

Housing Management Panel: East Area

Date: 5 December 2023

Time: 6.30pm

Venue Bristol Estate Community Room, 146a Donald Hall Rd, BN2 5DJ

Members: Councillor Jacob Taylor, Councillor Gill Williams, Councillor Bridget Fishleigh, Delegates of Tenants Association in the area.

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

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AGENDA

PART ONE

Page

OPEN SURGERY - (DEALING WITH INDIVIDUAL ISSUES)

18:30 – 30 Minutes

1 WELCOME, INTRODUCTIONS & APOLOGIES

5 - 10

18:00 – 5 Minutes

2 MINUTES & ACTIONS

11 - 18

18:35 – 15 Minutes

Actions from Previous Meeting (copy attached)

Minutes from Previous Meeting (copy attached)

3 DEVELOPMENT OF TENANT ASSOCIATIONS

Sam Warren (Community Engagement Team Manager)

18:50 – 15 Minutes

4 HOUSING BUDGET REPORT

Martin Reid (Assistant Director, Housing Management)

19:05 – 25 Minutes

5 HOUSING PERFORMANCE Q2 REPORT

19 - 38

Martin Reid (Assistant Director, Housing Management)

19:30 – 10 Minutes

6 HOUSING WINTER HOLIDAY STAFFING

Justine Harris (Head of Tenancy Services)

19:40 – 10 Minutes

7 WINTER COST OF LIVING SUPPORT

19:50 – 10 Minutes

8 RESIDENT QUESTIONS - 2 AND 3 STAR

39 - 66

20:00 – 20 Minutes

Resident's Questions (copy attached)

9 POSITIVE COMMUNITY NEWS AND COMMUNITY HOLIDAY PLANS

20:20 – 5 Minutes

10 ANY OTHER BUSINESS

20:25 – 5 Minutes

11 ITEMS FOR INFORMATION

67 - 80

Items Of Information – For Noting Only

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

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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 - Tuesday 21 November 2023

East Area Panel Agenda
Tuesday 5th December, 18:30-20:30,
Bristol Estate Community Room

*PLEASE NOTE * Individual issues cannot be discussed and will not be recorded in the minutes.*

| | | |
|-----------|------------------|--|
| | 18:00 30 mins | Open Surgery (dealing with individual issues) – Housing staff |
| 1 | 18:30 5 mins | Welcome, introductions & apologies - Chair |
| 2 | 18:35 15 mins | Minutes & Actions - Chair |
| 3 | 18:50 15 mins | Development of Tenant Associations – Sam Warren (Community Engagement Team Manager) |
| 4 | 19:05 25 mins | Housing Budget Report – Martin Reid (Assistant Director, Housing Management) |
| 5 | 19:30 10 mins | Housing Performance Q2 Report – Martin Reid (Assistant Director, Housing Management) |
| 6 | 19:40 10 mins | Housing Winter Holiday Staffing – Justine Harris |
| 7 | 19:50 10 mins | Winter Cost of Living Support |
| 8 | 20:00 20 mins | Resident Questions 2 and 3 star - Chair |
| 9 | 20:20 15 mins | Positive community news and community holiday plans – Representatives & Residents |
| 10 | 20:25 5 Min | Any Other business |
| | | - Meeting Closed - |

East Area Panel – Meeting Invitation

Dear Resident,

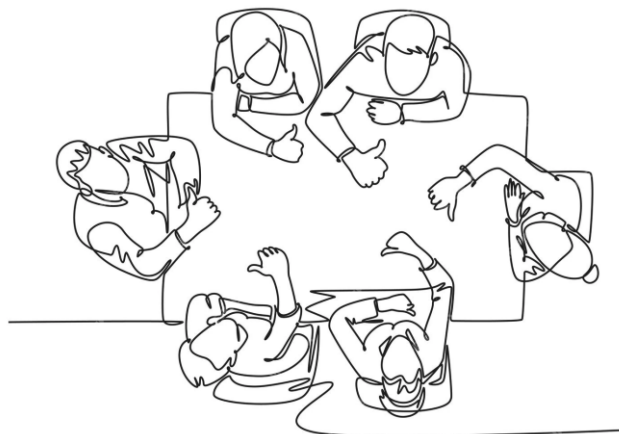
On behalf of the East Area Panel, I would like to invite you to the next meeting. This will be held as a hybrid meeting; **both in person and as an online Zoom meeting.**

| | |
|------------------|--|
| When | Tuesday 5th December 2023 – from 18:30-20:30 |
| Venue | Bristol Estate Community Room 146a Donald Road, Brighton, BN2 5DJ |
| Zoom | <p>Please type the following address in your browser:</p> <p>https://bit.ly/EastAPDec</p> <p>If the link above does not work, you can join through Zoom client instead, using the following details:</p> <p>Meeting ID: 835 8123 9275 Passcode: 54321</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>0208 080 6591 / 0208 080 6592 / 0330 088 5830 / 0131 460 1196</p> <p>Meeting ID: 835 8123 9275 Passcode: 54321</p> <p>To mute and unmute yourself when calling by phone, press *6 (asterisk and 6)</p> |
| Transport | <p>We can help with transport costs: Please let us know at least 7 days in advance if you need the provision of bus tickets or a taxi to get to the meeting. If you drive, you can claim mileage and parking costs through your resident association grant, or where there is no association, via your Community Engagement Officer.</p> <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 01273 291518 / communityengagement@brighton-hove.gov.uk if you have any questions.

NEW!



30 minutes before each Area Panel Housing Issues Drop-in Sessions

Your Housing Team are hosting 'drop-in' sessions ahead of each Area Panel.

These are for residents to discuss any persistent individual issues relating to either **Repairs and Maintenance** or **Tenancy Services**.

They will be attended by an officer from each service area and are a way for you to talk to the Council about your issue.

First 30 minutes before the start of Housing Area Panel

These will be held in the same room as your area panel and start an hour before the meeting.

Refreshments provided

The drop-ins provide time for anyone to discuss individual issues.


This is to help the Area Panel meeting to focus on strategic topics.

For more information, contact the Community Engagement Team:



 Email:

CommunityEngagement@Brighton-Hove.Gov.Uk

 Call: 01273 291518

or 07717 302986

Actions from East Area Panel meeting 07.09.23

Deadline for staff to respond: {9am on Thursday 9th November}

All staff please note *Date ACTION completed* refers to when the requested action is done (or planned to be done if outstanding) not this form is filled in.

| Ref & Date Outstanding actions raised | Action | Officer | Response including what is completed & outstanding | Is Action Completed or Outstanding ? | Date Action completed or planned completion date? |
|---------------------------------------|--|--|--|--------------------------------------|---|
| | | | | | |
| EA1 | Justine Harris to follow up with Dee Simson regarding action required on Sandhurst Avenue. | Justine Harris | Outstanding | Outstanding | |
| EA2 | Ben D'Montigny to be given update on parking permits. | Unclear – update was requested from Transport & Sustainability Committee | See below for clarification Ben D'Montigny elaborated on the question - The limit of 50 visitors' parking permits per household means that socially isolated and vulnerable residents are unable to accommodate visitors as frequently, particularly if on-street parking charges are increased and visitors are unable to afford to park. This impacts negatively on the mental health and well-being of such residents, further increasing social isolation. Community assets, such as community centres, are unable to acquire visitors' parking permits. Volunteers therefore have to pay for parking out of pocket or pass the cost of parking on to community centres, which are run on a shoestring budget. This threatens the existence of community centres and community activities which are a lifeline to local residents. The process of obtaining visitors' parking permits is difficult | Complete | Oct 23 |

| Ref & Date Outstanding actions raised | Action | Officer | Response including what is completed & outstanding | Is Action Completed or Outstanding ? | Date Action completed or planned completion date? |
|---|--------|---------|---|--------------------------------------|---|
| | | | <p>and requires excessive and unnecessary levels of verification.</p> <p>Considered Actions:</p> <p>1. Consider raising the number of visitor permits allowed per tenant from 50 to 104 (Covering Weekends)</p> <p>We must take into consideration all permit holders when looking at allocations, if we allowed all residents to be able to purchase more than double their allocation across the city, we would not have enough parking spaces to accommodate all.</p> <p>2. Consider allowing community assets to purchase permits/guest permits for the area they reside in.</p> <p>A parking review is due to take place spring 2024, we will review this point at that time.</p> <p>3. Work on improving the accessibility of purchasing guest permits.</p> <p>Please could we be provided with details of the problems accessing our services.</p> <p>Residents can apply directly through MyAccount for visitor permits, they can also apply by attending either Brighton or Hove's Customer service centres where staff there can assist them with applying.</p> <p>4. Work on preventing reselling of guest permits.</p> | | |

| Ref & Date Outstanding actions raised | Action | Officer | Response including what is completed & outstanding | Is Action Completed or Outstanding ? | Date Action completed or planned completion date? |
|---|---|---------------|--|--|--|
| | | | <p>Whilst we are using physical permits it is difficult to stop people reselling them, if we are informed that reselling is happening then we investigate.</p> <p>5. Expanding specialist parking permits (eg. Paramedic)</p> <p>A parking review is due to take place spring 2024, we will review this point at that time.</p> | | |
| EA3 | Grant Ritchie to follow up with Janet Gearing regarding continued leak in residents' roof after three repairs | Grant Ritchie | I will contact Janet regarding this repair. | Complete | Nov 2023 |

East Area Panel 07.09.23
Minutes

Attendees:

Residents: Chris El-Shabba, Angela, Dee Simson, Janet Gearing, Ben D'Montigny, Rachael ?, Rosemary Johnson,

Councillors: Williams, Simon, McGregor, Allen,

Officers: Grant Ritchie, Chloe McLaughlin, Justine Harris, Keely McDonald, Geof Gage, Sam Warren, Martin Reid, Ravi Jaiswal, Gabriel Tiranti, Niall Breen, Francis Mitchell

Press: Sarah Booker-Lewis

1 – ELECTION OF CO-CHAIRS

1.1 Francis Mitchell moved that, as per the Terms of Reference for Housing Area Panels, the Councillor co-chair would be a sitting member of the Council's Housing and New Homes Committee unless no member of the Panel was a member of the Committee. For the East Area Panel, Councillor Williams was the only sitting member of the Housing and New Homes Committee, and as such was the only eligible member for election to the position of Councillor co-chair.

1.2 The Panel agreed to appoint Councillor Williams as Councillor co-chair, and Chris El-Shabba as the resident co-chair, to the East Area Panel for the forthcoming municipal year.

2 – WELCOME, APOLOGIES & INTRODUCTIONS

2.1 There were apologies from Lynn Bennett, Cllr Fishleigh and Cllr Earthey.

3 – ACTIONS AND MINUTES OF THE PREVIOUS MEETING

3.1 The minutes of the previous meeting were agreed.

3.2 In relation to action EA3, Dee Simson requested that additional repairs be actioned on Sandhurst Avenue.

- a. **ACTION** – Justine Harris to follow up with Dee Simson regarding action required on Sandhurst Avenue.

3.3 It was agreed that, with the exception of a follow-up on item EA3, all actions had been completed.

4 – RESPONSES TO RESIDENTS' QUESTIONS

E3.1 - Poor communication and response rates from senior council officers:

- 4.1 Justine Harris provided a verbal update on the response to this question.
- 4.2 Dee Simson stated that a number of the residents' questions could be resolved with regular and effective estate walkabouts.
- 4.3 Justine Harris stated that estate walkabouts would be resumed in October.
- 4.4 Martin Reid stated that the Estate Walkabouts route map should be published before the next round of Area Panels in December.

E3.3 - Window replacements and other building works:

- 4.5 Rosemary Johnson stated that the issue pertained to the behaviour of staff on site, not the quality of their work, and further stated that contractors were behaving as if they were on a building site rather than in a domestic environment. Rosemary Johnson provided examples of contractors littering and using foul language around residents and their children and requested that contractors are trained how to behave on residential sites.
- 4.6 Geof Gage stated that the described behaviour was unacceptable and that project managers had been tasked to act to prevent these behaviours.

E3.4 - Unaffordable parking in areas of high deprivation:

- 4.7 Ben D'Montigny requested an update on parking permits from the Transport & Sustainability Committee.

ACTION – Ben D'Montigny to be given an update on parking permits.

5 – HOUSING PERFORMANCE REPORT QUARTER 1 2023/24

- 5.1 Martin Reid delivered the report on this item.
- 5.2 Janet Gearing was informed that priority was not given to temporary accommodation for repairs.
- 5.3 Dee Simson was informed that temporary accommodation did meet different property standards to long-term accommodation, with landlords of temporary accommodation often being required to provide white goods.
- 5.4 Janet Gearing raised concerns regarding a persistent leak in a resident's roof after three repairs.
 - a. **ACTION** – Grant Ritchie to follow up with Janet Gearing regarding continued leak in residents' roof after three repairs.

- 5.5 Martin Reid stated that 10 extra staff had been bought in to aid in the recovery of the repairs backlog and informed the panel that permission would be sought at the Housing & New Homes Committee on 20 September 2023 to bring in sub-contractors.
- 5.6 Grant Ritchie stated that 16 new apprentices had joined the Housing Repairs & Maintenance Team and provided a summary on the recruitment process, stating that 160 attendees booked onto the taster day.
- 5.7 Martin Reid stated that an additional £181,000 funding had been provided to relieve staffing pressure in the Tenancy Management Team.
- 5.8 Dee Simson highlighted the importance of paying contractors in a timely manner.
- 5.9 Rosemary Johnson was informed that higher numbers of Anti-Social Behaviour (ASB) was not necessarily considered to be negative as it indicated that more behaviour was being reported.

6 – CONSUMER STANDARD CONSULTATION

- 6.1 Justine Harris delivered the report on this item.

7 – HEALTH & SAFETY UPDATE

- 7.1 Martin Reid delivered the report on this item.
- 7.2 Janet Gearing raised concerns regarding trunking being used in housing.
- 7.3 Rosemary Johnson was informed that fire safety regulations applied to all housing stock.
- 7.4 Martin Reid stated that there weren't any housing blocks in the city with the same cladding used on Grenfell Tower. Martin Reid also stated that he was not aware of any residential units within the city constructed from Reinforced Autoclaved Aerated Concrete (RAAC).

8 – POSITIVE COMMUNITY NEWS

- 8.1 Ben D'Montigny shared details of the new kitchen being fitted at Bristol Estate Community Room and invited attendees to come and see.
- 8.2 Dee Simson shared that the community carnival was a success.
- 8.3 Rosemary Johnson shared that the Mediterranean Fiesta at Craven Vale was well received, and the weather was lovely. Rosemary Johnson also shared that a new bench had been placed on the estate and invited attendees to see 'The Ladykillers' at the Rottingdean Drama Society from the 11-14th of October, stating that they would be appearing as the voice of the parrot.

8.4 Sam Warren invited attendees to join the Annual Tenants Conference at Hove Town Hall from 09:30 – 16:00 on Saturday 16th of September.

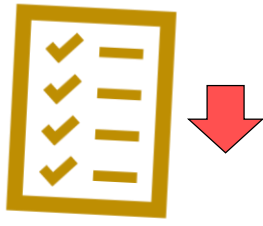
9 – AOB

9.1 Sam Warren provided an update to the panel on outstanding EBD bids.

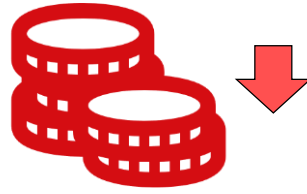
9.2 The panel sent their well wishes to former Councillor Mary Mears.

