

# Housing Management Panel: Central Area

Date: 26 May 2021

Time: 2.00pm

Venue Virtual Meeting - Zoom

Members: Councillor Hugh-Jones (Chair), Ward Councillors for the Area, Delegates of Tenants Association in the area.

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# AGENDA

<b>PART ONE</b>	<b>Page</b>
<b>1 WELCOME, APOLOGIES, &amp; INTRODUCTIONS</b> Zoom Log In Details and Instructions (Copy Attached). Central Area Panel Agenda (Copy Attached).	<b>5 - 8</b>
<b>2 ACTIONS &amp; MINUTES FROM PREVIOUS MEETING</b> Minutes of the meeting held on 3 March 2021 (Copy Attached). Action Points from the meeting held on 3 March 2021 (Copy Attached).	<b>9 - 16</b>
<b>3 CHAIR'S COMMUNICATIONS</b> Verbal - Chair	
<b>4 RESPONSES TO RESIDENT'S QUESTIONS</b> Responses to Resident's Questions (Copy Attached).	<b>17 - 44</b>
<b>5 EDB UPDATE</b> Update from Sam Warren & Lucy Beasley.	
<b>BREAK</b>	
<b>6 FIRE DOOR SAFETY REGULATIONS</b>	
<b>7 ANNUAL REPORT &amp; ITEMS FOR HOUSING COMMITTEE</b> Items for Housing Committee (Copy Attached)	<b>45 - 90</b>
<b>8 POSITIVE COMMUNITY NEWS</b> Verbal – Tenant Representatives	
<b>9 ANY OTHER BUSINESS</b>	

**FURTHER INFORMATION**

For further details and general enquiries about this meeting contact , (01273 291354, email [thomas.bald@brighton-hove.gov.uk](mailto:thomas.bald@brighton-hove.gov.uk)) or email [democratic.services@brighton-hove.gov.uk](mailto:democratic.services@brighton-hove.gov.uk)

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- You should proceed calmly; do not run and do not use the lifts;
- Do not stop to collect personal belongings;
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Date of Publication - Tuesday, 18 May 2021



## Central Area Panel

26<sup>th</sup> May 2021, 14:00-16:00

### Zoom Log in Details and Instructions

The zoom meeting will be open 15 minutes before the start time, please log in early if possible so we can start the meeting on time. This meeting will be run as individual area-based meetings, you will not have to enter a breakout room when you log on.

You can either join the meeting **online** via a smart phone, laptop or table or you can **dial in** from a landline or phone.

#### Join Online

By clicking the link below...

<https://us02web.zoom.us/j/84445991937?pwd=anBUb1VSZEtNUnZxbnZuaUJCSTBCZz09>

**Or by typing in the meeting ID and password into the app on your phone/laptop/tablet**

Meeting ID: 844 4599 1937

Passcode: 0aT4zS

(if you have provided us with an email address, you will have received a link to the meeting which you can simply click to join)

#### Dial in on your phone or landline

+44 203 481 5240 United Kingdom

+44 203 901 7895 United Kingdom

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Meeting ID: 844 4599 1937

Passcode: 890221

#### How to Access Zoom Calls

##### Online via Mobile phone/Tablet/Computer/iPad

You will receive an email with the link to follow to join on your computer, tablet or smart phone. This will also have the conference ID number and password.

The conference will be open 15 minutes before the meeting is due to start.

### **How to join the meeting online**

To connect by video, you will need to use a smart phone, tablet or desk top computer with an internet connection.

- The phone and tablet will have a built-in microphone and camera, but if you are using a desktop you might need a web-cam for people to be able to see you.
- When it is time to join the meeting, just click on the link emailed.
- If you are using a phone, tablet or computer you can ignore anything asking you to download Zoom – you can join in a Zoom meeting without doing this.
- If you are using an iPad you will need to download the Zoom app
- Turn on video or audio, if it asks you to – you may not need to do this if it is already enabled on your device.
- You will go to a 'waiting room' first of all, and then will be invited in to the meeting.
- You will then see yourself, and everyone else who has joined the meeting.
- You can change the view on your screen to a 'gallery' view, so you see everyone at once, at the same size. This is the best option for this meeting.

### **Phoning/Dialling In**

If you are going to phone to us on an ordinary phone, in sound only, here are the instructions.

- You will need the meeting number and password (another number) (received in email/letter).
- You can use any phone that can make voice calls, so long as it has a keypad with a "\*" and a "#" key on it, and it goes "beep" when you press a key, rather than "clickclickclickclick". (Some phones have a switch on the bottom to set this, which should be set to "T" or "TB" or "Tone".)
- You can **mute yourself** on the phone by pressing \*6 and unmute yourself by pressing \*6 again
- You can **“Raise a hand”** on the phone by pressing \*9

### **Step-by-step dial in instructions**

1. Phone one of the following numbers in the email/letter you received.
2. You will get an automatic voice message welcoming you to Zoom and asking you to key in the meeting ID followed by the hash key (#).
3. The automatic voice will then ask you to key in a participant ID. There isn't one, so just press "#" again.
4. It will then ask you to key in the password, followed by "#" again.
5. The voice will then tell you that you are in the meeting, and how many participants there are already and will then put you "on hold" in the waiting room until you are let onto the call by the organiser.

# Central Area Panel Agenda

Wednesday 26<sup>th</sup> May 2021

14:00-16:00

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**Meeting will be open 15 minutes before start. Anyone requiring help joining the meeting can contact the Community Engagement Team for assistance.**

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<b>1</b> 14:00-14:05	<b>Welcome Apologies &amp; Introductions,</b> 5 minutes	Verbal
<b>2</b> 14:05-14:15	<b>Actions and minutes from Previous Meeting</b> 10 Minutes	
<b>3</b> 14:15-14:20	<b>Chairs Communications</b> 5 minutes	Verbal – Chair
<b>4</b> 14:20-14:50	<b>Responses to Residents Questions</b> 30 Minutes	Answers to Residents Questions
<b>5</b> 14:50-15:05	<b>EDB Update</b> 15 Minutes	Sam Warren and Lucy Beasley
<b>BREAK</b> 5 minutes		
<b>6</b> 15:10-15:20	<b>Fire Door Safety Regulations</b> 10 Minutes	
<b>7</b> 15:20-15:50	<b>Annual Report</b> 20 Minutes <b>Items for Housing Committee</b> Update and Housing Performance Report - 10 Minutes	Ododo Dafe/Joe Williams Presenting Verbal + Report Attached
<b>8</b> 15:50-15:55	<b>Positive Community News</b> 5 Minutes	Verbal <b>Tenant representatives</b>
<b>9</b> 15:55-16:00	<b>AOB</b> 5 minutes	Verbal

- End -





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

**2.00pm 3 MARCH 2021**

**VIRTUAL - ZOOM**

**MINUTES**

**Present**

**Councillors:** Hugh-Jones (Chair) & Rainey

**Officers:** Ododo Dafe, Sam Warren, Janet Dowell, Hannah Barker, Kenna Kendall, Glyn Huelin, Miles Davidson, Thomas Bald.

**Housing Area Representatives:** Jane Thorp, Carl Boardman, David Spafford, Eileen Stewart, Linda King, Emma Salcombe, Theresa Mackey, Barry Hughes, Michael Collett.

**1 WELCOME, APOLOGIES, INTRODUCTIONS, AND MINUTES OF THE PREVIOUS MEETING**

1.1 Apologies from Martin Reid.

1.2 Emma Salcombe raised that issue 4.3 should be amended as she was raising the issue on behalf of a disabled tenant, not herself.

1.3 Barry Hughes raised that himself and Geof Gage were referred to by the wrong name and for this to be corrected.

1.4 Jane Thorp raised that issue 4.8 should read 'repairs' instead of 'reports'.

**RESOLVED** – The minutes be agreed subject to the above conditions.

**2 CHAIR'S COMMUNICATIONS**

2.1 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. We recognise your commitment to working with the council at these meetings and are particularly grateful that you have continued to do this 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, following this round of Area Panel meetings we will return to separate meetings for each area.

I would also like to welcome [Kenna Kendall] to the meeting. I have requested that, in addition to officers presenting reports, there should always be a member of the local housing team present at area panels so that they are immediately aware of any issues raised and any action that needs to be taken locally.

I would just like to alert leaseholders to the fact that the leaseholder consultation on the major capital works procurement is scheduled for posting on Monday 8th March so please look out for that.

Finally, many of you will no doubt be aware of the work that Sam Warren has been doing on preparing a Community Engagement and Tenant Involvement paper. Many thanks to those of you who have contributed. We are looking at that report at the Housing Committee pre-meet scheduled for immediately after this area panel (so we will be finishing promptly at 4pm). It will then come to committee on 17th.”

### **3 ITEMS FOR HOUSING COMMITTEE**

**3.1** Ododo Dafe gave a presentation referring to pages 23-46 of the Agenda and mentioned the following points:

- The attached report set out information to tenant association representatives about the Housing Committee workplan.
- The headline results on page 13 highlight that rent collection has slightly dipped since the last report but is currently above target, the empty homes letting time has improved and there has been some overall positive feedback from residents.
- The top scorers laid out on page 14 include adaptations, rent collection, energy performance, repairs appointments, and gas certification.
- The lowest scorers include voids, turnaround times for empty homes, lifts, and repairs being completed on time.

**3.2** Jane Thorp was informed of the following points:

- The leaseholder disputes process generally is triggered by the service charge, which comes in in September which tends to generate any stage 1 disputes, why is why there is generally a low level in quarter 2 and a higher level in quarter 3.
- Disputes can range from being straightforward about a service charge up to something higher like the quality of work, as well as technical questions which can be answered at stage 1.
- Setting targets for settling disputes can be quite difficult.
- Residents are encouraged to raise disputes if necessary.
- Statutory targets are set about dispute resolution. More of these can be included in future. More narrative will be provided concerning targets.
- Discussions were held about the appropriateness of including information about tribunals. More contextual information will be added about the resolution of tribunals.
- The new proposed building safety legislation is based primarily around fire safety following Grenfell.

**3.3** Ododo Dafe was informed by Emma Salcombe that item 5.2 on page 24 of the Agenda regarding fire safety doors would not be suitable for disabled or elderly tenants due to accessibility concerns about the weight of the doors. Ododo Dafe confirmed they would report back about potential solutions.

**3.4** Barry Hughes raised that some tenants are being caught out in larger properties with little money due to the increase in Local Housing Allowance and Universal Credit as the benefit cap hasn't also increased. Ododo Dafe responded that emergency funding (discretionary housing payments) is available to assist people in the shorter term if needed.

**3.5** Linda King was informed that a consultation would be taken before deciding on the way forward regarding sprinklers, and added that the fire doors need to be addressed before sprinklers. Linda King also requested a conversation with Glyn Huelin regarding the bin doors at Essex Place.

#### **RESOLVED:**

- Ododo Dafe to provide more contextual information concerning disputes and tribunals in the next performance report.
- Ododo Dafe to get in touch with colleagues to gather more useful feedback about inaccessible fire safety doors.
- Glyn Huelin to follow up with Linda King about the bin doors at Essex Place.

## **4 RESPONSES TO RESIDENT'S QUESTIONS**

### *Renewal of Knightguard Contract*

**4.1** Glyn Huelin raised the following points:

- The scoping for new procurement for the service area for the coming year will include door entry systems and cctv.
- Before any procurement takes place, residents will be consulted through area panels and the leaseholder action group.
- The current contract has been extended for 2 years due to good performance.
- Door entry systems and main entrance doors are based in different parts of the contract.
- An age system is in place for replacing equipment, and a fine balance has to be taken between replacing equipment too early and replacing too late.

**4.2** Jane Thorp raised the following points:

- The Knightguard contract has had numerous complaints from tenants over 3 years from both tenants and leaseholders.
- A repairs log needs to be sent immediately once a repair request is submitted.

Glyn Huelin responded that the contract had to be signed in advance to adhere to the appropriate timescales, and fully qualified engineers are sent to complete door entry system repairs and that the Council check the quality of work afterwards.

Miles Davidson added that:

- If Knightguard come across a situation where they cannot repair or replace an issue, they will go to the Council to get a decision on the way forward such as removing a lock to allow access to a building.
- Only a few complaints about the Knightguard contract had been submitted.
- Knightguard were hitting all of the Key Performance Indicators consistently.

- Fully qualified engineers are sent to complete repairs.
- A discussion would be held about providing a repairs log to leaseholders upon starting a new repair.

**4.3** David Spafford raised that it was not accurate to say the Knightguard contract was performing well and was shocked Council workers were not aware of the issues. Glyn Huelin clarified that only the door entry system is managed by Knightguard, not the door itself.

**RESOLVED:** Miles Davidson would look at the possibility of providing the full repairs log to leaseholders when starting a new repair project.

#### *Anti-Social Behaviour*

**4.4** Janet Dowell raised that there was a request raised to have a full review about the Anti Social Behaviour Policy, and this was looking to start in June, and the aim is to work with residents to complete the review.

**RESOLVED:** The response was satisfactory.

## **5 RESPONSES TO RESIDENT'S QUESTIONS (CONT.)**

#### *Maintenance Schedule*

**5.1** Jane Thorp raised that cyclical maintenance was included in the Mears contract but hasn't been actioned. Glyn Huelin responded that there are ambitions to create cyclical maintenance schedule, and there are currently numerous checks that happen regarding gas checks and asbestos, but there isn't a diarised schedule.

