

Housing Management Panel: North Area

Date: 5 September 2023

Time: 6.30pm

Venue Hybrid:

Virtual – Zoom

In person – St Richards Hall, Beal Crescent, Hollingdean, BN1
7BU

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

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AGENDA

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FURTHER INFORMATION

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

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Date of Publication - Date Not Specified

North Area Panel – meeting invitation

Dear Resident,

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

When	Tuesday 5th September 2023 – from 18:30 to 20:30
Venue	St Richards Hall, Beal Crescent, Hollingdean, BN1 7BU
Zoom	<p>Please type the following address in your browser:</p> <p>https://bit.ly/3KxU8eA</p> <p>If the link above does not work, you can join through Zoom client instead, using the following details:</p> <p>Meeting ID: 853 8649 7025 Passcode: 12345</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: 853 8649 7025 Passcode: 12345</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.

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: NORTH AREA

11.00am 6 JUNE 2023

MINUTES

Present:

Councillors: Fowler (Chair), De Oliveira, Sheard and West

Representatives: Barney Miller (Sylvan Hall Residents Association), Heather Hayes (Coldean Independents), Ian Knowles (Bates Estate Community Association), Gordon Taylor (Parkmead Informal Group), Carmel Stevenson (East Moulsecoomb Tenants and Residents Association), Ian Beck (Hollingdean Residents Association), Des Jones (Hollingdean Residents Association), Theresa Mackey (Highcroft Lodge Residents Association), Catherine Lawrence (Hollingdean Tenants Association) and Jim Hornsby (Mimosa Court Leaseholders Association)

Officers: Sam Warren (Community Engagement Manager), Justine Harris (Head of Tenancy Services), Jan Dowdell (Tenancy Services Operations Manager), Martin Reid (Assistant Director Housing Management), Grant Ritchie (Head of Housing Repairs & Maintenance), Keely McDonald (Senior Community Engagement Officer) and Emma Thomson (Democratic Services Officer)

Guests: Sarah Booker-Lewis (Local Democracy Reporter)

1 RATIFICATION OF COUNCILLOR CO-CHAIR

- 1.1 The item was deferred to the next quarter as the new terms of reference had not yet been agreed.

2 WELCOME, APOLOGIES AND INTRODUCTIONS

- 2.1 Cllr Goddard, Cllr Davis, Lola Schofield (Bates Estate Community Association) and Jane Hunter (East Moulsecoomb Tenants and Residents Association) sent apologies.

3 MINUTES AND ACTIONS OF THE PREVIOUS MEETING

- 3.1 **RESOLVED:** The minutes from the meeting held on 15 February 2023 were agreed as a correct record.
- 3.2 Barney Miller requested action CA7 was amended as his query was only regarding the details of resident associations being shared with councillors.
- 3.3 In relation to NA1, residents requested an update on the window replacement programme for Hollingdean (Southmount and Dunster Close), Bates Estate, Highcroft Lodge and Sylvan Hall.

- 3.4 In relation to NA2, Justine Harris advised she would visit Tavistock Down with Chloe McLaughlin and Julian Joseph to investigate and organise the removal of offcut branches, weeds growing through pavements, overgrown bushes, branches left on grassy area and trees and bushes overgrowing a footpath.
- 3.5 Justine Harris confirmed she would send the cleaning schedule for Sylvan Hall to Barney Miller and pick up with City Parks regarding cut grass being left and abandoned areas filled with sycamores.
- 3.6 **RESOLVED:** Subject to the above comments, the actions from the meeting held on 15 February 2023 were agreed as completed.

4 RESPONSES TO RESIDENTS QUESTIONS

Damp and Mould

- 4.1 Grant Ritchie advised he would contact Theresa Mackey regarding damp and mould issues in Highcroft Lodge.
- 4.2 Cllr West raised points regarding the impact of guttering, planned preventative maintenance programmes and gutter clearance.

Refuse and Recycling Collections (Hollingdean, Bates Estate)

- 4.3 In response to issues raised by Des Jones, Martin Reid advised he would follow up with City Clean regarding refuse collections from Southmount and report back.
- 4.4 In response to issues raised by Barney Miller, Justine Harris advised she would provide an update on the solution for refuse and recycling collection at the Chestnuts, the Willows, the Poplars, the Cedars and the Lindens and consider the proposal for communal bins on the street at Princes Crescent further.
- 4.5 Cllr West raised points regarding risk assessments, poor communication and the communal bin proposal.
- 4.6 In response to issues raised by Theresa Mackey, Justine Harris confirmed she would visit Highcroft Lodge to look at the refuse collection situation given the inaccessibility of the communal bins for elderly residents and rubbish overflowing.

Boundary Changes

- 4.7 Martin Reid and Justine Harris provided a verbal update and explained the rationale of the boundary changes and impact on Area Panels.
- 4.8 Barney Miller raised points about consultation with the residents associations and a lack of communication of the rationale behind the changes.
- 4.9 Theresa Mackey provided feedback on the boundary changes from the residents she represents.

5 SOCIAL HOUSING BILL PRESENTATION

5.1 The Assistant Director Housing Management, Martin Reid, introduced the presentation which provided an update on changes to regulations and commitments of the government's Social Housing Bill.

5.2 There were no questions or comments.

6 HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE Q4 2022/23

6.1 The Assistant Director Housing Management, Martin Reid, provided a verbal update on the progress of the Housing Committee Workplan and housing performance for quarter 4 2022/23.

6.2 There were no questions or comments.

7 WARD BOUNDARIES CHANGE

7.1 The item was covered in one of the residents questions.

8 POSITIVE COMMUNITY NEWS

8.1 There was no discussion.

9 ANY OTHER BUSINESS

9.1 In response to a request from Jim Hornsby, Grant Ritchie advised he would follow up with Geoff Gage to confirm if leaseholders/ residents could be allowed access to see the works on the roof of Mimosa Court.

9.2 Jim Hornsby also requested that there was acknowledgement from the Council that the installation of solar panels at Mimosa Court was a resident initiative.

9.3 In response to a query from Jim Hornsby, Justine Harris advised she would look into why no mowing was being done at Mimosa Court.

9.4 Justine Harris advised she would follow up with Jim Hornsby directly to provide an update on the submitted EIB/EDB bids from residents at Mimosa Court.

9.5 In response to issues raised by Ian Beck, Grant Ritchie advised he would visit Horton Road to deal with repairs to damaged fences and hanging off gates.

The meeting concluded at 1.15pm

Actions from North Area Panel meeting 6th June 2023

Deadline for staff to respond: **{9am on 10th August}**

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?
NA1	Provide an update to residents on the window replacement programme for Hollingdean (Southmount and Dunster Close), Bates Estate, Highcroft Lodge and Sylvan Hall.	Geof Gage	<p>Southmount Not on planned window programme at this time</p> <p>Dunster Close Not on planned window programme at this time</p> <p>Bates Estate 2024-2025 (Selsfield Drive) Reviewing the remainder of the blocks to look at seeing if they can be joint works for future programmes.</p> <p>Highcroft Lodge Not on planned window programme at this time</p> <p>Sylvan Hall 2023-2024 (1-22 Hollybank + 1-9 Rowan House) 2024-2024 (1-6 Maple House + 1-12 The Willows + 1-6 Elm Lodge) Other blocks will be included in the major works programmes</p>	COMPLETE	03.07.2023
NA2	Visit Tavistock Down to investigate and organise	Justine Harris, Chloe	Awaiting update at time of writing, this work has been requested but not actioned.	Outstanding	

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?
	removal of offcut branches, weeds growing through pavements, overgrown bushes, branches left on grassy area and trees and bushes overgrowing a footpath	McLaughlin, Julian Joseph			
NA3	Send the cleaning schedule for Sylvan Hall to Barney Miller and pick up with City Parks regarding cut grass being left and abandoned areas filled with sycamores	Justine Harris	Estates Service Manager in contact with Barney Miller in relation to the cleaning schedule Justine Harris has followed up general grass cutting with City Parks. Awaiting response at time of writing, verbal update to be given at AP	Outstanding	
NA4	Contact Theresa Mackey regarding damp and mould issues in Highcroft Lodge	Grant Ritchie	I have emailed Theresa and awaiting a response.	Complete	19:07:23
NA5	Confirm if leaseholders/ residents can be allowed access to see the works on the roof of Mimosa Court	Geof Gage	Unfortunately, this is not possible, we have raised this with H&S and Insurance and as the access is via a roof ladder it has been advised we cannot allow this access. We will take a video of the completed works and circulate / show in a meeting.	Complete	03.07.2023
NA6	Acknowledge that the installation of solar panels at Mimosa Court was a resident initiative	Martin Reid/ Justine Harris	We received a request from residents concerning the installation of Solar PV and this was followed up and installed to the block	Complete	03.07.2023
NA7	Look into why no mowing is being done at Mimosa Court	Justine Harris	At time of writing awaiting response from City Parks.	Outstanding	

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?
NA8	Follow up with Jim Hornsby directly to provide an update on the submitted EIB/EDB bids from residents at Mimosa Court	Justine Harris	In communication with Jim Hornsby, following up outstanding questions in regards to the response.	Complete	
NA9	In relation to RQ N2.1, follow up with City Clean regarding refuse collections from Southmount and advise Desmond Jones For ref: N2.1 - Refuse and Recycling Collection (Bates Estate) - June 23.docx	Martin Reid	Verbal update to be given at Area Panel		
NA10	Provide an update on the solution for refuse and recycling collection at the Chestnuts, the Willows, the Poplars, the Cedars and the Lindens and consider the proposal for communal bins on the street at Princes Crescent further	Justine Harris	The decision as to whether bins are placed on Princes Crescent will not be with Housing. Princess Crescent is Highways land and non HRA properties. At the moment there is no final solution has been agreed to the rubbish and recycling from these blocks.		
NA11	Visit Highcroft Lodge to look at the refuse collection situation given the inaccessibility of the communal bins for elderly	Justine Harris	Visit will be undertaken with Estates Service Team leader, Chris Goodwin. Verbal update to be given at AP.	Outstanding	

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?
	residents and rubbish overflowing				
NA12	Visit Horton Road to deal with repairs to damaged fences and hanging off gates	Grant Ritchie	We need more details on the location of the required repair before I can arrange a site visit.	Outstanding	

Residents Questions - 3 star, All Areas

C3.1 - Estate Development Budget

Area in city	Central
Star rating	3 star – City Wide issue
Date question raised	4 th July 2023
Week of Area Panel	11 th Sept 23
Deadline for officer response	10 th August 2023
Name of officer responding	Sam Warren
Officer job title	Community Engagement Team Manager
Contact Details	Sam.warren@brighton-hove.gov.uk

C3.1 Question & Response

Issue	<p>Two concerns were raised about the Estate Development Budget (EDB)</p> <ol style="list-style-type: none"> The extended criteria for EDB bids The process used to agree an EDB bid for a group in the Central area
Background	<p>A. The money for the Estate Development Budget comes from the Housing Revenue account, which is rent paid by tenants. EDB was initially established to improve the physical environment of Council estates and blocks, for the benefit of Council tenants. Examples given on the Brighton & Hove City Council website include community gardens and growing projects, cycle storage, patio areas, new footpaths and refurbished handrails. At a recent EDB meeting residents were informed that the Estate Development Review had proposed a change in criteria for what could be funded under EDB and that this was agreed in a paper that went to Area Panels. This broadens the criteria so that community groups and projects can also apply to the EDB. There is concern from Central residents that this means Housing Revenue money will not be spent on Council housing tenants. Central residents asked for a copy of the EDB review paper containing this change but did not receive an answer. An EDB report they found in agenda papers from previous Area Panel papers does not mention an extension of the criteria.</p> <p>B. Central residents raised concerns about the legitimacy of voting procedures at the May EDB budget meeting.</p> <ul style="list-style-type: none"> Ward boundary changes meant that several Associations previously in Central were now in the North Area. These Associations were still given a vote on Central bids.

