

Housing Management Panel: West Hove & Portslade Area

Date: 18 May 2022

Time: 2.00pm

Venue **Hybrid Meeting**

In Person: Room G91, Hove Town Hall, Norton Rd, Hove BN3 3BQ

Remote: Zoom

Members: Councillor Allcock, Ward Councillors for the Area, Delegates of Tenants Association in the area.

Contact: Francis Mitchell
Democratic Services Apprentice
thomas.bald@brighton-hove.gov.uk

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AGENDA

PART ONE

Page

1 WELCOME, APOLOGIES & INTRODUCTIONS

5 - 6

(5 Minutes)

Instructions on Joining the Meeting Remotely or in Person (Copy Attached)

2 MINUTES & ACTIONS OF THE PREVIOUS MEETING

7 - 12

(15 Minutes)

Actions of the Previous Meeting held on the 15 February 2022 (Copy Attached)

Minutes of the Previous Meeting held on the 15 February 2022 (Copy Attached)

3 RESPONSES TO RESIDENTS QUESTIONS

13 - 50

(40 Minutes)

Responses to Residents Questions (Copies Attached):

West	Property Maintenance Standards	Housing
West	Recycling Collections at Stonery Close	
West	Repairs to guttering at Stonery Close	Housing
West	Environmental Improvement Grant: Oversight	Housing
West	Avoiding Empty Homes	Housing

Central	Insulation of Council Properties	Housing
Central	Repairs Service	Housing
Central	Estate Inspections	Housing

East	Window Replacements	Housing
East	Drug dealing in Craven Vale – impact on local residents	Housing
East	Replacement door and windows contract	Housing
East	Compositing of items for Area Panel	CE
East	Scaffolding	Housing
East	Service Charge Refunds	Housing

North	Refuse and recycling collection	Environment
North	Kitchen Replacements	Housing

BREAK

(5 Minutes)

- 4 HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT QUARTER 3 2021/22** **51 - 84**
- (20 Minutes)
- Verbal Update from Ododo Dafe (Report Attached)
- 5 ANTI-SOCIAL BEHAVIOUR REVIEW**
- (20 Minutes)
- Verbal Update from Justine Harris
- 6 POSITIVE COMMUNITY NEWS**
- (5 Minutes)
- Verbal Updates from Attendees on Positive Things Happening in the Community.
- 7 ANY OTHER BUSINESS** **85 - 90**
- (5 Minutes)
- Tenant and Leaseholder Groups (Copy Attached)
- Information on Participating in Committees (Copy Attached)

FURTHER INFORMATION

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

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Date of Publication – 29 April 2022

West Area Panel – meeting invitation

Dear Resident,

On behalf of the Central Area Panel, I would like to invite you to the next meeting. This will be held as a hybrid meeting; **both in person and as an online Zoom meeting**.

When	Wednesday 18 May 2022 – from 13:45 to 16:00 (Zoom will open 13:45, Meeting starts at 14:00)
Venue	Meeting Room G91, Hove Town Hall Norton Rd, Hove BN3 3BQ
Zoom	<p>Please type the following address in your browser:</p> <p>https://bit.ly/WAPMay22</p> <p>There's no difference between uppercase/lowercase letters. You won't need to enter meeting ID or password.</p> <p>If the link above doesn't work or you will join through the Zoom client instead, please use the following credentials:</p> <p>Meeting ID: 815 0463 0514 Passcode: 1PQ1ik</p> <p>OR phone in:</p> <p>If you can't use a device able to connect to the internet, you can access the meeting through audio only, calling with a normal phone one of the following numbers and typing the meeting ID and passcode when asked:</p> <p>0203 481 5237, 0203 481 5240, 0203 901 7895, 0131 460 1196</p> <p>Meeting ID: 815 0463 0514 Passcode: 018653</p> <p>To mute and unmute yourself when calling by phone, press *6 (asterisk and 6)</p>

Please read the papers in advance of the meeting.

Please contact the Community Engagement Admin Team at 07717302986 or 07717302872 communityengagement@brighton-hove.gov.uk if you have any more questions

West Actions of Area Panel Meeting 15th February 2022

Deadline for staff to respond: 22nd April midday

Action	Who	Response
Keely and Rosemary to understand what information is being requested by Alison and respond to her list of questions.	Keely McDonald	In progress. This is being followed up through the Estate Development Budget Task & Finish Group
Grant Ritchie to ensure Muriels guttering repair is completed properly.	Grant Ritchie Head of Housing Repairs & Maintenance	Outstanding – follow up work required as gutterwork was inadequate.
Ododo Dafe to contact Rosemary Whitehouse regarding residents contaminated water supply.	Ododo Dafe Head of Housing Strategy & Supply	In progress – water sample to be re-checked after decontamination.
Cllr Allcock to be updated on when estate inspections will start in the West Area, who the lead officer will be and if Cllr's can be involved in inspections.	Janet Dowdell / Teresa Reynolds	Estate Walkabouts are due to start in May 2022. All ward Cllrs will be sent communication about times, dates, and location of the first 3-month routes and meeting points. Communications will also be sent to tenant representatives who may want to join the walkabouts too. We will aim to give at least 2 weeks' notice of the first walk about.
Service Improvement Group resident involvement guide to be procured and bought to next meeting.	Sam Warren	Information about each Service Improvement group is in the AP papers
Democratic Services to circulate information regarding the ways resident can engage with the Housing Committee.	Thomas Bald / Francis Mitchell	Circulated with the AP papers
Robert Walker to provide more detailed responses to	Robert Walker @Robert Walker	

questions on page 20 of February's Agenda.		
Member of Parking Customer Services to attend next meeting.	Sam Warren / Community Engagement	<p>Parking have confirmed that the Hove Customer Service Centre is now open for anyone without access to the internet who wishes to apply for a permit and anyone that needs any support accessing council services online.</p> <p>Please be aware this is a support centre for all council services not just parking and residents will not be able to come in and walk away with a permit.</p> <p>There was not room on the agenda to have a member of the parking team at the meeting in May.</p>
Sam Warren to arrange meeting with CityClean regarding dog-waste bins Greenleas Park.	Sam Warren	@Diane Coe are you okay to follow up on this one please?
Sam Warren to arrange a separate meeting for residents to do the Area Panel review SWOT analysis.	Sam Warren	This meeting has now happened, and the results of the information gathered has been added to the overall Area Panel Review.
Grant Ritchie to contact Muriel Briault regarding a leak on her property.	Grant Richie Head of Housing Repairs & Maintenance	I have emailed Muriel 19/04/22 for further details

WEST AREA PANEL MINUTES

15.2.22

Attendees:

Councillors: Cllr Allcock (Chair), Cllr Wilkinson, Cllr Pissaridou, Cllr O'Quinn.

Residents:

Claire Johnson

Rosemary Whitehouse

Anne Tizzard (Knoll Community Rep.)

Alison Gray (Chair - Clarendon Court Residents Association)

Muriel Briault (Chair - North Portslade Residents Association)

Graham Dawes (Secretary - Philip Court Residents Association)

Officers: Diane Coe, Pien Kuipers, Grant Ritchie, Sam Warren, Theresa Reynolds, Ododo Dafe, Thomas Bald, Olivia Davis, Janet Dowdell.

Press: Sarah Booker-Lewis.

1 – WELCOME, APOLOGIES & INTRODUCTIONS

1.1 There were no apologies.

2 – ACTIONS & MINUTES OF THE PREVIOUS MEETING

2.2 Graham Dawes stated that item 8.4 in the previous minutes gave the impression that his concern had been resolved and questioned whether it would be useful for residents to confirm that they were satisfied with an officer's response during the meeting rather than leaving it for interpretation in the minutes. Cllr Allcock suggested that residents may state if they are dissatisfied with responses given so that they may be followed up on outside the meeting.

RESOLVED:

Unfinished actions to be completed.

3 – RESPONSES TO RESIDENTS QUESTIONS

3.1 Teresa Reynolds stated that while there had been a decrease of 3 Field Officers, there will be 8 Field Officers in total after recruitment who will primarily be dealing with noise and nuisance complaints across both private and council housing. Teresa Reynolds also outlined additional Field Officer responsibilities such as supporting licensing, housing, planning and the Police.

3.2 Janet Dowdell stated that Tenancy Services are looking to reintroduce inspections with the aid of Field Officers, Estates and surveyors. Janet Dowdell stated that while this is currently being planned, a pilot would likely begin in April looking into how to resource Inspections in a different way.

ACTION - Cllr Allcock to be updated on when estate inspections will start in the

West Area, who the lead officer will be and if Cllr's can be involved in inspections.

- 3.3 Cllr O'Quinn commended Estate Inspections for being useful and informative and requested that relevant Ward Councillors are invited to future inspections.
- 3.4 Alison Gray asked what Field Officers have been doing since they were introduced two years ago as residents have not seen them and do not know how to contact them.
- 3.5 Graham Dawes stated that, when it was announced that estate inspections were being reintroduced, an impression was given that Field Officers would be in charge of inspections which is why there has been a focus on their roles. Graham Dawes quoted item 4.1c which states '*the role of the Field Officers will be to support this process, not lead an inspection*'. Graham Dawes suggested an evaluation into the process by which the Council decided that Estate Inspectors were no longer useful.
- 3.6 Graham Dawes was informed by Ododo Dafe that the process by which Estate Inspections were altered was due to circumstance, rather than strategy. Ododo Dafe also stated that the intention is to improve Estate Inspections in future by learning from other organisations and involving residents.
- 3.7 Anne Tizzard expressed concerns about how residents with no access to digital services will acquire parking tickets while Hove Town Hall is closed, citing the Council moving services online. Anne Tizzard was informed by Ododo Dafe that if residents cannot get through to the Parking team via the phone, residents can contact the Housing team who will deliver a form to the tenant's address. Ododo Dafe also stated that residents without internet access can visit a public library where a member of staff can print relevant forms for them.
- 3.8 Alison Gray asked if the Council would be looking at changing the number of parking vouchers allowed per year for disabled and elderly people.
- 3.9 The Chair was informed that although a member of the parking team had been invited to the meeting, they were not in attendance.
ACTION - Member of Parking Customer Services to attend next meeting.
- 3.10 Alison Gray raised concerns regarding the reduction of Service Improvement Groups from 4 to 2, stating that this reduction meant that discussions would be limited. Alison Gray also asked which Service Improvement Groups would be responsible for which areas within the Council and was informed by Keeley McDonald that there was a plan in place to ensure that discussions were not limited.
ACTION - Service Improvement Group resident involvement guide to be produced and brought to next meeting.
- 3.11 Sam Warren stated that one of the reasons the number of Service Improvement Groups had been reduced was because residents felt that the groups were duplicating each other's roles and highlighted that one of the groups had not met since 2017.

- 3.12 Graham Dawes questioned the basis upon which the Housing Committee decided to reduce the number of Service Improvement Groups.
- 3.13 Sam Warren stated that an action plan is being developed for each Service Improvement Group to identify their priorities.
- 3.14 Alison Gray was informed of the democratic process regarding submitting questions to Housing Committee.
ACTION - Democratic Services to include information within Agendas regarding methods of public engagement with Housing Committee.
- 3.15 Cllr Wilkinson suggested sending the questions on page 20 of the Agenda back to Robert Walker for more clarity regarding points A and B, focusing on the role of private contractors.
ACTION - Robert Walker to attend next Area Panel and provide more detailed responses to questions on page 20 of February's Agenda.
- 3.16 Janet Dowdell stated that private contractors can be approved by CityClean to aid with the maintenance of specific areas of concern.
- 3.17 Muriel Briault stated that issues regarding dog-waste bins in Greenleas park have yet to be resolved.
ACTION - Sam Warren to arrange meeting with CityClean regarding dog-waste bins Greenleas Park.
- 3.18 Sam Warren provided an update on area panel reviews.
ACTION - Sam Warren to arrange separate meeting for residents SWOT analysis.
- 3.19 Graham Dawes was informed that the scoping document was not distributed as it is subject to change.
- 3.20 Grant Ritchie informed Alison Gray that 97% of emergency repairs are dealt with within 24 hours and that the definition of what is considered an emergency repair is set by National Government and shown on page 63 of the Agenda.

RESOLVED:

- The Chair to be updated on when the estate inspections will start in the West Area, who the lead Officer will be and if Councillors can be involved in inspections.
- Member of Parking Customer Services to attend next meeting.
- A residents involvement guide to be produced regarding Service Improvement Groups and brought to the next West Area Panel by Sam Warren.
- Democratic Services to circulate information regarding the ways residents can ask questions to Housing Committee.

- Robert Walker to provide more detailed responses to questions on page 20 of the Agenda.
- Sam Warren to arrange meeting with CityClean regarding dog-waste bins in Greenleas Park.
- Democratic Services to share link to Council calendar containing reports in advance of committees with residents.
- Sam Warren to arrange separate meeting for residents SWOT analysis.
- Grant Ritchie to contact Muriel Briault regarding a leak on her property.

4 – HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT QUARTER 3 2021/22

4.1 Ododo Dafe gave an update on the workplan progress update and housing performance report for quarter 3 2021/22 (seen on page 37 of the Agenda).

4.2 Anne Tizzard requested further updates on the Victoria Road newbuild scheme as the low energy microgrid pilot progresses.

