

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

2.00pm 31 OCTOBER 2017

MINUTES

Present: Councillors Clare Moonan, Dawn Barnett and Anne Meadows

Representatives: Joe Macrae (Vice Chair P.R Ass), Patricia Weller (Knoll Residents Association), Vic Dodd (Ingram Crescent Association), Ann Tizzard (Knoll), Alison Gray Clarendon & Ellen), Janet Carter (Resident of Kingston Close), Ann Packham, Muriel Briault (N.P.R.A)

Officers: Pat Liddell (Resident Involvement Officer), John Currell (Asset Manager, BHCC), Brett Wells (H & S Manager BHCC), Hilary Edgar (Housing Service Operations Manager), Delia Hills (Mearas Resident Liaison Manager), Robert Keenan (Housing Manager, Hove & Portslade)

14 WELCOME INTRODUCTION AND APOLOGIES

15.1 Apologies were received from Councillor Garry Peltzer-Dunn, Councillor Robert Nemeth, Councillor Jacqueline O'Quinn, Rosemary Whitehouse, Jeff Tourmentin.

15 CHAIR'S COMMUNICATIONS

16 MINUTES OF THE PREVIOUS MEETING

17 RESIDENTS' ISSUES

17.1 **RESOLVED** – that the panel agreed to note the discussion.

18 FIRE SAFETY

18.1 Brett Wells gave a brief update on Fire Safety measures and the effect they have had on high rise estates. He outlined that high rises are prioritised as they are at highest risk. He stressed that there were no issues that were similar to Grenfell so as to allay resident's concerns. He also stated that low and medium rises are currently being tested and gave a general overview of various other aspects of safety that residents should pay attention to such as keeping hallways clear and scooter's taking up room.

18.2 Residents made the following enquiries along with the following statements and concerns:

- Residents highlighted their concern around Mears Groups' lack of response to calls in regards to repairs
- A resident enquired if signage could be either screwed on to walls or if a stronger adhesive could be applied as current signs are not able to withstand the effects of rain and wind

- Residents gave examples of incidents reported at other high rises and were grateful for the fire and safety team's help in dealing with issues
- A resident enquired if BHCC has helped to promote awareness to fellow residents and provided any advice in regards to fire safety and if they have considered employing an inspection campaign

18.3 Councillors had the following enquiries for officers:

- Councillors Moonan and Barnett enquired if officers have contacted care agencies such as BESCO or any other agencies.

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

- Mears expressed concern regarding response times as they operate a 24 hour phone service
- An officer confirmed they will look in to possible alternative methods of applying signage in public spaces
- Officers reminded residents that the Fire Authority carries out free home safety tests for people and will happily give a talk to further inform residents on issues pertaining to safety such as escape routes, fire safety, fuel poverty etc. The officer stressed that fire safety visits are provided with the sole intention to educate people and to provide information
- In response to Councillor's enquiries, an officer stated that they have been in communication with Carelink and expect the social care commissioner to be in talks with the relevant agencies.

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

19 BRIGHTON & HOVE CITY COUNCIL ALLOCATIONS POLICY

19.1 James Crane gave a brief overview of the Housing Allocations policy by way of a compressed notification of the policy and its maturation since its conception. He further explained the newly devised allocation plan and expanded on various categories of relevant information such as the difference in bands, 4 queues currently being addressed, efforts currently being made to stop people going to care homes, available support for individuals.

19.2 Residents had the following concerns and enquiries:

- A resident enquired what other methods are available to elderly tenants who may not want to use computers
- Residents enquired if officers could address concerns for residents that have mobility issues

19.3 Councillor Barnett enquired; of the people that are being removed from the list , how many are being kept on file or being destroyed?

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

- An officer urged any residents who experience difficulties should contact Housing as there are assistants who can deal with a myriad of computer issues and will provide support
- Officers reaffirmed that there have always had a vulnerable person strategy that sits alongside the allocations policy
- In response to Councillor Barnett, officers stated that information on people for 6 years in line with the statute of limitations, however under the new system this is subject to change.

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

20 PERFORMANCE REPORT

20.1 Hilary Edgar, Housing Service Operations Manager, presented the Performance Report and gave a brief overview of some of the details. She requested if residents had any preference or feedback on the details provided and the format in which they are presented.

20.2 Residents stated approval of the front page and the layout.

20.3 **AGREED** that the report be noted.

21 FEEDBACK FROM QUESTIONNAIRE ON AREA PANELS

21.1 Hilary Edgar gave a brief overview of the key findings and feedback received from the survey handed out to residents at the last West Housing Management Area Panel.

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

22 CITY WIDE REPORTS

22.1 **RESOLVED** – That the reports and minutes of the various City wide groups be noted.

23 ANY OTHER BUSINESS

23.1 Rachel Chasseaud agreed to follow up on resident's enquiries and concerns.

23.2 Mears agreed to follow up on residents enquiries regarding the installation of new kitchen units. Mears noted that all works were largely subject to specific conditions such as whether value for money could be identified.

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AREA**

31 OCTOBER 2017

The meeting concluded at 16:00

Signed

Chair

Dated this

day of