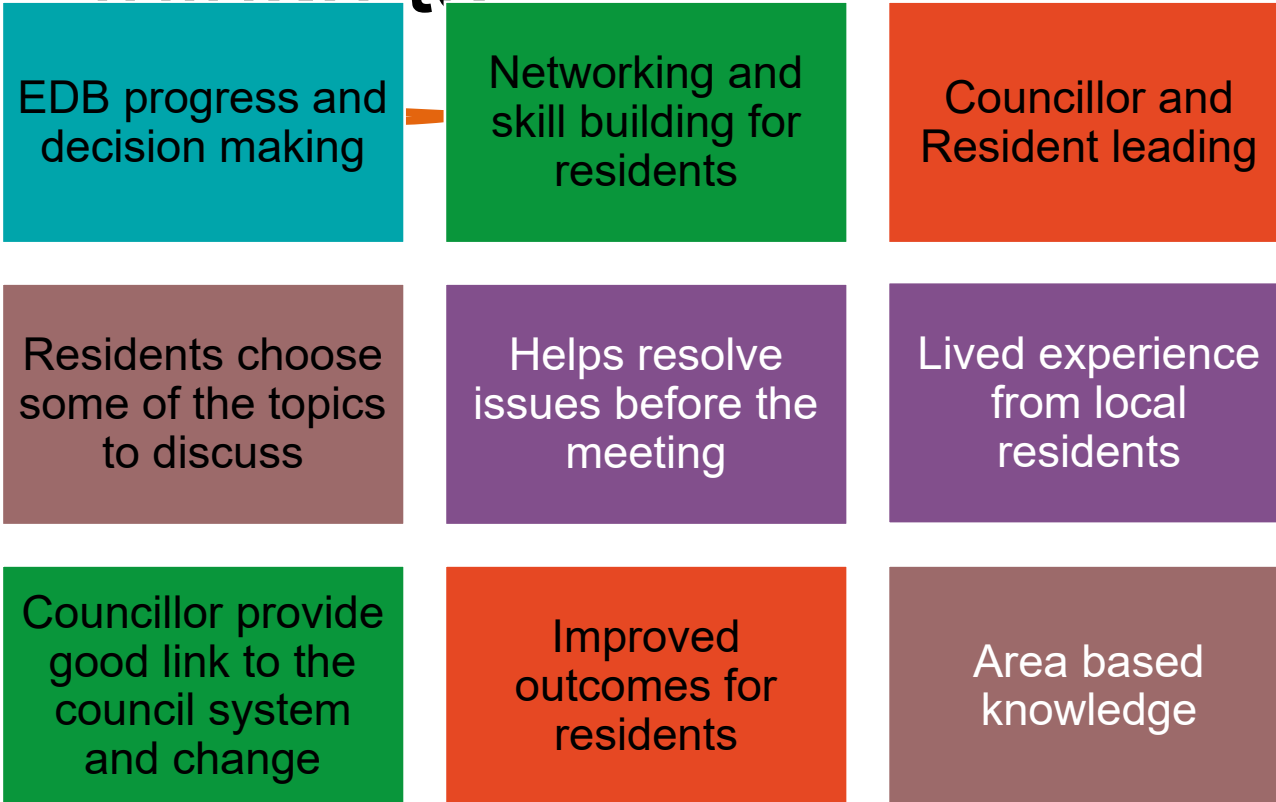
SWOT findings

all agreed this
things needed
to change

- **Things to change:**
 - A lack of diversity and low attendance
 - Less rules around being a member
 - Other ways to be involved
 - Not widely known about
 - What it's for, who goes and what their role is
 - Barriers to new people joining
 - Too formal
 - Old fashioned format
 - Overly complex presentation of information
 - Jargon heavy
 - Intimidating for newcomers

SWOT findings

Positive things to



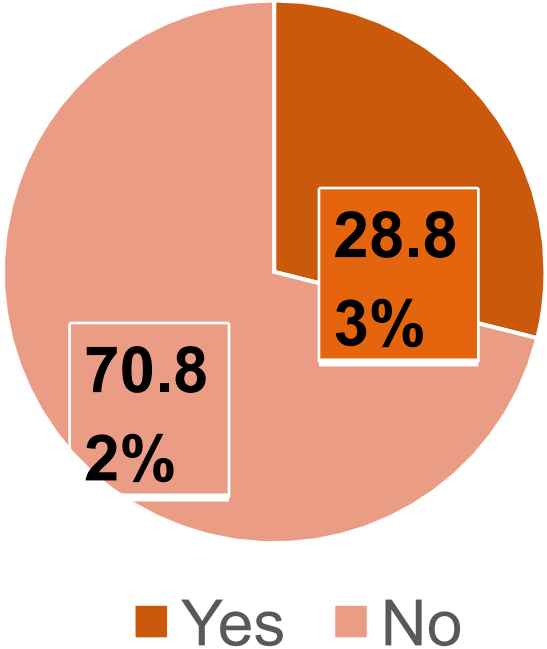
Things to change

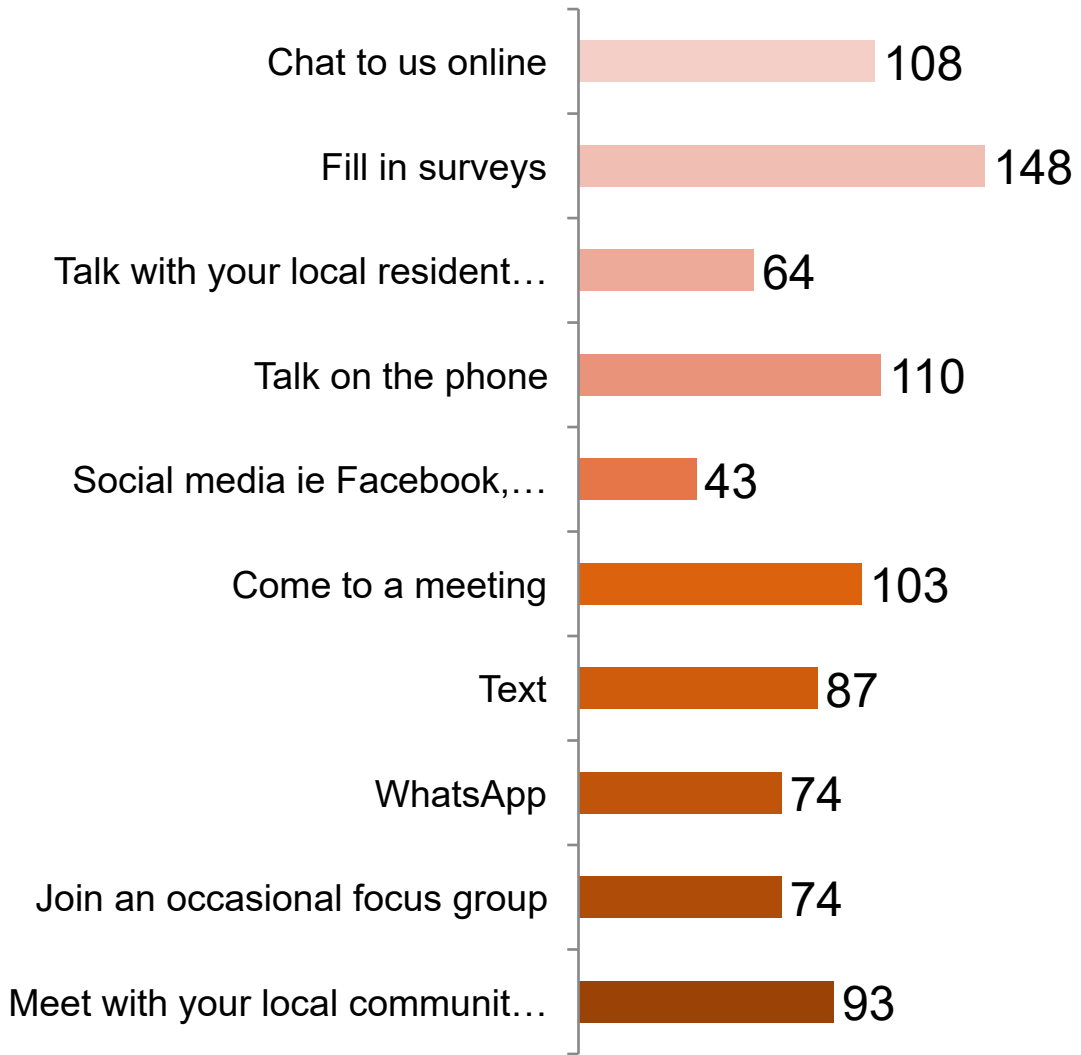
- try to get a city wide view as areas don't always agree
- Meetings should be hybrid (online and in person)
- More in-depth debate on recurring issues or complex subjects
- Clarity on how to add items for tenants and leaseholders
- How to balance the difference in resident and council priorities

Findings from the online survey

281 people completed the online survey. A large proportion of people that completed the survey were not actively involved in a local tenant or resident association.

