

Housing Management Panel: North Area

Date: **7 January 2021**

Time: **7.00pm**

Venue **Virtual**

Members: **Councillors:**Fowler (Chair), Ward Councillors for the Area,
Delegates of Tenants Association in the area.

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Responses to items raised at the Tenant Only Meeting held (copy attached as 'blue pages').

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FURTHER INFORMATION

For further details and general enquiries about this meeting contact , (01273 291214, email greg.weaver@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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Date of Publication - Date Not Specified

NORTH

Area Panel Agenda

Thursday 7th January ,7pm-9pm

1	Welcome apologies and introductions	Verbal
19:00-19:10	10 minutes	
<hr/>		
2	Review of Actions from Previous Minutes	Verbal
19:10-19:20	10 Minutes	
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3	Chairs Communications	Verbal – Chair
19:20-19:25	5 minutes	
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4	Adult Learning Offer	Emma Gilbert + Report attached
19:25-19:35	10 Minutes	
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5	Items for Housing Committee Housing Committee Workplan Progress Update and Housing Performance Report - Quarter 2, 2020/21	Verbal + Report Attached
19:35-19:50	15 Minutes	
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BREAK 10 minutes		
<hr/>		
6	Responses to Residents Questions Key Items - Windows on Bates Estate Door Installation and Maintenance and Brambles at Davey Drive Planned maintenance <i>All other Residents Questions for note.</i>	Answers to Residents Questions Glyn Huelin to attend.
20:00-20:40	40 Minutes	
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7	Positive Community News	Verbal - Tenant Representatives
20:40-20:50	10 Minutes	
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8	AOB	Verbal
20:50-21:00	10 minutes	

- End -

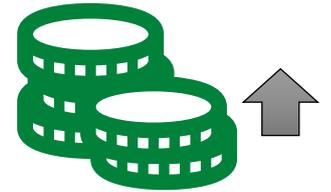
Area Panel summary: Council housing performance Quarter 2 2020/21 (Jul to Sep 2020)



96
Compliments
received



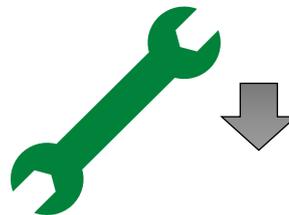
7 weeks
Waiting time
for adaptations



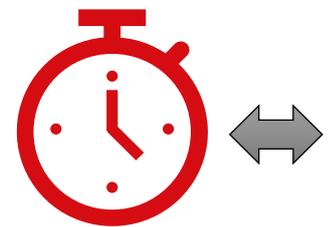
96.68%
Rent collected



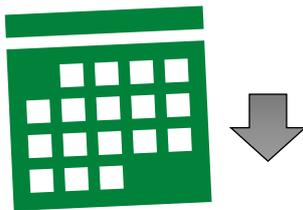
96 days
Empty home
re-let time



99.1%
Emergency
repairs within
24 hours



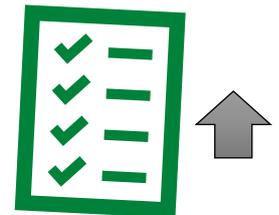
33 days
To complete
routine repairs



97.1%
Repairs
appointments
kept



97%
Tenants
satisfied with
repairs



100%
Gas safety
compliance

Performance since previous quarter is:



Better



Same



Worse

Quarter 2 2020/21 council housing performance – key trends

Top 5 scores (compared to target)

1. Stage two complaints upheld (9% vs 18% target)
2. Major adaptations – average time to approve applications (7 weeks vs 10 week target)
3. Compliments received from customers (96 vs 88 target)
4. Repairs completed at first visit (93.7% vs 92% target)
5. Rent collected from council tenants (96.68% vs 95% target).

Bottom 5 scores (compared to target)

1. Average re-let time excluding time spent in major works (96 days vs 21 day target)
2. Average time to complete routine repairs (33 days vs 15 day target)
3. Lifts – average time taken to respond (3.3 hours vs 2 hour target)
4. Stage one complaints responded to within 10 working days (57% vs 80% target)
5. Routine repairs completed in time (71.4% vs 92% target).

5 biggest improvements (since previous quarter)

1. Stage two complaints upheld (22% to 9%)
2. Compliments received from customers (69 to 96)
3. Lifts restored to service within 24 hours (91% to 95%)
4. Tenants satisfied with repairs (93% to 97%)
5. Rent collected from council tenants (96.28% to 96.68%).

5 biggest drops (since previous quarter)

1. Lifts – average time taken to restore service when not within 24 hours (4 to 8 days)
2. Average time to complete routine repairs (20 to 33 days)
3. Major adaptations – average time to approve applications (5 to 7 weeks)
4. Lifts – average time taken to respond (2.5 to 3.3 hours)
5. Stage one complaints responded to within 10 working days (61% to 57%).

Committee workplan progress update and Housing performance report

Quarter 2 2020/21

This report provides updates on the Housing Committee priorities and work plan for 2019-23, as well as performance indicators covering a range of Housing services.

Feedback on the report presented to Area Panels in September, and responses, is included on pages 24 to 29.

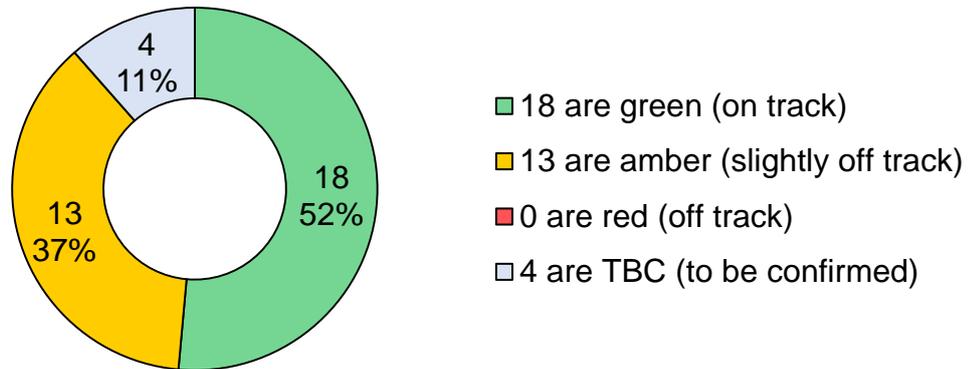
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This housing performance report covers Quarter 2 (Q2) of 2020/21 and is in two parts. It uses red, amber and green ratings to provide an indication of performance.

Part one provides an update of performance against 35 Housing Committee work plan objectives for 2019-23:

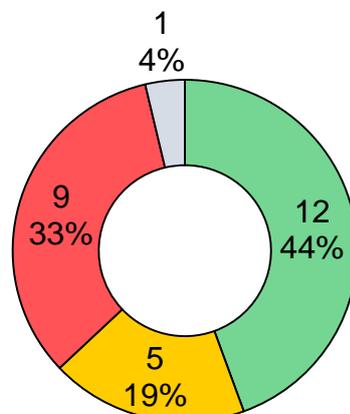
Work plan objectives



Part two presents results for 26 performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows:

- | | | | |
|---|---|---|---|
|  | Green – on or above target
(12) |  | Improved since last time
(12) |
|  | Amber – near target
(5) |  | Same as last time
(0) |
|  | Red – below target
(9) |  | Poorer than last time
(14) |

Performance indicators



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 On track: Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Total of 1,026 homes projected for 2019 to 2023

- 2020/21: 165 homes – buy backs (64), Hidden Homes (11), Buckley Close (12), Gladstone Court (38), Hawkridge Court (30) and Oxford Street (10)
- 2021/22: 154 homes – buy backs (65), Hidden Homes (10), Frederick Street (4), Rotherfield Crescent (3), Victoria Road (42) and potential further schemes (30)
- 2022/23: 631 homes – buy backs (61), Hidden Homes (10), Homes for Brighton & Hove (173 rented), Moulsecoomb Hub (244) and potential further schemes (143)

Additional council homes per year

Year	Actual	Projected
Average 2015/16 to 2018/19	51	-
2019/20	76	-
2020/21	165	-
2021/22	154	-
2022/23	631	-

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

Total of 928 homes projected for 2019 to 2023 – 307 for rent and 621 shared ownership

- 2020/21: 199 homes – Eastergate Road (30), Freehold Terrace (8), Plumpton Road (2), Preston Road (34 from two providers) and Preston Barracks (125)
- 2021/22: 235 homes – Anston House (30), Edward Street (33), Falmer Avenue (13), Hangleton Way (33), Longley (22) and School Road (104)
- 2022/23: 407 homes – Dunster Close (5), Graham Avenue (125), Hinton Close (4), Homes for Brighton & Hove (173 shared ownership) and King’s House (100)