	<ul style="list-style-type: none"> When the vote was taken, some Associations were permitted votes from members not present at the meeting, while other Associations were told anyone not present at the meeting could not vote.
<p>Request or Question</p>	<p>A. Central residents asked for evidence that the change to the criteria was agreed through the proper processes at Area Panel. If this did not happen, why has a decision been made by officers to extend the criteria for the use of money that comes from the Housing Revenue?</p> <p>B. Because the vote was not carried out in a fair way, it should be considered invalid, and a re-vote taken.</p>
<p>Response</p>	<p>The changes to the funding scope of the Estate Development Budget were made as part of the Tenant and Leaseholder Engagement Strategy.</p> <p>The Strategy came to Area Panels in November 2020 and had been reviewed prior to this by the Involvement and Empowerment Service Improvement Group.</p> <p>The strategy had a recommendation to: <i>'Maximise the Estate Development Budget by agreeing a change of scope to include tenant and leaseholder led projects and well as physical items and works.'</i></p> <p>This was approved by Housing Committee in March 2021.</p> <p>The formal ward boundaries changes did not come into place for housing areas until after the local elections. There was a presentation of the new boundaries and changes to tenant groups at the June 2023 Area Panel.</p> <p>The EDB main bid meeting was on the 10th May so the boundary changes were not yet in place. Therefore, all original groups were invited to be involved. In the future only the groups now in the Central area will be invited.</p> <p>We have always included votes from people that could not be present if they have sent them in to us prior to the meeting. This is standard practice for the EDB main bids.</p> <p>The request that was turned down was to allow extra tenants to vote after the date of the meeting. This is not standard practice and therefore would be placing extra conditions on this bid that has is not applied to any other group.</p> <p>It is standard practice to allow the applicant group to have 1 vote for themselves, although in this case this vote was not counted due to the difficult meeting environment.</p> <p>The final vote for this bid was:</p>

	<p>In Favour – 4 Wiltshire House Warwick Mount Hereford Court Sylvan Hall</p> <p>Against – 2 Essex Place Somerset Point</p>
Action	
Start date	N/A
End date	N/A

C3.2 - Parking and Visitors Bay

Area in city	Central
Star rating	3 star – City Wide issue
Date question raised	4 th July 2023
Week of Area Panel	11 th Sept 23
Deadline for officer response	10 th August 2023
Name of officer responding	Benjamin Tedder
Officer job title	Carparks and Garages Manager
Contact Details	Benjamin.tedder@brighton-hove.gov.uk

C3.2 Question & Response

Issue	The new visitors' permit scheme, although a good idea, is failing
Background	It was hoped that the new visitors' permits would resolve the problem of people parking in visitors' slots, but the problem continues. People are misusing the permits – for example they have been seen offered for sale on social media. This has been reported but no action taken.
Request or Question	<ol style="list-style-type: none"> a. Ask for it to be acknowledged that this scheme is not working and that further thought needs to be put in to how to resolve the visitors' parking problem. b. Suggest that all areas are asked to put forward ideas on how to improve the visitors' permit scheme. These are then pulled together and discussed, possibly at a city-wide meeting.
Response	The visitor parking system for car parks on Housing land is funded by Housing and offered as a free service to residents, whereby reusable

	<p>permits are allocated to each household. The majority of car parks across the city do not contain visitor bays and the Housing Service is not required to provide them, though they do exist in some areas.</p> <p>As the permits are reusable, the system is open to abuse by residents who sell their permits to other drivers. If abuse is reported to the Housing Customer Service Team, they will contact the resident who holds the permit to gauge the evidence of the reports and have the authority to cancel any permits that are demonstrably proven to be misused.</p> <p>Housing welcomes any suggestions from residents concerning changes to the visitor permit system and can perform further consultation on options to change the current system if there is agreement from residents of affected car parking areas.</p>
Action	If residents of affected car parks feel that there should be consultation on changes to the visitor permit system then this will be carried out.
Start date	N/A - dependent on resident approval
End date	

C3.3 - Laundry Review

Area in city	Central
Star rating	3 star – City Wide issue
Date question raised	4 th July 2023
Week of Area Panel	11 th Sept 23
Deadline for officer response	10 th August 2023
Name of officer responding	Craig Cotton
Officer job title	Contract Manager - Housing
Contact Details	craig.cotton@brighton-hove.gov.uk

C3.3 Question & Response

Issue	Residents have not been consulted about the future of communal laundry facilities.
Background	Residents have been told that the communal laundry facilities will be free until the end of 2023, but do not know what the future of this service will be after that.

	A review paper was scheduled for the June 2023 Area Panel but was not on the agenda.
Request or Question	Ask for consultation with residents on the future of communal laundry facilities to start immediately. This consultation needs to start with talking to residents who use the laundries to find out their opinions and ideas.
Response	<p>There has been no end date set for the free use of the laundry service. Despite the understanding described in the background, the laundry service will continue to be free of charge unless a decision is made otherwise.</p> <p>Although, not included in the June Area Panel, the laundry service review is ongoing and will involve input from residents, as detailed below.</p> <p>A consultation with residents who use the laundry will take place, and their views, comments and experiences will be important to the review. The detail of the consultation plan, regarding the residents involved, the information sought and a variety of ways in which residents can share their experiences and views, will also be communicated to Panel. We would of course welcome any additional input from Panel at this point.</p>
Action	When the starting date for the consultation is confirmed, we will inform Panel.
Start date	N/A
End date	N/A

C3.4 - Sprinkler systems at High Rise Flats

Area in city	Central
Star rating	3 star – City Wide issue
Date question raised	4 th July 2023
Week of Area Panel	11 th Sept 23
Deadline for officer response	10 th August 2023
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment and Asset Management
Contact Details	eofrey.gage@brighton-hove.gov.uk

C3.4 Question & Response

Issue	High-rise flats have been told they will have sprinkler systems installed, but there has not been any consultation about this. There are some concerns amongst residents about these systems.
Background	N/A
Request or Question	<ul style="list-style-type: none"> • What stage of the process is the Council at with the installation of sprinkler systems? • What consultation will there be on this? • Can they ensure there is good communication throughout the process with residents living in the blocks?
Response	We do not have a programme for the installation of sprinkler systems to be installed to our blocks. A pilot consultation at two blocks did not receive the required resident support and was therefore cancelled. There is no statutory requirement for the installation of sprinklers systems to high rise blocks.
Action	Complete
Start date	24.07.2023
End date	24.07.2023

C3.5 - Transparency about processes and decision making

Area in city	Central
Star rating	3 star – City Wide issue
Date question raised	4 th July 2023
Week of Area Panel	11 th Sept 23
Deadline for officer response	10 th August 2023
Name of officer responding	Keely McDonald
Officer job title	Senior Community Engagement Officer
Contact Details	keely.mcdonald@brighton-hove.gov.uk

C3.5 Question

Issue	A resident requested a video recording of an Estate Development Budget meeting but were told that meetings are not recorded.
Background	Residents are not always able to attend meetings and minutes do not always give a full account of what happened at the meeting, as they mainly record decisions and actions. Recordings should be made available in the interests of transparency and accountability.

Request or Question	Central residents are asking for Estate Development Budget meetings, Area Panels, the Home group, and the Involvement and the Empowerment Group meetings to be recorded and made publicly available.
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C3.5 Response

In the past, recordings of meetings supported by the Community Engagement Team, held on Zoom, were made for the purposes of taking minutes. These were used by a member of our Admin team to support accurate minute writing, and deleted when the task was completed.

Democratic services also use this function to support accurate minute writing of Area Panel meetings.

We don't agree the idea of recording and publicly sharing recorded meetings as an ongoing basis for many reasons.

- Being recorded can put attendees and staff under pressure to speak or behave in a particular way, we aim to create an open space for discussion and debate where people can voice questions or concerns freely, share lived experiences.
- A two hour-long recording of a meeting and may only have a small proportion of time where a viewer would observe a resolution to a discussion; it would be a very lengthy process to find clear information.
- Consent would be required by everyone in every meeting, and we think this request itself could put people off attending, not wanting to be the person who says no to the group.
- Records of consent would need to be held accurately and this consent can be rescinded at any time.
- It would take up staff capacity and not be good use of staff time for the Community Engagement Team to record, upload and manage recordings of meetings, which would include removing recordings at any time at the request of any of the attendees.
- The cloud memory needed to store a recording of a two hour-long meeting would be a very large file, this would be very slow to upload.
- Storage of files on the cloud has a large carbon footprint. Having numerous large files being created and stored like this would not be in line with the council's commitment to be carbon neutral by 2030.
- Editing two hours of footage would also require a lot of staff time; again, it would not be a good use of time.

We think that supporting positive development of services, improvements and change is what is important about the work we do with residents, not who said what.

We appreciate that not everyone can attend every meeting they might be interested in. The Community Engagement Team do their utmost to ensure that all minutes are an accurate record of the pertinent information from each meeting. The written minutes are a record of decisions and actions taken, what the outcomes of discussions were, what points were made and what will happen next as a result.

We choose not to create minutes that capture what is said, word for word in huge detail. A resident who can't be there, won't be able to see who said what, but they will be able to read quickly through a few pages. Staff also refer to minutes as part of their work.

C3.5 Actions

Action	No actions are agreed
Start date	None
End date	None

C3.6 - Communication & Consultation

Area in city	Central
Star rating	3 star – City Wide issue
Date question raised	4 th July 2023
Week of Area Panel	11 th Sept 23
Deadline for officer response	10 th August 2023
Name of officer responding	Hannah Barker
Officer job title	Senior Community Engagement Officer
Contact Details	hannah.barker@brighton-hove.gov.uk 01273 296639 / 07771 389497

C3.6 Question

Issue	Communication and consultation with residents and Resident Association representatives is poor and needs to be improved.
Background	<p>A consistent problem behind a lot of the issues raised is a lack of information and communication about progress and action. When complaints are made, or questions asked, it often seems like these disappear into a void. Nothing comes back and this is disappointing and demoralising.</p> <p>Housing may actually be doing something to sort out an issue but are failing to keep resident representatives (or the person who raised the issue) informed about this.</p> <p>Just keeping people informed and having a good channel of communication would make a huge difference to Residents Associations. Committee members and Resident Association representatives are often asked by residents for information and updates on local issues. If the representatives have not been kept up to date or given any information they are not able to provide this. This is a frustrating and difficult</p>

	situation which makes the job of Resident Association representatives more difficult. It also creates the feeling that the Resident Association is not able to achieve anything, and this makes it more difficult to involve people.
Request or Question	How can communication between Residents Associations and Housing be improved? Central residents are open to ideas from the Council and from other Areas.

C3.6 Response

Overview of Response:

This response is written alongside other resident's questions, W3.1 and E3.1, which also raise issues around communications.

West residents made a specific request for a residents meeting on the subject. Please read our response to W3.1, including how this issue, and improvement, relates to Social Housing Regulation and Consumer Standards.

Involvement & Empowerment Group

We propose the Involvement & Empowerment Group will be the focus, with the support of the Community Engagement Team, for some detailed discussions on communications and consultation. We can drill into the issues to look at solutions together and be able to get the most appropriate staff around the table to look at improvements.

I appreciate speaking with Emma and Jason, (Resident-only Central co-chairs) about this. I have more detail and suggestions to take to the Involvement & Empowerment Group:

- Emails & phone calls that 'go into a black hole'; TRA's hear nothing back.
- Different people give different answers
- Associations are 'pushed from pillar to post'; told to talk to different people.
- Better information about what support is available for people that don't have online access, and not just referral to a library or help from a friend.
- Tone and wording of communications can lack humanity, resulting in discouragement and frustration. (e.g. a legal sounding response without any softer supportive statement alongside.)
- More information to Associations about city wide groups and forums available to all residents. e.g., 'You have a voice' poster from Community Engagement Team and template inserts for Association newsletters.

There may be a role for Housing Customer Service Team, or Repairs Team, or Major Works or another department within Housing to support. We need to inspect the issue a bit more to understand what communications residents need more of.

Examples of questions for residents and associations to discuss:

Our questions about 'poor communication':

We recognise that communication is a vitally important issue for residents' associations to function. But also, we point out that 'Communication' is a very broad subject. To begin to answer how communication could be improved, we could look at:

- How do different associations request information about progress and action from Housing?
- What sorts of updates from Housing are residents' associations hoping for?
- Communications with whom and about what? Is it a particular team or part of the service that residents don't hear from?
- Is it about use of different communication channels, (e.g., Homeing In, letters received, email and phone, social media) Is it a particular method of communicating that is or is not working?
- What ideas associations have on how better communications could work?

Our questions about 'poor consultation':

This resident's question describes consultation as poor. We need to look into what is meant by this, who is unhappy with this, to be able to understand and look at how to make improvements

- Are residents thinking of a specific consultation or several?
- What is residents experience of consultation?
- What is poor about those consultations? Is it the publicity, timing, questions asked, feedback at the end, amount of consultation?

Being organised and tracking information and communication:

As part of the solution for Residents Associations, there might also be tools or skills to help groups keep track of issues raised over time. It is understandable that information can get lost or dropped when there might be multiple and complex issues being worked on between a group of people. Having a clear record of communications sent, received and actions taken over time, with dates, is useful to trace issues and when making further complaints.

Use of established processes including Corporate Complaints process:

The Involvement & Empowerment Group regularly comment on the development of the *Tenants & Residents Groups Toolkit*, (working title) which will be a support resource for groups. It will include sections about how-to-get-stuff-done, about all the channels for communications, what to expect and how to make complaints when things don't work.

