

Housing Management Panel: West Hove & Portslade Area

- Date: 13 December 2023
- Time: 6.30pm
- Venue Council Chamber, Hove Town Hall, Norton Road, Hove, BN3 3BQ
- Members: Ward Councillors for the Area, 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
1 WELCOME, INTRODUCTIONS & APOLOGIES 18:30 – 5 Minutes West Area Panel Agenda (copy attached) Meeting Invitation (copy attached) Housing Surgeries (copy attached)	5 - 10
2 MINUTES & ACTIONS 18:35 – 15 Minutes Actions from Previous Meeting (copy attached) Minutes from Previous Meeting (copy attached)	11 - 16
3 RESIDENT QUESTIONS 2 & 3 STAR 18:50 – 30 Minutes Resident's Questions (copy attached)	17 - 48
4 HOUSING WINTER HOLIDAY STAFFING Justine Harris (Head of Tenancy Services) 19:20 – 10 Minutes	
5 HOUSING BUDGET REPORT Martin Reid (Assistant Director, Housing Management) 19:30 – 30 Minutes	
6 HOUSING PERFORMANCE Q2 REPORT 20:00 – 10 Minutes	49 - 68
7 WINTER COST OF LIVING SUPPORT 20:10 – 10 Minutes	
8 POSITIVE COMMUNITY NEWS - REPRESENTATIVES AND RESIDENTS 20:20 – 5 Minutes	
9 ANY OTHER BUSINESS 20:25 – 5 Minutes	
10 ITEMS FOR INFORMATION Items of Information – For Noting Only	69 - 82

FURTHER INFORMATION

For further details and general enquiries about this meeting contact , (01273 291077, email emma.thomson@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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Date of Publication – 21 November 2023

West Area Panel Agenda
Wednesday 13th December, 18:30-20:30
Hove Town Hall, Council Chambers

*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 30 mins	Resident Questions 2 and 3 star – Chair
4	19:20 10 mins	Housing Winter Holiday Staffing – Justine Harris
5	19:30 30 mins	Housing Budget Report – Martin Reid (Assistant Director, Housing Management)
6	20:00 10 mins	Housing performance Q2 report
7	20:10 10 mins	Winter Cost of Living Support
8	20:20 5 mins	Positive Community News – Representatives & Residents
9	20:25 5 Min	Any Other business
		- Meeting Closed -

West Area Panel – Meeting Invitation

Dear Resident,

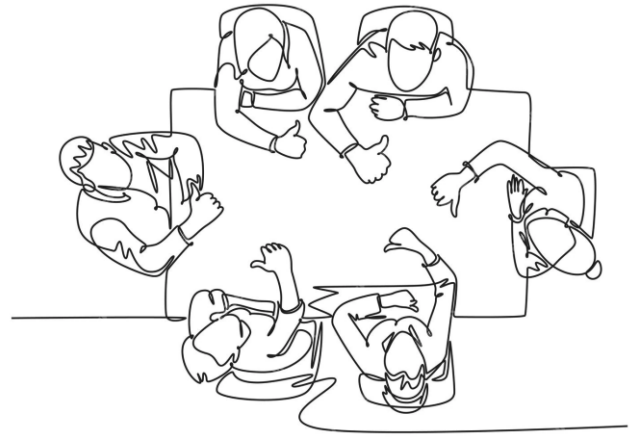
On behalf of the West Area Panel, I would like to invite you to the next meeting. This will be held as a hybrid meeting; **both in person and as an online Zoom meeting.**

When	Wednesday 13th December 2023 – from 18:30 to 20:30
Venue	Hove Town Hall, Council Chambers Norton Road, Hove, BN3 4AH
Zoom	<p>Please type the following address in your browser:</p> <p>https://bit.ly/WestAPDec</p> <p>If the link above does not work, you can join through Zoom client instead, using the following details:</p> <p>Meeting ID: 860 7972 7387 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: 860 7972 7387 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 West Area Panel meeting 13th September 2023

