

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: NORTH AREA

7.00pm 28 SEPTEMBER 2015

ST GEORGE'S HALL, NEWICK ROAD, MOULSECOOMB, BRIGHTON BN1 9JJ

MINUTES

Present: Councillors Hill (Chair)

Representatives: Dave Eve (Nettleton and Dudeney), Heather Hayes (Coldean), Tracey Cox (North Moulsecoomb), John Marchant (East Central Moulsecoomb)

Non-Voting Delegates: Paul Wright (Coldean), Jenny Simonds (Coldean), Terence Hill (Bates Estate), Walter Sargison (Broadfields), Jane Huner (East Moulsecoomb), Andrew Hunter (East Moulsecoomb), Mary Marchant (North Moulsecoomb), Barbara Castleton (North Moulsecoomb), Gloria Woolvern (North Moulsecoomb), Ray Metcalf (East Central Moulsecoomb)

Officers: Becky Purnell (Resident Involvement Manager), Ododo Dafe (Head of Income, Inclusion and Improvement), Rachel Chasseaud (Head of Tenancy Services), Keely McDonald (Resident Involvement Officer), Delia Hills (Mears), Glyn Huelin (Partnering Business Manager), Gregory Weaver (Democratic Services Assistant)

Guests:

8 APOLOGIES

8.1 Apologies were received from Councillor Anne Meadows, Kath Davis and James Cryer.

9 MINUTES OF THE PREVIOUS MEETING

9.1 RESOLVED – That the minutes were agreed.

10 CHAIR'S COMMUNICATIONS

10.1 Councillor Tracey Hill, Chair, gave a brief introduction.

11 RESIDENTS QUESTION TIME

11.1 (Item 1 – Midhurst Groups)

11.2 Chair stated there was no exact time scale regarding the application of special paint.

11.3 Ray Metcalf stated nothing is going to happen until next year and noted his concerns of the timing.

- 11.4 Chair restated uncertainty of guarantee due to weather conditions.
- 11.5 John Marchant noted that the time between the receipt of the blue pages and the consultation is too long.
- 11.6 Delia Hills stated that the costs have only just been agreed.
- 11.7 John Marchant enquired how long the consultation takes and noted concerns of timescales.
- 11.8 Rachel Chasseaud stated that a large number of improvements are being made and clarified the process is long. She noted Therese' absence and stated the complexity of the whole operation.
- 11.9 Ray Metcalf enquired if it would be possible to have the houses cladded.
- 11.10 Rachel Chasseaud stated she will ask Therese Youngman to liaise with Heather Hayes.
- 11.11 RESOLVED – That the response was satisfactory.
- 11.12 (Item 2 – Reinstatement of Housing Management Consultative Sub-Committee)
- 11.13 John Marchant enquired why the Consultative Sub-Committee wasn't kept.
- 11.14 Chair stated that the details were listed.
- 11.15 John Marchant stated that residents are not being listened to noting that the majority do not want to change the area panels.
- 11.16 Heather Hayes stated more officers attended the HM Health and Managements meeting which included Councillors, she noted residents were listened to.
- 11.17 The Head of Income, Inclusion and Improvements, Ododo Dafe, replied with reasons why HMCSC was stopped. She noted that although the decisions made were different, residents were still listened to. She conceded that HMCSC was previously considered time intensive, costly and out of date however the decision to re-employ it can be decided by Councillors and not at committee. She stated that BHCC is trying to listen to all residents not just specific groups via new approaches.
- 11.18 John Marchant stated this created a waste of paper and letters and was not conducive to saving money.
- 11.19 Ododo Dafe agreed to take this to the relevant people.
- 11.20 RESOLVED – that this response is satisfactory.
- 11.21 (Item 3 – Role of resident involvement officers)
- 11.22 RESOLVED – that the response was satisfactory.
- 11.23 (Item 4 – Problems with damp and subsidence)

- 11.24 Heather Hayes noted a resident was displeased unclear information provided by the Council in regards to an enquiry. She stated the resident was unable to have windows finished due to cracks in the brick work however the Council have claimed that the issue is something other than water subsidence.
- 11.25 Barbara Castleton enquired as to Mears' work on other properties, citing that this has been an ongoing problem for years. She stated that works have been left due to subsidence.
- 11.26 Delia Hills agreed to respond to enquiries.
- 11.27 RESOLVED – that the response is noted.