C3.6 Action

Action	Involvement & Empowerment Group to pick this up as part of the agenda of the next meeting.
Start date	Ongoing
End date	25 th October 2023 (date of I & E)

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

Area in city	East
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Star rating	3 Star - City wide issue
Date question raised	29 th June 2023
Week of Area Panel	4 th Sept 2023
Deadline for officer response	10 th August 2023
Name of officer responding	Justine Harris & Geof Gage
Officer job title	Head of Tenancy Services Head of Housing Investment and Asset Management
Contact Details	geofrey.gage@brighton-hove.gov.uk justine.harris@brighton-hove.gov.uk

E3.1

Issue	Resident representatives have not seen improvement to response or action rates of Council officers to issues that they have raised in their areas.
Background	<p>In Woodingdean, Justine Harris (BHCC) did an estate inspection with resident representatives on 9th June following the East Area Panel meeting. Reps were assured that issues would be followed up. However, there has been no follow-up communication or action, in spite of reps chasing this up multiple times.</p> <p>The Leaseholders Action Group reported that they have been trying to arrange a meeting date with Martin Reid and Geof Gage, but there has been no response from them.</p>
Request or Question	Resident reps request a response from officers to their emails and phone calls within 10 working days, and that issues are actioned within a reasonable timeframe.
Response	<p>After the estate inspection at Woodingdean, Justine Harris has been following up the issues that were raised and will give a verbal update at Area Panel.</p> <p>With regard to arranging meetings with resident groups, in this case LAG, these meetings are managed and arranged by the Community Engagement team who facilitate these and arrange with appropriate officers, we understand that this meeting has now been scheduled for 8th August.</p> <p>At all times we do aim to respond to emails and calls from resident reps within 10 working days.</p>

	<p>Note from Community Engagement Team (Hannah Barker, Senior Community Engagement Officer)</p> <p>We recognise that issues around communication have also been raised by Central and West resident only meetings this round. Therefore, we ask residents to refer to responses to questions C3.5 and W3.1. We also welcome East Area residents to attend the Involvement & Empowerment Group meeting for tenants & leaseholders, where we will look at issues around communication together, in more detail.</p> <p>Contact the team on 01273 291518 or communityengagement@brighton-hove.gov.uk for information.</p>
Action	None Geof Gage
Start date	2. 24.07.2023
End date	2. 27.07.2023

E3.2 - Poor repairs and maintenance service

Area in city	East
Star rating	3 Star - City wide issue
Date question raised	29 th June
Week of Area Panel	4 th Sept
Deadline for officer response	10 th August 2023
Name of officer responding	Grant Ritchie
Officer job title	Head of Housing Repairs and Maintenance
Contact Details	grant.ritchie@brighton-hove.gov.uk

E3.2 Question & Response

Issue	<p>Residents are frustrated that they spend inordinate amounts of time and energy reporting and chasing up on issues. When issues such as repairs, missed rubbish collections and maintenance issues in communal areas are reported through the normal channels, these don't get actioned. It is the Council's responsibility to maintain its properties to a decent standard. However, estates are regularly left in states of disrepair and neglect, affecting residents' morale and negatively impacting on individuals' mental health and the well-being of the community more broadly.</p>
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<p>Background</p>	<p>In Woodingdean, a tenant has reported damage to a roof gable on their property 6 times. The repair has not yet taken place, and further damage has been caused to the property as a result due to water ingress. The resident keeps being told that repairs can't be done due to staff shortage. In North Whitehawk, a resident reported that a communal window at Linchmere required cleaning due to stains from eggs being thrown at it. The resident chased this up multiple times via the regular reporting routes. She was eventually told by Council staff that the cleaning of windows could not be done as it was too expensive because scaffolding would need to be put up. However, the resident received quotes from commercial window cleaners at less than £50 for the service. The communal window was finally cleaned after 2 years of chasing up, and only after the resident raised it at Area Panel. The resident has since received a Council pamphlet for leaseholders which clearly states that the Council is responsible for the cleaning of communal windows.</p> <p>At Linchmere, North Whitehawk: there are frequent missed rubbish collections and not enough bins to serve a building containing 25 flats. This means that there are frequently overflowing bins and rubbish strewn everywhere. Additional bins have been requested but have not been supplied.</p> <p>At Blackdown Flats, North Whitehawk: there has been a flickering light in the corridor for over a month, but nobody has come to fix the bulb.</p> <p>At Robert Lodge, the communal gardens and pathways were overgrown. Residents have been chasing this issue up for months. The overgrown trees in the garden were finally trimmed back, but the workers left a mess in the garden, and the overgrowing brambles and bushes along the paths were missed.</p> <p>At Robert Lodge, a repair was made to a shower pump but the plastic cover got broken in the process. The resident was initially told the cover would be replaced the next day, but has now been informed she would have to wait until 28th September. The same resident reported a flashing lightbulb on one of the light fixtures but no investigations have yet been made to the potentially faulty electrics. Another resident reported waiting 2 months for lights to be replaced in her bathroom. They were informed that the delay to repairs is due to the backlog caused by Covid.</p>
<p>Request or Question</p>	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> • Residents request regular (ideally fortnightly) estate inspections so that maintenance issues affecting communal areas can be identified in a timely manner and fixed quickly. • Residents are paying towards the maintenance service of communal areas, but the service is substandard: residents would like to know how is this money being allocated and used. • Residents want a reliable, simple and streamlined service from the Council, through which repairs and communal maintenance issues can be resolved in a timely fashion. The current process is inaccessible, convoluted, lacks clarity and takes too much time. Resident reps request a meeting with Senior officers to discuss what the problems are and how things could be improved.

Response	<p>Residents request regular (ideally fortnightly) estate inspections so that maintenance issues affecting communal areas can be identified in a timely manner and fixed quickly.</p> <p>1. Following our series of walks under the pilot we have reviewed the outcomes and are planning to introduce a 2-year programme to cover our housing estates. This work is in progress, we aim to start the estate inspections in October 2023 and are working towards publishing the schedule online. We will return to Area Panels with an update before publishing details on the website. Tenant reps will be invited to take part in the inspections.</p> <p>Residents are paying towards the maintenance service of communal areas, but the service is substandard: residents would like to know how is this money being allocated and used.</p> <p>2. A presentation was given to area panels in December 2022. This presentation outlined the proposed Housing spend in 2023/24 and how this is distributed between the different service areas. Approximately, 10% of total revenue expenditure £6m goes directly to the day-to-day repair of your homes. In addition, 85% of capital expenditure £25m goes to planned maintenance and improvement schemes designed to improve the quality of homes. These capital schemes include new windows, doors roof replacements, external works and decoration.</p> <p>Residents want a reliable, simple and streamlined service from the Council, through which repairs and communal maintenance issues can be resolved in a timely fashion. The current process is inaccessible, convoluted, lacks clarity and takes too much time. Resident reps request a meeting with Senior officers to discuss what the problems are and how things could be improved.</p> <p>3. Repairs can be reported to us in a number of ways. We have direct phone line to the repairs team. Repairs can be booked between 8am and 5pm Monday to Friday. Outside of these hours emergency repairs can be booked on the same phone line. Tenants can email us with repair requests which again comes to a monitored inbox in the repairs team. Alternatively, tenants can order and monitor repairs through the Housing online system provided they have signed up and have a Housing Account. In the year up to April 2023 the repairs help desk received 82,030 calls. We answered first time 69,333 or 85% of these calls. In the same year we completed 114,045 email exchanges through our repair's inbox. These figures demonstrate a high volume of calls and emails being handled by the team each year. Based on surveys with tenants the service achieved 98% customer satisfaction.</p>
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	However, we are always keen to improve and would be more than happy for a Snr Member of the team to meet with Residents Reps to understand their concerns and investigate alternative methods for tenants to contact us.
Action	Introduce a 2 year programme of Estate Walks.
Start date	Ongoing
End date	

E3.3 - Window replacements and other building works

Area in city	East
Star rating	3 Star - City wide issue
Date question raised	29 th June 23
Week of Area Panel	4 th Sept 23
Deadline for officer response	10 th August 2023
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment and Asset Management
Contact Details	geofrey.gage@brighton-hove.gov.uk

E3.3 Question & Response

Issue	Contractors brought in to do major works are frequently not suited to carrying out works to occupied residential properties and are not sufficiently respectful of the residents they are doing the work for.
Background	<p>A resident of Craven Vale reported various issues with the contractors taken on to carry out the window replacement works.</p> <ul style="list-style-type: none"> • They don't arrive at the time that they are expected • They fit glass that is already broken, with the expectation that they will return another day to refit this • The quality of materials fitted is sub-standard • They expect residents to take further time off work to accommodate multiple visits • They do not clean up the mess they make on site • They treat the place like a building site, without regard for residents living in the property and living in the surrounding area.

	Contractors who are trained to work on building sites of commercial properties, rather than within occupied residential properties, lack an understanding of how to work with residents while carrying out the works.
Request or Question	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> • Residents request that reliable contractors are used for major works, who have a proven track record of working in occupied residential properties and are experienced in working with, and are respectful of, residents (who are their clients). • Residents request that Brighton & Hove-based firms and contractors, with the right experience, are used wherever possible. • Residents request that the Council ensure that the materials, fixtures and fittings used for major works are of good quality and have adequate warranty periods.
Response	<ol style="list-style-type: none"> 1. Our framework of contractors has been agreed and is monitored by our project managers and also through core group meetings with the contractors on a monthly basis. This will include overall performance to meet KPIs and general aspects of the contract and any issues raised are taken forward accordingly. 2. All contractors appointed to our contracts have the relevant experience and expertise in the field in which they are appointed and the process of appointment is rigorous and meets procurement requirements. The contracts are open to all companies which includes local businesses and are vetted and evaluated and only companies who meet the strict criteria are appointed. 3. All materials are specified to relevant British Standards or other regulatory expectations and carry the necessary warranties as set out in the BHCC contract.
Action	None
Start date	24.07.2023
End date	24.07.2023

E3.4 - Unaffordable parking in areas of high deprivation

Area in city	East
Star rating	3 Star - City wide issue
Date question raised	29 th June 23
Week of Area Panel	4 th Sept 23

Deadline for officer response	10 th August 2023
Name of officer responding	Paul Nicholls
Officer job title	Parking Strategy & Contracts Manager
Contact Details	paul.nicholls@brighton-hove.gov.uk

E3.4 Question & Response

Issue	<p>The planned increase in parking charges disproportionately affects Council tenants and residents, those living in areas of high deprivation and low-income households.</p> <p>There are various issues with visitors' parking permits (see details below)</p>
Background	<p><i>A full letter was submitted by Ben d'Montigny (BELTA) and is appended to these minutes for reference.</i></p> <p>Residents are concerned that an increase in parking charges will adversely affect residents in their area (and other areas of high deprivation), many of whom are vulnerable, socially isolated and already struggling with the cost-of-living crisis. It was noted that excessive parking charges will also make it financially unviable for volunteers travelling to the area to provide key outreach services in the community (e.g. Bristol Estate Community Centre), as well as staff working at the hospital.</p> <p><i>Visitors' parking permits:</i></p> <p>The limit of 50 visitors' parking permits per household means that socially isolated and vulnerable residents are unable to accommodate visitors as frequently, particularly if on-street parking charges are increased and visitors are unable to afford parking. This impacts negatively on the mental health and well-being of such residents, further increasing social isolation.</p> <p>Community assets, such as community centres, are unable to acquire visitors' parking permits. Volunteers are therefore having to pay for parking out of pocket, or pass the cost of parking on to community centres, which are run on a shoe-string budget. This threatens the existence of community centres and community activities which are a lifeline to local residents.</p> <p>The process of obtaining visitors' parking permits is difficult and requires excessive and unnecessary levels of verification.</p>
Request or Question	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> Residents request that the Council reconsider the increase in parking charges in the city, taking on board issues and concerns raised above. Residents request that the visitors' parking permit purchase process be streamlined, removing the need for excessive proof of address

	<ul style="list-style-type: none"> Residents request that community centres and other community assets become eligible for applying for visitors' parking permits Residents request that the maximum number of visitors' parking permits is increased
Response	<p>Parking charges are set by Councillors and at the last Transport & Sustainability Committee meeting, the Committee agreed to pause some of the tariff increases previously agreed.</p> <p>The visitor parking permit purchase process is being reviewed with a view to streamlining the process. This is a technical piece of work but work has started on this.</p>
Action	Review of visitor parking purchase process.
Start date	Ongoing
End date	

E3.5 - Fire alarm check at Robert Lodge

Area in city	East
Star rating	3 Star - City wide issue
Date question raised	29 th June 23
Week of Area Panel	4 th Sept 23
Deadline for officer response	10 th August 2023
Name of officer responding	Robert Mabey
Officer job title	Mechanical and Electrical Manager
Contact Details	robert.mabey@brighton-hove.gov.uk

E3.5 Question & Response

Issue	A contractor came to inspect the fire alarm system at Robert Lodge Meeting Rooms, but the resident reps (and key holder for the building) were not informed that this was happening. The contractor had not been given the contact number and name of the key-holder.
Background	N/A

Request or Question	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> • Why was the fire alarm contractor not given the contact details of the resident reps and key-holders of the building he was scheduled to inspect? • Why were resident reps not informed that this fire alarm check was scheduled to happen?
Response	<p>All BHCC Fire Alarm panels are checked quarterly and a check of every detector and sounder is made over the course of the four visits over the year.</p> <p>The contractor is given a fair amount of autonomy as to when these assets are checked. This enables the contractor to run their operations efficiently and give BHCC value for money. With this in mind, it is difficult to call ahead and give notice for access to all areas.</p>
Action	<p>If we could have a copy of the key to enable ongoing access to these areas without the need to inconvenience the Resident Rep this would be useful. If this is not possible we will endeavour to try to give the contractor up to date contact details for access to such areas. This does rely on BHCC's Tenancy Management system, NEC Housing, having up to date info of who and how to contact for access to these areas and as such request that this info is volunteered for adding to NEC Housing.</p>
Start date	01/08/2023
End date	31/07/2024

N3.1 - Weeding and maintenance of footpaths and pathways

Area in city	North
Star rating	3 star – City wide issue
Date question raised	22 nd June
Week of Area Panel	4 th Sept
Deadline for officer response	10 th August 2023
Name of officer responding	Melissa Francis
Officer job title	Head of Cityclean
Contact Details	melissa.francis@brighton-hove.gov.uk