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?
WA1	Meet with Muriel Briault to visit Valley Road	Justine Harris		Complete	October 23
WA2	Provide a more comprehensive response to Cllr Miller on the issues at Elizabeth Court	Martin Reid/ Peter Huntbach	A report has been sent to Cllr Miller.	Complete	7 November 2023.
WA3	Provide more information on how water checks are undertaken	Martin Reid/Geof Gage	Inspections for water safety are undertaken by an external contractor on a periodic basis, some schemes are more regular than others due to the nature, seniors as an example. Any issues found are reported and then a works order is placed for rectification. The performance of the contractor is monitored by the HIAM's team.	Complete	09.10.2023

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

2.00pm 13 SEPTEMBER 2023

MINUTES

Present:

Councillors: Nann (Co-Chair), Hewitt, Miller, Muten, Robinson

Representatives: Muriel Briault (North Portslade Residents Association), Malcolm Campbell (Woods House Residents Association), Ted Chapman (Clarendon and Ellen Residents Association), Roy Crowhurst (Woods House Residents Association), Vic Dodd (Ingram Crescent Residents Association), Alison Gray (Clarendon and Ellen Residents Association), Joe Macrae (North Portslade Residents Association), Ann Tizzard (Knoll Community Association) and Patricia Weller (Knoll Community Association)

Officers: Hannah Barker (Senior Community Engagement Officer), Geof Gage (Head of Housing Investment & Asset Management), Justine Harris (Head of Tenancy Services), Ravi Jaiswal (Digital Engagement Officer), Rob Keelan (Housing Manager), Martin Reid (Assistant Director Housing Management), Grant Ritchie (Head of Housing Repairs & Maintenance), Emma Thomson (Democratic Services Officer) and Sam Warren (Community Engagement Manager)

Guests: Sarah Booker-Lewis (Local Democracy Reporter)

1 ELECTION OF CO-CHAIRS

- 1.1 **RESOLVED:** The Panel agreed to appoint Councillor Nann as councillor co-chair of the West Area Panel for the forthcoming municipal year.
- 1.2 A representative from each Resident's and Tenants' Association was invited to vote for the resident co-chair of the Panel.
- 1.3 **RESOLVED:** Roy Crowhurst was duly appointed as resident co-chair of the North Area Panel for the forthcoming municipal year.

2 WELCOME, APOLOGIES AND INTRODUCTIONS

- 2.1 Cllr Atkinson and Cllr Helliwell sent apologies.

3 MINUTES AND ACTIONS OF THE PREVIOUS MEETING

- 3.1 **RESOLVED:** The minutes from the meeting held on 14th June were agreed as a correct record.
- 3.2 Rob Keelen provided a verbal update for action WAO1 and WA1 and confirmed they could be closed.

- 3.3 Regarding action WA2, Justine Harris confirmed her and Muriel Briault had agreed to meet and so the action was still in progress.

4 RESPONSES TO RESIDENTS QUESTIONS

Consultation and communication with residents

- 4.1 Ann Tizzard queried what the Tenants & Residents Groups Toolkit was.

- 4.2 The Panel noted the response.

Consultation process and laundry review

- 4.5 The Panel noted the response.

Grass Cutting and Weeding: Contractors

- 4.6 Patricia Weller queried the response as Ann Tizzard saw and spoke with staff on Godwin Road.

- 4.8 Rob Keelen provided advise for if the issue reoccurred.

- 4.9 The Panel noted the response.

Grass Cutting and Weeding: Ongoing Concerns

- 4.10 Alison Grey, Ann Tizzard, Patricia Weller and Muriel Briault raised ongoing issues with grass cutting and weeds.

- 4.11 Cllr Nann and Cllr Miller requested that residents report specific issues with the precise location to their ward councillors and City Parks.

- 4.12 The Panel noted the response.

Estate Walks Information

- 4.12 Justine Harris gave a commitment to provide the dates for the rollout of the Estate Walks.

- 4.13 The Panel noted the response.

5 HOUSING PERFORMANCE REPORT QUARTER 1 2023/24

- 5.1 The Head of Tenancy Services, Justine Harris, Head of Housing Repairs & Maintenance, Grant Ritchie, and Head of Housing Investment & Asset Management, Geof Gage, provided a verbal update on the progress of the Housing Committee Workplan and housing performance for quarter 1 2023/24.

