

Housing Management Panel: North Area

- Date: 4 March 2021
- Time: 7.00pm
- Venue Virtual Meeting - Zoom
- Members: Councillor Fowler (Chair), Ward Councillors for the Area,
Delegates of Tenants Association in the area.
- Contact: Thomas Bald
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AGENDA

PART ONE

Page

1 WELCOME, APOLOGIES, INTRODUCTIONS, AND MINUTES OF THE PREVIOUS MEETING 5 - 16

Minutes of the meetings held on the 26th November 2020 and 7th January 2021 (copies attached).

North Area Panel Agenda 4th March 2021 (copy attached).

2 CHAIR'S COMMUNICATIONS

3 ITEMS FOR HOUSING COMMITTEE 17 - 40

Report Attached

4 RESPONSES TO RESIDENT'S QUESTIONS 41 - 50

Fencing to Individual Blocks and Homes
Fly Tipping at Roedale Court

BREAK

5 RESPONSES TO RESIDENT'S QUESTIONS (CONT.)

Planned Maintenance
Other 3 Star Items

6 UPDATE FOR NORTH HOUSING TEAM

7 POSITIVE COMMUNITY NEWS

8 ANY OTHER BUSINESS

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

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: NORTH AREA

7.00pm 26 NOVEMBER 2020

VIRTUAL MEETING - SKYPE

MINUTES

Present: Councillor Fowler (Chair), Councillor Knight

Representatives: Heather Hayes, Ian Beck, Des Jones, Peter O'Connor, Judy Goss, Bridghde Steward

Officers: Glyn Huelin, Bethan Hudson, Rebecca Mann, Thomas Bald

9 APOLOGIES

9.1 Apologies from Tracey Hill, Amanda Grimshaw, Jane Hunter, and Ray Goble.

10 MINUTES OF THE PREVIOUS MEETING

10.1 The Minutes were agreed as an accurate record.

11 CHAIR'S COMMUNICATIONS

11.1 The Chair gave the following communications:

"We would like to acknowledge the feedback that residents and staff took time to give us about the last round of Area Panels. There are challenges with using the internet particularly with software, different devices and networks. I recognise that this can make the meeting more complicated to follow and we hope that these issues can be gradually resolved. We also know that online meetings can be difficult for some and the community engagement team are working with residents to support as many people as possible to access them. It was very useful to learn how people felt about having a large single online meeting and you can be reassured the feedback, both negative and positive, will be used to help improve the way meetings are organised in the future. I would like to remind everyone that the Area Panels are for future planning and issues that affect everyone, they are not the forum to raise individual issues, or repairs that have not been dealt with. If you do have an individual issue that is stuck in the system, please do speak to your Community Engagement Officer who will be able to put you in touch with the right service or person."

12 NORTH AREA AGENDA

Reports Going to the Housing Committee

12.1 Glyn Huelin mentioned that this is currently a meeting that was postponed, so Housing Committee had already taken place. He mentioned the following items that were discussed at Housing Committee:

- The next steps to tackle rough sleeping and accommodation during the COVID-19 pandemic.
- Review of the allocations policy.
- How home improvement agency services are delivered, particularly through the disabled facilities grant.
- 2 reports around disposal by lease of small sites to the community land trust, one at Hinton Close in Hollingdean and one at Natal Road in Moulsecoomb.

12.2 Heather Hayes was informed that the allocations team had stopped lettings at the start of the pandemic but have since taken them back up again with a backlog of empty properties due for refurbishment.

Good News from Resident's Groups

12.3 Bridghde Steward mentioned that collections had started in Mouslecoomb for food banks, and the Cowley Club on London Road are also doing a vegan food bank.

12.4 Kate Knight also mentioned that Moulsecoomb community market had started, and all the planting had been done.

13 RESIDENTS QUESTION TIME

13.1 Heather Hayes mentioned that people are having trouble getting through to the repairs hotline. Glyn Huelin responded that the repairs desk shut down at the start of the pandemic and restarted in September.

13.2 Cllr Fowler asked if the grass cutting and grounds maintenance response was satisfactory. Ian Beck asked when the windows will be replaced in Hollingdean. Glyn Huelin asked if there was a specific block where the windows should be replaced, and Ian Beck responded that it was mainly houses in Hollingdean that needed work, not the flats.

13.3 Cllr Fowler asked if people were happy with the response to the communications between the Council and Residents, and the tenancy termination after a tenant's death response. Heather Hayes responded that the termination after a death is a very sensitive issue, and you have to give families time to get rid of the furniture. Peter O'Connor mentioned that sometimes people empty out flats when they aren't the next of kin. Des Jones asked how the system would operate as his next of kin lives in New Zealand. Glyn Huelin responded that he can find out the process, but they wouldn't need to come to the UK to empty the flat.

13.4 Cllr Fowler asked if people were happy with the response to the gardening scheme for elderly and disabled tenants. Heather Hayes responded that tenants vary in their commitment to the upkeep of the gardens.

14 NORTH AREA EDB BIDS

14.1 Bethan Hudson gave the following updates of the main and quick bids for 2019-20 in Keith Perry and Kay Atherton's absence:

- Lindfield Court - the carpet replacement needs to be purchased from Southern Counties Supplies.
- Elwyn Jones Court – the planters requested were out of stock, so more information is needed about which plants are required as well as an alternative planter.

- Jasmine Court – the garden furniture was out of stock, so will need to be purchased again.
- Lindfield Court – the computer upgrade needs to be looked at again depending on details, so after another copy of bid form will need to be seen.
- Nettleton Dudeney – specific plant, fruit, and vegetable seeds need to be identified to buy them.
- Coldean – specific flower bulbs need to be identified to buy them.
- Bates Estate – another meeting with the chair is needed to discuss specifics.
- Lindfield court – the hedges at front and side need to be replaced.
- Stanmer Court – the bid threshold may need to be changed.

6.2 Bethan Hudson then gave the following updates of the outstanding quick bids for 2020-21:

- Coldean – the noticeboards need to be removed, and replaced with the same noticeboards on Bates Estate
- Coldean – 2 benches need to be fixed to the ground on the slabs.
- Jasmine Court – a laptop for communal lounge needs to be looked at.

14.3 Heather Hayes mentioned that she would be happy to meet on site at Coldean to oversee proceedings in terms of the notice boards and would like to speak to Keith about putting rose bushes in instead of bulbs.

14.4 Ian Beck pointed out that several EDB bids hadn't been actioned from months ago, and there have been complaints from the residents. Bollards up by Horton Road was refused due to cost, and the community garden up by Stanmer Villas hasn't been actioned due to it being the wrong type of land. Rebecca Mann responded that she had spoken to Keith about ordering the new locks, so will be seeing them in the next few weeks, and the other bids hadn't been actioned due to the reasons stated, and also that if any projects had been refused they can be resubmitted to have another look. Des Jones added that that the brambles on Horton Road are getting out of hand and need an inspection. Bethan Hudson confirmed she would contact Eddie Wilson for a response.

15 TENANT AND LEASEHOLDER ENGAGEMENT

15.1 Rebecca Mann gave a presentation in the absence of Sam Warren, and made the following points:

- The Tenant Involvement and Empowerment Standard and section 105 of the Housing Act set out clear standards and duties for consultation on matters of housing management. These are:
 - to be informed of the authority's proposals in respect of the matter and
 - to make their views known to the authority within a specified period;
 - and the authority shall, before making any decision on the matter, consider any representations made to it in accordance with those arrangements.
- The corporate plan for a stronger city includes working alongside communities and what matters to them, incorporating the green/labour programme of improving

transparency and accountability in the housing department, ensuring housing tenants have more coproduction opportunities in decision making around housing policy and service delivery, to work with the council and not simply be consulted.