12 TENANT AND RESIDENT SCRUTINY PANEL REPORT ON RESPONSIVE REPAIRS

- 12.1 Glyn Huelin presented a 3 part report covering responsive repairs and the ongoing work to update and enhance procedures to improve residents answer times, to provide alternative ways to achieve direct contact with residents such as meetings with tenants and leaseholders after the sheltered scheme project is completed and finally reintroducing the member's estate scheme.
- 12.2 John Marchant stated that the rate of your estate scheme did not accomplish anything. He noted that LATS had also been of no help.
- 12.3 Glyn Huelin stated that the estate inspections are important and urged that specific areas should be reported to housing customer services so as to be put through to the relevant team.
- 12.4 Tracey Cox gave examples of rubbish and refuse not being picked up. She stated that City Clean was not doing their job properly.
- 12.5 Ray Metcalf enquired as to why BHCC haven't carried out prosecutions and served some fines.
- 12.6 Rachel Chasseaud confirmed that BHCC are looking to prosecute people and have enforced fines however it takes a lot of time to acquire the evidence. She noted that sometimes there is no evidence also that enforcement should be more frequent in future.
- 12.7 John Marchant claimed that Moulsecomb didn't receive the same service as Hove due to holidaymakers disproportionately visiting Hove. He noted that Moulsecomb residents pay rent and tax as well.
- 12.8 Rachel Chasseaud denied the claim asserting that all areas are serviced equally.
- 12.9 John Marchant requested Ms Chasseaud accompany him on a walk around Moulsecomb.
- 12.10 Rachel Chasseaud accepted the invite.

12.11 Jane Hunter stated that some pride of the area was required, she asserted that tenants should also help clean the streets.

12.12 Terence Hill stated residents feel they have been passed around various contracts.

12.13 Delia Hills responded saying she will raise it on the system however contractors will still get involved. She offered her number and Email address for further correspondence.

13 RESIDENT INVOLVEMENT

13.1 Resident Involvement Manager introduced the report which highlighted work carried out with various members including people who attended City Assembly, results of consultations held with residents and stated the request to change City Assembly to a City Wide Conference in light of an attendance drop in the last year and a half. She also noted that the Lewes Road consortium meeting felt it should be later or on Saturday; a compromise has been sought.

13.2 John Marchant raised an issue of accessibility and problems with the date requested being too close to Christmas, he also stated concerns such as parking charges.

13.3 Becky Purnell stated due to the venue's central location many public transport facilities were close by. The time could be reviewed.

13.4 Tracey Cox enquired if other venues could be considered such as the housing centre.

13.5 Ododo Dafe agreed that other venues could be considered such as King's House canteen on a Saturday or Bartholomew House foyer, she stated that Becky Purnell could take that request to group.

13.6 Tracey Cox enquired if childcare costs would be covered.

13.7 Becky Purnell confirmed this would be provided.

13.8 Becky Purnell stated EDB panel is to take place on the 13th November.

13.9 Tracey Cox stated that despite the change of date to November work has still not started quicker.

13.10 Becky Purnell stated time was needed ensure homes were eligible for a fence via EDB. She noted that concerns have been reported.

13.11 Tracey Cox stated this should be heard at all other area panels.

13.12 Ododo Dafe confirmed that this has not been mentioned at other area panels.

13.13 Becky Purnell stated the intention to bring it to the next EDB meeting on the 13th November 2015.

13.14 Barbara Castleton stated that tenant reps were told bids had to be presented by November to give time to get everything priced so work can be carried out in April.

13.15 Chair stated this will be raised at the next EDB meeting.

13.16 RESOLVED – That the report be noted.

14 ELECTIONS TO SERVICE IMPROVEMENT GROUPS

14.1 **Home:**

Terence Hill - rep

Tracey Cox - rep

No deputy assigned.

14.2 **Neighbourhood and Community**

Pete O-Connor nominated (not present) bates estate.

Unanimous – Pete O’Connor elected

14.3 **Tenancy**

No reps nominated.

14.4 **Involvement and empowerment**

Terence Hill – unanimous

14.5 **Business and value for money**

No Reps nominated

14.6 **Tenant disability network**

No Reps nominated

15 CITY WIDE REPORTS

15.1 RESOLVED – That the reports are noted.

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of