

# BRIGHTON & HOVE CITY COUNCIL

## HOUSING MANAGEMENT PANEL: NORTH AREA

7.00pm 30 MARCH 2017

ST GEORGE'S HALL, NEWICK ROAD, BRIGHTON, BN1 9JG

### MINUTES

**Present:** Councillors Tracey Hill (Chair), Daniel Yates

**Representatives:** Des Jones (Hollingdean), John Dean (ECMTRA), John Marchant (ECMTRA), Mary Marchant (NMTA), Barbara Castleton (NMTRA), Sarah Rowntree (NMTRA), Terrence Hill (Bates TRA), Peter O'Connor (Bates), Bob Spacie (Laburnum Grove), Heather Hayes (Coldean Tenants and Leaseholders), Paul Wright (Coldean Tenants and Leaseholders), Jane Hunter (East Moulsecomb TRA), Andrew Hunter (East Moulsecomb TRA), Peter Hartley (ECMTRA), Ray Metcalf (ECMTRA), David Murtagh (EMTRA), Walter Sargison (Broadfields), David Eve (Nettleton and Dudeney)

**Officers:** Perrin Horne (Customer Service Manager), Hannah Barker (Resident Involvement Officer), Janet Dowdell (Tenancy Services Operations Manager) Simon Pickles (Housing Stock Review Manager), Ododo Dafe (Head of Income Involvement and Improvement)

**Guests:** Andy Tuck (Mears Project Operations Manager)

### 30 APOLOGIES

30.1 Apologies were received from Jenny Simonds, Clifford Willett and Jeff Tommy.

### 31 MINUTES OF THE PREVIOUS MEETING

### 32 CHAIR'S COMMUNICATIONS

### 33 RESIDENTS QUESTION TIME

33.1 (Item 1 – Resident Involvement Review)

33.2 Residents expressed the following concerns:

- They felt the review was mainly officer-led
- Requested an update

33.3 Officers responded to resident's concerns and enquiries with the following:

- Involvement and empowerment have met 9 or so times with a further meeting to take place in April.
- Acknowledged that resident's group requested more time for a discussion regarding the review and stated that a report will be available at the May Area Panels.

33.4 (Item 2 – Laburnum Grove Estate Development Budget Bid)

33.5 Residents expressed the following concerns and enquiries:

- Expressed surprise at the quote of 12,000 and stated they believed it was due to BHCC regulations

33.6 Officers responded to resident's enquiries and statements with the following:

- It wasn't just the Resident Involvement Team that felt the price was too high
- Currently awaiting a more comprehensive response
- Have conducted a survey and have received a relatively small response

33.7 (Item 3 – New Lettings Policy)

33.8 Residents stated the following concerns and enquiries:

- Enquired if this only applies to sheltered housing or all over

33.9 Officers responded to the resident's enquiry with the following:

- Local lettings policy is in relation to a specific issue within senior housing.

33.10 (3 Star Items – East Area Panel)

33.11 (Item 1 – Trade buttons and residents involvement)

33.12 Residents raised the following concerns and enquiries:

- Have received fobs and are happy with the current situation
- Enquired if there is a timetable for this.

33.13 Officers responded to resident's concerns with the following:

- Stated that not all residents within various blocks have been issued with a fob
- Suggested where not available, residents should join in local community to share information
- Not currently aware of timescale, residents will be written to in near future
- Cllr Hill noted that this is an ongoing situation and looked forward to all updates

33.14 (Item 2 – New Housing Management Teams)

33.15 Residents stated the following concerns and enquiries:

- Is it possible for tenant reps to be told when the estate is being inspected and the outcomes
- Once inspections are done, how long will it take until the feedback is reported

33.16 Officers responded to resident's concerns and enquiries with the following:

- There is a review coming on inspections that have been undertaken, it will contain among other things; results regarding the ongoing improvement of communication with residents in future
- Results are currently displayed on the website
- Housing officers are now assigned to specific areas and should help with consistency

33.17 **RESOLVED** – that the report is satisfactory.

33.18 (Item 3 – Estate Development Budget 2017/2018)

33.19 Residents stated the following concerns and enquiries:

- Stated there is a difficulty in discerning who legally occupies what land

33.20 Officers responded to the resident's enquiry with the following:

- Will contact the Resident Involvement Officer to supply a more comprehensive response for residents.

33.21 **RESOLVED** – that the report was satisfactory.

33.22 (3 Star Item – West Area Panel)

33.23 (Item 1 – Increase in fly tipping)

33.24 Residents stated the following concerns and enquiries:

- Caravans have been reallocating without prosecution, how and when can a park protection order come in to force

33.25 The Chair responded to the resident's enquiry with the following:

- The Chair stated that so far attempts of prosecutions and other avenues have been carried out however this is hard to prove. She further stated that other cases of success have been due to different methods of monitoring the issue

33.26 **RESOLVED** – that the report is satisfactory.

33.27 (Item 2 – Storage of mobility scooters)

33.28 Residents stated the following enquiries and concerns:

- How many scooter storage places have been built since the beginning
- Stated concerns regarding lack of other options

33.29 Officers responded to resident's enquiries and concerns with the following:

- The consultation was wide and varied
- Officers reaffirmed that BHCC are essentially searching to balance the needs of residents against the rest of the tenants in the block in regards to potential future risk of fire
- Stressed compliance with guidelines is paramount

33.30 **RESOLVED** – that the report is satisfactory

33.31 (Item 3 – Proposed change to Estate Development Budget regulations)

33.32 Residents enquired on the state of voting across other areas

33.33 Officers clarified that the review was looked at by 3 other area panels, however noted that the vote at the West Area was not legitimate.

33.34 **RESOLVED** – that the report was satisfactory

33.35 (Item 4 – Payback team)

33.36 **RESOLVED** – that the report is satisfactory

33.37 (Item 5 – Estate inspections)

33.38 **RESOLVED** – that the report is satisfactory

33.39 (Item 6 – Balconies at Ingram Court)

33.40 Officers stated that Scott Lunn will commit to this, this coming financial year

33.41 **RESOVLED** – That the report is satisfactory

#### **34 REPAIRS & IMPROVEMENT HANDBOOK**

34.1 Perrin Horne, Customer Service Manager, presented the report to the panel, she highlighted the various although minimal changes made to the Repairs and Improvement Handbook which include amendments to information such as contact names, details and addresses, she also expanded on extra information to be added such as planned works across the City.

34.2 **RESOLVED** – that the report was noted.

#### **35 CITY WIDE REPORTS**

35.1 **RESOLVED-** That the reports and minutes of the various Citywide groups be noted.

#### **36 ANY OTHER BUSINESS**

36.1 Residents enquired as to the current status of the car parking / visitor parking review

36.2 Officers confirmed that the review is currently still taking place and will report on the outcomes once the review has concluded

The meeting concluded at 20:40pm

Signed

Chair

Dated this

day of