- The community engagement team will work with residents to support strong, active, and inclusive communities that can influence and shape the city in which they live and work.
- A cross tenure engagement team has enabled tenants and leaseholders to be engaged and involved with a broad range of council services.
- The current voice of active tenants is very small, and the age of these active tenants is overwhelmingly 50+. The Council aims to involve people of all ages.
- 67% of tenants and leaseholders were satisfied with their involvement with the council.
- This satisfaction is likely to be as much about telephone queries and the repairs as resident involvement and consultation.
- The older tenants (aged 65+) significantly more satisfied (78%), opposite was true for the under 35's and those aged 35 - 49 (58% and 60% respectively).
- This is reflected in the make-up of our most engaged residents, with very limited engagement from within these age groups.
- 10% of our tenants identify within a minority ethnic group, a tiny proportion involved in TRA's.
- We have no young people (under 18) involved in housing management.
- We have a large section of people with disabilities and older people actively involved.
- Feedback from residents include the following:
 - Meetings need to be more joined up too much duplication.
 - Officers talk 'at them' with information and there is little time for real debate and opportunity to influence.
 - Residents want to do things in their communities and on estates, they need support and resources to do this.
 - Ways to get involved need to be expanded to interest more people.
 - Structures and voting in 'reps' can limit wider participation.
 - Residents want their input to create real change.

- The Leaseholder Engagement Strategy was approved at Housing Committee in 2018.
- This strategy needs a time bound action plan to ensure its implementation.
- LAG needs support to enable increased leaseholder engagement.
- Need some exclusive engagement with the leaseholders outside of the wider engagement structures.
- The Estate Development Budget (EDB) has the following features:
 - Fundamental means to engage and empower residents.
 - A small percentage of tenants and leaseholders are bidding.
 - 8 residents are on the decision-making panel.
 - Review group proposed to support community projects.
- For the future of Leaseholder engagement, it is important to promote:
 - Proactive Engagement – developing relationships with tenants by offering or joining everyday activities, consultations, and events.
 - Responsive Engagement – Supports and enables services in the Council to speak to residents through outward communication and feedback.
 - Structural Engagement – Formal engagement through meetings and procedures to address Council policy and practice.
- Moving forward, the following will be pursued:
 - Three-year plans with clear timelines will be developed for 20/21-22/23 for each engagement approach.
 - Support to LAG to develop priorities and action plan for leaseholder engagement.
 - Merge Service improvement groups to create two main groups focusing on 'Buildings' and 'People'.
 - EDB to fund capital and revenue projects.
 - Task and finish groups for time limited projects
 - Area Panel to refer 'sticky issues' to Service Improvement Groups for resolution with reporting back structure
 - All reports to residents to state the outcome of engagement required
 - More fun activities and other opportunities to involve people in sharing their views
 - Improved social media presence
 - More Opportunities to engage online
 - Digital support
 - Focused consultation
 - Engagement with people in emergency and temporary accommodation

- The following were the recommendations from the Housing Committee:
 - The delivery of more ‘pro-active’ styles of engagement with tenants and leaseholders to consult and engage with a wider and more diverse group of residents.
 - The proposed changes to the current engagement’s structures for tenants and leaseholders as set out in Appendix One.
 - The maximisation of Estate Development Budget by agreeing to fund revenue, as well as capital projects.
 - Supporting tenant and leaseholder input with the Environmental Improvements Budget to give tenants a greater say over environmental projects.
 - To work with the Estate Development Budget [residents] panel and develop ‘participatory budgeting’ style voting system for EDB, for approval by Housing Committee in March 2022.

15.2 Ian Beck pointed out that the Council haven’t contacted the Hollingdean Resident’s association since April, are difficult to contact, and this issue of communication is consistent as no feedback has been taken on board in terms of including residents. Rebecca Mann confirmed that she hadn’t received any messages from Ian Beck and would have responded if there was.

15.3 Councillor Knight commented that she was surprised at the lack of officers present at the meeting. Rebecca Mann informed Councillor Knight that the presentation was intended for the Area Panel members and resident representatives that were involved. Councillor Knight then went on to say that the language in the presentation was off-putting and full of jargon, and for people to engage, this information needs to be provided accessibly. Rebecca Mann said she would give this feedback to the team.

16 ANY OTHER BUSINESS

10.1 Cllr Knight asked if the slides from the CityWide Conference about Council Allocation policy could be circulated. Rebecca Mann confirmed she would follow this up.

The meeting concluded at 20:20.

Signed

Chair

Dated this

day of

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: NORTH AREA

7.00pm 7 JANUARY 2021

VIRTUAL

MINUTES

Present

Councillors: Fowler (Chair), Grimshaw

Officers: Emma Gilbert, Rebecca Mann, Sam Warren, Martin Reid, Marcus Richardson, Alan Griffiths, Thomas Bald

North Area Panel Representatives: Ian Beck, Des Jones, Heather Hayes.

1 APOLOGIES

Apologies from Kat Laurence and Tracey Hill.

2 MINUTES OF THE PREVIOUS MEETING

The Minutes would be agreed at the forthcoming meeting on the 4th March 2021.

3 CHAIR'S COMMUNICATIONS

3.1 Theresa Fowler gave the following communications:

“On Monday the Government announced a further national lockdown due to huge increases in the spread of the coronavirus and numbers in hospitals. If we really want to combat COVID-19 and return to some form of normality any time soon, this current lockdown needs to be treated with the same seriousness as in March and to stay home unless it is absolutely necessary. I just wanted to let you all know that you can contact your local Councillors and Council services if you need help. I heard that the Hollingdean COVID-19 mutual aid, which is a support structure that was set up in the last lockdown, is still in place, and there are road reps on each road if you need their support. They can be reached at hollingdeanhelp@gmail.com to assist with things like shopping and prescription collections, and can signpost you to places for any additional support.”

3.2 Emma Gilbert also added that the Council’s Community Hub Helpline is available and can be reached via the following:

- For anyone needing support or help with food, shopping, prescriptions, health or care etc contact the Community Hub via the BHCC website [Request help for yourself or someone else \(brighton-hove.gov.uk\)](#) or phone line 01273 293 117 Option 2
- Housing Customer Services are the first point of contact and can assist with a wide range of enquiries and will make referrals to the most appropriate team for you
- Tel: 01273 293030 or email Housing.customerservices@brighton-hove.gov.uk

- For help with benefits, employment/training, fuel poverty and referrals for independent money advice, contact the Housing Inclusion team at housingemploymentsupport@brighton-hove.gov.uk
- The citywide advice services information can be found at <https://advicebrighton-hove.org.uk>

4 ADULT LEARNING OFFER

4.1 Emma Gilbert referred to pages 37 – 42 on the Agenda and gave a presentation mentioning the following points:

- From September last year, the HRA started putting funding towards adult learning provisions provided by the Hangleton and Knoll Project and the Whitehawk Inn.
- Much of the learning has been remote due to the current restrictions, so these services are available to everyone.
- Most of their work has been with Council Tenants so have been reaching out to residents and resident associations.
- There has been a big emphasis on digital accessibility and social inclusion.
- Details to access the courses can be found in the information provided with the Agenda.
- Courses include employability, creative writing, history, health and wellbeing.
- Currently between 55-58% of people using the service are Council tenants.
- Once the current restrictions have lifted there will be potential to hold sessions in community rooms of buildings for people who can't travel easily.

4.2 Heather Hayes was informed that there are financial advice services available including help with bills, fuel poverty, or benefits including help communicating with the DWP.

5 ITEMS FOR HOUSING COMMITTEE

5.1 Martin Reid gave a summary of pages 7 and 8 of the Agenda.

5.2 Amanda Grimshaw was informed that Martin Reid would investigate a case concerning a resident's issues with her garden.

5.3 Amanda Grimshaw was also informed that the housing crisis was impacting on officers due to the increase in rough sleeping, the need to buy new permanent housing, and the new mutation of COVID-19. Martin Reid also raised that the largest cause of homelessness was from private renting evictions.

RESOLVED – Martin Reid would investigate the residents case and be in touch with Amanda Grimshaw.

6 RESPONSES TO RESIDENT'S QUESTIONS

6.1 *Support for the Elderly and Vulnerable Residents*

RESOLVED – The response was satisfactory.

6.2 Council Communication with Residents

6.2.1 Ian Beck mentioned that Sam Warren and Rebecca Mann had set up meetings every other week to communicate with residents.

RESOLVED – The response was satisfactory.