ACTION – Update on Victoria Road newbuild scheme to be provided.

5 – POSITIVE COMMUNITY NEWS

There was no positive community news.

6 – ANY OTHER BUSINESS

Alison Gray was informed that, at present, there is no clear timeframe for Area Panels to be held in person.

The meeting concluded at 16.16.

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	24-03-2022
Date of Area Panel	18-03-2022
Area in city	West
Star rating applied by residents	2
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Grant Ritchie
Job title	Head of Housing Repairs & Maintenance

Title of question: Property maintenance standards

Issue raised by residents:

There are concerns about the condition of the housing stock in Ingram Crescent and the presence of asbestos.

Background:

Empty properties in Benson Court have required several months of intensive refurbishment before they are in a condition to be re-let. This has included removing asbestos. If empty flats need this work, it implies that occupied flats may also be in urgent need of refurbishment and may contain asbestos.

Action requested by residents:

West residents would like a report at the May Area Panel, detailing what information the Council has about the state of the housing stock at Benson Court and the whole Ingram Crescent estate, particularly as regards asbestos. If up to date information isn't available, a stock survey is requested, to establish the condition of the flats and what work is needed.

Officer Response: Thank you for your question.

The time taken for an empty home repair does differ significantly from property to property. I have spoken to the team who manage this and they did not feel that Benson Court presented any particular challenge outside of the normal and therefore the repair time was not significantly longer than average.

With regard to asbestos, it is very likely that properties built before 1999 will contain asbestos materials. I have looked at survey results for typical homes at Benson Court and they only contain low and very low risk material. The current guidance is that such materials are safer left in place provided they are in adequate condition. There may be occasions where we need to remove materials containing asbestos as they will be impacted by work, we propose when a specialist contractor would be required. Based on the surveys I have seen I do not think wider scale removal would be necessary as the materials in the flats are either of a low or very low risk.

Officer contact details:

Grant Ritchie, Head of Housing Repairs & Maintenance
Grant.Ritchie@brighton-hove.gov.uk

Specific Action:

No Specific Action

Timeline:

Start date:

End date:

Resident Questions for Housing Area Panel

Department	Environment
Date question raised	24-03-2022
Date of Area Panel	18-03-2022
Area in city	West
Star rating applied by residents	2
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Melissa Francis
Title Job role	Head of Operations - Cityclean
<hr/>	
Title of question: Recycling collections at Stonery Close	
Issue raised by residents:	
Failure of recycling service in Stonery Close.	
Background:	
<ul style="list-style-type: none"> • There have only been three recycling collections in Stonery Close since August 2021. • People living outside the Close use these bins, which means they fill up very quickly. • The larger recycling and refuse vans can't get into Stonery Close. • Collections have only happened at all following action by Councillors. • In a recent email to a Councillor, Rachel Chasseaud asked if a return to a weekly collection would be better. 	
Action requested by residents:	
<ol style="list-style-type: none"> a) A return to regular weekly collections at Stonery Close and an improvement in the service. b) Provision of enough small refuse collections vans, so an adequate refuse collection service is provided everywhere. 	
Officer Response:	
Cityclean management will undertake an investigation into the missed collections at Stonery Close and put in measures so that it returns to weekly collections.	
Cityclean recently introduced an additional small calls round to support collections from roads that are difficult to access. We have requested double yellow lines to help manage parking to enable better access. We are purchasing an additional smaller twinpack to support recycling collections.	

Officer contact details:

Melissa.Francis@brighton-hove.gov.uk

Specific Action:

Timeline:

Start date:

End date:

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	24-03-2022
Date of Area Panel	18-03-2022
Area in city	West
Star rating applied by residents	2
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Grant Ritchie
Department / team	Head of Repairs and Maintenance

Title of question: Repairs to guttering at Stonery Close

Issue raised by residents:

On-going problem of failed repair to guttering.

Background:

The guttering has been repaired five times but the problem has still not been resolved. This repair has been reported frequently and raised at Area Panel.

Action requested by residents:

Officers to take action to ensure this repair is done swiftly and effectively.

Officer Response:

This has been previously discussed at Area Panel.

As explained at the time, the guttering that is in place is not of an adequate size or appropriately located to effectively catch the rainwater leaving the roof. We have attended in recent months to undertake some minor repairs to help the situation but the whole guttering requires replacement. This work has been raised as a repair. Our contractor did attend recently to start the works but residents raised concerns that they had not been notified so the work was not continued. We will soon be writing to residents with a new date for the works to commence.

Officer contact details:

Grant Ritchie, Head of Repairs and Maintenance,
Grant.Ritchie@brighton-hove.gov.uk

Specific Action:

Write to residents to inform them of the dates to replace the guttering.

Timeline:

Start date: *April 2022*

End date: *End of May 2022*

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	24-03-2022
Date of Area Panel	18-03-2022
Area in city	West
Star rating applied by residents	2
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Justine Harris
Department / team	Head of Tenancy Services

Title of question: Environmental Improvement Grant: oversight

Issue raised by residents:

Request for more oversight of the Environmental Improvement Grant by residents

Background:

Work on the public areas at Clarendon and Ellen is taking place, but the Residents Association was not informed and was never consulted about possible projects.

Ingram Crescent reported a different experience where they had been consulted and asked what they might want in their garden.

Action requested by residents:

- a) Request a discussion between West Residents and West Community Engagement Officers to see if consultation and communication on the Environmental Improvement grant process can be improved, with more consistent involvement with Resident Associations when projects are proposed or starting in their area.
- b) Quarterly reports at West Area Panel on the spending on Environmental Improvement in the West Area including:
 - What projects have been funded?
 - Who asked for the project?
 - Who made the decision to approve them?

Officer Response:

- a) Will Community Engagement take this forward? CET engage with residents prior to projects being implemented.
- b) A quarterly report can be provided. The first report will be at quarter two Area Panel.

Officer contact details:

Justine Harris, Head of Tenancy Services
Justine.Harris@brighton-hove.gov.uk

Community Engagement Team

Specific Action:

To share a quarterly report at Area Panel

Timeline:

Start date: *August 2022*

End date: *Ongoing*

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	24-03-2022
Date of Area Panel	18-03-2022
Area in city	West
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Justine Harris, Head of Tenancy Services Grant Ritchie, Head of Repairs and
Department / team	Tenancy Services and Repairs and Maintenance

Title of question: Avoiding empty homes

Issue raised by residents:

West residents are acutely aware of the hardship caused by shortage of housing in the city. They want the quickest possible turn around when properties become vacant.

Background:

Individuals know of properties in their areas that have been empty for some months, which raises concerns about how effectively the Council is managing this.

Action requested by residents:

Request reports at the May Area Panel covering:

- a. The turn-around time for void properties city-wide
- b. The cost of refurbishment and the time required to bring void properties up to a lettable standard.
- c. Information on what action is being taken by the Council to ensure empty properties are quickly re-let.

Officer Response:

- a) During 2021/22, the average re-let time for council homes was 91 calendar days, excluding time spent in major works. We have seen a significant improvement in our lettings activity which is moving back toward pre-pandemic levels. In 2021/22 there were 443 re-lets of previously occupied homes, and 42 new property lets. This compares with 213 re-lets during 2020/21 and 445 re-lets during 2019/20. As of 31/03/22 there were 251 empty council homes, which at the time would have been empty for 168

calendar days. These figures are sourced from the housing management IT system and apply to general needs and seniors housing dwellings owned by the council.

- b) Currently we estimate the average cost of an empty home repair to be £3,500. This will increase to approximately £7,500 if the works include the installation of a new kitchen / bathroom and/or a re-wire. On average an empty home repair will take 14 days from start to finish, however, individual properties will vary greatly dependent on the scale of works required.
- c) Additional contractor resource has been applied to empty home repairs and we are anticipating a return to more normal work in progress levels by Autumn 2022.

Officer contact details:

Justine Harris, Head of Tenancy Services
Justine.Harris@brighton-hove.gov.uk

Grant Ritchie, Head of Repairs and Maintenance
Grant.Ritchie@brighton-hove.gov.uk

Specific Action:

Continue to track voids and report back to Area Panel.

Timeline:

Start date:

April 2022

End date:

Ongoing

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28-03-2022
Date of Area Panel	17-03-2022
Area in city	Central
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Geof Gage
Department / team	Head of Housing Investment & Asset Strategy
Title of question: Insulation of council properties	
Issue raised by residents:	
<p>Insulation of council properties needs to be a priority, with clear plans about how this will be accomplished and when.</p>	
Background:	
<p>Insulation is a priority for Central residents and was raised in the budget discussion with Cllrs Gibson & Hughes (5/1/22). This has now become even more urgent, with the steep rise in fuel prices.</p>	
Action requested by residents:	
<p>A report was requested on the Council's plans for insulation and progress with this project.</p>	
Officer Response:	
<p>Thank you for your question.</p>	
<p>We have instigated a working group to investigate and report on the issues relating to insulation to our housing stock.</p>	
<p>We have programmes of major capital works and planned works that will address as part of the work insulation to the main blocks and in some cases isolated 'street' properties.</p>	
<p>The working group has been established to give an overview of the situation across the City with an emphasis on individual properties but to consider works already completed and consider future requirements.</p>	

The intention will be that we will have an indication of the requirements that we may need to consider for future programmes of works.

The first meeting of the working group was in March 2022, and we are gathering further information and details to allow us to report our findings to members and to include any recommendations in our Asset Strategy.

We do not expect to conclude our findings until December 2022.

Officer contact details:

Geof Gage, Head of Housing Investment & Asset Strategy
Geofrey.Gage@brighton-hove.gov.uk

Specific Action:

No follow up required

Timeline:

Start date: 11.04.2022

End date: 20.04.2022

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28-03-2022
Date of Area Panel	17-03-2022
Area in city	Central
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Grant Ritchie
Department / team	Head of Repairs and Maintenance

Title of question: Repairs service

Issue raised by residents:

An efficient, quick response, high standard repairs service is the crucial service for council tenants. This is not being delivered currently and urgently needs improving. This is not just about dealing with the COVID backlog, but the overall functioning of the service.

Background:

Resident Association representatives are constantly hearing about and dealing with complaints about the repairs service. Trying to get repairs done is often very demoralising and frustrating.

Problems include:

- Difficulties getting through to the repairs line
- Messages not responded to
- Promises to ring back not kept
- Repairs very slow to happen, or not happening at all
- Repairs need constant chasing
- Repairs not done to a decent standard

This cannot be resolved in a piecemeal fashion but needs an overall review of how the repairs service is working and what can be done to improve it. Residents could contribute their experience and suggestions to this.

Action requested by residents:

Central Residents asked for a report from the Council on how they will bring the repairs service up to an acceptable standard.

Officer Response:

Thank you for your question and I am sorry that some residents are finding it difficult to communicate with the service. We receive on average 8,000 calls per month and currently, we are answering 93% of these. Whilst this is a good figure, I do accept that still leaves over 500 calls unanswered on the first attempt. As you are aware on top of Covid this has been a period of transition for the Service. At the time of writing, we are currently interviewing for new team members for Customer Services so we will hopefully be able to improve the first-time call rate going forward.

I have also investigated the concern over messages and call backs. This issue has been discussed with the customer service team by their manager and they do record and monitor response to emails and messages to ensure they are answered. If a repair is more complex it may be passed to the trade team to respond and potentially this is where the service is not meeting the desired standard. This can be quite difficult to monitor, so if the Resident Association representatives have any specific example, I would be happy to review further. As has been previously discussed at Area Panel, the repairs service has a substantial backlog of reported repairs to clear and therefore, we are still attending to works based on priority. Whilst this is the most appropriate approach it does mean that less urgent works will wait a long time and the least urgent jobs may wait many months. I appreciate the frustration this causes and unfortunately this is likely to continue until we have made progress on reducing the backlog.

I am disappointed to receive your comments regarding standards which does conflict with the statistics gathered for monthly monitoring of tenants who have had a repair undertaken which shows a 98% satisfaction rate. As discussed above I agree that residents are waiting in some cases a long time for a repair but the feedback we receive is that once a repair is completed residents are generally happy with the outcome.

Looking forward I agree that a review of the service, its performance, and priorities would be appropriate, and the involvement of residents would be welcome and critical to shaping a service that better serves the community however in the short term I believe our priority remains recovering from the impact of the pandemic and building a solid basis from which to make changes.

Officer contact details:

Grant Ritchie, Head of Housing Repair & Maintenance,
Grant.Ritchie@brighton-hove.gov.uk

Specific Action:

Concentrate on the backlog of repairs and review the service once the backlog has been cleared.

Timeline:**Start date:**

April 22

End date:

Ongoing

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28-03-2022
Date of Area Panel	17-03-2022
Area in city	Central
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Justine Harris
Department / team	Head of Tenancy Services

Title of question: Estate Inspections

Issue raised by residents:

Central residents would like to see the immediate reinstatement of Estate Inspections.

Background:

Estate Inspections used to happen on a regular basis. Resident Association representatives and officers would meet to walk round the area and highlight any outstanding issues. This was a constructive way for Residents Associations and officers to work together and facilitated better upkeep of properties and communal areas.