Other additional homes per year

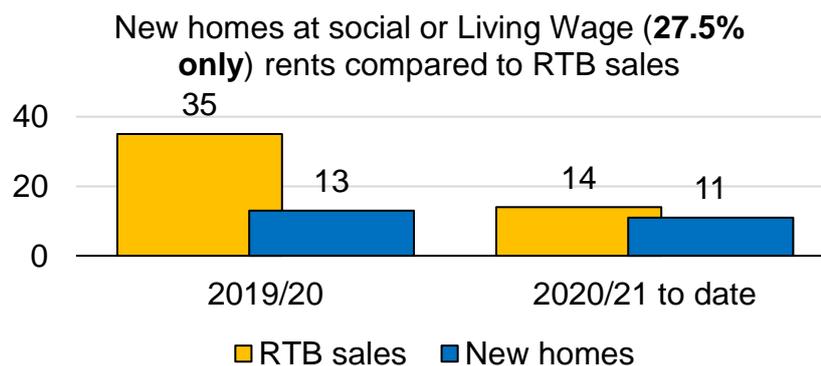
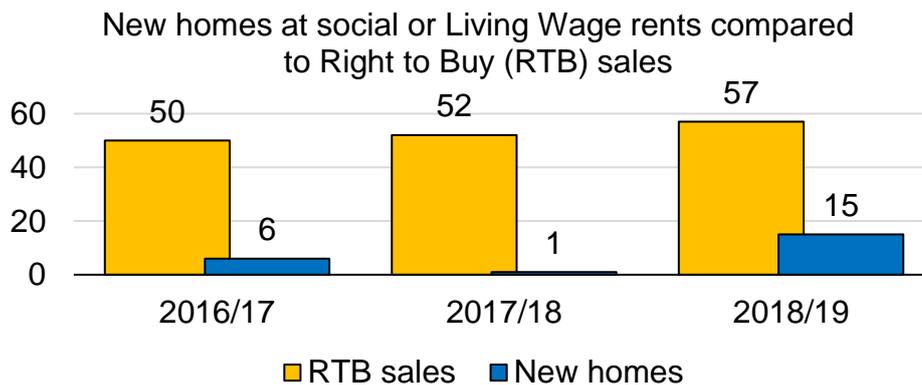
Year	Actual	Projected
Average 2015/16 to 2018/19	43	-
2019/20	87	-
2020/21	199	-
2021/22	235	-
2022/23	407	-

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)

36% (or 28 of the 77) new council homes delivered so far during 2020/21 are at social (2), 27.5% Living Wage (9) or 37.5% Living Wage rents (17)



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.

Year	Sites identified
2018/19	2
2019/20	2
2020/21 to date	1
Total	5

2. Improving private rented housing

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

- Stock condition survey completed in September 2020
- Report planned for January 2021 Housing Committee



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

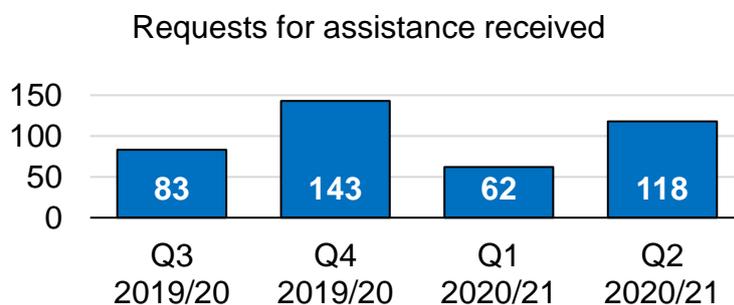
- Committee briefing due for November 2020 – deferred due to Covid-19 priorities

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

- Research work deferred due to Covid-19 priorities

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

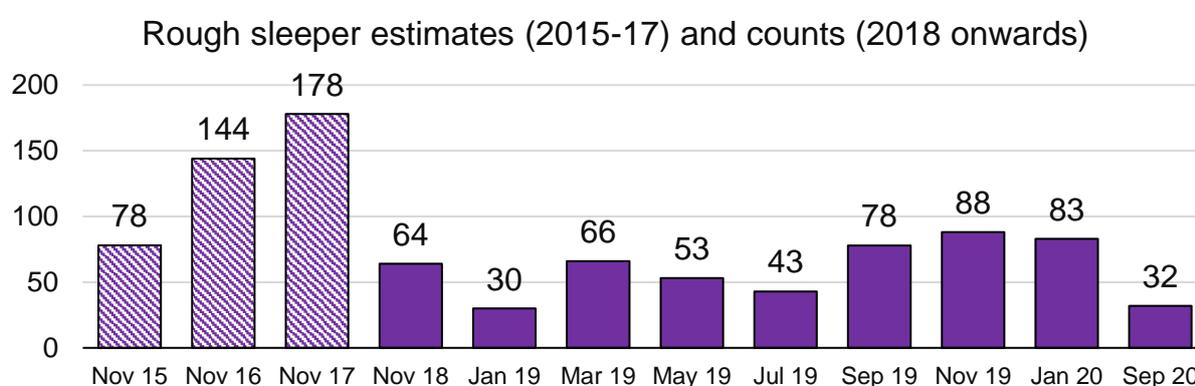
- Request for assistance top categories during Q2: disrepair (25%), other safety concerns (13%), request for information (8%) and neighbour nuisance (6%)



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)

- Covid-19 response: 369 people accommodated in hotels at end September, compared to 434 in June – a reduction of 65
- Homeless Reduction Board began meeting in September 2020 and an action plan is being developed with lead members
- Next Steps Accommodation Programme (NSAP) funding 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)



3.2 On track: Review, consult and 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'*
- 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

3.4 TBC: Expand Housing First

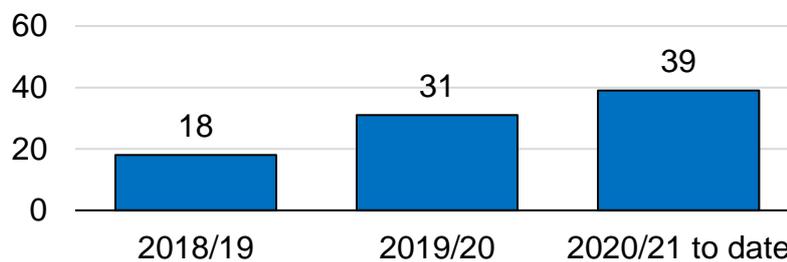
- A report on 'Commissioning of a Housing First Service for Single Homeless People' was approved at September 2020 Housing Committee
- A further report on next steps was approved at the November 2020 Committee

3. Alleviating homeless and rough sleeping

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

- Gladstone Court, Hartington Road (38 homes) – purchased August 2020 and due to be let in January 2021
- Oxford Street refurbishment (10) – expected completion January 2021
- Home Purchase Policy purchases – 22 of 73 are for temporary accommodation (9 during 2018/19, 12 during 2019/20 and 1 during 2020/21 to date)

Council owned temporary and emergency accommodation delivered



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 & Rough Sleeper Strategy agreed at committee – June 2020
- Homeless Reduction Board began meeting in September 2020 and an action plan is being developed with lead members
- Terms of Reference for the Homeless Operational Board has been developed

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

- Working with corporate programme to become carbon neutral by 2030 – delivery plan for Housing will be developed and presented to Housing Committee
- Our Housing Revenue Account (HRA) capital programme targets investments that will ensure our homes are energy efficient and that we continue to improve the energy performance of our housing stock, including through modern heating systems to reduce carbon emissions and residents' fuel costs. Our HRA capital programme for 2020/21 includes £2 million for domestic/communal heating improvements
- Delivery of ground source heat project at Elwyn Jones Court expected in 2021
- Explore and apply for external funding opportunities, where eligible, to support accurate asset data analysis and programme planning and the installation of low carbon heating measures

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

- Begin the domestic solar PV programme on local housing stock in 2021 (1,000 households to be delivered over 3 years)
- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A

45,000

Estimated tonnes of carbon emissions from council homes per year



67.7

Energy efficiency rating of council homes (maximum of 100)



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

- Central government is analysing feedback from consultation on the Future Homes standard and building regulations (proposes lower carbon emission achieved through very high standards and low carbon heating systems)

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

- Continued work to support Sussex-wide solar PV (Photovoltaics – for generating electricity) auction for private sector households through council branding and promotion. Estimated 170 installations between December 2020 and May 2021

5. Improving council housing and community involvement

5.1 TBC: Work with tenants to develop a 'decent environment' standard

- Work will commence with tenants during 2021/22 to jointly develop this new standard

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 – out to tender soon.
- 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.
- Additional sprinkler systems have been installed to bin store areas in three high rise buildings over the last three months.