6.3 *Overgrown brambles between Horton Road and Davey Drive*

6.3.1 Ian Beck and Des Jones were informed by Alan Griffiths that the brambles can't be removed due to the bank being too steep and herbicides not being used anymore, but they will be trimmed back regularly. Ian Beck mentioned that rats tend to nest in the brambles and interfere with gardens.

RESOLVED – Investigations would take place to see what could be done about the brambles.

6.4 *Gates at Roedale Court*

6.4.1 Ian Beck raised that people anti social behaviour takes place in the alleyways of Roedale Court. Rebecca Mann confirmed she would chase Keith Perry for a response.

RESOLVED – Rebecca Mann would follow up Keith Perry for a response.

6.5 *Windows on Bates Estates*

RESOLVED – The response was satisfactory.

6.6 *Overgrown Brambles at Allotments*

6.6.1 Heather Hayes raised that brambles grow into the allotments from the adjacent land. Alan Griffiths responded that he'd investigate which section of the Council that land belonged to. Heather Hayes also confirmed that there was access to that land.

RESOLVED – Alan Griffiths would investigate this issue and be in contact with Heather Hayes.

6.7 *Poor Condition of Windows in Hollingdean*

6.7.1 Ian Beck raised that these windows haven't been replaced since 1985, and the prediction is that these windows will start being replaced in 2022-23. Marcus Richardson responded that in the interim, immediate repair issues can be phoned into the help desk, however due to the current restrictions and the budget these repairs would go ahead on a phased approach. Amanda Grimshaw added that one of her residents has been having problems with their windows and doors.

RESOLVED – Marcus Richardson would look into the potential subsidence under Newick Road and the specific case mentioned by Amanda Grimshaw.

6.8 *Planned Maintenance*

RESOLVED – The response was satisfactory.

7 POSITIVE COMMUNITY NEWS

7.1 Rebecca Mann mentioned that there are commemorative trees being planted in Coldean, a bench in memory of Terrence Hill, and there was a discussion to name a new road in the Moulsecomb development after Terrence Hill. Martin Reid added that there are certain protocols around naming roads but would investigate.

8 ANY OTHER BUSINESS

8.1 Heather Hayes raised that in several Council properties, the coverings on cupboards in kitchens and bathrooms has peeled off and the replacements suggested don't match. Marcus Richardson responded that this wouldn't be a priority but would report this back to Eddie Wilson for when it happens again in future.

The meeting concluded at 8.17pm

Signed

Chair

Dated this

day of

NORTH

Area Panel Agenda

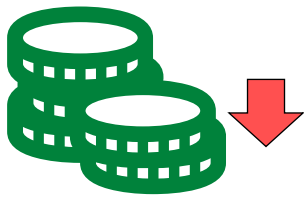
Thursday 4th March, 7pm-9pm

1	Welcome apologies and introductions	
19:00-19:15	15 minutes	Verbal
<hr/>		
3	Chairs Communications	
19:15-19:20	5 minutes	Verbal – Chair
<hr/>		
4	Items for Housing Committee	
19:20-19:30	Update and Housing Performance Report - Quarter 3, 2020/21 10 Minutes	Verbal + Report Attached
<hr/>		
Responses to Residents Questions		
5	<ul style="list-style-type: none"> • Fencing to individual blocks and homes • Fly-Tipping at Roedale Court - <i>Max Smith and Melissa Francis from City Clean</i> 	Answers to Residents Questions Max Smith and Melissa Francis
19:30-20:10	40 Minutes	
<hr/>		
BREAK		
5 minutes		
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Responses to Residents Questions(cont)		
6.	3 Star Items from other areas <ul style="list-style-type: none"> • Planned Maintenance • Other 3 Star Items 	Geof Gage + Marcus Richardson
20:15-20:40	25 Minutes	
<hr/>		
5	Update for North Housing Team	
20:40-20:45	5 Minutes	Michael Raywood
<hr/>		
7	Positive Community News	
20:45-20:55	10 Minutes	Verbal - Tenant Representatives
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8	AOB	
20:55-21:00	5 minutes	Verbal

- End -

Council housing performance

Quarter 3 2020/21 (Oct to Dec 2020)



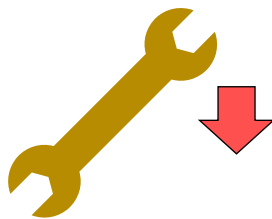
96.41%
Rent collected



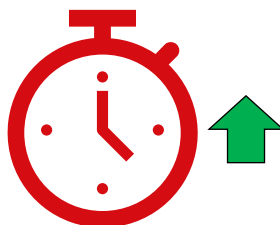
6 weeks
Waiting time
for adaptations



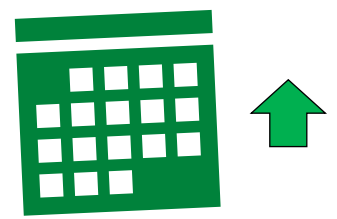
87 days
Empty home
re-let time



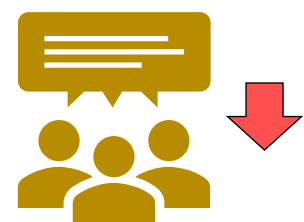
98.2%
Emergency
repairs within
24 hours



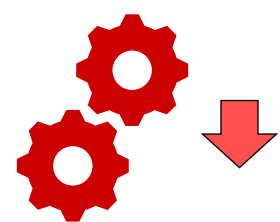
32 days
To complete
routine repairs



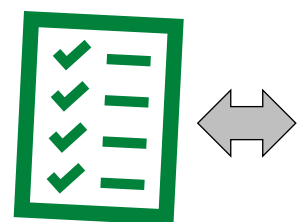
97.3%
Repairs
appointments
kept



95%
Tenants
satisfied with
repairs



88%
Lifts restored to
service within
24 hours

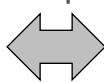


100%
Gas safety
compliance

Performance since previous quarter is:



Better



Same



Worse



Brighton & Hove
City Council

Quarter 3 2020/21 performance report – key trends

Top 5 scores (compared to target)

1. Major adaptations – average time to approve applications (6 weeks vs 10 week target)
2. Rent collected from council tenants (96.41% vs 95% target)
3. Energy efficiency rating of homes (67.8 out of 100, vs target rating of 67.4)
4. Repairs appointments kept (97.30% vs 97% target)
5. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

Bottom 5 scores (compared to target)

1. Average re-let time excluding time spent in major works (87 days vs 21 day target)
2. Average time to complete routine repairs (32 days vs 15 day target)
3. Lifts – average time taken to respond (2.6 hours vs 2 hour target)
4. Routine repairs completed within 28 calendar days (77.0% vs 92% target)
5. Lifts restored to service within 24 hours (88% vs 95% target)

5 biggest improvements (since previous quarter)

1. Lifts – average time taken to respond (3.3 to 2.6 hours)
2. Major adaptations – average time to approve applications (7 to 6 weeks)
3. Lifts – average time taken to restore service when not within 24 hours (8 to 7 days)
4. Average re-let time excluding time spent in major works (96 to 87 days)
5. Routine repairs completed within 28 calendar days (71.4% to 77.0%)

5 biggest drops (since previous quarter)

1. Lifts restored to service within 24 hours (95% to 88%)
2. Repairs completed at first visit (93.7% to 90.1%)
3. Tenants satisfied with repairs (97% to 95%)
4. Emergency repairs completed within 24 hours (99.10% to 98.20%)
5. Rent collected from council tenants (96.68% to 96.41%)

DRAFT Committee workplan progress update and Housing performance report

Quarter 3 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 7 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 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.

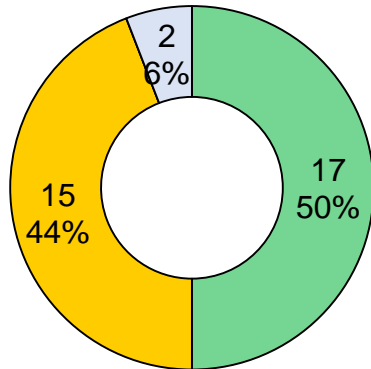
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This housing performance report covers Quarter 3 (Q3) of 2020/21. It uses red, amber and green ratings to provide an indication of performance.