Requests to bring back Estate Inspections have been made on many occasions. The most recent response at the Area Panel was at the December 2021 meeting, which said that:

"We are planning to have two Field Officers carrying out estate inspections in each of the four Housing areas.....we are currently planning how we start up estate inspections and what staffing resource will be needed."

An update on this was promised at the next Area Panel (February 2022) but did not happen.

Action requested by residents:

A report on how and when Estate Inspection services will take place to be given at the next Area Panels (May 2022).

Officer Response:

The Estate Walkabout three-month pilot will start in May. Initially, they will be for two hours, once a week and facilitated by the area Housing Managers who have identified the routes.

During the pilot, the date, time and meeting place will be shared with ward Councillors and tenant reps. Following the pilot, the schedule will be published more widely and for the year.

We want the walkabouts to be engaging, action focused, collaborative with attention on improving the environment. Whilst the walkabouts will not be repair focussed, Health and Safety repair issues will be reported. A Surveyor and Estates manager or team leader will be in attendance to act on identified improvements.

Officer contact details:

Justine Harris, Head of Tenancy Services
Justine.Harris@brighton-hove.gov.uk

Specific Action:

To notify the tenant reps and ward Cllrs when the walkabouts will be taking place. To feed back to Area Panel in August 2022, the recommendations for Estate Walkabout going forwards, with a summary of environmental improvements made following each walkabout.

Timeline:

Start date: *May 2022*

End date: *Ongoing.*

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28-03-2022
Date of Area Panel	17-03-2022
Area in city	East
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Ryan Mulliner
Department / team	Project Manager, Planned Works
Title of question: Window replacement	

Issue raised by residents:

The following was raised at the December Area Panel, but as the written response was combined with different queries from other areas, it was not answered adequately:

Windows that are faulty and beyond repair are not being replaced. Residents are being told that they have to wait until this work is scheduled for their block under the planned maintenance programme. At the same time, many windows are being replaced under the planned maintenance programme that are perfectly good and do not need replacing.

Background:

The following detail was provided in the minutes of the Residents Meeting 16/12/21:

Associations are receiving a lot of complaints from residents who have windows which do not keep the heat in, are draughty and let in rain. There is widespread concern about this because:

- *It adversely affects the health of residents who are living for long periods of time with faulty windows*
- *People are paying higher heating bills because so much of the heat is escaping through the faulty windows*
- *Water coming in through windows can lead to further damage to the fabric of the building and more costly repairs in the long term*
- *This is hampering the council's plans to reduce carbon emissions as discussed at Housing Committee on 17th November 2021*
- *This is counter to the promises about the Decent Homes Initiatives made in BHCC 'Our plan 2020 to 2023'*

In addition, the government list of emergency repairs which should be attended to within 24 hours includes 'Insecure external window, door or lock'.

Action requested by residents:

It was agreed to raise this at all Area Panels.

Residents are requesting a review of the way windows are assessed for repair or replacement which specifically addresses the following issues:

- Ensuring that insecure doors or windows are attended to within 24 hours
- Ensuring that windows which are beyond repair are treated the same as all other routine repairs and replaced within 20 days
- Assessing windows prior to replacement under the planned maintenance programme to ensure the work is necessary
- Taking into account the impact on resident's health and fuel bills when there are potential delays to window repairs or replacements

Residents would like a report from this review to be brought back to Area Panels for discussion.

Officer Response:

Thank you for your questions, please see below responses in bold.

Action requested by residents:

It was agreed to raise this at all Area Panels.

Residents are requesting a review of the way windows are assessed for repair or replacement which specifically addresses the following issues:

- Ensuring that insecure doors or windows are attended to within 24 hours
- **In the event of a resident experiencing an insecure window/door, this would be raised as an emergency through our responsive repairs service who would attend within 24 hours to assess the situation and ensure this is left secure. Depending on the assessment, further works would be raised or if beyond repair a referral for replacement will be carried out to the relevant team.**
- Ensuring that windows which are beyond repair are treated the same as all other routine repairs and replaced within 20 days
- **Due to multiple variations, windows which are beyond repair and in need of replacement cannot always be replaced within 20 days. Depending on the location and value of works, consultation may be required which will take longer than 20 days as BHCC need to allow leaseholders appropriate time to respond. Also, we would need to allow for the manufacture time of the window itself, due to the demand in the industry at the moment this is not always achievable.**
- Assessing windows prior to replacement under the planned maintenance programme to ensure the work is necessary

- **All windows which are replaced under the planned maintenance programmes are replacement, this is supported by surveys by independent companies, as well as a detailed history of repair logs and general knowledge of the buildings/areas.**
- Taking into account the impact on resident's health and fuel bills when there are potential delays to window repairs or replacements

Residents would like a report from this review to be brought back to Area Panels for discussion.

BHCC can ensure that when there are delays in the planned works window replacement programme, this is highlighted at area panels. Currently, the programmes are set out into priority 1 (first six months of the financial year and priority 2 (last six months of the financial year). All residents will receive communications regarding this. In the event of any delays to the programme, all residents will be notified of this with reasons for the delays.

Officer contact details:

Ryan Mulliner, Windows & Doors Project Manager
Ryan.Mulliner@brighton-hove.gov.uk

Specific Action:

No Specific Action.

Timeline:

Start date:

End date:

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28-03-2022
Date of Area Panel	17-03-2022
Area in city	East
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Alan Davis, Head of Housing Options
Department / team	Housing Needs

Title of question: Drug dealing in Craven Vale – impact on local residents

Issue raised by residents:

The council are housing people who have a known history of drug dealing in areas where there is known to be an existing problem. They are failing in their duty of care to other residents by doing this.

Background:

There have been ongoing problems in Craven Vale for many years, mainly centred around three local drug dealers on the estate. Two have now been evicted after years of concerted effort by local people, but another two have been housed on the estate by the council. In addition, a vulnerable young tenant has been cuckooed within days of moving into her new flat.

The Residents Association are working closely with the council and police, but know it will take at least 9 months, and possibly years, before these new tenants are evicted for breach of tenancy.

This situation is very frustrating for local residents, especially as those who have recently been moved into the area had a known history of dealing. It is felt that the council are failing in their duty of care to local residents, especially those who are vulnerable, by housing people near to them who have previous convictions for dealing drugs.

Action requested by residents:

It was agreed to raise this at all Area Panels.

A report is requested in relation to pre-tenancy checks prior to allocations for both temporary and permanent tenancies. In particular, what action the council is taking to:

- check the history of tenants before they are housed to ensure they have not previously been evicted for violent offences or drug dealing
- ensure that people who could be vulnerable to cuckooing are not housed in areas where there is a known problem or network of drug dealers
- ensure that their duty of care to existing tenants is balanced against the needs of those they are housing

Officer Response:

Applicants' suitability for allocation to social housing is assessed in accordance with the [Housing Allocations Policy](#). Past convictions are considered as part of the assessment process. Each case is considered individually.

For 'homeless priority' applicants, past convictions would be investigated as part of the homeless assessment process. This assessment is used when allocating temporary accommodation.

If a block or flat is particularly sensitive, then a request can be made for a sensitive let to be considered.

Officer contact details:

Alan Davis, Head of Housing Options,
Alan.Davis@brighton-hove.gov.uk

Specific Action: *No Specific Action.*

Timeline:

Start date:

End date:

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28-03-2022
Date of Area Panel	17-03-2022
Area in city	East
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Geof Gage
Department / team	Head of Housing Investment and Asset Management

Title of question: Replacement door and windows contract

Issue raised by residents:

Window and door repairs are taking too long because Anglian are not supplying spare parts.

Background:

A tenant recently had to wait 6 months for the brackets on their door to be replaced.

The door was originally fitted under the Anglian contract and only had a 1 year warranty. There are now problems with Anglian supplying spare parts for their doors and windows.

Action requested by residents:

It was agreed to raise this at all Area Panels. The following information is requested:

- What is being done to address the problem with Anglian not supplying spare parts for doors and windows they fitted when they had the contract?
- Why was the contract agreed with only a 1 year warranty on the doors and windows, when the industry standard is a warranty of 10 years?
- What is the warranty on the current contract for replacement doors and windows?

Officer Response:

Thank you for your question.

We would need the specific details of the property to be able to investigate the delay in the part that is referred to and for us to respond in further detail.

The warranty with Anglian was through our partners Mears and not direct with BHCC, nevertheless, we do have this warranty period with Mears and we are able to follow up on this when appropriate. However, we do of course wish to reduce delays in essential repairs and inconvenience this would cause residents, therefore we would take a view as to how long it would take to engage the warranty or to undertake the repair direct.

The warranty period was 1 year on hardware (handles etc), 5 years on the sealed glass unit and 10 years on the frame, which was the agreed warranty period at the time and was within industry standards.

The warranty with our current contractor is 2 years on furniture and gearing; 5 years on glazing and 10 years on the frames which is the industry standards.

Officer contact details:

Geof Gage – Head of Housing Investment & Asset Management
Geofrey.Gage@brighton-hove.gov.uk

Specific Action:

No further follow up required

Timeline:

Start date: 11.04.2022

End date: 20.04.2022

Resident Questions for Housing Area Panel

Department	Community Engagement
Date question raised	28-03-2022
Date of Area Panel	17-03-2022
Area in city	East
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Sam Warren
Department / team	Community Engagement Team

Title of question: Compositing of items for Area Panel

Issue raised by residents:

The compositing of issues raised by two or more Areas can lead to a response that doesn't adequately address all the concerns raised by the four different resident only meetings.

Background:

The Community Engagement Team now composite issues raised by two or more areas, when preparing written responses for Area Panel. Sometimes, the problems identified, and questions raised are very similar and this can be effective. At other times the subject matter can be similar, but detail and nature of the query can be very different. When this is the case, a separate response should be provided for each item.

Action requested by residents:

It was agreed to raise this at all Area Panels.

When the written responses to Area Panel items are being prepared by officers the details and questions from each area should be considered carefully. The submissions from different areas should only be composited when officers are confident, they are actually similar to each other.

Officer Response: The Community Engagement Team have implemented a new system for officers to reply to Area Panel resident questions. Officers will be allocated a question and be given a template to reply to each question, this will include specific actions, a timeline and completion date if appropriate. This should resolve the issue of inappropriately compositing questions and make it clear for officers where there is a need for different answers. We will continue to monitor

this and are happy for residents to raise additional questions at the Area Panel meetings if they do not feel the reply has the right amount or quality of detail

Officer contact details: sam.warren@brighton-hove.gov.uk
07717303331

Specific Action: Implementation of new system for officers answering Resident Questions

Timeline: In place for May 2022 Area Panel

Start date May

End date: to be
monitored and
reviewed

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28-03-2022
Date of Area Panel	17-03-2022
Area in city	East
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Grant Ritchie
Department / team	Head of Repairs and Maintenance

Title of question: Scaffolding

Issue raised by residents:

Scaffolding is being left up for long periods of time after work is completed, while other work is delayed due to a lack of scaffolding.

Background:

Residents have previously been advised that scaffolding will be removed from tenants' homes as soon as work is completed and inspected. However, a house in Langley Crescent, Woodingdean recently had the scaffolding left up for 6 weeks after the work was completed.

Another tenant in Woodingdean had a leak to their roof and had to wait 6 months for it to be repaired, because there wasn't any scaffolding available. It was then done because a councillor chased it up.

Action requested by residents:

It was agreed to raise this at all Area Panels.

What is being done to ensure:

- There is enough scaffolding available for all the work that requires it
- Scaffolding is not left up for any longer than necessary

Officer Response:

Thank you for your question.

I have investigated some cases, and I do agree that in some instances scaffolds are left in place for longer periods than would appear necessary. There are some occasions where scaffold is kept up as a larger repair than anticipated has been found or materials have proved difficult to source. There are also cases where we have asked for scaffold to be removed and this has been overlooked by the

scaffold contractor which has resulted in a delay in removal. Our roofing team is aware of the inconvenience unnecessary scaffold can cause and we are looking to improve our performance in this area.

I have also looked at the total scaffolds currently on site and this should not cause a delay in works being undertaken. We currently have a single scaffold contractor who has adequate materials to meet our requirements however there are occasions when they already have works booked which are cancelled if more urgent works require attention.

Looking forward we will soon have a second scaffold contractor available to use which will increase our resource in this area and should improve the service.

Officer contact details:

Grant Ritchie, Head of Repairs and Maintenance,
Grant.Ritchie@brighton-hove.gov.uk

Specific Action:

Appoint an additional scaffold contractor to increase resources and improve service.

Timeline:

Start date: *April 2022*

End date: *July/August 2022*

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28-03-2022
Date of Area Panel	17-03-2022
Area in city	East
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Simon Plotkin
Department / team	Leasehold Services Manager

Title of question: Service charge refunds

Issue raised by residents:

Service charge refunds notified in September 2021 have still not been paid.

Background:

At the beginning of the year leaseholders are given an estimate of costs for services, repairs and maintenance. They are then charged for this monthly. The following September an actual statement is sent out, accompanied by an invoice for additional costs or notice of a refund. Residents who were notified of a refund in September 2021 have still not received it.

Action requested by residents:

It was agreed to raise this at all Area Panels.

- When will refunds be paid to residents?
- What action is being taken to ensure this delay doesn't happen again?