**5.2** Emma Salcombe was informed that gutters are not managed by Estates, but can raise issues with the repairs & maintenance team.

**5.3** Barry Hughes suggested that officers are not permitted to attend Resident Only meetings, as implied in the recommendations from the West Area Panel.

**5.4** David Spafford was informed that the stock condition survey is not public or online, and is only a sample of properties that help forecast long term plans.

**RESOLVED** – Residents discussed the maintenance schedule and raised their concerns.

## **6 UPDATE FROM CENTRAL HOUSING TEAM**

**6.1** Kenna Kendall introduced herself to the Panel as the new Housing Manager for Central.

## **7 POSITIVE COMMUNITY NEWS**

**7.1** Barry Hughes mentioned that the plant your postcode scheme had been postponed due to COVID-19, but now fruit trees have been planted for the community.

**7.2** Linda King wanted to thank the Council that laundrettes have been kept open.

**7.2** Eileen Stewart wanted to thank Geof Gage for getting the roundabout fixed promptly.

**8 AOB**

There were none.

The meeting concluded at 15:45.

Signed

Chair

Dated this

day of



## Central Area Panel Actions

### Raised at March 2021 Area Panel

Action	Area	Who?	Status
Glyn Huelin to contact Linda King about the bin room door in Essex Place.	Central	Glyn Huelin	Complete.  Brett Wells has followed up on this with Linda and have confirmed that the doors have been fixed
Miles Davidson to look at the possibility of providing the full repairs log to Knightguard when starting a new repair project.	Central	Miles Davidson	Complete.  On previous DES upgrade projects a repairs history has been provided and we can certainly ensure this is done pro-actively as part of our early engagement processes on future planned upgrades.
More targets and contextual information including how disputes were resolved to be included in the Performance Report.	Central	Ododo Dafe	Ongoing
Ododo Dafe to get in touch with colleagues for more useful feedback about inaccessible fire safety doors.	Central	Ododo Dafe	Ongoing





# Area Panel May 2021

## Resident's Questions

### All Areas

#### 1. Refuse and Recycling Service

**Issue:**

The collection of rubbish and recycling has been very poor recently. Collections are being missed and it is difficult for residents to contact City Clean to report this or follow up ongoing problems. Residents are still paying for this in their Council Tax but are not receiving the service they deserve.

**Background:**

Several examples were given:

- Bin lorries are being sent out with 2 instead of 3 operatives, so they don't have time to do the job properly
- The recycling has not been collected in Dunster Close for 4 weeks
- Rubbish has not been collected from Tavistock Down
- Collections have been missed in Southmount
- Collections have been missed in some areas of Coldean this week
- Street Cleaning teams are only responding to emergencies, so areas are being left untidy
- The Assistant Director City Environment has been off work for a long time, resulting in a lack of coordination and reduction in service
- When residents ring Cityclean the phone isn't answered

**Residents are requesting information on when Cityclean will:**

- resume a full refuse and recycling collection service
- provide a phone line that residents can use to report problems

**Response – Lynsay Cook, Head of Business Support & Projects City Clean**

The refuse and recycling service has been prioritised throughout the pandemic and we apologise for any service disruption experienced.

Covid secure arrangements are in place to ensure our colleagues are working in a safe environment. This means only the driver and one operative can be in the cab at the same time. Where a crew has more than one operative, they are being taxied to their starting location by a minibus – there has not been a reduction in the number of crew.

Street Cleansing has returned to business as usual following an initial need to attend to emergencies only due to the number of staff unable to attend work.

The easiest and quickest way to report a missed collection or an issue is through the website. This gets the information to the relevant crew. For those unable to access the internet, an accessibility line is available to assist. This available by calling 01273 292929 and selecting option 4.

The link to report issues is <https://www.brighton-hove.gov.uk/rubbish-recycling-and-streets>

## **Response – Lynsay Cook, Head of Business Support & Projects City Clean**

Refuse and recycling from the Coop is collected on a Tuesday.

The Coop did experience service disruption as previously the bins were placed behind a wall, which meant the crew were unable to access them. The bins are now in a new location that is suitable for the crew to collect.

## **3 Star Central**

### 1. Major Works Defects Review

**Issue:** There have been major failures with the brand new roofs and windows installed in blocks across the city in recent years. Concerns have been raised about this work for some time, and these must be addressed and taken seriously. This affects residents as well as leaseholders, who have paid from their rents for extremely low quality and inadequate work and are living with the consequences.

**Background:** see appendix 5, attached.

The meeting thanked Jane Thorp for all her work. Central residents are asking for:

- A full discussion at Area Panels and for this item to be on the agenda at the next Housing Committee meeting.
- Full written acknowledgement of the problems following major works.
- A programme of remedies with dates for the work to be done.
- A written process for dealing with disputes and compensation which treats all applicants equally, rather than the current system of negotiating outcomes individually to the detriment of people who may not have access to the skills or advice that are needed when dealing with experienced council managers advised by an in-house legal team.

### **Response - Glyn Huelin, Head of Housing Repairs & Improvement**

Thank you for your question.

We do completely understand the concerns raised by residents on these projects. The council are taking this seriously and working through any defects identified with our contractors. There are sometimes concerns raised following completion of works and there have been a range of different issues raised here which have required investigation. For those where defects are identified these are being logged and followed up to satisfactory completion with contractors.

We are currently in the process of mobilising new contracts for planned programmes and major works following extensive consultation with residents. We have focused on quality assurance as part of this and have committed to working with residents before, during and after works to ensure delivery to a high quality and to quickly resolve any issues identified. We are looking forwards to working with residents on these projects.

We do acknowledge that there are some defects following works that we need to address, sometimes we do need to recall contractors to return and fix issues, these are always monitored closely and checked after completion. This has been on a limited number of projects some of which are set out in the document provided.

We would like to assure all residents that we do have processes and procedures in place to check on the quality of works completed. This is often supported by

specific manufacturers who offer assurance on quality and workmanship. For example, on flat roof replacements the supplier (Langley) attends site and undertakes checks during installation to add extra assurance that the installation is fit for purpose.

In addition, we have made further changes to our quality assurance processes for planned and major works and are working closely with our new contractors to ensure works are carried out to the right quality standards. We are keen to engage residents throughout projects, including as projects complete, to ensure any issues are identified and dealt with in a timely way.

We would encourage any resident who has concerns following work to their home to contact the council's Property & Investment team by emailing [PAandIEnquiries@brighton-hove.gov.uk](mailto:PAandIEnquiries@brighton-hove.gov.uk)

Residents can also contact our repairs helpdesk on 08000526140 or raise a repair online at <https://www.brighton-hove.gov.uk/housing/council-housing/ask-repair-your-council-home>

The council has a complaints procedure and a leaseholder disputes procedure that can be used if residents are not satisfied with our response. Leaseholder service charge disputes would generally be most appropriately dealt with through the leaseholders' disputes procedure. Both procedures are set out on the council website. The council also has procedures for considering statutory and discretionary compensation.

Please also see our responses noted on the specific cases raised in the question as follows.

### **Pages 3-8 – Clarendon House, Livingstone House, Conway House, Goldstone House**

These photos relate to works undertaken in 2017/18 that leaseholders have raised concerns about following the completion of the project and the service charge to leaseholders.

Some of these photos relate to issues that were previously identified and have been subsequently addressed. At the same time there are some areas where we feel work has been appropriately carried out and the service charge is due for these works.

In relation to the lift motor room and the leak in a communal area, this was identified previously, and repairs have been undertaken to fix this.

The service charge is now being considered by a leaseholder tribunal which will give an opportunity to consider the works and service charges openly and transparently.

### **Pages 9-10 - Sylvan Hall Estate – Elm Lodge**

This is a case that the council is actively managing and working with contractors to resolve any remaining defects following the roofing works. We are reviewing each item raised and will manage through to conclusion where further return visits are required by contractors. Contractors have already returned to address a number of issues including ensuring insulation has been appropriately installed as per the specification.

We can confirm that the council has not charged leaseholders for the removal of leaf guards that did not perform as planned.

### **Page 11 – Saxonbury**

Thank you for raising this enquiry with us. The Property & Investment team will arrange to visit the resident and see if there are any issues that we require the contractor to return and address.

### **Page 12 – Sylvan Hall Estate – The Willows**

This is a case that the council and contractors have been actively managing to ensure any remaining defects are addressed. We have previously investigated and apologised for some specific areas where our service fell below our standards. The remaining outstanding issues are being addressed and reviewed by contractors and should be completed shortly.

### **Pages 13-15 – Essex Place**

The installation of these windows was undertaken in 2015. We will arrange to undertake further investigation to look at the specific windows detailed in this document and identify whether any repairs need to be undertaken or warranty repairs raised to the installers.

## 2. Getting back together (North & Central)

**Issue:** As lock-down eases, Central residents are keen to start meeting together, using their community rooms, re-building their Associations and having in person meetings with the Council. They would like some information on when this will be possible.

There has been a reduction in resident involvement with the move to online meetings. Some people are unable to access the technology and others find it very unsatisfactory so don't attend.

### **Information was requested on:**

- What guidance is the Council issuing to groups?
- What are the Council's plans for Resident Involvement meetings? When will it be possible to hold Area Panels, Special Interest Groups and other meetings in person?
- A report on plans to increase involvement by more residents and reinvigorate Associations that have struggled during covid.

### **Response - Sam Warren Community Engagement Manager**

Thank you for the question. We are very aware of the difficulties of many residents to participate with online meetings however the council and Community Engagement Team are having to follow the government guidance on meeting together to protect us all from Covid 19.

We do acknowledge that for some residents joining online meetings has been complex and we have now purchased 10 tablets that we can loan to people to help them with equipment or data. We can also support residents to use this equipment to referral to Brighton and Hove Digital or through a session with one of our team.

In terms of a timeline back to physical meetings these are the dates we are currently working too. However, I would also like to acknowledge that a number of residents are finding online meeting considerably easier and we will need to have a balance when looking at how we move forward in the future to ensure everyone who wishes to, is able to participate. This may be a mix of physical and online meetings and events.

These are the government roadmaps dates

### **8 March - Social contact**

People will be allowed to leave home for recreation and exercise outdoors with their household or support bubble, if they are eligible for one, or with one person from outside their household.

### **29 March- Social contact**

Outdoor gatherings (including in private gardens) of either 6 people or 2 households will be allowed

### **12 April - Social contact, no change**

However, non-essential retail will open alongside personal care premises such as hairdressers and nail salons; and public buildings, including libraries and community centres. Most outdoor attractions and settings including outdoor hospitality venues, zoos, theme parks, and drive-in cinemas and indoor leisure facilities such as gyms will also reopen (but only for use by people on their own or in household groups)

### **Not before 17 May- Social contact**

Most legal restrictions on meeting others **outdoors** will be lifted - although gatherings of over 30 people will remain illegal.

We may be able to hold more local Tenant and resident meetings outside if the weather permits and there are appropriate places to do this.

Indoors, the Rule of 6 or 2 households will apply this means indoor meetings will still not be possible. Although it may be possible to meet individuals indoors if we have the right spaces to do so. Many council buildings are still not open to all staff and there are very strict COVID safety measures in place that would need to be followed. Having said this, we will be exploring how we can use the community rooms and community spaces to have small meetings.

### **Review of social distancing**

Government will review social distancing and other measures to cut transmission. This will also inform guidance on 1 metre plus, the wearing of face coverings and working from home.

### **Not before 21 June - Social contact**

The government hope to remove all legal limits on social contact. However, it is likely that we will need to continue to carry on with 'hands, face, space', possibly wear face masks indoors and comply with any COVID-Secure measures that remain in place. We will also try to continue to meet outdoors when we can.

We are in the process of buying a few pop-up gazebos which we hope will enable us to do more outdoor meetings.

The CEO's are working with tenant groups to determine their needs. Each CEO has or will be in contact with the all the TRA's to see what their priorities are and how we can help. If you have any specific needs, please contact your CEO and they will be able to support your TRA or local group.

### 3. City-Wide Conference Organising group - new members needed

**Issue:** The city-wide conference organising group would love to have some new members. They asked for a request for volunteers to be raised at each Area Panel.

**Background:** This group helps plan and organise the yearly city-wide conference. It meets roughly every month for about an hour.

Any resident who is interested in joining this group can contact Rebeca Mann (Community Engagement Officer) at [rebecca.mann@brighton-hove.gov.uk](mailto:rebecca.mann@brighton-hove.gov.uk)

## **3 Star West**

### 4. Maintenance Schedule HLT

**Issue:** At the last West Area Panel (3/3/21) West residents requested a maintenance schedule and raised concerns about the impact on the Estate



Development Budget of unscheduled maintenance work. (*Item 11 West Residents meeting 12/1/21*)

This was discussed at the Area Panel, but no one was certain about the exact outcome (minutes are not yet available). The meeting agreed that this is an on-going issue and that more information about maintenance schedules is needed, with further discussions at the next Area Panel.

Clarification of the agreement at Area Panel on the maintenance schedule item is requested for the Agenda Setting Meeting, as well as confirmation that it will be on the Area Panel agendas in May.

### **Response: Glyn Huelin, Head of Housing Repairs & Improvement**

We wanted to clarify that the council does not work to a fixed pattern of carrying out certain work to its properties every 'X' amount of years, instead the council prioritises work as and when it is required. Given this it is not possible to provide a citywide "maintenance schedule".

Following the last Area Panel we are working with Community Engagement to review the condition of meeting rooms and produce a priority list for any work required to the community rooms. This was also raised at the previous Area Panel.

