

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: EAST AREA

7.00pm 4 SEPTEMBER 2017

BRISTOL ESTATE, REAR OF 146-192, DONALD HALL ROAD, BRIGHTON, BN2 5DJ

MINUTES

Present: Councillors Mears (Chair)

Representatives: Lyn Bennett (MFRTA Rep), Irene Boyce (S.Hawk Rep), Iain Ramage (Bristol Estate), Christ El-Shabba (Robert Lodge R.A), Rosemary Johnson (Leaseholders Action Group Elected Rep), Edward Cope (Chair Resident Inspectors)

Non-Voting Delegates: Anne Wilson (MFRTA Sub)

Officers: Emma Gilbert (BHCC Tenancy Services), Hilary Edgar (Housing Service Operations Manager), Ododo Dafe (Head of Income, Involvement and Improvement), Jeff Tourmentin (Strategic General Manager), Eddie Wilson (General Manager-Operations), Sharon Terry (Resident Involvement Officer), Gregory Weaver (Democratic Services Assistant)

Guests:

1 APOLOGIES

37. Apologies were received from Brenda Murphy.

2 MINUTES OF THE PREVIOUS MEETINGS

2.1 **RESOLVED** – That the minutes of the previous meeting held on 27 March 2017 be approved and signed as the correct record.

2.2 **RESOLVED** – That the minutes of the previous Special Area Panel meeting held on 25 May 2017 be approved and signed as the correct record.

3 CHAIR'S COMMUNICATIONS

3.1 The Chair gave the following communications:

“The Housing team have requested that attendees complete a survey about their experience of today’s Area Housing Panel and send it back in the prepaid envelope provided.

There is an additional report on the agenda about a proposed Home Purchase Policy. Copies will be handed out. Comments on the report should be sent to Di Hughes whose details are at the end of the report.”

A HOUSING PURCHASE POLICY

- 3a.1 Hilary Edgar presented the Home Purchase Policy document highlighting outlining the draft policy of new homes to the council funded by the HRA and increasing stock. She clarified that the paper will be going to Housing and New Homes and welcomed any feedback on the proposal.
- 3a.2 A resident enquired if the owner of a Council property has to accept an offer made by BHCC.
- 3a.3 An officer confirmed that tenants are under no obligation to accept any offers from BHCC and are within their rights to refuse. They clarified that the report states that BHCC can make a bid but not enter a bidding war; she noted that the price limit on a flat bid will be £250,000.
- 3a.4 **AGREED** – that the report be noted.

4 PRESENTATION BY RESIDENT INSPECTORS

- 4.1 Eddie Cope, Resident Inspector, presented the report and explained the role of resident inspectors; he stated that in March progress was made in the effort to revise the process. He noted that they were looking in to EDB projects taken from ideas across Brighton and hove. He further clarified that the role was to work alongside and to hold contractors to account.
- 4.2 Hannah Barker, Resident Involvement Officer, presented a short video to show the role of Residents Inspectors.
- 4.3 An officer enquired as to the frequency of Resident Inspector visits.
- 4.4 Eddie Cope stated that resident inspectors make 24 visits a year, he further clarified that Resident Inspectors have been performing the role for 4 years.
- 4.5 The Chair stated and praised the excellent partnership between Resident Inspectors and contractors.
- 4.6 **AGREED** – that the report be noted.

5 ELECTIONS TO SIGS

- 5.1 Votes were taken to appoint 2 representatives and 2 deputies to 5 SIGs.
- 5.2 Improvement and Empowerment Service Improvement Group
- Chris El-Shabba
- 5.3 Business and Value for Money Service Improvement Group
- Lyn Bennett - East Area
- 5.4 Tenancy Neighbourhood Service Improvement Group

- N/A (yet)

5.5 Home service improvement group (including Resident Inspectors)

- Chris El-Shabba - Unanimous decision.

