

**BRIGHTON & HOVE CITY COUNCIL**  
**HOUSING MANAGEMENT PANEL: NORTH AREA**

**6.30pm 13 FEBRUARY 2020**

**MOULSECOOMB HOUSING CENTRE**

**MINUTES**

**Present:** Councillors Fowler (Chair)

**Representatives:** Terence Hill, (Bates Estate),

**Officers:** Ododo Dafe, Glyn Huelin, Hannah Barker, Gregory Weaver

**Guests:**

**41 APOLOGIES**

41.1 Apologies were received from Councillor Amanda Grimshaw, Councillor Tracey Hill, Heather Hayes and Catherine Lawrence.

**42 MINUTES OF THE PREVIOUS MEETING**

42.1 **RESOLVED** – that the minutes of the previous meeting held on the 9<sup>th</sup> December 2019 be signed as an accurate record.

**43 CHAIR'S COMMUNICATIONS**

43.1 The chair gave the following communications:

- The Government has published some public information on the Coronavirus - please read the information provided.
- The Met Office has issued a Yellow Weather Warning for strong winds across the UK, including for the South east. Further updates on weather warnings on Hazard Manager, the Met Office App and on the Met Office Website:

○ <https://www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings>

**44 RESIDENTS QUESTION TIME**

44.1 (Item 1 – Anti social behaviour)

44.2 A resident stated that they had been in contact with the PCSO and underwent a full interview it was noted that police and other departments would now lead on this which was positive.

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

44.4 (Item 2 – Fire refuse and recycling)

44.5 An officer confirmed the date for the meeting as Wednesday 26<sup>th</sup> February and that a report would be forthcoming.

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

44.7 (Item 3 – Overgrown weeds and blocked drains)

44.8 Councillor Knight noted that this made a positive difference.

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

44.10 (Item 4 – Bin are at Roedale Court and Tavistock Down)

44.11 A resident expressed concern as bin areas were provided through the EDB however they were not big enough,

44.12 An officer stated that there wasn't any more room for bins.

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

#### **45 HOUSING PERFORMANCE REPORT 3RD QUARTER**

45.1 An officer provided a brief overview of the Performance Report Q3. The officer noted the reason for a change in the ways calls were taken and stated that it was found that calls from non-tenants were taking longer. It was further noted that an explanation would be included in a full report that was forthcoming.

45.2 A resident noted that call times were an issue tat affected mostly residents and that 90% of stats were important but did not directly affect the residents.

45.3 An officer stated that call times were not monitored and noted that staff were adept at dealing with queries with 70% of calls dealt with at phone call.

45.4 Councillor Knight sought clarification as to what contributed to the drop of staff.

45.5 An officer stated that there were myriad reasons, among them was the issue of pay/salary which wasn't very high and tended to attract mostly part time employees willing to move on to other opportunities.

45.6 **AGREED** – That the report was noted.

#### **46 CITY WIDE REPORTS**

46.1 **AGREED** – That the city wide reports be noted.

#### **47 SERVICE IMPROVEMENT GROUPS**

47.1

**48 COMMUNITY ENGAGEMENT WORKSHOP****49 TENANTS AND RESIDENTS ASSOCIATION UPDATES**

49.1 A resident noted that some resident associations were being dissolved and that efforts to find out who were still active would be undertaken.

49.2 **AGREED** -that resident's updates be noted.

**50 PROCUREMENT OF CONTRACT FOR SERVICING, REPAIR, MAINTENANCE AND INSTALLATION OF LIFTS**

50.1 An officer gave a brief overview of the Procurement of Contract for Servicing, Repair, Maintenance and installation of lifts. The panel were notified that the contract was due to conclude in April 2021 and that works were underway to seek the necessary contracts for lifts service maintenance for 3 years. It was noted that a lift replacement program was currently under review and that performance across all lifts were constantly under assessment and that overall performance would be assessed against a series of Key Performance Indicators (KPIs). It was stated that where a significant updated / maintenance was required; residents would be consulted and that contracts were managed robustly by a dedicated engineer in the City.

50.2 **AGREED** – that the update was noted.

**51 FUTURE REPAIRS UPDATE PROGRAMME UPDATE**

51.1 The panel considered a report update on the Future Repairs program. An officer noted the ongoing process regarding the TUPE transfer of staff in to BHCC from Mears.

51.2 An officer provided a verbal update of the Future Repair Program. Focus was placed on current status of TUPE transfer of Mears staff in to BHCC along with all the challenges that would arise from this. A brief timeframe was outlined with one to ones taking place over the coming weeks. It was noted that the strategy was to carry out pre-employment checks such as Right to Work and DBS and that new vans were starting to arrive with 50 more to arrive before April alongside the Mears fleet. It was clarified that work needed to be done to make sure the infrastructure was in place to be able to support 107 new vehicles. It was noted that in regard to planned works contracts, there had been many bids and that these would be evaluated individually by staff members who were coming together to ascertain scores.

51.3 Councillor Knight enquired if there was scope to inform staff of the new way of working and noted that a new ethos ought to be stated on the first day.

51.4 The officer acknowledged that there was a culture change and that Mears staff had always worked to high standards.

51.5 The Chair enquired if BHCC would follow up on issues of works that were late.

51.6 An officer stated that the team was in place for new works and that a separate team was established for transition. It was further noted that jobs would soon be taken via

the new system and that BHCC were currently trying to manage people's expectations.

51.7 **AGREED** – that the update be noted.

## **52 GUEST SPEAKER: HOW WE CAN WORK TOGETHER WITH CITY CLEAN**

52.1 An update was provided by a City Clean officer. It was stated that there was an increase in recycling currently being undertaken at the plant and that a project was underway to provide residents with further information. Feedback was requested.

52.2 The Chair stated that they had been on a tour of the plant and there were many different features of recycling that required further explanation for residents.

52.3 Councillor Knight stated that there were stickers on the tops of bins which were useful for providing information for residents.

52.4 Residents had the following enquiries, concerns and statements:

- A resident enquired how recycling rates would be improved
- It was noted that infrastructure needed to be upgraded.

52.5 The City Clean Officer responded to residents' enquiries, concerns and statements with the following:

- The officer noted the ageing fleet and stated that there was also a higher level of driver sickness.
- It was stated that street teams would be sent out soon.

52.6 An officer stated that information could be provided for residents in Homing-In magazine along with posters and an information campaign. Officers also offered to hold information and Q&A sessions in other places as well as the internet. It was further noted that there were banks for electrical equipment and electrical recycling at Currys and PC World.

52.7 Councillor Osbourne enquired of the possibility of City Clean utilising social media.

52.8 An officer stated that the contact centre was designed for phone calls and had invested in online forms. It was noted that talks were underway with comms to see what could be done however this was expensive.

52.9 **AGREED** – that the presentation was noted.

## **53 ANY OTHER BUSINESS**

53.1 There was none.

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of