We have provided some further information below regarding planned works programmes for the 2021/22 financial year that may be helpful to the Area Panel. Please note these are always subject to change dependant on ad-hoc priorities identified. The council are currently developing our future works programmes and will be looking to publish the outline programmes for 2022/23 and 2023/24 later in the year on the council's website

Please note that this is separate to major works – planned works delivers individual elements of work like roofing, windows, doors etc. Major works will deliver a potential combination of works required to one block or area.

### **External repairs & decoration**

This programme concentrates on carrying out work to maintain the external elements to properties except for roofs and windows, as these are picked up under their respective contracts.

The work is delivered to both blocks and houses, and in 2021/22 will benefit 95 houses, 19 blocks (benefitting 231 flats) and 18 duplex properties.

Queensway	Wellington Road
Craven Road	Surrey Street
Uplands Road	Church Road
Patchdean	Livingstone Road
Lyminster Avenue	Shortgate Road
Rotherfield Crescent	Denton Drive
Hodshrove Road	Hangleton Way
Egginton Close	Kingsfold
Kimberley Road	Sanderstead
Chailey Road	Bylands
Ringmer Drive	Lancing Court
Highfields	Grinstead Mount
Rushlake Road	Framfield Court (C)
Reeves Hill	Lichfield Court (C)
Burlow Close	South Lodge (C)
Ravenswood Drive	Mayflower Square
Shipleigh Road	Middleton Rise
Bexhill Road	
Coleridge Street	
Cowper Street	
Deacons Drive	
Middleton Rise	

## Window replacement

The provisional window replacement programme for 2021/22 focuses on replacement for both blocks and houses, and will benefit 140 houses, 8 blocks (benefitting 108 flats).

Stapley Road	Bellingham Crescent	<b>Communal windows only</b>
Henfield Way	Godwin Road	Highbrook Close
Egmont Road	Poyning Drive	Chates Farm Court
Fitch Drive	Wilfrid Road	
Dartmouth Crescent	Drove Crescent	
Beal Crescent	Foxdown Road	
Wickhurst Rise	The Highway	

Garnet House	Upper Bedford Street	
Tavistock Down	Hereford Street	
Selsfield Drive	Wickhurst Road	
Greatham Court	Queensway	

## Roofs replacement

The roof replacement programme will concentrate on both blocks and houses, and flat and pitched roofs.

The provisional window replacement programme for 2021/22 focuses on replacement for both blocks and houses, and will benefit 18 houses, 9 blocks (benefitting 109 flats).

Ryeland Drive
Ditchling Gardens
Balchin Court
Maple House
Devon Lodge
Derby Place
Medway Court
Coldean Lane
Hawkhurst Road
Standean Close
Surrey Street
Highbrook Close
Crown Hill
The Laurels

## Door replacement

The door replacement programme is being prioritised to ensure compliance with fire safety guidance and this will continue to be the focus on this programme for the first couple of years.

We have now agreed a compliant door with our new contractor that has been tested and certified as passing the government's new safety tests. The provisional programme below may change, depending on the manufacturers ability to produce and install the volume of doors we require.

The programme will also include some ad-hoc properties where residents urgently require a new door.

The provisional programme will deliver 920 doors through 2021/22.

Conway Court	Flint Close
Clarendon House	East Hill Drive
Ellen House	Hornby Road
Goldstone House	Sherbourne Close
Livingstone House	Netherfield Green
Dudeney Lodge	Manor Green
Nettleton Court	Haybourne Road
Theobald House	Plumpton Road
Hereford Court	Ditchling Gardens
St Johns Mount	Hillside
Tyson Place	Hodshrove Road
Warwick Mount	Bamford Close
Falcon Court	Poynings Drive

## 5. Lack of action from CityClean

**Issue:** CityClean is very slow to respond to problems and complaints. This is an on-going problem which comes up consistently across the city.

**It is the responsibility of the Council to make sure that CityClean meet the commitments of their contract with the Council. What action is the Council taking to ensure this?**

**Response - Glyn Huelin, Head of Housing Repairs & Improvement**

Thank you for your question. To be helpful it is worth clarifying that CityClean is a directly operated council service and not a contractor. CityClean provide a variety of services to residents and any questions or concerns around these services should be raised directly with colleagues in CityClean so that they can

address any concerns that residents have. There is information on the council website at <https://www.brighton-hove.gov.uk/rubbish-recycling-and-streets>

## 6. MEARs payments for Estate Development Budget Work

**Issue:** it is possible that Mears have been paid for EDB work that has never been done.

**Background:**

There are outstanding EDB projects from three years ago.

Mears are refusing to give the Council access to any information longer than two years ago. Without access to this information it is impossible to know if Mears has been paid for work they never carried out.

The Council should not accept Mears refusal to provide information and must continue to pursue this. A report on progress was requested for the Area Panel.

### **Response Eddie Wilson – Head of Repairs & Maintenance**

Thank you for your question.

It is not possible that Mears were paid for EDB work that was not done or completed. All work carried out by Mears was only paid for, following an on-site inspection to confirm completion and quality, or in the circumstances where equipment was provided under EDB, the recipients were contacted to confirm safe receipt. I hope this answers your concerns.

## 7. Estate Development Budget (EDB): New Systems

**Issue:** West residents are concerned about the organisation and running of the EDB budget. Issues keep coming up and action is needed to progress the situation.

**Background:**

The central concern is that a new EDB system has been implemented which has never been agreed by the EDB panel, so does not have full agreement from residents.

**Two specific issues were also raised at the meeting:**

In the past, a regular report was circulated making clear what EDB jobs were completed, scheduled, refused or stalled. This information is necessary in order for residents to make decisions and be fully involved. It is part of ensuring a resident-led process. Will this information be available in the future?

At a recent EDB panel, resident representatives were stopped from asking questions about bids from their area and were told it was not the place to discuss local issues.

If this is not allowed, where can bids be discussed?

Concerns about the running of the Estate Development Budget have been raised repeatedly by West residents. They are asking for these to be taken seriously and a way found to move forward constructively.

### **Response - Sam Warren Community Engagement Manager**

#### **A new EDB system has been implemented which has never been agreed by the EDB panel**

In 2018 an internal audit was carried out of the EDB process and this found it was only partially compliant. Therefore, the way the EDB funds are allocated and the bids assessed needed to be reconsidered.

In 2019/20 the EDB officer has worked on a new application process and developed some guidance for the EDB panel to follow to ensure there was a clear decision-making process.

This guidance was taken to the Involvement and Empowerment Service Improvement Group

in August 2020 and January 2021 and was shared with the residents for comments. All members of I&E and the EDB review group were invited.

There was no voting process for the residents to agree this new process just a discussion and opportunity to feedback on the new guidance. This was something that we were required to do to comply with the audit recommendations and ensure that the evaluation of EDB bids is understandable and clear for all residents bidding and for those on the panel.

Each bid will now be evaluated on the information given in the application to ensure it is a transparent process. If a decision is challenged there is now a clear rationale that will show why a bid was agreed or declined. The resident panel will still discuss the bids and are the final decision makers for EDB.

**Resident representatives were stopped from asking questions about bids from their area and were told it was not the place to discuss local issues. If this is not allowed, where can bids be discussed?**

Some residents on the EDB panel did challenge if it was appropriate to have conversations about outstanding bids in the panel decision making meeting, especially if these were bids relating to a specific group where the panel members were also the recipients of the bid.

However, in the last EDB panel meeting it was acknowledged that there needs to be a place to consider all outstanding bids. Therefore, it was proposed that the first part of the EDB panel meeting will evaluate the bids and the second part of the meeting will look at any outstanding bids.

**A regular report was circulated making clear what EDB jobs were completed, scheduled, refused or stalled, will this information be available in the future?**

The EDB team in Property and Investment will share the spreadsheet for all outstanding bids at each EDB panel meeting.

The EDB Panel and the Involvement & Empowerment Service Improvement Groups are continuing work to ensure that the EDB Process is fair, inclusive, and resident led. The ongoing work is as follows:

1. Continue to work on options that form part of wider consultation to move towards a wider 'participatory budgeting' style voting system.
2. Continuing work on options for the funding split, such as the rollover of underspend into the main pot, or to keep underspend ringfenced to specific areas.
3. Clarifying what is 'maintenance' and what is an improvement ( this links to the question about planned maintenance in community rooms and communal areas)
4. Reviewing guidelines stipulating that an EDB bid cannot incur ongoing costs due to the limitations this imposes on certain projects, such as the installation of Wi-Fi in community rooms.
5. Agreeing a process for evaluating the impact of EDB (tying in the Resident Inspectors programme) over the course of a year, such as:
  - demonstrating value of residents as decision makers

- the impact of successful bids within the communities
- what has been delivered over the course of a year

This work will continue over the next year.

## 8. Environmental Improvement Budget

**Issue:** £500,000 has been found for the Environmental Improvement Budget in 2020/21 and 2021/22. At the same time the Estate Development Budget (EDB) has been cut.

**West residents would rather have the EDB returned to previous levels than more funding for the Environmental Improvement Budget.**

- A report and discussion at Area Panels was requested. This should cover:
- Where the money has come from for the Environmental Improvement Budget.
- Details of what it has been spent on.
- The process for consulting and involving residents.
- Can funds go into the Estate Development Budget instead of the Environmental Improvement Budget?

### **Response**

**Report Attached at the end of the questions:** “Environmental Improvement Budget Update May 2021”.

There was a resident survey carried out at the beginning on the Environmental Improvement Budget programme however we are aware that there was a small response to the survey and we aim to do this again in summer 2021. The aim of the survey will be to identify the key priorities for the residents so that the Environmental Improvement Budget can be used to address these issues quickly. Further consultation can then be carried out with residents to look at specific details when projects are being delivered in their areas. The Environmental Improvement Budget is there to deliver on the strategic issues that residents have identified.

This is different from the Estate Development Budget (EDB) process where residents can bid for projects and ideas that they would like to take forward. The funds to EDB and the Environmental Improvement Budget are decided within the budget and approved at Housing committee annually.



## 9. Buy Local

**Issue:** a recent EDB purchase of plants for North Portslade came from Kent. These were really poor quality and arrived in a bad condition. There are many excellent local businesses and projects who could have supplied better products and need our support.

Why is the Council not buying locally?

### **Request for a commitment from the Council to prioritise local businesses**

#### **Response**

##### **Response – Sam Warren Community Engagement Manager**

As the council purchasing/invoicing system is quite limited, we are working on a number of ways to reduce the time residents are waiting for quick bids.

Firstly, the Community Engagement Officers are working with the Tenant and Resident Associations to ensure they have functioning bank accounts where this is appropriate. When a group is awarded a quick bid, where is it possible, we will be granting the funding directly to the community group and each group will need to sign a small grant agreement and show receipts for the items they buy. However, this will enable the group to purchase the items they have bid for directly and have more control over value for money, and where they purchase their items.

Secondly, where it is a more informal group that have bid to EDB without a bank account we will try to work with a neighbouring TRA support them to still purchase locally.

Thirdly, we have increased the amount we are able to spend on our purchasing card to the maximum of a quick (£1,000) so we can purchase higher value items directly and locally, without having to use the council 30 day invoicing system which is only accepted by a limited amount of suppliers.

Where none of the options above are available we will need to use the council purchasing system and approved suppliers, many of whom are still local.

## **3 Star East**

## 10. Communications between officers and residents

### **Issue**

Residents often don't get a response when they contact officers to ask questions or raise issues. As a result they don't know if the issue is being dealt with. In contrast, when officers contact residents they often ask them to provide information or respond at very short notice.

### **Background**

An example was given from Woodingdean. They have submitted their EDB main bids but have not been told if they have been accepted. An email was sent to the Community Engagement Officer on 1<sup>st</sup> March to check this and a reply had not been received by the meeting on 24<sup>th</sup> March.

Residents said this is a common problem when contacting officers. It is not specific to the Community Engagement Team.

East Residents would like a target to be set, requiring officers to provide a substantial response to residents' email and other queries within a set time frame. A target of 5 working days is proposed.

### **Response - Keely McDonald , Community Engagement Officer**

I sincerely apologise that the expectation of a timely response was not met in this instance. Although the CEO officer was unable to respond to the Association Committee directly, the EDB Officer made efforts to update the committee with information on their bids, unfortunately was unable to speak directly to member of the Woodingdean Association Committee in this instance. The CEO officer has since held a meeting with the committee to discuss the bids and ensure that support has been offered for their submission to the voting stage of the process.

The council's commitment is to respond to incoming requests within 10 working days, the Community Engagement Team officers will continue to make every effort to exceed this timeframe whenever possible. Unfortunately, we cannot commit to reducing this target with the teams current capacity.

## 3 Star North

### 11. Clearance of overgrown areas by City Parks

See Item 2 and 6: Minutes of North Area Residents Only Meeting 19<sup>th</sup> January 2021

**Issue:**

Communication between City Parks and Residents Associations has been very poor. When requests are made for an area to be cleared Residents Associations are:

- not invited to the inspection of the area or informed of the date or outcome
- unable to get any detailed information or progress reports when they phone City Parks
- Work requested by Associations and discussed at Area Panel is not followed up on or carried out.

**Background:**

Two examples were given:

The overgrown brambles between the bottom of Davey Drive and Horton Road. This has been discussed extensively over many years, leading to a commitment by City Parks at the January 2021 Area Panel to cut back the brambles and do regular maintenance of the area. Despite this the brambles are still growing over the wall onto the footpath, causing a hazard to local residents.