Officer Response:

We have refunded many leaseholders and are continuing to do so. Staffing and system issues has meant that this has been a slower process than anticipated. If any leaseholder is due but has not yet received their refund please contact 01273 293074 or rtleasehold@brighton-hove.gov.uk and we will action this as soon as possible.

We are reviewing this process for the coming Certificate and will ensure this situation is not repeated.

Officer contact details:

*Simon Plotkin, Leasehold Services Manager,
simon.plotkin@brighton-hove.gov.uk*

Specific Action:

Continue to process refunds and take steps to ensure expected refunds for 2022 are not delayed.

Timeline:

Start date: *In progress*

End date: *When Certificates for 2021/22 are issued in September 2022*

Resident Questions for Housing Area Panel

Department	Environment
Date question raised	28-03-2022
Date of Area Panel	18-03-2022
Area in city	North
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Melissa Francis
Department / team	Head of Operations - Cityclean
<hr/>	
Title of question: Refuse and recycling collection	
Issue raised by residents:	
Deterioration of the refuse and recycling service provided by Cityclean.	
Background:	
<p>The refuse and recycling collections seem to have deteriorated even further since Christmas 2021.</p> <ul style="list-style-type: none"> • Collections are not done as frequently as they should be (weekly for refuse and fortnightly for recycling) • When the refuse or recycling is collected, some bins are often missed • Collections happen on the wrong day • Refuse and recycling are collected together and all put into the same lorry • It is often not possible to report missed collections on the Cityclean phone number 01273 292929 <p>The following examples were given:</p> <ul style="list-style-type: none"> • In Southmount, Hollingdean the refuse should be collected weekly on Mondays and the recycling should be collected fortnightly on Mondays. The bin sheds, where refuse is stored, were not emptied for a month. The last time that <u>all</u> the recycling was collected was Monday 5/1/22. A collection was done on Thursday 24/2/22 but only some of the recycling bins were emptied. • In Dunster Close the refuse was collected on 23/12/21, then wasn't collected again until 4/2/22. Cityclean have stated that the problem lies with the obstructions from parked cars, but the bin lorries have been seen to drive straight past even 	

when there aren't any obstructions.

On Tuesday 8th March a bin lorry came and collected all the refuse and recycling together and put it all into the same lorry.

- When residents phone the Cityclean on 01273 292929 between 9.30am to 1.30pm they are not able to get through. They select the option they need, but it just goes round in a loop and back to the original message.
- Hollingdean Residents Association have had to email Melissa Francis and Rachel Chasseaud on 32 different occasions this year to report problems with collections in their area.

Action requested by residents:

It was agreed to raise this at the Area Panel to request the following information:

- How soon will Cityclean resume a full refuse and recycling collection service?
- Is the recycling ever being sent to landfill with the rubbish?

Officer Response:

1) Cityclean is undergoing a management restructure to strengthen the management team to work with Driver Supervisors to improve missed collections.

With regards to Dunster Close – this location has been moved to the small calls round and this has led to an overall improvement in collections. There will be times when collections are missed due to vehicle breakdowns or staff shortages. Larger vehicles cannot access Dunster Close and so may drive past on their way to another location but they won't stop to collect from Dunster Close as this requires a small vehicle.

In terms of contacting Cityclean, the Environment Contact Centre telephone line is open from 9.30am to 1.30pm, Monday to Friday. No issues with the telephone line have been reported by other residents or the team. If you can advise which option the resident pressed when they experienced the problems, the team can look into this further.

2) Very little of our waste is sent to landfill.

In 2020/21, the most recent year for which a full set of data is available, 1.2% of Brighton & Hove's waste was sent to landfill.

Most of the waste we produce, and which cannot be recycled, is taken to our Energy Recovery Facility, and incinerated to create energy which powers 25,000 Sussex homes. This is about 68% of the waste.

We recycle about 30% of our waste at the Materials Recovery Facility in Hollingdean.

If we can't recycle items that have been placed in a recycling bin, they will not be sent to landfill. It will be sent to the Energy Recovery Facility and used to create energy.

Officer contact details:	
Melissa.Francis@brighton-hove.gov.uk	
Specific Action:	
Timeline:	
Start date:	
End date:	

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28-03-2022
Date of Area Panel	18-03-2022
Area in city	North
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Grant Ritchie
Department / team	Head of Repairs and Maintenance

Title of question: Kitchen Replacements

Issue raised by residents:

Replacement of kitchen units fitted during Mears' contract.

Background:

A lot of the replacement kitchens fitted during the Mears contract were of very poor quality. The vinyl covering to the doors comes loose at the seals and peels off. Residents reported that this is happening when the kitchens are only 5 years old. They are concerned that if they report it, only the faulty doors will be replaced and these will not match the other unit doors in their kitchen. It was also noted that the kitchens now being fitted are of much better quality.

Action requested by residents:

It was agreed to raise this at the Area Panel to request the following information:

- How long are replacement kitchens expected to last?
- If the vinyl cover comes off some, but not all, of a tenant's kitchen unit doors, would they be provided with doors that are an exact match to their existing doors?

Officer Response:

Thank you for your question. Currently the time scale set by the Council is that a kitchen will be replaced after 30yrs unless it becomes defective in that time when it may be either replaced or repaired depending on the nature of the failure.

It is not always possible to provide an exact match as products change over time however, we always try to achieve this.

Officer contact details:

*Grant Ritchie, Head of Repairs and Maintenance,
Grant.Ritchie@brighton-hove.gov.uk*

Specific Action:

No Specific Action.

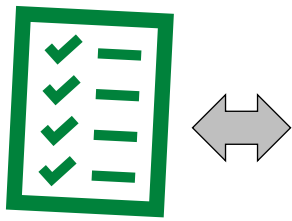
Timeline:

Start date:

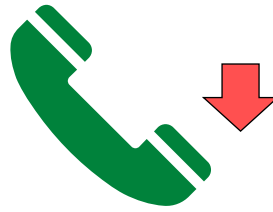
End date:

Council housing performance

Quarter 4 2021/22 (Jan to Feb 2022)



100%
Gas safety
compliance



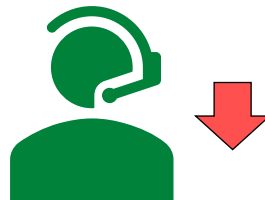
86%
Repairs calls
answered



132 days
Empty home
re-let time



95.6%
Dwellings
meeting Decent
Homes standard



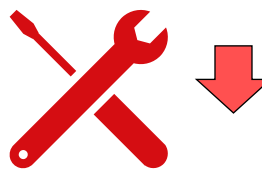
86%
Customer
services calls
answered



97%
Tenancies
sustained



86%
Complaint
responses within
10 working days

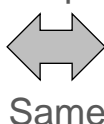


95%
Emergency
repairs within
24 hours



55 days
Average time to
complete routine
repairs

Performance since previous quarter is:



Quarter 3 2021/22 council housing performance – key trends

Top scores (compared to target)

1. Tenancies sustained following difficulties (97% vs 90% target)
2. Stage one complaints responded to within 10 working days (86% vs 80% target)
3. Calls answered by Repairs Helpdesk (86% vs 85% target)
4. Surveyed tenants satisfied with standard of repair work (97% vs 96% target)
5. Council homes with a valid Landlord's Gas Safety Record (100% vs 100% target)

Bottom scores (compared to target)

1. Average re-let time excluding time spent in major works (132 days vs 21 day target)
2. Average time to complete routine repairs (55 days vs 15 day target)
3. Stage two complaints upheld (63% vs 18% target)
4. Routine repairs completed within 28 calendar days (58% vs 92% target)
5. Dwellings meeting Decent Homes Standard (95.6% vs 100% target)

Biggest improvements (since previous quarter)

1. Tenancies sustained following difficulties (92% to 97%)
2. Stage one complaints responded to within 10 working days (82% to 86%)

Biggest drops (since previous quarter)

1. Stage two complaints upheld (43% to 63%)
2. Average re-let time excluding time spent in major works (89 to 132 days)
3. Average time to complete routine repairs (43 to 55 days)
4. Routine repairs completed within 28 calendar days (64% to 54%)
5. Calls answered by Repairs Helpdesk (93% to 86%)

Please note there are fewer indicators to compare than usual because results are still being finalised, at the time of writing. Fortunately, most of the indicators which were temporarily absent from the previous version of this report, following the switchover of our main housing management IT system, are now being reported again (for example, repairs completion times).

DRAFT Committee workplan progress update and Housing performance report

Quarter 4 2021/22

This report provides updates on the Housing Committee priorities and work plan for 2019 to 2023, as well as a range of performance indicators. In addition, it includes a summary briefing of the results from the 2021 Survey of Tenants and Residents (STAR). We are very grateful to the 1,000 tenants who gave their time to respond to this telephone survey, share their opinions and give the council feedback to guide our improvement work.

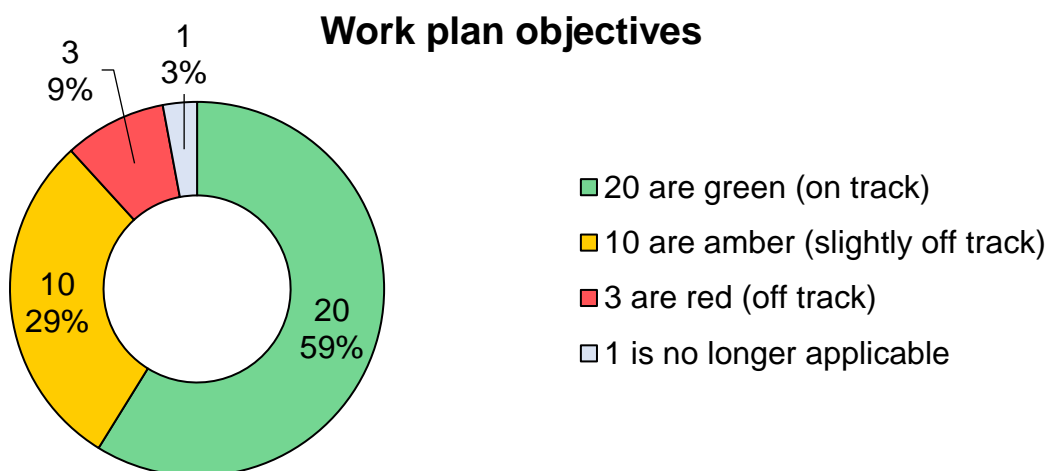
Delivery of a complex housing service during the Covid-19 crisis had been a challenge, and gratitude is expressed to residents for the patience and understanding they have shown. While there continue to be areas of strong performance, with 20 Housing Committee Work Plan objectives on track for delivery and 10 performance indicators on or above target, some delivery challenges remain. The report highlights actions being taken to improve services where performance has been adversely impacted by the Covid-19 pandemic, and resource capacity issues.

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This housing performance report covers Quarter 4 (Q4) of the 2021/22 financial year. It uses red, amber and green ratings to provide an indication of performance.

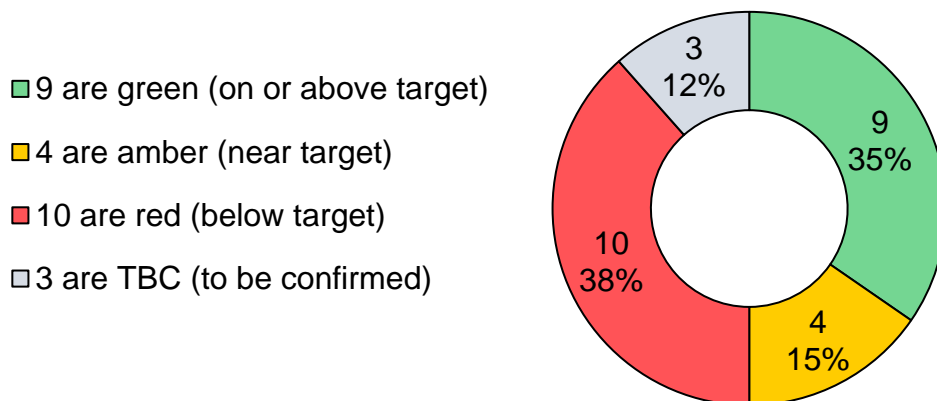
Part one provides an update of performance against the Housing Committee work plan objectives for 2019 - 2023:



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. Commentary has been included for indicators which are red. During **Quarter 4**, the ratings and trends were as follows:

- | | |
|--|---|
| <p>G Green – on or above target
(9 indicators)</p> <p>A Amber – near target
(4 indicators)</p> <p>R Red – below target
(10 indicators)</p> | <p>↑ Improved since last time
(8 indicators)</p> <p>↔ Same as last time
(3 indicators)</p> <p>↓ Poorer than last time
(12 indicators)</p> |
|--|---|

Performance indicators



During **2021/22**, the ratings and trends were as follows:



Green – on or above target
(11 indicators)



Improved since last time
(10 indicators)



Amber – near target
(3 indicators)



Same as last time
(1 indicators)



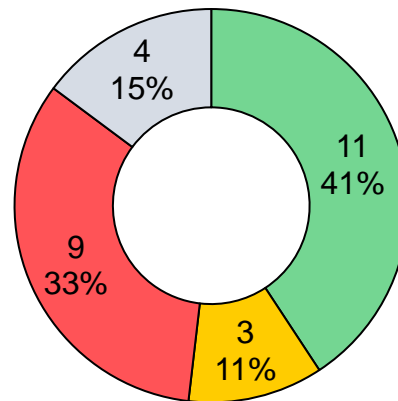
Red – below target
(9 indicators)



Poorer than last time
(12 indicators)

Performance indicators

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



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

1. Provide additional affordable homes

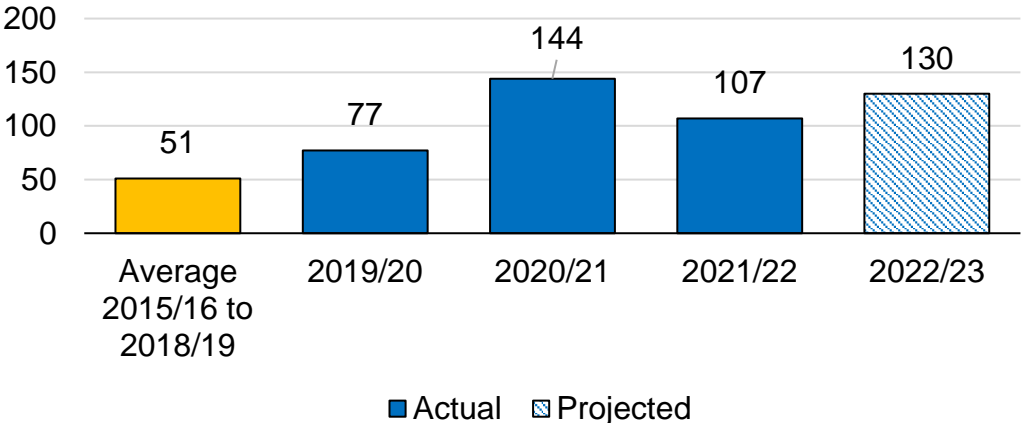
1.1 Off track: Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

Regular updates on progress are provided to Housing Supply Member Board.