N3.1 Question & Response

<p>Issue</p>	<p>The city's public footpaths and pathways are overgrown with weeds, brambles, bushes and trees (raised also at North Area RO meeting of 19th December 2022)</p>
<p>Background</p>	<p>Hollingdean residents reported that the weeds are overgrowing on the streets/pavements in their area, particularly Davey Drive and Tavistock Down.</p> <p>Bates Estate residents reported that there are various footpaths and pathways in their area that are overgrown with brambles, bushes and trees, which are preventing people from being able to walk through safely, including people with mobility issues and pushchairs.</p> <p>Residents of Parkmead and Coldean also reported that their areas are affected.</p> <p>It was noted that the central reservation on the Lewes Road is also overgrown.</p> <p>Residents have also observed that when jobs such as cutting the grass or cutting back overgrown areas do get done, they are half done (only one half of the path is cleared, for example).</p>
<p>Request or Question</p>	<ul style="list-style-type: none"> • When will weeding/cutting back of overgrown footpaths happen in Hollingdean, Bates Estate, Coldean and Parkmead? • Why is the maintenance of the city's streets, footpaths and pavements not taking place as frequently as needed? • Does the Council have plans in place to ensure that this service is improved in future? • What is the maintenance schedule for the North area for weeding and cutting back of overgrown footpaths? How frequently are weeding, grass-cutting, and cutting back of overgrown footpaths scheduled to happen in the North area? • Outside of scheduled maintenance, how do residents report areas requiring attention to the Council, in order to get this actioned as quickly as possible?
<p>Response</p>	<p>In 2019, the council stopped using pesticides to remove weeds from the city's streets. Since this time, the Street Cleansing Team have worked hard to remove weeds manually however, this takes much longer than weed spraying.</p> <p>The council has invested in additional staff and equipment, such as trimmers and weed rippers, however, there will be more weeds on the pavements without the use of pesticides.</p> <p>Cityclean is piloting a new traffic light system to address reports of weeds that cause a trip hazard, access issues or are damaging the pavement</p>

	<p>and these weeds will be prioritised for removal. Cityclean continue to review new technology to improve street maintenance. A report will be presented to the City Environment, South Downs & The Sea Committee in the winter, before the new season next year, with options for future weed removal</p> <p>There is a Street Cleansing Operative allocated to the Coldean area who is carrying out weeding. The Operative is in this area every other week as this is a two-week area - the other area being Hollingbury. The dedicated weeding crew will be moving to the Coldean area towards the end of September.</p> <p>The Hollingdean area is currently covered by two operatives, where they are slowly working their way through the weeding.</p> <p>It is not possible to provide a timescale for Bates Estate at this moment in time as the crew are used to concentrate on Red zone areas as well (traffic light system). As it is an estate, it could be possible that the Estates Team may assist with some of the deep cleaning and weeding and Cityclean will contact Housing colleagues to ask for support.</p> <p>The footpaths and pavements are being completed as frequently as possible bearing in mind the size of the East and West areas, with the number of teams in operation and the manual methods being used.</p> <p>The council and Street Cleansing Team are always looking for the most efficient way of clearing weeds. However, without the use of pesticide, most methods are usually physical ways of clearing the weeds, which in turn can be time consuming. The service uses weed ripping machines, trimmers and other tools and methods to clear the weeds.</p> <p>If the weeds are causing blocked access, trip hazard or damaging the highway these can be reported through the Environment Contact Centre. On receiving the complaint, Cityclean supervisors check the area concerned, take photos and make an assessment on how quick the Street Cleansing Team need to respond to the complaint using the traffic light system prioritising weeds causing blocked access, trip hazard or damaging the highway infrastructure.</p>
Action	Please see notes above.
Start date	Ongoing
End date	Ongoing

N3.2 changed to a 2-star question.

N3.3 - Internal Decorations Eligibility

Area in city	North
Star rating	3 star – City wide issue
Date question raised	22 nd June
Week of Area Panel	4 th Sept
Deadline for officer response	10 th August 2023
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services
Contact Details	justine.harris@brighton-hove.gov.uk

N3.3 Question & Response

Issue	The criteria for eligibility for internal decoration scheme excludes tenants on low incomes who are not on benefits.
Background	A tenant at Bates Estate has discovered that they are not eligible for the internal decorating scheme because they are not on benefits. Residents felt that the criteria for eligibility should be wider.
Request or Question	<ul style="list-style-type: none"> • Why is the criteria to be eligible for the Internal Decoration Scheme so narrow? • Can the Council reconsider their policy to ensure that low-income tenants who are not on benefits are able to apply to the scheme?
Response	<p>The criteria for the internal decorating scheme was agreed at committee level and restrictions were brought in to try and ensure the scheme meets the needs of those residents who need the help the most.</p> <p>We are reviewing what discretionary help is available to tenancy and how it is accessed as part of the review of Tenancy Services.</p>
Action	To update AP with any changes to the help available.
Start date	
End date	

N3.4 - Maintenance of Communal Areas

Area in city	North
Star rating	3 star – City wide issue

Date question raised	22 nd June
Week of Area Panel	4 th Sept
Deadline for officer response	10 th August at 9am
Name of officer responding	Chloe McLaughlin
Officer job title	Estates Service Manager
Contact Details	chloe.mclaughlin@brighton-hove.gov.uk

N3.4 Question & Response

Issue	Regular maintenance of communal areas (cleaning, gardening) is not taking place frequently enough, or is being done poorly.
Background	<p>Tenants are paying for this service through their rent. However, communal areas are being neglected.</p> <p>Parkmead: Residents have reported that gardens are overgrown and cleaning is not being done regularly enough.</p> <p>Sylvan Hall: Residents at The Pines reported that there have been repeated instances of the floors being mopped only once, and left very wet. One of the residents slipped on this wet floor and was injured. This is a health and safety hazard.</p> <p>Additionally, the existing "Caution: wet floor" A-signs are broken in 7 different blocks. These broken panels are left propped up against the walls 24/7. Residents cannot easily see these signs when they are positioned like this. Furthermore, the propped-up signs slip down onto the wet floor, posing a further health and safety hazard. Estate services has been contacted but the resident rep was told that these broken signs were too expensive to replace.</p>
Request or Question	<ul style="list-style-type: none"> • What is the maintenance and cleaning schedule for the communal spaces in North area? • How often is this maintenance and cleaning schedule not met in the North and what is the council going to do to improve the service? • When can residents at Sylvan Hall and Parkmead expect a regular and decent maintenance service to resume? • Residents at Sylvan Hall request new "Caution: wet floor" signage for all their blocks.
Response	This question has been resolved following a resident's complaint. New wet floor signs have been ordered and put out across the blocks. The

	cleaner has been instructed that they need to be taken away at the end of each cleaning day. The cleaner has also been reminded that the floors need to be left as dry as possible to avoid slips and falls. These blocks are cleaned once a week including sweeping, mopping, dusting and internal glazing being cleaned. Litter-picks are also carried out and bin areas kept clean and tidy.
Action	N/A
Start date	
End date	

N3.5 - EDB Bids

Area in city	North
Star rating	3 star – City wide issue
Date question raised	22 nd June
Week of Area Panel	4 th Sept
Deadline for officer response	10 th August at 9am
Name of officer responding	Keely McDonald
Officer job title	Senior Community Engagement Officer
Contact Details	keely.mcdonald@brighton-hove.gov.uk

N3.5 Question

Issue	Approved bids/projects take a long time to get started. There is also a lack of clarity about what can or can't be applied for.
Background	In Coldean, EDB bids for a handrail and steps to be put in at 39 Acres, and for noticeboards to be put up in the area, were approved over a year ago. However, the work has yet to happen, and residents have not heard back to know when these improvement works are due to take place. There is confusion amongst residents about what items can be applied for under EDB, and what can't. Some residents were informed that fencing was approved in Whitehawk, whereas they have previously been told that fencing cannot be applied for.
Request or Question	<ul style="list-style-type: none"> What is the process that EDB projects go through, from point of approval to completion? Who project manages these EDB bids to ensure that these are done?

	<ul style="list-style-type: none"> • When a project is complex or there are delays, how can the council ensure the communities are made aware of any updates? • Is there a timeframe in which approved EDB projects are meant to be implemented by the Council? • Can the Council provide a list of EDB projects approved in 2021-22 and 2022-23 that are still outstanding?
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N3.5 Response

Thank you for your question, the Coldean Independents bid to install a handrail, new steps and a bench was approved in October 2022, unfortunately this has not yet been given a start date, but we will inform the independents group as soon as we have an update. There is information on the council’s website on how to apply to the Estate Development Budget (EDB) as well as what it can be used to fund.
www.brighton-hove.gov.uk/estate-development-budget

For anyone who is not able to access this information, the Community Engagement Team would be happy to discuss any EDB project ideas and give advice on feasibility, please do let us know if you would like to discuss a project in more detail in a face-to-face meeting or over the phone. Please note that there is a new dedicated email address for anyone making enquiries about EDB which is **edb@brighton-hove.gov.uk**, but please be reassured that any enquiries which come to the general team inbox (communityengagement@brighton-hove.gov.uk) will be picked up by our EDB Officer.

Process for EDB projects:

Bid Approval

In some instances, the panel meetings can give approval on principal to a project; this means that the works will go ahead, or funding released as long as some additional information is provided, or changes are made to the project based on the panel’s feedback. If there is feedback for the bidder to consider, their Community Engagement Officer will get in touch with them to help them decide how to proceed.

Communications

It is the lead bidder’s responsibility for passing on any further information to their community relating to the bid. The lead bidders are those whose contact details are on the bid form. Once a bid is approved, the EDB officer updates the lead bidders, and forwards any feedback from the decision-making meeting to them. The Delivery team will also inform bidders about start date of works, or progress or delays reports.

Arranging works

If there are physical works to be carried out, the EDB Officer notifies the Delivery Team of the funding being awarded. The works are then programmed into the schedule for the financial year. The Delivery Team then plans the works, contacts the bidders to inform them of a start date and updates with any progress or delays, liaising with the Community Engagement Officer and the EDB Officer to ensure works go ahead as planned.

If the successful bid is waiting on a funds transfer, the EDB Officer completes this transaction with the account information provided by the bidder.

Project management is joint between EDB Officer and Delivery Team:

There is no Project Manager who is leading on agreed bids. The bids are coordinated by the EDB Officer who ensures projects are recorded, feasibility checks are carried out by

the appropriate teams and the information is available for the decision-making panels, as well as administrating the meetings themselves and being a point of contact for residents enquiring about their bids. The Delivery Team schedules works and manages communications with bidders as well as updating the Community Engagement Team with progress.

Timeframe:

The aim is for each project to be completed by the end of the financial year; however, this is not always possible. Where there are issues around works being undertaken within that timeframe, if funding hasn't yet been released, it will be retained into the new financial year to allow for it to be started as quickly as possible. If funding has been released or if works started, the Delivery Team will continue to work on a project to ensure that it is completed as quickly as possible.

Complex projects and delays:

In the case of complex projects, or those which are delayed for any reason, the Delivery Team updates the bidder and stays in touch with them until the project is complete. The EDB Panel also regularly receive updates and discuss ways forward for projects which are 'stuck' with the Delivery Team, EDB Officer and Senior Community Engagement Officer.

In the past few months, the number of projects delayed has increased, this is due to the Delivery Team devoting their resources to reducing the repairs and maintenance backlog. Unfortunately, this has had an impact on the completion of EDB projects, including the Coldean Independents bid for noticeboards, of which the EDB Panel has been made aware and updated on over the past few months.

Suggested solution to help speed up project delivery

The Community Engagement Team and the Procurement Team are working on a solution to this, which will be a procurement process where small contractors will be offered the EDB works which are outstanding, taking on projects which fall under their speciality, e.g. gardening, painting and decorating, building works, etc. The aim is for these providers to take on all the outstanding bids, ensuring projects are completed as quickly as possible, giving the Delivery Team more capacity to complete urgent repairs and maintenance work.

Fencing

Apologies for any confusion around whether EDB funds can be used for fencing. While individual fencing, that is fencing in gardens of houses, cannot be funded through EDB, fencing around communal areas can. Housing will work with tenants who have requested fencing to their property on a case-by-case basis.

N3.5 Actions

Action	<ul style="list-style-type: none"> • Community Engagement Team to update the Area Panel on the progress made in implementing a new procurement process to ensure outstanding projects are taken on by new contractors as quickly as possible. • Include list of outstanding EDB projects approved between 2021 and 2023 (see report in appendix)
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Start date	07/08/2023
End date	05/09/2023

N3.6 - Estate Walks

Area in city	North
Star rating	3 star – City wide issue
Date question raised	22 nd June
Week of Area Panel	4 th Sept
Deadline for officer response	10 th August at 9am
Name of officer responding	Janet Dowdell
Officer job title	Housing Operations Manager
Contact Details	janet.dowdell@brighton-hove.gov.uk

N3.6 Question & Response

Issue	Residents value Estate walks and would like these to happen more regularly.
Background	N/A
Request or Question	<ul style="list-style-type: none"> • When are the next estate inspections scheduled to happen in the North area? • How frequently are these due to take place?
Response	Following our series of walks under the pilot we have reviewed the outcomes and are planning to introduce a 2-year programme to cover our housing estates. This work is in progress, we aim to start the estate inspections in October 2023 and are working towards publishing the schedule online. We will return to Area Panels with an update before publishing details on the website. Tenant reps will be invited to take part in the inspections.
Action	Introduce a 2 year programme of Estate Walks.
Start date	Ongoing

End date	
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N3.7 - Adaptations

Area in city	North
Star rating	3 star – City wide issue
Date question raised	22 nd June
Week of Area Panel	4 th Sept
Deadline for officer response	9am on 10 th August
Name of officer responding	Alex Dickie
Officer job title	Operations Manager - Housing Adaptations
Contact Details	alex.dickie@brighton-hove.gov.uk

N3.7 Question & Response

Issue	Adaptations to Council housing are not happening fast enough
Background	Residents with health and mobility issues are waiting a long time for adaptations to their Council properties. This is posing a danger to their health and well-being and impacting the quality of their daily lives. It is also putting pressure on external services such as the fire brigade. Example given: Leach Court sheltered housing scheme – a tenant was unable to get out of the bath 4 times because the correct adaptations had not been made. The fire brigade had to be called out on all occasions.
Request or Question	<ul style="list-style-type: none"> • What is the expected length of time that tenants have to wait for adaptations to be put in place? • How many requests for adaptations have been made across the city in the past year, and what percentage are still waiting to take place? • What is the council's policy on keeping adaptations in homes if they are in good condition?
Response	There is high and rising demand for adaptations and a waiting list for assessment. All new cases are triaged and the most urgent cases are prioritised to be seen quickly. This means some less urgent cases can take up to 8 months to be seen by an occupational therapist. Current time following assessment averages 8 weeks until the work is ordered. To reduce waiting times a pilot scheme to provide straightforward bath replacement level access shower without further assessment is in

	<p>progress. Furthermore, additional temporary staff are in post to reduce the list.</p> <p>In the period 1 Aug 2022 – 31 July 2023 there were 410 requests for adaptations, of which 186 (45%) have been completed. Therefore, 224 (55%) are still in progress.</p> <p>The Council will always try to maintain adaptations in situ though it should be noted that level access showers have a limited life and there is often a preference for a bath from new tenants, especially in family homes.</p>
Action	N/A
Start date	
End date	

N3.8 - Clear-up on estates

Area in city	North
Star rating	3 star – City wide issue
Date question raised	22 nd June
Week of Area Panel	4 th Sept
Deadline for officer response	9am on 10 th August
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services
Contact Details	justine.harris@brighton-hove.gov.uk

N3.8 Question & Response

Issue	Janet Dowdell (Tenancy Services Operational Manager) mentioned to residents that a clear-up would be happening across estates in the city, and skips would be made available.
Background	N/A
Request or Question	<ul style="list-style-type: none"> • When is this clear-up due to take place? • When and where are these scheduled to take place? Will these be publicised?