Are you part of a Tenant/Resident Association



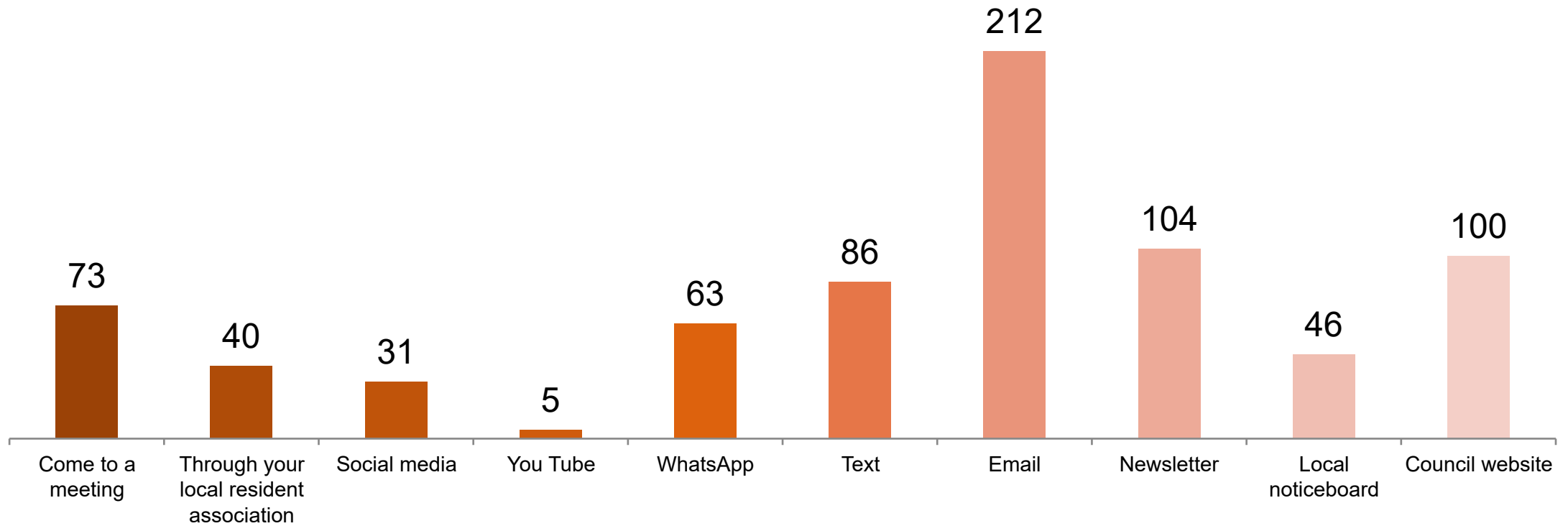


How would you like to share your views with council housing teams ?

How would you like to receive information

There were 281 responses to this part of the question.

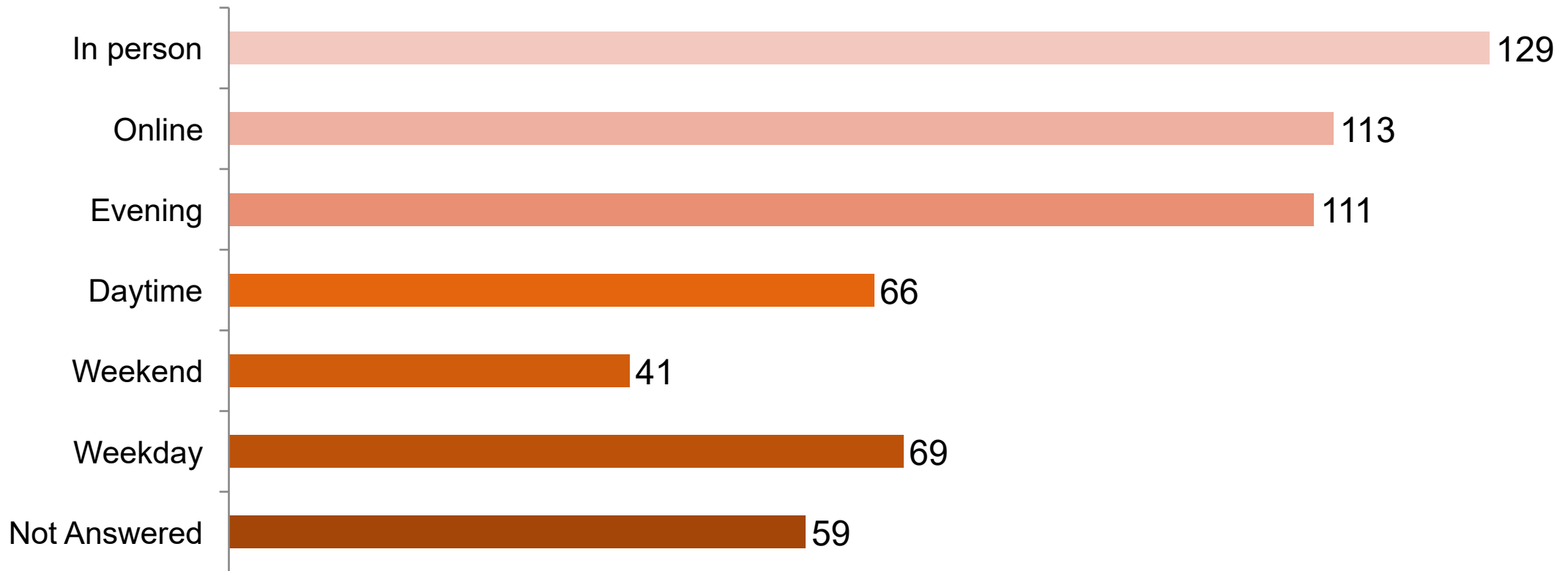
38



meetings:

There were 222 responses to this part of the

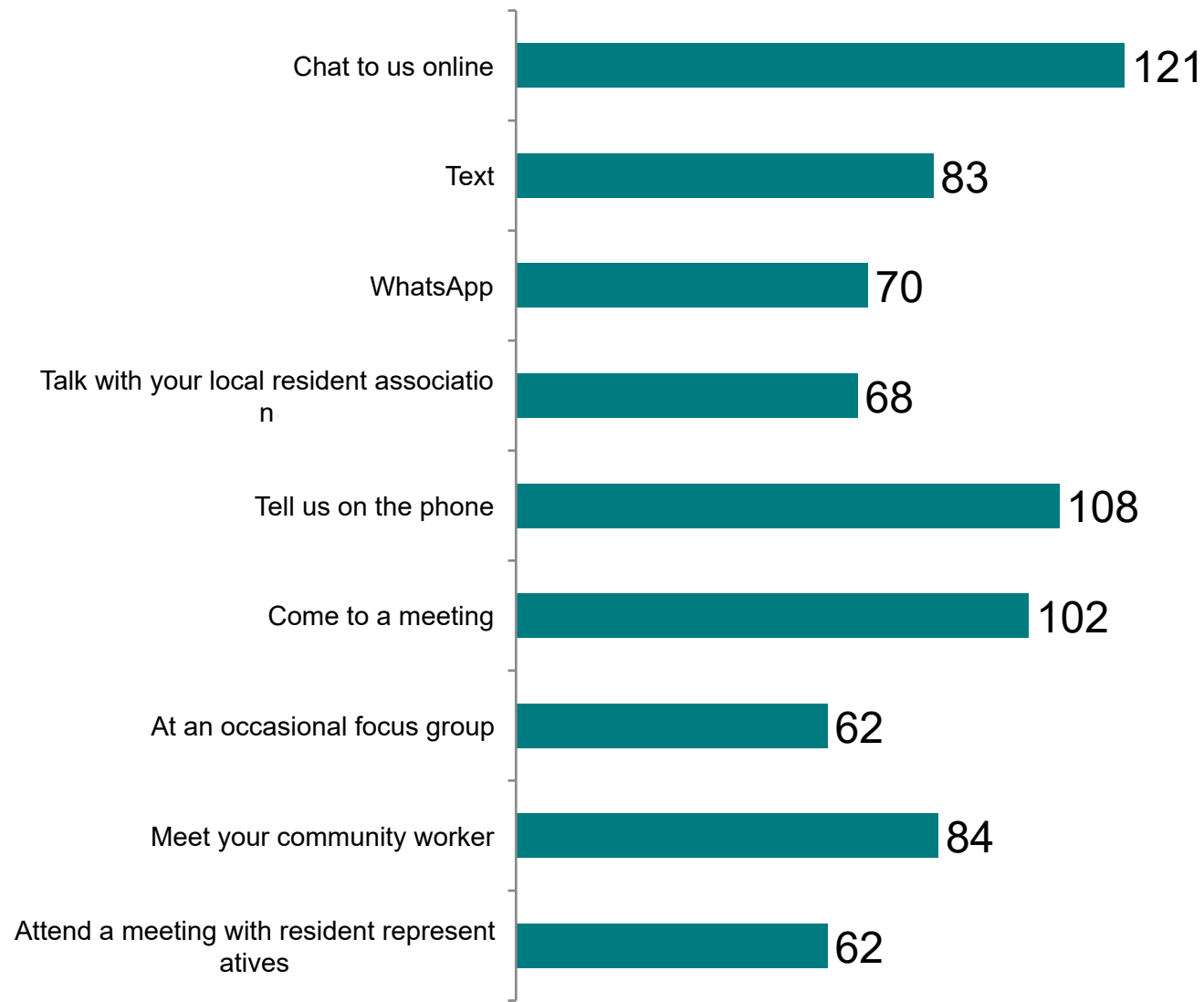
question.



How would you like to raise local issues and put them forward to be discussed at the Area Panel or at other meetings?