6 ELECTION OF RESIDENT VICE CHAIR

6.1 An election for the Resident vice Chair to East Area Housing Panels was held, the result was as follows:

6.2 Christ El-Shabba unanimously elected.

7 TENANCY AGREEMENT REPORT

7.1 Emma Gilbert presented the report highlighting various issues such as updates made to the report to keep in line with various changes that have occurred since 2009.

7.2 A resident enquired when the report will come in to effect, and whether the Tenant Handbook is still provided to all new tenants moving in to properties

7.3 An officer responded to the enquiry by stating that it will all come in to effect on January 20th 2018, she further stated that hard copies of the Tenant Handbook are no longer provided and that a web link is provided instead.

7.4 **AGREED** – that the report be noted.

8 STAR ACTIONS REPORT

8.1 Ododo Dafe, Head of Income Involvement and Improvement, presented the STAR Actions Report and outlined the various details and findings enclosed within.

8.2 A resident enquired what happens to leaseholders as they do not appear to be represented in the report. They requested the possibility of a leaseholder survey to feed to officers in future.

8.3 An officer responded to the resident's enquiries by stating that the term "tenants" in the report was essentially shorthand for all people living in accommodation, they further noted that they did not have specific information on hand at that time.

8.4 **AGREED** – that the report be noted.

9 BRIEFING NOTE ON TENANCY FRAUD AMNESTY

9.1 Emma Gilbey presented the Briefing note on Tenancy and Fraud Amnesty to the panel; she stated that the main point of the report was to give an overview of the progress made in trying to take back properties fraudulently inhabited.

9.2 The Chair agreed that the scheme was very successful and was well executed.

9.3 **AGREED** – that the report be noted.

10 FIRE SAFETY REPORT FOR EAST BRIGHTON & HOVE CITY COUNCIL

- 10.1 The Chair stated that the Fires Safety Report was on the agenda for Information purposes.
- 10.2 Residents stated their delight at the news and were comforted to know that all are safe in their own homes
- 10.3 An officer reminded people to keep a vigilant eye on the situation, by way of example she cited the effort to make sure to keep common ways clear of clutter.
- 10.4 **AGREED** – That the report be noted.

11 QUARTER 1 PERFORMANCE REPORT

- 11.1 Ododo Dafe presented the Quarter 1 Performance Report, she highlighted the main points from the report such as 46 indicators being measured and work completed in relation to the Estate Development Budge. She requested feedback and any suggestions in relation to setting appropriate targets in future.
- 11.2 A resident agreed that this should be taken to EDB panel but was sceptical of the proposal to impose time targets on this due to various issues to take in to account such as consultations required where projects are only partly funded.
- 11.3 Officers agreed this could be brought to Estate Development Budget Panel, also agreed to the notion of not placing time targets.
- 11.4 **AGREED** – that the report be noted.

12 ITEMS FROM RESIDENT ONLY MEETINGS

- 12.1 (Item 4 – Estate Development Budget costing of work)
- 12.2 Residents noted that when the quote of £1600 was queried it was subsequently reduced to £800.
- 12.3 **AGREED** – that the reports be noted.

13 FEEDBACK ON ANY SUGGESTED AGENDA ITEMS

- 13.1 A resident enquired the current situation in regards to “greenspace” money which was set aside some time in the past specifically allocated for Bristol Estate.
- 13.2 Officers answered the resident’s concern by stating that since the consultation on Bristol Estate, a working group had re-agreed its priorities. She furthered that staff shortage has also created a delay in work progress.
- 13.3 The chair stated that as an act of goodwill, the ramp should be looked at as a matter of urgency.

14 CITY WIDE REPORTS

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

15 ANY OTHER BUSINESS

15.1 Various residents stated their unavailability for the next East Housing Area Panel due to take place on the 30th October 2017, a request for a possible change to the date could be considered.

15.2 Chair agreed that a possible date could be considered and will liaise with the Area Panel Clerk and Officers to help realise this.

15.3 An officer confirmed 3 upcoming workshops with remit for designing services that work for everyone.

The meeting concluded at 21:00pm

Signed

Chair

Dated this

day of