5.3 Slightly off 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

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

5.4 Slightly off track: Extend participatory budgeting

- Committee report due for June 2020 – deferred 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 will commence early in 2021
- The council is continuing to update tenants and leaseholders that sit on the 'task and finish' group that is working on the programme. Plans are now underway to hold online sessions for these residents
- The council will be undertaking a survey of all leaseholders early in 2021 and will share the results of this with the Leaseholder Action Group

6. Enabling more affordable home ownership

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

- Broader work with CLT includes self-build units.
- November 2020 Housing Committee recommended the disposal by lease of two sites at Hinton Close, Hollingdean and Natal Road, Moulsecoomb.

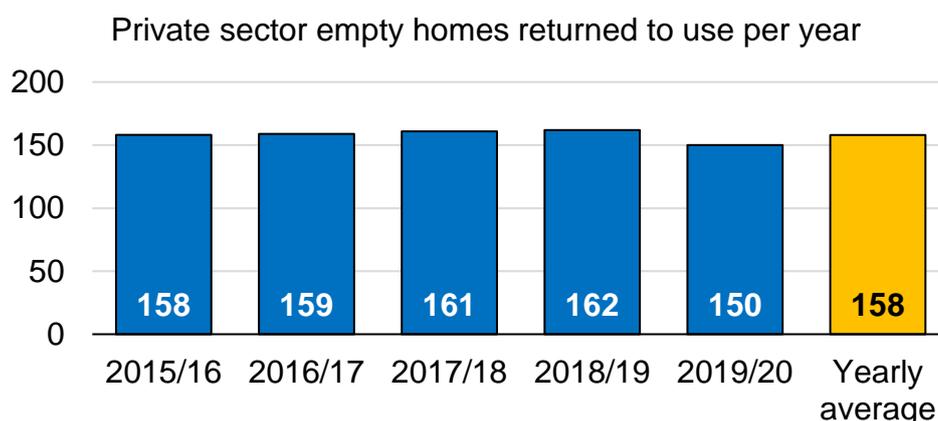
6.2 Slightly off track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- 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 – the 173 rented homes will now be council and the 173 shared ownership homes will be owned/managed by Hyde.

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 – 27 homes taken back during Q2 (or 54 during 2020/21 to date against a cumulative target of 80)



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 TBC: Investigate the possibility of supporting a 'lodger' scheme and report to Committee

- Committee report due March 2021

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 to committee Year 1 Q4 (March 2020). A report on Regulation of Short-Term Holiday Lets considered by Tourism Equalities Culture and Communities on 5 March 2020 was also considered at Housing Committee on 11 March 2020. It agreed:

- To officers using existing powers to investigate and respond to complaints about short term holiday lets, ensuring a co-ordinated approach to enforcement between services
- Noted officers are actioning the requests in the Notice of Motion to lobby central Government for a national registration scheme and for enhanced enforcement powers for officers to deal with issues caused by these types of properties and to write to Air BnB regarding a consultation. Due to Covid-19 the proposed consultation has been delayed but officers will continue to liaise with companies to ensure compliance

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

- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues.
- Council tenants' rent arrears have decreased during Q2, from £2.0m at end June to £1.7m at end September

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

- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues

Part two: Performance indicators

The council is responsible for managing 11,660 council owned homes and 2,394 leaseholder homes, as well as providing temporary accommodation for 1,824 homeless households plus 369 rough sleeper and other households placed in hotels under Covid-19 urgency powers.

 Customer feedback – all Housing services	Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
9.1  Compliments received from customers	88	67	96		
9.2  Stage one complaints responded to within 10 working days	80%	61% (43 of 71)	57% (44 of 77)		
Of 77 stage one complaints received during Q2, 50 (65%) related to council housing and 27 (35%) related to other housing services such as Housing Needs and Private Sector Housing.					
9.3 Stage one complaints upheld	Info	34% (24 of 71)	43% (33 of 77)	n/a	n/a
9.4 Stage two complaints upheld	18%	22% (2 of 9)	9% (1 of 11)		
9.5  Leaseholder disputes received	Info	1	2	n/a	n/a
<p>Most disputes arise during Q3 when bills are sent out to leaseholders. There were two new leaseholder disputes during Q2 with the following outcomes:</p> <ul style="list-style-type: none"> • Credit given over disputed charges which came under warranty for major works • Credit given over disputed share of the cost of a communal door. <p>There were a total of 58 ongoing disputes with individual leaseholders at the end of Q2.</p>					

  Private sector housing	Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1	
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	162	59	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	50%	50.1% (942 of 1,882)	48.4% (996 of 2,056)		
10.3	Private sector empty homes returned to use	40	26	27		

 Housing adaptations	Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1	
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	16.6	14.9		
11.2	Council housing – average weeks taken to approve applications and commence works	10	5.3	7.2		

 Housing Needs – Housing Options and allocations	Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1	
12.1	Households prevented from becoming homeless	202	154	158		
12.2	New households accepted as homeless	Info	58	54	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	8,352	7,771	n/a	n/a

Of the waiting list households above: 47% are single adults, 46% families with children, 6% couples without children and 1% households with multiple adults.

 Housing Needs – temporary accommodation	Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q2
13.1 Homeless households in temporary accommodation (housed under statutory duties)	For info	1,750	1,824	n/a	n/a
13.2 Rough Sleepers and Covid-19 placements in hotels	For info	434	369	n/a	n/a
13.3 Rent collected for emergency accommodation	89.21%	71.84% (£846k of £1.18m)	75.15% (£2.16m of £2.87m)		
13.4 Rent collected for leased temporary accommodation properties	96.10%	95.97% (£1.67m of £1.75m)	95.66% (£3.60m of £3.77m)		
13.5  Rent collected for Seaside Homes	91%	88.38% (£1.03m of £1.17m)	92.86% (£2.37m of £2.55m)		
13.6 Empty temporary accommodation homes (leased and Seaside)	For info	57	59	n/a	n/a

 Council housing – supply		Q1 2020/21	Q2 2020/21
14.1	 Additional council homes	20	77
14.2	... at Local Housing Allowance rents	0% (0 of 20)	87% (67 of 77)
14.3	... at 37.5% Living Wage rents	80% (16 of 20)	1% (1 of 77)
14.4	... at 27.5% Living Wage rents	20% (4 of 20)	6% (5 of 77)
14.5	...at social rents	0% (0 of 20)	3% (2 of 77)
14.6	Council homes sold through the Right to Buy	8	6
Of the 14 homes sold during 2020/21 to date, 9 were flats (2 one bed, 5 two bed, 2 three bed) and 5 were houses (4 two bed, 1 four bed).			
14.7	Net change in the number of council homes – all rent levels	+12	+71
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	-3	0
14.9	 Total council owned homes	11,589	11,660
Total stock includes 10,681 general needs, 877 seniors housing, 91 council owned temporary / emergency accommodation and 11 long term leases to housing associations. In addition to the 11,660 council owned dwellings there are 2,394 leaseholder and 499 Seaside Homes dwellings.			

14.10 Council housing – Home Purchase performance since start of programme

Home purchases by application date	2017/18	2018/19	2019/20	Q1 2020/21	Q2 2020/21	Total
Total applications	5	53	88	17	24	187
Of which, became purchases	2	31	40	1	0	74
Council declined	1	13	11	4	1	30
Owner declined offer	1	5	12	2	0	20
Owner withdrew	1	3	12	3	2	21
Outcome pending	0	1	13	7	21	42

Home purchases by completion date and rent level	2017/18	2018/19	2019/20	Q1 2020/21	Q2 2020/21	Total
Completed purchases	1	13	43	8	9	74
... general needs social rent	0	0	1	0	2	3
... general needs 27.5% Living Wage	0	0	5	4	5	14
... general needs 37.5% Living Wage	1	5	24	4	1	35
... temporary housing at LHA rates	0	8	13	0	1	22

NB Year to date performance for 2020/21 is 17 against an indicative target of 64 for the year (or 32 for the first half). However, many purchases have since been secured which will hopefully be completed in the second half of the year, bringing performance back on target.

Summary of all home purchases since start of scheme, 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 over all properties to date (£)
74*	3	14	35	22	7 **	£0.249m	£163,000

*Of which 65 are flats (4 studio, 26 one bed, 29 two bed, 6 three bed) and 9 are houses (4 two bed, 5 three bed).

