

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: EAST AREA

7.00pm 21 MAY 2018

THE VALE COMMUNITY HALL, HADLOW CLOSE, CRAVEN VALE ESTATE

MINUTES

Present: Councillors Mears (Chair)

Representatives: Lyn Bennett (MFRT Rep), Anne Willson (MFRTA Sub Rep), Chris El-Shabba (Robert Lodge RA), Alan Cooke (Craven Vale CA), Janet Gearing (Woodingdean)

Officers: Eddie Wilson (Mears General Manager), Hilary Edgar (Housing Service Operations Manager), Glyn Huelin (Business & Performance Manager), Trevor Jones (Resident Involvement Assistant), Sharon Terry (Resident Involvement Officer), Ododo Dafe

Guests: Sarah Booker Lewis (Local Democracy Reporter)

1 WELCOME & INTRODUCTIONS

2 APOLOGIES

2.1 Apologies were received by Councillor Steve Bell, Mary Whitner and Irene Boyce.

3 CHAIR'S COMMUNICATIONS

4 MINUTES OF THE PREVIOUS MEETING

4.1 **RESOLVED** – that the minutes of the previous meeting held on 12 March 2018 be approved and signed as the correct record.

5 RESIDENTS QUESTION TIME

5.1 (Item 1 – Rent and Council Tax Payments)

5.2 A resident stated that it was for residents to write to the local manager of the post office to push pay points.

5.3 An officer stated there were no issues with paper work being shared, a map of all pay points in the city was produced for residents.

5.4 **AGREED** – that the report was satisfactory.

5.5 (Item 2 – Training)

5.6 A resident stated that it would be beneficial for residents to be able to attend a meeting in the city for training.

- 5.7 An officer stated that the programme would be taken to a service improvement group for date setting, that resources had been pooled to tailor make the program. It was noted that various areas would be open to help build the in to the program.
- 5.8 The Chair requested feedback after 6 months or a year.
- 5.9 **AGREED** - that the report was satisfactory.
- 5.10 (Item 3 – Parking in Whitehawk Manor Farm)
- 5.11 Residents reminded the panel that a meeting date had been sent and that no feedback from authority groups had yet been received
- 5.12 The Chair stated they were surprised that a resolution hasn't been taken forward through Council, she further noted that Housing Officers could respond despite this not being part of their remit. She further noted that this was not the responsibility of Highways.
- 5.13 **AGREED** – that the report was satisfactory.
- 5.14 (Item 4 – Mears Repair Service)
- 5.15 A resident stated that there was an issue regarding late responses to door reparations.
- 5.16 An officer referred to contact information in the papers and apologised for the ongoing issues in reference to the 3 examples provided..
- 5.17 The Chair stated that communication was an ongoing issue and that the issue lay with the organisation
- 5.18 **AGREED** – that the report was satisfactory.
- 5.19 (Item 5 – Fly Tipping by Mears)
- 5.20 A resident stated they were unsure if Mears was conducting business near the area or if someone else was fly tipping
- 5.21 Eddie Wilson, Mears General Manager, urged residents to report any fly tipping as Mears took this very seriously
- 5.22 An officer apologised for the missing address
- 5.23 **AGREED** – that the report was satisfactory.
- 5.24 (Item 6 – Langley Crescent Parking –Estate Development Budget)
- 5.25 A resident stated that they were led to believe it was housing land, a further concern regarding the installation of disabled bays had been input
- 5.26 An officer gave a brief overview of the history of the land. The officer agreed to provide a separate response regarding disabled bays in future.

5.27 The Chair stated that more details were required to minimise confusions when applying for a complex bid

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

6 EDB REVIEW

6.1 The Officer gave a brief overview of the reduction of the Estate Development Budget, and the current financial situation. It was clarified that previous reserves had kept the budget afloat however that this was no longer available. It was further established that short term and long term review would be taking place and that application forms were to be despatched next month.

6.2 A resident enquired if other areas received more money

6.3 An officer confirmed that no second meeting was necessary, it was noted that residents only needed to submit Estate Development Budget bids for the end of September

6.4 The Chair agreed with the signposting of Woodingdean to other areas.

6.5 **RESOLVED** – that the recommendations be agreed.

7 PROCUREMENT OF A NEW IT SYSTEM FOR HOUSING

7.1 Ododo Dafe, Head of Income Involvement & Improvement, gave a brief overview of the report on Procurement of a new IT system for Housing, she stated that the main system was old and was in need of updating, it was further stated that it would take up to 2 years to fully finish and implement.

7.2 The Chair further emphasised the necessity of a smooth transition between systems.

7.3 **AGREED** – that the report was noted.

8 PROCUREMENT OF A PARKING ENFORCEMENT SERVICE FOR HOUSING LAND

8.1 Hilary Edgar gave a brief overview of the report gave a brief overview of the report to the New Homes Committee and gave background information on the report. It was noted that the current contract was due to expire on the 30th November, it was further noted that new technology would be implemented to help move away from the permit system.

8.2 A resident enquired if tenants were allowed to park over bays on to other car parks

8.3 An officer clarified that residents were not allowed to park over a bay if they blocked access. It was further stated that a permit-less system was more beneficial to staff and that the public would not be affected.

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

9 ANNUAL REPORT

- 9.1 Ododo Dafe, Head of Income, Involvement and Improvement gave a brief overview of the Annual Report and highlighted information regarding the budget and to support tenants get involved with BHCC as a landlord. She noted that future reports would mirror the style of a magazine and welcomed any feedback regarding readability and content.
- 9.2 An officer stated the total income was £58.4 million and noted that this was not the sum total of all rent.
- 9.3 **AGREED** – That the report was noted.

10 PERFORMANCE REPORT

- 10.1 Ododo Dafe gave a brief overview of the Performance Report. She noted that it followed the identical template of the previous report and that this report was comprised of easily accessible information rather than a complicated report. Information drawn from previous years was given to cross reference and highlight how BHCC compared with other organisations. It was noted that a report regarding Legionella and Asbestos was included along with information on properties that have been empty for 6 weeks or more and the amount of rent that was lost as a result.
- 10.2 A resident enquired to what extent the situation needed to reach in order to be pushed over to Seaside homes.
- 10.3 An officer stated that nothing was being transferred to Seaside Homes anymore,.
- 10.4 **AGREED** – that the report was noted.

11 CITY WIDE REPORTS

- 11.1 A resident requested real stories where disabled people had received good service to be sent to the resource centre for the next TDN newsletter.
- 11.2 Councillor Mears agreed and stated that this information would be welcome.
- 11.3 **RESOLVED** – that the panel agreed the reports.

12 ANY OTHER BUSINESS**13 DATE OF THE NEXT MEETING**

- 13.1 The date of the next meeting is 3 September 2018.

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of