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

Work plan objectives



- 17 are green (on track)
- 15 are amber (slightly off track)
- 0 are red (off track)
- 2 are TBC (to be confirmed)

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:



Green – on or above target
(7 indicators)



Improved since last time
(11 indicators)



Amber – near target
(8 indicators)



Same as last time
(2 indicators)



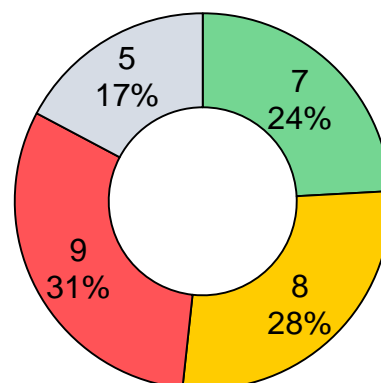
Red – below target
(9 indicators)



Poorer than last time
(11 indicators)

Performance indicators

- 7 are green (on or above target)
- 8 are amber (near target)
- 9 are red (below target)
- 5 are to be confirmed (TBC)



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

1. Provide additional affordable homes

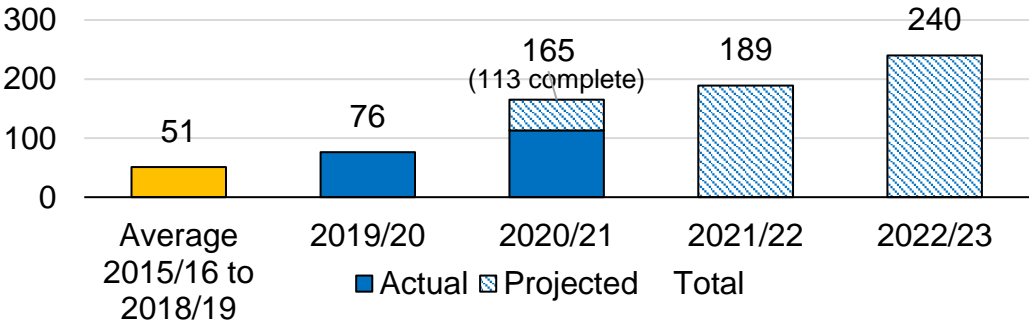
Regular updates on progress are provided to Housing Supply Member Board

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

Total of 670 homes projected for 2019 to 2023:

- 2020/21: 165 homes – buy backs (47), Next Steps Accommodation Programme (30), Hidden Homes (8), Buckley Close (12), Gladstone Court (38) and Hawkrigde Court (30)
- 2021/22: 189 homes – buy backs (90), Hidden Homes (10), Frederick Street (4), Rotherfield Crescent (3), Victoria Road (42) and potential further schemes (30)
- 2022/23: 240 homes – buy backs (50), Hidden Homes (10), and potential further schemes (180) and Oxford Street (10)
- Completion dates for 408 homes have changed from 2022/23 to early 2023/24

Additional council homes per year

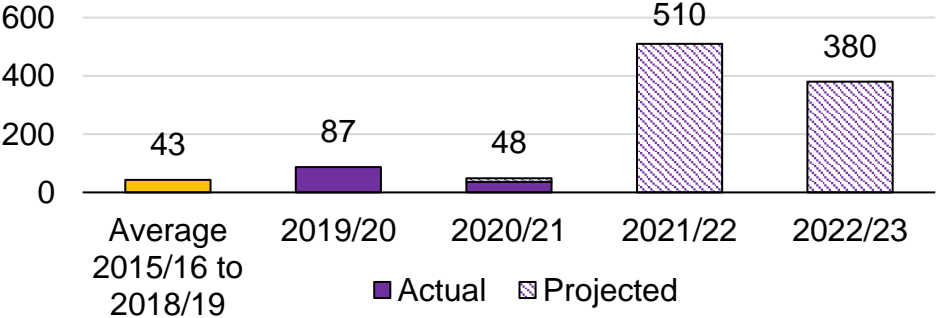


1.2 On track: Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

Total of 1,025 homes projected for 2019 to 2023 (311 rent and 714 shared ownership):

- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 510 homes – Preston Barracks (245), Anston House (30), Edward Street (33), Eastergate Road (30) Falmer Avenue (13), Hangleton Way (33), Longley (22) and School Road (104)
- 2022/23: 380 homes – Dunster Close (5), Graham Avenue (125), Lyon Close (154), Hinton Close (4), and King’s House (92)

Other additional homes per year



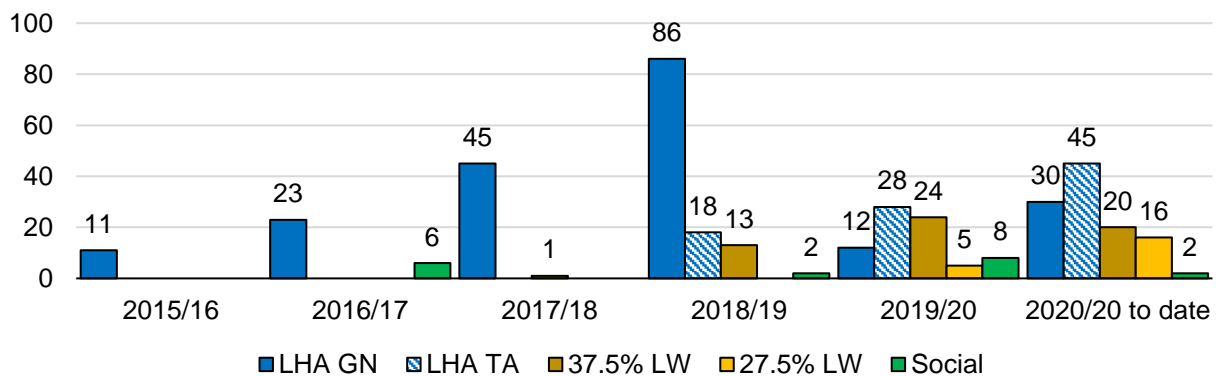
1. Provide additional affordable homes

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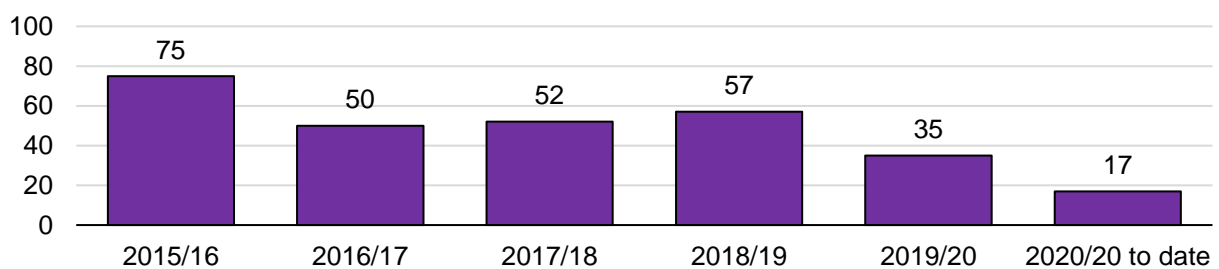
1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

56% (or 38 of the 68) new general needs council homes delivered so far during 2020/21 are at social (2), 27.5% Living Wage (16) or 37.5% Living Wage rents (20). 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)



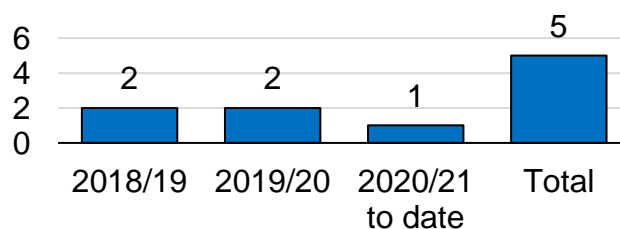
1.4 On track: Develop a policy for the council to take the role of developer on major sites

- 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.