40

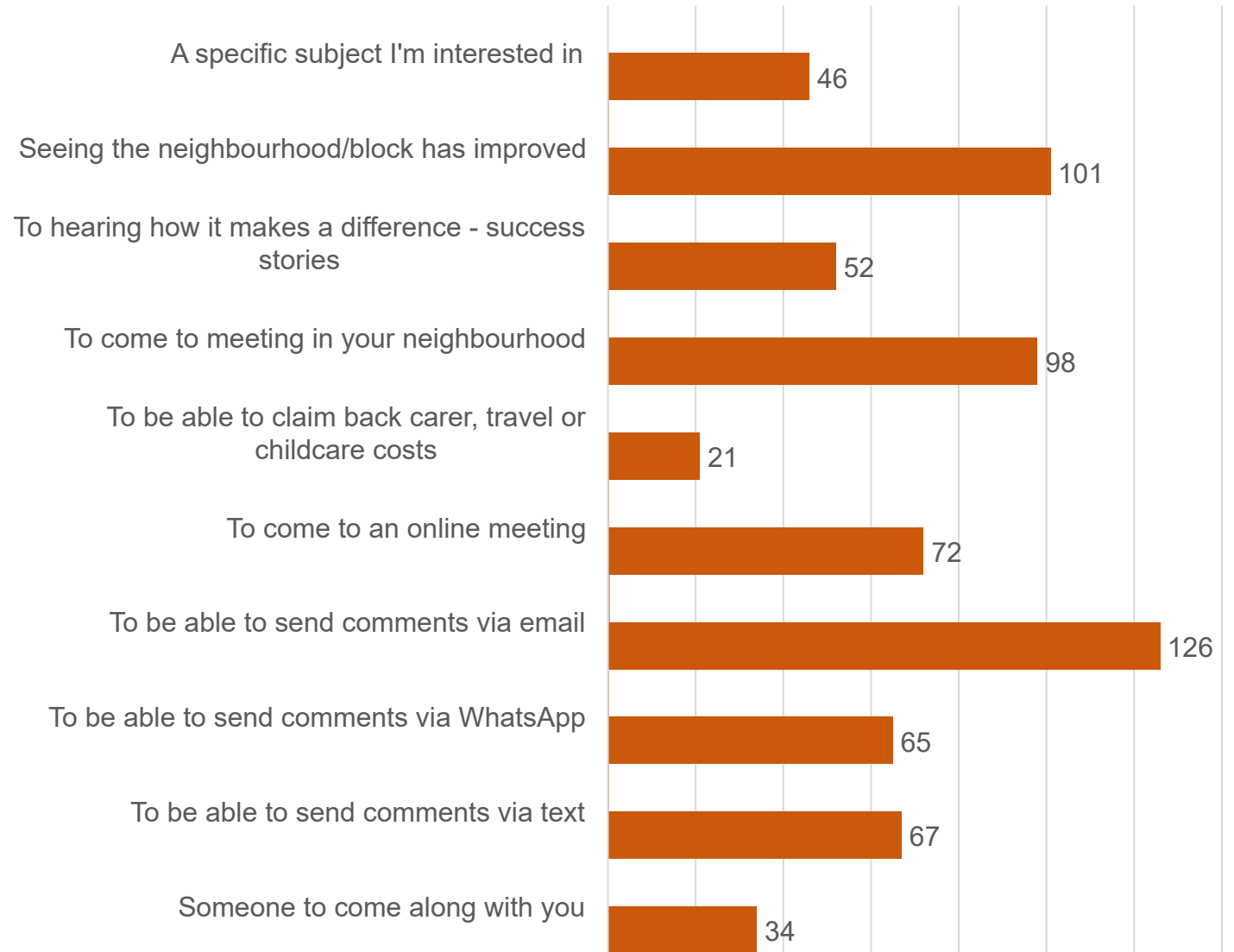
19/9/22



Area Panel Review

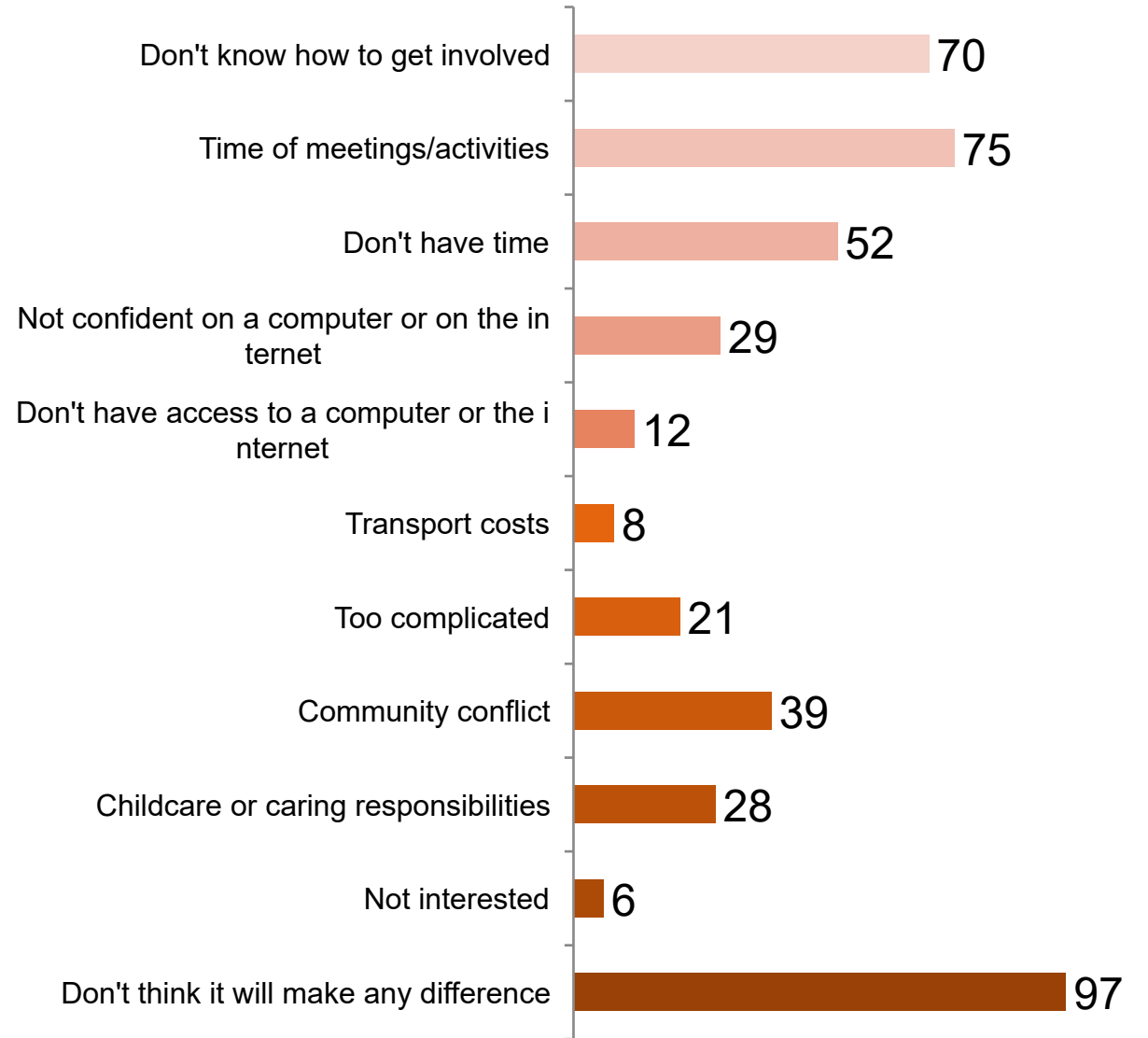
what would encourage you to take part ?

There were 281 responses to this part of the question.

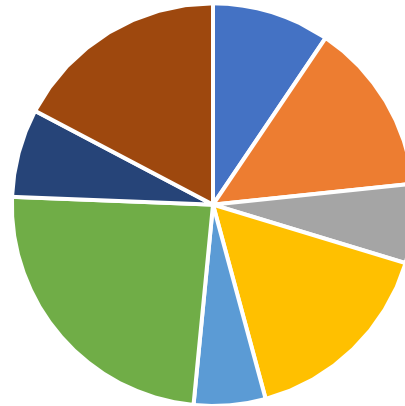


What stops you becoming involved in the housing issues that affect your local area?

42

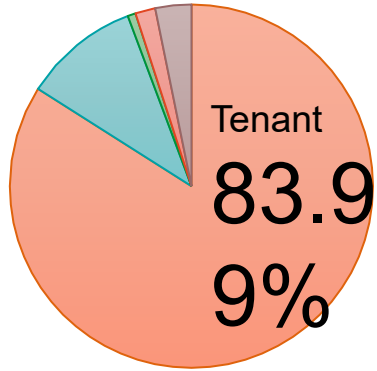


What are the main issues or opportunities in your area that you would like to talk to the council about?



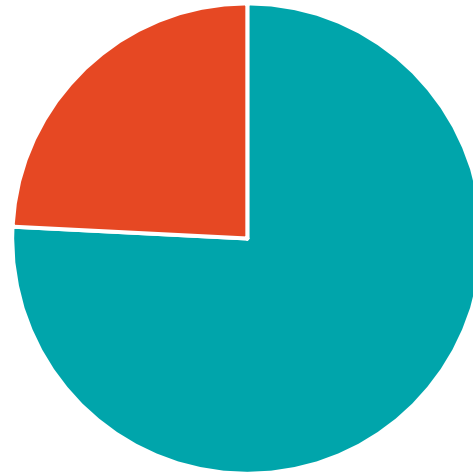
- Community Activities
- Green Spaces
- Community Centres
- Parking
- Traffic
- Housing conditions
- Council housing costs
- Anti Social Behaviour

Tenure



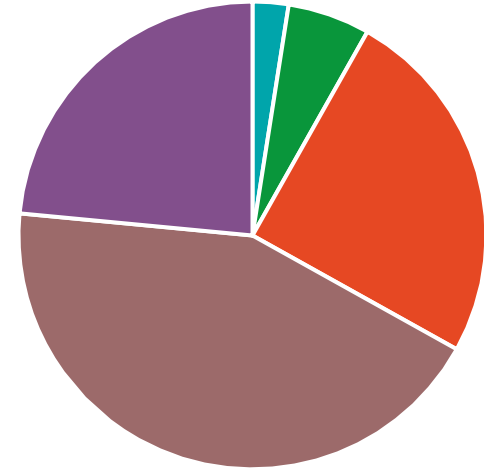
- Council Tenant
- Council Leaseholder
- Private rented tenant
- Freehold home owner
- Private leaseholder

Do you live on a council estate



- Yes
- No

Age



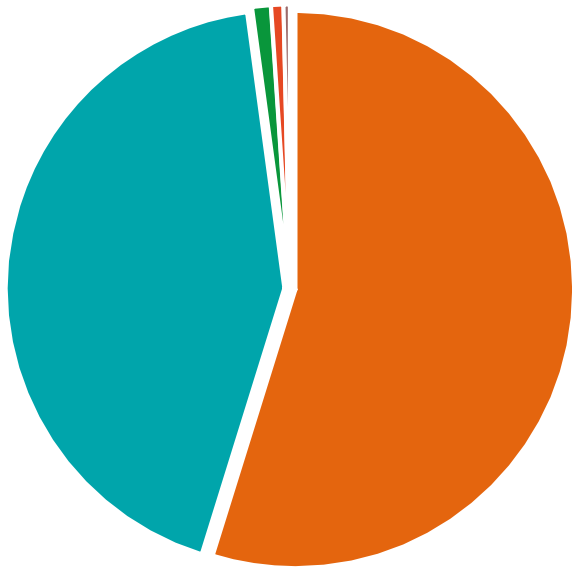
- Under 18
- 18-25
- 26-35
- 36-50
- 51-65
- 65+