Council housing performance

Quarter 2 2023/24 (July to Sept 2023)



99.92%
Gas safety
compliance



93.66%
Forecast rent
collection rate



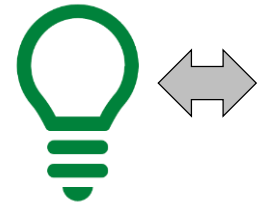
57 days
Empty home
re-let time



95.9%
Dwellings
meeting Decent
Homes standard



86%
Customer
services calls
answered



74.1
Average energy
efficiency
(rating out of 100)



76%
Complaint
responses within
10 working days



94%
Repairs
helpdesk calls
answered

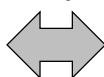


91 days
Average time to
complete routine
repairs

Performance since previous quarter is:



Better



Same



Poorer

Quarter 2 2023/24 council housing performance – key trends

Top scores (compared to target)

1. Closed Tenancy Sustainment cases with positive outcome (100% vs 90% target)
2. Calls answered by Repairs Helpdesk (94% vs 85% target)
3. Surveyed tenants satisfied with repairs: customer service (98% vs 96% target)
4. Surveyed tenants satisfied with repairs: standard of work (98% vs 96% target)
5. Calls answered by Housing Customer Services (86% vs 85% target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (91 days vs 15 day target)
2. Average re-let time excluding time spent in major works (65 days vs 21 day target)
3. Stage two complaints upheld (28% vs 18% target)
4. Routine repairs completed within 28 calendar days (49% vs 70% target)
5. Average weeks to approve adaptations (12.8 weeks vs 10 week target)

Biggest improvements (since previous quarter)

1. Stage two complaints upheld (36% to 28%)
2. Closed Tenancy Sustainment cases with positive outcome (88% to 100%)
3. Average time to complete routine repairs (102 to 91 days)
4. Average re-let time excluding time spent in major works (60 to 57 days)
5. Dwellings meeting Decent Homes Standard (95.8% to 95.9%)







Biggest drops (since previous quarter)

1. Stage one complaints responded to within 10 working days (81% to 76%)
2. Calls answered by Housing Customer Services (89% to 86%)
3. Calls answered by Repairs Helpdesk (95% to 94%)
4. Emergency repairs completed within 24 hours (95% to 94%)
5. Rent collected from current council tenants (93.90% to 93.66%)




Housing performance report

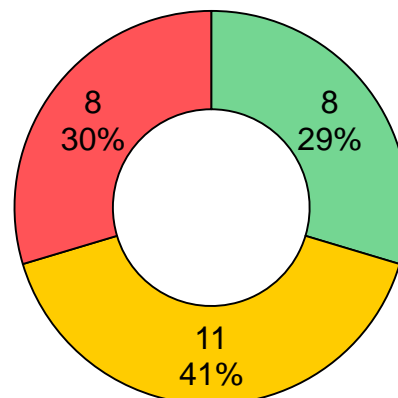
Quarter 2 2023/24

This report provides updates on performance indicators covering a wide range of Housing services. There continue to be areas of strong performance, with 8 indicators on target and an improvement in 11 of the indicators. However, some delivery challenges remain. The report covers Quarter 2 (Q2) of the 2023/24 financial year and uses red, amber and green ratings, as well as trend arrows. Commentary has been included for all indicators which are red. The ratings and trends for the quarter are as follows:

- | | |
|---|--|
|  Green – on target (8 indicators) |  Improved since last time (11 indicators) |
|  Amber – near target (11 indicators) |  Same as last time (5 indicators) |
|  Red – off target (8 indicators) |  Poorer than last time (11 indicators) |








Performance indicators (Q2 2023/24)







-  8 are green (on target)
-  11 are amber (near target)
-  8 are red (off target)








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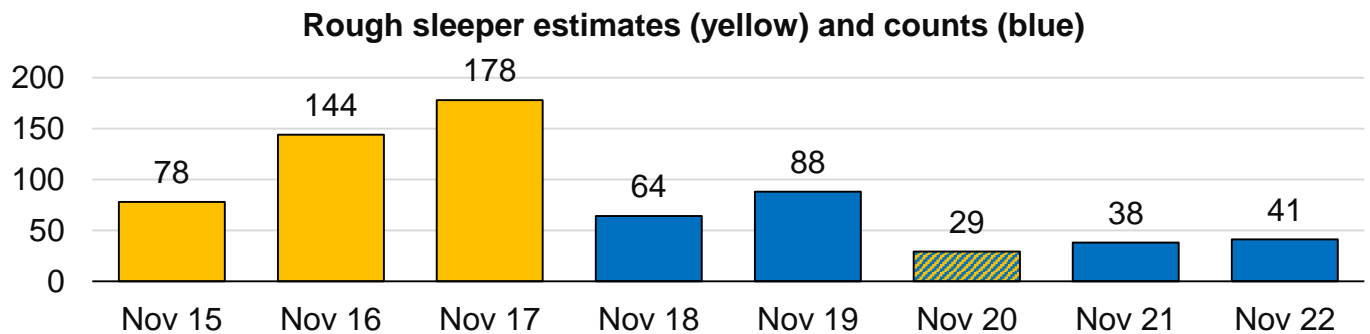
|  | Customer feedback – all Housing services | Target | Q1 2023/24 | Q2 2023/24 | Status against target | Trend since Q1 |
|---|--|---------------|---------------------|---------------------|---|---|
| 9.1 |  Compliments received from customers | Info | 87 | 92 | n/a | n/a |
| 9.2 |  Stage one complaints responded to within 10 working days | 80% | 81% (164 of 203) | 76% (168 of 220) |  |  |
| 9.3 | Stage one complaints upheld or partly upheld | Info | 46% (93 of 203) | 50% (110 of 220) | n/a | n/a |
| 9.4 | Stage two complaints upheld or partly upheld | 18% | 36% (9 of 25) | 28% (9 of 32) |  |  |
| <p>Nine stage two complaints were upheld or partly upheld following investigation by the corporate Customer Feedback team, after they were escalated following the stage one response from Housing. These most commonly related to delays in completing repairs (4 of 9) and more information about this area of performance is provided on page 19 of this report.</p> | | | | | | |

|   Private sector housing | | Target | Q1 2023/24 | Q2 2023/24 | Status against target | Trend since Q1 |
|---|--|---------------|-------------------------------|-------------------------------|---|---|
| 10.1 | Total fully licensed Houses in Multiple Occupation (HMOs) | Info | 1,390 | 1,500 | n/a | n/a |
| 10.2 | Corporate KPI: HMOs where all special conditions have been met (for licences issued over 12 months ago) | 71% for Q2 | 72.04% (1,680 of 2,332) | 74.28% (1,802 of 2,426) |  |  |
| The indicator above measures cases where the council has verified that works required via special conditions have been completed. This still includes HMOs covered by the additional licensing scheme which ended in February 2023, as the Private Sector Housing service are able to check conditions that were set as part of this scheme and will continue to do so to ensure that these properties are well managed and maintained. | | | | | | |
| 10.3 | Requests for assistance received (RFAs) | Info | 124 | 187 | n/a | n/a |
| Request for assistance top categories during Q2 were 74 disrepair (40%), 32 dampness (17%), 17 ASB relating to HMOs (9%) and 8 neighbour's disrepair (4%). | | | | | | |
| 10.4 | Property inspections completed | Info | 219 | 273 | n/a | n/a |
| 10.5 | ... of which RFA inspections | Info | 50 | 61 | n/a | n/a |
| 10.6 | ... of which HMO licence inspections | Info | 169 | 212 | n/a | n/a |
| 10.7 | RFA cases closed | Info | 98 | 85 | n/a | n/a |
| 10.8 | Properties with Category 1 and 2 hazards resolved through informal action (closed RFAs) | Info | 88% (21 of 24) | 91% (21 of 23) | n/a | n/a |
| 10.9 | Properties with Category 1 and 2 hazards resolved through formal action (closed RFAs) | Info | 12% (3 of 24) | 9% (2 of 23) | n/a | n/a |
| These numbers relating to the two indicators above are relatively low for now as recording only began in Q4 2022/23 | | | | | | |
| 10.10 | Private sector vacant dwellings returned into occupation (empty for more than two years) | 9 | 9 | 8 |  |  |












|  Housing adaptations | | Target | Q1 2023/24 | Q2 2023/24 | Status against target | Trend since Q1 |
|--|--|--------|---------------|---------------|---|---|
| 11.1 | Private sector housing – average weeks taken to approve Disabled Facilities Grant applications | 10 | 22.0 | 15.1 |  |  |
| 11.2 | Private sector housing – average weeks taken for contractor to complete works | Info | 39.0 | 34.9 | n/a | n/a |
| 11.3 | Council housing – average weeks taken to approve applications and commence works | 10 | 12.8 | 12.8 |  |  |
| 11.4 | Council housing – average weeks taken for contractor to complete works | Info | 13.6 | 17.0 | n/a | n/a |



The amber threshold for the two targeted indicators above is set at 26 weeks based on historic guidance timescales, with the target of 10 weeks reflecting revised guidance timescales.

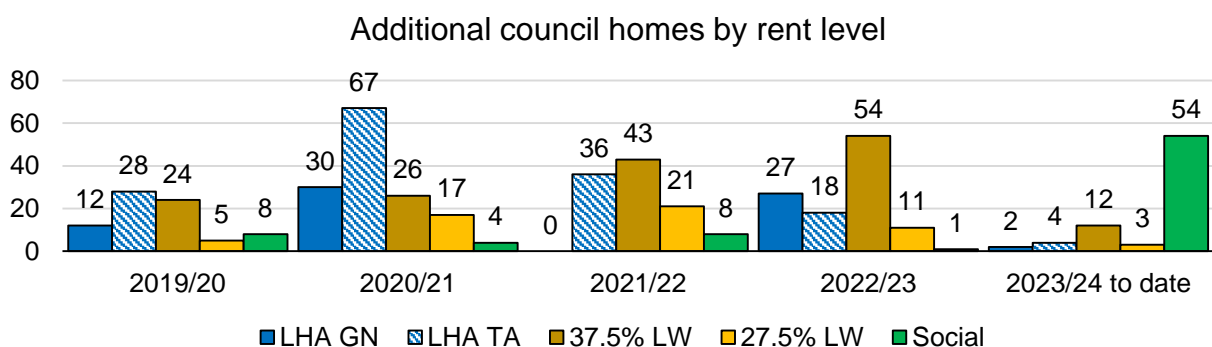
|  Housing options and allocations | Target | Q1 2023/24 | Q2 2023/24 | Status against target | Trend since Q1 |
|---|--------|--------------------|--------------------|---|---|
| 12.1 Corporate KPI: Homelessness cases presenting during the prevention duty stage | 45% | 43.7% (208 of 476) | 41.0% (142 of 346) |  |  |
| 12.2 Corporate KPI: Homelessness prevention cases closed with a successful prevention outcome | 55% | 63.2% (122 of 193) | 69.9% (137 of 196) |  |  |
| 12.3 New households with a full housing duty accepted | Info | 135 | 102 | n/a | n/a |
| 12.4 Number of households on the housing register | Info | 7,707 | 7,611 | n/a | n/a |



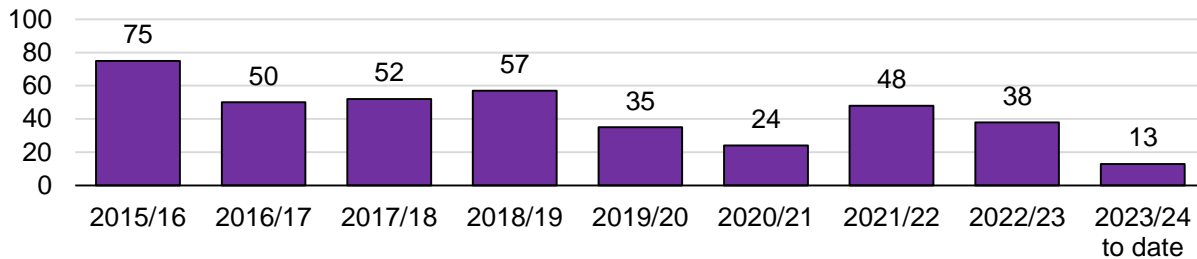
The November 2020 figure above used a blended methodology of an estimate with a spotlight count, due to the national Covid lockdown at the time. Please note that estimates have only been carried out at times when counts have not been.

|  Temporary accommodation (including emergency accommodation) | Target | Q1 2023/24 | Q2 2023/24 | Status against target | Trend since Q1 | |
|---|--|--------------|---------------------------|---------------------------|---|---|
| 13.1 | Corporate KPI: Total households in temporary accommodation | 1,595 for Q2 | 1,712 | 1,724 |  |  |
| <p>The target of 1,595 for the end of Q2 is set as a step towards a target of 1,472 at the end of Q4 2023/24. This is a challenging target which has been set to meet financial savings and requires coordination across Housing and other council services. Key to this is reducing the number of households going into temporary accommodation through preventing homelessness (please see the indicators on items 12.1 and 12.2 on the previous page) and finding suitable longer term accommodation to move households into from temporary accommodation, such as social and private sector rented housing. However, this performance is in the context of there now being more households in temporary accommodation nationally than there has ever been before, which is largely due to factors outside the control of the local authority (such as the cost of living making the private rented sector less affordable, and also smaller due to many landlords selling their properties due to increasing mortgage costs).</p> | | | | | | |
| 13.2 | Rent collected for emergency accommodation | 95% | 89.57% (£812k of £906k) | 91.33% (£1.63m of £1.79m) |  |  |
| 13.3 | Rent collected for leased properties | 95% | 97.70% (£1.52m of £1.56m) | 94.73% (£3.00m of £3.17m) |  |  |
| 13.4 | Rent collected for Seaside Homes | 95% | 94.17% (£1.30m of £1.38m) | 93.75% (£2.57m of £2.75m) |  |  |
| <p>The three indicators cover the financial year to date, and their methodology has been revised for 2023/24 due to the development of a new reporting system developed in consultation with Finance and the Corporate Debt Board, to align with other income collection indicators used across the council. This methodology excludes rent loss from empty homes but factors in changes to the amount of rent arrears over time.</p> | | | | | | |
| 13.5 | Empty temporary accommodation homes | For info | 48 | 47 | n/a | n/a |
| <p>The indicator above includes 22 block-booked, 14 private sector leased and 11 Seaside Homes dwellings. These are dwellings that were available to let as temporary accommodation.</p> | | | | | | |
| 13.6 | Seaside Homes properties with a valid Landlord's Gas Safety Record | 100% | 99.5% (421 of 423) | 98.8% (418 of 423) |  |  |
| 13.7 | Leased properties with a valid Landlord's Gas Safety Record | For info | 85.2% (471 of 553) | 83.3% (463 of 556) | n/a | n/a |

| Council housing – supply | | Q1 2023/24 | Q2 2023/24 |
|--|---|-------------------|------------------|
| 14.1 |  Additional council homes (new supply) | 60 | 15 |
| 14.2 | ... at Local Housing Allowance (LHA) rents | 2% (1 of 60) | 33% (5 of 15) |
| 14.3 | ... at 37.5% Living Wage rents | 7% (4 of 60) | 53% (8 of 15) |
| 14.4 | ... at 27.5% Living Wage rents | 3% (2 of 60) | 7% (1 of 15) |
| 14.5 | ... at social rents | 88% (53 of 60) | 7% (1 of 15) |
| 14.6 | Other stock increase | 16 | 0 |
| <p>The 16 homes above are counted separately from the new supply because they already had tenants when Charles Kingston Gardens was acquired as a new seniors housing scheme by the council. The 2 empty homes there have been counted towards new supply. All homes at this scheme are at social rents.</p> | | | |
| 14.7 | Council homes sold through the Right to Buy | 7 | 6 |
| <p>Of the 6 homes sold during Q2, 3 were leasehold (flats) and 3 were freehold (houses).</p> | | | |
| 14.8 | Net change in the number of council homes – all rent levels | +69 | +9 |
| 14.9 | Net change in the number of council homes – social and 27.5% Living Wage rent homes only | +66 | -4 |
| 14.10 |  Total council owned homes | 11,888 | 11,897 |
| <p>Total council owned dwelling stock of 11,897 includes 10,825 general needs, 895 seniors housing, 38 council owned emergency accommodation, 72 council owned temporary accommodation and 67 NSAP/RSAP dwellings.</p> | | | |



Council homes sold through the Right to Buy (RTB)

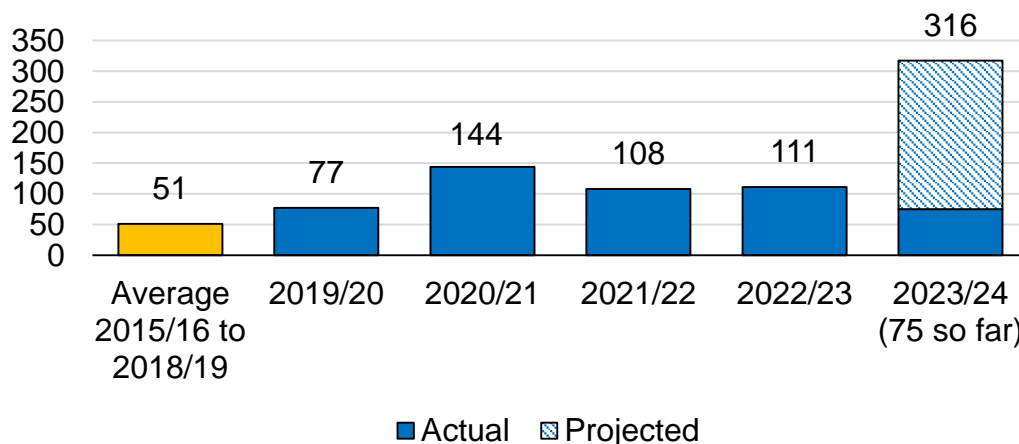


14.11 Further information on additional council homes

A total of **440** homes were completed between April 2019 and March 2023. This programme has been delivered during a period of unprecedented complexity due to the Covid-19 pandemic and recovery phase. A further **316** are forecast for 2023/24:

- 2019/20: 77 homes – buy backs (43 Home Purchase), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1 lease handed back)
- 2020/21: 144 homes – buy backs (40 Home Purchase and 24 NSAP – Next Steps Accommodation Programme), Buckley Close (12), Hartington Road (38) and Hawkrigde Court (30)
- 2021/22: 108 homes – buy backs (66 Home Purchase, 6 NSAP and 18 Rough Sleepers Accommodation Programme – RSAP), Hidden Homes (8) and Oxford Street (10)
- 2022/23: 111 homes – buy backs (52 Home Purchase and 17 RSAP) and Victoria Road (42)
- 2023/24: 316 homes – buy backs (74 Home Purchase, 5 RSAP and 13 Local Authority Housing Fund), Homes for Brighton & Hove rented units (49 at Quay View and 127 at Coldean Lane), Hidden Homes (8), Kubic Apartments (38) and Charles Kingston Gardens (2)

Additional council homes per year (actual and projected)

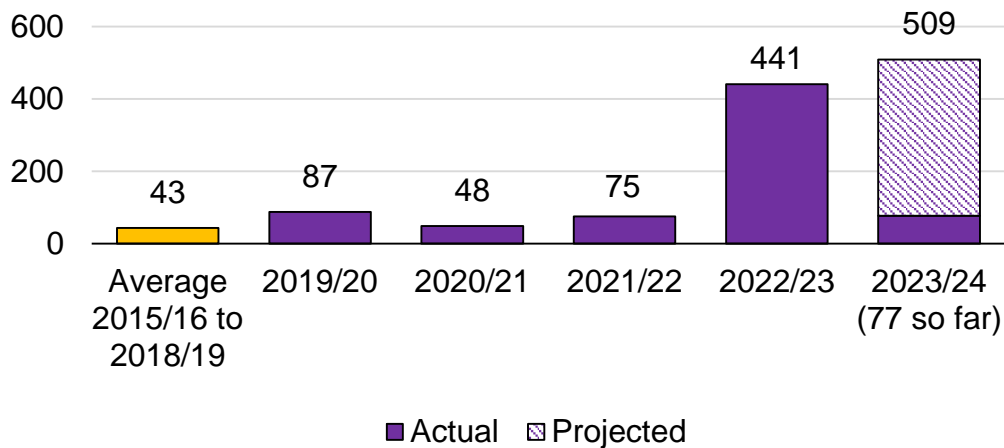


14.12 Other affordable homes

A total of **651** homes (193 rent and 458 shared ownership) were completed between April 2019 and March 2023. The total for 2022/23 (441) exceeded all previous years, and this programme has been delivered during a period of unprecedented complexity due to the Covid-19 pandemic and recovery phase. A further **509** are forecast for 2023/24:

- 2019/20: 87 homes – Montpelier Place (5), Kingsway (54) and Circus Street (28)
- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 75 homes – Preston Barracks (19), Falmer Avenue (13), Hangleton Way (33) and Lions Gardens (10)
- 2022/23: 441 homes – Edward Street (33), School Road (104), Preston Barracks (67), Graham Avenue (125), Sackville Hotel (7), New Church Road (5) and King’s House (100)
- 2023/24: 509 homes – Homes for Brighton & Hove shared ownership units (55 at Quay View and 115 at Coldean Lane), York and Elder (22), Coombe Farm (29), Ellen Street (20), Davigdor Road (5), Anston House (30), Ovingdean Road (18), Sackville Trading estate (56) and Preston Barracks (159)

Other additional homes per year (actual and projected)



14.13 Council housing – buy backs (Home Purchase and Next Steps / Rough Sleepers accommodation)

| Buy backs by application date | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 to date | Total |
|-------------------------------|----------|-----------|-----------|------------|------------|-----------|-----------------|------------|
| Total applications | 5 | 53 | 88 | 157 | 159 | 96 | 55 | 613 |
| Of which, became purchases | 2 | 32 | 53 | 91 | 82 | 36 | 6 | 302 |
| Council declined | 1 | 13 | 11 | 16 | 10 | 13 | 0 | 64 |
| Owner declined offer | 1 | 5 | 12 | 15 | 14 | 3 | 1 | 51 |
| Owner withdrew | 1 | 3 | 12 | 34 | 52 | 26 | 0 | 128 |
| Outcome pending | 0 | 0 | 0 | 1 | 1 | 18 | 48 | 68 |


| Completed buy backs by rent level | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 to date | Total |
|-------------------------------------|----------|-----------|-----------|-----------|-----------|-----------|-----------------|------------|
| Completed purchases | 1 | 13 | 43 | 64 | 90 | 70 | 21 | 302 |
| ... general needs social rent | 0 | 0 | 1 | 4 | 0 | 2 | 0 | 7 |
| ... general needs 27.5% Living Wage | 0 | 0 | 5 | 17 | 21 | 11 | 3 | 57 |
| ... general needs 37.5% Living Wage | 1 | 5 | 24 | 14 | 43 | 39 | 12 | 138 |
| ... general needs at LHA rates | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| ... temporary housing at LHA rates | 0 | 8 | 13 | 29 | 26 | 18 | 4 | 98 |







Summary of all buy backs since start of programmes, September 2017






| Total purchases | Social rent | 27.5% LWR | 37.5% LWR | LHA rate | No. rent reserve applied | Total rent reserve applied | Net modelled subsidy (surplus) over all properties to date (£) |
|-----------------|-------------|-----------|-----------|----------|--------------------------|----------------------------|--|
| 302 | 7 | 57 | 138 | 100 | 53 * | £2.371m ** | (£0.326m) |
















* Of the 126 purchases following Housing Committee decision to use rent reserve to keep rents as low as possible

** Applied up to 31 March 2023 – this leaves £0.891m to be carried forward to 2023/24 to be used against the future programme.












|  Council housing – tenancy management | | Target | Q1 2023/24 | Q2 2023/24 | Status against target | Trend since Q1 |
|--|--|--------|---------------------------|---------------------------|---|---|
| 15.1 | Corporate KPI: Rent collected from current council tenants | 95.36% | 93.90% (£61.1m of £65.0m) | 93.66% (£61.0m of £65.1m) |  |  |
| <p>The methodology for the indicator above excludes rent loss from empty properties but factors in changes to the amount of rent arrears over time. The Q1 and Q2 collection rates are forecasts for the 2023/24 financial year. Performance has been particularly impacted by staff vacancies in the Income Management team earlier in the year and the impact of Universal Credit on tenants' incomes remains a challenge (please see commentary for indicator 15.2 below). As part of a recovery plan to improve rent collection, the team launched a recruitment campaign in June 2023 for eight vacancies, which was successful in recruiting to seven positions. One remaining vacancy will be advertised in November 2023. There have also been changes to arrears collection procedures which place greater emphasis on personal contact with tenants and early intervention, for example from Q2 new tenants now see their Housing Income Officer face-to-face so that officers can offer support and intervene (if required) to prevent arrears building up. A revised arrears escalation policy has now been agreed and is currently being set up on the housing management IT system, in preparation to go live. This will help officers categorise and prioritise casework and introduce a clear method for recording repayment plans and arrangements on the system. Tenants also have the offer of the money advice and debt provider (Money Advice Plus) service which is separate to but funded by Housing.</p> | | | | | | |
| 15.2 |  Current tenants known to claim Universal Credit | Info | 1,659 | 1,727 | n/a | n/a |
| <p>At the end of Q2, around 15% of households (1,727 of 11,569) are known by Housing Income Management to have someone claiming UC, because they have an Alternative Payment Arrangement (APA) in place with the Department for Work and Pensions (DWP). Based on data collected since the introduction of UC it is thought that around 35% of households (3,995 of 11,578) may potentially be claiming UC, but this is likely to include many who self-reported this when they started claiming it but no longer do. Households known to claim UC account for 37% of total arrears (up from 36% at the end of Q1) and those potentially claiming UC account for 67% of total arrears (up from 65%).</p> | | | | | | |
| 15.3 | Evictions due to rent arrears | Info | 0 | 0 | n/a | n/a |
| 15.4 | Evictions due to anti-social behaviour (ASB) | Info | 0 | 0 | n/a | n/a |
| 15.5 | New reports of ASB from victims and witnesses | Info | 154 | 194 | n/a | n/a |
| <p>Although the number of new reports of ASB has increased by 40 between Q1 and Q2, please note that the Housing service wishes residents to report ASB, so a higher number of cases can indicate higher reporting as well as higher incidents and the service welcomes the former.</p> | | | | | | |
| 15.6 | ASB perpetrator cases opened | Info | 108 | 113 | n/a | n/a |
| 15.7 | ASB perpetrator cases closed | Info | 88 | 125 | n/a | n/a |


|  Council housing – tenancy management | | Target | Q1 2023/24 | Q2 2023/24 | Status against target | Trend since Q1 |
|--|---|--------|-------------------------|-------------------------|---|---|
| 15.8 | Average days to close ASB perpetrator cases | Info | 189 | 135 | n/a | n/a |
| 15.9 | Active ASB perpetrator cases at quarter end | Info | 164 | 152 | n/a | n/a |
| <p>The ASB indicators in this section were developed to reflect the way ASB is recorded on the housing management IT system, which includes reports from victims and witnesses as well as linked cases dealt with in relation to the perpetrators. There can often be multiple victims and witnesses linked to a single perpetrator.</p> | | | | | | |
| 15.10 |  Calls answered by Housing Customer Services | 85% | 89% (6,089 of 6,874) | 86% (5,722 of 6,660) |  |  |
| 15.13 | Closed Tenancy Sustainment cases with positive outcome | 90% | 88% (7 of 8) | 100% (5 of 5) |  |  |

|  Council housing – empty homes | | Target | Q1 2023/24 | Q2 2023/24 | Status against target | Trend since Q1 |
|--|--|--------|------------|------------|---|---|
| 15.14 |  Average re-let time in calendar days excluding time spent in major works | 21 | 60 | 57 |  |  |
| <p>Performance for this indicator improved with each quarter during the previous 2022/23 financial year (93 days in Q1, 80 days in Q2, 64 in Q3 and 61 in Q4) and has continued to for the first two quarters of the current 2023/24 financial year. Re-let times still remain high while recovery efforts remain underway to tackle a backlog of empty council homes, which includes many homes which have been empty for long periods of time. However, the number of re-lets during 2022/23 (560) and 2021/22 (472) were both up on 2020/21 (213) and above pre-pandemic levels seen during 2019/20 (445). There has also been the challenge of letting a large number of new homes delivered though two recently completed new build schemes in Portslade (42 at Victoria Road in March and 49 at Quay View in April). This is reflected in the high number of new council homes let for the first time during Q1 2023/24, which was 122 (this figure also includes other new homes such as Home Purchase policy buy backs). It is also expected that 127 new homes at Coldean Lane and 38 at Kubic Apartments (in Whitehawk) will become available for letting during the latter half of 2023/24.</p> | | | | | | |
| 15.15 | Average 'key to key' re-let time in calendar days including time spent in major works | Info | 106 | 96 | n/a | n/a |
| 15.16 | Number of previously occupied council homes re-let (general needs and seniors) | Info | 113 | 153 | n/a | n/a |
| 15.17 | Number of new council homes let for the first time (general needs and seniors) | Info | 112 | 20 | n/a | n/a |
| 15.18 |  Empty general needs and seniors council homes (includes new homes) | Info | 175 | 142 | n/a | n/a |
| 15.19 | Empty council owned temporary, NSAP and RSAP accommodation homes (includes new homes) | Info | 22 | 13 | n/a | n/a |
| <p>The two indicators above provide a snapshot of empty council owned homes on the last day of the period, whether they were available to let or otherwise (for example, because they were undergoing major works at the time).</p> | | | | | | |

|  Council housing – Repairs and maintenance | | Target | Q1 2023/24 | Q2 2023/24 | Status against target | Trend since Q1 |
|---|---|--------|---------------------------|---------------------------|---|---|
| 16.1 | Emergency repairs completed within 24 hours | 99% | 95.1% (3,148 of 3,309) | 94.6% (3,092 of 3,268) |  |  |
| 16.2 | Corporate KPI: Routine repairs completed within 28 calendar days | 70% | 43.2% (2,307 of 5,337) | 49.2% (2,431 of 4,944) |  |  |
| 16.3 | Average days to complete routine repairs | 15 | 102 | 91 |  |  |
| <p>Repairs completed recently have included jobs from a backlog of older non-urgent jobs, which is in the process of being reduced. This means that these jobs took longer than their target timescales once they were completed. The latest result of 49.2% for routine repairs completed during Q2 (2,431 of 4,944) is impacted by the number of very old non-urgent jobs (888 were originally issued before 1 April 2023). Of the 4,056 newer jobs issued on or after 1 April 2023 and completed during Q2, 59.9% (2,431 of 4,056) were completed within 28 days, which is closer to the 70% target. There were increased pressures at the start of 2023 owing to poor weather and significantly higher levels of reported damp and condensation cases following the tragic Rochdale case. Repairs & Maintenance had registered 697 live damp and condensation cases at the end of September 2023, which is down from 862 at the end of June 2023. All recruitment has now been completed however the service is still looking to engage additional contractors, which is now in progress following committee approval and will be in place for April 2024. The service completed an average of 7,538 repairs per quarter (2,909 of which are emergency and 4,629 of which are routine repairs) during 2022/23. Since then, the quarterly average for 2023/24 to date has increased to 8,430 (of which 3,289 emergency and 5,141 routine). The average number of repairs per quarter between 2015 and 2020 when Mears held the contract for repairs was 8,102 repairs per quarter.</p> | | | | | | |
| 16.4 |  Calls answered by Repairs Helpdesk | 85% | 95% (15,108 of 15,925) | 94% (14,571 of 15,581) |  |  |
| 16.5 |  Surveyed tenants satisfied with repairs: standard of work | 96% | 98% (1,754 of 1,787) | 98% (1,415 of 1,444) |  |  |
| 16.6 | Surveyed tenants satisfied with repairs: overall customer service | 96% | 98% (1,754 of 1,787) | 98% (1,412 of 1,444) |  |  |

Please note the figures for the first three indicators in the table above are provisional as there are currently issues with reporting of repairs data arising from the switchover of our main housing management IT system since the start of July 2021. At present two IT systems are being used and it is not yet possible to fully integrate reporting between them, meaning that performance data is currently being extracted and manually combined.

|  Council housing – investment and asset management | | Target | Q1 2023/24 | Q2 2023/24 | Status against target | Trend since Q1 |
|---|--|--------|------------------------------|------------------------------|---|---|
| 17.1 | Corporate KPI: Council dwellings meeting Decent Homes Standard | 100% | 95.8% (11,315 of 11,813) | 95.9% (11,332 of 11,822) |  |  |
| <p>There were 490 non-decent homes at the end of Q2, down from 498 at the end of Q1. Of these, 61% were because ‘key components’ such as windows and external doors were not up to standard. Another 36% were because ‘non-key’ components such as kitchens and bathrooms were not up to standard, and 3% were because of identified health and safety risks (which are prioritised). Delivery of planned works for all areas is ongoing following delays in establishing contracts and five-year improvement programmes are now in place for these, including kitchens, bathrooms, roofs, doors and external/communal decorations. A difficulty with works such as kitchens and bathrooms is that they are disruptive to tenants, and often have to be carried out while properties are empty. The Housing Investment & Asset Management service are preparing for the government’s upcoming review of the Decent Homes standard, including through appointing two new asset stock surveyors and beginning procurement of external consultants for a stock condition survey of 20% of council homes, which is expected to start in early 2024.</p> | | | | | | |
| 17.2 | Corporate KPI: Energy efficiency rating of homes (out of 100) | 73.8 | 74.1 | 74.1 |  |  |
| 17.3 |  Council properties with a valid Landlord's Gas Safety Record | 100% | 99.95% (10,092 of 10,097) | 99.92% (10,069 of 10,077) |  |  |
| 17.4 |  Lifts restored to service within 24 hours | 95% | 90% (171 of 191) | 90% (125 of 139) |  |  |

|  Leaseholder disputes | | Q1 2023/24 | Q2 2023/24 |
|--|---|-------------------|-------------------|
| 18.1 | Stage one disputes opened | 1 | 11 |
| 18.2 | Stage one disputes closed | 2 | 2 |
| 18.3 | Active stage one disputes (end quarter) | 27 | 36 |
| 18.4 | Stage two disputes opened | 2 | 0 |
| 18.5 | Stage two disputes closed | 1 | 3 |
| 18.6 | Active stage two disputes (end quarter) | 8 | 5 |
| 18.7 | Stage three disputes opened | 1 | 0 |
| 18.8 | Stage three disputes closed | 1 | 0 |
| 18.9 | Active stage three disputes (end quarter) | 2 | 2 |