- 6.2 Cllr Miller queried the performance for repairs and decent homes standards and highlighted various ongoing issues at Elizabeth Court, to which Martin Reid confirmed he would follow up Peter Huntbach and provide a more comprehensive response.

6 CONSUMER STANDARD CONSULTATION

- 6.1 The Head of Tenancy Services, Justine Harris, delivered a presentation on consumer standards.
- 6.2 Cllr Miller queried the impact of the bill on residents who are leaseholders of council owned buildings.
- 6.3 Cllr Robinson queried if the bill affected housing associations and if inspections could be requested.
- 6.4 Patricia Weller queried how well and soon these changes would be enacted in practice.
- 6.5 Roy Crowhurst queried if consultation meetings would be held with residents.
- 6.6 Patricia Weller queried if a required percentage of consultation was needed.

7 HEALTH AND SAFETY UPDATE

- 7.1 The Assistant Director Housing Management, Martin Reid, delivered a presentation which provided an update on the health and safety review that was being undertaken.
- 7.2 In response to Alison Grey's query about Goldstone House, Martin Reid and Geof Gage provided an update on the lift replacement programme at Clarendon & Ellen Estate.
- 7.3 Roy Crowhurst queried what work was being done to mitigate fire risks for electrical equipment, such as scooters, in sheltered housing.
- 7.4 Ann Tizzard queried what was being done where residents didn't want sprinkler systems.
- 7.6 Cllr Miller queried the height of the high-rise buildings and what the schedule for replacing lifts was and raised points about smoke detectors in Elizabeth Court.
- 7.7 In response to Patricia Weller's query, Martin Reid confirmed he would provide more detail on how water checks were undertaken.

8 AOB

- 8.1 Ann Tizzard queried when clear-ups would be happening across estates in the city.
- 8.2 Ann Tizzard raised points about the length of time for assessments for housing adaptations.

The meeting concluded at 3.45pm

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)
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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

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

	<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

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

N3.2 Issues with repairs service

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

<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

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

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

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.

	<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

<p>Response</p>
<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

Action	N/A
Start date	N/A

End date	N/A
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W3.2 Equal access to information & services

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

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>

	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
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W3.3 Applying for Council Housing

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

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

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, West Area

W2.1 Consultation process & laundry review

Area in city	West
Star rating	2 star Local area 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	Craig Cotton
Officer job title	Contract Manager
Contact Details	craig.cotton@brighton-hove.gov.uk

W2.1 Question

Issue	At the September Area Panel it was noted that residents will be informed at Area Panel about the start date for consultation on the laundry and be given details about the consultation process. In addition to this, West Residents are requesting that Associations are informed by post of the start date and laundry consultation process.
Background	N/A
Request or Question	West Residents request postal notification to all Residents' Association Chairs, Secretaries and Area Panel representatives of the start date of the Laundry review and details of the consultation process.

W2.1 Response

Response
<p>Housing are currently looking at the use of the 14 laundries in our general needs properties across the city. As part of this we will be analysing a range of information, including how often the laundries are used, speaking directly to some of the tenants that use them and completing an Equalities Impact Assessment. In the West area there is just one laundry, at Philip Court, which is part of our general needs, we will liaise directly with those that use the Philip Court laundry.</p> <p>To reassure you, there will be no changes to laundries in senior schemes these will continue exactly as they are. The review only applies to the 14 sites in our general needs housing.</p>

W2.1 Action

Action	N/A
Start date	N/A
End date	N/A

W2.2 Estate Walks

Area in city	West
Star rating	2 star Local area 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

W2.2 Question

Issue	West Residents asked for information on the Estate walks programme to be sent to Resident representatives by post or email as well as this being put online. The West Area Panel was given a start date of October 2023 for Estate Walks, but there has been no further communication about this.
Background	N/A
Request or Question	West Residents are asking for all Resident Association Chairs, Secretaries and Area Panel representatives to be sent: <ul style="list-style-type: none"> • A postal notification of the Estate walks schedule (in addition to it going online) • An update on when the Estate walks will be starting

W2.2 Response

Response
<p>We are very sorry for the delay in getting this communication out to residents. The routes for the Estate Inspection need to be updated to reflect some of the ward boundary changes, we have also had issues with staffing capacity due to competing demands in the service.</p> <p>Starting up Estate Inspections is really important for the service. Resident feedback from the pilot walkabout has informed how they will be conducted going</p>

forward. They will include inspection of common ways in blocks and will include a member of staff from the Repairs Service.