44

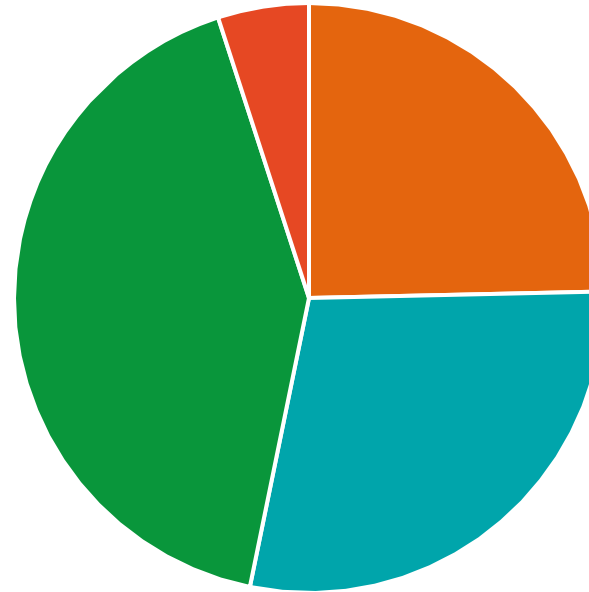
Demographics

Demographics

Gender



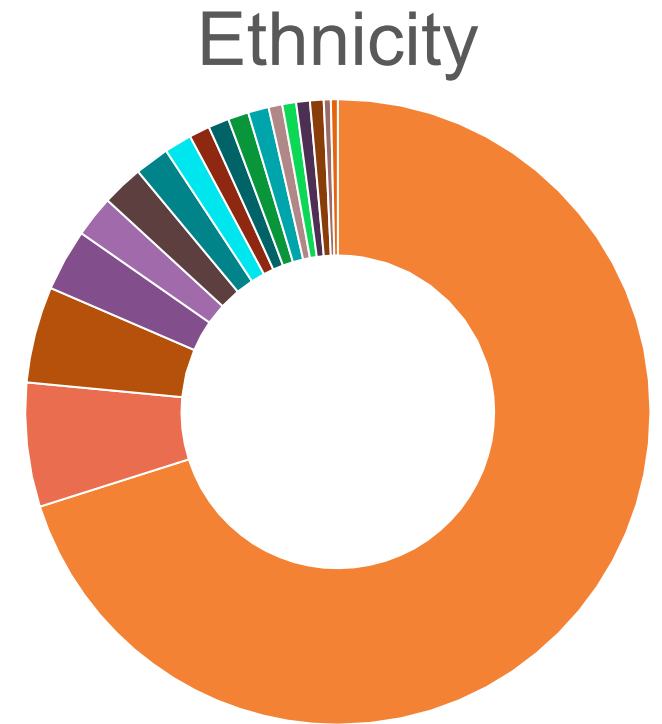
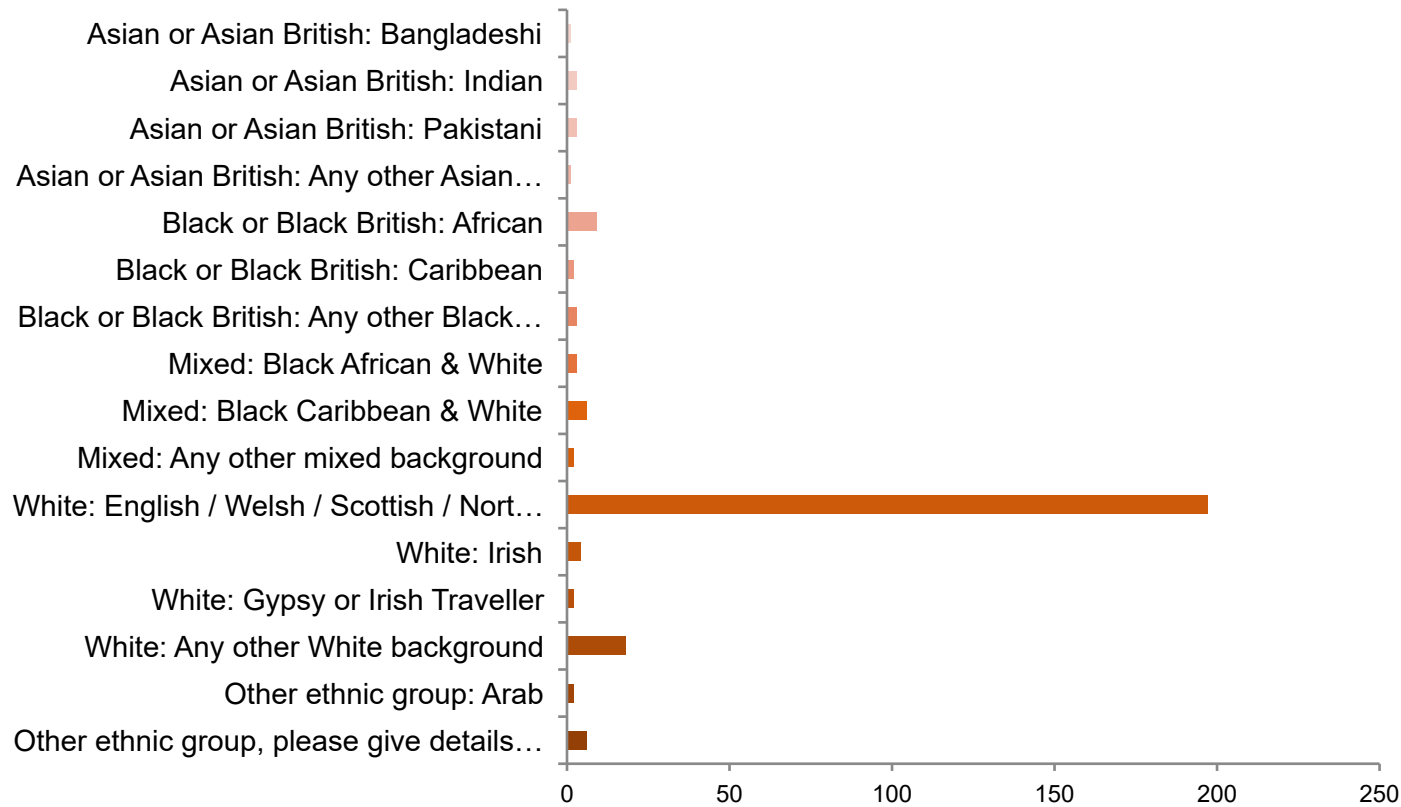
Disability



Female Male Other Prefer not to say Not Answered

Yes a little Yes a lot No Prefer not to say

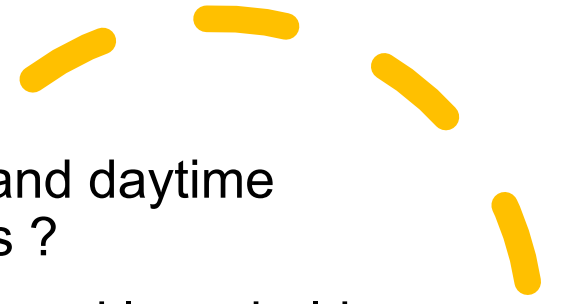
Demographics



Findings from the workshops

- All workshops gathered a large and detailed amount of information from tenants and leaseholders, around 140 people attended the workshops
- There were a number of themes that came out of these that will be feedback to departments and teams in housing including repairs, long term maintenance, culture, estate maintenance,
- There was feedback about a lack of trust between residents and the council and a sense 'us and them' was referred to on a numbers of occasions. Many tenants and leaseholders said they found it difficult to be actively engaged with the council as they felt very little changed even if they did share their views.
- This is not consistent with the Housing Market Review

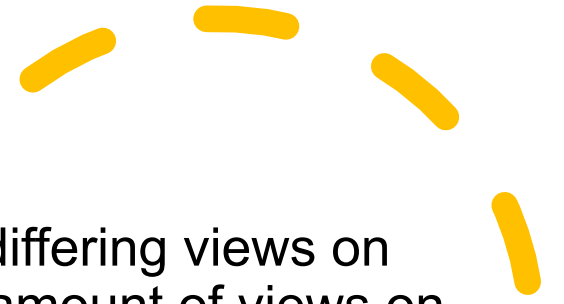
From the findings we know



FOR
DISCUSSION

- Many people wanted evening and daytime meetings – how to manage this ?
- We need to improve the tenant and leaseholder diversity to ensure the AP is hearing a range of views, – how can we do this?
- The survey show that predominantly residents are interested in their housing but also other key neighbourhood issues – how can we incorporate these into AP
- Tenants and Leaseholder wanted a range of ways to share and receive communication – newsletters, website etc?
- Tenant and leaseholder online participation – how could questions and items be put forward online, do these need to link to the TO meetings?

From the findings we know



49



FOR DISCUSSION

- The SWOT showed there was differing views on who should Chair AP, a similar amount of views on both resident and councillor Chair – How can we decide?
- The workshops showed that many people wanted to raise their individual issues – How could we create opportunities for AP participants to speak to housing outside of the meeting?
- Many people said they wanted to see and hear about improvements – how can we show the impact of AP – what would we measure?
- Sometimes a city wide view on a policy or paper is needed - how can we do this and retain 4 panels ?