A total of **458** homes are projected for completion between April 2019 and March 2023, including 320 already completed:

- 2019/20: 77 homes – buy backs (43), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1 lease handed back)
- 2020/21: 144 homes – buy backs (64), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)
- 2021/22: 107 homes – buy backs (65 general needs and 24 Housing First), Hidden Homes (8) and Oxford Street (10)
- 2022/23: 130 homes – buy backs (50 general needs and 10 Housing First), Hidden Homes (10), Rotherfield Crescent (3), Victoria Road (42), Frederick Street (4) and Palace Place (11)
- Although outside of the timescale of the Housing Committee workplan, there are a further 227 homes projected for completion during 2023/24 (including 176 Homes for Brighton & Hove dwellings)

Additional council homes per year



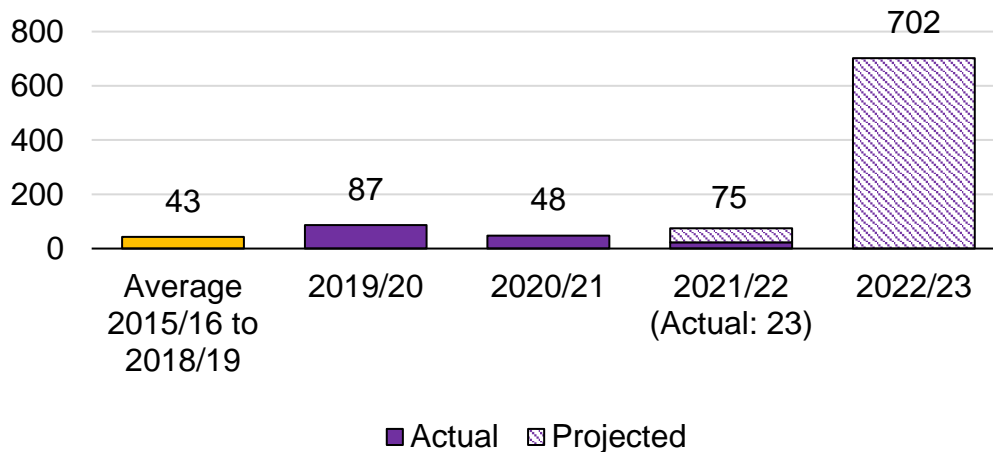
1. Provide additional affordable homes

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

A total of **967** homes (353 rent and 559 shared ownership) are projected for completion between April 2019 and March 2023, including 210 already completed:

- 2019/20: 87 homes – Montpelier Place (5), Kingsway (54) and Circus Street (28)
- 2020/21: 48 homes – Freehold Terrace (8), Plumpton Road (2), Nevill Road (4) and Preston Road (34 from two providers)
- 2021/22: 75 homes – Preston Barracks (19), Falmer Avenue (13), Hangleton Way (33) and Lions Gardens (10)
- 2022/23: 757 homes – Edward Street (33), Longley (22), School Road (104), Preston Barracks (226), Eastergate Road (30), Dunster Close (2), Graham Avenue (125), Sackville Hotel (7), Sackville Estate (56) New Church Road (5), King's House (92), Ovingdean Road (18) and St Aubyn's Rottingdean (37)

Other additional homes per year

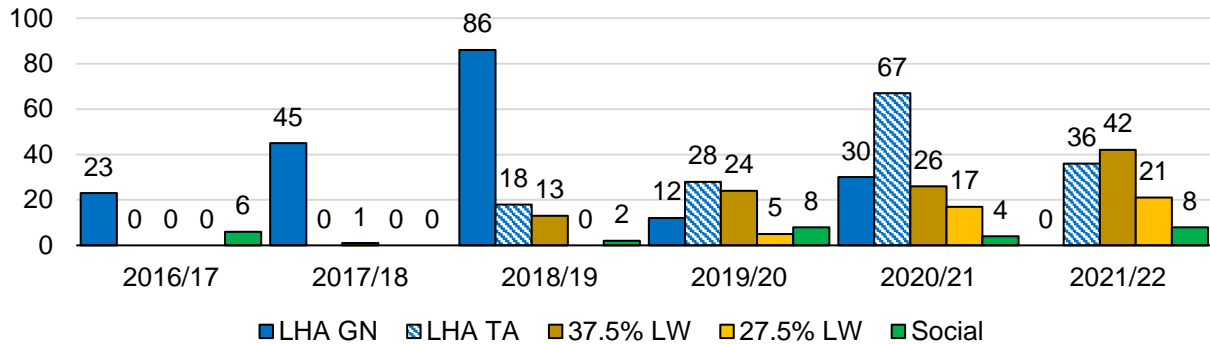


1. Provide additional affordable homes

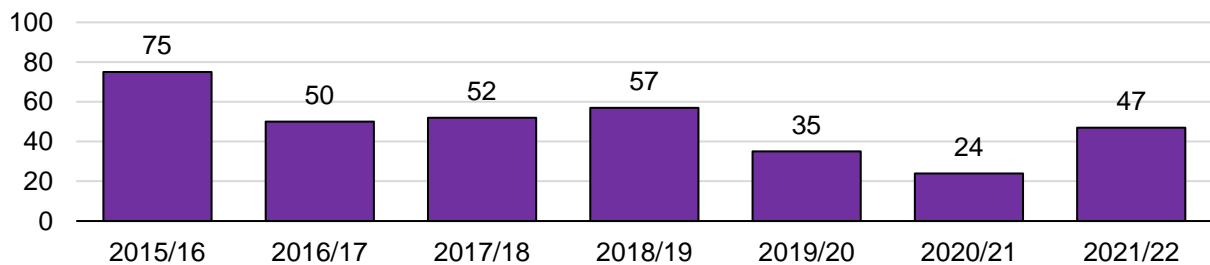
1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

41% of new general needs (GN) council homes delivered during 2021/22 are at social or 27.5% Living Wage rents (29 of 71) and the remaining 59% (42 of 71) are at 37.5% Living Wage rents. The 36 new temporary accommodation (TA) council homes are at Local Housing Allowance (LHA) rates.

Additional council homes by rent level



Council homes sold through the Right to Buy (RTB)



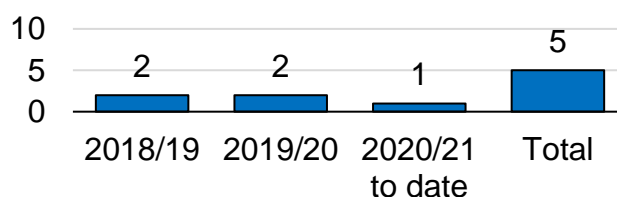
1.4 On track: Develop a policy for the council to take the role of developer on major sites

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

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

- 5 out of 10 sites so far identified for Community Land Trust development
- Planning applications are regularly reviewed to seek opportunities for self-build plots on large private development sites, but this has not yet yielded suitable plots

Sites identified



2. Improving private rented housing

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

- Private Sector Housing Update went to Housing Committee in March 2022

2.2 Off track: Research and review an ethical loan scheme

- This work has been deferred due to Covid-19 priorities and resource capacity issues

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

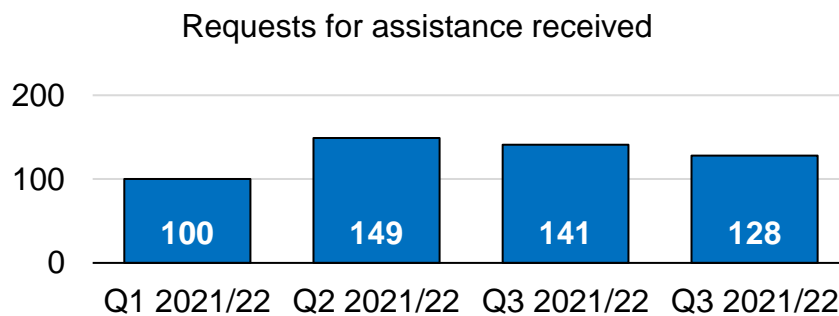
- This work has been deferred due to Covid-19 priorities and resource capacity issues

2.4 On track: Research and develop a social lettings agency

- Report taken to Housing Committee in September 2021, which agreed to re-brand 'Direct Lets' work which places households into the private rented sector

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

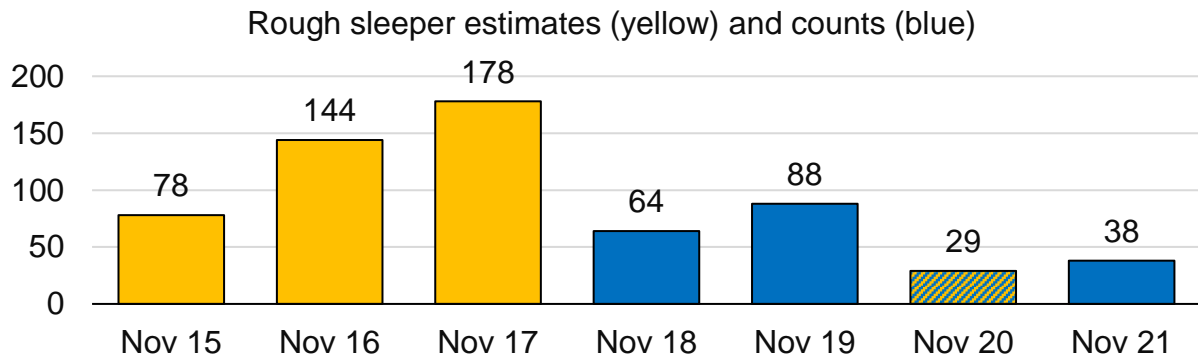
- Request for assistance top categories during Q4: 43 disrepair (34%), 17 dampness (13%) and 6 neighbour's disrepair (5%)



3. Alleviating homeless and rough sleeping

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

- Homeless & Rough Sleeper Strategy approved by Housing Cttee in June 2020
- Homelessness and Rough Sleeping update went to Housing Cttee in March 2022



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

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

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

3.3 No longer applicable: Provide a 365 day night shelter

- Night shelter was closed in early April 2020 on the advice of MHCLG and Public Health England due to Covid-19 restrictions, as it had congregate sleep sites

3.4 On track: Expand Housing First

- 60 homes are currently used for Housing First, including buy backs
- 24 homes have been bought for Housing First during 2021/22 to date

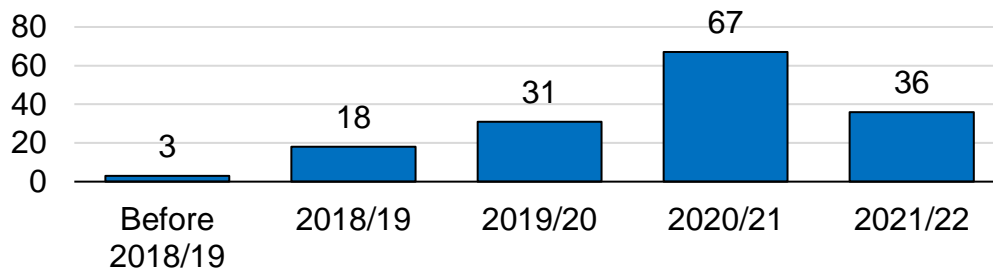


3. Alleviating homeless and rough sleeping

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

- Hartington Road – 38 homes became ready in February 2021
- Oxford Street – 10 homes completed in March 2022
- Buy backs – 76 of 211 homes purchased are for temporary accommodation