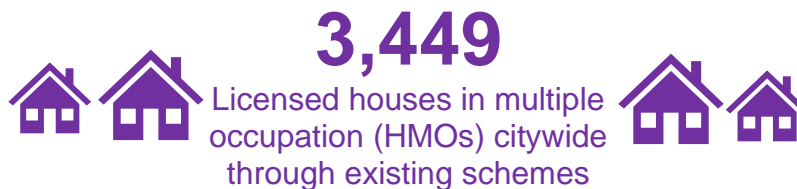
Sites identified



2. Improving private rented housing

2.1 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 future 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

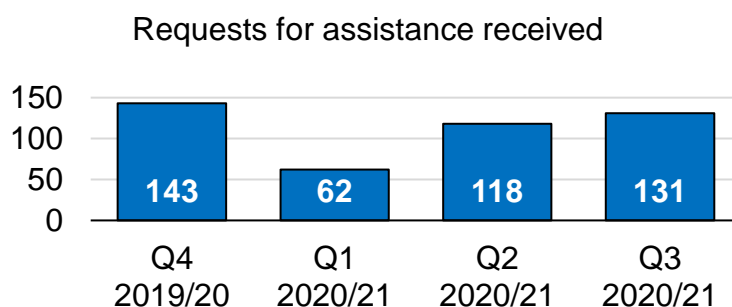
- Committee briefing due for November 2020 – deferred due to Covid-19 priorities

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

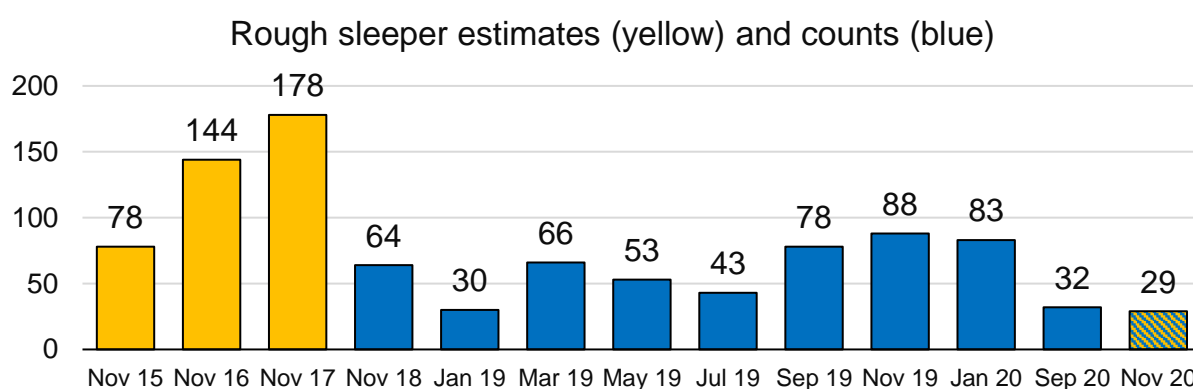
- Request for assistance top categories during Q3: disrepair (46%), dampness (16%) and neighbour nuisance (8%)



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: 225 rough sleeper and Covid-19 short term placements at end December, down from 369 at end September
- Update on Next Steps Accommodation Programme (NSAP) went to Housing Committee in January, following detailed report approved at Housing (November) and Policy & Resources (January) committees
- 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 compared 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'*
- Progress of the aspirations contained in the Homeless Bill of Rights will be monitored by the Homeless Reduction Board

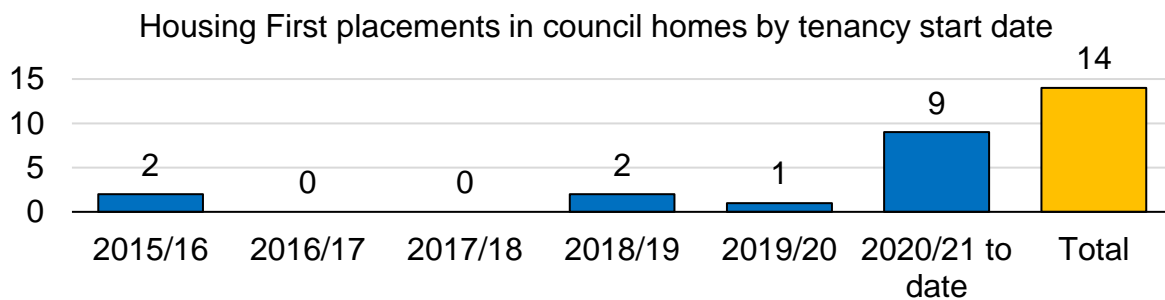
3.3 TBC: Provide a 365 day night shelter

- 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

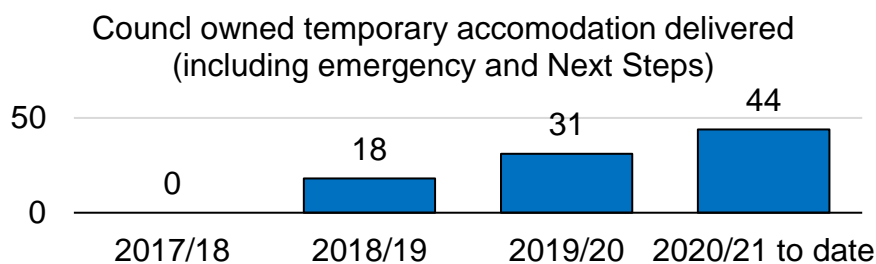
3.4 On track: Expand Housing First

- 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.



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 works due for completion in February 2021
- Oxford Street refurbishment (10) – expected completion May 2021
- Buy backs – 27 of 90 are for temporary or Next Steps accommodation (9 during 2018/19, 12 during 2019/20 and 6 during 2020/21 to date)



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 and the board is due to launch in spring 2021

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, including a draft Housing Revenue Account (HRA) Carbon Neutral Strategic Action Plan for 2021 to 2025
- 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

- 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 annual tonnes
of carbon emissions from
council homes



67.7

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

- Solar Together Sussex collective buying scheme for private sector households auction launched October 2020 supported through council branding and promotion, including targeted mail out
- 1,183 households registered in Brighton & Hove with 221 accepting their offers. Installation of systems on these homes will take place up to 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

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

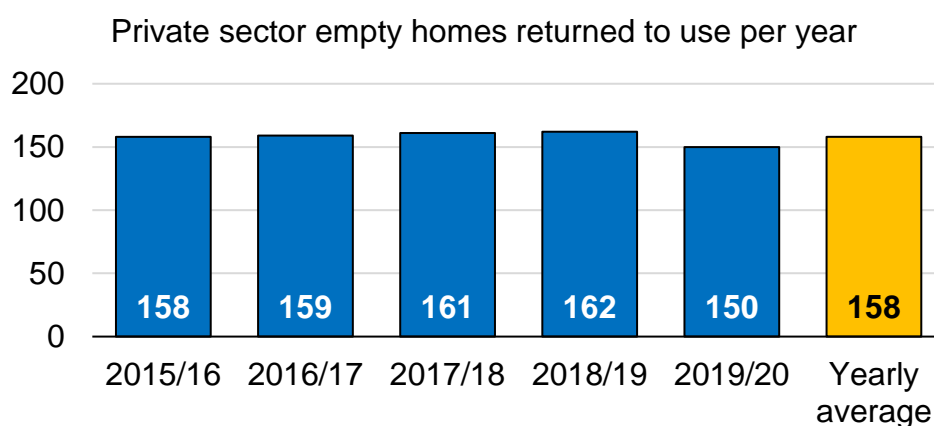
6.2 Slightly off track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- 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, with 178 rented council homes and 168 shared ownership homes 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 – 17 homes brought back into use during Q3 (or 82 during 2020/21 to date against a cumulative target of 120)



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 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




- Report had been due to committee Year 2 Q2 (September 2020) but deferred given Covid-19 capacity & related issues
- Council tenants' rent arrears have increased during Q3, from £1.7m at end September to £1.9m at end December






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 11,673 council owned homes and 2,384 leaseholder homes, as well as providing temporary accommodation for 1,852 homeless households plus 225 rough sleeper and other households placed in hotels under Covid-19 urgency powers.

