

# Service Improvement Groups

**We are looking to encourage as wider participation in our Service Improvement Groups as possible. Below is some information about each group. If you are interested in finding out more, please contact the relevant Community Engagement Officer, their details are below each group.**

## **Home Group**

Home oversees repairs and the capital works programme. They elect to the Panel that votes on Estates Development quick bids. They are developing the Resident Inspector programme where residents inspect homes before they are let, look at the seniors' studio conversions, and are shadowing Mears and K&T Heating operatives.

**Contact: Hannah Barker | 07771 389497 | [Hannah.barker@brighton-hove.gov.uk](mailto:Hannah.barker@brighton-hove.gov.uk)**

## **Neighbourhood & Tenancy**

N&T look at improving the appearance of our estates and the neighbourhood or block as a place to live. They gave feedback on the layout of the new Tenancy Agreement. They will be working on the grounds maintenance and estate inspection reviews, and anti-social behaviour in response to matters raised by the Resident Only meetings.

**Contact: Rebecca Mann | 07717 303183 | [Rebecca.mann@brighton-hove.gov.uk](mailto:Rebecca.mann@brighton-hove.gov.uk)**

## **Involvement & Empowerment**

I&E work on ways to involve more people and have developed 'roadshow' kit to take to community events and a new resident involvement leaflet. They are working on a new handbook for tenants and residents associations. A subgroup organises and reviews the resident citywide conference and another group is working on a new brochure for resident involvement.

**Contact: Diane Coe | 01273 291376 | [Diane.coe@brighton-hove.gov.uk](mailto:Diane.coe@brighton-hove.gov.uk)**

## **Business & Value for Money**

BVFM keep an eye on Housing's Quarterly Performance and Annual Reports. They have looked at the resident representatives' Expenses Policy and association newsletters and grants. Their look at welfare reform and the work of the Income Management Team is important in the current climate. Open to looking at new projects and subjects. There are currently no active subjects that the group is looking into. Please come along and bring your ideas.

**Contact: Keely McDonald | 07771 389434 | [Keely.mcdonald@brighton-hove.gov.uk](mailto:Keely.mcdonald@brighton-hove.gov.uk)**

