

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: EAST AREA

7.00pm 8 JANUARY 2018

BRISTOL ESTATE - BRISTOL ESTATE

MINUTES

Present: Councillor Mary Mears (Chair)

Representatives: Chris El-Shabba (Robert Lodge TA), Anne Wilson (Manor Farm RTA Sub), Lynn Bennett (MFRTA), Janet Gearing (Woodingdean), Rosemary Johnson (Leaseholders Action Group, Craven Vale CA Deputy)

Officers: Rachel Chasseaud (Head of Tenancy Services), Glyn Huelin (Business & Performance Manager), Alexander Fox (Home Energy Efficiency Project Manager), Hilary Edgar (Housing Service Operations Manager), James Crane (Service Improvement Manager), Jaine Jolly (Project Manager), Sharon Terry (Resident Involvement Officer), Eddie Wilson (General Manager Mears)

27 APOLOGIES

27.1 Apologies were received from Pat McKenna, Irene Boyce ad Ronnie Hart.

28 CHAIR'S COMMUNICATIONS

28.1 A 1 minute silence was observed for Becky Purnell and Ann Ewings.

29 MINUTES OF THE PREVIOUS MEETING

29.1 At the previous meeting; Sharon Terry, Resident Involvement Officer, clarified that the Panel agreed for Sharon to contact all representatives who did not attend the last meeting, to gather their votes on the proposed reallocation of Woodingdean's Langhurst Parking Spaces EDB award to windows on Bexhill. All 7 East Area Panel Reps voted in favour of this reallocation.

29.2 Rosemary Johnson, LAG East Area rep asked why she wasn't given a vote when it had been 'agreed that LAG reps have a vote at Area Panel'. Hilary E confirmed that while this was a proposed change to Area Panel Terms of Reference, these had not been agreed yet and were on hold. They were put on hold during the Resident Involvement Review. These Terms of Reference will be looked at again.

29.3 The Chair emphasised that this needed to be confirmed as soon as possible.

30 RESIDENTS QUESTION TIME

30.1 (Item 1 – Affordable Housing)

30.2 Residents stated the following statements, concerns and enquiries:

- Residents stated that they were immensely impressed with the interior, noted that disabled access is well addressed with various specialist fittings
- Enquired if residents will be charged a set rate regardless if they use heating or not
- Requested a copy of the report set to be taken to committee

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

- Noted that rents are lower than provided in the report
- An Officer broke down the costs of rent proposed:
 - 1 bedroom at £145.94 per month
 - 2 bedroom at £185.40 per month
 - 3 bedroom at £223.20 per month
- Officers stated that overall the rates of running costs would be low, homes are highly sustainable and good value for money
- Confirmed that there is a £20 per month surcharge which covers heating and ground maintenance amongst other things
- It was further noted that a special consideration was taken to accommodate people with disabilities
- An Officer clarified that the Housing and New Homes Program means that this year BHCC will be letting more properties
- Noted that over 11,000 people have been removed from the register
- Stated that the new system is much more user friendly, including an easier application process for applicants
- Stated that officers are responsible with reaching certain targets with a 5% tolerance to ensure allocation plans are met
- It was stated that the figure for home seekers has diminished to 20% however this area was over performing other groups
- Stated that BHCC have help for people without access or knowledge of computers to apply for bids.

30.4 The Chair noted that the increasing number of appeals are adding to long wait times and enquired what levels of anti-social behaviour there are. She further noted that BHCC has 2 million in funds for buying properties under right to buy.

30.5 (Item 2 – Black Boxes and Recycling in South Hawk).

30.6 Residents had the following statements, concerns and enquiries:

- Stated Cityclean lorries cannot get access to parts of the estate because cars are parking on faded double yellow lines, causing obstruction. Residents reported that because parking is unregulated in this part of the city, there is a huge problem with congestion.
- Noted that disabled tenants with children are experiencing issues regarding refuse building up in areas

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

- Will contact City Clean manager in regards to recycling bins and to address issue of fly tipping on estates
- Brought posters for tenant reps to give to tenants highlighting information on their responsibility for their garden and boundary maintenance; and the importance of keeping gardens and pathways clear

30.8 The Chair stated that both the issue of the lack of road markings and fly tipping must be addressed. She further confirmed that the tenancy handbook is an agreement with residents whom sign it thus constituting it as a legal document which must be enforced.

30.9 (Item 3 – Anti Social Behaviour)

30.10 **AGREED** – that the response was satisfactory

30.11 (3 Star West Ward - Item 5 –Review of Estate Development Budget)

30.12 **AGREED** – that the response was satisfactory

30.13 (Item 7 – Accessibility Issues)

30.14 A resident expressed an issue with BHCC’s choice of typeface, he specified that ‘Arial’ as difficult to read.

30.15 An Officer agreed to feed this to the BHCC Comms team

30.16 The Chair noted that it was positive that BHCC provides specific help to individuals depending on their needs

30.17 (3 Star North Ward - Item 8 – Tenancy Requirements)

30.18 **AGREED** – that the response was satisfactory

30.19 (Item 9 – Gardens for new tenants)

30.20 An Officer stated that there are no clear boundaries, confirmed that when people move in, fencing will already be put in place in conformity with the official boundary lines.

30.21 **AGREED** – that the response was satisfactory

30.22 (Item 10 – Grants to residents association)

30.23 Residents stated their scepticism due to the complex nature of the process

30.24 An Officer clarified that Resident Involvement Officers can help people with the process.

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

31 HRA ENERGY STRATEGY

31.1 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.

31.2 Residents had the following statements, concerns and enquiries:

- Requested officers to check resident's meeting dates in regards to issues of attendance arising as diaries are often not consulted
- Requested clarification of the term "trilemma"
- Enquired if officers will meet with leaseholders
- Requested more information on new person's role

31.3 Officers responded to resident's questions, concerns and enquiries with the following:

- Officer agreed to check resident meeting dates and noted that there will be other meetings in future
- An officer clarified that the term "Trilemma" is in reference to 3 big issues:
 - 1. Carbon emissions
 - 2. Security of supply; to produce enough energy
 - 3. Cost of energy
- Confirmed that officers are happy to meet with resident leaseholders
- Clarified that the new person's role will see the beginning of the consultation process

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

32 ROUND ROBIN

32.1 Residents gave the following updates on events taking place in their area:

- A resident stated that 23 security doors are having problems with trade buttons and enquired if it would be possible for BHCC to provide master 'fobs' for the postal service.

32.2 An Officer responded to a resident's enquiries and statements with the following:

- Stated that Larissa Reed, Executive Director-Neighbourhoods Communities & Housing, has written to the Post Office in regards to 'fobs'. An officer stated that she would contact relevant personnel to personally follow issue up with resident.

33 CITY WIDE REPORTS

33.1 **AGREED** – that the City Wide Reports be noted.

34 ANY OTHER BUSINESS

34.1 An Officer gave a presentation on the draft tenancy handbook and explained the different aspects of the new agreement such as an update of details.

35 NEW HOMES FOR NEIGHBOURHOODS UPDATE

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

The meeting concluded at 21:00

Signed

Chair

Dated this

day of