	Customer feedback – all Housing services	Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
9.1	 Compliments received from customers	88	96	TBC	TBC	TBC
9.2	 Stage one complaints responded to within 10 working days	80%	57% (44 of 77)	TBC	TBC	TBC
9.3	Stage one complaints upheld	Info	43% (33 of 77)	TBC	n/a	n/a
9.4	Stage two complaints upheld	18%	9% (1 of 11)	TBC	TBC	TBC











 Private sector housing		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
10.1	New licences issued for Houses in Multiple Occupation (HMOs)	Info	59	72	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	50%	48.4% (996 of 2,056)	41.26% (798 of 1,934)		
10.3	Private sector empty homes returned to use	40	39	17		




The Q2 figure above has increased since last reported (from 27 to 39) because Council Tax records have identified additional properties 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	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	14.9	20.9		
11.2	Council housing – average weeks taken to approve applications and commence works	10	7.2	6.0		

 Housing Needs – Housing Options and allocations		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
12.1	Households prevented from becoming homeless	202	158	174		
12.2	New households accepted as homeless	Info	54	42	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	7,771	7,123	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	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2	
13.1	Homeless households in temporary accommodation (housed under statutory duties)	For info	1,824	1,852	n/a	n/a
13.2	Rough Sleeper and Covid-19 short term placements	For info	369	225	n/a	n/a
13.3	Rent collected for emergency accommodation	89.21%	75.15% (£2.16m of £2.87m)	75.67% (£3.29m of £4.34m)		
13.4	Rent collected for leased temporary accommodation properties	96.10%	95.66% (£3.60m of £3.77m)	95.02% (£5.58m of £5.87m)		
13.5	 Rent collected for Seaside Homes	91%	92.86% (£2.37m of £2.55m)	91.73% (£3.30m of £3.59m)		
13.6	Empty temporary accommodation homes (all types)	For info	163	188	n/a	n/a
The indicator above previously counted only leased and Seaside homes, but now includes all types including emergency accommodation. At the end of Q3, the majority of empty homes are in block booked emergency accommodation (108) followed by leased (54) and Seaside Homes (13).						
13.7	New: Seaside Homes with a valid Landlord's Gas Safety Record	100%	100% (429 of 429)	98.60% (423 of 429)		
The next report will also include a gas safety indicator for leased temporary accommodation.						

 Council housing – supply		Q2 2020/21	Q3 2020/21
14.1	 Additional council homes	77	16
14.2	... at Local Housing Allowance rents	87% (67 of 77)	31% (5 of 16)
14.3	... at 37.5% Living Wage rents	1% (1 of 77)	19% (3 of 16)
14.4	... at 27.5% Living Wage rents	6% (5 of 77)	50% (8 of 16)
14.5	...at social rents	3% (2 of 77)	0% (0 of 16)
14.6	Council homes sold through the Right to Buy	6	3
Of the 17 homes sold during 2020/21 to date, 10 were flats (3 one bed, 5 two bed, 2 three bed) and 7 were houses (5 two bed, 1 three bed, 1 four bed).			
14.7	Net change in the number of council homes – all rent levels	+71	+13
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	0	+5
14.9	 Total council owned homes	11,660	11,673
Total stock includes 10,688 general needs, 877 seniors housing, 92 council owned temporary/emergency accommodation (including units not yet handed over, such as Gladstone Court), 5 Next Steps accommodation and 11 long term leases to housing associations. In addition to the 11,673 council owned dwellings there are 2,384 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 to date	Total
Total applications	5	53	88	102	248
Of which, became purchases	2	32	48	8	90
Council declined	1	13	11	11	36
Owner declined offer	1	5	11	2	19
Owner withdrew	1	3	11	9	24
Outcome pending	0	0	7	72	79

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21 to date	Total
Completed purchases	1	13	43	33	90
... general needs social rent	0	0	1	2	3
... general needs 27.5% Living Wage	0	0	5	16	21
... general needs 37.5% Living Wage	1	5	24	8	38
... temporary housing at LHA rates	0	8	13	7	28










NB Performance for 2020/21 to date is 33 against an indicative target of 48 (64 for the whole year).






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 over all properties to date (£)
90*	3	22	38	27	7 **	£0.249m	£163,000

*Of which 78 are flats (4 studio, 29 one bed, 39 two bed, 6 three bed) and 12 are houses (3 two bed, 9 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	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
15.1	 Rent collected from council tenants (end of year projection)	95%	96.68% (£51.1m of £52.8m)	96.41% (£51.4m of £53.3m)		
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)	For info	24% (2,674 of 11,328)	24% (2,776 of 11,309)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	For info	47% (699 of 1,492)	46% (719 of 1,559)	n/a	n/a
15.4	Arrears of UC tenants as a proportion of total arrears	For info	71% (£1.2m of £1.7m)	68% (£1.3m of £1.9m)	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	209	155	n/a	n/a
15.8	Closed ASB cases	For info	182	176	n/a	n/a
15.9	Average days taken to close ASB cases	For info	111	112	n/a	n/a
15.10	Active ASB cases (quarter end)	For info	311	290	n/a	n/a
15.11	 Surveyed ASB victims satisfied with way their closed case was handled	85%	TBC	TBC	TBC	TBC
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. This work is progressing well, so the first results are expected to be available in the Q4 report.						
15.12	Tenancies sustained following difficulties	98%	95% (18 of 19)	95% (18 of 19)		

 Council housing – management		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
15.13	 Average re-let time (calendar days) excluding time spent in major works	21	96 (50 lets)	87 (46 lets)		
15.14	Average 'key to key' empty period (calendar days) including time spent in major works	For info	111 (50 lets)	120 (46 lets)	n/a	n/a
15.15	 Empty council homes (includes new homes)	For info	230	305	n/a	n/a

 Council housing – repairs and maintenance		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
16.1	Emergency repairs completed within 24 hours	99%	99.1% (2,748 of 2,772)	98.2% (2,715 of 2,764)		
16.2	Routine repairs completed within 28 calendar days	92%	71.4% (1,882 of 2,636)	77.0% (2,192 of 2,847)		
16.3	 Average time to complete routine repairs (calendar days)	15 days	33	32		
16.4	 Appointments kept as proportion of appointments made	97%	97.1% (7,149 of 7,359)	97.3% (9,395 of 9,657)		
16.5	 Tenants satisfied with repairs (standard of work)	96%	97% (984 of 1,011)	95% 1,071 1,130		
16.6	Repairs completed at first visit	92%	93.7% (5,087 of 5,431)	90.1% (5,060 of 5,613)		
16.7	New: Repairs Helpdesk – calls answered	For info	96% (2,939 of 3,061)	95% (19,778 of 20,839)	n/a	n/a
16.8	New: Repairs Helpdesk – average call answering time (seconds)	For info	13	37	n/a	n/a

NB the Repairs Helpdesk returned to a full call answering service in September following the use of a voicemail system during the earlier part of the Covid-19 pandemic.

 Council housing – repairs and maintenance		Target	Q2 2020/21	Q3 2020/21	Status against target	Trend since Q2
16.9	 Dwellings meeting Decent Homes Standard	100%	93.59% (10,912 of 11,660)	93.68% (10,935 of 11,673)		
16.10	Energy efficiency rating of homes (out of 100)	67.4	67.7	67.8		
16.11	 Council homes with a valid Landlord's Gas Safety Record	100%	100% (9,996 of 9,996)	100% (10,004 of 10,004)		
16.12	 Lifts – average time taken (hours) to respond	2	3.3	2.6		
16.13	Lifts restored to service within 24 hours	95%	95% (143 of 151)	88% (139 of 158)		
16.14	Lifts – average time taken (days) to restore service when not within 24 hours	7	8	7		

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. Contracts are now being mobilised and all contracts are due to be in place and operational from April 2021.

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

Evaluation and moderation of bids for places on the framework have been completed and a consultation period with leaseholders will commence shortly. We anticipate the framework will be in place in April 2021.



Leaseholder disputes

Q2 2020/21

Q3 2020/21

		Q2 2020/21	Q3 2020/21
17.1	Stage one disputes opened	3	28
17.2	Stage one disputes closed	2	14
17.3	Active stage one disputes (end quarter)	4	18
17.4	Stage two disputes opened	0	4
17.5	Stage two disputes closed	1	3
17.6	Active stage two disputes (end quarter)	1	2
17.7	Stage three disputes opened	0	0
17.8	Stage three disputes closed	0	0
17.9	Active stage three disputes (end quarter)	1	1

These figures in this table count individual disputes, which can involve one or several leaseholders because they range in scale in complexity (for example, the largest single active group dispute at stage one involves 36 leaseholders). 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

North Area Panel March 2021

Resident's Questions

3 Star North

1. Fencing to individual homes and blocks

Issue: Many fences have blown down in the recent bad weather and some tenants cannot afford to replace them.