Residents Questions - 3 star, All Areas

C3.1 Repairs Online Portal

| | |
|--------------------------------------|---|
| Area in city | Central |
| Star rating | 3 Star City wide issue |
| Date question raised | 10.10.23 |
| Week of Area Panel | 11.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Grant Ritchie |
| Officer job title | Head of Housing Repairs and Maintenance |
| Contact Details | grant.ritchie@brighton-hove.gov.uk |

C3.1 Question

| | |
|----------------------------|---|
| Issue | it isn't possible to view the progress of repairs complaints for communal areas online. |
| Background | The Repairs online portal allows you to look at the history of repairs you have individually requested but not the repairs you have raised for communal areas, for example light bulbs in the car park. Leaseholders do not have access to the online portal. |
| Request or Question | Request that: <ul style="list-style-type: none"> • A way is provided so residents can check online the progress of communal as well as individual repairs. • Leaseholders should also be able to access information on repairs to communal areas. |

C3.1 Response

| |
|---|
| Response |
| <p>Thank you for your question. We are committed to providing greater access and information for tenants and leaseholders.</p> <p>Currently, leaseholders cannot view jobs on common ways in Housing online. We are currently developing this system along with ongoing improvements in the Housing IT systems. Access for leaseholders and vision of common way repairs is part of this development work.</p> <p>These improvements are being implemented over the next 18mths and should be complete by March 2025.</p> |

C3.1 Action

| | |
|-------------------|------|
| Action | None |
| Start date | N/A |
| End date | N/A |

C3.2 Maintenance of drains and gutters

| | |
|--------------------------------------|-----------------------------------|
| Area in city | Central |
| Star rating | 3 Star City wide issue |
| Date question raised | 10.10.23 |
| Week of Area Panel | 11.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Sandra Cooke |
| Officer job title | Project Manager |
| Contact Details | sandra.cooke@brighton-hove.gov.uk |

C3.2 Question

| | |
|----------------------------|---|
| Issue | Drains and gutters are not cleaned regularly enough |
| Background | a lack of ongoing maintenance work means that gutters and drains get blocked. The resulting flooding and damp leads to far more expensive repair work. A regular schedule of clearing and maintenance of drains and gutters would be a cost-effective measure and a better use of tenants' money. |
| Request or Question | It was agreed to raise the following: <ul style="list-style-type: none"> • How often are drains and gutters cleaned? • Is there a maintenance/cleaning schedule for cleaning drains and gutters? • If so, can this schedule be provided to Residents' Association representatives? |

C3.2 Response

| |
|---|
| Response |
| Tenants who are concerned that they have blocked gutters should report these to the Repairs Help Desk as any other repair. We are currently looking at options for introducing a programme of cyclical gutter clearance. |

This will be rolled out in the new year all over the City. Whilst details are still being worked on, it is likely to start with houses and extend to blocks of flats in the following years.

In addition to cyclical work, we already have lists of vulnerable properties that we undertake regular clearances on.

In answer to your questions:

How often are drains and gutters cleaned. Currently, gutters and drains are cleared as responsive repairs only, so they are cleared only when reported as a repair.

Is there a maintenance/cleaning schedule for cleaning drains and gutters. No, as discussed above drains and gutters are cleared as a responsive repair only.

Can this schedule be provided to Residents' Association representatives. Once developed we will be happy to share the schedule with Tenants.

C3.2 Action

| | |
|-------------------|-----|
| Action | N/A |
| Start date | N/A |
| End date | N/A |

E3.1 Health & Safety concerns re condition of pathways/pavements (weeds/overhanging bushes)

| | |
|--------------------------------------|--|
| Area in city | East |
| Star rating | 3 star City Wide issue |
| Date question raised | 05.10.23 |
| Week of Area Panel | 04.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Sarah Carlisle |
| Officer job title | Operations Manager, City Environment (Cityclean & Cityparks) |
| Contact Details | sarah.carlisle@brighton-hove.gov.uk |

E3.1 Question

| | |
|----------------------------|--|
| Issue | Overgrown weeds and bushes/brambles are obstructing pavements and pathways and creating health and safety hazards for residents, particularly those with mobility issues. |
| Background | <p>People, particularly those with mobility issues, are really struggling to get about due to the poor conditions of pavements and pathways in the area. A 70-year-old person has resorted to cutting back the brambles on Manor Place himself because this is not being done by the Council.</p> <p>Residents are frustrated that pavements and pathways on their estates are in such poor condition, while the city centre continues to be maintained.</p> <p>Residents are being told by the Council that they must do the weeding in their areas themselves.</p> <p>However, this is a service that residents are paying for, and which is not being done.</p> <p>Residents are not satisfied with the response that other areas are receiving on this same issue.</p> |
| Request or Question | <p>The weeding and maintenance of the pavements and pathways on estates is sub-standard and residents want to see an improvement to the service they are paying for.</p> <ul style="list-style-type: none"> • What is being done to improve this situation? • Why are the estates being neglected, while the city centre is being maintained? • How can the council link in with other organisations such as Community Payback, Good Gym etc. to help resolve this issue? |

E3.1 Response

| |
|---|
| Response |
| <p>We have not stopped maintaining estates. This year has been unusual in that the weather has been warm and wet which is conducive to rapid growth in both grass and shrubs. This means that shrubs have put on more growth more quickly. We have started the winter cut back of shrubberies, to get through all the work in Housing it takes from late October through to February.</p> <p>We don't prioritise the city centre. We have teams based in each part of the city.</p> <p>Throughout the city the highway verges are now being cut less for biodiversity gain, minimum 4 cuts a year but this is not part of the Housing contract but the verges maybe near to estates.</p> <p>In the West, we have recruited staff recently so we will get round all sites quicker - growth that encroaches on pathways, under windows & beside railings, within our remit will be cut back as scheduled.</p> |

There are ongoing recruitment difficulties in the CityParks service. The recent pay increase has helped with recruitment.

The Community Engagement Team would be happy to support any communities who would like to arrange for additional works carried out by Community Payback or Good Gym, please get in touch by phone on 07717 302986, or email CommunityEngagement@Brighton-Hove.Gov.Uk

E3.1 Action

| | |
|-------------------|-----|
| Action | N/A |
| Start date | N/A |
| End date | N/A |

E3.2 EDB bidding process is onerous and over-complex

| | |
|--------------------------------------|--|
| Area in city | East |
| Star rating | 3 star City Wide issue |
| Date question raised | 05.10.23 |
| Week of Area Panel | 04.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Sam Warren |
| Officer job title | Community Engagement Manager |
| Contact Details | sam.warren@brighton-hove.gov.uk |

E3.2 Question

| | |
|----------------------------|---|
| Issue | Residents are finding the process of putting in bids to EDB onerous and frustrating. |
| Background | <p>While residents understand that some kind of consultation with other residents in the area is necessary for EDB bids to be considered, the bidding process is over-complicated and onerous in its requirements. There are too many hoops that residents have to jump through, e.g. various forms of consultation need to take place and in very specific ways before the bid can be taken forward. It's a lot of work for a handful of volunteer residents to take on in their spare time.</p> <p>The point was made that EDB funds belong to Council tenants, and the process of applying to EDB should not be made this difficult and complicated for tenants.</p> |
| Request or Question | <ul style="list-style-type: none"> Residents request a review of the EDB bidding process, looking to simplify the consultation requirements in particular. |

| | |
|--|---|
| | <ul style="list-style-type: none"> Residents request that the EDB form online be updated (currently shows an 2021/22 form) |
|--|---|

E3.2 Response

| Response |
|--|
| <p>I'm sorry that some feel that bidding for the Estate Development Budget (EDB) process is complex and lengthy. We do aim to make it as easy as possible for bidders to understand what is needed to submit a high-quality bid as well as have any support needed to do so. We do appreciate that it can be a time-consuming process and make sure that the bidders are aware of the requirements when first talking about submitting an EDB bid.</p> <p>Consultation is a key part of each bid, without it there would be no way to show that the idea had backing from the community, or that the bidder had listened to the questions or concerns from the community. If someone objects to a project happening, consultation is how they have their concerns heard. It also helps the bidder by giving a set time for people to be able to voice their opinions, in carrying it out openly and fairly, they can demonstrate they've given the opportunity for objections to be heard as well as that they've taken them into account while developing a bid.</p> <p>There is a balance to be struck between having a process which is approachable while ensuring that it is robust enough to administer the sizable amount of Housing Revenue Account money available. It's also vital to be able to demonstrate value and measure the impact of the EDB fund fairly and efficiently, consultation is an important part of doing this by showing it's how residents want the money to be spent.</p> <p>The recent work carried out by the Task and Finish group to review the EDB process focussed on simplifying it for bidders. As agreed at the Area Panel meetings at the beginning of the year, the Community Engagement Team has created an EDB toolkit for prospective bidders. It contains information designed to help make the process clearer, for example a new and simplified bid form with accompanying guidance to help bidders understand what is being asked on the form and where they can go to get support. There is also new guidance on consultation, explaining what it is, when to use it and suggesting types of consultation which would be suitable for different types of EDB bids. The recommended options are proportional to the complexity of the bids, for example if a bidder is looking to install a noticeboard, we wouldn't recommend that they carry out a large range of complicated consultation activities like holding a public meeting, door knocking to gather opinions etc. It could be as simple as putting a poster up in a communal hallway outlining the proposal and how to get in touch with any questions.</p> |

We hope that this toolkit is useful to prospective bidders, we welcome comments on the contents as well as any suggestions of useful information which could further help people make use of this valuable fund.

E3.2 Action

| | |
|-------------------|-------------------------------------|
| Action | Provide draft EDB Toolkit documents |
| Start date | Ongoing |
| End date | Ongoing |

N3.1 City clean rubbish & recycling service is sub-standard

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|--------------------------------------|--|
| Area in city | North |
| Star rating | 3 Star/ City wide issue |
| Date question raised | 28.09.23 |
| Week of Area Panel | 04.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Melissa Francis |
| Officer job title | Head of City Clean, City Environment (Cityclean & Cityparks) |
| Contact Details | melissa.francis@brighton-hove.gov.uk |

N3.1 Question

| | |
|-------------------|---|
| Issue | The service provided by City Clean in the city is not up to scratch. Service has not been improved and issues remain unresolved since the last Residents Only meeting in June. |
| Background | <p>All the reps from the different estates in the North area reported chronic problems with missed rubbish and recycling collections, not enough bins for the population size, broken bins not being repaired or replaced, and fly-tipping.</p> <p>Bates Estate</p> <ul style="list-style-type: none"> • Bins are emptied but rubbish stacked next to the bins is not collected • Smashed glass is left lying around after recycling collections, rather than being cleared up. Residents have had to clear up the mess themselves to keep residents in their areas safe. • Not enough bins – e.g. in one block, there is only 1 waste bin for 60 flats. • Bins are not emptied regularly enough so rubbish piles up, attracting seagulls and rats |

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|-----------------------------------|--|
| | <ul style="list-style-type: none"> • Fly-tipping is an ongoing problem <p>Hollingdean</p> <ul style="list-style-type: none"> • In certain areas, there have only been 2 rubbish collections in 18 weeks • Fly-tipping is an ongoing problem <p>Sylvan Hall</p> <ul style="list-style-type: none"> • Also reported missed collections <p>Moulsecomb</p> <ul style="list-style-type: none"> • Bins are overflowing, collections are missed • Recycling collections missed • Fly-tipping <p>Parkmead</p> <ul style="list-style-type: none"> • No recycling collections since last November <p>All of these issues have been reported repeatedly to City Clean, and have been raised with Councillors, Council officers, and MPs, but the problems remain unresolved.</p> <p>While these are issues raised in North, the meeting is aware that other areas in the city are also affected, and the problem is city-wide.</p> |
| <p>Request or Question</p> | <p>The meeting agreed that the level of service provided by City Clean is unacceptably poor. Residents spend a lot of time and effort chasing up problems and are fed up with having to repeatedly report issues with the rubbish and recycling service and would like the service to be improved and problems to be resolved. Residents pay for this service through their Council Tax and expect better. The service that City Clean are providing needs to be reviewed and scrutinised properly, and City Clean must be held accountable to the residents who are paying for this service.</p> <ul style="list-style-type: none"> • Do City Clean recognise that the level of service they are providing is sub-standard? • Why is it taking so long for City Clean to resolve issues that have been repeatedly reported? • What is City Clean doing to improve the services they provide to the city? • Residents at the June North Area Residents Only meeting (going to September Area Panel) requested a meeting with a City Clean representative to discuss issues and solutions. No response was given to this request. |

N3.1 Response

Response

We're very sorry residents remain unsatisfied with the service they are receiving from City Clean.

Bates Estate

- **Bins are emptied but rubbish stacked next to the bins is not collected.**
Bagged refuse stacked next to the bins should be collected, crews have been

reminded, any concerns about individual collections, please contact City Clean directly on 01273 292929.

- **Smashed glass is left lying around after recycling collections, rather than being cleared up. Residents have had to clear up the mess themselves to keep residents in their areas safe.** I'm very sorry to hear this. As above Crews have been reminded, please contact City Clean to report individual concerns as they arise.
- **Not enough bins – e.g. in one block, there is only 1 waste bin for 60 flats.** Please could you let us know which blocks do not have enough bins so we can look into this. If this concerns a council block please phone through to the Housing Estates service 01273 294769 for all other types of blocks please call City Clean, number above.
- **Bins are not emptied regularly enough so rubbish piles up, attracting seagulls and rats.** Bins are collected on weekly collection schedule. As stated above we can look into which locations do not have enough bins.
- **Fly-tipping is an ongoing problem** Fly-tipping is an issue. Over the last 6 months Housing has attended to reports of dumped items 15 times. This covers items dumped both inside and outside blocks. The Estates Service Team attend and remove items within 10 days of receiving the reports. Housing now has 6 mobile CCTV cameras that we use for fly-tipping hotspots. They are moved around the city every 6 months and although we have recently carried out a move I will consider Bates Estate for a CCTV camera.

Hollingdean

- **In certain areas, there have only been 2 rubbish collections in 18 weeks** Please provide more information on which areas..
- **Fly-tipping is an ongoing problem** This cannot be answered without knowing the specific areas. Fly tipping can be reported to City Clean 01273 29292 or by contacting the Estates Service Team if it is Housing Land on 01273 294769.

Sylvan Hall

- **Also reported missed collections** City Clean are aware and are working hard to improve the service in this area.

Moulsecomb

- **Bins are overflowing, collections are missed** More information is needed to enable the management team to identify the problem areas and look at the root causes which often relate to blocked access due to car parking, overgrown trees/bushes or other issues. It can take time to resolve especially if the solution involves working with other Council Departments.
- **Recycling collections missed** As above.
- **Fly-tipping** This cannot be answered without knowing the specific areas. Fly tipping can be reported to City Clean 01273 29292 or by contacting the Estates Service Team if it is Housing Land on 01273 294769.
- **Parkmead No recycling collections since last November** - City Clean are looking into this.

Why is it taking so long for Cityclean to resolve issues that we have been repeatedly reporting?

Often there are underlying causes such as blocked access however it is recognised that this isn't always the case. We do need specific information on locations – when these questions were asked, we requested more information on which roads were being referred to and no specifics were provided. More information will help us to investigate and monitor.

What is City Clean doing to improve the services they provide to the city?

Cityclean is working with Housing on a process for reporting repeated missed collections to improve the communication between Cityclean and residents and to improve the response time for resolving issues. Problem areas are being fed back to Cityclean which are then tracked. With regards to Bates Estate, spot checks are being undertaken by management. Crews have been spoken to about the key issues of side waste and clearing glass and the Head of Operations will monitor progress. Housing will review flytip hot spots and Cityclean will work with Housing regarding bin requirements where additional bins are required.

Residents at the June North Area Residents Only meeting (going to September Area Panel) requested a meeting with a City Clean representative to discuss issues and solutions. No response was given to this request.

Cityclean will liaise with Housing to arrange a meeting.