Overgrown brambles at the allotments between The Charltons and Haig Avenue, Coldean. Heather has asked Alan Griffiths, City Parks Operations Manager, to carry out a joint inspection of the area. He has not responded with a proposed date.

**Residents are requesting that City Parks review their communication with Residents Association with a view to:**

- Acknowledging requests for work on estates
- Arranging joint site visits with Residents Associations to clarify what work is required
- Providing updates on the progress of work.

**Response**

No response received.

## 12. Estate Development Budget (EDB): Fencing

See Item 10: Minutes of North Area Residents Only Meeting 19<sup>th</sup> January 2021

### **Issue:**

North residents would like to be able to submit EDB bids for fencing to individual properties.

The replacement of fencing affects a whole area, making it feel tidier and well-kept. Many fences have been blown down or damaged over time and this is leading to a general deterioration of the local environment.

Background:

Residents often ask for fencing when EDB submissions are being prepared. In the past this work was funded by EDB and it was very popular.

An item was put forward to the North Area Panel in January 2021 requesting a review of the decision to exclude fencing for individual properties from the EDB. The written response explained the reasons for the change in policy but did not put forward a framework for how it might be reviewed. Therefore this has not resolved the problem.

The meeting agreed to put this forward to the Area Panel as a 3 star item and contact other areas to ask them to support it.

**Residents are requesting that the inclusion of individual fences in EDB bids be reconsidered.** This should include an assessment of the impact of damaged and broken fences on:

- the overall appearance, untidiness and gradual deterioration of our estates
- the security of individual tenants who cannot afford to renew their own fences.

### **Response – Justine Harris**

Thank you for your question. At the January Area Panel the response to the question about fencing set out how we respond to individual requests for fencing. Each area Housing Office has an individual budget and tenants can request help for fencing by contacting the Housing Customer Service team, things such as security and affordability will be considered, along with the overall appearance of the Estates. As set out in January's response, we do have a large area of discretion when it comes to replacing fences.

The Estates Development Budget is for projects that benefit the whole community and not for individual issues. Therefore in a review in 2018 the EDB review group decided that individual fencing would no longer be funded. However as stated above if an individual has a specific fencing issue they can still resolve this by contacting the Housing Customer Service team to help them.

**Area Panel**  
**Environmental Improvement Budget Update**  
**May 2021**  
**Report Provided by: Justine Harris**

**1. Introduction**

1.1 The purpose of this report is to give the Area Panels a progress update in relation to the Environmental Improvement Budget (EIB).

**2. Background**

2.2 In January 2019, Housing Committee agreed a proportion of the Housing Revenue Account could be set aside to support improvements to areas on Housing estates. This was following a report that went to Area Panels in November/December 2018. A sum of £500k per year was agreed for a minimum period of three years. We have just entered year three, 2020/21.

2.3 The budget for the EIB comes from the capital budget- £400k and the revenue budget-£100k

2.4 The purpose of the budget is to ensure that the Council is able to respond with greater speed to reports by tenants, councillors and officers in relation to improvements we can make on Housing estates.

- 2.5 Using EIB funding, as of 31/03/21: 96 projects have been completed, 6 projects are in progress and 7 projects are being procured. Further to this 31 bids are currently undergoing consultation.
- 2.5 Consultation is undertaken with residents if a proposal for making an improvement, could be seen to have a negative impact on other residents such as the installation of communal seating, or to consider need, such as installation of play equipment.
- 2.6 Both the Estate Development Budget (EDB) and the EIB are important when it comes to estate improvement. The EIB enables us to respond quickly as a landlord to make improvements. Whilst the EDB enables residents to come together to submit proposals.

### **3. Environmental Improvements to date and in progress**

3.1 Bids to the value of £964,747 have been approved since the start of the project with works to the value of £480,357 having been completed. A further £150,000 of work is currently in the later stages of procurement, including the refurbishment of 2 play areas due to be installed in early summer.

3.2 Work undertaken includes:

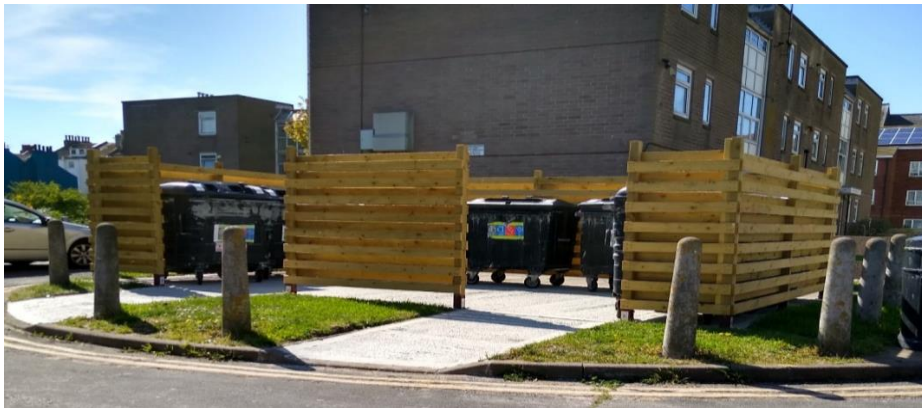
- Repair and replacement of play equipment
- Community improvements through landscape enhancements, signage and replacement of benches
- Creation of bin stores to improve visual appearance and reduce fly tipping
- Landscaping including shrub and tree works
- Improved accessibility by providing raised planters, dropped kerbs, paths, ramps and handrails
- Clearance of graffiti and painting of external walls
- New or replacement fencing for security
- Knee rail fencing to resolve parking issues
- Security measures including secure bike storage

- Creation and conservation of community gardens
- Resurfacing of Housing car parks
- 

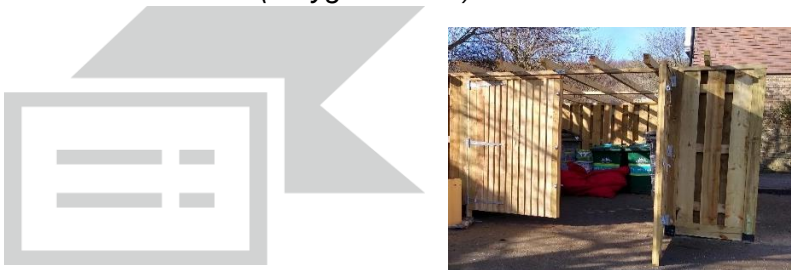
**Improvements of signage and entrance to community hall (*St George's Community Hall*)**



**Improved bin storage to improve visual appearance of estates and reduce fly tipping (*Hampshire Court*)**



**Before and After (*Faygate Court*)**



**Pathway widened to improve access on link pathway to bus stop (*Downland Court*)**



**Provision of community facilities** (*Ingram estate*)



**Project to clean and repaint garages** (*Lewes Road - Community Payback Project*)



**Refurbished play area** (*Downland Court*)





Clearance of shrubs blocking light ( *Barclay House* )



Fencing renewal ( *Ingram Crescent* )



### Provision of handrails and raised planters ( *Nettleton Lodge & Dudeney Court* )



### Pathway repairs ( *Ingram Crescent* )



Response from Sam Warren, Community Engagement Manager on:

- The process for consulting and involving residents.
- Can funds go into the Estate Development Budget instead of the Environmental Improvement Budget?

There was a resident survey carried out at the beginning on the EIP programme however we are aware that there was a small response to the survey and we aim to do this again in summer 2021. The aim of the survey will be to identify the key priorities for the residents so that the EIP budget can be use to address these issues quickly. Further consultation can then be carried out with residents to look at specific details when projects are

being delivered in their areas. The Environmental Improvement Budget is there to deliver on the strategic issues that residents have identified.

This is different from the EDB process where residents can bid for projects and ideas that they would like to take forward. The funds to EDB and EIP are decided within the budget and approved at Housing committee annually. Therefore any decision to change this would be with the Cllrs.



# Appendix: major works defects review

## Item 5: Central Residents only meeting 25/3/21

### **Report by Jane Thorp**

(Hanover Residents Association/Leaseholders Action Group)

The attached photographic record of the failure of brand new roofs and windows installed in blocks across the city in recent years has only recently been acknowledged by the council as a problem which pertains to more than one block. The council is dealing with some of the issues but not others. Because of this failure of acknowledgement, there are numerous formal disputes, one tribunal case, and many requests for compensation now outstanding. The issue is now not just one of remedying the damaged buildings (and in certain cases this is impossible without more major works - I refer in particular to the removal of essential drip channels in the concrete on Clarendon and Ellen Estate which has not been acknowledged at all), but there are also many questions about how the council is dealing with the disputes, compensation requests, and the tribunal case in the wake of this catastrophe.

If the council had been proactive about managing the building companies on site; if the council had not signed off works which are so far below standard that it beggars belief; if the council had been proactive with the prompt repairs needed for the major works; and if the council had been proactive about setting good standards in handling compensation, disputes, and tribunals, then we would not be at this pass. This is a major failure and needs to be addressed as such. All of these works were signed off by council staff. All of these works badly affect both tenants and leaseholders.

Residents have been promised at many meetings that things will change under the new framework of contracts for major works, but we have yet to see anything definitively written down. I am asking for full written acknowledgement of the problems following major works, a programme of remedies with dates for the work to be done, and a written process for dealing with disputes and compensation which treats all applicants equally, rather than the current system of negotiating outcomes individually to the detriment of people who may not have access to the skills or advice that are needed when dealing with experienced council managers advised by an in-house legal team.



RECORD OF DEFECTS ARISING IN MAJOR WORKS

Recorded by Leaseholders in  
Brighton and Hove City Council Property

Carried out under the Term Contract with Messrs. Mears  
between 2010 and 2020

## INTRODUCTION

This document incorporates accumulated evidence of various defects which have arisen in works of repair and refurbishment.

The works were carried out under the term contract t between BHCC and Mears. The 'Major Works' were defined in s20 notices issued by the Council as Landlord. The Councils estates included a substantial number of leasehold properties.

During and subsequent to the works a number of Leaseholders have expressed concerns about the quality and performance, either directly to the Council members or officers, or channelled through representative groups including the 'Leaseholders Action Group' (LAG).

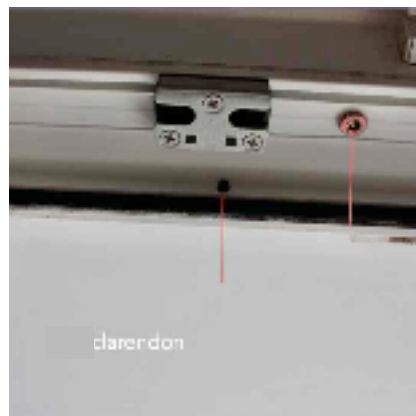
To date, only some of the complaints and concerns have been resolved. Some works are subject to warranties; not all documentation for these has been received. In the case of one major element, concrete repairs to the exterior of the Clarendon Ellen Estate, no warranty on workmanship has been provided.



CLARENDON HOUSE



Top row:  
Shows water has seeped out past the glass and started to form black mould



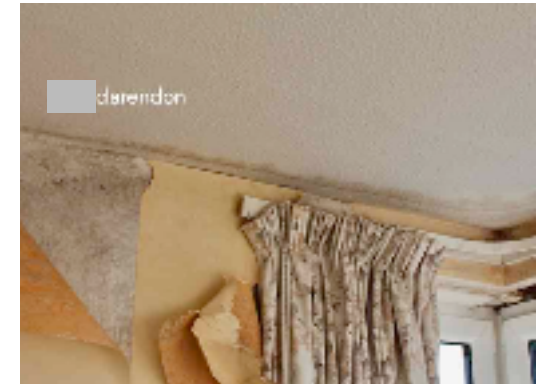
Bottom row:  
Drain holes not appropriate for inward opening windows, and which are allowing the water to run round the frame and into the flat. Also none of the screws are sealed.

CLARENDON HOUSE

Top row:  
Show the windows have not been installed correctly. Water has been flowing into these joints and across the ceiling .



Centre row:  
Show the windows have not been installed correctly. Water has been flowing into these joints and across the ceiling .



Bottom left:: unidentified: crack in concrete repair over window head



**CLARENDON HOUSE**

Top and centre rows:  
Shows water damage from the new roof and lift motor room



Bottom left: new lift motor room roof as installed showing raised r/w outlet causing flooding of roof.

CLARENDON HOUSE

Top two rows are from a tenants flat next to the north lift top floor. More of the same problems.

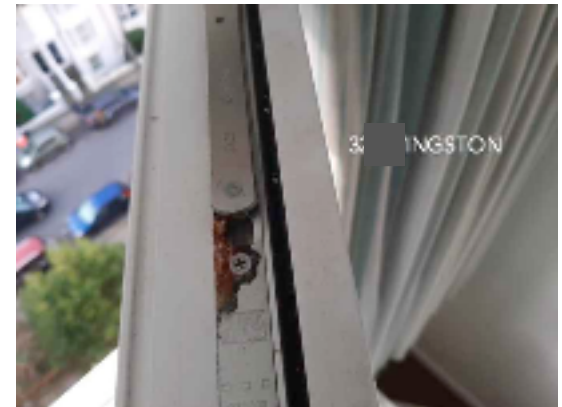


Photos showing severe damp over head of windows



### LIVINGSTONE HOUSE

Top row:  
Water pathway showing what happens when it rains.  
Rh photo shows leaking through screw holes



Centre left: windows are running out by 12mm and covering the drip channel  
Centre right: corrosion of ironmongery in window head due to leaking.