We are hoping to start up the inspections in January, tenant reps and ward Councillors will be invited to attend.

W2.2 Action

Action	Update tenant reps when the schedule is ready to be shared.
Start date	
End date	

W2.3 New housing development at Portslade Village Green

Area in city	West
Star rating	2 star Local area 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	Nick Fishlock
Officer job title	Estate Regeneration Project Manager
Contact Details	nick.fishlock@brighton-hove.gov.uk

W2.3 Question

Issue	Residents in the area around a proposed housing development at Portslade Village Green are very worried about the impact on the quality of life for current residents. They have formed a Residents Association to, amongst other things, co-ordinate their response to this development.
Background	<p>Residents have been attending consultation meetings and giving feedback whenever they have had the opportunity. They have a number of concerns:</p> <ul style="list-style-type: none"> • The height of the buildings: the plans are for blocks of three to four stories, which will be significantly higher than surrounding buildings. They will not be in keeping with the area and will block views and light from current properties. • Parking: there will be an increased demand for parking without a corresponding provision of new spaces. This will put pressure on parking in the surrounding area.

	<ul style="list-style-type: none"> • The area where the development is planned is on the edge of a Heritage Conservation area. According to national planning policy, the visual impact of a development on the Heritage Conservation area has to be taken into account. This has not happened and residents will be requesting a Heritage Impact Survey, to look at the implications and impact of the development on the heritage and character of Portslade Village. • Information on what the different stages of the process are and when decisions are made is difficult to find. This makes it hard for residents to ensure their contributions are made at the appropriate point.
<p>Request or Question</p>	<p>Residents are continuing to raise these issues with Councillors and through the planning consultation process, but some aspects of it are Housing issues, as they are about the quality of their homes and environment for current Council tenants and leaseholders.</p> <ul style="list-style-type: none"> • If the development does go ahead, there will be considerable noise and disruption for many months. What restrictions can be put on this (eg limits to working hours, keeping routes accessible)? At what point in the process are decisions about this made? How will residents know when these decisions are being made, and how do they ensure that their concerns are taken on board? • Is compensation available for the disruption caused during construction? • If the development does go ahead, will residents be able to claim any compensation for the impact on their homes and environment? • Is funding available for community facilities to be improved and developed in compensation? • It can be very difficult to find clear information on the planning process and when decisions will be made, making it hard for residents to input their views and leaving them with very little time to organise a response. Can a clear programme of the process and crucial decision points be given to the Residents Association?

W2.3 Response

<p>Response</p>
<p><u>Part 1, response to concerns raised by residents</u></p> <p>The height of the buildings: Most of the proposal has been formed over 3 storeys, responding to the scale of the neighbouring low-rise blocks (at two and three storeys). The only exception to this on the western pavilion is where there is a step in the building over a lower ground floor community centre. The point at where the building is 4 stories high, the ground floor is mostly below ground level. Stepping up the landscape, the buildings read as 3 storeys, with flat roofs to minimise the overall height.</p>

A daylight and sunlight assessment has been undertaken to assess the impact of the development on the light receivable by the neighbouring properties. All neighbouring windows (that have a requirement for daylight or sunlight) pass the relevant BRE diffuse daylight and direct sunlight tests. The proposal also passes the BRE overshadowing to gardens and open spaces test. The assessment shows the proposed development will have a low impact on the light receivable by its neighbouring properties. We believe the proposals are consistent with the local, national, and regional planning policy, which seeks to ensure the efficient use of land whilst ensuring that acceptable living standards will be maintained.

Parking:

An evidence-based review of the proposal's impact on parking has been undertaken. This included reviewing census data on local car ownership and undertaking a parking survey to establish the existing on-street parking demand and residual capacity within 200m distance/2minute walk of the site.