**Following Housing Committee decision to use rent reserve to keep rents as low as possible. Next update will be at the end of 2020/21.

 Council housing – management		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
15.1	 Rent collected from council tenants (end of year projection)	95%	96.28% (£51.0m of £53.0m)	96.68% (£51.1m of £52.8m)		
<p>At September, 25% of council tenants (2,842 of 11,328) were in arrears, which breaks down as:</p> <ul style="list-style-type: none"> • 704 less than £100 • 915 between £100 and £499.99 • 673 between £500 and £999.99 • 550 more than £1,000. 						
15.2	 Tenants known to claim Universal Credit (UC)	For info	22% (2,545 of 11,357)	24% (2,674 of 11,328)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	For info	47% (765 of 1,622)	47% (699 of 1,492)	n/a	n/a
15.4	Arrears of UC tenants as a proportion of total arrears	For info	75% (£1.5m of £2.0m)	71% (£1.2m of £1.7m)	n/a	n/a
15.5	Tenants evicted due to rent arrears	For info	0	0	n/a	n/a
15.6	Tenants evicted due to anti-social behaviour (ASB)	For info	0	0	n/a	n/a
15.7	 New ASB cases reported	For info	198	209	n/a	n/a
15.8	 Surveyed ASB victims satisfied with way their closed case was handled	85%	100% (3 of 3)	TBC	TBC	TBC
<p>The above indicator is TBC while the methodology for collecting ASB satisfaction data is revised, in order to achieve a higher sample rate for closed cases.</p>						
15.9	Tenancies sustained following difficulties	98%	100% (13 of 13)	95% (18 of 19)		

 Council housing – management		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
15.10	 Average re-let time (calendar days) excluding time spent in major works	21	91 (12 lets)	96 (50 lets)		
15.11	Average 'key to key' empty period (calendar days) including time spent in major works	For info	140 (12 lets)	111 (50 lets)	n/a	n/a
15.12	 Empty council homes (includes new homes)	For info	173	230	n/a	n/a

 Council housing – repairs and maintenance		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
16.1	Emergency repairs completed within 24 hours	99%	99.4% (2,498 of 2,513)	99.1% (2,748 of 2,772)		
16.2	Routine repairs completed within 28 calendar days	92%	74.5% (769 of 1,032)	71.4% (1,882 of 2,636)		
16.3	 Average time to complete routine repairs (calendar days)	15 days	20 days	33 days		
16.4	 Appointments kept as proportion of appointments made	97%	97.5% (3,135 of 3,216)	97.1% (7,149 of 7,359)		
16.5	 Tenants satisfied with repairs (standard of work)	96%	93% (403 of 432)	97% (984 of 1,011)		
16.6	Repairs completed at first visit	92%	93.9% (2,838 of 3,023)	93.7% (5,087 of 5,431)		

Please note that the Repairs Helpdesk resumed service in September 2020 and so the next performance report will include indicators around the volume and timeliness of call handling, once a full quarter of data is available.

 Council housing – repairs and maintenance		Target	Q1 2020/21	Q2 2020/21	Status against target	Trend since Q1
16.7	 Dwellings meeting Decent Homes Standard	100%	96.80% (11,216 of 11,587)	93.59% (10,911 of 11,658)		
16.8	Energy efficiency rating of homes (out of 100)	67.4	67.5	67.7		
16.9	 Council homes with a valid Landlord's Gas Safety Record	100%	99.79% (9,962 of 9,982)	100% (9,996 of 9,996)		
16.10	 Lifts – average time taken (hours) to respond	2	2.5	3.3		
16.11	Lifts restored to service within 24 hours	95%	91% (104 of 114)	95% (143 of 151)		
16.12	Lifts – average time taken (days) to restore service when not within 24 hours	7	4	8		

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**

A consultation period with leaseholders has been carried out regarding our proposals to enter into long term agreements with contractors to deliver planned maintenance and improvement programmes. If no changes are made as a result of the consultation, the contracts are due to be in place and operational in January 2021.

- **Major Capital Works framework (MCW) update**

Suppliers have returned their tender bids for the Major Capital Projects framework, and evaluation and moderation of the bids is underway. We anticipate the framework will be in place in April 2021.

Response to Area Panel feedback – Quarter 1 2020/21 report

Feedback	Response
Some graphics (eg microscopes) do not seem relevant or meaningful.	The graphics have been reviewed and some (eg microscopes) have been removed.
Contents pages: the headings don't match the table headings in the report.	The contents pages have now been amended to include the table headings for the performance indicators.
Contents pages: the wording 'council house buy backs' should read 'council home buy backs' to include flats as well as houses.	The report which went to Housing Committee, following Area Panels, was amended to rectify this.
Item 5.5 ('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') should not be considered as 'on target' – for example, due to delays in carrying out the leaseholder survey.	The commentary for this item has been updated and as part of this is no longer marked as 'on track.'
The Senior Leasehold Liaison officer was recruited before 2020/21 so this is not relevant information.	This reference has been removed from the latest version of the report.
The green tick symbols used in the workplan actions are not useful and sometimes misleading.	The report which went to Housing Committee, following Area Panels, was amended to remove these symbols.
There are many items / performance indicators which do not have targets and should not be in the report.	While there are many indicators which do not have targets, sometimes because whether results are higher/lower does not mean better/worse performance, these provide useful contextual information to accompany the targeted performance indicators. However, there are some indicators which don't currently have targets (eg the number of empty council homes) where it may be possible to set some, so these will be consulted upon with operational managers and the Housing Leadership Team for inclusion in a future version of the report.

Feedback	Response
What are 'customer compliments' as referred to under item 9.1?	Customer compliments are recorded by the corporate Customer Feedback team, based on comments forwarded to them by staff in Housing and other council services. The vast majority are from members of the public and are often positive comments about individual members of staff. The corporate team vet the comments – eg if they are merely a 'thank you' then they are not recorded as compliments.
It would be useful to know the source of customer complaints – eg whether they come from tenants or leaseholders	This should be possible to work out but could take some considerable analytical work, so we will attempt to include a breakdown in the Q3 report to allow enough time.
There should be a target of zero for the number of leaseholder disputes raised (item 9.5)	It would not be possible or desirable to receive no leaseholder disputes. For example, often issues are logged as a dispute to put a hold on chasing payment, such as in cases where a leaseholder is challenging their share of the costs of a repair.
Report should indicate that a leaseholder dispute is often about money (as well as quality of work) and include amounts paid in compensation	We will explore the possibility of adding this as an indicator in time for Quarter 3, which is when most disputes arise.
The distinction between performance indicators relating to council housing and other services such as temporary accommodation needs to be clearer.	The headings of the report have been reworked to make the distinction clearer.
Additional council homes table: include figures for how many council homes sold through the Right to Buy were flats or houses.	A comment has been added to the Quarter 2 report under item 14.6 with a breakdown of the 14 homes sold during the first half of 2020/21: 9 were flats (2 one bed, 5 two bed, 2 three bed) and 5 were houses (4 two bed, 1 four bed).
Home purchase performance data: include figures for how many council home buy backs were flats or houses.	A line has been added to the Quarter 2 report with a breakdown of the 74 purchases achieved between the start of the programme and the end of September 2020: 65 flats (4 studio, 26 one bed, 29 two bed, 6 three bed) and 9 houses (4 two bed, 5 three bed).

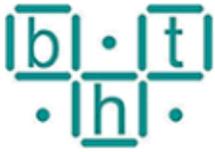
Feedback	Response
There are many references to 'tenants' – who is being referred to?	Any reference to tenants refers to people or households who rent their home from the council, under a secure or introductory tenancy with their rent due on a weekly basis. This includes general needs and seniors housing tenants. This does not include other stakeholders such as leaseholders, who are specified as such when referred to elsewhere in the report.
Include additional indicators about anti-social behaviour (ASB) affecting council housing. For example, the average length of time taken to deal with cases, and the number still open.	We will be consult with operational managers and the Housing Leadership Team on how to include these indicators in future versions of the report.
Several performance indicators around major works and planned maintenance are not in the report yet.	Notes have been added to the Quarter 2 report to give more information on the timescales of when the new arrangements will take effect and performance reporting will commence.
Repairs Helpdesk performance indicators are not in the report yet.	The Repairs Helpdesk resumed service in September 2020 and the report includes a note to say that performance indicators about the volume and timeliness of calls handled will be provided in the Quarter 3 report, when there will be a full quarter of data, which can be compared with performance for September alone.
The new style performance report is shorter than the previous version – what has happened to the information taken out?	A table has been included in this document (starting on the next page) summarising the information taken out, including whether and where it is still available.