N3.1 Action

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|-------------------|--------------------------------|
| Action | Detailed above. |
| Start date | 13 th November 2023 |
| End date | Ongoing |

N3.2 Issues with repairs service

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|--------------------------------------|---|
| Area in city | North |
| Star rating | 3 Star/ City wide issue |
| Date question raised | 28.09.23 |
| Week of Area Panel | 04.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Grant Ritchie |
| Officer job title | Head of Housing Repairs and Maintenance |
| Contact Details | grant.ritchie@brighton-hove.gov.uk |

N3.2 Question

| | |
|--------------|---|
| Issue | <ul style="list-style-type: none"> • The Repairs service is not run or coordinated efficiently • There is an assumption that everyone has digital access (smart phones, computers, internet) • There is still a culture of tenant-blaming for issues |
|--------------|---|

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| <p>Background</p> | <p>As an example of the problems:</p> <p>When the problem with the window (see item 10, Sylvan Hall) was reported to the Repairs team, they automatically sent a glazier around to replace the glass, rather than someone to assess the issue first (the problem being the window frame). The glass was replaced when it didn't need to be. The Repairs team didn't check the prior records of that flat to check what repairs had taken place before.</p> <p>When the problem was first reported, the tenant was also asked if this was a condensation problem, which implies that the tenant was being blamed for generating the problem through their 'lifestyle'.</p> <p>The tenant was asked to send a photo of the problem window digitally, but they didn't have access to a computer, didn't have smart phone or access to the internet. However, the glazier had taken photos so the Repairs team could have contacted the contractor directly to get a copy of the photos.</p> |
| <p>Request or Question</p> | <ul style="list-style-type: none"> • Residents want this feedback to be reported back to the Repairs Service so that services can be improved. • Digital exclusion is an ongoing issue and needs to be taken into consideration when developing services. What is the Repairs service doing to take this on board? • The culture of blaming tenants for problems they report about their housing is problematic. What is the Repairs service doing to change the attitudes towards tenants within their teams? |

N3.2 Response

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|---|
| <p>Response</p> |
| <p>Residents want this feedback to be reported back to the Repairs Service so that services can be improved.</p> <p>When the Service receives complaints, they are shared with team managers to ensure that we understand what has caused the tenant to complain and to learn lessons which help us improve going forward. To provide some context last month we received 45 complaints and completed approximately 2,732 jobs. Therefore, the number of complaints equates to 1.6% of tasks completed.</p> <p>Digital exclusion is an ongoing issue and needs to be taken into consideration when developing services. What is the Repairs service doing to take this on board?</p> <p>Fears around digital exclusion is often aired at tenants' meetings. We have previously assured tenants that we have no intention of moving away from receiving repairs requests by phone and remain the busiest call centre at the Council. However, we cannot ignore the fact that many people want to communicate with us in different ways. Digital communication is now very common, and we will continue to look at enhancing the ways in which people can interact with us.</p> |

However, we remain committed to being an inclusive service and will not introduce modern technology at the expense of more traditional methods of communication.

The culture of blaming tenants for problems they report about their housing is problematic. What is the Repairs service doing to change the attitudes towards tenants within their teams?

The issue of tenant blame was at the heart of the ombudsman report in Nov 21 on damp and mould and the Service has taken on board the recommendations of the report and reviewed how it communicates with tenants both in person and through its written publications.

As described above we also review as a Service, complaints to help us understand where the Service needs to improve. However, we do need to work with tenants particularly around damp and mould as the way a tenant uses their homes is very important in finding resolutions to this issue.

We are engaging tenants using measuring devices that tenants can monitor themselves which help them understand the impact of normal life on the likelihood of damp and mould. Moving forward we need to avoid any feeling of blame, but we do need to help educate tenants on the causes of damp and condensation.

N3.2 Action

| | |
|-------------------|-----|
| Action | N/A |
| Start date | N/A |
| End date | N/A |

N3.3 How issues raised are dealt with within the Area Panel Structure?

| | |
|--------------------------------------|---------------------------------|
| Area in city | North |
| Star rating | 3 Star/ City wide issue |
| Date question raised | 28.09.23 |
| Week of Area Panel | 04.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Sam Warren |
| Officer job title | Community Engagement Manager |
| Contact Details | sam.warren@brighton-hove.gov.uk |

N3.3 Question

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|--------------|---|
| Issue | There is a problem with the way issues that residents raise is dealt with and responded to within the Area Panel structure. |
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|-----------------------------------|---|
| <p>Background</p> | <p>Residents find that when joint issues affecting multiple areas are raised at Area Panel, these often get answered by officers in a general, operational/strategic manner, rather than addressing the specific estate-based cases.</p> <p>While Area Panels are meant to be the place where joint, broader issues are raised and addressed, it isn't leading to the resolutions of problems and the changes that tenants and residents are expecting, i.e. the expectations that tenants and residents have of the Area Panel structure isn't being matched by the responses they get from Officers and at the Area Panel meetings.</p> <p>Estate or area-specific issues raised by resident reps don't get addressed properly, leading to frustration because issues don't get resolved.</p> |
| <p>Request or Question</p> | <p>Residents propose a discussion with Housing around the purpose of Area Panels, with an aim to clarifying what issues can be raised, how these can be raised, and how these are best dealt with. Within this, it would be useful to explore what residents and tenants are expecting from this process, and if there are useful changes that can be made to the Area Panel structure so that tenants and residents are able to raise the issues that are most important/pressing in their areas in the most effective, productive way, that meets their expectations.</p> |

N3.3 Response

| <p>Response</p> |
|---|
| <p>Thank you for the question. I know that officers do try their best to respond with detail and follow up on actions but for a wide range of reasons this isn't always in the timescale that residents would hope for.</p> <p>We are happy to have a conversation about the expectations of residents and the responses to resident questions. In fact, this question is part of a developing conversation, a theme that resident only meetings have raised, and that we are looking at how to address; in October/ November, we have been talking with Kate and Mireille, Resource Centre staff about views expressed at the Resident Only meetings, and also residents at the Involvement & Empowerment meeting.</p> <p>I also acknowledge there are some persistent issues that have been more complex to resolve. During the Area Panel review there were a range of suggestions that are being put into place including having surgeries at the beginning of each area panel for residents to raise any personal or individual issues that have not been resolved. From December 2023 we will have these new surgeries.</p> <p>We are also introducing a new system to raise persistent City Clean issues that we hope will lead to quicker action being taken. This will mean that residents can raise City Clean issues through the Resident Only meetings and these will then go directly to the City Clean operational weekly meetings.</p> |

We will be setting up a specific workshop in early January (preliminary date Wednesday 17th January, 11am-1pm) to look at communication with residents. It would be useful to explore resident and housing expectations of Area Panel as part of this workshop. We will ensure to invite all residents that attend Resident only meetings and Area Panels.

We will report back on the findings of the workshop in early 2024.

N3.3 Action

| | |
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| Action | Invite residents to December workshop to look at resident expectations of area panel |
| Start date | December 2023 |
| End date | March 2024 |

W3.1 Grass cutting and weeding: on-going concerns

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|--------------------------------------|--------------------------------------|
| Area in city | West |
| Star rating | 3 star City Wide issue |
| Date question raised | 05.10.23 |
| Week of Area Panel | 11.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Sarah Carlisle |
| Officer job title | Operations Manager, City Environment |
| Contact Details | sarah.carlisle@brighton-hove.gov.uk |

W3.1 Question

| | |
|-------------------|--|
| Issue | West Residents do not think the grass-cutting and weeding service has improved and are still experiencing a range of problems with blocked and overgrown pathways and inadequate grass-cutting. This continues to limit pedestrian access to the city's green spaces, paths and pavements. It is a particular problem for people with disabilities and in some cases is a health and safety hazard. |
| Background | The response to the item from West at Sept 2023 West Area Panel (from Sarah Carlisle, Operations Manager, City Environment) said that all complaints received had been addressed, that the grass cutting was on schedule and hedge cutting and pruning underway. It did not acknowledge any on-going problems with the service or look at ways it could be improved. Nor did it address the question of a refund to residents if services are routinely not provided adequately. |

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| | <p>This response does not reflect the actual experience of residents in their local streets and neighbourhoods, where the service is still inadequate and complaints are not followed up. A good service would be one where work was done regularly and effectively, so it never reached the point where residents have to complain in order to get work done.</p> <p>Residents are following up on a number of issues specific to their neighbourhoods with local Councillors.</p> |
| <p>Request or Question</p> | <p>West Residents do not think the previous Area Panel response was sufficient and want to raise the following:</p> <ul style="list-style-type: none"> • to Agenda Setting meeting and for inclusion on all Area Panel agendas <ul style="list-style-type: none"> ○ What improvements to the provision of CityClean/City Parks services are being made to provide an on-going acceptable level of service? Is it recognised that this service is currently not acceptable? ○ If this service continues to be inadequate, can residents get a refund? • to Agenda Setting meeting and for inclusion on West Area Panel agenda <ul style="list-style-type: none"> ○ Request a schedule of grass-cutting/weeding/pruning for the West Area, so people know what to expect. ○ Request a breakdown of spending on grass-cutting/weeding/pruning in the West Area. |

W3.1 Response

| Response |
|---|
| <ul style="list-style-type: none"> • What improvements to the provision of CityClean/City Parks services are being made to provide an on-going acceptable level of service? Is it recognised that this service is currently not acceptable? <p>Unfortunately, we are not providing as good a service as we had hoped, this is partly due to a number of things including recruitment difficulties, budgets and also a change in the way the council removes weeds. We are differentiating between communal housing areas and general parks areas and housing areas are getting better maintenance. City Clean continually research the market for machinery to help with improving the service. An indicator of the data shows that City Clean has covered almost double the streets, than in previous years.</p> <p>We have committed to undertaking a comprehensive review for work we do on Housing land in the next financial year. We had hoped to have completed this by now.</p> <p>The general parks areas are impacted by both budget drift, and recruitment difficulties. The recent significant pay increase has helped with recruitment.</p> <p>In theory this should not impact on communal Housing areas where residents are paying directly for a service but in reality it does and although we have pulled up the level of</p> |

service in North Brighton significantly Portslade has gone down-hill. We're very sorry for this.

The overall picture is that the resource does not match the work but the communal Housing areas should be better than the surrounding areas.

The issue with weeds on paths is separate. Although, Housing staff are clearing some and City Parks are cutting some, without weedkilling it is difficult to see how this will improve significantly due to stopping the use of weed killer

- **If this service continues to be inadequate, can residents get a refund?**

Unfortunately, we are unable to offer refunds for this type of service but will have a good idea of the spend on Housing land once we have completed the review

- **Request a schedule of grass-cutting/weeding/pruning for the West Area, so people know what to expect.**

We don't provide a schedule anywhere in the city, this is because there are so many variables - Grass growing rate, weather, time of year, machinery availability and types of machinery used. The weeding schedule is based on a Traffic light system and we give priority to Red Zones. However, what we can do is explain that there are 3 methods of grass maintenance in Housing Estates:

Ride on mowing covers the large grass areas where we can access. This is the quickest method, it is followed up by pedestrian mowing in the areas that the ride on can't reach. This is slower than the ride on, followed by the strimmer which covers difficult spaces e.g. slopes. So, we will have staff working at different sites at the same time. We can't say which general area we are working on and where we plan to go next.

We have a large remit maintaining all green spaces in the West of the city including Parks, Highways & Schools. We do not have a specific team that maintain Housing only but the team spends a high proportion of their time maintaining Housing Estates. We have recruited more staff recently in the West so the winter works - shrub & hedging pruning has started and will continue throughout the Winter until February. This will cover incursion on to pathways, under windows and handrails.

- **Request a breakdown of spending on grass-cutting/weeding/pruning in the West Area.**

Unfortunately, City Parks are unable to provide a breakdown, but this will form part of the ground maintenance review.

W3.1 Action

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|-------------------|-----|
| Action | N/A |
| Start date | N/A |

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|-----------------|-----|
| End date | N/A |
|-----------------|-----|

W3.2 Equal access to information & services

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|--------------------------------------|-------------------------------------|
| Area in city | West |
| Star rating | 3 star City Wide issue |
| Date question raised | 05.10.23 |
| Week of Area Panel | 11.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Justine Harris |
| Officer job title | Head of Tenancy Services |
| Contact Details | justine.harris@brighton-hove.gov.uk |

W3.2 Question

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|-------------------|---|
| Issue | <p>West Residents are very concerned about the move toward online communication and service provision as the norm. This excludes older people who are not able to manage online services, people who aren't able to use computers or screens for medical reasons and those who cannot afford them. It ends up discriminating against certain sections of the population.</p> |
| Background | <p>While Housing services usually provide an alternative to online communication, it is often less effective and there is a lot of pressure to report complaints, repairs etc on line as the best and right way to do things. In some situations it is the only way.</p> <p>A number of specific points were raised:</p> <ul style="list-style-type: none"> • The increased use of online services means there is a reduction in human contact, knowledge and understanding. It is all anonymous and structured in a way which doesn't allow for any more complex understanding of an issue. • The Council website is not very user-friendly and is hard to navigate, even for people with some computer experience. • When residents have made contact by post, they have received a response directing them to the website. This doesn't acknowledge the reason why they were using the post in the first place. • When analysing information (eg a summary of complaints to Councillors reported recently in the Argus) only online complaints were collated, diminishing the voice of people who used other forms of communication. <p>It was acknowledged that this is part of a broader move towards online communication in all areas of society, and that online communication can work effectively in some situations and for some people. However, it can</p> |

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| | also be a reduction in the quality and nature of services, as well as building inequality into service provision. |
| Request or Question | <p>West Residents asked for Housing Services to take some steps towards addressing this inequality by:</p> <ul style="list-style-type: none"> • Always providing hard copies, by post, of long documents sent to residents. For many people it is difficult to read long documents on a small screen and most people do not have access to their own printers. • Making the Council website as clear and accessible as possible and seeking resident feedback on problems they experience. • In emails, to always provide a direct link to the specific issue tenants are asking about, rather than send them to the website generally. |

W3.2 Response

| Response | |
|-----------------|---|
| | <p>In line with the Council's customer promise we always try to make it clear how you can contact our services – and wherever possible this will be online (email / website / social media) as this can be the quickest and most convenient way for many of our customers.</p> <p>We recognise that isn't necessarily the best way for all of our customers, and that we must make sure that our service works with individuals who are find using our digital services challenging.</p> <p>We are developing our customer offer for people who need a face to face to service; we are looking into whether the best way to deliver this is by appointment or drop in. We aim to begin delivering this in early 2024.</p> <p>Work is starting in December 2023 on the Housing pages of the website to ensure that they are accessible to as many people as possible and provide clear information on our services and how to use them and as much as possible customer feedback will help shape website.</p> <p>When requested we will provide hard copies of any documents/ forms as appropriate; we will also ask whether the customer has anyone who can assist them with completing these forms online and / or offer them the option of staff assistance over the phone or in person. This is to ensure we are able to provide to this level of assistance to those who need it.</p> <p>We will ensure that wherever possible direct links to specific web pages are provided, rather than simply providing the Council's web address.</p> |

W3.2 Action

| | |
|-------------------|------|
| Action | None |
| Start date | N/A |

| | |
|-----------------|-----|
| End date | N/A |
|-----------------|-----|

W3.3 Applying for Council Housing

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|--------------------------------------|--|
| Area in city | West |
| Star rating | 3 star City Wide issue |
| Date question raised | 05.10.23 |
| Week of Area Panel | 11.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Harry Williams |
| Officer job title | Head of Homelessness and Housing Options |
| Contact Details | harry.williams@brighton-hove.gov.uk |

W3.3 Question

| | |
|----------------------------|--|
| Issue | The process of applying for Council Housing is complicated and difficult. Errors made by Housing make this situation worse. |
| Background | Lucca Gatti, a Hangleton resident, is supporting a friend with a housing application. They have put in an online application three times – each time the Council have lost the application so they had to start again. His friend is autistic and is finding the process distressing and difficult. Lucca was given contacts for his local Councillor and Re-think to get support for this individual case. |
| Request or Question | The meeting agreed there was also a broader issue which needed addressing, about the housing application process. The following questions were raised to go to Area Panel: <ul style="list-style-type: none"> • What can be done to improve the application process to ensure it isn't discriminatory and to make it more accessible? • If it is possible to lose applications what is being done to make this process more reliable and secure? |

W3.3 Response

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| Response |
| <p>What can be done to improve the application process to ensure it isn't discriminatory and to make it more accessible?</p> <p>The Council is working with its software provider to introduce a single service login to Home Connections, the platform used to advertise social housing across the city, which will help improve accessibility to our online application.</p> |

We are also currently working on updating our websites with frequently asked questions to support those wishing to access the housing register or obtain general advice.

The Council's Homemove Team have Housing Needs Officers that can provide support with applying to the housing register. The Team can offer telephone and face to face appointments. The Homemove Team can be contacted via email at homemove@brighton-hove.gov.uk.

If it is possible to lose applications what is being done to make this process more reliable and secure

When submitting an application to join the Council's Housing Register people can choose to use a paper form or to apply online via our Homemove website.

When applying online people have 2 weeks to submit an application once it has been started. However, the Council has worked with its software provider to increase this timeframe to 4 weeks to give people more time to apply.

This change will help a number of people in applying to join the Housing Register and make the process more reliable.