The proposed development will have 28 homes and a Community Centre with vehicle access from Lindfield via Windlesham Close and from Locks Crescent. The proposal includes 13 residential parking spaces (4 disabled) and 10 community centre parking spaces (3 disabled). A review of 2011 Census dataset LC4415EW (Car and Van Ownership) indicates that the proposed residential development would generate a demand for 15 car parking spaces. A car parking survey was therefore undertaken for the roads surrounding the development which confirmed there was sufficient capacity to accommodate any overspill. The planning application will provide a transport statement which will provide further information on the above.

Visual impact on Portslade Old Village Conservation Area:

The site is adjacent to the Portslade Old Village Conservation Area. The setting of this area plays an important role on the development. In particular, the north-east corner and boundary are directly observed from and connected to the conservation area.

At pre-application stage, the Local Planning Authority did not suggest any requirement to submit a heritage impact survey with a planning application.

The design team have developed proposals which relate positively to the local identity of Portslade Old Village and the immediate area surrounding it. We consider the proposals to make an improvement on the existing views from the Conservation Area Views into the site.

From the Village Green and associated conservation area, views into the site are limited and very well screened by existing developments and coverage of mature trees and shrubs within and around the Green. These natural features provide layers and depth to the existing Green Infrastructure within the area and serve as an important habitat and local feature. The proposal looks to build-upon this, by extending this natural layering through the site, introducing a woodland buffer to the Site boundary with the Green, allowing the existing habitat to reach into the site. This urban greening then extends all the way through the site to Windlesham Close, forming a green corridor and public link. The North façade of the Eastern

Pavilion faces onto the Village Green. The landscape, elevation, and internal layouts have been collectively designed and arranged to respond to the area character, whilst taking the opportunity to provide the benefit of passive surveillance over the corner of Green. Similar consideration has been given to the material choice, which responds to the fabric of the historic village.

Part 2, requests and questions

Q1: If the development does go ahead, there will be considerable noise and disruption for many months. What restrictions can be put on this (eg limits to working hours, keeping routes accessible)? At what point in the process are decisions about this made? How will residents know when these decisions are being made, and how do they ensure that their concerns are taken on board?

A1: We will be required to submit a Joint Demolition and Construction Environmental Management Plan (DCEMP) to the planning authority for its approval. The DCEMP will set out the development timescale, and how the contractor will minimise disturbance to neighbours including issues such as noise and dust management, site traffic, and deliveries (to ensure disturbances are kept to an acceptable level without the imposition of unnecessary or unduly onerous restrictions on the contractor). It will include, for example, hours of demolition and construction work and details of the site set up, traffic management, contractor parking, and how we will engage with the local community.

The DCEMP must be approved before work begins, and key information from it will be communicated to residents by the contractor before or as work begins. The full DCEMP can be shared with residents if they wish to view it and will be viewable on the council's Planning Portal. The contractor will be expected to engage positively with residents to ensure disturbances are kept to an acceptable level, and to keep in touch with residents about progress on the site and particular upcoming disturbances. The DCEMP will be monitored to ensure the contractor keeps to the agreed working hours and practices.

Q2: Is compensation available for the disruption caused during construction?

A2: The council will not compensate residents for disruption caused during construction and will ensure work is carried out according to the agreed DCEMP, so any disturbance is kept to an acceptable level.

Q3: If the development does go ahead, will residents be able to claim any compensation for the impact on their homes and environment?

A3: The council will review and respond to any claims for compensation related to the impact of development on other's property. No general compensation for construction work will be offered.

Q4: Is funding available for community facilities to be improved and developed in compensation?

A4: Funding for improvements to facilities, services, and amenities, in compensation for development are requested by the Local Planning Authority in

the form of developer contributions (S016 and CIL). Any developer contributions required as part of the planning permission will be paid to the Local Planning Authority before work commences. At consultation events for this project, information has been made available regarding accessing Estate Development Budget funding to improve the local estate or community. Residents are encouraged to contact the Community Engagement Team by phone or whatsapp on 07717 303053 or email at communityengagement@brighton-hove.gov.uk to learn more about the Estate Development Budget.