### CONWAY HOUSE

Bottom right:  
The windows at the back have what appears to be a drip strip above them. The rest of the block does not have this since the original drips were removed or covered over during the major works. These may have been put in to rectify the damage, but not applied on the rest of the block.



**GOLDSTONE HOUSE**

Top row:  
Defective work over window heads including missing and displaced foam filler, and disruption of finishes from water penetration through oversized joint. Reveals lack of external weatherseal at head.



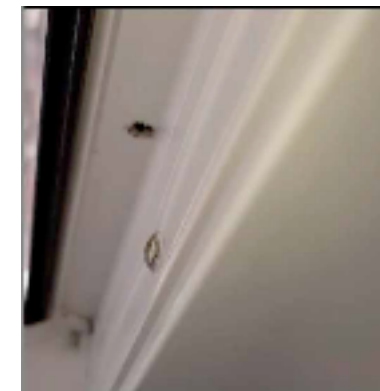
Centre row:  
Damage due to defective installation and work over window heads including missing and displaced foam filler, and disruption of finishes from water penetration through oversized joint. Possibly reveals lack of external weatherseal at head.



Bottom left:  
Photo of the old windows showing the drip channel at the top



Bottom right:  
Shows water running out of screw hole



**SYLVAN HALL ESTATE**

**ELM LODGE**

- loft mostly insulated to 270mm and seals on membrane deployed in an unconventional way.
- a few of (one l/h's) down-lighters got pushed in and there are a few more cracks in the ceilings
- leak on the chimney stack still outstanding - water coming through onto lounge ceiling, a faint watermark along a joint line 40cm from the chimney face and evidence of water on the back of the plasterboard
- insufficient flashing on chimney, gaping lead flashings and some old and missing pointing (pictures attached)
- the north chimney flashing is now leaking on three sides.
- new gutters and downpipes are a smaller diameter contrary to the specification.
- glue strips to seal the roof membrane have not been used contrary to the specification.
- annular nails were used to secure roof battens contrary to the specification.
- the old loft insulation was not removed contrary to the specification. This is now covered in dust, dirt, old mortar, tiles and the occasional half brick.
- new insulation was only installed in 20% of the north loft and 60% of the south loft.
- a walkway in the central loft tank area and additional insulation was not installed contrary to the specification
- leaf guard brushes were fitted but many blew out in the first week.
- we were charged for the materials & installation (plus the council and Mears overhead/profit) and then charged £4,992 for scaffolding towers to remove the leaf guard brushes that had stayed in place.
- there is a leaking gutter joint on the straight section by Flat 5's kitchen window.



Top: leaking affecting adjacent ceiling as evident in roof void  
Centre: general external view of chimney  
Bottom: details of flashing



55

**ELM LODGE**

Defective roofing works: poor workmanship resulting in internal damage :

Left: incomplete or disrupted insulation

Right: misaligned nails puncturing sarking



Left: gaps in poorly laid sarking felt

Right: drooping in poorly laid sarking felt

Bottom: damage to internal floor finish from leak following roofing works.





**SAXONBURY**

Slide 33 Saxonbury: shows damp or condensation at high level on external wall at high level..



**THE WILLOWS**

Extract from Report on Roof Works at The Willows, Brighton. BN2 3RQ  
 Covers the period from Monday 15th July 2019 to Monday 11th November 2019 – a period of four months.

**Initial Issues:**

**Water ingress from new roof, 9 breaches in 6 months following major works:**

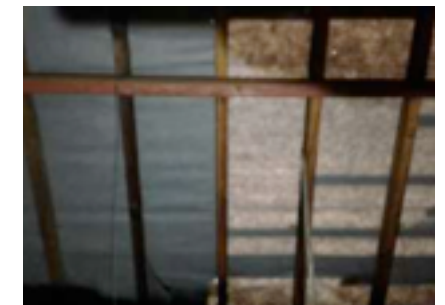
- roofer put foot through roof
- guttering badly installed
- lead flashing removed
- downpipes smaller than the ones they replaced
- gutter brush not clipped
- roofing teams not safeguarding de-tiled roof from weather

**Outstanding issues:**

- No testing of moisture levels has been carried out on stain/damp patches on ceilings
  - o This was confirmed as something that would happen on 22nd July 2019
- Repair to communal hallway ceilings is very poor.
  - o Repair consists of painting over and not a repair.
  - o Staining is leaching through already, and broken ceiling remains broken.
- Overpainting of ceiling where roofer put foot through ceiling has never been completed.
- With regard to Wayne’s e-mail reply on 26th July about water dripping onto the new soffits:
  - o Neighbour in No.6 has had a sudden flow of water from the soffit into her kitchen and balcony where it has pooled – how is drainage from soffit allowed for?
- No Programme of works has been received (agreed action 15th August)
- No Window cleaning has occurred. (agreed action 15th August)
- Guttering overflows at the point where flat joins communal hallway on both South and North sides.
- Guttering overflows at join points and is making outside walls damp.
- When it rains, water is leaking from the rear edges of the soffits and dripping onto windowsills.
- Gutterbrush installed with minimal holding clips/cable ties resulting in it being continually removed by seagulls/high wind.



The Willows: Examples of defects  
 Top: ceiling damaged by roofer  
 Visible gap in chimney flashing  
 Vent pipe replaced where penetrating roof but existing hole not repaired  
 Centre: poor workmanship: sundry leaks, incomplete lining to roof  
 Bottom: leaking replacement downpipes, possibly undersized, and displaced leak guard  
 Unfixed and poorly installed soffit



58

**ESSEX PLACE**

Essex Place windows were replaced in 2012 by Mears sub-contractor, Astraseal, as part of the Major Works contract. Numerous complaints have been submitted since by residents but defects remain and new ones have come to light.

These windows should still be under warranty from Astraseal, including defects arising from materials and workmanship.

Defects can be classed as:

1) 'Serious', affecting weathertightness, dangerous to occupant or seriously affecting internal comfort, and requiring urgent attention.

- defective latches or restrictors
- defective ironmongery including corrosion (1/1,1/2)
- defective seals affecting security (1/3)
- evidence of damp penetration

2) 'Lesser,': inconvenient but not dangerous to safety or health, not urgent.

- inadequate cleaning off after installation
- faulty or jammed vents
- residents own blinds etc. affected by defective operation.

1/1: Malfunctioning restrictors

1/2 Latches not fully closing

2/1 Condensation or damp penetration

2/2 Water ingress due to faulty seal

2/3 Inaccessible fan control, affecting ventilation and encouraging condensation.



**ESSEX PLACE**

Defective ironmongery including corrosion, mortar spills etc.

4/5: corrosion and mortar spills affecting operation of lock

4/1: corrosion of stays

1/2: corrosion of sliding locking bolt.

4/6: mortar spills affecting operation of lock



ESSEX PLACE

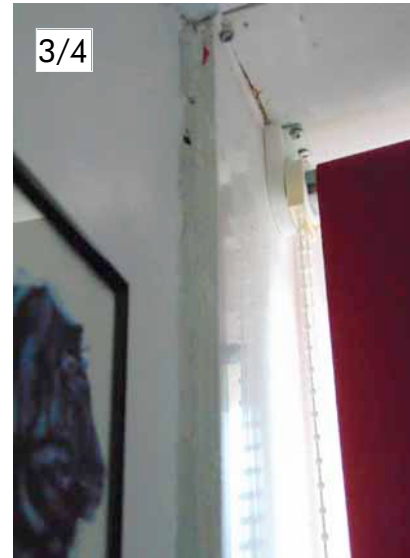
Sundry defects, ventilators, blinds etc.

3/4: Leaking at head of window and jamb

3/7: Dislodged gasket internally

3/6: Defective installation of blind

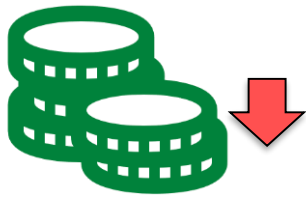
3/7: Mortar stains on glass, labels not removed





# Council housing performance

Quarter 4 2020/21 (Jan to Mar 2021)



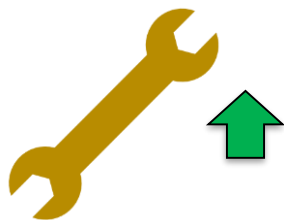
**96.40%**  
Rent collected



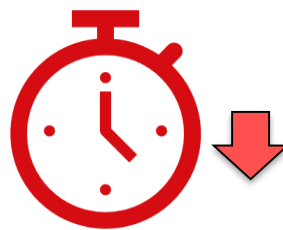
**5.6 weeks**  
Waiting time  
for adaptations



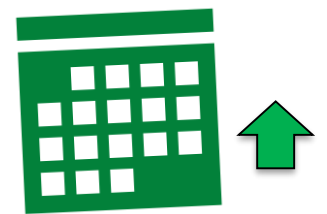
**105 days**  
Empty home  
re-let time



**98.3%**  
Emergency  
repairs within  
24 hours



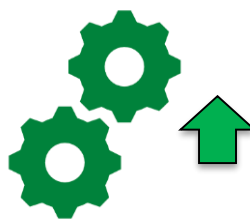
**41 days**  
To complete  
routine repairs



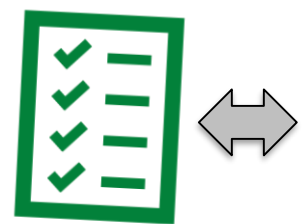
**97.9%**  
Repairs  
appointments  
kept



**96%**  
Tenants  
satisfied with  
repairs



**96%**  
Lifts restored to  
service within  
24 hours

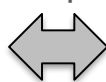


**100%**  
Gas safety  
compliance

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove  
City Council

# Quarter 4 2020/21 council housing performance – key trends

## Top 5 scores (compared to target)

1. Major adaptations – average time to approve applications (5.6 weeks vs 10 week target)
2. Lifts – average time to restore service when not within 24 hours (5 days vs 7 day target)
3. Rent collected from council tenants (96.40% vs 95% target)
4. Lifts restored to service within 24 hours (96% vs 95% target)
5. Repairs appointments kept (97.9% vs 97% target)

## Bottom 5 scores (compared to target)

1. Average re-let time excluding time spent in major works (105 days vs 21 day target)
2. Average time to complete routine repairs (41 days vs 15 day target)
3. Lifts – average time taken to respond (2.8 hours vs 2 hour target)
4. Routine repairs completed within 28 calendar days (65.9% vs 92% target)
5. Dwellings meeting Decent Homes Standard (91.88% vs 100% target)

## 5 biggest improvements (since previous quarter)

1. Lifts – average time taken to restore service when not within 24 hours (7 to 5 days)
2. Lifts restored to service within 24 hours (88% to 96%)
3. Major adaptations – average time to approve applications (6.0 to 5.6 weeks)
4. Tenants satisfied with repairs (95% to 96%)
5. Repairs appointments kept (97.3% to 97.9%)

## 5 biggest drops (since previous quarter)

1. Average time to complete routine repairs (32 to 41 days)
2. Average re-let time excluding time spent in major works (87 to 105 days)
3. Routine repairs completed within 28 calendar days (77.0% to 65.9%)
4. Lifts – average time taken to respond (2.6 to 2.8 hours)
5. Dwellings meeting Decent Homes Standard (93.68% to 91.88%)



# **Committee workplan progress update and Housing performance report**

## **Quarter 4 and end of year 2020/21**

This report provides updates on the Housing Committee priorities and work plan for 2019-23, as well as a range of performance indicators. Delivery of a complex Housing service during the Covid-19 crisis has been, and continues to be, a challenge, but staff have worked very hard in difficult circumstances to continue to deliver vital services for council tenants, leaseholders and other residents across the city.

While there continue to be areas of very good performance, with 50% (17) of Housing Committee Work Plan objectives on track for delivery and 11 performance indicators on or above target, the ongoing impact of the Covid-19 pandemic and the additional work burdens and priorities this has placed on Housing has inevitably resulted in a drop in performance against some indicators. These include functions such as lettings and routine (non-emergency) repairs which need to be delivered differently and are taking longer. The service is keeping its plans to rectify areas where performance has been adversely impacted by the Covid-19 pandemic under regular review.

