

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: WEST HOVE & PORTSLADE AREA

2.00pm 3 MARCH 2021

VIRTUAL MEETING - ZOOM

MINUTES

Present: Councillors Allcock and O'Quinn.

Representatives: Ann Packham, Ann Tizzard, Roy Crowhurst, Alison Gray, Roy Crowhurst, Muriel Briault, Patricia Weller, David Croydon, Dr Graham Dawes.

Officers: Richard Wheeler, Marcus Richardson, Justine Harris, Eddie Wilson.

28 WELCOME, APOLOGIES, INTRODUCTIONS, MINUTES AND POSITIVE COMMUNITY NEWS

Apologies

28.1 Apologies were received from Councillor Anne Pissaridou.

Positive News

28.2 Residents noted the following positive news:

- The Hangleton and Knoll Estate project was working well and delivering projects.
- A resident noted that issues regarding fencing were resolved on the same day as the request.

Minutes

28.3 The Chair referred to 21.2 and enquired if a response was forwarded to residents.

28.4 It was noted that this action had not taken place.

28.5 Justine Harris (Head of Tenancy Services) agreed to take this back and resolve this issue.

28.6 The Chair referred to 21.1 and sought clarity on this.

28.7 Robert Keelan (Housing Manager) clarified that it was felt that Housing Managers had not attended many other area panels as a result a summary of Housing officers' actions were sought. The Housing Manager offered to provide this summary.

28.8 Sam Warren (Community Engagement Manager) enquired if 21.3 was related to 21.2.

- 28.9 It was agreed that the Democratic Services Officer offered to provide a clarification of this item.
- 28.10 Clarification: Reference was made to and clarification sought for Agenda Items 21.1 and 21.2. 21.1 - Ododo Dafe (Head of Housing Income, Supply & Customer Service) offered to look into a report conducted into Mears and stated that a response regarding this issue could be brought to the March West Area Panel. 2.2 – Glyn Huelin (Head of Housing Repairs & Improvement) further offered to provide a full response to the March West Area Panel.
- 28.11 **AGREED** – that the minutes of the previous West Area Panel meeting was a correct record.

29 CHAIR'S COMMUNICATIONS

- 29.1 The Chair gave the following communications:

“I would like to thank everyone for attending, and to acknowledge the time and effort that you have given to take part in the Area Panel meetings. Not only do we recognise your commitment to working with the council at these meetings, but doing so under the exceptional and difficult circumstances we’re all currently experiencing. Your continued willingness to take part here is very much appreciated.

I’d also like to thank you for your patience in taking part in the Area Panel meetings while we have changed from face to face meetings to virtual, it has been a learning process for all of us and we have received valuable feedback from you. As a result of this, following this round of Area Panel meetings we will return to separate meetings for each area.

Any over 65's can now book their vaccine on this number 119 & link:

<https://www.nhs.uk/.../coro.../book-coronavirus-vaccination/>

If your GP is using The Racecourse site you can also call 0300 303 8060. List of GP sites: <https://www.sussexhealthandcare.uk/.../brighton-and-hove...>

In case people struggling with booking or transport CCG are looking into satellite hubs and vaccine bus stops in neighbourhoods and/ or patient transport options, but in the meantime:

- Streamline Taxis Radio Cabs: If you want to book a free cab to get to your Covid Appointment please call 01273202020 or 01273204060
- BHCC vouchers for those unable to use buses: Taxi vouchers (brighton-hove.gov.uk)

BHCC free bus travel for elderly & disabled Free bus travel extended for disabled people living in Brighton & Hove (brighton-hove.gov.uk)”

30 RESPONSES TO RESIDENTS QUESTION TIME

Response to Resident’s Question Time

- 30.1 Item 1 – Review of Policy on Anti-Social Behaviour
- 30.2 Residents had the following statements, enquiries and concerns:

- A brief overview was given of the situation, it was noted that planning was being undertaken and that a review in which residents would be involved in was requested.
- A resident noted an issue with BHCC's model of a victim centred approach and expressed concern with a resolution which saw victims being removed from their residence rather than punishing offenders.