Next steps

- Tenants and leaseholders able to shape the findings into workable recommendations at Area Panel
- Final meeting with Community Engagement Team, open to any tenants and leaseholders to present draft recommendations, prior to Housing committee
- Re-draft Area Panel Terms of Reference inline with draft recommendations
- Housing Committee approval January 2023
- Implementation of new Terms of reference and action plan - April 2023

51

Thank you

Sam Warren

Community Engagement Manager

Sam.warren@bright
on-hove.gov.uk

Resident Questions for Housing Area Panel

Reference Number: C3.1

Department	Housing
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/2022
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Anti-Social Behaviour
Issue:	Anti-social behaviour is a major, on-going issue. It is extremely disruptive and stressful to residents. Despite lots of reports and discussions, the situation on the ground is getting worse, rather than improving.
Background:	<p>A recent Anti-Social Behaviour (ASB) review was undertaken by the Housing Tenancy Management team, with involvement from residents. This made some recommendations around ASB and there was positive feedback from residents involved in the process. Central residents raised some concerns about what happens next:</p> <ul style="list-style-type: none"> • Central residents stressed they wanted action not words. People are living in extremely difficult situations which affect every aspect of their lives and are not seeing the Council take any action. • The Council does not take strong enough action against ASB. Stronger policies are needed, and firmer implementation of policies that do exist. Too many exceptions are made and issues are not followed through. • People should be held accountable for their actions, and victims of Anti-Social Behaviour need to see the Council acting to protect them. • There was a frustration about the seemingly intractable nature of the problem.

	<p>Central residents have worked for years and put many hours of their time into trying to improve things. They have raised complaints, held joint meetings with different agencies, met with officers and Councillors, been part of reviews and working groups and still do not see any improvement in the situation.</p>
Action requested by residents:	<p>Request a discussion on ASB at the next Central Area Panel. This needs to allow enough time for residents' contributions and for officers and Councillors to say what concrete actions they are taking around the issues raised.</p>

Officer Response

Officer contact details:	<p>Justine.harris@brighton-hove.gov.uk</p>
Officer Response:	<p>Thank you for your question. I fully appreciate why residents want action and not words. ASB has such a high impact on individuals and communities.</p> <p>As set out in the review of ASB, that came to Area Panel in May 2022, the policy is being rewritten.</p> <p>The policy will go to Housing Committee for approval in January 2023. It will take into account feedback from residents, much of what is reflected in this question. This includes better communication with residents, relating to decision making and the legal process and a having a clear victim centred approach.</p> <p>One of the recommendations is to explore the use of Community Protection Notices, currently used by other services but not Housing. Residents who took part in the ASB review told us that the council needs to show they are taking action to protect residents. In response, to this feedback, the task and finish group suggested that the council publish statistics on ASB related court action.</p> <p>I would welcome a discussion on ASB with residents at the Area Panel. I have let the Community Engagement team know that residents have requested this so that it can be included on the agenda and given the time for the discussion it needs.</p>
Action:	<p>Add to the next Area Panel agenda</p>
Start date:	<p>Next Area Panel is 13th December</p>
End date:	<p>N/A</p>

Resident Questions for Housing Area Panel

Reference Number: C3.2

Department	Housing
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/2022
Name of officer responding	Hilary Edgar
Officer job title	Housing Services Operations Manager

Resident Question

Title of Question	Carparks at Somerset Point, Essex Place and Warwick Mount
Issue:	The report on car parks to the last Area Panel did not adequately address the problem.
Background:	There is extensive abuse of the parking regulations, poor administration and lack of enforcement. There are specific problems at Essex, Warwick and Somerset but poor administration and lack of enforcement is a city-wide issue. This is a long-term problem which won't improve unless the Council takes some major and decisive action, for example taking the carparks back under Council control.
Action requested by residents:	Request a response from Councillors, with their ideas for major and decisive actions to improve the management and enforcement of regulations in council carparks.

Officer Response

Officer contact details:	Hilary.edgar@brighton-hove.gov.uk Tel: 01273 293250
Officer Response:	I have contacted the resident representative from Essex Place, who was at the residents' only meeting where this question was asked. This was in order to find out what the specific problems are in the Essex, Warwick and Somerset car parks. I will be meeting Emma and residents from the other two blocks at Essex Place in October (date to be confirmed at time of writing) with the

	aim of drawing up an action plan to address the parking issues at these sites.
Action:	Action plan tailored to parking problems at Essex, Warwick and Somerset car parks.
Start date:	October 2022
End date:	

Resident Questions for Housing Area Panel

Reference Number: C3.5

Department	Housing
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/2022
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Cleaners at Essex Place and Citywide
Issue:	Cleaners at Essex Place are being asked to cover too big an area. This makes it impossible for them to do a decent job. @More cleaners are needed. Residents are paying for cleaning services through their rents and are not getting value for money. Cleaners can also do the best job if they have a regular patch so they can build relationships with residents and knowledge of the area. This is a problem throughout the city, not just in Essex Place.
Background:	
Action requested by residents:	The Council needs to employ more cleaners, so tenants get the service they are paying for.

Officer Response

Officer contact details:	Chloe McLaughlin – x1072
Officer Response:	Cleaning schedules are created using the size of the high rise and surrounding areas. High rise blocks are cleaned as follows: Daily clean – ground floor lobby, lifts, walk through of floors and back stairs, bin area Weekly – litter-pick, bin areas, accessible entrance glazing Monthly – Landings & stairwells, accessible glazing, stairs, lift doors and interior

	<p>Over time some cleaners have condensed this cleaning and clean their high rises fully once a week or once a fortnight. Throughout the period of the pandemic they also focussed more on touch surfaces. I am currently reviewing the cleaning schedules in order to revert to the original way of working.</p> <p>The Estates Service have just recruited four extra cleaners to enable us to keep to an agreed schedule with the block cleaning.</p>
Action:	Current cleaning schedules for high rise blocks is being reviewed, any changes implemented will be to ensure high standard of cleaning is being provided.
Start date:	September 2022
End date:	October 2022

Resident Questions for Housing Area Panel

Reference Number: C3.4

Department	Housing
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/2022
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment and Asset Management

Resident Question

Title of Question	Insulation of Council Properties
Issue:	The importance of insulating Council properties has been underlined by the enormous rise in energy costs. Urgent action is needed.
Background:	Residents have been raising the importance of insulation for some time. There is now a crisis situation, where many residents will be thrown into fuel poverty over the winter. Insulation would reduce costs and save energy.
Action requested by residents:	There needs to be a firm commitment from the council to insulate properties as a priority and a clear message to all residents about the Council's plans.

Officer Response

Officer contact details:	Miles Davidson, miles.davidson@brighton-hove.gov.uk
Officer Response:	<p>The Council has historically had programmes of insulation in our properties, and we will continue to build further programmes of insulation as part of our planned maintenance and carbon neutral programmes. Aligned to a revised Asset Management Strategy we are developing an energy plan that will outline the opportunities and programmes for improving the fabric of our building alongside our Carbon neutral 2030 programme.</p> <p>Where we identify opportunities to improve the insulation of homes through existing programmes we do so where feasible, for example our current Air Source Heat Pump installation programme includes a survey of the insulation and will improve this where needed and possible.</p>

	In addition, the Housing Repairs & Maintenance roofing teams do undertake work around loft insulation top ups. This work is either generated by the tenant contacting us, roofing operatives noting the lack of insulation when inspecting the property or referrals from the damp team who are visiting the property to investigate damp/condensation. The team currently have a backlog of repair work. However, once this has reduced, we could look to encourage tenants to check their lofts and contact us through proactive communications including articles in Home In.
Action:	N/A
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: C3.3

Department	Highways
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/2022
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Making our city accessible for people with disabilities
Issue:	Brighton & Hove is developing a reputation as a city where it is difficult for people with disabilities to get around. This is because of obstructed and broken pavements.
Background:	<p>Disability Groups are increasingly arguing against Brighton & Hove as a conference venue, because problems with pavements and access mean it is not seen as a disability friendly city. The city is losing income because of lack of action to improve the situation.</p> <p>It was recognised that there is a shortage of funding that limits the number of pavements that can be improved and repaired. However, it was felt that some changes could be made that aren't expensive (stopping obstruction of the street with advertising etc).</p> <p>The Council should also be looking at long-term, coherent policies that – even if they take time - will be moving in the direction of making our city safe and pleasant for pedestrians and people with disabilities.</p>
Action requested by residents:	Request for information on plans to improve the situation and for residents and disability groups to be included in any policy reviews.

Officer Response

Officer contact details:	David Fisher, Highway Regulation Manager
Officer Response:	We are currently reviewing our policies that relate to licensed items on the highway which include Advertising boards, outside seating areas and shop displays. We will be engaging with stakeholder groups over the coming

	months to draft new policies and guidance for how these items are controlled and enforced. The guidance will also be used by the council when installing street furniture.
Action:	New policies agreed by Environment, Transport and Sustainability committee late 2022.
Start date:	September 2022
End date:	December 2022

Resident Questions for Housing Area Panel

Reference Number: E3.1

Department	Housing
Date question raised	25/08/2022
Date of Area Panel	W/O - 10/10/22
Area in city	EAST
Star rating applied by residents	3 stars
Deadline for officer response	19/09/22
Name of officer responding	Aaron Burns/Justine Harris
Officer job title	Head of Homelessness and Housing Options/Head of Tenancy Services

Resident Question

Title of Question	Anti-social behaviour
Issue	Police are being blocked by the Council when carrying out investigations into anti-social behaviour.
Background	<p>All East area Associations reported many instances of anti-social behaviour, such as intimidation, drug-dealing, drug-taking, cuckooing, and vandalism.</p> <p>Residents at Craven Vale reported that there is a tenant on the estate in a 'Sensitive Let', who has been intimidating a young single mother, and shooting an air rifle at her.</p> <p>Residents have been told to report anti-social behaviour to the police.</p> <p>However, police officers who are investigating the issues have told residents that they are blocked by the Council from taking any further action and investigation.</p> <p>There is one instance in Craven Vale where police requested CCTV footage from the Council, but the police have not heard anything back.</p> <p>Residents believe that the Council do not take enough action on tenants reported for anti-social behaviour when these tenants are classed as 'vulnerable', opting instead for giving the tenant the option of moving elsewhere or attending court. This does not resolve the problem, and only moves the issue to a different area.</p> <p>While residents understand the need to house vulnerable people, the mental health of all those who live in the area is being severely impacted by such individuals.</p>