Summary of information removed from the Quarter 1 2020/21 report, compared to the 2019/20 reports

Removed item	Reason removed	Availability
Rent collection and current arrears: <ul style="list-style-type: none"> • Former tenant arrears collected • Rent loss due to empty dwellings • Tenants served a Notice of Seeking Possession. 	To allow space for indicators which gave a better indication of overall rent collection / arrears performance.	Still reported internally within Housing.
Welfare reform information <ul style="list-style-type: none"> • Universal Credit – arrears of affected households • Under occupiers on Housing Benefit – affected households and amount of arrears • Benefit Cap – affected households and amount of arrears. 	As above – these other welfare reforms have a much smaller impact on rent collection than Universal Credit (UC), although the total UC arrears figure would be useful to include again.	Still reported internally within Housing – the amount of Universal Credit arrears has been added to the Quarter 2 performance report.
Table – area breakdown of rent collected.	Gave little indication of performance.	Still collected internally within Housing.
Table – tenants in arrears by amount.	Although originally taken out to save space this seems like it could still be useful so will be put back in.	A line has been added to the Quarter 2 performance report with a breakdown of arrears.
Calls answered by Housing Customer Services.	This service has been suspended due to the Coronavirus (Covid-19) pandemic (with a temporary voicemail service in its place).	Not currently collected but can be included in future performance reports when the service resumes.
Complaints: <ul style="list-style-type: none"> • Stage one complaints – average time to respond when not within 10 working days • Stage one complaints escalated to stage two • Housing Ombudsman Complaints upheld. 	Gave little indication of overall complaints handling performance when compared to the indicators which have been kept.	Still reported internally by the corporate Customer Feedback team and within Housing.
Empty home turnaround time: <ul style="list-style-type: none"> • Average re-let time, excluding time spent in major works – split by general needs and seniors housing (calendar days) • New dwellings let for first time. 	Gave little indication of overall lettings performance when compared to the indicators which have been kept.	Still reported internally within Housing.

Removed item	Reason removed	Availability
Mutual exchange decisions made within 42 calendar days.	Mutual exchanges have been suspended due to the Coronavirus (Covid-19) pandemic.	Not currently collected but can be included again in future performance reports.
Table – long term empty dwellings by ward (empty six weeks or more).	Removed to save space but can still be provided.	Data still available from the OHMS database
Complex repairs completed in time (work needing longer than 20 days).	Removed as the volume of repairs was low compared to emergency and routine repairs.	Still available via the repairs IT database.
Post inspections: <ul style="list-style-type: none"> • Responsive repairs passing post-inspection first time • Empty properties passing post-inspection • Planned works passing post-inspection. 	Inspection processes are still to be finalised for responsive, planned and major works.	Not currently collected.
Repairs Helpdesk: <ul style="list-style-type: none"> • Calls answered • Calls answered within 20 seconds • Longest wait time. 	The Repairs Helpdesk temporarily closed due to the Coronavirus (Covid-19) pandemic and resumed service in September 2020	Indicators measuring volume and timeliness of call handling will be included in the performance report from Quarter 3.
Estate Development Budget (EDB) main bids: <ul style="list-style-type: none"> • Completions • Average duration of work. 	Removed to save space but can still be provided.	Data is still available as details of completed EDB works are still collected.
Tables – major projects programme summary 2019/20 and details of major projects on site.	New arrangements for major works are still being developed and will be in place in April 2021	This information will be included when new arrangements are in place, although possibly in a different format.
Antisocial behaviour (ASB): Closure orders obtained.	Gave little indication of performance.	Still reported internally within Housing.
Table – new antisocial behaviour (ASB) cases by type.	Gave little indication of performance.	Still collected internally and reported to the Community Safety Team.

Removed item	Reason removed	Availability
Table – new ASB cases by ward.	Gave little indication of performance – general pattern was that wards with higher stock had more cases.	Still collected internally and reported to the Community Safety Team.
Tenancy fraud – properties returned to stock.	Primarily reflects the work of corporate Fraud team rather than housing.	Still reported internally within Housing.
Tenancy visit to general needs tenants within last 5 years.	These home visits were stopped due to the Coronavirus (Covid-19) pandemic.	Not currently recorded.
Table – new tenancy management cases by type.	Gave little indication of performance.	Data still available from the OHMS database.
Table – new tenancy management cases by ward.	Gave little indication of performance – general pattern was that wards with higher stock had more cases.	Data still available from the OHMS database.
Seniors housing: <ul style="list-style-type: none"> • Residents with up to date annual review • Schemes hosting weekly social, health and wellbeing activities • Schemes hosting events in collaboration with external organisations. 	These activities were largely stopped due to the Coronavirus (Covid-19) pandemic.	Not currently recorded.



Housing Revenue Account (HRA) – Community Learning & Inclusion

Introduction

Thank you for your support. The HRA grant has allowed the Whitehawk Inn to continue to provide a range of community services and adult learning in East Brighton following the loss of the Adult learning funding. With the Bridge and the Friends Centre having closed, there are fewer places available for people to access support, employment and training opportunities in their communities; venues such as the Whitehawk Inn provide these services where they are most needed. We have invested the HRA grant in continuing to build on the work we have previously undertaken to provide much needed and wanted services in our neighbourhood and to make them available to other areas of the city. Importantly, this grant has helped us begin to widen our offer and allowed us to start to work specifically with council tenants.

A place for our community

The Whitehawk Inn provides work and learning; information advice & guidance; adult learning and community groups and activities. The HRA grant has not only helped keep services running during the Covid-19 pandemic but given us the chance to introduce new services, suggested by local residents, and the opportunity to introduce even more in the year ahead.

Although Covid-19 social distancing rules mean that we have been unable to offer our usual “open-door” access we have introduced new ways for people to access services. We were determined that people should not be isolated and that the Whitehawk Inn would be a place where people can get the human support and contact they need during the Covid-19 pandemic.

Listening to residents

In October our staff and volunteers conducted one-to-one consultations with residents either at the Whitehawk Inn, in the community or on-line to understand what courses, activities and support they want to see at the Whitehawk Inn.

We received **87 suggestions** for courses; these fell into 8 categories: Arts & Crafts, Exercise & Well Being, Family Support, Hobbies & Interests, IT, Languages, Performance Art and Vocational.

We received **39 suggestions** for activity groups people would like to attend; these fell into 4 categories: Community Cohesion, Hobbies & Interests, Vocational, and Well-being.

Many people told us that they would like Whitehawk Inn to be open at evenings and weekends.

Our response to feedback

The HRA grant has enabled us to address some of these requests immediately, for example

- We have booked a film making “Green Screen” workshop in December teaching people to capture pictures of themselves against different background that they can use to send electronic greetings cards over the festive season. This starts to address residents’ request for film-making, IT and social media courses.
- In November we ran our first weekend class with a pottery workshop running on a Sunday. This starts to address residents’ requests for Arts & Crafts and weekend opening.

Working together for our community

The HRA grant supports the Whitehawk Inn to be a resource for other community organisations to use. For example we are working with Community Engagement Officers to provide a space to store equipment from the local food bank during their refurbishment. Prior to Covid-19 restrictions we supported the local Broadway GP surgery to run a “Worry Tree Café” each Friday afternoon at the Whitehawk Inn where surgery staff, patients, family and friends could meet to chat and socialise providing peer support for each other. We are looking forward to this service resuming as soon as possible. We are linked with many networks, for example the Social Prescribing network and as we have developed robust Covid-19 safety procedures we are able to offer our facilities and space for people, local residents or organisations, to run groups and activities at the Whitehawk Inn.

Community Cohesion – A Case Study

This year 10th – 17th October 2020 was National Hate Crime Awareness Week.



Members of the Whitehawk inn Creative Writing Class worked on producing essays, poems and some artwork on the theme of Hate Crime which they displayed on the noticeboard at the Whitehawk Inn.

The classes and exercises brought together people from different communities and backgrounds, both in class and on-line, who not only produced individual pieces of work but reflected together to produce a group poem.

National Hate Crime Awareness Week
Display by Learners at Whitehawk Inn

A shared vision for the future

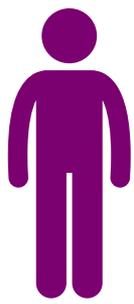
Local residents’ visions, and there are many, for the Whitehawk Inn include “...the community sharing cultures to promote mental health and well-being”, “cultural film or quiz nights where people can share food”, “...classes would help my mental health by my feeling part of a group...”, “...people all bring one dish to share with others. Introducing people to the diverse nationalities now living in Whitehawk, promoting understanding and tolerance...”, “...being open at weekends...”, “...something to look forward feeling less isolated and feeling part of the community...”, “..for many particularly older people, it is also a social lifeline”.