Q: It can be very difficult to find clear information on the planning process and when decisions will be made, making it hard for residents to input their views and leaving them with very little time to organise a response. Can a clear programme of the process and crucial decision points be given to the Residents Association?

A: Residents who wish to know more about the planning process and timescales should visit the council's website at www.brighton-hove.gov.uk/planning/planning-applications for information, or contact the Local Planning Authority with their questions.

A planning application has not yet been made. We expect to submit the application at the end of October or beginning of November 2023. When the planning application is submitted and the Local Planning Authority deems all required information is present, planners will have 16 weeks to decide. The application will also need to be decided by Planning Committee; information on the purpose of the Committee and how to engage with it can be found at www.brighton-hove.gov.uk/planning/planning-applications/planning-committee. The application will be publicly available to view and the Local Planning Authority will post Site Notices of the application. A public consultation will be held for 3 weeks and details of how to engage with this will be provided on the Notices.

In addition to the public notices from the Local Planning Authority, nearby residents and businesses will be sent a letter by the project manager when the planning application is made, to inform them of the application, the application reference, and how to respond to the planning consultation.

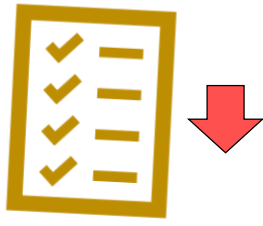
The Portslade Village Green Residents Association has been informed by email of the expected timescale for submission of a planning application (October 2023). The Association has requested, and been provided with, the available plans and surveys to be included in the planning application to support them to better understand the proposals before an application is made. Nick Fishlock, the project manager for the project has offered to meet with the Association prior to a planning application to present the proposals.

W2.3 Action

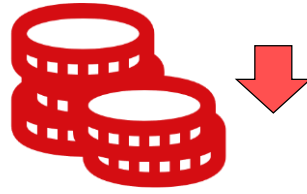
Action	N/A
Start date	N/A
End date	N/A

Council housing performance

Quarter 2 2023/24 (July to Sept 2023)



99.92%
Gas safety
compliance



93.66%
Forecast rent
collection rate



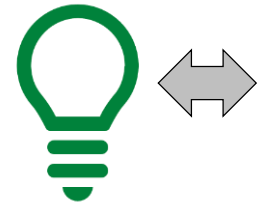
57 days
Empty home
re-let time



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

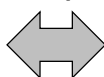


91 days
Average time to
complete routine
repairs

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

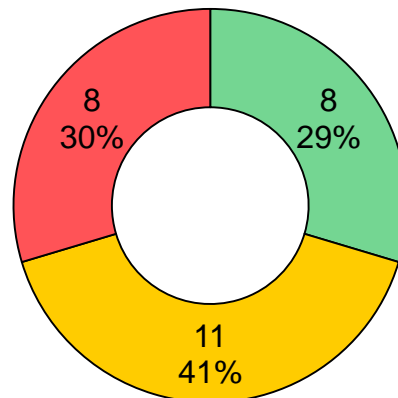
Quarter 2 2023/24

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)








Contents – performance areas	Page
Customer Feedback – all Housing Services	
Compliments received	6
Stage 1 complaints	6
Stage 2 complaints	6
Private Sector Housing	
Houses in Multiple Occupation (HMO) licensing	7
Property inspections completed	7
Requests for assistance (RFAs)	7
Private sector empty homes returned to use	7
Housing major adaptations – private sector and council	
Time to approve applications	8
Time to complete works	8
Housing options and allocations	
Homelessness preventions	9
Homelessness acceptances	9
Social housing waiting list	9
Rough sleepers	9
Temporary and emergency accommodation	
Households	10
Rent collected	10
Empty homes	10
Gas safety compliance (Seaside Homes and leased)	10
Council housing supply	
Additional council homes	11-12
Right to Buy sales	11-12
Other additional affordable homes	13
Council home buy backs	14
Council housing management	
Rent collected	15
Universal Credit	15
Tenants evicted	15
Anti-social behaviour (ASB)	15-16
Calls answered (Housing Customer Services)	16
Tenancies sustained	16
Council housing – empty homes	
Re-let times	17
Empty homes (snapshot figures)	17
Council housing repairs and maintenance	
Repairs completed in time	18