Action requested by residents	<ol style="list-style-type: none"> 1. Why are the Council blocking the police from pursuing their investigations into anti-social behaviour, and obstructing further action? 2. What are the Council doing to resolve these issues?
--------------------------------------	---

Officer Response

Officer contact details	Aaron.Burns@brighton-hove.gov.uk
Officer Response	<p>1. The council cooperate fully with the police when they make a formal request to view or access any CCTV that we hold following an incident. The police and the council follow a process with which to request information is shared.</p> <p>To ensure that we are complying with our legal obligation in respect to responsibilities under the Data Protection Act, we ask for evidence that the request has been authorised by a senior officer. There can sometimes be a delay in authorisation.</p> <p>If this occurs, we collect the data requested but cannot release it until the form is completed and validated. We have a minimum of a 28-day retention period for footage. Events captured beyond this time frame are unlikely to be retained. Some of our newer CCTV units have fewer cameras and less footfall can retain footage for longer but not usually beyond 56 days.</p> <p>2. The local authority has a legal duty to provide accommodation for homeless clients some of whom will have an additional level of need. It is never possible to completely factor out issues as those highlighted in the question are often variable in nature. The local authority has to balance support and enforcement when issues occur within a tenancy to protect not only the tenant but also the local community. It is accepted that these issues can be challenging for neighbours.</p> <p>The council is currently in the process of reviewing its commissioned supported housing pathway. Within this review, we will be looking at increasing supported housing capacity for homeless clients identified with additional needs reducing the need to provide dispersed accommodation within its stock.</p>
Action	To review the commissioned supported housing pathway
Start date	N/A
End date	N/A

Resident Questions for Housing Area Panel

Reference Number: E3.2

Department	Environment
Date question raised	25/08/2022
Date of Area Panel	W/O - 10/10/22
Area in city	EAST
Star rating applied by residents	3 stars
Deadline for officer response	19/09/22
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Communal Bins Craven Vale
Issue:	Broken and damaged communal bins are not being replaced.
Background:	There was an Estate Walkabout in Craven Vale area on 13 th July 2022. Communal bins that needed replacement/repair in Parham Close were identified. However, these have not yet been replaced or repaired.
Action requested by residents:	Residents would like to know: What is the Council's policy on replacement of damaged communal bins?

Officer Response

Officer contact details:	Hilary Edgar, hilary.edgar@brighton-hove.gov.uk
Officer Response:	We will repair/replace communal bins when needed. Rather than replace on an ad hoc basis we are looking at a programme of replacement for these and other bins of a similar age and condition. Although, replacement may take longer, this approach will provide better value for money.
Action:	We will update Area Panels when we have more detailed information on the replacement programme.
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: E3.3

Department	Housing
Date question raised	25/08/2022
Date of Area Panel	W/O - 10/10/22
Area in city	EAST
Star rating applied by residents	3 stars
Deadline for officer response	19/09/22
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment and Asset Management

Resident Question

Title of Question	Leaseholder payment schemes for major works
Issue:	Leaseholders receive very large bill for major works. The payment plans currently available to leaseholders do not take into consideration all leaseholders' financial situations, particularly those who struggle to pay such large amounts.
Background:	When leaseholders are sent bills for thousands of pounds' worth of major works by the Council, there are very limited options for repayment. There are leaseholders who do not have the immediate facility or cash to repay such amounts. Payment plans and options for repayment are limited.
Action requested by residents:	Improvements be made to the current repayment schemes available to leaseholders, which take into consideration leaseholders' financial situations.

Officer Response

Officer contact details:	Simon.Plotkin@brighton-hove.gov.uk
Officer Response:	The council has what in our view is a wide range of ways to spread the cost of Major Works bills. All leaseholders can pay by instalments and are entitled to council loans. Resident leaseholders who are unable to afford repayments also have the option to take up an equity loan where no payments are due and the council takes a

	percentage of the property's worth once it is transferred or sold. Recently we extended the equity loans to non-resident leaseholders for whom the leasehold property is the only one they own. I do recognise that in light of the current financial situation in the UK it may be prudent to review eligibility for our extended payment options to reflect these circumstances.
Action:	Review Eligibility for Extended Payment Options.
Start date:	10/10/22
End date:	10/11/22

Resident Questions for Housing Area Panel

Reference Number: E3.4

Department	Environment
Date question raised	25/08/2022
Date of Area Panel	W/O - 10/10/22
Area in city	EAST
Star rating applied by residents	3 stars
Deadline for officer response	19/09/22
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Overgrown grass verges
Issue:	The grass verges in the city are overgrown. This is impacting on dogs/pets' health.
Background:	Residents have had reports from concerned dog-owners that the grass seeds from overgrown dart grass in the city are getting into their dog's ears, posing a danger to their health. This is costing pet owners huge amounts in veterinary bills. There is concern that unhappy dog-owners will sue the Council for neglecting to cut overgrown grass in the city.
Action requested by residents:	Residents would like to know: <ul style="list-style-type: none"> - What type of grass is the Council seeding in the city? - What are the Council doing to ensure that grass seeds don't get into dogs' ears?

Officer Response

Officer contact details:	robert.walker@brighton-hove.gov.uk
Officer Response:	The council seeds with rye, bent and fescue grass seed mixes, the mixture depending on the site. The mixes we use do not include barley grass which occurs naturally throughout the city and which there is no practical way to remove from grass areas.

	Unfortunately, we cannot ensure that seeds do not get into dog's ears.
Action:	No action required.
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: E3.5

Department	Housing
Date question raised	25/08/2022
Date of Area Panel	W/O - 10/10/22
Area in city	EAST
Star rating	3 stars
Deadline for response	19/09/22
Name of officer responding	Aaron Burns
Officer job title	Head of Housing Options and Homelessness

Resident Question

Title of Question	Sensitive Lets Craven Vale
Issue	Vulnerable people being placed into Sensitive Lets are not being sufficiently supported.
Background	<p>Vulnerable individuals do not have the continued support they need once they have been housed.</p> <p>Craven Vale residents have observed a tenant in a Sensitive Let, who has now been befriended, or 'cuckooed', by a local resident who is known to be a drug dealer.</p> <p>The tenant has since been reported to the police for anti-social behaviour.</p> <p>With sufficient support, the situation would not have escalated to this point, and much harm could have been avoided.</p>
Action requested	<p>Residents would like to know:</p> <ul style="list-style-type: none"> - What support is currently given to vulnerable people after being housed, and how long for? - Does the Council think this is sufficient? And if not, what are the Council's plans to extend support to vulnerable tenants?

Officer Response

Contact details	Aaron.Burns@brighton-hove.gov.uk
------------------------	----------------------------------

Response	<p>For council tenants we have a team of Tenancy Sustainment Officers who do targeted pieces of work with clients who are at risk of losing their home. This team will often link in with other statutory and non-statutory services such as Mental Health, Adult Social Care, in order to address the support needs of tenants.</p> <p>The temporary accommodation service also has an Anti-Social Behaviour Officer who will provide similar interventions with clients in their stock of accommodation, as well as a team of Welfare Officers who provide support and resettlement for clients. Further to this, where a tenant is in a Housing First unit of Temporary Accommodation, they will be provided with support from Mungo's, the commissioned support provider for this type of accommodation.</p> <p>The support a tenant needs will vary, as this will depend on the levels of presenting need of the client and their willingness to engage with the support which is on offer.</p> <p>The support offer for tenants is being reviewed across the Housing Service.</p>
Action	N/A
Start date	N/A
End date	N/A

Resident Questions for Housing Area Panel

Reference Number: N3.2

Department	Housing
Date question raised	30.08.22
Week of Area Panel	10.10.22
Area in city	North Area
Star rating applied by residents	3 Star
Deadline for officer response	19.09.22
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment & Asset Management

Resident Question

Title of Question	Boiler Installation and Repairs
Issue:	Council contractors have installed boilers incorrectly. KT Heating don't appear to be able to carry out repairs on boilers.
Background:	<p>A resident of Coldean reported a faulty boiler to the Council. KT Heating visited the property 5 times before calling out a specialist Worcester-Bosch engineer to fix the boiler issue.</p> <p>The Worcester-Bosch engineer told the resident that the boiler had been incorrectly housed: it should not have been boxed in and sealed, which is not safe.</p> <p>This is a building standard issue of concern across all areas of the city.</p>
Action requested by residents:	<p>It was agreed to raise the following at all Area Panels:</p> <ul style="list-style-type: none"> • Are KT Heating qualified to do repairs on boilers? • Are contractors fitting new boilers aware that boilers are not meant to be boxed in?

Officer Response

Officer contact details:	Rob Mabey, Mechanical and Electrical Manager
Officer Response:	1. Yes, absolutely. K&T are our Gas Contract partner and have been fitting and fixing boilers for us for

nearly 10 years. All their staff are Gas Safe registered and highly trained in repairs and maintenance of gas appliances.

- Most modern boilers are fine to be boxed-in. Older boilers used to get warm and needed airflow to keep them cool, but any Worcester Bosch Boiler fitted within our housing stock in the last 10 years is okay to be boxed-in. Subject to a few minor restrictions on how small the boxing should be. See below guidance from Worcester Bosch.

