

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: EAST AREA

7.00pm 16 DECEMBER 2019

THE WHITEHAWK INN, WHITEHAWK ROAD, BRIGHTON, BN2 5NS

MINUTES

Present: Councillor Nichole Brennan (Chair)

Representatives: Chris El-Shabba, Alan Cooke, Janet Gearing, Tom Goodridge, Rosemary Johnson,

Officers: Glyn Huelin (Head of Housing Repairs & Improvement), Keely McDonald (Community Engagement Officer).

Guests: Sarah Booker-Lewis (Local Democracy Reporter)

29 APOLOGIES

29.1 Apologies were received from Councillor Dee Simson, Councillor Mary Mears, Sam Warren and Martin Reid.

30 MINUTES OF THE PREVIOUS MEETING

30.1 **AGREED** – that the minutes were an accurate record of the previous meeting held on the 21st October 2019.

31 CHAIR'S COMMUNICATIONS

31.1 The Chair provided the following communications:

“This year is the 100th anniversary of the Addison Act, which led to councils becoming large scale builders of social housing. To mark the centenary, we will have a presentation later from Alan Cooke, in the meantime, please enjoy the cake and other treats.

Housing Customer Services continue to receive reports of suspected drug use from residents of estates across the city. In all cases the reporter is advised to contact the police directly with information of any suspected criminal activity. It is difficult for action to be taken without details for example, where and when the suspected drug use is happening, as well as who could be responsible. This is why Housing Customer Services offer diary sheets to residents to capture this, as well as working closely with Environmental Services and the Police to try and combat instances of drug use.”

31.2 Residents expressed concern regarding the process in place which appeared to often lose logs of calls made to BHCC.

31.3 The Chair noted that members ought to keep diaries with information for field officers.

31.4 An Officer stated that residents keeping diaries should retain the serial report number provided by the Police. It was further stated that by engaging online, BHCC were also able to use resident's email addresses to keep track of their evidence.

32 RESIDENTS QUESTION TIME

32.1 (Item 1 – Antisocial Behaviour)

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

32.3 (Item 2 -Frequency of Resident Only and Area Panel Meetings)

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

32.5 (Item 3 – Refuse Collections)

32.6 Residents had the following comments, enquiries and concerns:

- It was emphasised that the Council Tax Payer deserved better and more frequent service.
- It was noted that some bin men were not putting bins away properly.
- Concern was expressed in regard to the frequency of emptying black bins.

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

32.8 **AGREED** - that 3 Star reports from all other wards be noted.

33 ENVIRONMENTAL IMPROVEMENT BUDGET UPDATE

33.1 An Officer gave a brief overview of the Environmental Improvement Budget Update. The panel were advised of the concept behind the budget and provided images of before and after cases depicting the positive effect that a quick response scheme provided for residents had.

33.2 A resident sought clarification regarding the difference between Estate Development Budget (EDB) bids and Environmental Improvement Budget (EIB) bids.

33.3 An officer clarified that EIB bids were to be utilised for a quick route to having works carried out that were not overly major. It was noted that if bids were too large then they would have to be scrutinised.

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

34 PERFORMANCE REPORT - QUARTER 2

34.1 The panel considered a brief overview of the results and findings found in the Quarter 2 Performance Report. It was noted that of the findings, lift response times had improved and that there were still some challenges in areas such as around help desk response times.

34.2 Residents had the following concerns, enquiries and statements:

- A resident expressed concern in regard to repairs appointments kept and enquired if this was the fault of an employee or tenant.
- A resident enquired if rooms for storage of large items for disposal could be provided.
- A resident enquired if sanctions were placed on people who were underperforming in their role.
- Clarification was sought as to the current status of universal credit arrears.
- Further clarification was sought as to why leaseholders did not have to pay for the car park.

34.3 Officers gave the following responses to residents' enquiries, concerns and statements:

- It was suggested that it was possible that the fault may lay with someone being unavailable at the time.
- It was stated that there were ongoing issues regarding large and dangerous items in common areas and that this was a key focus for the bulk team. It was noted that 2 days a week was spent on this.
- It was stated that rooms were no longer made available for sizeable products for disposal.
- It was noted that there was action taken on underperformance by way of managerial inspection.
- It was clarified that there were still postcodes to receive universal credit role out and that Central Government looked at 10 key pilot areas for a revised role out. However, BHCC was awaiting further information.
- It was stated that the car park was not part of the leaseholder's contract, it was stated that leaseholders were only responsible for specific things including repair of building. It was noted that the car park constituted a space underneath the building and as a result was determined completely separate.

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

35 CITY WIDE REPORTS

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

36 CELEBRATING 100 YEARS OF COUNCIL HOUSING PRESENTATION

36.1 Mr Cooke provided a comprehensive presentation regarding 1000 years of Council Housing in Brighton and Hove.

36.2 An officer noted the possibility of publishing the presentation on the BHCC Website.

36.3 **AGREED** – that the panel noted the presentation.

37 TENANT AND RESIDENT ASSOCIATION UPDATES

37.1 Residents gave the following updates:

- An invite to a Wassailing event was extended to members of the panel.
- It was stated that there was now a community apple press at Craven Vale orchard.

- It was noted that “Men in Sheds” community workshop was waiting for planning permission prior to starting up again.
- It was stated that a Christmas Market had recently operated.

37.2 **AGREED** – that the panel noted the updates.

38 ANY OTHER BUSINESS

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of