

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: NORTH AREA

7.00pm 4 JANUARY 2018

MINUTES

Present: Councillor Tracey Hill (Chair), Anne Meadows, Dan Yates

Representatives: Walter Sargison (Broadfields), Terrence Hill (Chair & Deputy Area Panel Rep – Bates Estate), Sarah Rowntree (NMTRA Area Rep), John Marchant (ECMTRA), Peter Weston (ECMTRA)

Officers: Rachel Chasseaud (Head of Tenancy Services), Alex Fox (Home Energy Efficiency Project Manager), Hannah Barker (Resident Involvement Officer) Eddie Wil

Guests:

24 APOLOGIES

24.1 Apologies were received by Jane Hunter (East Moulsecoomb), Ray David Metcalf (East Central Moulsecoomb), Peter O'Connor, John Dean, Mary Marchant, Jeff Tourmentin.

25 CHAIR'S COMMUNICATIONS

25.1 1 minute's silence was observed in memory of Becky Purnell and Ann Ewings.

26 MINUTES OF THE PREVIOUS MEETING

27 ROUND ROBIN

27.1 Residents had the following statements, enquiries and concerns:

- Residents stated frustration from tenants at the lack of action by BHCC following meetings. It was believed that a BHCC presence was not being felt or seen
- Stated that problems in communication have arisen
- Stated that the Lewes Group Consortium noted a lack of interest might lead to a lack of future engagement
- Another resident stated that the dissolution of the Lewes Group Consortium was a benefit for another north area group as their groups' attendance has risen as a result of this exodus

27.2 Officers responded to resident's statements, enquiries and concerns with the following:

- An officer offered an apology in regards to residents felt the language implemented was off putting to potential new members

27.3 The chair clarified that the Lewes Consortium had to transition from formal to informal group.

28 RESIDENTS QUESTION TIME

28.1 (Item 1 – Tenancy Requirements at Nettleton and Dudeney)

28.2 **AGREED** – that the response is satisfactory

28.3 (Item 2 – Gardens for New Tenants)

28.4 A resident enquired if this instance has been resolved

28.5 An officer stated that the dispute is private information but is currently being dealt with

28.6 (Item 3 – Grants to Resident's Associations)

28.7 **AGREED** – that the response is satisfactory

28.8 (3 Star Items Central– Item 4 – Accessibility Issues)

28.9 **AGREED** – that the response is satisfactory

28.10 (3 Star Items West – Item 5 – Review of the Estate Development Budget)

28.11 **AGREED** – that the response is satisfactory

28.12 (Item 6 – Tackling Social Isolation)

28.13 Officers stated they were willing to design a flyer for potentially new and lonely residents

28.14 Councillor Meadows welcomed the response and stated that resident's will receive details to decide if they want to engage.

28.15 (Item 7 – Affordable Housing)

28.16 Residents had the following enquiries statements and concerns:

- Stated it is positive for BHCC to build more homes
- Enquired if senior citizens are being invited to live in new builds
- Questioned the cost of renting new builds

28.17 Officers had the following response to resident's enquiries, statements and concerns:

- Officers confirmed that senior citizens are being invited to live in new builds

28.18 Councillor Meadows stated that a 1 bedroom flat costs £153 a week, the cost of which lifts residents out of fuel poverty, she stressed that the flats have all mod cons. She noted that people will also be eligible for housing benefit at new builds.

28.19 **AGREED** – that the response is satisfactory.

28.20 (Item 8 – Black Boxes – Wheelie Bins)

28.21 A resident rep stated that BHCC should require residents put bins indoors as high winds have exposed rubbish creating mess

28.22 An officer stated that they would be happy to feed this back to City Clean's Manager and enforcement team. They further suggested also looking at providing letters to enforce measures.

28.23 **AGREED** – that the response is satisfactory.

28.24 (Item 9 – Rubbish in Tenant's Gardens)

28.25 A resident enquired how long the process of sending letters

28.26 Councillor Yates stated that the difference between letters being posted and what it says in writing in response.

28.27 An officer stated that this was in regards to the enclosed letter not the main letter, agreed to have a look at this.

28.28 Councillor Meadows stated that a Service Improvement Group will have a look at the letters sent out previously.

28.29 **AGREED** – that the response is satisfactory.

28.30 (Item 10 – Reporting Anti-social behaviour)

28.31 Councillor Yates drew a distinction that drug dealing isn't anti-social behaviour moreover it is a criminal act which only has one response, police action.

28.32 **AGREED** – that the response is satisfactory.

29 FEEDBACK FROM CITY PARKS TO ITEMS RAISED AT NORTH AREA PANEL MEETING ON 26 OCTOBER 2017

29.1 Residents had the following concerns, statement and enquiries:

- Residents enquired if the new Field Officers role will allow them to post letters with the effort to enforce specific issues
- Enquired if resident reps will be able to send issues straight to the field officers
- Enquired if the new role would create more paper work

29.2 Officers responded to resident's enquiries with the following:

- Suggested that residents call Hannah Barker to record, log and monitor HRA spending over the year and to feed in to records of information
- Stated that a digital platform is being created for field officers to manage case and work load, this should help largely reduce paper work

- Stated that the work hours for field officers will look to go in to the evening in order to widen the scope of engagement after hours, for example in dealing with lived-in vehicles, fly tipping etc.

- 29.3 The Chair enquired if this could be included in the agenda for the next meeting, this was unanimously agreed.
- 29.4 Councillor Meadows stated that there are currently 7 officers and noted that as budget negotiations begin it should become more streamlined.
- 29.5 Hannah Barker offered to set up different email addresses and create a separate inbox that other people can also check for a short trial period.
- 29.6 The Chair stated it was imperative for the North Area Panel to look at City Park's service in relation to the Housing Revenue Account.

30 HRA ENERGY STRATEGY

- 30.1 Alex Fox, Home Energy Efficiency Project Manager, gave a briefing on the Energy Strategy Report, he stated that it is a positive step for the HRA. He noted that previously there has been no risk specific plan for a holistic approach to integrate the energy saving plan. The plan will take the form of a 2 fold approach; the first will address Buildings that are beginning to plan and integrate energy efficiency in to the works and the second will support resident energy saving projects.
- 30.2 A resident stated that energy efficiency is currently negative and suggested window insulation to help with the strategy.
- 30.3 An officer stated that the report will contain a lot of information to back up the summary provided, he furthered that the strategy and business plans will take place over the coming months to work out how best efficiencies can begin and take place.
- 30.4 The chair stated that when this went to the panels the strategy was not supplied however it will be made clear when it comes up next.

A DRAFT TENANTS HANDBOOK

- 31a.1 Rachel Chasseaud gave a presentation on the draft tenancy handbook and explained the different aspects of the new agreement such as an update of details. She stated that any questions should be sent to Janet Dowdell by 19th January 2018.

32 CITY WIDE REPORTS

- 31.1 **AGREED** – that the reports be noted.

33 ANY OTHER BUSINESS

34 NEW HOMES FOR NEIGHBOURHOODS UPDATE

- 34.1 **AGREED** – that the reports be noted.

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of