TECHNICAL BULLETIN TB 0060 a (2012/11)

TECHNICAL BULLETIN

PRODUCT: GREENSTAR GAS FIRED BOILERS

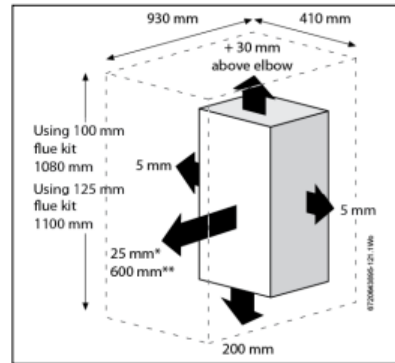
AIRING CUPBOARD INSTALLATIONS:

The installation of a Greenstar Gas-Fired Boilers is permissible within an airing cupboard and presently the requirements of BS 6798 are mentioned within the installation instructions. In summary that requires the storage section of the cupboard to be partitioned off from the boiler with a recommendation that a wire mesh with a diameter of no greater than 13mm is used for this purpose. These requirements were written many years ago when Gas-Fired boilers and flues were of a non condensing variation quite regularly not room sealed and experienced high casing temperatures.

The Greenstar Gas-Fired condensing range is highly efficient, room sealed and has casing temperatures taken from all 4 aspects at temperatures below 50°C, i.e., lower temperatures on the casing than there is from the pipe work leaving the product. Therefore we believe that the requirement to make a partition between the boiler and the storage space is unnecessary and would suggest that providing the boiler is installed in the top part of the airing cupboard/storage cupboard and shelving is introduced below the boiler for storage purposes then that would suffice. **Any storage in the cupboard must be below this shelf.** If the boiler is located within the cupboard where laundry could be stacked then provision **must** be made to ensure the minimum required air gap.

A label would be need to be added to the airing cupboard door/boiler etc warning the end user that all storage should be below the boiler.

It should be ensured that the service and installation instructions should be adhered to, and any minimum clearances required for free ventilation. Consult the boiler installation instructions for guidance.



* Minimum clearance to removable door
 ** Minimum clearance required for servicing

Fig. 1: Extract from Greenstar 28i Junior installation instructions showing minimum clearances in a ventilated cupboard

Action:	If the resident could share more info on this specific property, then we can investigate the repairs history to get a better idea of the fault. It can be frustrating for the resident if repeated visits are required. It's rare, but sometimes a process of elimination is required on intermittent faults that take a few visits to get it right.
Start date:	06.09.2022
End date:	06.09.2022

Resident Questions for Housing Area Panel

Reference Number: N3.1

Department	Environment
Date question raised	30.08.22
Week of Area Panel	10.10.22
Area in city	North Area
Star rating applied by residents	3 Star
Deadline for officer response	19.09.22
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Recycling and Rubbish Collections
Issue:	The recycling and rubbish collections are still not being carried out on a regular basis in the Hollingdean area, and elsewhere in the city.
Background:	<p>Reports have been made to Area Panel on a number of occasions about the problems with recycling and rubbish collections in Hollingdean and other parts of the city. This has still not been resolved.</p> <p>In Southmont, Hollingdean: since the beginning of the year there have only been 20 rubbish collections completed; 11 collections have been missed. There have only been 5 recycling collections completed; 14 collections have been missed; there were 3 part-collections.</p> <p>It was reported that Hollingbury were experiencing the same issues of missed collections.</p> <p>Residents are not satisfied with the response they received from officers at the last Area Panel.</p>
Action requested by residents:	<p>It was agreed to raise the following at all Area Panels:</p> <ul style="list-style-type: none"> • Why has the problem of rubbish and recycling collections still not been resolved? • When will it be resolved? • Residents would like Rachel Chasseaud (CityClean) to be present at the next Area Panel meeting

Officer Response

Officer contact details:	Melissa.francis@brighton-hove.gov.uk
Officer Response:	We apologise for any missed collections of Southmont and for the inconvenience this would have caused. Our data does not reflect the number of missed collections reported in this question. We urge residents to report them online if possible or email CityClean@brighton-hove.gov.uk if there are any, so that this can be logged and investigated immediately.
Action:	A representative of City Clean will be attending the next area panel meeting to discuss further.
Start date:	Ongoing
End date:	Ongoing

Resident Questions for Housing Area Panel

Reference Number: W3.3

Department	Housing Tenancy Services + Community Engagement
Date question raised	18/08/22
Date of Area Panel	12/10/22
Area in city	West Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/22
Name of officer responding	Justine Harris & Keely McDonald
Officer job title	Head of Tenancy Services & Community Engagement Officer

Resident Question

Title of Question	Further clarification of EIB and EDB
Issue:	EIB – Residents would like to know how local people can put forward ideas, what projects have been funded over the last 3 years, how much money has been spent, what consultation is expected. EDB – residents are concerned that EDB budget is decreasing and feel that they should have a larger budget to manage directly to continue having genuine tenant lead decision making with the aim of improving tenants' quality of life.
Background:	
Action requested by residents:	Request a response for Area Panel with clear information on EIB and how the council plans to address the reduction in EDB funding

Officer Response

Officer contact details:	Keely McDonald – Community Engagement Officer
Officer Response:	The Community Engagement Team has been promoting the Estate Development Budget (EDB) at in person events and online which has shown an increase in successful bids in 2022/23. We are developing an engagement plan for next year to increase awareness further and will be co-producing a process for more people to take part in EDB decision making, including using online voting in the new financial year.

	<p>The Community Engagement Team will be meeting with Housing colleagues in October to look at the decreasing budget due to the reserves being depleted by the end of the next financial year, the aim is to ensure that the EDB budget is able to respond to the expected need in coming years. The following quotes were gathered from residents who had benefited from EDB bids and highlights the importance of the continued availability of this funding:</p> <ul style="list-style-type: none"> • <i>EDB has really helped us in our general aim of bringing pride and community involvement for our residents</i> • <i>Every project delivered has offered talking points and pride and thanks that we can make change to better the community</i> <p>Both the Estate Development Budget (EDB) and the Environmental Improvement Budget (EIB) are important when it comes to estate improvement. The EIB enables us to respond as a landlord to make improvements, whilst the EDB enables residents to come together to submit proposals. The budgets are distinct. Most of the EIB projects will now be driven by the findings of the Estate Walkabouts. As requested by residents, quarterly reports on EIB will come to Area Panels, these will show what improvements have been agreed, whether they were funded by the capital budget or HRA and what consultation has taken place.</p>
Action:	<p>Recruitment of new part time post for West 18.5 hrs per week Recruitment of support worker for the current CEO, to enable them to fully deliver their work</p>
Start date:	<p>Middle of October Meeting with Housing and Community Engagement to discuss EDB funding</p>
End date:	<p>End of financial year 2023/24 for implementation of EDB Task and Finish Group Recommendations</p>

Resident Questions for Housing Area Panel

Reference Number: W3.1

Department	Community Engagement
Date question raised	18/08/22
Date of Area Panel	12/10/22
Area in city	West Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/22
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Estate Development Budget 'roll over'
Issue:	West residents were told recently that any EDB projects not completed by the end of the financial year (April 2023) would not be done and the money returned to the EDB pot.
Background:	In previous years, if an agreed EDB project was still outstanding at the end of the financial year, money allocated to it was rolled over into the next financial year. If this policy has changed, it will penalise residents for slow work by the Council.
Action requested by residents:	Residents asked for clarification of the current position and an assurance that any agreed, but incomplete, EDB work will be completed in the following financial year.

Officer Response

Officer contact details:	Sam Warren Community Engagement Manager Sam.warren@brighton-hove.gov.uk
Officer Response:	<p>Please accept our apologies if this is something you had heard from a member of staff. However, this information is completely incorrect.</p> <p>There is a process of recording and reporting all projects to the EDB Panel to monitor progress of any outstanding bids. This process has not changed and there are no plans to bring in any changes.</p>

	<p>The EDB Delivery Team will continue to work to complete all bids within a financial year, but in the event, they can't be delivered the EDB Panel will work with the council to ensure any delays are resolved where possible and the residents who submitted the bid are kept informed throughout. Where a project has been approved by the EDB panel but cannot be completed within the financial year the funding is ringfenced to this project and rolled over to the following year.</p> <p>I hope this reassures residents that any EDB projects that have been approved by the panel, will be delivered even if there are delays in a financial year.</p>
Action:	No actions needed.
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: W3.2

Department	Community Engagement
Date question raised	18/08/22
Date of Area Panel	12/10/22
Area in city	West Area
Star rating applied by residents	3 Star
Deadline for officer response	19/09/22
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Role of Community Engagement Officers
Issue:	West Residents Associations feel they are not getting the same level of support as they have in the past, and that the role of the Community Engagement Officers has changed.
Background:	<p>In the past, a crucial part of getting Residents Associations up and running successfully was very practical, on-the-ground support from what was then the Resident Involvement Team.</p> <p>Amongst other things, this was about organising start-up meetings, leafleting neighbourhoods and attending meetings. Officers would be in regular contact, actively involved with the Association and give lots of support to individuals.</p>
Action requested by residents:	Request a report for Area Panel with a clear description of the job of Community Engagement Officers and what support Residents Associations can expect.

Officer Response

Officer contact details:	Sam Warren – Community Engagement Manager
Officer Response:	Firstly, I would like to apologise if you felt the West of the city has not had the support you would like. There are a few reasons for this that I am currently addressing, and I hope this will resolve the issue.

	<p>The part time officer in the West retired a few months ago and we have had a short pause on recruitment to complete a team restructure. However, we are currently recruiting a new part time CEO for the West of the city which will increase the support for groups within this area.</p> <p>In addition, the existing CEO will soon be joined by a support worker, this will make it possible for him to carry out some of the duties that are currently more difficult for him with his visual impairment.</p> <p>The Community Engagement Team is funded 70% through the HRA budget and 30% through the general fund and works with residents of any tenure, although in line with the funding we spend at least 70% of the time working with tenants and leaseholder groups.</p> <p>The CEO role is very varied, and they work with a range of community, tenant and leaseholder groups.</p> <p>This includes supporting residents to organise start-up meetings, leafleting neighbourhoods, and attending meetings. CEOs work with many groups and are in regular contact with them to support their development, help guide funding bids, support them to contact officers in the council and other organisations and give a range of support to develop resident led projects in the area.</p> <p>The CEOs also support some of the Service Improvement groups, attend Area Panels and other local groups such as the Portslade forum, community networking sessions, and meet with local voluntary sector groups such as the Hangelton and Knoll Project.</p> <p>I have attached the Community Engagement Officer Job Description.</p>
<p>Action:</p>	<p>Recruitment of new part time post 18.5 hrs per week Recruitment of support worker for the current CEO</p>
<p>Start date:</p>	<p>12th September advertising for part time post</p>
<p>End date:</p>	<p>October/Nov start date for the part time post Support worker in post</p>

Resident Questions for Housing Area Panel

Reference Number: C2.3

Department	Housing
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central Area
Star rating applied by residents	2 Star
Deadline for officer response	19/09/2022
Name of officer responding	Hilary Edgar
Officer job title	Housing Service Operations Manager

Resident Question

Title of Question	Free laundry room at Essex Place
Issue:	Charges for the laundry room in Essex Place were stopped during the COVID lockdown. These have not been reinstated, so the laundry room is free or those who use it but subsidised by all tenants through their rents.
Background:	
Action requested by residents:	charges for the laundry room at Essex Place to be reinstated.