Response	<p>No firm plans have yet been put in place for this community led initiative. Initial planning is taking place by the Housing Estates Services team, City Clean and the Community Engagement team.</p> <p>The Community Engagement team will liaise with residents on any future plans.</p>
Action	As above.
Start date	
End date	

W3.1 - Consultation and communication with residents

Area in city	West
Star rating	3 star – City wide issue
Date question raised	29 th June 2023
Week of Area Panel	11 th Sept 2023
Deadline for officer response	10 th August 2023
Name of officer responding	Hannah Barker
Officer job title	Senior Community Engagement Officer
Contact Details	01273 296639 / 07771 389497 hannah.barker@brighton-hove.gov.uk

W3.1 Question

Issue	<p>West residents are proposing a meeting to discuss on-going concerns about consultation and communication with residents. They are requesting a city-wide meeting with residents from all four Areas, Councillors and Council officers. The focus of this discussion is listening to residents' concerns and allowing enough time for residents to put this forward. Its aim is to be a wide-ranging exploratory discussion, which helps progress the issue in a constructive direction. Representatives from each Area should be involved in the process of working out the structure and content of the meeting.</p>
Background	<p>Issues about communication and consultation are consistently raised at all of the Resident Only meetings. These get responses at Area Panel but are never discussed in depth or resolved and keep coming up again. This process has begun to feel circular and unconstructive and West residents thought a new approach was needed.</p>

	<p>West residents noted the response at the June Area Panel to an item from North, which began: 'We're sorry that you feel that there is a lack of communication with residents. This implies it is something residents feel, rather than something that is actually happening. Residents' concerns need to be taken seriously and addressed - a meeting would be part of this process.</p>
<p>Request or Question</p>	<p>Request for the Community Engagement Team to organise a meeting on communication and consultation. The focus of the proposed meeting is to listen to residents' concerns and allow enough time for residents to put these forward.</p> <p>Each Area to be asked to nominate two representatives to help organise the meeting.</p> <p>It was agreed that Muriel Briault and Pat Weller would be the West representatives and contacts for the Community Engagement Team.</p>

W3.1 Response

Overview of Response:

This response is written alongside other resident's questions, C3.6 and E3.1, which also raise issues around communications.

- We will work with the Involvement & Empowerment Group to look in more detail at the issue as a next step and report back to Area Panel.
- The preparation to comply with the new Social Housing Regulator includes ensuring high standards of communications and consultation for residents.

Detail of Response:

We do not have capacity currently to organise an additional meeting

The Area Panel Terms of Reference supports this request for a short-term focus meeting, depending on capacity:

However, in terms of '*available resources and competing priorities*', we would like residents to note that preparation for the Social Housing Regulation Act and Regulators inspections, for Housing and the Community Engagement Teams is very pressing; in the short term.

Social Housing Regulator

Work is ongoing relating to standards of communications and consultation across many areas of Housing and Engagement. This is part of the intensive work in preparation for the Regulator inspections. The Regulator requires Housing to publish their Engagement Plan by April 2024, which will address issues relating to communication and consultation.

For example, the Regulator will be measuring the council against Consumer Standards. One of the draft Consumer Standards, set by the government, which relates to communication and consultation says:

The Transparency, Influence and Accountability Standard – requires landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints, when necessary, influence decision making and hold their landlord to account.

The Involvement & Empowerment Group

We suggest that instead of establishing a separate time limited focus group on the topic of consultation and communication, this item is included in the action plan and work of the existing Involvement & Empowerment Group (I & E). The resident chair of the group, Chris El Shabbah agrees these issues fit within the remit of the group.

The next I&E meeting is on 25th October. 3 residents who helped draw up this question attend this meeting already. Pat, and anyone else, are very welcome. At this meeting we can decide what next steps to take in relation to communication and consultation.

The I&E forum is a good place for the question to be explored in more detail, over some time, because it sits alongside other related work that this group are looking at. For example, the Tenants & Residents Groups Toolkit includes supporting groups around communications and consultation.

I appreciate talking with Muriel and Roy, (Resident-only West co-chair and area Panel Vice Chair) to understand the issue in more detail. We will take these things to the Involvement & Empowerment Group.

- The need to have more time to dig into residents' questions responses, either at or outside of Area Panel.
- Lack of response from Housing on reports regarding estates

We disagree with the background statement supplied, “Issues about communication and consultation are consistently raised at all of the Resident Only meetings”

We looked at 11 rounds of Area Panel and the 44 Resident Only Meetings which took place, across all 4 areas, between August 2021 to Sept 2023. During that time there were 13 Questions (not including this one) with ‘communication’ or ‘consultation’ in the title. The total number of residents questions over this time was 191 questions, so approx. 6.9% of questions were about communications or consultation in any way.

W3.2	Sep-23	Laundry review & consultation
C3.6	Sep-23	Communication and Consultation
E3.1	Sep-23	Poor Communication from Senior Council Officers
E3.1	Jun-23	Council staff lack of responsiveness
W3.5	Jun-23	Working with residents: What does consultation mean?
C3.3	Jun-23	Lack of response from Officers
N3.2	Jun-23	Poor Council Communication
C3.6	Feb-23	Improving Communication with Council
N2.2	Oct-22	Parking consultation in Hollingdean

W2.2	Feb-22	Response to service requests and queries
W3.2	Feb-22	Area Panel Review and time for consultation
W3.2	Dec-21	Communications between Council and residents
N3.3	Aug-21	EDB - Communication

This does not show that residents are consistently raising this issue at all resident only meetings. It also does not show whether the majority residents were happy or unhappy with the response given.

However, we are aware that communications and consultation are vitally important for both Housing and the Engagement Team; communications and consultation are fundamental to our work. We also want our Residents Questions process to work better.

W3.1 Action

Action	Involvement & Empowerment Group to pick this up as part of the agenda of the next meeting, including: - How can residents question responses be better served, discussed and lead to resolution?
Start date	7 th August 2023
End date	25 th October 2023 (date of I & E)

W3.2 - Consultation process and laundry review

Area in city	West
Star rating	3 star – City wide issue
Date question raised	29 th June 2023
Week of Area Panel	11 th Sept 2023
Deadline for officer response	10 th August 2023
Name of officer responding	Craig Cotton
Officer job title	Contract Manager - Housing
Contact Details	craig.cotton@brighton-hove.gov.uk

W3.2 Question & Response

Issue	Agreements at Area Panel to follow up on the laundry review consultation with Philip Court were not kept. The meeting asked for the following concrete example of poor communication and lack of response to be noted.
Background	

	<p>15/12/22: <i>West Resident only meeting, Item 18, 'Working with residents':</i> Proposals around the laundry at Philip Court was given as an example of 'top down' consultation, where residents are informed of solutions rather than engaged in a joint process of discussion and development from the beginning. This went as a 3-star item to the February 2023 West Area Panel.</p> <p>15/2/23: <i>West Area Panel, ref W3.6, Working with Residents:</i> The officer response to the item from the West Resident Only meeting included:</p> <ul style="list-style-type: none"> a. Housing will bring a laundry review paper to the next Area Panel (Jun 2023). b. The Community Engagement Manager will speak to housing officers and residents to understand what happened with the Philip Court Laundry room consultation. <p>23/3/23: <i>West Resident Only meeting, item 7: Working with residents: what does consultation mean?</i> This meeting noted that Philip Court had not yet been contacted about the laundry review. Concerns were again raised that the laundry review paper scheduled for June 2023 Area Panel would not have the views and experiences of the people using this service as its starting point. This went as a 3-star item to the June 2023 West Area panel.</p> <p>16/6/23: <i>June West Area Panel</i> Philip Court had still not been contacted about the laundry review. The laundry review paper scheduled for Area Panels in June was not on the agenda and there was no communication or explanation about this.</p> <p>29/6/23: <i>West Residents Only meeting</i> Philip Court had still not been contacted about the laundry review.</p>
Request or Question	<p>Graham Dawson to contact Sam Warren, Community Engagement Manager, to follow up on consultation about the laundry review at Philip Court.</p> <p>Item to go to Area Panels as a concrete example of poor communication and consultation.</p>
Response	<p>The consultation has not started to date. The concerns of the West Area Panel meeting on the 23/3/23 have been noted, and we would like to assure the Panel that the views and experiences of the people using the laundry service will be important to the review. A start date for a comprehensive resident consultation has yet to be decided. Although, not included in the June Area Panel, the laundry service review is ongoing and will involve input from residents.</p>
Action	<p>When the starting date for the consultation is confirmed, we will inform Panel. The detail of the consultation plan, regarding the residents involved, the information sought and a variety of ways in which residents</p>

	can share their experiences and views, will also be communicated to Panel. We would of course welcome any additional input from Panel at this point.
Start date	N/A
End date	N/A

W3.3 - Grass Cutting and Weeding: Contractors

Area in city	West
Star rating	3 star – City wide issue
Date question raised	29 th June 2023
Week of Area Panel	11 th Sept 2023
Deadline for officer response	10 th August 2023
Name of officer responding	Melissa Francis
Officer job title	Head of City Clean
Contact Details	melissa.francis@brighton-hove.gov.uk

W3.3 Question & Response

Issue	Contractors employed by the Council to clear weeds from pavements and grass areas are not doing their jobs properly. The Council needs to be checking and monitoring this work.
Background	Contractors were observed in Godwin Road over several hours on the 14 th June 2023. They had a Brighton & Hove City Council van. There was no evidence that any weeding or maintenance was being done, or any signs afterwards that any weeds had been cleared.
Request or Question	Ask the Council to ensure there are checks and monitoring of the work done by contractors on weeding and grass cutting.
Response	The Council has not engaged contractors to clear weeds. Records were checked to ascertain whether Council staff were working in this area on 14 th June 2023 and there were no staff recorded as working from Cityclean or Cityparks in Godwin Road.
Action	No further action.

Start date	N/A
End date	N/A

W3.4 - Grass Cutting and Weeding: Ongoing Concerns

Area in city	West
Star rating	3 star – City wide issue
Date question raised	29 th June 2023
Week of Area Panel	11 th Sept 2023
Deadline for officer response	10 th August 2023
Name of officer responding	Sarah Carlisle
Officer job title	Operations Manager, City Environment (Cityclean & Cityparks)
Contact Details	sarah.carlisle@brighton-hove.gov.uk

W3.4 Question & Response

Issue	<p>There is a lot of work to be done to get pavements weeded and cleared and grass areas mown so they are at a safe and accessible standard. There is also work needed to ensure that a better service is provided in the future, preventing these problems from arising.</p>
Background	<p>West residents have consistently raised concerns about grass-cutting and weeding. This is an important issue because blocked pavements and overgrown areas limit accessibility and create health and safety hazards. This is particularly hard for residents with any mobility difficulties. It has made it impossible for some wheelchair users to move around their local area. A number of specific complaints were raised about neglected areas, which residents will follow up with local Councillors.</p>
Request or Question	<p>West residents want a commitment to a better service as a fundamental provision from the Council, as paid for out of rents and council tax. This includes:</p> <ul style="list-style-type: none"> • Regular mowing and weeding uniformly across all areas (not just the tourist and central parts of the city). • Proper clearing up after mowing: insuring that wet grass is not going to cause a hazard. • Work done systematically and fully – eg not leaving half an area uncut or missing a section out altogether.