The Whitehawk Inn shares these visions with residents. BHT continues to invest resources into the Whitehawk Inn and, with the help of the HRA grant, we are beginning to bring these visions to reality. With the essential support of the HRA grant, council tenants, local residents and people from across the city will benefit from access to vital services and support from a resource and activity centre in the heart of East Brighton.

For more information

To find out more about any of our services, to suggest an activity that you would like to see, or to arrange to use our building or facilities, please contact us by telephone on **01273 682222**, via e-mail whitehawk.inn@bht.org.uk or visit our website www.bht.org.uk

HKP Community Learning Consultation responses - July to September 2020



274 people responded



91% had internet access.



46% Council tenant

35% Home owner*

*inc. private Council leaseholders

16% Private tenant

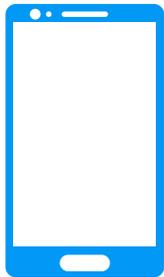
65% used more than one internet device. 38% used Smart Phones, 26% laptops, and 21% tablets.

21 wanted help to get online, of whom 16 had internet access.

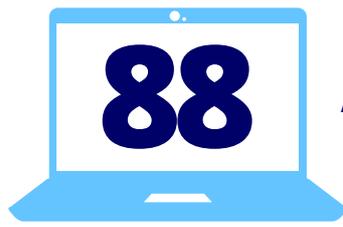


38% had done a course in the last 3 years (most commonly at University or work).

The most common barriers to learning were lack of interest, work, childcare, health, lack of time and cost.



Respondents selected their preferred topic(s) for local courses from a multiple-choice list. The votes were:



Computing & IT



Arts & crafts



Community & volunteering



Wellbeing & confidence-building



Exercise & activities

People were invited to submit ideas for other course topics. The most common suggestions (excluding those captured by the multiple-choice list) included:



Mental health & Mindfulness



Languages



Children's activities



Yoga



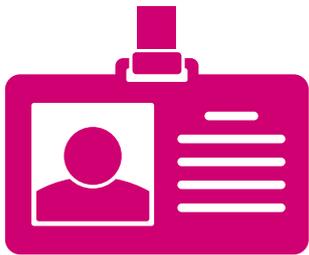
The Hangleton & Knoll Project
Working for a better community

41% of respondents wanted courses to be held in the evening. 31% wanted them held in the afternoon, and 28% in the morning.



Respondents selected their preferred venue(s) for local courses from a multiple-choice list. 169 votes were received for St Richard's, 104 for Hangleton Community Centre, and 83 for Hangleton Library.

43% were interested in doing online learning. 13 people noted they would prefer face-to-face.



53% were in employment. Common reasons for lack of employment included retirement (15 people), and being a carer (3 people).

31% were looking to change jobs and/or improve their skills. 15% were looking for work.



The most common things job-seekers wanted help with included general skills improvement courses, confidence and health issues.

People were asked to share any changes they would like to see in their local community. Common responses included:

Cleaning up parks and roads



Enjoying living here



Parking and traffic



Youth activities

Gardening groups

Whole-community events and more community spirit

Anti-social behaviour, drugs, smoking and crime



The Hangleton & Knoll Project
Working for a better community

North Area Panel January 2020

Responses to Resident's Questions

3 Star North

1. Support for Elderly and Vulnerable Residents

Information is requested at Area Panel on:

1. what steps the council is taking to ensure that all residents who are in need or vulnerable are receiving the support they need
2. how Residents Associations can work with the council, by sharing information they have about local people who need support.

Response

Justine – Head of Tenancy Services

If you know of anyone needing help or support contact the Community Hub 01273 293117 or go online to the council website Request help for yourself or someone else (brighton-hove.gov.uk).

The Covid pages on the Council website are updated frequently and have lots of information, links to other websites, forms, advice, health, food partnership etc.

The council has sent out “postcards” and newsletters to every household in the city several times this year giving advice and information about services and how to access help/support. The most recent postcard has gone out last week and includes service information for Xmas/New Year.

Individual services such as social services, housing, carers hub etc have contacted the vulnerable residents known to them on a regular basis

Housing staff have phoned over 5000 council households to check in on them to see if they needed support.

Senior's Housing staff are contacting their residents daily to check if they are ok and the Tenancy Sustainment team are in frequent contact with all their tenants;

and the Welfare officers do weekly ring rounds of clients in emergency accommodation

All the clinically extremely vulnerable people or CEVS have been contacted several times to see if they need support.

As always - if residents are concerned about a tenant they can contact housing.customerservices@brighton-hove.gov.uk or phone 01273 293030. Please let us know the name and address of the person and reason for concern. Because of data protection, we can't discuss the details of case with you unless the person has given us permission for you to act on their behalf. However, we will always let you know that we have received your email/call and will be acting on it.

For safeguarding concerns (i.e concerns about abuse or self neglect) contact Front Door for Families for children or the Safeguarding Hub for Adults

How to report abuse or neglect

In an emergency, phone the police on 999.

Monday to Friday, 8.30am to 4.30pm, phone the Access Point on 01273 29 55 55, or send an email to hascsafeguardinghub@brighton-hove.gov.uk. Outside these hours calls will be answered by CareLink Plus.

If you think a crime has taken place, but it's not an emergency, phone Sussex Police on 101.

You can remain anonymous when reporting abuse and neglect if you wish.

Email the team at FrontDoorforFamilies@brighton-hove.gov.uk. Telephone 01273 290400 during working hours (9am to 5pm, Monday to Thursday and 9.00am to 4.30pm on Fridays).

Outside of our working hours please contact the Emergency Duty Service on 01273 335 905 or 01273 335 906.

2 Star

North

2. Council Communication with Residents

Residents Associations from Hollingdean are asking for improved communication with the CEOs, so they can work on and progress issues together. They would like to receive regular phone calls from the CEO with updates on:

- council services (especially in relation with COVID-19)
- issues the Association has raised about their local area
- issues that were ongoing before COVID-19 that have still not been resolved

Response

Sam Warren – Community Engagement Manager

The North Area CEO, Community Engagement manager and Hollingdean TA met to discuss the issues. It was acknowledged that communications had been difficult for a number of reasons and the group decision was to focus on how to improve this.

The CEO and TA will now have a scheduled call every other Monday for a catch up on any issues or news. The CEO will also support the TA reps to set up online TA meetings every other month and will attend these meeting. The CEO will be looking into and providing information on all outstanding EDB bids and the EDB delivery team to attend an online TA meeting to give an update on progress

The North area will be having an additional part time CEO post and the residents reps have been asked to be part of the recruitment process.

3. Overgrown Brambles between Davey Drive and Horton Road

Housing have now committed to carry out an inspection of the area and the Residents Association are asking that:

- a. they be invited to attend the inspection
- b. the council clarifies which Department will be responsible for maintaining the area

Response

Justine Harris - Head of Tenancy

Housing Services will invite representatives from the Residents Association to attend the inspection in the new year. The piece of land belongs to Housing. City Parks are not asked to cut it as they have no safe way of doing this. This bank cannot be cut with a tractor mounted flail I'm because of the uneven sloped verge at the bottom, obstacles in the verge such as trees/lamp posts etc and the fact that it is single carriageway, however City Parks are going to be purchasing a new machine that may be able to reach further so it will be trying it out. In the meantime CityParks have confirmed that they will endeavour to keep the overgrowth cut back off the path and steps. The only obligation is to stop any overhang onto the highway which includes the footpath.

Response

Alan Griffiths - Operations Manager for City Parks

This bank is difficult to cut with a tractor mounted flail due to the uneven sloped verge at the bottom, obstacles in the verge such as trees/lamp posts etc and the fact that it is a single carriageway.

We are purchasing a new machine that may be able to reach further and this is due to be delivered in the new year.

We do not believe the brambles are overhanging the path currently but we will check this out and cut back as necessary.

4. Gates at Roedale Court

Information is requested on when the locks will be fitted.

Response

Keith arranged a site visit to complete the work.

5. Windows on Bates Estates

It is requested that the Bates Estate window replacement be included in the planned works programme as a matter of urgency and that the Residents Association be updated on progress.

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

I apologise for the lack of response from the September Area Panel, I do not know what happened with the communication from that meeting. I hope the update below is helpful for the panel.