W3.3 Action

| | |
|-------------------|---|
| Action | Update website with frequently asked questions. |
| Start date | Ongoing |
| End date | Ongoing |

W3.4 Fly-tipping

| | |
|--------------------------------------|---------------------------------------|
| Area in city | West |
| Star rating | 3 star City Wide issue |
| Date question raised | 05.10.23 |
| Week of Area Panel | 11.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Chloe McLaughlin |
| Officer job title | Estates Services Manager |
| Contact Details | chloe.mcLaughlin@brighton-hove.gov.uk |

W3.4 Question

| | |
|----------------------------|--|
| Issue | Fly-tipping is a big and growing problem. This is a city-wide issue, with negative environmental impacts for many neighbourhoods. |
| Background | <p>There are two aspects to this issue:</p> <ul style="list-style-type: none"> • Resolving the problem of fly-tipping in specific areas. Residents' Associations are taking this up locally and following up complaints with their local Councillors. • Tackling the city-wide problem of fly-tipping and looking for joint solutions |
| Request or Question | <p>On the city-wide issues, the following were raised for Area Panel:</p> <ul style="list-style-type: none"> • The meeting asked for information on the number of prosecutions and fines there have been for fly-tipping in the last year. There is a perception that when fly-tipping is reported, the perpetrators are not found or fined. This makes people less likely to report fly-tipping, as it doesn't feel like there is any point. • How much has the collection of illegally dumped rubbish cost the Council over the last year? It was noted that the costs of collecting fly-tipped rubbish ultimately end up with residents, in their council tax, so this is not a free service. • At the West Area Panel in September 2023 residents were told there would be a city-wide amnesty to allow for the collection of large items. There is support from Associations for this initiative, and it was requested that information on the plans be sent, by post, to all Residents' Association Chairs, Secretaries and Area Panel representatives. |

W3.4 Response

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| Response |
| <p>There have been 193 Fixed Penalty Notice served in the period Apr 2022 - Mar 2023. From this £31,200 has been collected in penalty fines. These figures include both Housing and Non-Housing land. Residents are encouraged to report fly tipping providing as much evidence as they can to lead to a successful penalty.</p> <p>The Estates Service Team spent £130k last year collecting fly tipping from Housing Land.</p> <p>I am not sure about residents paying in their Council Tax but fly tip removals are not included in council residents' service charges.</p> <p>Waste Amnesties are led by residents with the support of the Council. It is therefore up to the residents to organise the amnesty and the Estates Service will provide guidance and support and gather volunteers on the day of the collections.</p> |

W3.4 Action

| | |
|-------------------|-----|
| Action | N/A |
| Start date | N/A |
| End date | N/A |

W3.5 New housing developments and parking

| | |
|--------------------------------------|--|
| Area in city | West |
| Star rating | 3 star City Wide issue |
| Date question raised | 05.10.23 |
| Week of Area Panel | 11.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Nicholas Fishlock |
| Officer job title | Estate Regeneration Project Manager |
| Contact Details | nicholas.fishlock@brighton-hove.gov.uk |

W3.5 Question

| | |
|----------------------------|--|
| Issue | The Council policy of not providing parking spaces in new housing developments adds to the current parking problems for other people in the neighbourhood. |
| Background | <p>Assumptions are made by the Council that residents will use public transport if parking is not available. Often this is not the case - people just park in the nearest free parking spaces, increasing congestion and parking problems.</p> <p>In some developments, residents have been told that it will be part of the tenancy agreement that they do not have a car. It is difficult to see how this will be enforced.</p> <p>If reducing parking spaces is going to work, there needs to be a corresponding significant improvement in public transport cost and reliability, which is not happening. There also needs to be a recognition that there will still be people who are unable to use public transport.</p> |
| Request or Question | <p>Raise at Area Panel:</p> <ul style="list-style-type: none"> • If it is part of the tenancy agreement that people do not have cars, how will the Council monitor and enforce this? • How do the Council intend to manage the increase in parking pressures as a result of new build? |

W3.5 Response

| Response |
|--|
| <p>The New Homes for Neighbourhoods programme, delivering new build council homes in the city, and the council's Joint venture with Hyde Housing, Homes for Brighton & Hove, do not have a policy outlining the amount of parking to be provided for new developments. A site by site approach is taken in relation to parking provision, to produce a development proposal that is acceptable to the Local Planning Authority at application stage. A Transport Assessment (a transport strategy for the development, including car parking) is often produced for a council housing planning application which quantifies the estimated impact on transport and parking, and identifies mitigations where needed. To date, most new build council housing developments delivered include parking spaces, but some do not.</p> <p>There is more information online in relation to the Local Planning Authority's approach to parking and transport:</p> <ul style="list-style-type: none"> • SPD14 Parking Standards www.brighton-hove.gov.uk/planning/planning-policy/spd14-parking-standards • Planning Policy CP9 – Sustainable Transport of the City Plan Part 1 www.brighton-hove.gov.uk/planning/planning-policy/development-plans <p>Q1: If it is part of the tenancy agreement that people do not have cars, how will the Council monitor and enforce this?</p> <p>A1: Where a car free scheme is delivered in a Controlled Parking Zone, residents of that development may not be eligible to purchase a parking permit, this restriction on eligibility is linked to the address. However not having a car would not form part of a tenancy agreement.</p> <p>Q2: How do the Council intend to manage the increase in parking pressures as a result of new build?</p> <p>A2: Each new build (above 10 homes) is required to develop a Transport Assessment as part of a planning application. The Transport Assessment identifies the likely effects of the demand for travel the development would create and include measures to mitigate the impacts by reducing car use, implementing agreed travel plans and making appropriate contributions towards sustainable transport measures. For each new build council housing development above 10 homes the council will prepare a Transport Assessment (that is suitable to the Local Planning Authority) and carry out the included measures to mitigate the impacts of the development on parking and other forms of transport.</p> |

W3.5 Action

| | |
|-------------------|-----|
| Action | N/A |
| Start date | N/A |
| End date | N/A |

Residents Questions - 2 star, East Area

E2.1 Poor communication & lack of responsiveness

| | |
|--------------------------------------|-------------------------------------|
| Area in city | East |
| Star rating | 2 star Local area issue |
| Date question raised | 05.10.23 |
| Week of Area Panel | 04.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Justine Harris |
| Officer job title | Head of Tenancy Services |
| Contact Details | justine.harris@brighton-hove.gov.uk |

E2.1 Question

| | |
|----------------------------|---|
| Issue | There is little or no follow-up by Council staff and officers on issues raised by residents, even though assurances are made that these issues or requests are being dealt with, or will be responded to. It was noted that issues of communication are tabled for discussion at the next Involvement & Empowerment group meeting. |
| Background | Woodingdean resident reps were promised access to a house by Justine Harris, to view the recent works that had been done there, but the Council officer never got in back in touch with them to progress this and now the house has been let and cannot be accessed. While this is one example, residents noted that communication issues with Council workers had been raised in other areas at the September Area Panels, and has previously been raised in the East area. |
| Request or Question | Why did Justine Harris not get back to the resident rep in Woodingdean regarding this issue? |

E2.1 Response

| |
|---|
| Response |
| <p>Justine Harris agreed with the residents that they would be able to view a particular empty property in Woodingdean, this is quite unusual. Due to the handover of work between teams it can be difficult to arrange. Justine confirmed verbally at the Area Panel meeting on 7th September that she was able to arrange this. At this time the house was still undergoing substantial empty homes work. There was a short window when the property could have been viewed.</p> <p>Unfortunately, Justine Harris was unexpectedly away from work from the week beginning 18th September. In the period she was off work the property</p> |

refurbishment was completed. The was let on 2nd October, which was before she returned to work.

E2.1 Action

| | |
|-------------------|-----|
| Action | N/A |
| Start date | N/A |
| End date | N/A |

E2.2 Vandalism at laundrette in North Whitehawk

| | |
|--------------------------------------|---------------------------------------|
| Area in city | East |
| Star rating | 2 star Local area issue |
| Date question raised | 05.10.23 |
| Week of Area Panel | 04.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Chloe McLaughlin |
| Officer job title | Estates Services Manager |
| Contact Details | chloe.mclaughlin@brighton-hove.gov.uk |

E2.2 Question

| | |
|----------------------------|---|
| Issue | <p>The laundrette at Kestrel Court has repeatedly been broken into and vandalised. This has been reported to Repairs repeatedly. The problem keeps happening. The key fobs are also apparently being distributed to non-residents.</p> <p>The laundrette is also not being cleaned by the cleaners.</p> |
| Background | N/A |
| Request or Question | <ul style="list-style-type: none"> • Residents request the laundrette to be made more secure. • Residents request CCTV on the premises • Residents request that the laundrette be cleaned regularly as part of the maintenance service |

E2.2 Response

| |
|---|
| Response |
| <p>The laundry is cleaned once a week as part of the cleaning schedule. The cleaners sweep and mop the floors only, which has always been their remit in the laundries. This was brought up at the last resident's meeting. Unfortunately, the problem is that straight after it is cleaned, the people using the laundry then makes it a mess again.</p> |

With regards to the fob access, yes, fobs are given to non-residents of nearby low-rise blocks who have the option to use a laundry in a nearby high rise. The fobs are only issued on request and we keep records of this. The laundries are not just for the sole use of residents in that block.

With regards to CCTV we will look into this further.

E2.2 Action

| | |
|-------------------|---------------------|
| Action | Explore use of CCTV |
| Start date | Ongoing |
| End date | Ongoing |

E2.3 Guttering

| | |
|--------------------------------------|-----------------------------------|
| Area in city | East |
| Star rating | 2 star Local area issue |
| Date question raised | 05.10.23 |
| Week of Area Panel | 04.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Sandra Cooke |
| Officer job title | Project Manager |
| Contact Details | sandra.cooke@brighton-hove.gov.uk |

E2.3 Question

| | |
|----------------------------|--|
| Issue | <p>The guttering on Woodingdean Council houses have not been cleared, causing damp and water damage.</p> <p>While this issue is specific to houses in Woodingdean, it is another symptom of the wider problem of inadequate levels of regular maintenance and repairs of Council housing and properties across the city.</p> |
| Background | N/A |
| Request or Question | <ul style="list-style-type: none"> When will the maintenance of gutters on houses in Woodingdean take place? |

E2.3 Response

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| Response |
| Tenants who are concerned that they have blocked gutters should report these to the Repairs Help Desk as any other repair. |

We are currently looking at options for introducing a programme of cyclical gutter clearance.

This will be rolled out in the new year all over the City. Whilst details are still being worked on, it is likely to start with houses and extend to blocks of flats in the following years.

In addition to cyclical work, we already have lists of vulnerable properties that we undertake regular clearances on.

E2.3 Action

| | |
|-------------------|-----|
| Action | N/A |
| Start date | N/A |
| End date | N/A |

E2.4 Repairs

| | |
|--------------------------------------|-----------------------------------|
| Area in city | East |
| Star rating | 2 star Local area issue |
| Date question raised | 05.10.23 |
| Week of Area Panel | 04.12.23 |
| Deadline for officer response | 09.11.23 |
| Name of officer responding | Sandra Cooke |
| Officer job title | Project Manager |
| Contact Details | sandra.cooke@brighton-hove.gov.uk |

E2.4 Question

| | |
|----------------------------|--|
| Issue | The repairs service is uncoordinated and inefficient, and repairs are not taking place fast enough. |
| Background | A resident at 85 Langley Crescent repeatedly reported a leak to the roof. They have now been waiting for 18 months for the roof to be repaired. They have had contractors come and assess the property on 4 separate occasions to establish that there is indeed a leak, but no action has been taken to remedy the problem. |
| Request or Question | <ul style="list-style-type: none"> Residents would like to know why the Woodingdean resident has been waiting for 18 months for a repair to their roof, in spite of 4 separate visits from contractors. Residents would like to know why it was necessary to send contractors out to assess the same situation on 4 separate occasions. This is inefficient and a waste of time and money, and |

| | |
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| | could have been avoided, had the Repairs team been more coordinated in their approach to dealing with this repair, and the problem remedied after the first visit and assessment. |
|--|---|

E2.4 Response

| Response |
|---|
| <p>We completed roof repairs back in February 2022.</p> <p>A new job was raised on 27th July 2023 and attended to by a roofer on 7th September 2023. The roofer reported that there is a small repair on the front apron and a note to check all the step flashing. This was not an item repaired previously.</p> <p>This repair is booked in for 20th October AM - the tenant has received letters for all of these appointments.</p> <p>Several visits can often be required for roof repairs as it is not always possible to identify the exact cause of roof leaks.</p> <p>Most jobs will have an initial inspection, this could be escalated to a supervisor visit and a call by a scaffold supervisor if there are access issues.</p> |

E2.4 Action

| | |
|-------------------|--|
| Action | Repair booked in for 20 th October. |
| Start date | 20.10.23 |
| End date | 20.10.23 |

EDB Outstanding Works List – December Panel

| Bid type | Area | Bid Year | Bidder | Description of Works | Job Notes | Start Date | Bid |
|-----------------|-------------|-----------------------|--------------------------------------|--|---|-------------------|---------------|
| Main Bids | Central | 20/21 | Hanover | Bird Spikes on fire escape 9-16 Westmount | With JJ pest prevention December/January - DLO to be used - Panel would prefer Fire Gel as more humane option. Going ahead with FireGel with agreement of Panel | May | £ 8,285.36 |
| Main Bids | Central | 20/21 additional work | Essex Place | Adjust existing cycle racks in cycle shelter | Three person job | | |
| Quick Bids | Central | Jul-22 | Hampshire Court | Supply and install bench and topsoil | Approved July 22 - Requested style and location of bench from Simon Bannister 28/10/22 | | £ 1,000.00 |
| Quick Bids | Central | Jul-23 | Lavender House | Supply and install new sleeper planter as previously installed | 23-Jul | | £ 1,000.00 |
| Quick Bids | Central | Jul-22 | Crown Hill | Install new planting trug, to be bolted down to hard surface | Approved July 22 - Lucy to order the trug, soil, & compost 28/10/22 | | £ 1,000.00 |
| Quick Bids | Central | Jun-23 | Sanders House | Remove existing and replace with new shed | Approved April 23 | | £ 1,000.00 |
| Main Bids | Central | Oct-22 | Leach Court | Garden space renewal | Approved Oct 22 - Railings changed to a wooden solid fence, 05/01/23 - fencing complete, concrete slabs to be levelled. | | £ 8,921.30 |
| Quick Bids | Central | Sep-23 | Craven Vale | New bench | Bench order and waiting installation | | £ 1,000.00 |
| Main Bids | Central | Oct-23 | Lavender House | Activity funding | With group to plan payment schedule | Dec-23 | £ 6,000.00 |
| Main Bids | Central | Oct-23 | Pankhurst Area Community Association | Green corridor project | CE team to help with purchasing | | £ 4,800.00 |
| Main Bids | Central | Oct-23 | Albion Community Garden | Sleepers, composter and water storage | Grant funding | | £ 9,965.00 |

EDB Outstanding Works List – December Panel

| | | | | | | | |
|------------|---------|----------------|---------------------------------------|--|---|--------|------------|
| Main Bids | Central | Oct-23 | Wiltshire House Residents Association | Deep clean of lobby and laundry room | With contractor waiting for start date | Dec-23 | £ 1,320.00 |
| Main Bids | East | 20/21 | Bylands | Secure and weather-resistant bike storage facility | Haven't received choice of units that the association have chosen | | £ 8,207.21 |
| Main Bids | East | Apr-22 | Craven Vale | Installation of new steps | 22-Apr | | £ 6,380.00 |
| Main Bids | East | Apr-22 | Craven Vale | Installation of new path | 22-Apr | | £ 4,500.00 |
| Quick Bids | East | Jul-23 | Craven Vale | Install new bench on concrete strip foundations | 23-Jul | | £ 1,000.00 |
| Main Bids | East | Jul-22 | Craven Vale | Install new steel door | 22-Apr | | £ 3,850.00 |
| Quick Bids | East | Jul-22 | Craven Vale | community room - Supply new door & window | Approved July 22 - New door installed April 2023 but wrong type. Will be adjusted | | £ 1,000.00 |
| Main Bids | East | Jun-23 | Walter May House | Rub down and re varnish outdoor furniture | Approved June 23 | | £1,371.52 |
| Main Bids | East | Oct-22 | Woodingdean | Supply and plant 22 mature trees, 11 fruit (apple, pear, cherry, plum) and 11 cherry | Approved Oct 22 - CEO team to order trees | | £ 7,585.52 |
| Main Bids | East | Oct-22 | Craven Vale | Southwater Close new allotment | Approved Oct 22 | | £ 6,193.00 |
| Main Bids | North | 22/23 Main bid | East Moulsecoombe | Improvements to path at Moulsecoombe woods | Approved April 22 - North panel | | £ 4,134.68 |
| Main Bids | North | 22/23 Main bid | Bates Estate | Refurbishment to Brick shed at Highbrook Cose, to include curved bench | Approved April 22 - North panel | | £ 7,500.00 |
| Main Bids | North | 22/23 Main bid | Coldean | Insulation and new heating to Coldean community building | Approved April 22 - North panel. Referred to HIAMS for additional repairs work | | £ 9,192.22 |