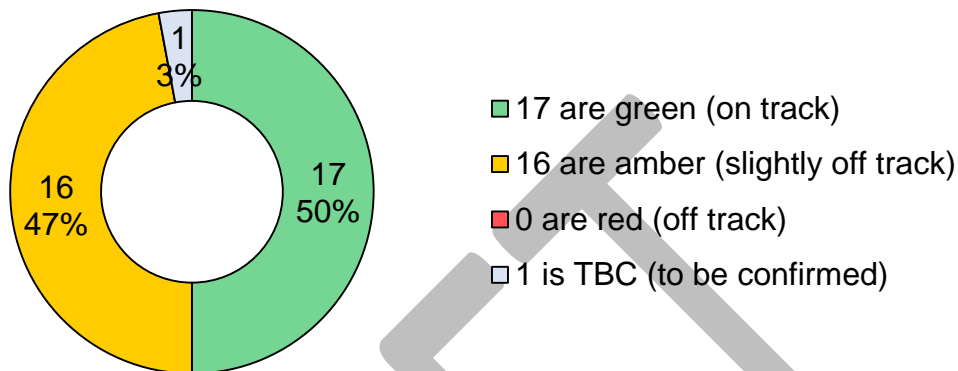
<b>Performance areas</b>	<b>Page</b>
<b>Housing Committee priorities and work plan</b>	
Additional council homes	5, 20
Other additional affordable homes	5
Council home buy backs	5, 10, 21
Right to Buy sales	6, 20
Sites identified for Community Land Trust development	6
Houses in Multiple Occupation (HMO) licensing	7, 17
Private sector housing 'requests for assistance' received	8

<b>Performance areas</b>	<b>Page</b>
Rough sleepers and Covid-19 placements	9, 19
Housing First placements	10
Energy efficiency rating of council homes	11, 25
Private sector empty homes returned to use	14, 17
<b>Performance indicators</b>	
<b>Customer feedback</b>	
Compliments and complaints – all Housing Services	16
<b>Housing major adaptations</b>	
Private sector housing adaptations	17
Council housing adaptations	17
<b>Housing Options and allocations</b>	
Homelessness preventions	18
Homelessness acceptances	18
Social housing waiting list	18
<b>Temporary accommodation</b>	
Households placed	19
Rent collected	19
Gas safety compliance (Seaside Homes and leased)	19
<b>Council housing supply</b>	
Additional homes by rent level	20
<b>Council housing management</b>	
Rent collected	22
Universal Credit	22
Tenants evicted	22
Anti-social behaviour	22-23
Tenancies sustained	23
Empty homes and re-let times	23
<b>Council housing repairs and maintenance</b>	
Repairs completion times	24
Repairs appointments kept	24
Tenants satisfied with repairs	24
Repairs completed at first visit	24
Repairs Helpdesk	24
Decent Homes Standard	25
Gas safety compliance (council homes)	25
Lift breakdowns	25
<b>Leaseholder disputes</b>	<b>26</b>

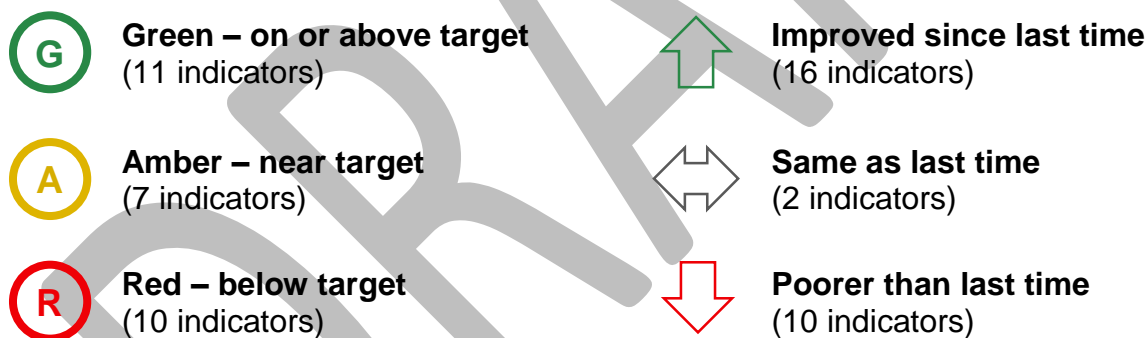
This housing performance report covers Quarter 4 (Q4) of 2020/21 alongside end of year results. It uses red, amber and green ratings to provide an indication of performance.

Part one provides an update of performance against the Housing Committee work plan objectives 2019-23:

### Work plan objectives

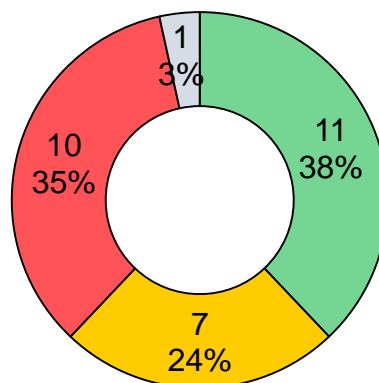


Part two presents results for a range of performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows. During **Quarter 4**, the ratings and trends were as follows:



### Performance indicators – Quarter 4

- 11 are green (on or above target)
- 7 are amber (near target)
- 10 are red (below target)
- 1 is to be confirmed (TBC)



During **2020/21**, the ratings and trends of the performance indicators were as follows:

**G** **Green – on or above target**  
(9 indicators)

**↑** **Improved since last time**  
(10 indicators)

**A** **Amber – near target**  
(8 indicators)

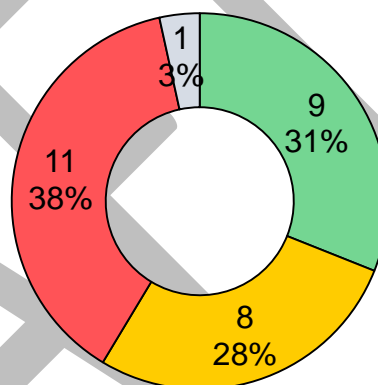
**↔** **Same as last time**  
(1 indicator)

**R** **Red – below target**  
(11 indicators)

**↓** **Poorer than last time**  
(17 indicators)

### Performance indicators – 2020/21

- 9 are green (on or above target)
- 8 are amber (near target)
- 11 are red (below target)
- 1 is to be confirmed (TBC)



## Part one: Housing Committee priorities and work plan 2019-23

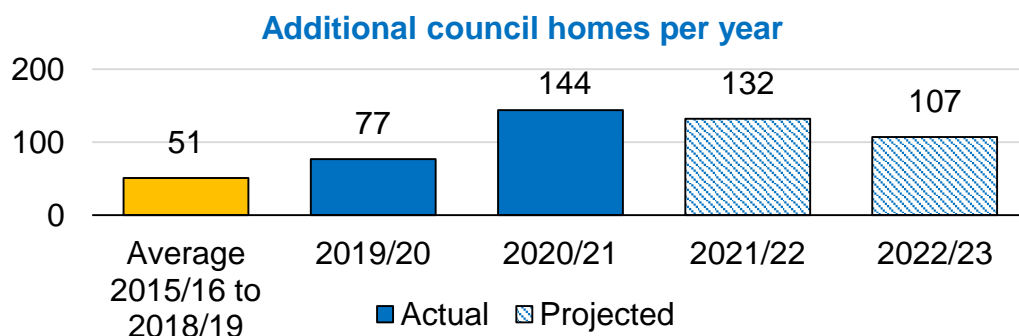
### 1. Provide additional affordable homes

Regular updates on progress are provided to Housing Supply Member Board

**1.1 Slightly off track:** Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Total of 460 homes projected for 2019 to 2023:

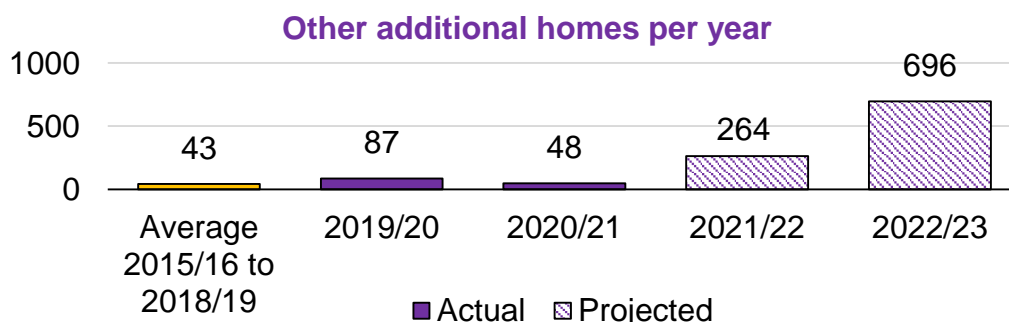
- 2020/21: 144 homes completed – buy backs (64), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)
- 2021/22: 132 homes – buy backs (97), Hidden Homes (18), Frederick Street (4), Rotherfield Crescent (3) and Oxford Street (10)
- 2022/23: 107 homes – buy backs (50), Hidden Homes (2), Victoria Road (42) and potential further schemes (13)
- Completion dates for 408 homes have changed from 2022/23 to early 2023/24 (including 168 Homes for Brighton & Hove dwellings)



**1.2 On track:** Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

Total of 1,095 homes projected for 2019 to 2023 (374 rent and 714 shared ownership):

- 2020/21: 48 homes completed – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 264 homes – Preston Barracks (19), Anston House (30), Edward Street (33), Falmer Avenue (13), Hangleton Way (33), Longley (22), Lions Gardens (10) and School Road (104)
- 2022/23: 696 homes – Preston Barracks (226), Eastergate Road (30), Dunster Close (2), Hinton Close (4), Graham Avenue (125), Lyon Close (154), Sackville Hotel (7), Sackville Estate (56) and King's House (92)



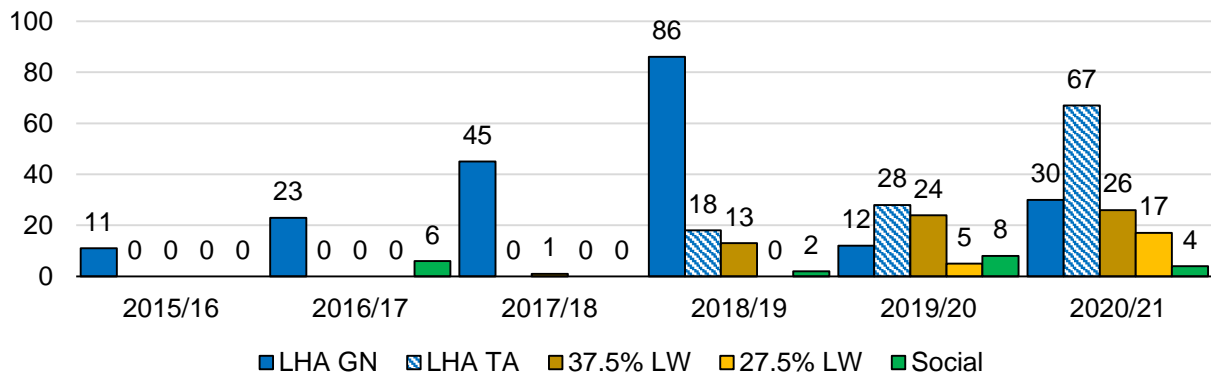
## 1. Provide additional affordable homes

Regular updates on progress are provided to Housing Supply Member Board

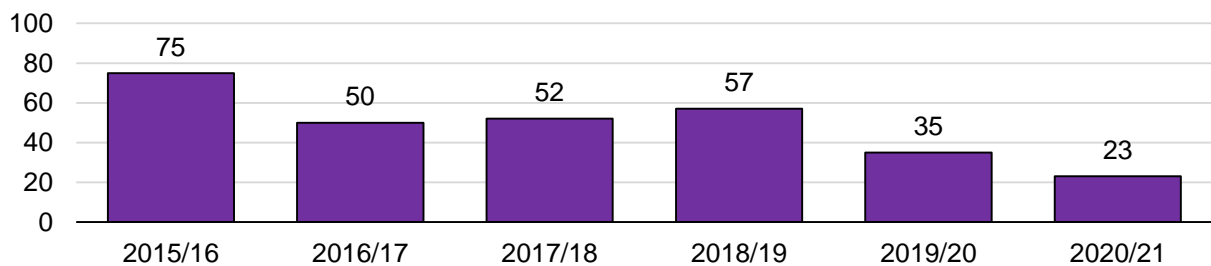
**1.3 On track:** Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

61% of new general needs council homes (47 of 77) delivered so far during 2020/21 are at social (4), 27.5% Living Wage (17) or 37.5% Living Wage rents (26). The temporary accommodation (TA) council homes are at Local Housing Allowance rates.

Additional council homes by rent level



Council homes sold through the Right to Buy (RTB)



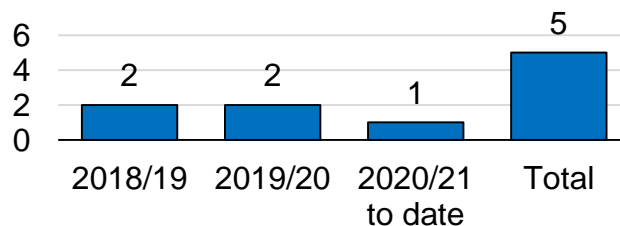
**1.4 On track:** Develop a policy for the council to take the role of developer on major sites

- Homes for Brighton & Hove Joint Venture is becoming a delivery company

**1.5 On track:** Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

- Aim is to identify 10 sites for Community Land Trust development by March 2023.

Sites identified



## 2. Improving private rented housing

**2.1 Slightly off track:** Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the city

- Evidence base for a selective licence scheme has been reviewed and will be reported to Housing Committee in June 2021.
- Stock condition surveys for the above have now been completed following the delays due to Covid-19 restrictions.