Council owned temporary accommodation by year delivered (including Next Steps / Housing First)



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

- Homelessness & Rough Sleeper Strategy approved by Housing Cttee in June 2020
- Homeless Reduction Board has been meeting since September 2020 and its role includes monitoring progress of the aspirations contained in the Homeless Bill of Rights and making recommendations to Housing Committee
- Homeless Reduction Operational Board met for the first time in July 2021 and includes people with a lived experience of homelessness

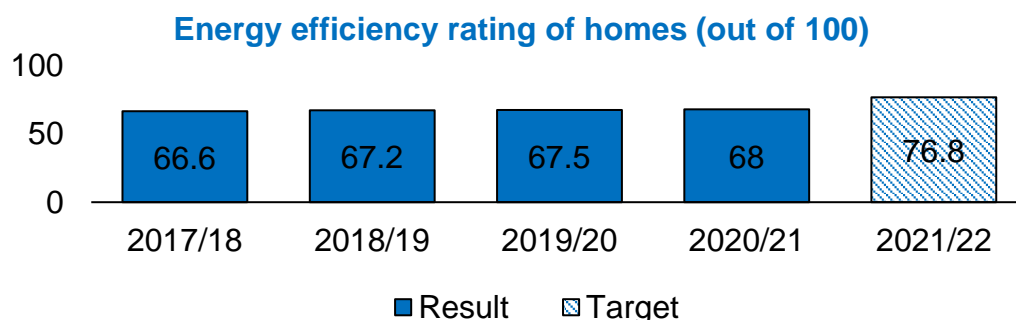
4. Achieving carbon reductions and sustainability in housing including address fuel poverty

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

- A report on 'Housing action towards carbon neutral 2030' was approved at Housing Committee in January 2021
- A further 'Carbon Reduction in Housing' report was considered at Housing Committee in November 2021, with a costed retrofit plan towards carbon neutral by 2030 to follow in 2022

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

- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A
- Procurement of domestic solar PV programme on council homes (1,000 by 2023) expected to start in 2022 once additional project management support recruited



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 and the committee endorsed a draft New Build Housing Sustainability Policy
- Victoria Road new build scheme will pilot a low energy 'microgrid' heating and electricity solution integrating ground source heat pumps and solar panels to reduce residents' bills

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

- Round 1 of the Solar Together Sussex (STS) scheme was launched in Autumn 2020, to date approximately 70 installs have been completed
- Round 2 of STS was launched in September 2021. Over 7,000 homes registered across Sussex and a local supplier has been appointed to begin installations from January 2022

5. Improving council housing and community involvement

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

- Delayed due to service pressures and other priorities due to Covid-19

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

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

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

- New Tenant and Leaseholder Engagement Strategy was approved at Housing Committee in March 2021

5.4 On track: Extend participatory budgeting

- Report approved at March 2021 Housing Committee including development of a policy for extending participatory budgeting

5.5 On 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 contracts are now operating. Leaseholders are being consulted where the council has plans to undertake works under these contracts on a block-by-block basis
- A new procedure is now in place for engagement with tenants and leaseholders for proposed projects that will be tendered through the major works framework
- The council has completed a survey of all leaseholders and shared the results 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

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

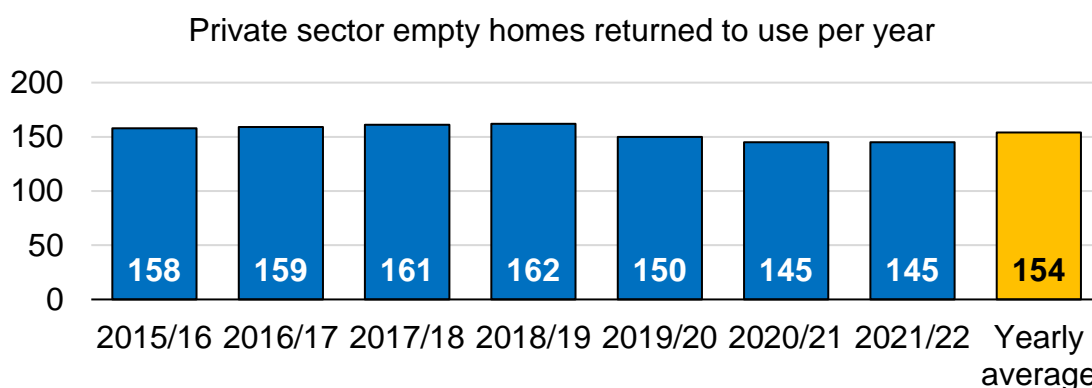
6.2 On track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- 583 shared ownership homes are projected for development by March 2023
- The Living Wage Joint Venture, Homes for Brighton & Hove, has started construction on its first two sites totalling 346 homes
- Homes for Brighton & Hove is becoming a delivery company, with 168 Hyde shared ownership homes and 178 rented homes (176 council and 2 Hyde) expected for completion in 2023/24

7. Make fuller use of shared housing capacity

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

- 145 homes brought back into use during 2021/22
- It is anticipated that additional properties will be confirmed as back in use once council tax records have been updated



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

- Work on this will start in April 2022

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

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

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
- A new system is now in place for the public to report issues with short term holiday lets, so that relevant council teams can take appropriate enforcement action where possible

8. Alleviating poverty

8.1 Slightly off track: Ensure the in house repairs services include 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

- 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 many additional apprentices
- However, the service has recruited three electrical apprentices and further apprenticeship opportunities will be advertised later in the year

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












- Business Process Review of income collection, including arrears policies, has been delayed while resources have been diverted to the Covid-19 response











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






- Policy is in place for long term temporary accommodation which matches that in council owned housing






Part two: Performance indicators


















The council is responsible for managing 11,746 council owned homes and 2,290 leaseholder homes, as well as providing temporary accommodation for 1,890 households.






 Customer feedback – all Housing services	Target	Q3 2021/22	Q4 2021/22	Status against target	Trend since Q3	2020/21	2021/22	Status against target	Trend since 2020/21	
9.1  Compliments received from customers	Info	60	112	n/a	n/a	349	304	n/a	n/a	
9.2  Stage one complaints responded to within 10 working days	80%	82% (120 of 146)	86% (133 of 155)			68% (234 of 346)	84% (429 of 511)			
9.3 Stage one complaints upheld	Info	49% (72 of 146)	40% (62 of 155)	n/a	n/a	49% (168 of 346)	49% (250 of 511)	n/a	n/a	
9.4 Stage two complaints upheld	18%	43% (6 of 14)	63% (5 of 8)			26% (11 of 43)	49% (25 of 51)			
<p>There is an increased focus on how complaints are handled across the council, especially on improving the overall quality of complaint responses in the early stages of the complaints process, in order to reduce the need for cases to be escalated from stage one to stage two for further investigation.</p>										




  Private sector housing	Target	Q3 2021/22	Q4 2021/22	Status against target	Trend since Q3	2020/21	2021/22	Status against target	Trend since 2020/21	
10.1	Total licensed Houses in Multiple Occupation (HMOs)	Info	3,368	3,460	n/a	n/a	3,532	3,460	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	47%	52.97% (1,016 of 1,918)	56.50% (1,112 of 1,968)			49.8% (821 of 1,649)	56.50% (1,112 of 1,968)		
The indicator above measures cases where the council has verified that conditions have been completed. We are currently working through a backlog of cases that need to be verified as complete and so it is anticipated this figure will rise.										
10.3	Private sector empty homes returned to use	32	40	19			136	145		
The Q3 figure above has increased from 37 to 40 since last reported. This is because Council Tax records have identified more homes brought back in use during this period, and there is a reporting lag between the date they were back in use and the date this could be confirmed. The 2021/22 result of 145 exceeds the target of 126 for the year.										

 Housing adaptations	Target	Q3 2021/22	Q4 2021/22	Status against target	Trend since Q3	2020/21	2021/22	Status against target	Trend since 2020/21	
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	15.7	14.9			17.8	19.08		
The amber threshold for this indicator is set at 26 weeks based on historic guidance timescales, with the target of 10 weeks reflecting revised guidance timescales. The indicator relating to adaptations to council homes is temporarily absent from this report while work is underway to develop new reporting systems following the switchover of our main housing management IT system since the start of July 2021. Once this work is complete, we intend to retrospectively provide the results in future versions of this report.										

 Housing Needs – Housing Options and allocations	Target	Q3 2021/22	Q4 2021/22	Status against target	Trend since Q3	2020/21	2021/22	Status against target	Trend since 2020/21
12.1 Households prevented from becoming homeless (by council and partner agencies)	424	394	410			1,676	1,658		
12.2 New households accepted as homeless	Info	67	113	n/a	n/a	195	306	n/a	n/a
12.3 Number of households on the social housing waiting list	Info	5,265	7,686	n/a	n/a	6,982	7,686	n/a	n/a

	Housing Needs – temporary accommodation (including emergency accommodation)	Target	Q3 2021/22	Q4 2021/22	Status against target	Trend since Q3	2020/21	2021/22	Status against target	Trend since 2020/21
13.1	Total households in temporary accommodation (homeless and through service level agreements)	1,911	1,965	1,890			2,111	1,890		
13.2	Rent collected for emergency accommodation (year to date including loss from empty homes)	89.21%	81.12% (£3.8m of £4.6m)	80.41% (£4.9m of £6.1m)			78.35% (£4.5m of £5.7m)	80.41% (£4.9m of £6.1m)		
The indicator above includes rent loss from empty emergency accommodation dwellings, which has been higher than usual while people who were placed in hotels and hostels in response to Covid-19 are moved on. The collection rate was 97.19% for occupied properties.										
13.3	... as above but excluding rent loss from empty homes	For info	97.69% (£3.8m of £3.8m)	97.19% (£4.9m of £5.0m)	n/a	n/a	87.30% (£4.5m of £5.2m)	97.19% (£4.9m of £5.0m)	n/a	n/a
13.4	Rent collected for leased properties (year to date including loss from empty homes)	96.10%	86.68% (£4.8m of £5.5m)	85.59% (£6.7m of £7.8m)			96.96% (£7.3m of £7.5m)	85.59% (£6.7m of £7.8m)		
A new reporting system has recently been developed for this indicator following the switchover of our main housing management IT system, and we will closely monitor trends into the next financial year. Some Q3 figures have changed following additional end year quality checks.										
13.5	... as above but excluding rent loss from empty homes	For info	93.54% (£4.8m of £5.1m)	92.91% (£6.7m of £7.2m)	n/a	n/a	102.21% (£7.3m of £7.1m)	92.91% (£6.7m of £7.2m)	n/a	n/a
13.6	Rent collected for Seaside Homes (year to date including loss from empty homes)	91.00%	90.72% (£3726k of £4107k)	89.50% (£5.2m of £5.8m)			89.81% (£4.5m of £5.0m)	89.50% (£5.2m of £5.8m)		
13.7	... as above but excluding rent loss from empty homes	For info	97.22% (£3.7m of £3.8m)	96.22% (£5.2 of £5.4m)	n/a	n/a	95.46% (4.5m of 4.7m)	96.22% (£5.2 of £5.4m)	n/a	n/a

 Housing Needs – temporary accommodation (including emergency accommodation)		Target	Q3 2021/22	Q4 2021/22	Status against target	Trend since Q3	2020/21	2021/22	Status against target	Trend since 2020/21
13.8	Empty temporary accommodation homes	For info	141	99	n/a	n/a	112	99	n/a	n/a
13.9	Seaside Homes with a valid Landlord's Gas Safety Record	100%	99.5% (424 of 426)	100% (426 of 426)			99.8% (425 of 426)	100% (426 of 426)		
13.10	Leased properties with a valid Landlord's Gas Safety Record	For info	82.3% (508 of 617)	82.9% (505 of 609)	n/a	n/a	91.6% (592 of 645)	82.9% (505 of 609)	n/a	n/a
<p>The indicator above does not have a target because when it comes to leased properties the council's role is to monitor progress and remind landlords to arrange gas safety checks, whereas the council's gas contractor carries out checks in Seaside and council owned homes. The calculation includes empty properties and the service is looking into revising this indicator to apply only to occupied properties.</p>										

 Council housing – supply		Q2 2021/22	Q3 2021/22	2020/21	2021/22
14.1	 Additional council homes	20	28	144	107
14.2	... at Local Housing Allowance (LHA) rents	25% (5 of 20)	61% (17 of 28)	67% (97 of 144)	34% (36 of 107)
*All homes at LHA rates were for use as temporary housing					
14.3	... at 37.5% Living Wage rents	65% (13 of 20)	32% (9 of 28)	18% (26 of 144)	39% (42 of 107)
14.4	... at 27.5% Living Wage rents	10% (2 of 20)	7% (2 of 28)	12% (17 of 144)	20% (21 of 107)
14.5	...at social rents	0% (0 of 20)	0% (0 of 28)	3% (4 of 144)	7% (8 of 107)
14.6	Council homes sold through the Right to Buy	11	12	24	47
Of the 21 homes sold during 2021/22 to date, 10 were for leasehold (flats) and 11 were for freehold (houses)					
14.7	Net change in the number of council homes – all rent levels	+9	+16	+120	+60
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	-9	-10	-3	-18
14.9	 Total council owned homes	11,722	11,738	11,686	11,746
Total council owned dwelling stock of 11,746 includes 10,714 general needs, 877 seniors housing and 155 temporary housing (including dwellings not yet handed over)					