EDB Outstanding Works List – December Panel

| | | | | | | | |
|------------|-------|--------|------------------------------|---|--|--------|---------------|
| Main Bids | North | Oct-22 | Broadfields | Remove and relay existing paving, using new concrete slabs where required | 22 April 2023 | | £ 1,600.00 |
| Quick Bids | North | Mar-23 | Broadfields | Install new shed | Approved March 23 | | £ 1,000.00 |
| Quick Bids | North | Jun-23 | Coldean Independants | Install X 2 Noticeboards | Noticeboards ordered waiting to be installed | | £ 1,000.00 |
| Main Bids | North | Oct-22 | Nettleton & Dudeney | Install new greenhouse | Approved Oct 22. Delivery to be arranged by KMD | | £ 1,199.99 |
| Main Bids | North | Oct-22 | Lindfield Court | Remove vegetation to rear, supply and install bases for poly tunnel, potting shed, and 3 x cloches 05/01/22 - vegetation removed. | Approved Oct 22 - 05/01/23 - Vegetation removal completed. KP to confirm and ask Lucy to order | | £ 5,758.34 |
| Main Bids | North | Oct-22 | Highway Close | Supply and install new raised beds x 3 | Approved Oct 22 - Attended 02/11/11 conflicting information supplied by RA, Rebecca Mann to confirm new details. | | £ 3,130.08 |
| Main Bids | North | Oct-22 | Highfield Road, Coldean | Excavate and install new block and slab steps with handrail, and a bench at the top of the pathway. | Approved Oct 22. KP to negotiate to ensure comes in at or under bid value | | £ 3,657.06 |
| Main Bids | North | Oct-22 | Jasmine Court | Lay new concrete base for summerhouse | Approved Oct 22 | | £ 4,813.16 |
| Quick Bids | North | Sep-23 | Laburnam Grove | Waterbutt and guttering | Approved Sept 23 | | £ 800.00 |
| Main Bids | North | Oct-23 | Hollingdean Community Centre | Mural in community centre | With mural artist to plan dates for works | Dec-23 | £ 5,050.00 |
| Main Bids | West | 20/21 | Muriel House | Communal kitchen: new worktop. Replace kitchen sink unit. Relocate plug socket in cupboard | Sent to Oakville for recosting - Will visit | | £ 2,500.00 |

EDB Outstanding Works List – December Panel

| | | | | | | |
|------------|------|--------------------|---------------------------------|---|---|----------------|
| Main Bids | West | March 22 Overspend | Ingram Crescent Residents Group | Water Butts x 9 | Approved March 22 - Wish Court complete, awaiting quote from TP for 4" down pipe diverters | £ 1,700.00 |
| Main Bids | West | March 22 Overspend | Evelyn Court | Rotovate and level existign area, reseed or turf. | Approved March 22 - Existing ground cannot be levelled without causing additional ground work issues, EDB suggest concrete slab surrounds to existing planters - 1 x Bench installed 27/10/22, other bench on site padlocked to the other bench, location needed. | £ 10,000.00 |
| Main Bids | West | 20/21 | Clarendon & Ellen | Supply and install new galvanised key clamp railings to bin areas | Approved on CP&G - Cars and containers in the way. | |
| Main Bids | West | 22/23 Main bid | Clarke Court | Supply and install new waterbutts and storage | Approved April 22 - West panel. Storage grant sent to residents. Waterbutts o/s | £ 1,500.00 |
| Main Bids | West | Oct-22 | Muriel House | Muriel House - New porch and tip up seats | Approved Oct 22. KP Sourcing contractor | £ 4,751.13 |
| Main Bids | West | Oct-22 | ICRA | Rub down and repaint white railings at the rear of Knoll House | Approved Oct 22 - On hold due to Knoll house building works. HIAMS to confirm whether railings will be kept. | £ 2,498.64 |
| Quick Bids | West | Sep-23 | Muriel House | dishwasher and kitchen items | Dishwasher fitted. Kitchen items out of stock currently | £ 540.34 |
| Main Bids | West | Oct-23 | Third Space Theatre CIC | Workshop funding | Waiting on group bank account details to pay funding | £ 9,984.00 |
| Main Bids | West | Oct-23 | Churchill House | Greenhouse with installation and shelving | CE team to order | £ 1,877.98 |
| Main Bids | West | Oct-23 | Elizabeth Court | Tv and other lounge items | CE team to order | £ 2,033.05 |

Environmental Improvement Proposals -carried forward from 2022/23 - approved

| Ref | Area | Date | From | Address | Details of Requirements | Decision | Reason | Estimate | Capital | Revenue | Status | Committed/ spend |
|--------|---------|-----------|---|---|--|--------------------------------|---|----------|---------|---------|---|------------------|
| EIP079 | Central | 01-Oct-19 | Residents via Community Engagement Team | Kebbell Lodge, High Street, BN2 1SU | Benches x 4 broken desire for more. | Accept subject to consultation | Consultion completed 29/11/23 | £4,104 | £4,104 | | Completed 19/4/23 | £3,149.73 |
| EIP080 | Central | 01-Oct-19 | Residents via Community Engagement Team | Kebbell Lodge, High Street, BN2 1SU | Raised beds for vegetables/ Herb garden, | Accept subject to consultation | Consultion completed 29/11/23 | £1,410 | £1,410 | | Completed 19/4/23 | £1,410.44 |
| EIP108 | Central | 02-Oct-19 | Residents via Community Engagement Team | Kebbell Lodge, High Street, BN2 1SU | Garden clearance and planting | Accept subject to consultation | Consultion completed 29/11/24 | £6,317 | £500 | £5,817 | Completed 19/4/23 | £5,622.87 |
| EIB110 | Central | 02-Oct-19 | Residents via Community Engagement Team | Kebbell Lodge, High Street, BN2 1SU | Additional Storage plus increase wall height | Accept subject to consultation | Consultion completed 29/11/26 | £1,100 | £1,100 | | Completed 19/4/23 | £1,100.00 |
| EIB094 | West | 07-Nov-19 | Residents via Housing Manager | Harmsworth Crescent, Hove BN3 8BU | Enclosure of bin areas outside bungalows (remainder) | Accept | Second phase | £9,689 | £9,689 | | Completed 22/6/23 | £8,769.00 |
| EIP225 | North | 09-Apr-21 | Deborah Byrne | Hodshrove place, Brighton | Bin storage | Accept | | £7,993 | £7,000 | £993 | Completed 26/10/23 | £6,738.04 |
| EIB237 | North | 16-Jun-21 | Residents via Housing Manager | Horton Road | Bin Storage | Accept | Delay in delivery of bins | £8,185 | £8,185 | | Completed Aug 23 | £8,082.00 |
| EIB301 | East | 01-Mar-22 | Residents via Housing Manager | Lichfield& Framfield | Bin Storage | Accept | approved March 2022 | £5,000 | £5,000 | | Completed 8/8/23 | £4,894.51 |
| EIB331 | West | 24-May-22 | Residents via Housing management | Elizabeth Court | Increase bio-diversity | Accept | | £800 | | £800 | winter works | |
| EIB348 | North | 15-Jun-22 | Residents on Wiston Road Walkabout | Wiston Road | Can there be play installed in open space for younger children | Accept partial July 22 | Reject play as another play area within 120m, but plant fruit trees | £3,000 | | £3,000 | Review as part of current tree planting | |
| EIB383 | North | 27-Jul-22 | Stanmer Heights Walkabout | Across estate but particularly around Orchid View | Overgrown shrubs/ tree seedings some interfering with light to flats and in wrong place. | Accept Aug 22 | To improve visual appearance/ prevent issues with light | £1,500 | | £1,500 | Review in autumn | |
| EIB392 | West | 03-Aug-22 | Residents on Locks Crescent Walkabout | Portslade Court | Old no ball games sign needs replacing and block signage could do with upgrade. | Accept Aug 22 | To improve visual appearance | £500 | | £500 | No balls sign removed. Consult on Block signage | |
| EIB396 | Central | 03-Aug-22 | Complaint via housing management | Sylvan Hall Estate | Bin Storage Phase I | Accept | | £24,309 | £24,309 | | new bins ordered and proposals drawn need further consutation | |

| | | | | | | | | | | | | |
|--------|---------|-----------|---|---|--|---------|--|---------|---------|---------|---|------------|
| EIB403 | East | 22-Aug-22 | Comlaint via Councillor | Lodsworth Close/ Tillington/ Lichmere | Bin storage & increasing recycling | Accept | Partial completed, access to tilsmore needed reprocurement | £1,000 | £1,000 | | <i>Completed 6/7/23</i> | £565.00 |
| EIB407 | West | 29-Sep-22 | Residents via Community Engagement Team | Muriel House | Grouting of paved area in courtyard and at front to stop trip hazard from weeds and improve appearance | Accept | Let down by contractor,- procure | £12,000 | | £12,000 | <i>Completed 8/8/23 - further gardening works ordered</i> | £4,601.52 |
| EIB417 | West | 24-Nov-22 | Residents via Housing management | Hazel Holt | Replacement of fencing | Accept | remaining monies for bin screening | £8,686 | £8,686 | | <i>Consulting on proposals</i> | |
| EIB419 | Central | 24-Nov-22 | Residents via Housing management | Lavender Court, Upper St James Street BN2 1LN | Wooden edge & bike storage | Accept | minimum of 3 | £3,000 | £3,000 | | <i>needs consultation for bike store due to accessibility</i> | |
| EIB421 | Central | 15-Nov-22 | Residents via Housing management | Warwick Mount, Montague Street, BN2 1LB | Concrete Fence replacement | Accept | nb only metal railings | £18,000 | £18,000 | | <i>Completed 24/10/23</i> | £15,526.74 |
| EIB424 | Central | 28-Nov-22 | Residents via Housing management | Leach Court, Eastern Road, Brighton, BN 2 0DE | Bin screening | Accept | inc jet wash | £12,000 | £12,000 | | <i>Revised proposals Works ordered (part)</i> | £3,997.93 |
| EIB427 | North | 28-Nov-22 | Residents via Housing management | Elwyn Jones Court | Landscape improvements to reduce noise/ pollution | Accept | <i>Part Complete</i> | £5,102 | | £5,102 | <i>planting due in autumn</i> | |
| EIB428 | Central | 06-Dec-22 | Residents via Housing management | Sorrel Court | Planters for the green | Accept | yes to fence plus support plnters elsewher | £6,000 | £6,000 | | <i>Works completed 29/7/23</i> | £4,612.92 |
| EIB432 | Central | 22-Dec-22 | Residents via Housing management | Somerset Point | Access & garden improvements | Accept | <i>Can't complete until scaffolding removed.</i> | £6,400 | £5,000 | £1,400 | <i>Part complete, scaffolding still up</i> | |
| EIB433 | North | 06-Jan-23 | Residents via Community Engagement Team | Warmdene Road | Replacement fencing/ bike storage | Accept | | £12,000 | | £12,000 | <i>Completed 22/6/23</i> | £7,777.00 |
| EIB438 | East | 02-Feb-23 | H&S | Chadbourn Close | Replace damaged railing for safety | Accept | Agreed | £6,000 | £6,000 | | <i>Completed 18/5/23</i> | £3,281.61 |
| EIB439 | North | 10-Feb-23 | Residents via Housing management | Rodmell Place | Raised planters and restoration of garden areas. | Partial | Further consultation required | £2,000 | £2,000 | | <i>Completed 06/07/23</i> | £2,067.50 |
| EIB440 | West | 14-Feb-23 | Residents via Housing management | Lovegrove Court | Accessible Bin storage | Accept | | £8,000 | £8,000 | | <i>Residents requested stop while review</i> | |

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|---|---------|-----------|---|---------------------------------------|---|----------|---|------------|-----------|---------|---|-----------|
| EIB441 | North | 21-Feb-23 | Residents via Community Engagement Team | Tavistock Down | Community garden replacement of raised planters | Accept | | £8,000 | £8,000 | | <i>Completed 06/07/23</i> | £5,883.17 |
| EIB443 | East | 03-Mar-23 | Residents via Community Engagement Team | Manor Way | Refresh garden area around South Whitehawk Sign | Accept | | £1,500 | | £1,500 | clearance completed/ procuring plants | £625.00 |
| | | | | | | | | £ 183,596 | | | | £ 88,705 |
| Environmental Improvement Proposals 2023/2024 - approved | | | | | | | | | | | | |
| EIB445 | West | 23-Mar-23 | Residents via Community Engagement Team | Parker Court, | Replacement knee rail & Bike storage | Accept | | £8,500.00 | £8,500.00 | | In progress | £7,557.02 |
| EIB446 | West | 03-Apr-23 | Residents via Community Engagement Team | Ellen House | Bike Storage | Accept | Consult on location | £3,500.00 | £3,500.00 | | Works ordered | £2,220 |
| EIB447 | West | 03-Apr-23 | Residents via Housing management | Elizabeth Court | Awning/ gazebo | Approved | | £5,000.00 | | | Works ordered/ procuring | £1,345 |
| EIB448 | West | 03-Apr-23 | Residents via Housing management | Muriel House | Path improvements | Accept | tarmac deteriorating making it difficult for users of walkers - | £6,000.00 | £6,000.00 | | <i>Completed 23/6/23</i> | £4,227.26 |
| EIB450 | East | 13-Mar-23 | Residents via Housing management | Chadborn Close | Bin storage | Accept | <i>Check with City Clean</i> | £2,500.00 | £2,500.00 | | <i>Completed 28/6/23</i> | £4,153.93 |
| EIB452 | North | 26-Apr-23 | Residents via Community Engagement Team | Stanmer Heights | Replace notice boards | Accept | <i>Needs to be closed boards with mag locks</i> | £2,000.00 | | £2,000 | Procuring - issue with supply | |
| EIB453 | North | 03-May-23 | Residents via Housing management | Burwash lodge | Handrail | Accept | | £1,500.00 | £1,500 | | <i>Completed 23/8/23</i> | £710.89 |
| EIB454 | East | 04-May-23 | Housing management | WestHam | Tidy up | Accept | | £2,000.00 | £2,000 | | <i>Completed 30/7/23</i> | £925.00 |
| EIB456 | East | 09-May-23 | H&S | Nuthurst Close | path repairs/ resurfacing | Accept | <i>but inform/ check access</i> | £7,000.00 | £7,000 | | Works ordered | £6,972 |
| EIB458 | Central | 16-May-23 | Residents via Community Engagement Team | Essex Place, Montague Street, BN2 1LB | Garden improvements | Accept | <i>But needs further consultation</i> | £22,000.00 | £15,000 | £10,000 | In progress/ part complete plants to order | £19,216 |
| EIB459 | West | 22-May-23 | Residents via Community Engagement Team | Conway court | Accessibility - replace benches with flip seating | Accept | | £500.00 | £500 | | <i>Completed 30/10/23</i> | £391.00 |
| EIB460 | North | 26-May-23 | Residents via Community Engagement Team | Bates Estate BN1 6PF | Tidy up | Accept | | £8,000.00 | | £8,000 | Works part completed | £4,509 |
| EIB462 | Central | 01-Jun-23 | H&S | The Courtlands, Ashton Rise | Replace damaged railing for safety | Accept | | £1,000.00 | £1,000 | | <i>Completed 3/8/23</i> | £1,642.16 |