Background:

Heather reported that due to extreme weather many fences have blown down in the Coldean area. Some of the tenants are on very low incomes or benefits and cannot afford to replace the fences themselves. This affects the tenants, but also makes the estate look very untidy. Heather has some examples that she is happy to provide if requested.

It is recognised that this is a problem throughout the city, and not just in Coldean, so this is being submitted as a 3 star item.

Action: Residents would like the Council to reconsider the guidelines for the Estate Development Budget, to enable bids to be submitted for the renewal of fences for individual tenants and small blocks of flats.

Response

Justine Harris – Head Tenancy Services

The Area Housing Teams have a small allocated budget for fencing each year. Although, maintenance of boundary fencing is the responsibility of Tenants it is understood that this is difficult for many due to associated high costs.

Where tenants struggle to fund repairs of boundary fencing they can ask the council to help out by contacting Housing Customer Services. They will be asked to clarify the following –

- Does the fence back on to a public foot-path
- Does the fence provide a safe space for children within the household to play?
- Other extenuating reasons why the fence needs attention.

This is left quite open to allow us to consider a wide area of discretion and has been used for such things as enhancing security, difficulties in maintaining effective boundaries, neighbourhood conflict and financial considerations/affordability.

The Area Team budgets are small and will have to focus on repairing and replacing fences that have a high impact. Some requests may need to wait for the next financial year and some will need further funding if the costs of replacement are very high.

Bids for fencing to individual properties to the Estates Development Budget (EDB) were stopped in 2020/21 following a review by a 'start and finish' group made up of residents and the then Resident Involvement Team and a report to Area Panels. There were two main reasons for making this change:

- Schemes funded this way brought limited environmental improvement as the work was not usually carried out to consecutive properties.
- Unlike other work funded through the EDB, fencing is a tenants' responsibility, unless there are exceptional circumstances where the budget above can assist.

Both points led to the conclusion that these types of bids were not consistent with the council's need to make sure its resources are used well and in a fair way.

This decision did not alter fencing bids from blocks of flats and these types of bids can still be made to the EDB.

Following this decision research was carried out on how other social landlords provide fencing. This found a wide range of practices ranging from not providing fencing, to doing so on a discretionary basis, like our current practice, and providing post and wire fencing at the point of letting. There are plans to review the council's Lettable Standard which will include an Environmental Standard. We will therefore include consideration of how to provide fencing to individual properties inconsistent and fair way as part of this work.

2 Star North

2. Fly-tipping in Roedale Court bin area

Issue: The bin area at Roedale Court is being used for fly-tipping and residents are requesting action to stop this happening.

Background:

There is an ongoing problem with fly-tipping in the bin area at Roedale flats. Recently a builders' van and private car have been seen driving into the area to dump their rubbish. The bins are emptied on Thursday and are invariably overflowing by the following Monday, with rubbish piling up around the bins.

This build-up of rubbish is exacerbating the problem with rats, which are also nesting on the overgrown bank between Davy Drive and Horton Avenue. The rats have been seen in residents' gardens and homes in the area.

The Residents Association have asked for signs to be put up making it clear that the bins are for the use of residents only. They have also asked for monitoring of the area by the council, using CCTV, to identify fly-tippers and deal with the problem. Both of these proposals have been discussed with the council, but no commitment has been made to move them forward.

Residents would like to request the following:

signs to be put up making it clear that the bins are for the use of residents only
monitoring of the area by the council, using CCTV, to identify fly-tippers and deal with the problem

Response

Justine Harris – Head Tenancy Services

City Clean have confirmed that they can put signs up, making it clear that the bins are for use by residents only. The Housing Repairs Service have agreed to put up the posts to enable this.

Housing and City Parks are currently working with a supplier to explore the use of mobile CCTV. Roedale Court bin area will be included as a potential area CCTV may be used in. We're unable to give timescales at the moment but do appreciate that this is an important issue due to the impact on residents. We have alerted City Clean to the concerns raised regarding the over flowing bins.

3 Star West

3. Review of policy on Anti-social behaviour:

Issue: Request for further engagement with residents and a review of the council's anti-social behaviour policy.

Background: This item was raised at the November West Area Panel. The written response from Justine Harris (Head of Tenancy) gave lots of information on how the council deals with anti-social behaviour. At the meeting there was also a further verbal report and a helpful offer from Robert Keelan (Housing Manager) for individuals to phone him if they are experiencing problems.

While this was useful, it didn't address the request for a review of the present policy on anti-social behaviour, with full consultation and involvement of residents.

Anti-social behaviour is a big and complicated issue and one that can't be covered adequately at an Area Panel or through a written response.

West Residents are open to suggestions about the best way to move this forward but are asking for a process that involves residents in developing and improving the council's anti-social behaviour policy. One option is a Task & Finish group.

Action: Request for further engagement with residents and a review of the council's anti-social behaviour policy.

Response

Justine Harris – Head Tenancy Services

Thank you for your questions and for raising specific areas of the ASB Policy you would like to see reviewed.

We have listened and will undertake the review as requested. We will start the process to plan for this to happen and hope to start the review in June, this year.

The format of this review will need to be decided but we will consider the option of setting up a task and finish group as residents have suggested. We will include residents in our plans for this review.

4. Maintenance Schedule

Issue: request for review and discussion of the maintenance schedule to ensure that it is fit for purpose.

Background: This issue has been coming up during the discussion about what items can be funded under the Estate Development Budget (EDB). At the last meeting it was acknowledged that EDB funding does get used in a pragmatic way to deal with long delays in the maintenance schedule. The example was given of a community room that badly needs re-decorating but is not due to be done for years, so residents bump this work up the queue by using EDB money.

While this might be the quickest way for residents to get work done, the concern is that it covers up an underlying problem with the maintenance schedule. Why is there a schedule which doesn't reflect the reality of what is needed? If a community room, for example, needs repainting every 5 years why is it scheduled for every 10? If the schedule isn't designed to get maintenance work done when it is needed, then there is a problem with the schedule and this needs to be addressed.

Action: West residents are open to suggestions about the best way to make sure the council has a maintenance schedule that is fit for purpose.

Ideas from the West meeting were that:

- A copy of the current maintenance schedule is made available to Resident Association representatives.
- An officer attends the Resident Only meeting to provide information on the schedule and listen to residents' concerns.
- Further, more detailed work is done in a separate Task & Finish group.

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

Thank you for your question.

In terms of how our planned capital investment programmes are produced, we use a mix of information to produce programmes, gathering details from stock condition survey information on our housing asset database, reported repair information, enquiries and general knowledge of the housing stock from carrying out surveys.

Using this information, we draft provisional programmes for delivery, with the acceptance that these can change if urgent works are identified throughout the year.

Maintenance schedules are useful for managing facilities or smaller projects, for example maintaining a single building, as you can record all the attributes to that building and determine how long each element has before it requires replacement or repairs. Unfortunately working with housing stock volumes to the extent that the council has, this isn't as straight forward. Collecting the information is a key challenge, but also monitoring that information regularly and allowing for variants which affect the predicted timelines like weathering of buildings, vandalism and general wear and tear of everyday use is difficult.

The other factors to consider are:

- The planned works budget for each type of works programme
- Prioritising works in terms of need and balancing this across the city's housing stock
- Focusing on delivering works to stock across the city
- Timing of works – external works during drier times of the year where possible etc.
- Gathering prices from contractors
- Resident engagement and consultation

At the current time we do not work on a basis of redecorating blocks/community rooms every 'x' amount of years, as this isn't always deliverable, so internal decoration is in line with the priorities above and is based on need. The timelines for these works can also be affected by vandalism, repair issues within blocks like water leaks etc, which can change the anticipated timescale that work is required. The council has over 600 blocks with common ways throughout its housing stock, ranging from converted houses/maisonettes, low, medium and high-rise blocks of flats.