14.10 Council housing – buy backs (Home Purchase and Next Steps / Housing First)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21	2021/22	Total
Total applications	5	53	88	157	157	460
Of which, became purchases	2	32	53	88	36	211
Council declined	1	13	11	16	9	50
Owner declined offer	1	5	12	15	11	44
Owner withdrew	1	3	12	33	43	92
Outcome pending	0	0	0	5	58	63

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21	2021/22	Total
Completed purchases	1	13	43	65	89	211
... general needs social rent	0	0	1	4	0	5
... general needs 27.5% Living Wage	0	0	5	17	21	43
... general needs 37.5% Living Wage	1	5	24	15	42	87
... temporary housing at LHA rates	0	8	13	29	26	76




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











Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy (surplus) over all properties to date (£)
211*	5	43	87	76	46 **	£1.973m ***	£232,000








* Of which 190 are flats (5 studio, 69 one bed, 99 two bed, 16 three beds plus) and 21 are houses (4 two bed, 17 three beds plus)

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















*** Applied during 2020/21 – a further £830k is anticipated to be used during 2022/23
















 Council housing – management	Target	Q3 2021/22	Q4 2021/22	Status against target	Trend since Q3	2020/21	2021/22	Status against target	Trend since 2020/21	
15.1  Rent collected from council tenants (forecast for whole financial year)	95.68%	95.58% (£50.8m of £53.2m)	TBC	TBC	TBC	96.40% (£51.0m of £52.9m)	TBC	TBC	TBC	
The Q3 figures above are forecasts for the whole of the 2021/22 financial year, and the Q4 figure (TBC) will be the actual result for the year. The methodology excludes rent loss from empty properties and includes arrears from the end of the previous financial year.										
15.2  Tenants known to claim Universal Credit (UC)	Info	25% (2,820 of 11,298)	TBC	n/a	n/a	25% (2,886 of 11,297)	TBC	n/a	n/a	
15.3 UC tenants in arrears who have an alternative payment arrangement	Info	48% (875 of 1,837)	TBC	n/a	n/a	50% (762 of 1,534)	TBC	n/a	n/a	
15.4 Arrears of UC tenants as a proportion of total arrears	Info	63% (£1.5m of £2.4m)	TBC	n/a	n/a	69% (£1.3m of £1.9m)	TBC	n/a	n/a	
15.5 Tenants evicted due to rent arrears	Info	0	0	n/a	n/a	0	0	n/a	n/a	
15.6 Tenants evicted due to anti-social behaviour (ASB)	Info	2	0	n/a	n/a	0	2	n/a	n/a	
15.7 New reports of ASB from victims and witnesses	Info	203	183	n/a	n/a	-	-	-	-	
15.8 ASB perpetrator cases opened	Info	155	142	n/a	n/a	-	-	-	-	
15.9 ASB perpetrator cases closed	Info	99	151	n/a	n/a	-	-	-	-	
15.10 Average days to close ASB perpetrator cases	Info	56	76	n/a	n/a	-	-	-	-	

















 Council housing – management	Target	Q3 2021/22	Q4 2021/22	Status against target	Trend since Q3	2020/21	2021/22	Status against target	Trend since 2020/21	
15.11	Active ASB perpetrator cases at quarter end	Info	175	166	n/a	n/a	-	-	-	-
<p>The anti-social behaviour (ASB) indicators in this section have been developed to reflect the way ASB is recorded on the new housing management IT system, which includes reports from victims and witnesses as well as linked cases dealt with in relation to the perpetrators. There are often multiple victims and witnesses linked to a single perpetrator. Directly comparable data is not available prior to July 2021.</p>										
15.12	 Calls answered by Housing Customer Services	85%	90% (4,272 of 4,763)	86% (5,010 of 5,826)			94% (3,193 of 3,410)	86% (19,240 of 22,456)		
15.13	Tenancies sustained following difficulties	90%	92% (12 of 13)	97% (28 of 29)			96% (69 of 72)	95% (93 of 98)		

 Council housing – empty homes		Target	Q3 2021/22	Q4 2021/22	Status against target	Trend since Q3	2020/21	2021/22	Status against target	Trend since 2020/21
15.14	 Average re-let time (calendar days) excluding time spent in major works	21	89	132			97	96		
Re-let times are high while recovery efforts remain underway to tackle the backlog of empty council homes, which includes many homes which have been empty for long periods of time. However, the number of re-lets during 2021/22 (472) was up on 2020/21 (213) and above pre-pandemic levels seen during 2019/20 (445).										
15.15	Average re-let time (calendar days) including time spent in major works	Info	223	211	n/a	n/a	135	210	n/a	n/a
15.16	Number of previously occupied council homes re-let (general needs and seniors)	Info	122	140	n/a	n/a	213	472	n/a	n/a
15.17	Number of new council homes let for the first time (general needs and seniors)	Info	16	8	n/a	n/a	58	43	n/a	n/a
15.18	 Empty general needs and seniors council homes (includes new homes)	Info	293	251	n/a	n/a	274	251	n/a	n/a
15.19	Empty council owned temporary accommodation homes (includes new homes not yet handed over)	Info	15	32	n/a	n/a	27	32	n/a	n/a


Please note the figures for the first three indicators in the table below are provisional as there are currently issues with reporting of repairs data arising from the switchover of our main housing management IT system since the start of July 2021. At present two IT systems are being used and it is not possible to integrate reporting between them, meaning that performance data is currently being extracted and manually combined from the two systems, which is likely to be less accurate than automatic system reporting (due to the volume and multiple stages of the jobs managed by the repairs and maintenance service). We are in the process of procuring a new works management system. Once we have this new system, we should be able to report on all jobs automatically. Please note also that additional quality checks have been carried out upon completion of the 2021/22 financial year, which has slightly changed the results for Q3 2021/22 when compared to the previous report.

 Council housing – repairs and maintenance		Target	Q3 2021/22	Q4 2021/22	Status against target	Trend since Q3	2020/21	2021/22	Status against target	Trend since 2020/21
16.1	Emergency repairs completed within 24 hours	99%	95.6% (2,572 of 2,689)	95.0% (2,494 of 2,626)			98.7% (11,338 of 11,486)	96.0% (10,611 of 11,052)		
Emergency response times are still being impacted by a shortage of trades people and the impact on staff resource of the Covid pandemic and self-isolation guidance, although this situation has improved since the start of Q4. Recruitment to full staff capacity is still underway although progress has been appointing to positions across trade and office-based roles.										
16.2	 Routine repairs completed within 28 calendar days	92%	63.6% (2,425 of 3,810)	53.8% (2,076 of 3,861)			71.2% (7,415 of 10,417)	63.5% (9,976 of 15,702)		
Recently completed routine repairs have included jobs from a backlog which has built up since the start of the pandemic and due to reduced staffing levels and availability of contractors. This means that these jobs took longer than their target timescales once they were completed. Recruitment to full staff capacity is underway (as per the comment above) and the service is currently exploring options for additional fixed term positions as part of a plan to clear the backlog.										
16.3	Average time to complete routine repairs (calendar days)	15	44	55			35	46		
As above.										

 Council housing – repairs and maintenance		Target	Q3 2021/22	Q4 2021/22	Status against target	Trend since Q3	2020/21	2021/22	Status against target	Trend since 2020/21
16.4	 Calls answered by Repairs Helpdesk	85%	93% (19,739 of 21,159)	80% (18,415 of 22,891)			95% (40,253 of 42,502)	90% (77,186 of 85,737)		
16.5	 Surveyed tenants satisfied with standard of work	96%	97% (199 of 205)	97% (107 of 110)			95.5% (3,749 of 3,924)	98.1% (1,195 of 1,218)		
16.6	Surveyed tenants satisfied with overall customer service	96%	99% (203 of 205)	99% (109 of 110)			98.1% (3,851 of 3,924)	99.4% (1,211 of 1,218)		

 Council housing – repairs and maintenance		Target	Q3 2021/22	Q4 2021/22	Status against target	Trend since Q3	2020/21	2021/22	Status against target	Trend since 2020/21
16.6	 Dwellings meeting Decent Homes Standard	100%	96.9% (11,365 of 11,729)	95.6% (11,221 of 11,737)			91.9% (10,737 of 11,686)	95.6% (11,221 of 11,737)		
The stock condition survey identified many dwellings which did not meet the standard, and there had been a lack of planned installations of new kitchens and bathrooms through 2020 due to Covid restrictions, shortages of supplies and components, and until the mobilisation of new contractors was completed (eg for kitchens and bathrooms). Despite a slight decrease during Q4, performance has increased during 2021/22.										
16.7	Energy efficiency rating of homes (out of 100)	76.8	68.1	68.2			68.0	68.2		
A very ambitious target was set in line with performance by other local authorities (the median for our HouseMark peer group was 76.8 at the end of March 2021). A retrofit plan is being prepared for Housing Committee to show how Housing can contribute to the Carbon Neutral 2030 objective, and a programme to install solar panels on 1,000 council homes began in 2022.										
16.8	 Council homes with a valid Landlord's Gas Safety Record	100%	100% (10,044 of 10,044)	100% (10,044 of 10,044)			100% (10,026 of 10,026)	100% (10,044 of 10,044)		
16.9	 Lifts restored to service within 24 hours	95%	92% (288 of 312)	TBC	TBC	TBC	94% (690 of 736)	TBC	TBC	TBC
There have been delays in repairing some lifts due to aging equipment and difficulty sourcing spare parts. Aging equipment is being modernised at Seniors schemes during 2021/22 and 2022/23; and the lift contractor will investigate potential to retain a greater stock of critical spares from European supply chains. Please note the indicator 'Lifts – average time taken (days) to restore service when not within 24 hours' has been taken out of this report as part of a review of lifts performance measures and targets.										

Following a request at Area Panel in February 2022, a summary of the capital works programme will be included as an accompaniment to future versions of this report.

 Leaseholder disputes		Q3 2021/22	Q4 2021/22	2020/21	2021/22
17.1	Stage one disputes opened	6	4	37	17
17.2	Stage one disputes closed	7	1	18	15
17.3	Active stage one disputes (end quarter)	21	24	22	24
17.4	Stage two disputes opened	1	1	5	5
17.5	Stage two disputes closed	1	1	5	3
17.6	Active stage two disputes (end quarter)	3	3	1	3
17.7	Stage three disputes opened	0	0	1	0
17.8	Stage three disputes closed	0	0	0	1
17.9	Active stage three disputes (end quarter)	1	1	2	1

Area Panel Briefing: Survey of Tenants and Residents (STAR) 2021 results

Background

The national STAR survey, designed by Housemark, asks council tenants their opinion on council landlord services. Commissioned by the Council, an external company, ARP Research, interviewed a random sample of 1,000 tenants and leaseholders during November and December 2021.













Methodology

The survey was carried out by phone for the second time, enabling a better response rate to be achieved compared to previous postal surveys (ie 829 in 2016). The methodology also ensures the sample is representative of the age profile of tenants, as respondents to postal surveys tended to be older. The methodology was the same for the 2019 survey and so the results are directly comparable, although Housemark have introduced some new questions as shown in the table below.