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|--------|---------|-----------|---|--|--|--------|---|------------|---------|--------|---------------------------------------|-----------|
| EIB463 | Central | 03-Jun-23 | Residents via Housing management | Cranbrook | Bin screening | Accept | <i>but just in same position</i> | £2,000.00 | £1,500 | £500 | <i>Completed 23/8/23</i> | £3,508.37 |
| EIB464 | North | 07-Mar-23 | Residents via Community Engagement Team | Roedale Court | waterbutts & more raised planters | Accept | <i>Yes but consult</i> | £5,000.00 | £5,000 | | Quotes obtained Still in consultation | |
| EIB467 | East | 30-Jun-23 | H&S | Falcon Court | Replacement hand rail | Accept | | £4,000.00 | £4,000 | | On order | £2,288 |
| EIB469 | West | 30-Jun-23 | Residents via Local Councillor | Harmsworth Crescent | Additional bin storage | Accept | | £15,000.00 | £15,000 | | In progress | £13,966 |
| EIB470 | North | 07-Jul-23 | Residents via Housing management | Rodmel Place | Bin storage area | Accept | | £8,000.00 | £8,000 | | Procuring | |
| EIB471 | East | 23-Jul-23 | Residents via Community Engagement Team | Lichfield Court | remove old bin store | Accept | | £3,500.00 | | £3,500 | <i>Completed 6/9/23</i> | £2,459.96 |
| EIB472 | Central | 20-Jul-23 | Residents via Community Engagement Team | Kingswood Flats | Access and improvements | Accept | | £7,000.00 | £7,000 | | Waiting for final consultation | |
| EIB473 | Central | 20-Jul-23 | Residents via Community Engagement Team | Kingswood Flats rear | Improvements to rear garden | Accept | | £18,000.00 | £18,000 | | Waiting for final consultation | |
| EIB474 | Central | 20-Jul-23 | Residents via Community Engagement Team | Milner Flats/Nelson Row | Garden clearance and gating Nelson Row | Accept | | £8,700.00 | £6,000 | £2,700 | Procuring | |
| EIB476 | West | 27-Jul-23 | Residents via Housing management | Sanders House | Paving & landscaping | Accept | | £7,000.00 | | £7,000 | Part ordered/plants to procure | £2,562 |
| EIB477 | West | 27-Jul-23 | Residents via Community Engagement Team | Ellen Street | Fencing & Handrails | Accept | | £4,000.00 | £4,000 | | Part complete/ordered | £1,691 |
| EIB479 | North | 01-Aug-23 | Residents via Community Engagement Team | Waldron Avenue | Repair planters | Accept | | £2,000.00 | £2,000 | | <i>Completed 6/11/23</i> | £2,494.00 |
| EIB480 | West | 01-Aug-23 | Residents via Housing management | Muriel House | Refresh Planting | Accept | | £3,000.00 | | £3,000 | Part ordered/procuring | £675 |
| EIB481 | Central | 07-Aug-23 | Residents via Local Councillor | Ashton Lodge | Prune back vegetation on bank | Accept | | £1,000.00 | | £1,000 | Ordered | £195 |
| EIB482 | West | 09-Aug-23 | Residents via Community Engagement Team | Parker Court, Foredown Road, Portslade, BN41 2FT | Bike storage and landscaping | Accept | <i>check with city parks re pruning</i> | £5,000.00 | £2,500 | £2,500 | Part ordered/procuring | £750 |

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|--------|---------|-----------|---|--|--------------------------------|------------------|---|------------|---------|---------|--------------------------|------------|
| EIB483 | West | 09-Aug-23 | Residents via Community Engagement Team | Downland Court, Stonery Drive, Portslade, BN41 2PS | Pathway , signage, bin storage | Accept - partial | <i>Yes to wall & signage. Path covered by majors . No to bins</i> | £4,000.00 | £4,000 | | Part ordered | £3,318 |
| EIB486 | North | 11-Aug-23 | Residents via Community Engagement Team | Mimosa Court | Washing area/ fencing | Accept | <i>Concerns over positioning of rotary dryers - consult</i> | £7,000.00 | £6,000 | £1,000 | Part ordered/ consult | £395 |
| EIB487 | Central | 16-Aug-23 | Residents via Community Engagement Team | Essex Place, | Replacement Gate | Accept | | £1,500.00 | £1,500 | | Ordered | £1,311 |
| EIB488 | North | 16-Aug-23 | Residents via Community Engagement Team | Brentwood Road, Btn, BN1 7EQ | Replace fencing rear of 10-20 | Accept | | £4,000.00 | £4,000 | | Procuring | |
| EIB489 | North | 16-Aug-23 | Residents via Community Engagement Team | Brentwood Road, Btn, BN1 7EQ | Resort bin storage | Accept | | £2,500.00 | £2,500 | £2,500 | Works ordered | £3,467 |
| EIB490 | East | 07-Sep-23 | H&S | Whitehawkupper play area | Fencing | Accept | | £12,000.00 | £12,000 | | Part ordered/ procuring | £2,558 |
| EIB491 | North | 06-Sep-23 | Residents via scheme manager | Jasmine Court, Patchdean, BN1 8NG | Bike Store | Accept | <i>But see if can locate shelter/ store</i> | £3,000.00 | £3,000 | | | |
| EIB493 | North | 21-Aug-23 | Residents via Community Engagement Team | Bates Estate BN1 6PF | Pathway/steps | Accept | | £2,000.00 | £2,000 | | Works ordered | £987 |
| EIB494 | North | 24-Aug-23 | Residents via Community Engagement Team | Barcombe Place | Fence/ Bin area | Accept | | £2,000.00 | £2,000 | | Works ordered/ procuring | £717 |
| EIB496 | East | 21-Aug-23 | Residents via Housing management | Robert Lodge | Bin Storage | Accept | | £3,000.00 | | £3,000 | Works ordered/ procuring | £1,212 |
| EIB499 | Central | 29-Aug-23 | Residents via Community Engagement Team | Essex Place | Community room Kitchen refurb | Accept | | £20,000.00 | | £20,000 | <i>Invoiced 30/10/23</i> | £20,000.00 |
| EIB500 | West | 06-Sep-23 | Residents via Community Engagement Team | Clarke Court, Walsingham Rd Hove BN3 4FW | Fence for wild garden | Accept | | £3,000.00 | £3,000 | | Works ordered | £2,015 |
| EIB504 | North | 08-Sep-23 | Residents via Housing management | Elwyn Jones Court | Line marking | Accept | | £2,500.00 | £2,500 | | | |
| EIB507 | Central | 13-Sep-23 | Residents via Community Engagement Team | Balchin Court | Landscaping | Accept | | £2,500.00 | £2,500 | | Planning | |
| EIB508 | North | 14-Sep-23 | Residents via Housing management | Southmount, Brighton, BN1 7BD | Security gate to side of flats | Accept | <i>Also consult on fence</i> | £5,000.00 | £5,000 | | Procuring | |

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|--------|-------|-----------|----------------------------------|----------------|-------------------|--------|--|------------|---------|--|-----------|--|
| EIB509 | North | 21-Sep-23 | Residents via Housing management | Laburnum Lodge | Resurface pathway | Accept | | £25,000.00 | £25,000 | | Procuring | |
|--------|-------|-----------|----------------------------------|----------------|-------------------|--------|--|------------|---------|--|-----------|--|

£261,700

£120,438

| 2022-23 | Proposals | Category | Estimate | Actual |
|---------|-----------|--------------------------|--------------|--------------|
| | 28 | Accepted/carried forward | £ 183,596 | £ 88,705 |
| 2023-24 | 44 | Accepted | £ 261,700 | £ 120,438 |
| | 12 | Rejected | £ - | |
| | 72 | 2023/24 Total | £ 445,296.17 | £ 209,142.91 |
| | 26 | Investigation/ Consult | £ 209,100 | |

Total projects 72
 Projects completed 25
 Projects in progress 27

Environmental Improvement Proposals - proposals awaiting consultation

| Ref | Area | Date | From | Address | Details of Requirements | Decision | Reason | Estimate | Capital | Revenue | Status | Commitment/ spend |
|--------|---------|-----------|--|---|---|----------------|---|------------|---------|---------|--------------------------------|-------------------|
| EIB287 | North | 05-Nov-21 | Residents via Housing Manager | Burstead Close | Bin Storage | Accept | Remainder of monies - additional works required | £8,991 | £8,991 | | Further consultation required | |
| EIB325 | East | 18-May-22 | Residents on Bird Estate walkabout | Near Swallow Court | Fence area and create community seating area | Consult | Wider consultaion required by Community Engagement | £12,500.00 | | | In consultation/ new proposals | |
| EIB329 | East | 18-May-22 | Residents on Bird Estate walkabout | Across estate | Additional benches for residents to sit & enjoy plus daffodils | Consult | Consult. Consider community involvement for planting | £3,100.00 | | | In consultation/ new proposals | |
| EIB334 | Central | 25-May-22 | Residents on Mount Pleasant Walkabout | Mount Pleasant | Issues with graffiti around the youth centre areas of the estate. A couple of options to reduce ongoing graffiti: | Consult | Wider consultaion required by Community Engagement Team | £10,000.00 | | | Awaiting consultation | |
| EIB338 | Central | 25-May-22 | Residents on Mount Pleasant Walkabout | Derby Place/ Devon Lodge/ Cambridge Place | Greenspace underused.- further consultation for more usage of greenspace. | Consult | Wider consultaion required by Community Engagement Team | £7,000.00 | | | Awaiting consultation | |
| EIB343 | North | 01-Jun-22 | Residents on Nettleton & Dudeney walkabout | Dudeney Lodge, Upper Hollongdean Road, | Consider installation of secure external storage for garden equipment | Accept June 22 | To provide storage other than community room | £5,000 | | | Awaiting consultation | |

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|--------|---------|------------|--|--|--|-----------------------|---|------------|--|--|-----------------------|--|
| EIB345 | North | 01-Jun-22 | Estate Walkabout Nettleton & Dudeney | Dudeney Lodge, Upper Hollongdean Road, | submit proposal to provide boxed hose storage with retractable reel in Millenium Garden | Accept | Check re water safety | £500 | | | Awaiting consultation | |
| EIB346 | North | 01-Jun-22 | Residents on Nettleton & Dudeney walkabout | Dudeney Lodge, Upper Hollongdean Road, - Community | Redecorate and recarpet area with changes to existing lighting which is institutional. | Consult | Consultation to be lead by Community Engagement team - residents to prioritise requests | £10,000.00 | | | Awaiting consultation | |
| EIB351 | Central | 22-Jun-22 | Residents on Estate Walkabout | Front entrances Barclay, Napier, Johnson Bank | Gates requested revisit previous proposal EIB288 | Consult | Wider consultaion by Community Engagement | £11,000.00 | | | Awaiting consultation | |
| EIB368 | East | 13-Jul-22 | Residents on Craven Estate walkabout | Parham Close lower blocks | Creating planters from old bin stores Raised beds requested around community vegetable garden | Consult | Wider consultaion required by Community Engagement Team | £8,000.00 | | | Awaiting consultation | |
| EIB369 | East | 13/07/2022 | Residents on Craven Estate walkabout | Parham etc | Broken waterbutts across the estate - might be better as EDB quick bid. | Further investigation | Wider consultaion required by Community Engagement | £1,000.00 | | | Awaiting consultation | |
| EIB372 | East | 13-Jul-22 | Residents on Craven Estate walkabout | Craven Road | tenants would like benches around the estate so they can sit out | Consult | Wider consultaion required by Community Engagement Team | £2,500.00 | | | Awaiting consultation | |
| EIB381 | North | 27-Jul-22 | Residents on Stanmer Heights Walkabout | Across Estate eg Orchid View rear of blocks | Re-purpose old brick built bin storage at rear of blocks for bicycle Storage or general storage. | Consult | Wider consultaion required by Community Engagement Team | £3,000.00 | | | Awaiting consultation | |
| EIB385 | North | 27-Jul-22 | Residents on Stanmer Heights Walkabout | Across Estate | Encourage food growing/ increased interest/ community involvement across the estate. Provide shallow raised vegetable beds | Consult | Wider consultaion required by Community Engagement Team | £3,000.00 | | | Awaiting consultation | |
| EIB386 | West | 03-Aug-22 | Residents on Locks Crescent Walkabout | Blakers Court Portslade BN41 2AD | Resident planting and seating area out front of block. Perhaps with low level fencing, raised planters and a picnic bench. Needs further consultation. | Consult | Wider consultaion required by Community Engagement Team | £7,000.00 | | | Awaiting consultation | |

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|--------|---------|-----------|---|----------------------------------|---|---------|---|------------|--|--|--------------------------|--|
| EIB388 | West | 03-Aug-22 | Residents on Locks Crescent Walkabout | Kemps Court | Waterbutts already present but is there any desire for more formal seating areas, raised planters or secure storage. Consultation required. | Consult | Wider consultaion required by Community Engagement Team | £5,000.00 | | | Awaiting consultation | |
| EIB390 | West | 03-Aug-22 | Residents on Locks Crescent Walkabout | Cowhayes Court | Washing area not used but area in use for community. improve this area with raised planters, climbers and pernament seating | Consult | Wider consultaion required by Community Engagement Team | £4,000.00 | | | Awaiting consultation | |
| EIB394 | West | 03-Aug-22 | Residents on Locks Crescent Walkabout | Horsfield Court | Community garden active & in use is there anything we can do to assist, eg paving for under seating or raised planters? | Consult | Wider consultaion required by Community Engagement Team | £5,000.00 | | | Awaiting consultation | |
| EIB397 | Central | 03-Aug-22 | | Sylvan Hall Estate | Bin Storage Phase II | Consult | Housing Management | £20,000.00 | | | Consultation in progress | |
| EIB404 | North | 30-Aug-22 | Resident/ City Clean | The Linkway | Bin storage & increasing recycling | Consult | Wider consultaion required by Community Engagement Team | £7,000.00 | | | Awaiting consultation | |
| EIB414 | North | 31-Oct-22 | Complaint via housing management | Goring/ Ferring/ Angmering Court | Bin Storage | Accept | | £3,500 | | | <i>Consult</i> | |
| EIB449 | North | 04-Apr-23 | Housing Management | Tavistock Down | Trim trail - bring up to standard | Consult | <i>make safe & consult</i> | £10,000 | | | <i>Consult</i> | |
| EIB451 | North | 20-Apr-23 | Residents via Community Engagement Team | Nettleton & Dudeney | Dog free growing area | Accept | <i>Approve subject to further consultation</i> | £8,000.00 | | | waiting for consultation | |
| EIB457 | North | 10-May-23 | Housing management | Hodshrove place, Brighton | Fence | Consult | <i>see if residents want further improvements to garden</i> | £8,000 | | | waiting for consultation | |
| EIB505 | West | 12-Sep-23 | Rich Wheeler | Sherbourne Close, Hove | Dog free zone/ pruning/ football goal | Consult | <i>Need further consultation for clarity</i> | £35,000 | | | waiting for consultation | |
| EIB506 | West | 12-Sep-23 | Rich Wheeler | Sherbourne Close, Hove | Additional Parking | Consult | <i>nlikely to be funded except through controlled parking</i> | £20,000 | | | waiting for consultation | |
| | | | | | | | | £ 209,100 | | | | |

Environmental Improvement Proposals 20222023 - proposals rejected

| Ref | Area | Date | From | Address | Details of Requirements | Decision | Reason | Estimate | Capital | Revenue | Status |
|-----|------|------|------|---------|-------------------------|----------|--------|----------|---------|---------|--------|
|-----|------|------|------|---------|-------------------------|----------|--------|----------|---------|---------|--------|

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|--------|---------|-----------|---|------------------------------------|---------------------------------------|-----------|--|--|--|--|--------|
| EIB444 | Central | 16-Mar-23 | Residents via Community Engagement Team | Wiltshire House | Tool storage shed | Reject | Major works due to this block which will include use of carpark. | | | | Closed |
| EIB455 | North | 04-May-23 | Residents via Community Engagement Team | Walton Bank | Fencing/ ASB | Reject | <i>Need further consideration.</i> | | | | Closed |
| EIB461 | North | 31-May-23 | Residents via Community Engagement Team | Warmdene Road | Fruit trees & tidy up of garden areas | REJECT | <i>Pass to EDB</i> | | | | Closed |
| EIB465 | North | 27-Jun-23 | Residents via Housing management | Birdham Place | Landscaping | Reject | <i>Patio works should be Estates/ repairs</i> | | | | Closed |
| EIB466 | North | 07-Jul-23 | Residents via Housing management | Chelwood Close | Knee rail | Reject | <i>Benefits only one person</i> | | | | Closed |
| EIB466 | North | 07-Jul-23 | Residents via Housing management | Chelwood Close | Knee rail | Reject | <i>Benefits only one person</i> | | | | Closed |
| EIB478 | North | 01-Aug-23 | Residents via Community Engagement Team | The Avenue, Beveden | Parking control measures | Reject | <i>Better as enforcement</i> | | | | Closed |
| EIB484 | West | 10-Aug-23 | Residents via Community Engagement Team | Downland Court | Outdoor Gym equipment | Reject | <i>we have already invested on the external play area and feel that we should encourage them to seek other funding</i> | | | | Closed |
| EIB485 | North | 07-Sep-23 | Residents via Housing management | 27-41 Lower Bevedean Avenue | Accessible path/ bin storage | Reject | <i>SGN should have considered this , concerns over paths under windows</i> | | | | Closed |
| EIB497 | North | 25-Aug-23 | Residents via Community Engagement Team | Bates Estate | Play area | Reject | <i>Concerns over limited flat land on site and currently investment in play areas is high</i> | | | | Closed |
| EIB498 | West | 31-Aug-23 | Residents via Community Engagement Team | Downland Court | Additional Parking | Reject | <i>Best funded through increased revenue from controlled parking</i> | | | | Closed |
| EIB502 | East | 10-Aug-23 | Residents via Housing management | 17-19 Ravenswood Drive Woodingdean | Fencing | Withdrawn | <i>Carried out by repairs team</i> | | | | Closed |