**2.2 Slightly off track:** Research and review an ethical loan scheme

- Committee report due for November 2020 – deferred due to Covid-19 priorities

**2.3 Slightly off track:** Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

- Advice hub development and reviewing private rented tenant forums has been delayed while resources have been allocated to the Covid-19 response. This is planned to be picked up over the next few months
- Also exploring forums that currently exist for private tenants and discussing with councillors whether these will meet requirements – briefing to go to Housing Committee in September 2021

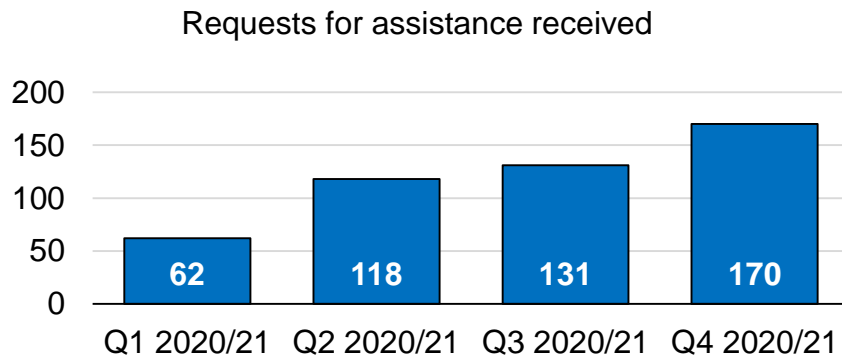
**2.4 Slightly off track:** Research and develop a social lettings agency

- Research work was deferred due to Covid-19 response
- Report to go to Housing Committee in June 2021 detailing recommendations
- The Direct Lets scheme, which works with landlords to provide lower priced rented accommodation, has enabled 396 homeless households to move into private sector housing during 2020/21

## 2. Improving private rented housing

**2.5 On track:** Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

- Enforcement of minimum energy efficiency standards in private sector housing will sit with the Private Sector Housing team going forward
- Request for assistance top categories during Q4: disrepair (41%), dampness (11%) excess cold (8%) and neighbour nuisance (5%)

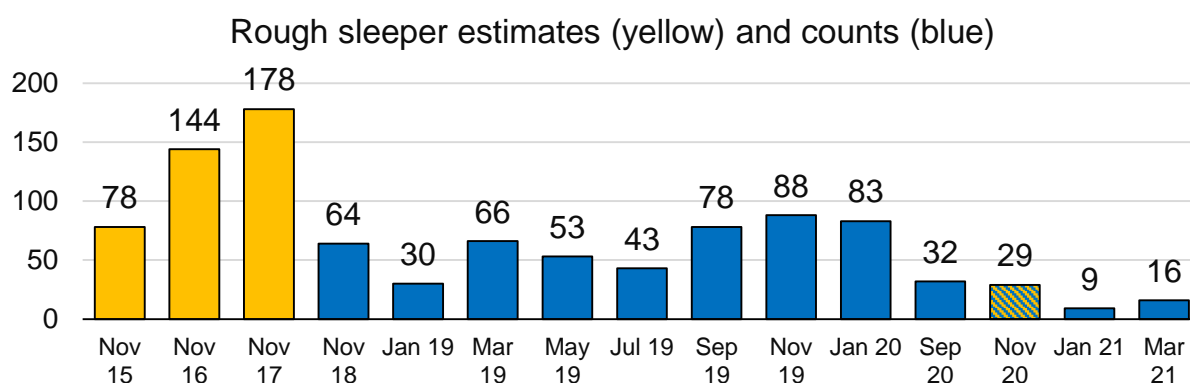




### 3. Alleviating homeless and rough sleeping

#### 3.1 On track: Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- 360 rough sleeper and Covid-19 short term placements at end March 2021, with 425 people moving on since March 2020
- Update on Next Steps Accommodation Programme (NSAP) went to Housing Committee in March 2021
- NSAP funded through bid approved by Ministry of Housing, Communities & Local Government (MHCLG) for the costs of providing housing and support to all those accommodated due to Covid-19 (largest single award outside of Greater London)



The November 2020 figure has used a blended methodology of an estimate with a spotlight count. Please note that estimates have only been carried out at times when counts have not been. While it would have been desirable to do both simultaneously and compare them, staff capacity has not allowed this over the last few years.

#### 3.2 On track: Review/consult/adopt the Homeless Bill of Rights

- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and its partners judge our policies and practices'*
- The Homeless Bill of Rights has since been adopted by full council in March 2021 and is an aspirational document against which to measure services
- Progress of the aspirations contained in the Homeless Bill of Rights will be monitored by the Homeless Reduction Board

#### 3.3 TBC: Provide a 365 day night shelter

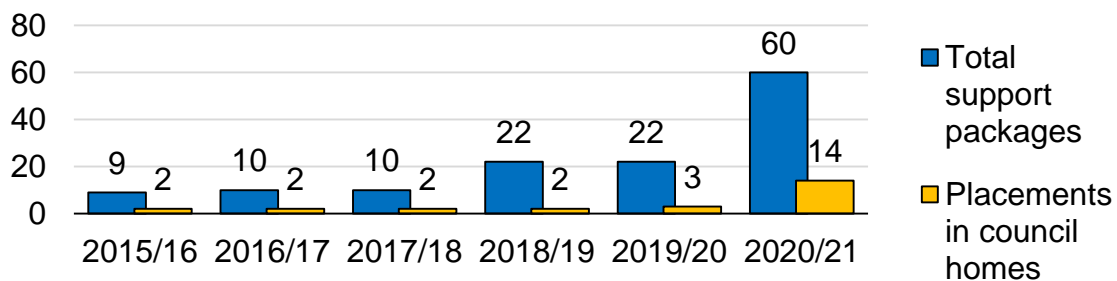
- Night shelter closed in early April 2020 on the advice of MHCLG and Public Health England due to accommodation having shared facilities. The ongoing advice from MHCLG is that congregate sleep space services should not be (re)commissioned

### 3. Alleviating homeless and rough sleeping

#### 3.4 On track: Expand Housing First

- A report on 'Commissioning of a Housing First Service for Single Homeless People' was approved at September 2020 Housing Committee
- A further report on next steps was approved at the November 2020 Committee
- Of the current Housing First Cohort of 20 people: 14 are in council homes: 3 are actively bidding via Homemove, 2 reside in temporary accommodation and 1 is transitioning from short term Covid-19 placement to a new support provider
- In addition, 10 people are either nominated or in process of nomination through council interest queue to Homemove and 30 will be offered council home buy backs when available.

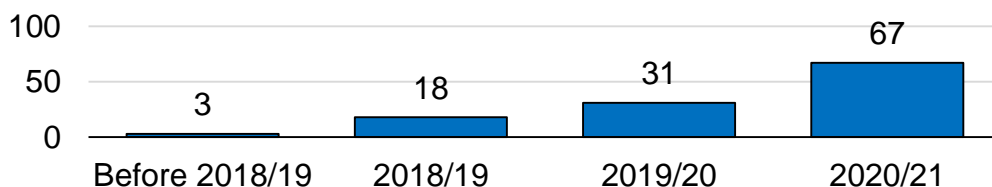
Cumulative people receiving Housing First support packages and those of which placed in council homes



#### 3.5 Slightly off track: Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Hartington Road (38 homes) – became ready in February 2021
- Oxford Street refurbishment (10) – expected completion delayed to June 2021
- Buy backs – 50 of 121 are for temporary or Next Steps accommodation (8 during 2018/19, 13 during 2019/20 and 19 during 2020/21)

Council owned temporary accommodation by year delivered (including emergency and Next Steps)



#### 3.6 On track: Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them.

- Homeless Reduction Board has been meeting since September 2020 and its role includes monitoring progress of the aspirations contained in the Homeless Bill of Rights and making recommendations to Housing Committee
- Homeless Reduction Operational Board will meet for the first time in May or June 2021 and will include people with a lived experience of homelessness

## 4. Achieving carbon reductions and sustainability in housing including address fuel poverty

**4.1 On track:** Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- A report on 'Housing action towards carbon neutral 2030' was approved at Housing Committee in January 2021. This includes a draft Housing Revenue Account (HRA) Carbon Neutral Strategic Action Plan for 2021 to 2025 with a commitment to produce a fully costed retrofit plan towards the end of 2021
- The HRA Budget report approved at the same committee proposed to set up a reserve for £4.010m which will be used to fund the cost of delivering sustainability initiatives in the HRA including retrofit work required on existing housing stock

**4.2 On track:** Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A

**45,000**

Estimated annual tonnes  
of carbon emissions from  
council homes



**68**

Energy efficiency  
rating of council  
homes



**4.3 On track:** Review the energy efficiency and provision on all new developments

- A report providing an 'Update on Sustainability Measures for New Homes and Housing Supply Sustainability Policy' went to Housing Committee in January 2021. The committee endorsed a draft New Build Housing Sustainability Policy as a means by which the construction of new council homes supports the commitment to achieving a carbon neutral city by 2030
- MHCLG has concluded a consultation on the Future Homes standard and as a second stage is consulting on the Future Buildings Standard until April 2021

**4.4 On track:** Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Procurement of domestic solar PV programme on local housing stock in 2021 (1,000 households to be delivered by 2023) – delivery delayed while additional project management support is put in place
- Delivered first 'block tariff' on a council housing new build through the Solarise project enabling residents to directly benefit from the solar panels on the communal roof. This model is now being considered on other new homes sites.
- Other Solarise projects include completion of two new large solar PV arrays on a seniors housing scheme and installation currently underway of individual solar PV arrays directly wired onto flats on a Hidden homes project.
- Solar Together Sussex collective buying scheme for private sector households – 211 households accepted offers and installations continuing up to May 2021

## 5. Improving council housing and community involvement

### 5.1 Slightly off track: Work with tenants to develop a 'decent environment' standard

- Currently on hold due to service pressures and other priorities due to Covid-19
- Consultation with residents will begin in September 2021 in line with lockdown easing, and a report will be taken to Housing Committee in November 2021

### 5.2 On track: Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes
- Sprinkler systems at St James's House and Essex Place – currently reviewing following feedback from residents
- Council is working to consider the likely impacts of the proposed Building Safety legislation including proposed resident engagement strategy for building safety
- Fire Risk Assessments are carried out regularly to council housing buildings and are ongoing

### 5.3 On track: Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- New Tenant and Leaseholder Engagement Strategy was approved at Housing Committee in March 2021
- Next stage will be to coproduce an implementation plan with residents' groups to bring to Area Panels in October 2021

### 5.4 Slightly off track: Extend participatory budgeting

- Report approved at March 2021 Housing Committee, having been deferred from June 2020 due to Covid-19 priorities

### 5.5 Slightly off track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- Consultation with leaseholders on new planned maintenance and improvement programme contracts has concluded and work is underway to mobilise these new contracts. Leaseholders will be consulted where the council has plans to undertake works under these contracts on a block by block basis
- Second stage consultation with leaseholders on the proposed frameworks for major works has concluded and the next stage will be to mobilise the framework and run mini-competitions for proposed projects through the framework
- The council is continuing to update tenants and leaseholders that sit on the 'task and finish' group that is working on the programme. Online sessions are now operating for this group
- The council is currently undertaking a survey of all leaseholders and will share the results of this with the Leaseholder Action Group when this is complete

## 6. Enabling more affordable home ownership

### 6.1 On track: Work with Community Land Trust (CLT) to develop self-build opportunities

- CLT focus is on affordable rented homes which are likely to be self-build

### 6.2 Slightly off track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

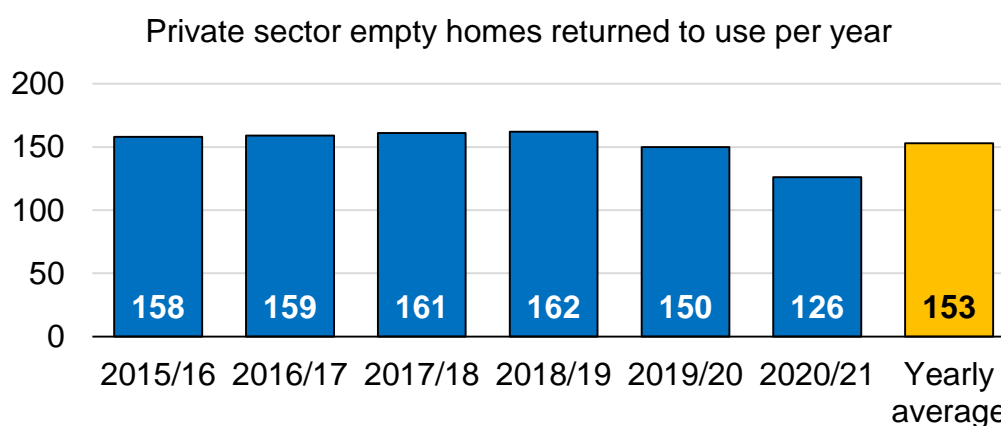
- The Living Wage Joint Venture, Homes for Brighton & Hove, has planning permission for its first two sites totalling 346 homes
- Homes for Brighton & Hove is becoming a delivery company, with 178 rented council homes and 168 shared ownership homes owned/managed by Hyde
- Target completion dates are in early 2023/24

DRAFT

## 7. Make fuller use of shared housing capacity

**7.1 Slightly off track:** Review our empty homes policy to ensure 650 empty homes are brought back into use

- Progress restricted by Covid-19 restrictions – 21 homes brought back into use during Q4 (or 126 during 2020/21 against a target of 160)



**7.2 Slightly off track:** Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Committee report due for September 2020 – deferred due to Covid-19 priorities

**7.3 Slightly off track:** Investigate the possibility of supporting a 'lodger' scheme and report to Committee

- Committee report due for March 2021 – deferred due to Covid-19 priorities

**7.4 On track:** Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

- Report on Regulation of Short-Term Holiday Lets was agreed at Tourism, Equalities, Communities & Culture and Housing committees in March 2020. It included using existing powers to deal with complaints, ensuring coordinated approach to enforcement between services and lobbying central government for enhanced enforcement powers and a national registration scheme
- Officers have met to develop an easier reporting mechanism for the public so that relevant council teams can take appropriate enforcement action regarding holiday lets where possible

## 8. Alleviating poverty

**8.1 Slightly off track:** Ensure the in house repairs services includes measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- A report on 'Update on Repairs & Maintenance to Council Housing Stock' was considered by September 2020 Housing Committee. Following the insourcing there are many ongoing and new projects which are being delivered by the programme team
- Due to the Covid-19 outbreak, the planned and major works procurement was paused as were other areas of the programme, including taking on apprentices
- Some existing apprentices were moved to empty property works so they could physically distance while working, but it has not yet been possible to recruit additional apprentices

**8.2 Slightly off track:** Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort
















- Business Process Review of income collection, including arrears policies, has been delayed while resources have been diverted to the Covid-19 response
- 96.40% of rent collected from council tenants during 2020/21

**8.3 Slightly off track:** Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation











- Business Process Review of income collection, including arrears policies, has been delayed while resources have been diverted to the Covid-19 response
- Policy is in place for long term temporary accommodation which matches that in council owned housing
- All new emergency accommodation contracts are to have minimal use of or specific service charges under re-procurement, although this has been delayed due to the Covid-19 response

## Part two: Performance indicators










The council is responsible for managing 11,698 council owned homes and 2,359 leaseholder homes, as well as providing temporary accommodation for 2,207 homeless households plus approximately 360 Covid-19 short term placements.