30.3 Officers had the following responses:

- Robert Keelan (Housing Manager) clarified the mechanics of a victim centred approach and noted that victims were asked what for their preferred resolution when dealing with offenders and that residents.
- The Housing Manager clarified that environmental health covered noise nuisance complaints.
- Julie Dowdell (Head of Tenancy Services) noted that the task and finish group had not yet reached the planning stage, it was clarified that this would begin in June. It was noted that the focus was to consider all Anti-Social Behaviour processes currently in place and to provide residents with an opportunity to give their input. It was further noted that part of the task and finish group would be to look at reviewing the issue of a single point of contact.

30.4 The Chair sought clarification on whether officers had contact with new PCSOs.

30.5 The Housing Manager confirmed that PCSOs had been contacted.

30.6 The chair enquired if residents present were interested in being involved.

30.7 Roy Crowhurst, Graham Dawes and Patricia Weller expressed an interest in being involved.

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

30.9 Item 2 –Maintenance Schedule

30.10 Residents had the following statements, enquiries, and concerns:

- A resident stated that this response did not provide an answer that was adequate.
- A resident noted that residents wanted more information including but not limited to, schedules, allocations, moneys.
- A resident raised an ongoing issue of the maintenance of a community room.

30.11 Marcus Richardson (Surveyor and Contractor) stated that efforts to resolve issues regarding the community room were ongoing.

30.12 Sam Warren (Community Engagement Manager) noted that it would be useful to have a schedule regarding upcoming works over the coming years.

30.13 The Chair stated that it was important for residents to have a clear view on the current status of planned maintenance. A request was made for the Surveyor and Contractor to bring a list with data to share with residents to a future Area Panel.

30.14 **AGREED** – that the Surveyor and Contractor agreed to bring a list to including data regarding the maintenance plan to share with residents back to a future Area Panel.

31 ITEMS FOR HOUSING COMMITTEE

31.1 The Head of Housing Income, Supply & Customer Service provided an overview of the report and noted areas for concern and areas with improved performance.

31.2 Residents had the following statement, enquiries and concerns:

- A resident enquired why kitchens were not included in the main contract.
- A resident referenced sheltered housing and noted that priority ought to be placed on this issue.
- A resident noted that new lifts broke down as often as old lifts and enquired if a distinction could be made on the efficacy of new over old lifts.

31.3 Officer had the following responses:

- It was clarified that kitchens were included in a separate contract.
- It was noted that there was a plan to let sheltered housing properties and that BHCC had completed around 20 a month. It was further noted that priority was being given to 1 bedroom properties and for senior accommodation.
- An officer offered to look at the status of lifts in future.

31.4 The Chair expressed support for implementing the use of smart, achievable targets.

32 ANY OTHER BUSINESS

32.1 A resident referred to the Knightguard Contract renewal and stated expressed concern as residents had submitted complaints regarding Knightguard, none of which had been answered.

32.2 The Chair suggested that this be brought to the next West Area Panel.

32.3 The Chair referenced an issue regarding overflowing dog bins and suggested that resident representatives participating in the grass cutting maintenance task and finish group take this issue to the group.

32.4 The Head of Tenancy Services referenced the issue of Covid-19 and stated that there was no intention to reduce services delivered by housing to tenants. It was stated that as restrictions were lifted, housing would be able to undertake face to face and further state that it was difficult to see what a post pandemic landscape looked like however that services were improving and opening up.

32.5 A resident referred to the Environmental Improvement Budget and sought clarification and confirmation that monies from EDB were not being appropriated to fund the Environmental Improvement Budget.

32.6 The Chair suggested that the Head of Tenancy Services bring this to the next West Area Panel.

The meeting concluded at 4.11pm

Signed

Chair

Dated this

day of