	<ul style="list-style-type: none"> • Refunds if work is not done.
Response	<p>We're sorry that you have concerns about the grass-cutting and weeding. We have had weather that has meant rapid growth both for grass and shrubs. We are on schedule with grass cutting to those sites we can access. We have commenced hedge trimming & shrub pruning and are working our way through sites currently.</p> <p>Any complaints received on Housing sites by Cllrs that come under City Parks contract have been addressed to date.</p> <p>The Ride on mower is quicker than the pedestrian follow up (mowing & strimming) team so it will mean there will be times when the ride on mower has been to site to cut and the follow up will come later. As far as reasonably practicable we try to make that as short a time as possible.</p> <p>We aim to mow verges at the same rate throughout the city depending on the resource of the team.</p>
Action	N/A
Start date	N/A
End date	N/A

Residents Questions- 2 star, North

N2.1 - Fly-tipping

Area in city	North
Star rating	2 star - Local area issue
Date question raised	22 nd June
Week of Area Panel	4 th Sept
Deadline for officer response	10 th August 2023
Name of officer responding	Chloe McLaughlin
Officer job title	Estates Services Manager
Contact Details	chloe.mclaughlin@brighton-hove.gov.uk

N2.1 Question & Response

Issue	People are dumping large household items and mattresses, as well as other rubbish in Bates Estate and Moulsecomb.
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Background	<p>At Bates Estate, residents have major issues with fly-tipping. While this has been reported to the Council, nothing has been done to clear the areas or to put in place preventative measures. Council vans responsible for clearing up fly-tipping have been spotted driving past and ignoring the problem areas.</p> <p>In Moulsecoomb, the same person has been spotted fly-tipping waste near 112 Newick Road. This has been reported to the Council, but the problem is ongoing. A tenant who lives in a property nearby can no longer open their back door due to the smell and the flies.</p>
Request or Question	<p>It was agreed to raise the following questions at Area Panel:</p> <ul style="list-style-type: none"> • When can residents of Bates Estate and Moulsecoomb expect a clear-up of the fly-tipped items in their areas? • Why has no action been taken in spite of fly-tipping being reported in Bates Estate and Moulsecoomb? • Can signs be put up in the affected areas to deter further fly-tipping? • Are the Council able to offer any other resources to prevent fly-tipping in the affected areas? • Fly tipping has increased due to collection issues and cost of additional removal being beyond a lot of peoples reach, how can the council alleviate this situation?
Response	<p>The Estates Service Team remove bulky waste within 10 days of the items being reported. The service receives reports from residents and other council staff. In 2023 we have attended the estate 14 times to remove reported fly-tipping including sofas, beds and mattresses.</p> <p>I am aware that fly tipping is increasing across the city and as the service manager for Estates I am looking into ways to reduce fly tipping on our housing estates. This is not a quick project so residents should continue to report any fly tips to the Estates Service Team.</p>
Action	N/A
Start date	
End date	

N2.2 - Community Engagement Officers

Area in city	North
Star rating	2 star - Local area issue
Date question raised	22 nd June

Week of Area Panel	4 th Sept
Deadline for officer response	10 th August 2023
Name of officer responding	Sam Warren
Officer job title	Community Engagement Manager
Contact Details	sam.warren@brighton-hove.gov.uk 07717303331

N2.2 Question & Response

Issue	There are not enough CEOs for the North area.
Background	<p>Residents feel that they are not getting the hands-on support they need in the North area.</p> <p>Residents particularly appreciate CEOs who communicate with them, respond to calls/emails, attend their meetings, events and walkabouts, and are able to offer practical support and assist residents in achieving their aims.</p> <p>Given the recent ward boundary changes, and an increase to the numbers of resident associations in the North area, residents feel that having a second CEO would be beneficial.</p>
Request or Question	<p>It was agreed to raise the following questions at Area Panel:</p> <ul style="list-style-type: none"> Residents would like to know whether there are plans to add a second CEO to cover the North area in the near future.
Response	<p>Thanks for your question.</p> <p>Currently, there is the equivalent of one full time CEO in each area (North, East, West and Central). The focus of the CEO's is to be out in the community working directly with TRA's, tenants, residents and community groups. The team is funded 70% through Housing Revenue Account and 30% through the general fund. This means the team all work with a range of local community groups, tenants and residents to support them to engage with the council, to develop local projects and to improve their neighbourhoods.</p> <p>The CEOs are supported by two full time Senior Community Engagement Officers who offer advice and guidance, they focus on two areas each - North and East or West and Central. The two senior officers specifically support, guide and develop more engagement within the core groups such as Tenant Disability Network, Leaseholder Action Group, Seniors Housing Action Group, Involvement and Empowerment Service Improvement Group, Home Service Improvement Group and Area Panels. They also work on wider engagement projects with the Community Engagement Manager to develop more engagement with minority groups, digital engagement, develop specific consultations, policy, practice and action plans, to ensure we are reaching a wide number of tenants and residents. We are also working on a range of</p>

	<p>projects to ensure we are ready to meet the new standards in the Social Housing Regulation Act.</p> <p>The Council also commissions community development support from the Trust for Developing Communities and the Resource Centre to offer tenants and residents additional support.</p>
Action	No Action
Start date	N/A
End date	N/A

N2.3 - Recycling & Rubbish collections

Area in city	North
Star rating	2 star – Local issue
Date question raised	22 nd June
Week of Area Panel	4 th Sept
Deadline for officer response	10 th August 2023
Name of officer responding	Melissa Francis
Officer job title	Head of Cityclean
Contact Details	melissa.francis@brighton-hove.gov.uk

N2.3 Question & Response

Issue	<p>Rubbish and recycling are not being collected regularly, and collections are being missed. Residents would like these longstanding issues to be resolved and do not want to keep raising this problem.</p>
Background	<p>Bates Estate: Residents reported that their rubbish is not being collected regularly as lorries are unable to gain access due to parked cars blocking the way. As a solution, residents propose putting in double yellow lines to prevent cars from parking in the problem area. Due to fewer collections, rubbish is piling up, and there is a rat and seagull infestation. When the bins are collected, a lot of rubbish gets left strewn on the ground, rather than cleaned up. There is often broken glass everywhere. Many areas are becoming health and safety hazards.</p>

	<p>There are not enough bins on the Bates Estate, and the existing ones are frequently overflowing.</p> <p>Parkmead: The recycling wheelie bins have not been emptied regularly since November. Officers at City Clean have been contacted on a number of occasions. While some attempts have been made to rectify the situation, the problem persists. Residents were told by Rachel Chasseaud that a site inspection would take place but this has not yet happened.</p> <p>Sylvan Hall: Residents reported that recycling and rubbish collections have consistently been missed in sections of their area. They have been in touch with local councillors to attempt to rectify the issue. However, the problem persists.</p>
<p>Request or Question</p>	<ul style="list-style-type: none"> • According to the Council website, recycling collections are due to take place once every two weeks and rubbish collections once a week. When can residents in the North area expect normal rubbish and recycling collections to resume? • Residents feel that access issues (e.g. at Parkmead and Bates Estate) are not being investigated quickly enough. What solutions have been found in order that collections can take place again? • Are the City Clean workers meant to clear the rubbish around the bins as well as in the bins? • Residents in the North area would welcome a meeting and walk-about in their respective areas with a City Clean representative, so that issues can be discussed and long-term solutions found to address the ongoing problems. • Bates Estates residents would like additional communal bins put in place in their area. How do residents request this?
<p>Response</p>	<ul style="list-style-type: none"> • Bates Estate - Cityclean will request double yellow lines through colleagues in Highways. Lines can take some time to install due to the process that is followed including scheduling the work and public consultation. An officer will visit the estate to review the number of bins and discuss with Housing who authorise the purchase of bins. Management will speak to the crews who empty the bins to ensure they tidy up the area. • Parkmead - as requested a site visit will be organised for September. • Sylvan Hall – Additional recycling collections have been introduced and recycling is collected on a Tuesday and Thursday. Please report missed collections online or to the contact centre.
<p>Action</p>	<p>Detailed above.</p>
<p>Start date</p>	<p>01.09.23</p>
<p>End date</p>	<p>30.09.23</p>

N2.4 - Benches at Wild Park

Area in city	North
Star rating	2 star - Local area issue
Date question raised	22 nd June
Week of Area Panel	4 th Sept
Deadline for officer response	10 th August 2023
Name of officer responding	N/A
Officer job title	N/A
Contact Details	N/A

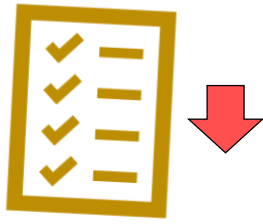
N2.4 Question & Response

Issue	There used to be 4 benches at the bottom end of Wild Park, frequently used by older people, or people with mobility issues. These benches were removed without notice.
Background	N/A
Request or Question	<ul style="list-style-type: none"> When can residents expect the benches at Wild Park to be replaced?
Response	<p>This question relates to City Parks and their response is below:</p> <p>Any benches that are removed from our parks are due to safety concerns where the bench has come to the end of its life.</p> <p>Cityparks do not have a budget for benches, any new benches that are installed are donated to the city via our Dedicate a Bench service. The service is currently paused whilst we review pricing and locations available, but Wild Park will most likely be offered as a location in the future for new donations.</p> <p>For further information, please contact City Parks by email on cityparks@brighton-hove.gov.uk or by phone: 01273 292 292.</p>
Action	N/A

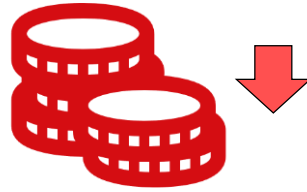
Start date	N/A
End date	N/A

Council housing performance

Quarter 1 2023/24 (April to June 2023)



99.95%
Gas safety
compliance



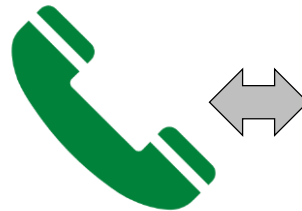
93.90%
Forecast rent
collection rate



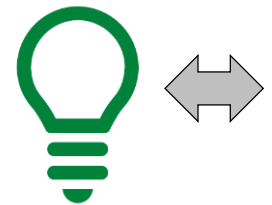
60 days
Empty home
re-let time



95.8%
Dwellings
meeting Decent
Homes standard



89%
Customer
services calls
answered



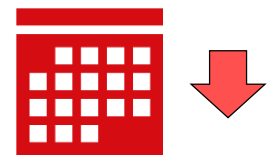
71.4
Average energy
efficiency
(rating out of 100)



81%
Complaint
responses within
10 working days



95%
Repairs
helpdesk calls
answered

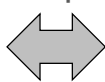


103 days
Average time to
complete routine
repairs

Performance since previous quarter is:



Better



Same



Poorer

Quarter 1 2023/24 council housing performance – key trends

Top scores (compared to target)

1. Calls answered by Repairs Helpdesk (95% vs 85% target)
2. Calls answered by Housing Customer Services (89% vs 85% target)
3. Energy efficiency rating of council homes (74.1 vs 73.8 target)
4. Surveyed tenants satisfied with repairs: customer service (98% vs 96% target)
5. Surveyed tenants satisfied with repairs: standard of work (98% vs 96% target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (103 days vs 15 day target)
2. Average re-let time excluding time spent in major works (60 days vs 21 day target)
3. Stage two complaints upheld (36% vs 18% target)
4. Routine repairs completed within 28 calendar days (42% vs 70% target)
5. Average weeks to approve adaptations (12.6 weeks vs 10 week target)

Biggest improvements (since previous quarter)

1. Average weeks to approve adaptations (20.3 to 12.6 weeks)
2. Calls answered by Repairs Helpdesk (78% to 95%)
3. Stage two complaints upheld (41% to 36%)
4. Stage one complaints responded to within 10 working days (75% to 81%)
5. Average re-let time excluding time spent in major works (61 to 60 days)







Biggest drops (since previous quarter)

1. Average time to complete routine repairs (81 to 103 days)
2. Routine repairs completed within 28 calendar days (50% to 42%)
3. Closed Tenancy Sustainment cases with positive outcome (94% to 88%)
4. Lifts restored to service within 24 hours (92% to 90%)
5. Emergency repairs completed within 24 hours (96% to 95%)




Housing performance report

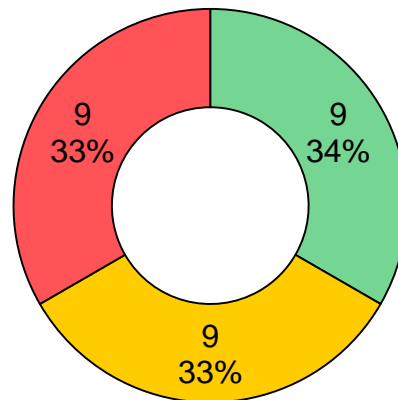
Quarter 1 2023/24

This report provides updates on performance indicators covering a wide range of Housing services. There continue to be areas of strong performance, with 10 indicators on target and an improvement in 14 of the indicators. However, some delivery challenges remain. The report covers Quarter 1 (Q1) 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
(9 indicators) |  Improved since last time
(13 indicators) |
|  Amber – near target
(9 indicators) |  Same as last time
(4 indicators) |
|  Red – off target
(9 indicators) |  Poorer than last time
(10 indicators) |








Performance indicators (Q1 2023/24)







-  9 are green (on target)
-  9 are amber (near target)
-  9 are red (off target)