Going forward Property & Investment will work with the Community Engagement Team to get a comprehensive list of all the community rooms through the housing stock (as some of these aren't always within blocks), and contact details. When we have this, we will start surveying them to assess their current condition, and when they will require decoration.

5. Renewal of Knightguard contract

Issue: Central residents are opposed to the recent renewal of the contract for door-entry systems with Knightguard.

Background: Residents have consistently raised problems about work done by Knightguard. Why have these concerns been ignored, and why does the Council consider this contract to be sound?

Action: Request for Miles Davidson (mechanical and electrical) to attend the next Area Panel to explain why the Knightguard contract has been renewed. This should be an agenda item for discussion at the next Area Panel (not just a written response).

Response

Glyn Huelin - Head of Housing – Repairs & Improvement

The scoping of a new procurement for Door Entry Systems and CCTV (the services currently delivered by Knightguard) will begin over the coming months, and residents will be consulted through this process in addition to statutory leaseholder consultation. In addition, approval from Housing Committee will also need to be sought on any contract(s) with an estimated value over £500,000. After authority to procure has been given the procurement activity including any required consultation with residents can take up to 9-12 months.

Providing a good servicing, maintenance and installation service for our door entry systems is critical for residents with systems in their blocks. Undertaking a procurement process is a significant undertaking and must be planned and undertaken in line with governance and legal requirements. As detailed above this process will be starting in the coming months.

The existing contract with Knightguard for the maintenance, servicing and installation of Door Entry Systems and CCTV has been extended in line with the original contract terms and council standing orders for a further two years up to January 2023. We carefully consider how contracts are performing alongside considering extension arrangements.

Residents have raised questions about how this particular contract operates and the council has been clear in communicating that the decisions around what replacement work is controlled by direct council staff and the contract is operating correctly. Performance is regularly reviewed, and this contract is performing well.

A significant number of our specialist contracts have required re-procurement over the last few years including a number of contracts without extension options and new contracts being procured and mobilised for Planned Works Programme and Major Projects. At the same time the Repairs & Maintenance service has been brought in-house.

3 Star East

6. Anti-Social behaviour

Issue: It is recognised that anti-social behaviour can be very difficult to resolve and can be a long process involving a lot of input from those impacted by it. However, improvements could be made in the way reports are responded to, action taken by officers and outcome reporting to Area Panels.

Background:

The following issues were discussed:

Reporting:

Statistics provided to Area Panel do not give a clear picture of the number of ongoing cases or success in resolving them. It would be more useful to receive information about the number of active cases, how many have been successfully resolved in the last quarter, and the average length of time it takes to resolve cases.

Addressing the range of different tenants living on estates

Residents in Craven Vale repeatedly reported anti-social behavior by a resident on the estate for nearly a year, before they eventually found out that the perpetrator was in Temporary Accommodation. This meant it was the responsibility of the Temporary Housing Team to deal with the issue, rather than the anti-social behavior officers. This caused unnecessary delays.

Moving the victims of anti-social behaviour

Living with anti-social behaviour can be very traumatic and sometimes a victim will feel the need to move away to make a fresh start. This can take a very long time, which can have a detrimental impact on those concerned.

Review of anti-social behaviour policy

The meeting discussed the item put forward to Area Panel by the West Residents Meeting and was in agreement that a review of the council's anti-social behaviour policy and procedures is necessary. An example was given of how anti-social behaviour is often not dealt with effectively. In Woodingdean, a tenant reported having human excrement smeared on their front door. This was not an isolated incident but was part on an ongoing case of anti-social behaviour they had been reporting for over a year. They were asked to clean off the excrement themselves, rather than having action taken against the perpetrator.

Residents would like to request the following:

- Housing Performance indicators reported to Area Panel to include details on: the number of active cases; how many have been successfully resolved in the last quarter; and the average length of time it takes to resolve cases.
- The setting up of a single point of contact (SPOC) for all reports of anti-social behaviour on council estates that will deal with tenants with secure council tenancies,

Temporary Accommodation tenants, Housing Association tenants, private tenants and any other residents.

- When victims of anti-social behaviour are being moved they should be given high enough priority to be able to move quickly.
- A full review of the council’s anti-social behaviour policy as requested by West Area Residents’ Meeting

Response

Justine Harris – Head Tenancy Services

The next performance report, which will go to Area Panels in March 2021, has been amended to include three new indicators relating to the anti-social behaviour (ASB) caseload, in addition to the number of new cases which was already included in the report. The data has been reproduced in the table below:

ASB caseload indicators in performance report to March Area Panels	Q2 2020/21	Q3 2020/21
New ASB cases reported	209	155
Closed ASB cases	182	176
Average days taken to close ASB cases	111	112
Active ASB cases (quarter end)	311	290

As per the response to the request for a review of policy on ASB from West Area Panel, we will be undertaking a review. The format of this review will need to be decided but we will consider the option of setting up a task and finish group as residents have suggested. We will include residents in our plans for this review. We will start the process to plan for this to happen and hope to start the review in June this year.

This will include reviewing the setting up of a single point of contact (SPOC) for all reports of anti-social behaviour on council estates regardless of tenure and the priority given to victims of ASB when they need to move.

7. Delays in letting empty properties

Issue: A property in Woodingdean has been empty for a year and the council has been unable to collect rent, there have been works carried out which residents feel are unnecessary and avoidable. Some have been delayed because kitchens have not yet been included as part of the repairs contract.

Information is requested on:

- What is the process in ensuring that any re-letting works carried out are necessary and of a good standard?
- When will kitchens be included in the repairs contract and what system is in place until then?
- How much has the renovation cost including lost rent?
- What is the process in letting empty properties during Covid?

Response

Eddie Wilson | General Manager | Housing Services

We are very sorry for the length of time it is taking to complete the empty homes works to this property which has not been. The main reasons for the delay was due to a backlog of empty homes work built up during Covid restrictions and not having contractors procured for the larger works. We now have contractors in place and are progressing with the empty homes requiring larger works.

Please be assured all works to this property are as per the empty homes mechanical specification / health and safety requirement, and therefore deemed necessary. Sometimes a property can appear in very good condition, but only when works are started health and safety issues are identified. The kitchen was replaced as it contained integral appliances that we are required to remove, which left little of the kitchen. When we started to remove the kitchen appliances, we identified that the electrical wiring did not meet current safety standards and a rewire was required. Please be advised that the new kitchen and rewire are now completed.

The bathroom has not been ripped out, we have replaced the w.c as it was leaking and the floor tiles as were are required to fit non-slip vinyl in bathrooms, a H&S requirement. We removed the laminate flooring in the hallway in order to remove the floor tiles underneath that contained asbestos. We removed the laminate flooring the living room as once the fireplace was removed (empty homes specification) the flooring was uneven and a trip hazard.

Unfortunately, serious structural defects with the loft have been identified, which will require extensive steel re-enforcement works. These works will take some time as bespoke steel joists need to be manufactured and an opening in the roof will need to be made in order to transport the joists into the loft.

Please be assured we are working to arrange these works as quickly as possible.

Process for Letting Empty Properties.

- Rehousing staff follow risk assessments to mitigate the risk from COVID-19 for themselves and residents.

- The team use masks, gloves and sanitiser and have extra masks and sanitiser available at the viewing and sign up for the prospective customer if required
- On the day of the appointment for the viewing the prospective tenant is contacted to check they aren't showing any signs of Covid-19 symptoms. If they do the appointment is cancelled and rebooked later.
- Property viewings are to only be conducted with one household at a time, with a maximum of two people from one household in attendance.
- On arrival at the property the Rehousing officer goes into the property alone in order to carry out a visual health & safety check and open windows for ventilation. The Rehousing Officer and prospective customer will approach the property separately, e.g customer might use the lift and Officer use the stairs
- The prospective tenant(s) will enter the property to do the viewing alone and the Rehousing Officer will remain outside the property door. They are instructed not to touch any surfaces in the property or open any cupboards or drawers
- Sign up to the tenancy is carried out at the Housing Centre in a Covid safe interview room which has screens that divide each side of the desk.
- Where possible paperwork is filled in prior to the new tenant coming into the office to minimise time spent with them.
- Keys are handed over in a sealed envelope and pens are not shared.