Unfortunately our planned works programmes have been significantly impacted this year due to the impact of Covid-19 on our services and to the procurement of planned works contracts. We are now completing the appointment of contractors.

The windows to Bates Estate have been identified as approaching the end of the serviceable life. As a result we have developed proposed programmes for window replacements in Bates Estate. This is planned to commence with one block in the 2021/22 financial year, with other blocks following in subsequent years. Based on the volume of properties in the area, these replacements will happen over consecutive years to ensure we are balancing the priorities for window replacement across other areas of the city that are also in need.

If residents have repair issues, they should call the repair helpdesk (tel: 0800 052 6140) in the interim until their windows are replaced. As we progress with the programming of works for future years, we will start early engagement with all affected residents.

6. Overgrown brambles at allotments

(between The Charltons and Haig Avenue, Coldean)

Information is requested on when the council will clear the brambles.

Response

Justine Harris - Head of Tenancy

This site is completely enclosed by residential gardens. City Parks have confirmed they will look at this access and cut back any emerging vegetation.

City Parks have advised that if residents have further concerns they can ask also email allotments@brighton-hove.gov.uk and they will look into it.

7. Poor Condition of Windows in Hollingdean

Residents would like to see:

- Details of the property survey carried out in 2019
- The inclusion of Hollingdean in the window replacement programme

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

The surveys that were carried out in 2019 were general stock condition surveys carried out across a proportion of the housing stock by Michael Dyson Associates. This was part of a larger project to update our housing asset management system with essential information on the condition of the councils housing stock. As part of the surveys all blocks were surveyed for their condition and a percentage of street properties were also surveyed.

The windows in Hollingdean have been identified as approaching the end of their serviceable life, and the window project manager will be commencing visits to the area to ascertain priority streets to form a future programme of window replacement. Currently the Hollingdean area has been provisionally booked in for window replacement to start happening in 2022/23. Based on the volume of properties in the area, these replacements will happen over consecutive years to ensure we are balancing the priorities for window replacement across other areas of the city that are also in need.

If residents have repair issues, they should call the repair helpdesk (tel: 0800 052 6140) in the interim until their windows are replaced. As we progress with the programming of works for future years, we will start early engagement with all affected residents.

8. Planned maintenance

It is requested that a copy of the planned maintenance programme for the current and coming years be provided at the next Area Panel meeting so residents can know what work is due to be done in their area.

Glyn Huelin - Head of Housing – Repairs & Improvement

Thank you for this question. We are currently working on the programmes and would be happy to share this with residents through the Area Panels as well as publishing on the council website. Capital budgets will be finalised in early 2021 for the 2021/22 financial year so we hope to be able to do this in line with the next Area Panels.

Other Area 3 Star Central

9. Maintenance and installation of external security doors in blocks of flat

Answers were requested to the following questions:

- Who is responsible for maintaining and repairing the main entrance doors in blocks of flats?
- Considering these are the main security doors, what is the maximum amount of time they should be repaired in?
- If doors break again days after being fixed, why are residents charged for the follow-up repair when this should have been done in the first instance?
- Why have such heavy and inefficient doors been chosen, without thought of their suitability for residents and the areas where they are fitted?
- How are these doors classed as being suitable and secure when breakdowns happen so often and residents are unable to open at times due to weather conditions?

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

Thank you for your question and we are sorry for the issues which residents have experienced with the main doors. I have set out answers to your specific questions below:

- Our Repairs & Maintenance service undertake any repairs identified with specialist contractors.
- Repairs have emergency (one day) or routine (up to 20 days) priorities. Issues with the main door would be regarded as emergency. Main entrance doors have several different elements that may cause a fault and often require further

investigation as to the cause. We are considering a 2- or 3-day repair time frame to be initiated with our contractors – subject to parts availability.

- We do consider what charges are passed onto residents and continuous faults are monitored accordingly. There are several factors that can impact on the operation of doors including electrical faults or as a result of vandalism or misuse.
- The doors are designed with the security of residents in mind and do need to be robust and as a result can be heavy. The doors have hydraulic closers and where there is a requirement due to elderly residents, we do install an assisted opener/closer as a matter of course, where this is identified as being an issue prior to installation. These can also be retrofitted where needed.
- These doors have been installed correctly and have been reviewed. We are happy to work with residents around the ongoing operation of the doors and how these are used particularly if there are concerns around mis-use of the doors.

10. Improving Communication about Covid-19

- a) Request clear information from the council on what communications will be provided to residents about COVID regulations and restrictions over the coming months.
- b) Ask for a proposal on how to improve consultation with resident representatives on this and involve them in discussions on a) what the main problems are where they live and b) how to make any communication clearer and more accessible.

Response

Sam Warren – Community Engagement Manager

The Community Engagement Team will work with our colleagues in Housing to provide up to date information in our regular bulletin that we email to all the

Tenant groups and tenant reps. We do understand that this information is by email, so we rely on some of this being shared by the reps where they know that their neighbours do not have email. In order to get information to all residents we will ensure any up to date changes are put into Homing In as this is posted to all households. On occasion where there is urgent information or there are changes to government guidance, posters, flyers or letters to residents will be used. However as much of the information about COVID 19 is directly from the government we would also advice resident to keep themselves updated through the daily news.

If the tenant associations or representatives have more ideas about how to ensure we can get information out more widely then please talk to your Community Engagement officer about this. If you would like to sign up to receive the bulletin please email Fabrizio.Oliveri@brighton-hove.gov.uk

11. Major Problems with Windows and Roofs Contract

Request for investigation: It was agreed to ask for a full investigation to be carried out into the extent of these problems across the city, with a report to the next Area Panels indicating what steps are being taken.

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

Thank you for setting out these concerns. We have investigated these points in detail and have prepared a response to each issue raised. Where appropriate we are undertaking further actions as a result and are following up with contractors as necessary.

We introduced a revised and robust process for issues that are identified after major works following feedback from residents that the previous processes weren't operating well. Residents now receive a job number for every fault identified and these are reviewed by council staff.

West

12. Area Panel Process:

Propose that a different process is discussed and agreed.

This could, for example, have a range of options:

- a) Response is satisfactory (if any actions have already been completed)
- b) Response is satisfactory pending implementation (with report to future Area

Panel when action has been completed)

c) Response is unsatisfactory (with information on why and what else is needed)

Response

Sam Warren – Community Engagement Manager

In order to provide more clarity in responses we have now set up a table of actions and responses to Area Panel which we will follow up at the beginning of each Area Panel. This will include previous responses that the residents would like to follow up on. We will also follow the suggestions of the residents and mark the responses in the minutes using the criteria above.

13. Upkeep of Estates and Maintenance of Green Areas

It was agreed to ask for a report to the next Area Panel which will include concrete proposals on how the Council intends to:

- Ensure proper management and resources so areas are properly maintained. (Issues that need dealing with include fly-tipping; overgrown pathways, regular grass-cutting and pruning, general tidying up and maintenance).
- Use the local knowledge of residents to identify and resolve problems.
- Maintain and develop green spaces on the estates.

Response

Sam Warren – Community Engagement Manager

This is an ongoing issue and is regularly raised by residents about different overgrown areas in the city. As such the Community Engagement team will be setting up a task and finish group to explore the problems and how to find a more sustainable solution. We will be inviting residents, Housing and City Clean colleagues to join the group in January. The task and finish group will report back to Area Panel. If you interested in being part of the task and finish group please email Bethan.Hudson@brighton-hove.gov.uk

14. Review of Council Policy on anti-social behaviour

- a) It can take 9-12 months to resolve a problem.
- b) Living with the threat of violent or abusive behaviour from your neighbours has a huge impact on people. The stress caused is detrimental

to both physical and mental health and the longer it goes on the worse this is.

c) Violent and anti-social behaviour has an impact beyond the immediate victim and can destroy whole communities. This needs to be taken into account when considering what action to take.

d) People's safety is paramount, and sometimes the aggressor needs to be removed from the situation to make sure other people are safe. This doesn't usually happen.

e) Concerns about the council's policy and practise are growing as the amount of anti-social behaviour appears to be on the increase.

Request for a review of the present policy on anti-social behaviour, with full consultation and involvement of residents.

Response

Justine – Head of Tenancy Services

We recognise that ASB cases cause significant stress to individuals and communities and we work with other agencies, including the police, to tackle ASB and reduce the impact on individual residents and communities.

We'd be very happy to have further discussions with Tenant Reps on the processes we follow and why and also explain our internal processes, however the policy is kept under review to reflect changes to legislation. We need to make sure what we do is within the legal framework. The council's Legal team advise on the action we take and this has to be timely and compliant before a case can be presented to the court. We are reliant on witness statements.