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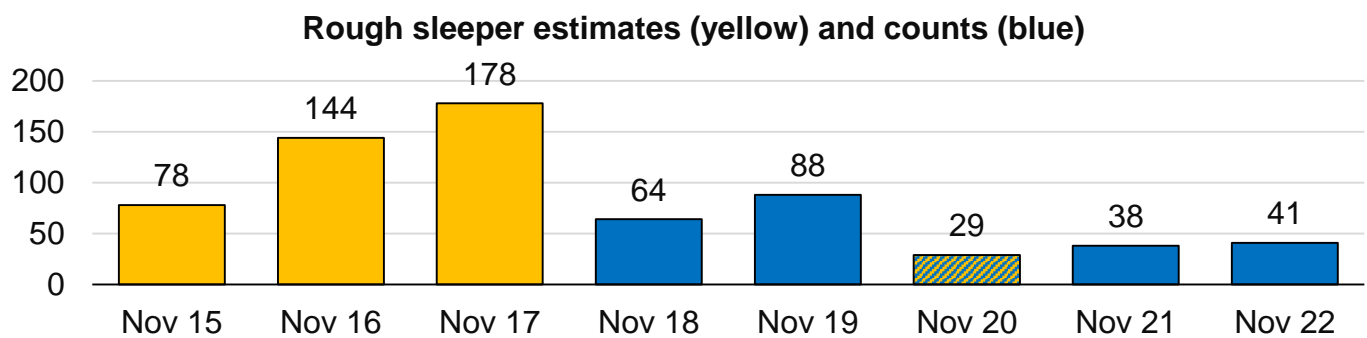
	Customer feedback – all Housing services	Target	Q4 2022/23	Q1 2023/24	Status against target	Trend since Q4
9.1	 Compliments received from customers	Info	90	87	n/a	n/a
9.2	 Stage one complaints responded to within 10 working days	80%	75% (155 of 207)	81% (164 of 203)		
9.3	Stage one complaints upheld or partly upheld	Info	43% (88 of 207)	46% (93 of 203)	n/a	n/a
9.4	Stage two complaints upheld or partly upheld	18%	41% (9 of 22)	36% (9 of 25)		
<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, and more information about this area of performance is provided on page 17 of this report.</p>						

  Private sector housing		Target	Q4 2022/23	Q1 2023/24	Status against target	Trend since Q4
10.1	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	1,335	1,390	n/a	n/a
These numbers have gone down as a result of the Additional Licensing Scheme finishing in February 2023.						
10.2	Corporate KPI: HMOs where all special conditions have been met (for licences issued over 12 months ago)	68.5% for Q1	66.43% (1,490 of 2,243)	72.04% (1,680 of 2,332)		
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 team are able to check that conditions have been met up to 6 months past the end of a scheme.						
10.3	Requests for assistance received (RFAs)	Info	237	124	n/a	n/a
Request for assistance top categories during Q1 were 55 disrepair (44%) and 15 dampness (12%) and 11 neighbour's disrepair (9%).						
10.4	Property inspections completed	Info	227	219	n/a	n/a
10.5	... of which RFA inspections	Info	93	50	n/a	n/a
10.6	... of which HMO licence inspections	Info	134	169	n/a	n/a
10.7	RFA cases closed	Info	180	98	n/a	n/a
10.8	Properties with Category 1 and 2 hazards resolved through informal action (closed RFAs)	Info	98% (47 of 48)	88% (21 of 24)	n/a	n/a
10.9	Properties with Category 1 and 2 hazards resolved through formal action (closed RFAs)	Info	2% (1 of 48)	12% (3 of 24)	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	6	7		












 Housing adaptations		Target	Q4 2022/23	Q1 2023/24	Status against target	Trend since Q4
11.1	Private sector housing – average weeks taken to approve Disabled Facilities Grant applications	10	15.4	22.0		
11.2	Private sector housing – average weeks taken for contractor to complete works	Info	35.1	39.0	n/a	n/a
11.3	Council housing – average weeks taken to approve applications and commence works	10	20.3	12.6		
11.4	Council housing – average weeks taken for contractor to complete works	Info	16.5	13.2	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.

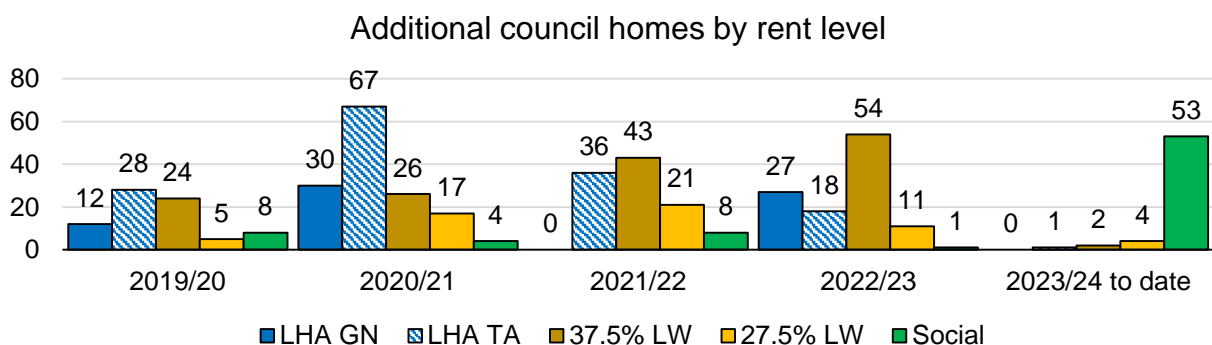
 Housing options and allocations	Target	Q4 2022/23	Q1 2023/24	Status against target	Trend since Q4
12.1 Corporate KPI: Homelessness cases presenting during the prevention duty stage	45%	45.0% (215 of 477)	40.4% (168 of 416)		
12.2 Corporate KPI: Homelessness prevention cases closed with a successful prevention outcome	55%	49.7% (95 of 191)	66.1% (119 of 180)		
The two Corporate KPIs above are newly introduced for 2023/24, although we are able to also provide data for them for the previous quarter in order to monitor the trend.					
12.3 New households with a full housing duty accepted	Info	121	127	n/a	n/a
12.4 Number of households on the housing register	Info	7,691	7,707	n/a	n/a



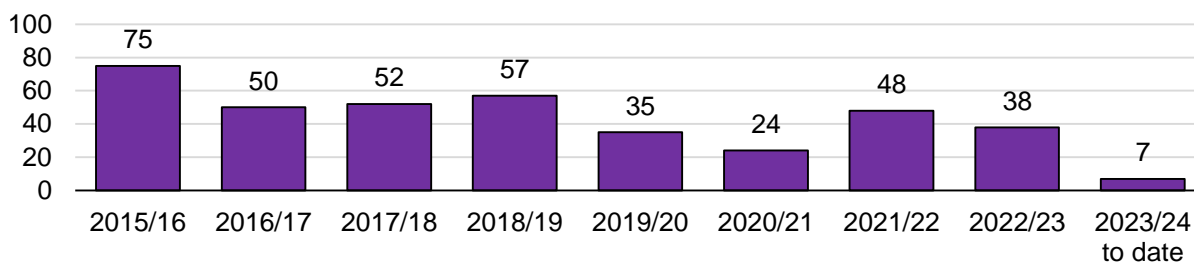
The November 2020 figure above used a blended methodology of an estimate with a spotlight count, due to the national Covid lockdown at the time. Please note that estimates have only been carried out at times when counts have not been.

 Temporary accommodation (including emergency accommodation)	Target	Q4 2022/23	Q1 2023/24	Status against target	Trend since Q4
13.1 Corporate KPI: Total households in temporary accommodation	1,655 for Q1	1,715	1,712		
<p>The target of 1,655 for the end of Q1 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.</p>					
13.2 Rent collected for emergency accommodation	95%	96.43%	89.57% (£812k of £906k)		
13.3 Rent collected for leased properties	95%	92.71%	97.70% (£1.52m of £1.56m)		
13.4 Rent collected for Seaside Homes	95%	92.76%	94.17% (£1.30m of £1.38m)		
<p>The methodology for the three indicators above has been revised as a result of the development of a new reporting system developed in consultation with Finance and the Corporate Debt Board, in order to align with other income collection indicators across the council, including the rent collection indicator for council housing on page 15 – the targets for 2023/24 have been set at a similar level. This methodology excludes rent loss from empty homes but factors in changes to the amount of rent arrears over time. These indicators cover the financial year to date. We expect rent collected for emergency accommodation to improve over the course of 2023/24 as more income is collected from Housing Benefit, which often comes in several weeks after the emergency placement started, because of the time taken to process the claim.</p>					
13.5 Empty temporary accommodation homes	For info	35	48	n/a	n/a
<p>The indicator above includes 25 block-booked, 14 private sector leased and 9 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%	99.3% (420 of 423)	99.5% (421 of 423)		
<p>The target was slightly missed because two checks were overdue on 30 June 2023.</p>					
13.7 Leased properties with a valid Landlord's Gas Safety Record	For info	82.5% (463 of 561)	85.2% (471 of 553)	n/a	n/a
<p>Performance is expected to improve further following the recent resolution of IT systems and temporary staffing capacity issues. A transfer of the gas safety information and processes onto the housing management IT system from an older database has now been completed.</p>					

Council housing – supply		Q4 2022/23	Q1 2023/24
14.1	 Additional council homes (new supply)	56	60
14.2	... at Local Housing Allowance (LHA) rents	53% (30 of 56)	2% (1 of 60)
14.3	... at 37.5% Living Wage rents	38% (21 of 56)	3% (2 of 60)
14.4	... at 27.5% Living Wage rents	9% (5 of 56)	7% (4 of 60)
14.5	... at social rents	0% (0 of 56)	88% (53 of 60)
14.6	Other stock increase	0	16
<p>The 16 homes above are counted separately from the new supply because they were 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	9	7
<p>Of the 38 homes sold during Q1, 7 were leasehold (flats) and 0 were freehold (houses).</p>			
14.8	Net change in the number of council homes – all rent levels	+47	+69
14.9	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	-4	+66
14.10	 Total council owned homes	11,819	11,888
<p>Total council owned dwelling stock of 11,888 includes 10,819 general needs, 895 seniors housing, 38 council owned emergency accommodation, 70 council owned temporary accommodation and 64 NSAP/RSAP dwellings.</p>			



Council homes sold through the Right to Buy (RTB)

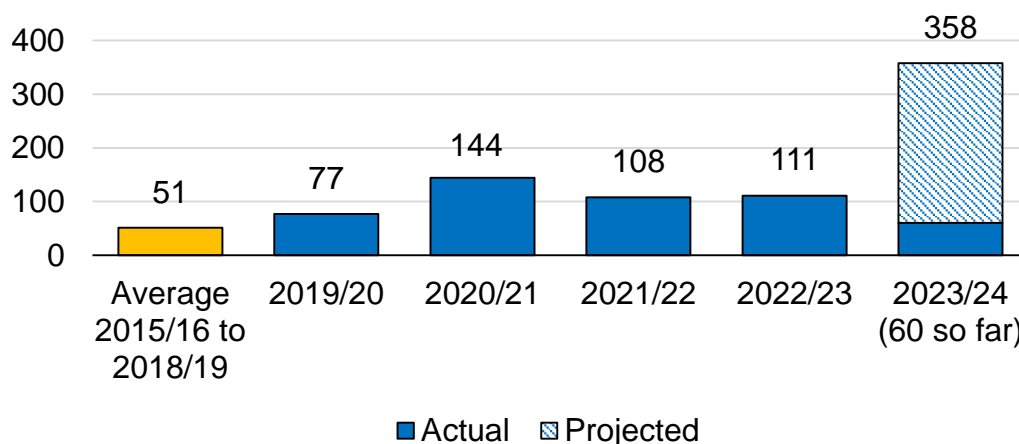


14.11 Further information on additional council homes

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 **320** 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: 320 homes – buy backs (87 Home Purchase and 5 RSAP), Homes for Brighton & Hove rented units (49 at Quay View and 127 at Coldean Lane), Hidden Homes (8), Kubic Apartments (38), Frederick Street (4), Charles Kingston Gardens (2)

Additional council homes per year (actual and projected)

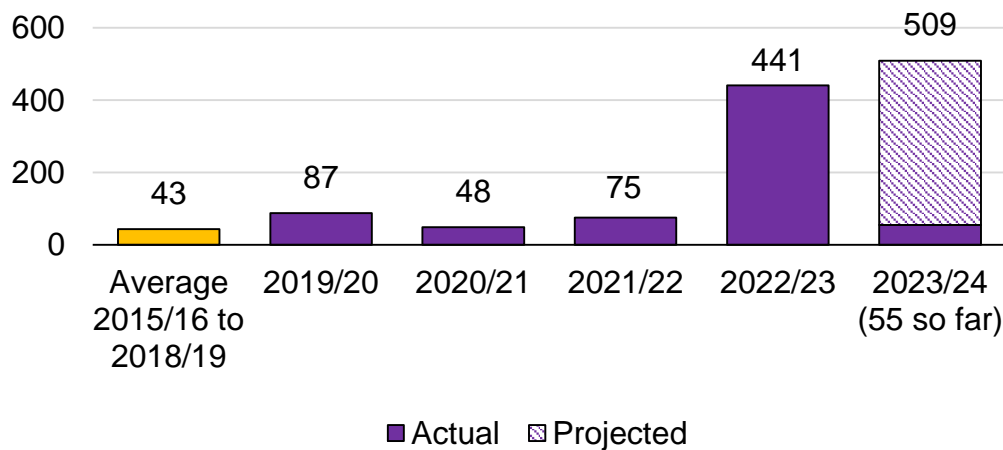


14.12 Other affordable homes

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) exceeds 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)



14.12 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	158	97	32	590
Of which, became purchases	2	32	53	91	81	28	0	287
Council declined	1	13	11	16	10	11	0	62
Owner declined offer	1	5	12	15	14	3	1	51
Owner withdrew	1	3	12	34	51	23	0	124
Outcome pending	0	0	0	1	2	32	31	66








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	69	7	287
... general needs social rent	0	0	1	4	0	1	0	6
... 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	3	129
... temporary housing at LHA rates	0	8	13	29	26	18	1	95




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 (£)
287	6	57	129	95	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	Q4 2022/23	Q1 2023/24	Status against target	Trend since Q4	
15.1	Corporate KPI: Rent collected from current council tenants	95.36%	94.02% (£55.1m of £58.6m)	93.90% (£61.1m of £65.0m)		
<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 Q4 collection rate is the final result for 2022/23 and the Q1 collection rate is a forecast for the 2023/24 financial year. Performance has been particularly impacted by staff vacancies in the Income Management team. As part of a recovery plan to improve rent collection, the team launched a recruitment campaign in June 2023 for eight vacancies, which has been successful so far and is expected to fill all but one post by August 2023.</p>						
15.2	 Current tenants known to claim Universal Credit	Info	1,558	1,659	n/a	n/a
<p>The indicator above has been revised to count only current tenant households which Housing Income Management can verify as claiming Universal Credit (UC) because they have an Alternative Payment Arrangement (APA) in place. Based on data collected since the introduction of UC it is thought that up to 3,900 households may potentially be claiming UC, but this is likely to include many who informed us at the time they started claiming UC but no longer claim it. Households known to claim UC account for 36% of total arrears and those potentially on UC account for 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	141	154	n/a	n/a
15.6	ASB perpetrator cases opened	Info	86	107	n/a	n/a
15.7	ASB perpetrator cases closed	Info	67	88	n/a	n/a
15.8	Average days to close ASB perpetrator cases	Info	120	199	n/a	n/a
15.9	Active ASB perpetrator cases at quarter end	Info	136	154	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% (5,839 of 6,536)	89% (6,089 of 6,874)		
















 Council housing – tenancy management	Target	Q4 2022/23	Q1 2023/24	Status against target	Trend since Q4
15.13 Closed Tenancy Sustainment cases with positive outcome	90%	94% (19 of 20)	88% (7 of 8)		

 Council housing – empty homes	Target	Q4 2022/23	Q1 2023/24	Status against target	Trend since Q4
15.14  Average re-let time in calendar days excluding time spent in major works	21	61	60		












Re-let times have improved but are still 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 number of new council homes let for the first time greatly increasing from 22 in Q4 2022/23 to 122 in Q1 2023/24 (this figure also includes other new homes such as Home Purchase policy buy backs).