Contents – performance areas	Page
Satisfaction with completed repairs	18
Calls answered (Repairs Helpdesk)	18
Council housing investment and asset management	
Decent Homes Standard	19
Energy efficiency rating of council homes	19
Gas safety compliance (council homes)	19
Lift breakdowns	19
Leaseholder disputes	20

	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>						

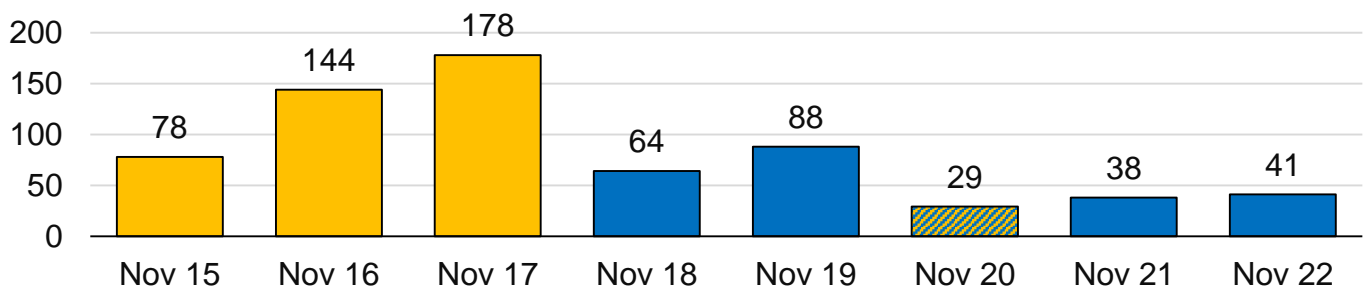
  Private sector housing		Target	Q1 2023/24	Q2 2023/24	Status against target	Trend since Q1
10.1	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	1,390	1,500	n/a	n/a
10.2	Corporate KPI: HMOs where all special conditions have been met (for licences issued over 12 months ago)	71% for Q2	72.04% (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

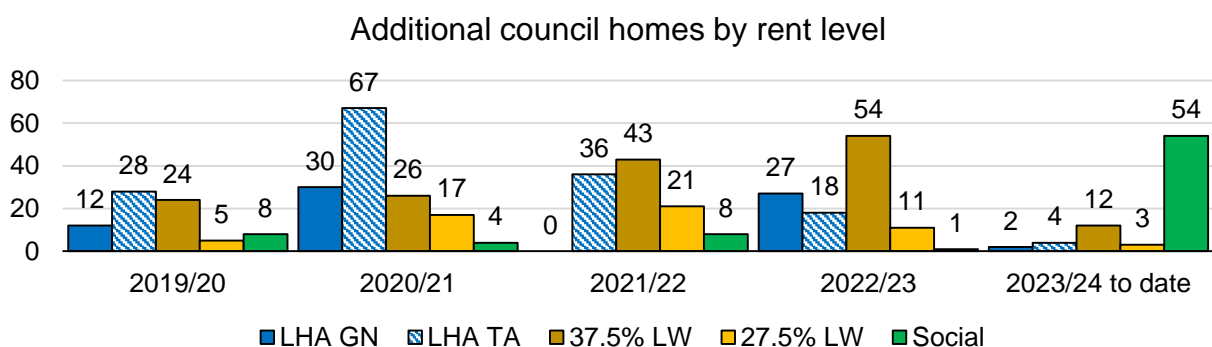
Rough sleeper estimates (yellow) and counts (blue)