	Customer feedback – all Housing services	Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
9.1	 Compliments received from customers	88 per quarter	104	82			347	349		
9.2	 Stage one complaints responded to within 10 working days	80%	67% (64 of 96)	71% (77 of 108)			77% (390 of 506)	68% (234 of 346)		
9.3	Stage one complaints upheld	Info	48% (46 of 96)	50% (54 of 108)	n/a	n/a	48% (247 of 506)	49% (168 of 346)	n/a	n/a
9.4	Stage two complaints upheld	18%	38% (5 of 13)	7% (1 of 14)			25% (15 of 61)	26% (11 of 43)		

























  Private sector housing		Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	72	144	n/a	n/a	1,137	437	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	50%	41.3% (798 of 1,934)	49.8% (821 of 1,649)			50.1% (942 of 1,882)	49.8% (821 of 1,649)		
10.3	Private sector empty homes returned to use	40	29	21			150	126		




The Q3 figure above has increased since last reported (from 20 to 29) because Council Tax records have identified more homes brought back in use during this period, and there is a reporting lag between the date they were back in use and the date this could be confirmed.

 Housing adaptations		Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	20.9	19.8			11.3	17.8		
11.2	Council housing – average weeks taken to approve applications and commence works	10	6.0	5.6			13.8	6.3		

 <b>Housing Needs – Housing Options and allocations</b>		Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
12.1	Households prevented from becoming homeless	202 per quarter	174	TBC	TBC	TBC	824	TBC	TBC	TBC
12.2	New households accepted as homeless	Info	42	TBC	n/a	n/a	310	TBC	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	7,123	TBC	n/a	n/a	9,155	TBC	n/a	n/a

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 Housing Needs – temporary accommodation	Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
13.1 Homeless households in temporary accommodation (housed under statutory duties)	Info	1,852	2,207	n/a	n/a	1,750	2,207	n/a	n/a
13.2 Covid-19 short term placements – rough sleepers and people at risk of rough sleeping	Info	380	360	n/a	n/a	270	360	n/a	n/a
13.3 Rent collected for emergency accommodation	89.21%	75.67% (£3.3m of £4.3m)	78.35% (£4.5m of £5.7m)			71.84% (£846k of £1.2m)	78.35% (£4.5m of £5.7m)		
13.4 Rent collected for leased temporary accommodation properties	96.10%	95.02% (£5.6m of £5.9m)	96.96% (£7.3m of £7.5m)			95.97% (£1.7m of £1.8m)	96.96% (£7.3m of £7.5m)		
13.5  Rent collected for Seaside Homes	91.00%	91.73% (£3.3m of £3.6m)	91.64% (£4.5m of £4.9m)			88.38% (£1.0m of £1.2m)	91.64% (£4.5m of £4.9m)		
13.6 Empty temporary accommodation homes (all types)	For info	188	370	n/a	n/a	115	370	n/a	n/a
13.7 Seaside Homes with a valid Landlord's Gas Safety Record	100%	98.6% (423 of 429)	99.8% (428 of 429)			100% (429 of 429)	99.8% (428 of 429)		
13.8 <b>New:</b> Leased properties with a valid Landlord's Gas Safety Record	100%	96.2% (652 of 678)	96.9% (625 of 645)			96.1% (646 of 672)	96.9% (625 of 645)		

 Council housing – supply		Q3 2020/21	Q4 2020/21	2019/20	2020/21
14.1	 Additional council homes	16	31	77	144
14.2	... at Local Housing Allowance rents	31% (5 of 16)	61% (19 of 31)	52% (40 of 77)	67% (97 of 144)
14.3	... at 37.5% Living Wage rents	19% (3 of 16)	19% (6 of 31)	31% (24 of 77)	18% (26 of 144)
14.4	... at 27.5% Living Wage rents	50% (8 of 16)	13% (4 of 31)	6% (5 of 77)	12% (17 of 144)
14.5	...at social rents	0% (0 of 16)	6% (2 of 31)	10% (8 of 77)	3% (4 of 144)
14.6	Council homes sold through the Right to Buy	3	6	35	23
Of the 23 homes sold during 2020/21, 15 were flats (6 one bed, 7 two bed, 2 three bed) and 8 were houses (5 two bed, 2 three bed, 1 four bed).					
14.7	Net change in the number of council homes – all rent levels	+13	+25	+42	+121
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	+5	0	-21	-2
14.9	 Total council owned homes	11,673	11,698	11,577	11,698
Total stock of 11,698 includes 10,691 general needs, 877 seniors housing, 95 council owned temporary/emergency dwellings (including units not yet handed over), 24 Next Steps accommodation and 11 long term leases to housing associations. In addition, there are 2,359 leaseholder and 499 Seaside Homes dwellings.					

#### 14.10 Council housing – buy backs (Home Purchase and Next Steps Accommodation programmes)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21	Total
<b>Total applications</b>	<b>5</b>	<b>53</b>	<b>88</b>	<b>160</b>	<b>306</b>
Of which, became purchases	2	32	51	36	121
Council declined	1	13	11	13	38
Owner declined offer	1	5	12	11	29
Owner withdrew	1	3	12	29	45
Outcome pending	0	0	2	71	73

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21	Total
<b>Completed purchases</b>	<b>1</b>	<b>13</b>	<b>43</b>	<b>64</b>	<b>121</b>
... general needs social rent	0	0	1	3	4
... general needs 27.5% Living Wage	0	0	5	18	23
... general needs 37.5% Living Wage	1	5	24	14	44
... temporary housing at LHA rates	0	8	13	29	50









#### Summary of all buy backs since start of programmes, September 2017
















Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy (surplus) over all properties to date (£)
121*	4	23	44	50	26**	£1.233m***	£104,000





























\* Of which 105 are flats (4 studio, 45 one bed, 46 two bed, 10 three bed) and 16 are houses (3 two bed, 13 three bed).

\*\* Following Housing Committee decision to use rent reserve to keep rents as low as possible.





























\*\*\* Applied during 2019/20 – a further £827k is anticipated to be used during 2021/22.

 Council housing – management		Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
15.1	 Rent collected from council tenants	95%	96.41% (projection)	96.40% (£51.0m of £52.9m)			96.80% (£50.4m of £52.0m)	96.40% (£51.0m of £52.9m)		
At end December, 27% of council tenants (3,010 of 11,309) were in arrears, which breaks down as 767 less than £100; 1,122 between £100 and £499.99; 1,121 more than £500										
15.2	 Tenants known to claim Universal Credit (UC)	Info	25% (2,776 of 11,309)	25% (2,886 of 11,298)	n/a	n/a	19% (2,117 of 11,436)	25% (2,886 of 11,298)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	Info	46% (719 of 1,559)	50% (762 of 1,534)	n/a	n/a	39% (531 of 1,355)	50% (762 of 1,534)	n/a	n/a
15.4	Arrears of UC tenants as a proportion of total arrears	Info	68% (£1.3m of £1.9m)	69% (£1.3m of £1.9m)	n/a	n/a	65% (£1.1m of £1.6m)	69% (£1.3m of £1.9m)	n/a	n/a
15.5	Tenants evicted due to rent arrears	Info	0	0	n/a	n/a	0	0	n/a	n/a
15.6	Tenants evicted due to anti-social behaviour (ASB)	Info	0	0	n/a	n/a	1	0	n/a	n/a
15.7	 New ASB cases reported	Info	155	208	n/a	n/a	744	770	n/a	n/a
15.8	Closed ASB cases	Info	176	203	n/a	n/a	771	725	n/a	n/a
15.9	Average days taken to resolve ASB cases	Info	126	156	n/a	n/a	109	118	n/a	n/a

 Council housing – management	Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20	
15.10	Active ASB cases (quarter end)	Info	290	295	n/a	n/a	250	295	n/a	n/a
15.11	Surveyed ASB victims satisfied with how their case was handled (year to date)	85%	100% (3 of 3)	67% (4 of 6)			95% (33 of 35)	67% (4 of 6)		
15.12	Tenancies sustained following difficulties	98%	95% (18 of 19)	95% (21 of 22)			97% (132 of 136)	96% (69 of 72)		
15.13	 Average re-let time (calendar days) excluding time spent in major works	Info	87 (46 lets)	105 (103 lets)			20 (445 lets)	97 (213 lets)		
15.14	Average 'key to key' empty period (calendar days) including time spent in major works	Info	120 (46 lets)	156 (103 lets)	n/a	n/a	43 (445 lets)	135 (213 lets)	n/a	n/a
15.15	 Empty council homes (includes new homes)	Info	305	311	n/a	n/a	78	311	n/a	n/a


 Council housing – repairs and maintenance		Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
16.1	Emergency repairs completed within 24 hours	99%	98.2% (2,715 of 2,764)	98.3% (3,377 of 3,437)			99.8% (9,316 of 9,337)	98.7% (11,338 of 11,486)		
16.2	Routine repairs completed within 28 calendar days	92%	77.0% (2,192 of 2,847)	65.9% (2,572 of 3,902)			99.4% (17,914 of 18,000)	71.2% (7,415 of 10,417)		
16.3	 Average time to complete routine repairs (calendar days)	15	32	41			15	35		
16.4	 Appointments kept as proportion of appointments made	97%	97.3% (9,395 of 9,657)	97.9% (6,653 of 6,798)			97.4% (35,305 of 36,250)	97.4% (26,332 of 27,030)		
16.5	 Tenants satisfied with repairs (standard of work)	96%	95% (1,071 of 1,130)	96% (1,291 of 1,351)			98.4% (1,812 of 1,842)	95.5% (3,749 of 3,924)		
16.6	Repairs completed at first visit	92%	90.1% (5,058 of 5,611)	90.2% (6,622 of 7,339)			86.9% (23,764 of 27,337)	91.6% (20,063 of 21,903)		
16.7	Repairs Helpdesk – calls answered	Info	95% (19,778 of 20,839)	TBC	n/a	n/a	75% (59,819 of 79,772)	TBC	n/a	n/a
16.8	Repairs Helpdesk – average call answering time (seconds)	Info	37	TBC	n/a	n/a	219	TBC	n/a	n/a



 Council housing – repairs and maintenance	Target	Q3 2020/21	Q4 2020/21	Status against target	Trend since Q3	2019/20	2020/21	Status against target	Trend since 2019/20
16.9  Dwellings meeting Decent Homes Standard	100%	93.68% (10,935 of 11,673)	91.88% (10,748 of 11,698)			100% (11,577 of 11,577)	91.88% (10,748 of 11,698)		
16.10 Energy efficiency rating of homes (out of 100)	67.4	67.8	68.0			67.5	68.0		
16.11  Council homes with a valid Landlord's Gas Safety Record	100%	100% (10,004 of 10,004)	100% (10,026 of 10,026)			99.79% (9,962 of 9,982)	100% (10,026 of 10,026)		
16.12  Lifts – average time taken (hours) to respond	2	2.6	2.8			2.6	2.8		
16.13 Lifts restored to service within 24 hours	95%	88% (139 of 158)	96% (301 of 303)			97% (669 of 687)	94% (690 of 736)		
16.14 Lifts – average time taken (days) to restore service when not within 24 hours	7	7	5			8	6		

Please note that new performance indicators relating to planned and major works are currently being developed and will be included in future versions of these performance reports once new arrangements are in place. Updates are as follows:

- **Planned works and improvement programmes:** Long term agreements with contractors to deliver planned maintenance and improvement programmes are now in place and planned programmes are commencing.
- **Major Capital Works framework (MCW) update**  
Evaluation and moderation of bids for places on the framework have been completed and consultation with leaseholders is complete. The framework is now being mobilised ahead of running mini-competitions for proposed projects through the framework.

 Leaseholder disputes		Q3 2020/21	Q4 2020/21	2020/21
17.1	Stage one disputes opened	30	3	37
17.2	Stage one disputes closed	14	1	18
17.3	Active stage one disputes (end quarter/year)	20	22	22
17.4	Stage two disputes opened	4	0	5
17.5	Stage two disputes closed	3	1	5
17.6	Active stage two disputes (end quarter/year)	2	1	1
17.7	Stage three disputes opened	0	1	1
17.8	Stage three disputes closed	0	0	0
17.9	Active stage three disputes (end quarter/year)	1	2	2
These figures in this table count individual disputes, which can involve one or several leaseholders because they range in scale in complexity. The Covid-19 pandemic has made it harder to arrange the inspections required to resolve many disputes and the Leasehold team are working to resolve this.				