Officer Response

Officer contact details:	Hilary.edgar@brighton-hove.gov.uk Tel: 01273 293250
Officer Response:	<p>The current contract for laundry provision ends next year. We are currently reviewing the options for future provision. Arrangements for the sale and collection of tokens had run into difficulties before the pandemic; some of the shops who sold the tokens lost the income and there were health and safety issues relating to staff collecting the tokens from machines and income from the shops.</p> <p>If we are to reinstate charges, we would need to change from using tokens and install card payment machines and charge via debit or credit cards. The charges would also need to be raised to cover the installation of card readers (£5,000) and increased running costs. We therefore</p>

	<p>propose to keep the laundries free to use for the remainder of the extended contract period.</p> <p>A report on the future of laundries will come to Area Panels early in 2023.</p> <p>Each laundry is restricted to a specific catchment area. If residents have concerns over their misuse, please contact Housing Customer Services on Tel: 01273 293030 or Housing.CustomerServices@brighton-hove.gov.uk</p>
Action:	A report on future options on laundries to come to Area Panel meetings.
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: C2.4

Department	Housing
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central Area
Star rating applied by residents	2 Star
Deadline for officer response	19/09/2022
Name of officer responding	Geofrey Gage
Officer job title	Head of Housing Investment and Asset Management

Resident Question

Title of Question	Front Doors at Essex Place
Issue:	The front doors to flats at Essex Place are not compliant with post-Grenfell safety regulations.
Background:	<p>Residents were consulted about new doors three or four months ago and told that work was about to start. There has been no action or communication since.</p> <p>It is not clear whose responsibility it is to replace the doors of leaseholders' flats. Leaseholders have not been informed that their doors do not meet safety standards, so there is concern these won't get done and there will be a continued fire risk.</p> <p>Before the Grenfell fire, some leaseholders paid the Council to replace their doors. If these are now substandard, who pays for the replacement?</p>
Action requested by residents:	Immediate communication with Essex Place residents about when work on installing new doors will start and what leaseholders' responsibilities are.

Officer Response

Officer contact details:	Ryan Mulliner – Project Manager Doors & Windows Planned Works Programme Ryan.mulliner@brighton-hove.gov.uk
Officer Response:	Thank you very much for the above questions. Engagement was made earlier this year regarding the front door replacements to the properties within Essex

	<p>Place, which included door choice forms which most residents have kindly returned and are now held on file. Unfortunately, there has been a resource issue with the current door supplier and AD Construction, our door replacement contractor, who are currently in the process of obtaining a new door supplier for the Brighton contract. I will ensure that further communications are sent to all residents affected and updated fully on the process.</p> <p>Residents requested sight of the door colours and we are arranging for samples to be made available for this purpose and will hold an open day for viewing these and will send invites to residents accordingly. We will provide further updates with residents as soon as possible.</p> <p>With regard to the leaseholder aspect, it should be noted that the doors installed met the requirements of the time. We will be seeking committee consideration regarding charges to leaseholders for replacement of doors to meet the new and current certification requirements and will report on this accordingly with Committee decision.</p>
Action:	Further resident engagement to be arranged following new supplier being appointed with time frame for programme of installs and open day for colour choice
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: C2.2

Department	Housing
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central
Star rating applied by residents	2 star
Deadline for officer response	19/09/2022
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Highcroft Lodge Carpark
Issue:	the carpark at Highcroft Lodge is expensive, underused and becoming a dumping ground for rubbish.
Background:	This was a free carpark, used by residents and non-residents, including staff at the nearby school. It was always full. The carpark has now been privatised, and there is a charge for parking. People are choosing to park on the street as it is cheaper. This means that the carpark has 32 vacant spaces while the street is increasingly clogged with cars. The empty carpark is attracting fly-tipping.
Action requested by residents:	Highcroft residents are asking for the carpark charges to be removed.

Officer Response

Officer contact details:	Hilary.edgar@brighton-hove.gov.uk tel: 01273 293250
Officer Response:	Parking enforcement was introduced at Highcroft Lodge in 2017 following complaints that it was being used by non residents and as a result residents couldn't easily park there. The car park surface was also felt to be in poor condition. When Housing introduces enforcement, bays are made available for residents to rent and the car parking areas are resurfaced and lined, the costs for this work being offset by future rental charges. The difference in price between Housing and on street bays reflects the different type of parking offered to residents. Housing offers residents dedicated numbered spaces, meaning a specific parking space is set aside for one

	<p>driver to use. This is different to the on-street parking offer, where residents can park in a designated zone, subject to the availability of spaces.</p> <p>Of the 25 Housing land bays in the car park, 18 are available to rent. One of the bays in the car park is soon to be changed to a motorcycle bay, so that will reduce the overall number to 24. There are 3 charging rates for car park and garages; central, middle and outer, depending on the proximity of the car park to the city centre. Highcroft is currently considered to be in the central zone and is charged at the highest rate. We propose rezoning the car park to the middle zone and reducing charges as this may make it more attractive for residents seeking use of dedicated bays. We anticipate this change will be introduced from November, with residents who rent bays being formally notified. The changes will be as follows:</p> <table border="1" data-bbox="557 813 1385 1290"> <thead> <tr> <th></th> <th>Central Zone</th> <th>Middle zone</th> </tr> </thead> <tbody> <tr> <td>Council tenant and resident leaseholder</td> <td>£13.16</td> <td>£8.54</td> </tr> <tr> <td>As above with Blue Badge</td> <td>£2.90</td> <td>£2.22</td> </tr> <tr> <td>Private resident</td> <td>£26.34</td> <td>£17.14</td> </tr> <tr> <td>As above with Blue Badge</td> <td>£13.54</td> <td>£9.58</td> </tr> </tbody> </table> <p>Residents interested in applying for a space can apply online via the car parks and garages area of the website.</p> <p>Fly tipping in the car park should be reported to EstatesServiceTeam@brighton-hove.gov.uk Tel: 01273 294769.</p>		Central Zone	Middle zone	Council tenant and resident leaseholder	£13.16	£8.54	As above with Blue Badge	£2.90	£2.22	Private resident	£26.34	£17.14	As above with Blue Badge	£13.54	£9.58
	Central Zone	Middle zone														
Council tenant and resident leaseholder	£13.16	£8.54														
As above with Blue Badge	£2.90	£2.22														
Private resident	£26.34	£17.14														
As above with Blue Badge	£13.54	£9.58														
Action:	Amend parking charges; advise existing licences and update information about charges on council website.															
Start date:	October 2022															
End date:	November 2022															

Resident Questions for Housing Area Panel

Reference Number: C2.1

Department	Highways
Date question raised	23/08/22
Date of Area Panel	11/10/22
Area in city	Central Area
Star rating applied by residents	2 Star
Deadline for officer response	19/09/22
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Poor State of Pavements: Local Improvements
Issue:	At the August Area Panel there was an item about the dangerously poor state of repair of pavements around Somerset Point, Essex Place and Warwick Mount, especially around Montague Street. The response from officers picked up on a point about vehicle obstruction but did not address the main concern, which was about when work will be done to make the pavements safe and useable.
Background:	
Action requested by residents:	Request information on when work will be done to improve the pavements and pedestrian access around Montague Street.

Officer Response

Officer contact details:	Stacey Hollingworth – Highway Strategic Asset Manager
Officer Response:	<p>The footway budget for this year is extremely low. Due to the restricted level of funding available for the renewal of footways, we are only able to undertake safety and on a worst first basis.</p> <p>Whilst I understand the frustration, there are many locations in the city where the footways are in a much worse condition and therefore funding must be prioritised for these.</p> <p>There is only sufficient budget each year to renew approximately 10 footways when there are 2500 roads within the City. Essex Place, Warwick Mount and Montague Street are not on our current surface renewal</p>

	<p>programme for 2023/24 based on the current condition compared to others across the city.</p> <p>We will however continue to inspect this area on a regular basis as part of our routine safety maintenance and if the situation should change then reactive maintenance will take place, as it did in February of this year.</p>
Action:	These roads have been noted for consideration as part of future works programmes and routine safety maintenance will continue as per the existing arrangement.
Start date:	13/09/2022
End date:	Routine safety maintenance is ongoing

Resident Questions for Housing Area Panel

Reference Number: C2.5

Department	Housing
Date question raised	23/08/2022
Date of Area Panel	11/10/2022
Area in city	Central Area
Star rating applied by residents	2 Star
Deadline for officer response	19/09/2022
Name of officer responding	Geofrey Gage
Officer job title	Head of Housing Investment and Asset Management

Resident Question

Title of Question	Windows at Highcroft Lodge
Issue:	The windows at Highcroft Lodge are in a poor state of repair.
Background:	
Action requested by residents:	Residents to be informed of when they can expect replacement windows

Officer Response

Officer contact details:	Geof Gage, geofrey.gage@brighton-hove.gov.uk
Officer Response:	This will form part of the major works program and unfortunately, a date for works has not been planned yet.
Action:	N/A
Start date:	N/A
End date:	N/A