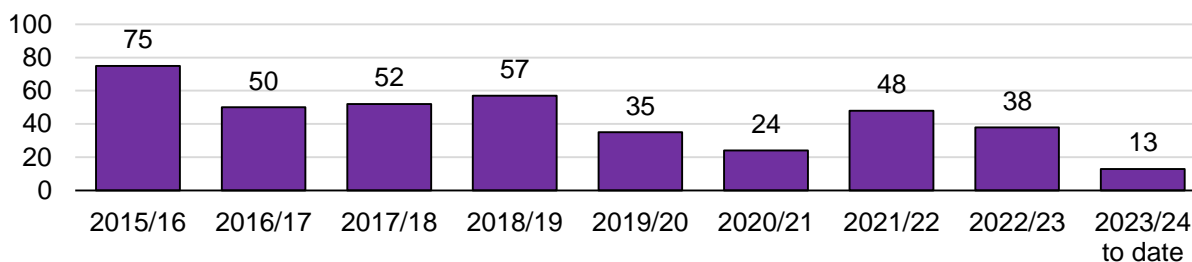
The November 2020 figure above used a blended methodology of an estimate with a spotlight count, due to the national Covid lockdown at the time. Please note that estimates have only been carried out at times when counts have not been.

	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)

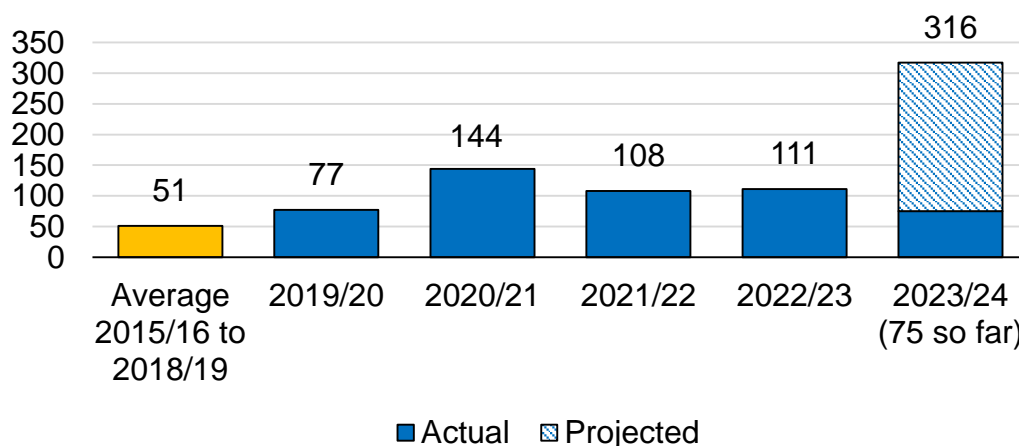


14.11 Further information on additional council homes

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)

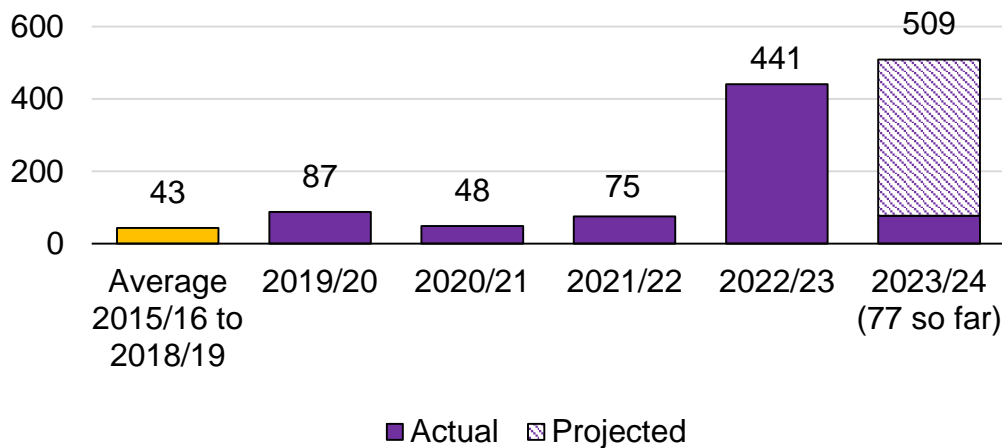


14.12 Other affordable homes

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

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 Moulsecoomb 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 existingn 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>	

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 consulttion</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

75

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

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	

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

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	

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 pernanent 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, Bevenden	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 Bevendean 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