Results

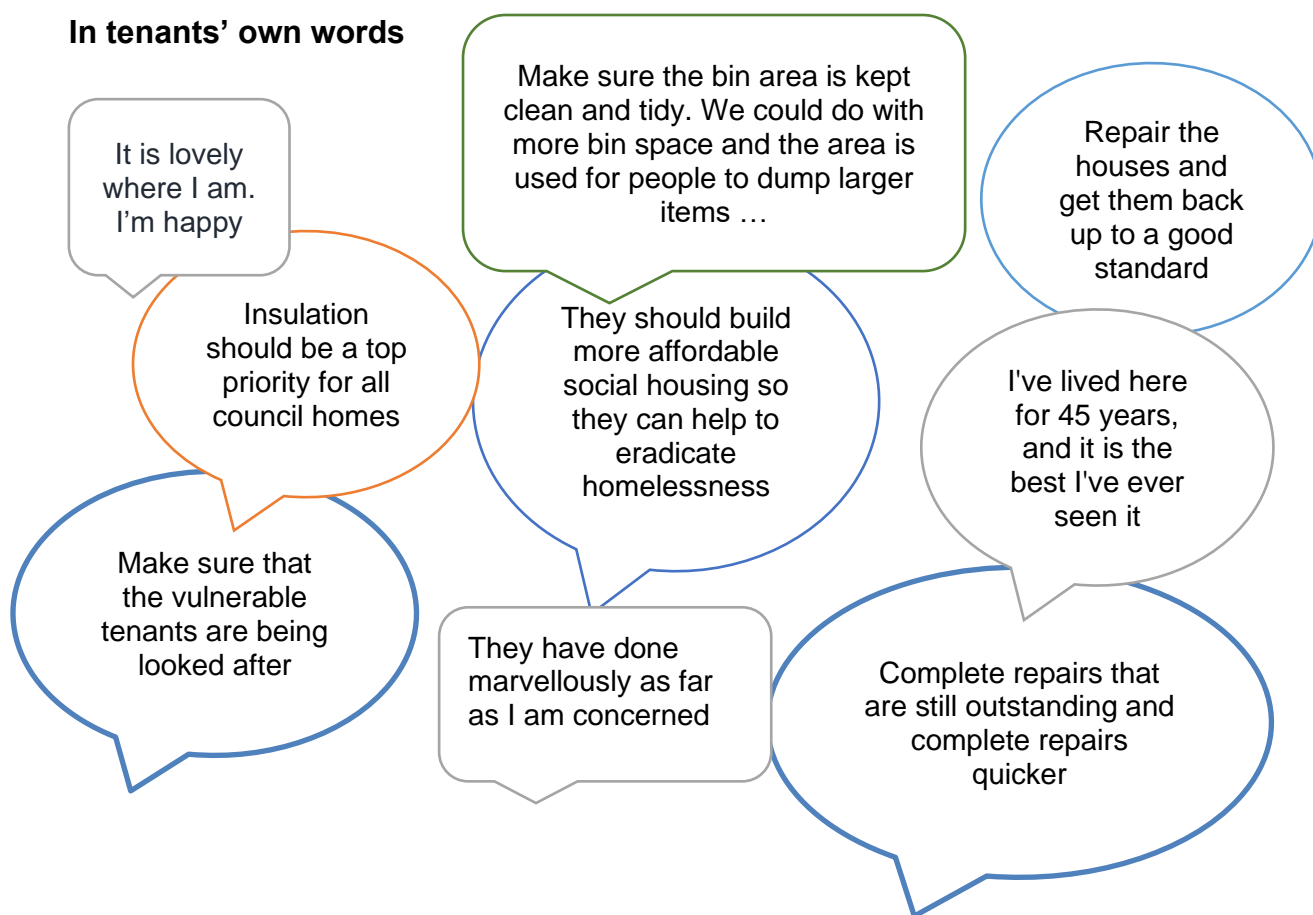
Housemark note that there have generally been significant falls in overall satisfaction, where the impacts of the Covid-19 pandemic have been felt across the social housing sector.

The table below provides the main results, trends and benchmarking data. Overall satisfaction with the Housing service decreased from 76% to 70%, however we can see that we compare well against benchmark authorities. The key themes from tenants' comments were focusing investment on property improvements (55% of respondents) and neighbourhoods (19%), improving cleaning and security in communal areas, delivering new homes, and carrying out repairs more quickly (including catching up on outstanding repairs).

Indicator	% of respondents satisfied			Benchmark*	
	2019	2021	Trend		
Service from Housing overall	76%	70%		70%	
Overall quality of home	71%	71%		70%	
Safety and security of home	New	80%	n/a	79%	
Last completed repair	New	76%	n/a	83%	
Rent provides value for money	91%	89%		80%	
Easy to deal with	New	72%	n/a	67%	
Listens to and acts upon views	67%	59%		58%	
Standard of customer service	85%	77%		Not used by HouseMark	
Clean and safe communal areas	New	70%	n/a		

*Comparison with 11 English councils recommended by HouseMark

In tenants' own words



Actions to improve performance

- Post-Covid recovery plan is in place to reduce repairs backlog
- Residents involved in ASB review, actions to be shared soon
- Better enquiries and complaints monitoring to improve response times, and Housing Customer Services resumes full phone service in June 2022
- Planned works such as kitchen and bathroom replacements resumed under new contracts in 2021/22
- Major works resuming under new contracts starting in 2022/23
- Increasing council homes – eg 89 delivered through buy-backs during 2021/22
- Converted a former housing office into 10 new temporary accommodation flats
- Installed 16 air source heat pumps which reduce CO2 emissions and lower energy bills
- Targeting fly-tipping hot-spots with new CCTV monitoring
- Assessing factors leading to lower satisfaction among tenants under 65

The full survey report will be published on the council website from 16 May 2022 and can be found using this link [here](https://www.brighton-hove.gov.uk/housing/council-housing/survey-tenants-and-residents-star) or at the following address:

<https://www.brighton-hove.gov.uk/housing/council-housing/survey-tenants-and-residents-star>

Information paper for all Area Panels May 2022

Tenant and Leaseholder Engagement – Formal groups and meetings

The council Community Engagement team support a range of work to talk to council tenants and leaseholders. One element of this is our formal groups where we meet to focus on specific subjects and work with tenants and leaseholders to improve services. These groups create opportunities for tenants and leaseholders to come together to share their issues and ideas to improve the quality of housing services and enhance the quality of life for people living in council accommodation. We publicise the dates of all meetings on the council website <https://www.brighton-hove.gov.uk/housing/council-housing/resident-involvement-meeting-diary#>

Area Panels

There are 4 Area Panels in the City, East, West, North and Central.

Area Panels are forums to bring together local council tenants and leaseholders, housing staff, councillors and local groups. The Area Panels consider issues relating to their local areas and reports relating to the council's role as landlord, including performance, services, budgets, major repairs programme development and delivery, policy issues and service development.

The Area Panels are led by an elected councillor and a resident representative who work together to agree agendas, promote resident involvement in the Panel and develop its role in overseeing service delivery and performance. The members of the Area Panel are ward councillors, representatives of resident associations, a representative of the Leaseholder Action Group. All council tenants are warmly welcomed. There are 5 meetings in each area per year. Please see meeting dates in the resident involvement diary <https://www.brighton-hove.gov.uk/housing/council-housing/resident-involvement-meeting-diary#>

Involvement & Empowerment

The involvement and Empowerment Group looks at the best ways of listening to and hearing what tenants and leaseholders have to say. Residents work with council officers to look at the best ways of communicating with tenants and leaseholders. This includes how to support the development of tenant and resident associations, developing resident training and learning, supporting the councils Homing In magazine, and developing new ways of reaching and supporting tenants to ensure that a diverse range of voices of residents and leaseholders are heard. The group meets 6 times per year and is led by a resident with the support of the Community Engagement Team. If you would like to join a meeting either in person or online please contact us at community.engagement@brighton-hove.gov.uk

Leaseholder Action Group

The Leaseholder Action Group (LAG) works to represent the interests of leaseholders within council housing. The LAG committee is elected annually by leaseholders and works with the Housing Leaseholder Team to raise issues of concern from within the Leaseholder community.

The LAG Committee can be contacted by telephone 01273 605225

Estate Development Budget

The Estate Development Budget is a pot of money set aside from tenant's rents to be spent on improving residents' estates and quality of life. Projects the money is spent on are created by residents and must clearly be for the benefit of tenants and leaseholders. It could be a new noticeboard for community news, a parent and toddler group for an estate or gardening equipment to help residents to grow food. Each project is voted on by a panel of residents who check that the project has the backing of the local community and will be of benefit to them. To apply please contact lucy.beasley@brighton-hove.gov.uk

City Wide Conference

If you live in council housing, the Citywide Conference is a yearly meeting for you to talk about changes or improvements you'd like to see in the housing service. The conference theme is decided by residents of the Involvement and Empowerment Group. Each year there are far ranging topics with guest speakers a chance to meet with other residents from across the city, you can also talk to our senior housing managers directly about any housing concerns or ideas you may have.

The conference has been run for several years and has been successful in linking residents with council staff, it has prioritised things that matter for residents and made a real difference to residents across the city. All tenants of council homes are welcome. For more information contact rebbecca.mann@brighton-hove.gov.uk

Tenant disability network

The Tenant Disability Network (TDN) is a resident led group that is support by the Community Engagement Team. The group aims to engage with disabled council tenants & leaseholders, carers and Personal Assistants(PA) and to gather their views and support them to improve their experience of living in council homes. TDN focuses on housing services, linking in with the council housing managers to work collaboratively to help in improving services. TDN also gathers information about issues and projects that effect disabled people and works to distribute this

so more tenants and leaseholders are informed about the services and support within the city. For more information or to attend a meeting in person or online please contact Richard.wheeler@brighton-hove.gov.uk

Home Group

The Home Group is a forum where tenants and leaseholders can get involved in decisions that affect their homes. The purpose is to focus on the parts of the Housing service relating to buildings; for example, windows and roof replacement, repairs called in by tenants, lifts in blocks and other mechanical or electrical services. Residents set the agenda, chair the meetings and work closely with different Housing staff to look at topics of interest. The Community Engagement Team help residents to keep track of topics, actions, including minuting the meeting and ensuring they are welcoming for new people too. For more information or to attend a meeting in person or online please contact Hannah.barker@brighton-hove.gov.uk

Resident inspectors

The Resident Inspector project is open to any tenant or leaseholder who is interested to take a practical look at Council Housing buildings or projects being completed. They take part in a variety of activities, visiting various parts of the city to look at repairs or maintenance taking place, or looking at works shortly after completed. This includes looking at newly built or renovated properties, or empty properties before they are let. Resident Inspectors might interview other tenants or workers, complete short questionnaires to gather information that feeds back to Housing teams. The Inspectors meet regularly to review what they have found and plan further studies. For more information or to become a resident inspector please contact Hannah.barker@brighton-hove.gov.uk

Estate Development Budget Task and Finish Group

This group has been created to finish the review of the Estate Development Budget process. Its purpose is to make recommendations to ensure its straightforward to apply, that decision making is consistent and transparent and that decisions on how the money is spent is led by residents. Task and Finish Groups are created to tackle a single issue, once this group's work is complete and the recommendations have been presented at the Area Panel meetings, this group will be closed. For more information or to attend a meeting in person or online please contact Keely.mcdonald@brighton-hove.gov.uk

Sam Warren

Community Engagement Manager
Communities, Equality and Third Sector Team
07717303331

Go to a full council or committee meeting

Find out how you can attend and get involved in a council meeting.

Find a council meeting (<https://new.brighton-hove.gov.uk/https://present.brighton-hove.gov.uk/mgListCommittees.aspx?bcr=1>)

To raise an issue at a council meeting, you can

- ask a question
- present a petition
- make a speech (also called a deputation)

To take part you will need to let us know in advance and follow the set rules. You can find the right contact details for each meeting in the agenda.

If you are unsure how the system works or feel that you need a confidence boost before taking that first step, you can also watch live video of council meetings (<https://new.brighton-hove.gov.uk/https://aisapps.sonicfoundry.com/AuditelScheduler/CreateSchedules/Past/20>) or catch up after the meeting.

Choose which council meeting to go to

Have a look at our committee work programme (<https://new.brighton-hove.gov.uk/https://www.brighton-hove.gov.uk/content/council-and-democracy/councillors-and-committees/find-out-where-and-when-council-making>) to find out which council meeting is right for the issue you're interested in or contact our democratic services team (<https://new.brighton-hove.gov.uk/mailto:democratic.servies@brighton-hove.gov.uk>).

The contact for Housing Committee is Shaun Hughes who can be reached via the following email: Shaun.Hughes@brighton-hove.gov.uk

If you would like to support or object to a planning application at Planning Committee (<https://new.brighton-hove.gov.uk/https://democracy.brighton-hove.gov.uk/mgCommitteeDetails.aspx?ID=118>) there is a separate process.

Watch a council meeting

- All council meetings are held in public and you're always welcome to come along and watch. There's space set aside in meetings for journalists and members of the public.
- in accordance with current Covid guidance the public gallery is limited to 6 people and it would help to contact us in advance
- there may be security guards and bag checks for some meetings
- we ask journalists to make sure they have their credentials with them
- you may need to leave while a confidential issue is discussed. This will be clearly identified on the agenda

You can also watch live or recorded video of council meetings (<https://new.brighton-hove.gov.uk/https://aisapps.sonicfoundry.com/AuditeIScheduler/CreateSchedules/Past/20>).

Take part in a meeting

Ask a question

- questions can be up to 100 words long
- your question has to be about something we can act on
- you need to tell us you want to ask a question by midday 4 working days before the meeting

Make a speech

A speech at a council meeting is sometimes called a deputation.

- your speech can be up to 5 minutes long
- it should be supported by at least 5 people with one spokesperson
- you need to tell us that you want to make a deputation by midday 4 working days before the meeting

Read our guidance on asking a question or making a speech at a council meeting (<https://new.brighton-hove.gov.uk/https://new.brighton-hove.gov.uk/ask-question-or-make-speech-council-meeting>).

You can also present a petition at a council meeting (<https://new.brighton-hove.gov.uk/https://new.brighton-hove.gov.uk/get-involved-council-decisions/petitions>).

The constitution

Part 8.9 of our constitution (<https://new.brighton-hove.gov.uk/https://www.brighton-hove.gov.uk/content/council-and-democracy/councillors-and-committees/constitution-brighton-hove-city-council>) provides the process for public involvement in council meetings.

Related Links

- Find out where and when the council is making decisions (<https://new.brighton-hove.gov.uk/content/council-and-democracy/councillors-and-committees/find-out-where-and-when-council-making>)
- Officers' decision record (<https://new.brighton-hove.gov.uk/content/council-and-democracy/councillors-and-committees/officers-decision-record>)
- Committees, council meetings and decision making (<https://new.brighton-hove.gov.uk/content/council-and-democracy/councillors-and-committees/committees-council-meetings-and-decision>)

Related Topics

- Committees (<https://new.brighton-hove.gov.uk/topic/committees>)