.We have a victim-centred approach to dealing with ASB, where victims and witnesses are risk assessed, risk mitigation measures are put in place and the needs and wishes of victims are put at the centre of what we do on ASB cases. We provide a specific point of contact (SPOC) for vulnerable victims and witnesses and agree a regular pattern of contact to support and update them. We can provide additional security and make referrals to other agencies for additional support.

We have comprehensive and regularly reviewed ASB policies & procedures. We have a specialist Complex Cases Team dealing mainly with ASB and we have

very experienced Housing Officers and Housing Managers across the city managing ASB cases.

Every case is different and the length of time it takes to resolve depends on the action being taken. The risk assessments that we carry out focus on the impact the behaviour is having on residents. When we prepare statements for court, we specifically address the impact on victims and witnesses and on the wider community.

The perpetrator will only usually be removed if we evict them, because otherwise we risk simply moving the problem to another neighbourhood. What we aim to do is to tackle the behaviour.

There are provisions in the Coronavirus Act 2020 which have had a significant impact on the enforcement action that we are able to take. The aim of the housing provisions in the Act are to prevent people becoming homeless during the pandemic. This means that it is extremely difficult to obtain a possession order at the moment and there are delays obtaining injunctions and Closure Orders.

East

15. Draft Tenant and Leaseholder Engagement Strategy

Residents request that submission of the Tenant and Leaseholder Engagement Strategy to Housing Committee be postponed to ensure that residents can discuss its contents at their Association meetings and Service Improvement Groups.

Response

Sam Warren – Community Engagement Manager

The Tenant and Leaseholder Engagement Strategy has been discussed with a range of tenant and leaseholder groups. It has been to the Involvement and Empowerment Group twice, to the Leaseholder Action Group and many of the original ideas were taken from resident proposals and papers. The draft Strategy also came to November Area Panel and the feedback from those meetings has been incorporated into the paper.

In order to decide if the report should be taken to January Housing Committee

the principles and recommendations in the paper were discussed further on 9th December at the Involvement and Empowerment Group Service Improvement Group. There were mixed views at the group and some additional amendments will be added to the paper as a result.

However, it was widely agreed that the principles of defining three categories of engagement, Pro-active, Responsive and Structural were positive and this will allow us to expand the ways that tenants and leaseholders can share their views and influence council services. At the end of the meeting there was a vote to decide if the resident representatives agreed that the paper would go to Housing Committee in January, the results were 9 in favour, 1 against and 1 abstention.

To ensure the delivery of the Tenant and Leaseholder Engagement Strategy it was agreed that we will co-produce a timebound Action Plan. This will be added to the committee report as a key recommendation. The Involvement and Empowerment Service Improvement group will lead on the development of the Action Plan and work with a range of stakeholders in Housing and other council services to develop realistic plan that has buy in from the key partners. We aim to bring the Action Plan to Area Panel in April 2021

16. Estate Development Budget

Clarification is requested on the current guidelines, procedures and timelines for EDB. It is proposed that any unspent EDB money from 2020/21 be carried forward to 2021/22 and that funds remaining from each area be ring-fenced to be used in that area the following year.

Response

Sam Warren – Community Engagement Manager

Residents can still have appointments over the phone with their local Community Engagement Officer (CEO) or the EDB Assistant to discuss EDB generally, to receive information on how to make bids, and to find out information on local community groups/associations which can offer further support in their application.

The process of submitting a Main bid has not changed in that any group must fill in the EDB Forms, stating the order of priority, and including evidence of consultation to the Community Engagement Team by the bid deadline. This will

be the first financial year where we will implement the bi-annual bid rounds. This means that the annual EDB fund (last year this was £320,000) will be split into £160,000 in April 2021 and £160,000 in October 2021 to spend, minus £20,000 for quick bids for the annual year 2021-2022, allocated at the April 2021 meeting.

We anticipate that projects will be delivered closer to the decision point using this bi-annual method. In the past EDB underspends in one Area Panel area have been ring fenced to that area for use the following financial year, however there has been a significant reduction in EDB funding from its original amount of £500,000 to £320,000 in 2020/21. Over the years the reserve funds have been used to supplement the total amount, however these reserves were gradually depleted. In 2018/19 the EDB budget stood at £348,000, with £178,000 direct revenue funding and £170,000 from EDB reserves.

As of 2018, rather than being ringfenced to a particular area, any underspend was returned to the reserve pot, which was in turn used to supplement the EDB revenue funding for future years. Ring fencing underspends to one particular area would mean this wasn't possible and perpetuate an imbalance in funding where an area that struggled to spend its budget in one year would have more the next, while an area which had more bids than budget, would have less money the following year.

17. Leaseholder Charges Relating to Antisocial behaviour

When work to communal areas becomes necessary as a result of antisocial behaviour, is it always the policy of the Council to charge leaseholders for a proportion of the costs of the work?

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

The leases set out that the costs of the council's repair and maintenance responsibility are passed on to leaseholders in accordance with the terms of the lease. The lease does not distinguish between the type of work. Some damage caused by anti-social behaviour can be claimed from our buildings insurers and we do so wherever possible. Some damage caused this way is not covered and may be recovered through the repair charges. This can vary depending on the circumstances and if there is a case that residents would like us to review

please could the details be provided to our leasehold team at rtleasehold@brighton-hove.gov.uk and we can look into the matter further.

18. Leaseholder Charges

When work is done to convert a flat for disabled use, is at the policy of Brighton and Hove City Council to charge leaseholders in the block for a proportion of the cost?

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

We would not charge for conversion works, jobs for such works would usually be raised to the relevant flat in our system and would not get picked up and included in the costs we pass on to leaseholders.

The leases set out that leaseholders pay for the repair and maintenance of communal areas but not works such as conversions or adaptations to individual flats.

Questions from North Area Panel November 2020.

N.B. These are responses to questions that were asked in North Area Panel on the 26th November 2020.

What happens when a resident dies?

A tenancy does not end on the death of a tenant. In law it has to be ended by a formal notice, giving a full 4-week notice period ending the tenancy on a Monday, either:

- by notice from an Executor of the late tenant's estate or a Personal Representative with Letters of Administration
- Where there is no Executor or Personal Representative with Letters of Administration, by the council serving Notice to Quit (NTQ) and sending a copy to the Public Trustee, the government body appointed to deal with these matters.

Where there are delays in receiving proof of the executor or personal representation it maybe more appropriate to serve an NTQ to limit rent owed, property turnaround time.

Are relatives responsible for clearing properties?

An agent is someone who notifies the council of a tenant's death but is not the Executor of the will or a Personal Representative of the deceased. An Agent has no liability towards the rent owed and no legal responsibility to act on behalf of the late tenant.

Where there is an Executor/Personal Representative ending the tenancy on behalf of a deceased tenant they will be informed of the terms and conditions of the tenancy and that the late tenant agreed to these terms when signing the original tenancy agreement.

What if they live oversea?

Due to the restrictions in place in response to the Covid 19 pandemic, friends and families of deceased tenants may not be able to clear possessions from the property by the end of the notice period.

We introduced a temporary procedure to deal with such incidents.

Where there is an executor or person with letters of administration and they mention potential difficulties with clearing the property by the tenancy end date our Rehousing Team are notified and will work with relatives on a reasonable time scale which in some cases will go beyond the end of the tenancy.

For cases where we do not have an executor or person with letters of administration, we will have a conversation with the next of kin or person notifying the council of the

death. They will establish whether there is a family member who is willing to take responsibility for clearing the property.

We ask for a property clearance waiver to be signed and we arrange for the belongings to be secured within the property for an extended agreed period of time.

How much time do we give?

The length of time agreed to store belongings in the property will be dependent on circumstances of each case. We will consider whether they live out of area, are shielding due to vulnerabilities or are self-isolating.

If the agreed deadline is not met, the Housing team will carry out a full inventory and arrange storage and disposal of goods under Section 41 notice procedures.

We do not unnecessarily dispose of remaining goods straight to landfill. Our Estates Team will enter properties at the end of the notice period and store any items that are considered in reasonable condition for re-cycling. This may include carpets and curtains if in good order following inspection from the Empty Homes Team. Estates hold an inventory of all items which can be used for future households who move into one of our properties if they have minimal items.

Why can't we give more time?

Although we offer additional flexibility during the pandemic, we still have to bring tenancies to an end to avoid rent loss and extended void property periods.

Janet Dowdell, TSOM and Lorraine Bourton, Re Housing Manager.