15.15	Average 'key to key' re-let time in calendar days including time spent in major works	Info	88	106	n/a	n/a
15.16	Number of previously occupied council homes re-let (general needs and seniors)	Info	106	113	n/a	n/a
15.17	Number of new council homes let for the first time (general needs and seniors)	Info	22	112	n/a	n/a
15.18	 Empty general needs and seniors council homes (includes new homes)	Info	180	175	n/a	n/a
15.19	Empty council owned temporary, NSAP and RSAP accommodation homes (includes new homes)	Info	22	22	n/a	n/a

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).

 Council housing – Repairs and maintenance		Target	Q4 2022/23	Q1 2023/24	Status against target	Trend since Q4
16.1	Emergency repairs completed within 24 hours	99%	96.3% (3,181 of 3,303)	95.1% (3,084 of 3,243)		
16.2	Corporate KPI: Routine repairs completed within 28 calendar days	70%	50.2% (2,747 of 5,475)	42.9% (2,279 of 5,308)		
16.3	Average days to complete routine repairs	15	81	103		
<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. Performance of new incoming jobs are above target: 88.1% (2,087 of 2,369) of jobs issued on or after 1 April 2023 were completed within 28 days. There have also been increased pressures owing to significantly higher levels of reported damp and condensation cases following the tragic Rochdale case. Repairs & Maintenance had registered 862 live damp and condensation cases at the end of June 2023. All recruitment has now been completed however the service is still looking to engage additional contractors.</p>						
16.4	 Calls answered by Repairs Helpdesk	85%	78% (18,538 of 23,781)	95% (15,108 of 15,925)		
16.5	 Surveyed tenants satisfied with repairs: standard of work	96%	97% (486 of 502)	98% (1,754 of 1,787)		
16.6	Surveyed tenants satisfied with repairs: overall customer service	96%	98% (491 of 502)	98% (1,754 of 1,787)		

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	Q4 2022/23	Q1 2023/24	Status against target	Trend since Q4
17.1	Corporate KPI: Council dwellings meeting Decent Homes Standard	100%	95.8% (11,265 of 11,765)	95.8% (11,315 of 11,813)		
<p>There were 498 non-decent homes at the end of June 2023, 61% of which 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%	99.98% (10,108 of 10,110)	99.95% (10,092 of 10,097)		
<p>The target was slightly missed because five checks were overdue on 30 June 2023. Performance was affected by the change in gas contractor, as the previous contractor experienced staff shortages towards the end of their contract. Now that a new contact is in place with PH Jones, performance is expected to improve.</p>						
17.4	 Lifts restored to service within 24 hours	95%	92% (147 of 160)	90% (171 of 191)		

 Leaseholder disputes		Q4 2022/23	Q1 2023/24
18.1	Stage one disputes opened	3	1
18.2	Stage one disputes closed	4	2
18.3	Active stage one disputes (end quarter)	28	27
18.4	Stage two disputes opened	3	2
18.5	Stage two disputes closed	4	1
18.6	Active stage two disputes (end quarter)	7	8
18.7	Stage three disputes opened	0	1
18.8	Stage three disputes closed	0	1
18.9	Active stage three disputes (end quarter)	2	2

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
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
EIB237	North	16-Jun-21	Residents via Housing Manager	Horton Road	Bin Storage	Accept	Delay in delivery of bins	£8,185	£8,185		Order sent Feb 23	£8,082.00
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	
EIB301	East	01-Mar-22	Residents via Housing Manager	Lichfield& Framfield	Bin Storage	Accept	approved March 2022	£5,000	£5,000		final consultation approved	£4,894.51
EIB331	West	24-May-22	Residents via Housing management	Elizabeth Court	Increase bio-diversity	Accept		£800		£800		
EIB345	North	01-Jun-22	Estate Walkabout Nettleton & Dudeney	Dudene y Lodge, Upper Hollongdean Road,	submit proposal to provide boxed hose storage with retractable reel in Millenium Garden	Accept	Check re water safety	£500			Include in consultation	
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	<i>No balls sign removed. Consult on Block signage</i>	
EIB396	Central	03-Aug-22	Complaint via housing management	Sylvan Hall Estate	Bin Storage Phase I	Accept		£24,309	£24,309		<i>Consulttion delay. procuring</i>	
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>Works completed</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>Works ordered/ procuring</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>Procuring</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</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>Consulting</i>	
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>Procuring</i>	
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>Procuring planters</i>	
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</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>Under 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	Works ordered/procuring	£625.00
								£ 185,094				£ 57,829

Environmental Improvement Proposals 2023/2024 - approved

EIB445	West	23-Mar-23	H&S	Parker Court,	Replacement knee rail & Bike storage	Accept		£8,500.00	£8,500.00		Part complete - consult on rest	£2,028.33
EIB446	West	03-Apr-23	Housing management	Ellen House	Bike Storage	Accept	Consult on location	£3,500.00	£3,500.00			
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		Completed 23/6/23	£4,227
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		Completed 28/6/23	£4,154
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	
EIB453	North	03-May-23	Residents via Housing management	Burwash lodge	Handrail	Accept		£1,500.00	£1,500		Procuring	
EIB454	East	04-May-23	Housing management	WestHam	Tidy up	Accept		£2,000.00	£2,000		Ordered	£625
EIB456	East	09-May-23	H&S	Nuthurst Close	path repairs/ resurfacing	Accept	<i>but inform/ check access</i>	£7,000.00			Need to work around access	
EIB458	Central	16-May-23	Residents via Community Engagement Team	Essex Place, Montague Street, BN2 1LB	Garden improvements	Accept	<i>But needs further consultation</i>	£22,000.00			Procuring	
EIB459	West	22-May-23	Residents via Community Engagement Team	Conway court	Accessibility - replace benches with flip seating	Accept		£500.00			Procuring	
EIB460	North	26-May-23	Residents via Community Engagement Team	Bates Estate BN1 6PF	Tidy up	Accept		£8,000.00				
EIB462	Central	01-Jun-23	H&S	The Courtlands, Ashton Rise	Replace damaged railing for safety	Accept		£1,000.00				
EIB463	Central	03-Jun-23	Housing management	Cranbrook	Bin screening	Accept	<i>but just in same position</i>	£2,000.00				

EIB464	North	07-Mar-23	Residents via Community Engagement Team	Roedale Court	waterbutts & more raised planters	Accept	Yes but consult	£5,000.00				
								£71,500				£11,035

2022-23	Proposals	Category	Estimate	Actual
	29	Accepted/carried forward	£ 185,094	£ 57,829
2023-24	14	Accepted	£ 71,500	£ 11,035
	3	Rejected	£ -	
	43	2023/24 Total	£ 256,594.21	£ 68,863.87
	22	Investigation/ Consult	£ 158,600	

Total projects 50
Projects completed 13
Projects in progress
Procuring/ investigating
Projects Closed 3

Environmental Improvement Proposals - proposals awaiting consultation

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Commitment/ spend
EIB414	North	31-Oct-22	Complaint via housing management	Goring/ Ferring/ Angmering Court	Bin Storage	Accept		£3,500			Consult	
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			Awaiting consultation	
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			Awaiting consultation	
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			consult	

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 requied.	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 permanent 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	
EIB447	West	03-Apr-23	Residents via Housing management	Elizabeth Court	Awning/ gazebo	Consult	proposal needs to be consulted on and finalised	£5,000.00				
EIB449	North	04-Apr-23	Housing Management	Tavistock Down	Trim trail - bring up to standard	Consult	<i>make safe & consult</i>	£10,000				
EIB451	North	20-Apr-23	Residents via Community Engagement Team	Nettleton & Dudene	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				
								£ 158,600				

Environmental Improvement Proposals 20222023 - proposals rejected

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

Estates Development Budget Outstanding Works List

Bid type	Area	Bid Year	Bidder	Description of Works	Job Notes	Start Date	Bid
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	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	Hereford Court	Deep clean around the building	Awaiting updated price from Betapest - Seeking alternative contractor.	24/06/23	2,350.00
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
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

Estates Development Budget Outstanding Works List

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	Central	20/21 additional work	Essex Place	Adjust existing cycle racks in cycle shelter	Three person job		
Main Bids	East	22/23 Main bid	Bristol Estate - Cherry block	Supply and install fencing and gates to the new bin store	Approved April 22 - East panel - PO sent to Meakers June 2023		3,500.00
Main Bids	West	22/23 Main bid	Clarke Court	Supply and install new waterbutts and storage	Approved April 22 - West panel		1,500.00

Estates Development Budget Outstanding Works List

Main Bids	North	22/23 Main bid	Barcombe Place	Fence painting, new gate, and garden sundries	Approved April 22 - North panel. KP to update week beginning 15th May	1,194.66
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
Main Bids	North	22/23 Main bid	Barcombe place	Returfing, weeding and pruning, excavating, top soil and turf	Approved April 22 - North panel. KP checking cost with RJ Dance	8,272.51
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
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

Estates Development Budget Outstanding Works List

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 intsalled April 2023 but wrong type. Will be adjusted		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
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

Estates Development Budget Outstanding Works List

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
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			1,000.00
Quick Bids	North	April QB	Nettleton & Dudeney	Install new noticeboard in lobby at Dudeney Lodge			
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	Growing Hollingdean	Excavate and lay new concrete bases for new Asgard security storage units at x 2 locations in Hollingdean	Approved Oct 22 - Now have locations x 2. 05/01/23 - Southmont location to be confirmed. Bases have been installed		7,729.65

Estates Development Budget Outstanding Works List

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	Mimosa Court	Supply and install fencing, picnic benches, and supply landscaping works, Tree work to be subcontracted	Approved Oct 22 - 05/01/23 - Currently ongoing. KP checking scaffold is down and benches will be installed by contractor	8,777.06
Main Bids	North	Oct-22	Hornby Place	A wooden fence to carry on from existing around to the hand rail, new gate and path to be installed at side of the block to create a flat entrance	Approved Oct 22 - Fencing complete - Pathway outstanding	4,297.64
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

Estates Development Budget Outstanding Works List

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
Main Bids	North	Oct-22	Hollingdean	Install benches in the front garden area of Hollingdean Community Centre on Thompson Road	Approved Oct 22 - KP to get quote for benches, CEO team to order. - 01/12/22 - benches on order, due 20/12/22 - 05/01/23 - one bench installed, Shirley reports that they have no room for another, RA's to give an alternative location for the second one. BENCH will be installed in Bates Estate, CEO to follow up with group for location.	3,900.50
Quick Bids	Central	Jun-23	Sanders House	Remove existing and replace with new shed	Approved April 23	1,000.00

Estates Development Budget Outstanding Works List

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	01/01/2021	Lavender House	Stationary	Approved 05/03/2021	179.48
Quick Bids	North	01/01/2021	Nettleton & Dudeney	Plants and garden items	Approved 05/03/2021	941.11
Quick Bids	Central	01/01/2021	Rose hill Court	Gardening Equipment	Approved 05/03/2021	399.99

Estate Development Budget Update for Financial year 2023/2024

Main Bids rounds April* and October

(*Meeting clashes in April this year meant that the first round of Main Bids was moved to May)

The EBD Quick Bid Panel meets every 8/9 weeks.

Remaining quick bid panels – 27 Sept, 29 November, 31 January 2024, 27 March 2024

Remaining main bid panel – 18 and 19 October (To Be Confirmed)

Area	North	East	West	Central	Totals
Amount allocated at beginning of financial year	£97,664.00	£68,800.00	£80,096.00	£73,440.00	£320,000.00
Main Bids Approved	£34,612.46	£13,741.52	£0.00	£21,002.40	£69,356.38
Quick Bids Approved	£3,713.14	£214.00	£1,900.00	£6,261.47	£12,088.61
Total Spend so Far	£38,325.60	£13,995.52	£1,900.00	£27,263.87	£81,444.99
Remaining Amount	£59,338.40	£54,844.48	£78,196.00	£46,176.13	£238,555.01

