

**BRIGHTON & HOVE CITY COUNCIL**  
**HOUSING MANAGEMENT PANEL: EAST AREA**  
**7.00pm 26 FEBRUARY 2018**  
**THE VALE COMMUNITY HALL, CRAVEN VALE**

**MINUTES**

**Present:** Councillors Mears (Chair) , Councillor Bell.

**Representatives:** Chris El-Shabba (Robert Lodge Vice Chair), Alan Cooke (Craven Vale), Lyn Bennett (MFRA Vice Chair), Anne Wilson (MFRA Secretary), Janet Gearing (

**Officers:** Glyn Huelin (Business and Performance Manger), Annie Sparks (Environmental Health Manager), Eddie Wilson (Mears General Manager), Sharon Terry (Resident Involvement Officer)

**36 APOLOGIES**

36.1 Notice of late attendance was received by Rosemary Johnson.

**37 CHAIR'S COMMUNICATIONS**

37.1 Lyn Bennett was nominated to attend the Chartered Institute of Housing Conference.

**38 MINUTES OF THE PREVIOUS MEETING**

38.1 Agreed that the minutes were an accurate record of the previous meeting.

**39 RESIDENTS QUESTION TIME**

39.1 (Item 1 – Rent and Council Tax Payments)

39.2 A resident enquired if BHCC could do anything to help post offices with pay point.

39.3 An officer agreed to take the resident's enquiry back to the team.

39.4 The Chair highlighted their concerns for tenants living in outlying areas and during tough weather. She noted that this was especially more difficult in rural areas.

39.5 **AGREED** – that the response was satisfactory.

39.6 (Item 2 – Laundry Tokens)

39.7 Residents made the following concerns, statements and enquiries:

- A resident stated that opening hours are an issue

- It was noted that some residents were purchasing large numbers of tokens, making it tough for other residents
- A resident expressed a concern at the seeming lack of consultation between residents and BHCC regarding the change of cash and card operating machines

39.8 Officers responded to resident's enquiries, statements and concerns by stating that BHCC are currently trying to achieve an agreement across shops to provide more tokens

39.9 The chair stated her concern regarding the availability of tokens at specific sites. She emphasised that communication between BHCC and residents on estates was paramount.

39.10 **AGREED** – that the response was satisfactory.

39.11 (Item 3 – Parking in Craven Vale / Parking General)

39.12 A resident stated an Estate Development Budget parking bid had been applied for to counter the recent removal of 5 disabled parking bays

39.13 An officer stated that BHCC is also currently addressing this issue.

39.14 **AGREED** – That the response was satisfactory.

#### **40 UPDATE FROM CITY CLEAN**

40.1 A resident stated that City Clean recently conducted a walkabout with residents and noted that this was very positive. It was further stated that City Clean gave good responses to questions from residents.

40.2 The Chair agreed with the resident's assessment of City Clean's engagement with residents, she further noted that £10000 had been allocated for the community associations to apply for up to £500 to help keep areas clean.

40.3 **AGREED** – That the report was noted.

#### **41 CONSULTATION DURING CONTRACT NEGOTIATIONS**

41. Glyn Huelin, Business and Performance Manager, gave a brief presentation on the current ongoing repairs and maintenance. He highlighted various stages that are to take place in the implementation of programme. He noted that a version of this report is to go to Housing and New Homes Committee and Policy, Resources & Growth Committee in March.

41.2 A resident enquired if this would be taken to the City Wide Conference in September.

41.3 An Officer stated they would be happy for this to be brought to the City Wide Conference.

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

#### **42 FIELD OFFICER**

42.1 Annie Sparks, Regulatory Services Manager, gave a brief overview of the Field Officer role. She further noted that the role looks to expand and evolve depending on the needs of the area at that given time.

42.2 Residents stated the following concerns and enquiries:

- Are the enforcement team willing to work alongside residents
- Stated that the issue of noise began later in the evening after 8pm.

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

- The team will be introduced to all residents and reps over the coming months and will be happy to work with and alongside residents on many aspects such as estate inspections

42.4 The Chair stated her concerns in regards to the role and its integration in to the City. She further noted that this will be monitored by Housing Committee as funds derived from the Housing Revenue Account, she further noted that she would call for any reports to be brought to the Housing Committee for scrutiny purposes.

42.5 **AGREED** – that the presentation was satisfactory.

#### **43 PRESENTATION BY MELINDA KING, COMMUNITY CO-ORDINATOR**

43.1 Melinda King, Community Co-ordinator, addressed the panel and gave a brief overview of her role and her future engagement with residents.

#### **44 PERFORMANCE REPORT**

44.1 Hilary Edgar addressed the panel and gave a brief overview of the Performance Report. She highlighted and expanded on the information found in the report.

44.2 A resident stated that they liked the pictures on the front page as this gave easier access to necessary information.

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

#### **45 THE PROCUREMENT OF LEGIONELLA ASSESSMENT AND CONTROL SERVICES FOR HOUSING STOCK**

45.1 Glyn Huelin, Facilities & Building Services Manager, gave a briefing to the panel on the Procurement of Legionella Assessment and Control Services for Housing Stock report. He stated that the report centred on statutory duties surrounding legionella control and the risks within blocks. He noted that he would be happy to apply this information to Homing In magazine.

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

#### **46 TENANCY FRAUD AMNESTY**

46.1 The panel considered the report on Tenancy Fraud Amnesty. The officer noted that the program will take effect from the beginning of April to the 31<sup>st</sup> May, with the aim to encourage tenants to return keys to properties that are being illegally sub-let or not in occupation. During this time no prosecution will be pursued.

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

**47 SERVICE IMPROVEMENT GROUPS**

47.1 Sharon Terry gave a brief overview of who currently sat on various Service Improvement Groups. She noted that Tenancy and Neighbourhood SIG is lacking representation in the East Area.

47.2 It was established that Sharon Terry would send a round robin email to address the lack of availability for SIGs. It was further agreed that Sharon Terry would write to 3 other estates for their availability to help alleviate this concern.

**48 CITY WIDE REPORTS**

48.1 **AGREED** – that the reports be noted.

**49 ANY OTHER BUSINESS**

**50 DATE OF THE NEXT MEETING**

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of