

Housing Management Panel: Central Area

Date: 14 December 2022

Time: 2.00pm

Venue Hybrid:
Virtual – Zoom
In Person – Brighton Town Hall, Committee Room 2

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

Contact: Emma Thomson
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AGENDA

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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 - Tuesday, 6 December 2022

Central 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	Tuesday 13 December 2022 – from 14:00 to 16:00 (Zoom will open 13:45, Meeting starts at 14:00)
Venue	Brighton Town Hall – Committee Room 2, Bartholomew Square, Brighton, BN1 1JA
Zoom	<p>Please type the following address in your browser:</p> <p>https://bit.ly/CAPDEC22</p> <p>There is no difference between uppercase/lowercase letters. You won't need to enter a meeting ID or password.</p> <p>If the link above does not work, you can join through Zoom client instead, using the following details:</p> <p>Meeting ID: 821 9229 0629 Passcode: CENTRAL</p> <p>OR phone in:</p> <p>If you cannot use a device which is able to connect to the internet, you can access the meeting through audio only. With a landline phone, call one of the following numbers and type in the meeting ID and passcode when asked:</p> <p>0203 481 5240 / 0203 901 7895 / 0208 080 6591 / 0208 080 6592</p> <p>Meeting ID: 821 9229 0629 Passcode: 9194530</p> <p>To mute and unmute yourself when calling by phone, press *6 (asterisk and 6)</p>
Transport	<p>We can help with your transport costs to get to the meeting. Please let us know at least 7 days in advance if you need the provision of bus tickets or a taxi to get to the meeting. If you drive, you can claim mileage and parking costs through your resident association grant, or where there is no association, via your Community Engagement Officer.</p> <p>Taxis can only be requested by people with mobility issues.</p>

Please read the papers in advance of the meeting.

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

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: CENTRAL AREA

2.00pm 11 OCTOBER 2022

THE BARNARD CENTRE, ST. JOHNS MOUNT, MOUNT PLEASANT, BRIGHTON, BN2
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MINUTES

Present:

Councillors: Hugh-Jones (Chair), Rainey

Representatives: Carl Boardman (Warwick Mount Residents Association), Theresa Mackey (Highcroft Lodge Residents Association), Jason Williams (Hereford Court Residents Association) and Linda King (Essex Place Tenants Association)

Officers: Sam Warren (Community Engagement Manager), Simon Bannister (Community Engagement Officer), Janet Dowdall (Tenancy Services Operations Manager), Justine Harris (Head of Tenancy Services), Hannah Barker (Community Engagement Officer), Grant Ritchie (Head of Housing Repairs & Maintenance), Natalie Beckwith (Community Engagement Administrator), Francis Mitchell (Democratic Services Support Officer) and Emma Thomson (Democratic Services Officer)

Guests: Norman Williams, Emma Salcombe and Chris Row

1 WELCOME, INTRODUCTIONS AND APOLOGIES

1.1 Councillor Steph Powell, Geof Gage (Head of Housing Investment & Asset Management) and Eileen Stewart (Somerset Point Residents Association) sent apologies.

1.2 The Chair gave the following communication:

Barry Hughes' funeral is at 10am on Monday 17th October at the North Chapel of Woodvale Crematorium. If people want to go, we probably need to know numbers. If you can let us know through the Community Engagement Team by emailing the Community Engagement inbox.

I also have a couple of bits of news. I visited one of our Seniors Housing schemes on Friday, and the reason I wanted to visit was because they have been shortlisted for a national award for their garden. When I visited, we walked in, and the lounge was full of amazing photography because there are several residents that have started doing art. One of them has been for a photographer for decades so there were pictures that he'd done back in the 70s which were beautifully framed. He and someone else who lives there, who has come to photography relatively recently, had both entered the Open Houses exhibition this year and been commended, so they had their certificates up as well. The scheme is also being redecorated at the moment in

different colours for each floor and the Council has taken advise on that and its looking great and will look even better when its finished. The garden was lovely, loads of apples, they have chickens and minor bees, so it's a really great scheme.

The other thing, for anyone that wasn't aware, there was a Citywide Housing Conference that was tenant led on Saturday in Hove Town Hall. That was basically talking about disability and adaptations that the Council can make, and there were officers there from Occupational Therapy and Adult Social Care. There was also an opportunity during that event to go through some of the budget for next year, to the extent that we know at the moment, but there will be a further opportunity later in the year to go through the budget in a bit more detail.

2 MINUTES OF THE PREVIOUS MEETING

- 2.1 The minutes from the meeting held on 16 August 2022 were agreed as a correct record.

3 ACTIONS OF THE PREVIOUS MEETING

- 3.1 Justine Harris provided a verbal update for the action relating to key fobs. Emma Salcombe confirmed the main concern is security as vulnerable residents are being targeted to gain access to the building. Justine Harris advised further consideration can be given to addressing what can be done going forward in terms of security and key fobs, particularly in relation to the accessibility and security of the rear access door for Warwick Mount laundry room.
- 3.2 Theresa Mackey advised that she had received no further information from Grant Ritchie with regards to the disparity of the cost of parking in the Highcroft Lodge car park and on street parking and ongoing fly tipping. Grant Ritchie confirmed he would liaise with Justine Harris to ensure the relevant person deals with both issues and phone Theresa Mackey.
- 3.3 **RESOLVED:** The Actions from the meeting held on 16 August 2022 were agreed as completed subject to the above comments.

4 ESTATES WALKABOUT REVIEW - HOUSING SERVICES

- 4.1 The Head of Tenancy Services, Justine Harris, introduced the report starting on page 15 of the Agenda.
- 4.2 Jason Williams was advised that over a period of two years, a walkabout of around 220 routes will be undertaken, so every area of the city will be covered.
- 4.3 Norman Williams raised several issues with the fire doors in Essex Place that have been ongoing for 22 years, specifically relating to the closure mechanisms, wind pressure and accessibility for wheelchair users. Grant Ritchie stated that he planned to speak to Geof Gage to see if accessibility and mobility around communal parts of blocks could be considered when carrying out planned works since there are different operating and securing mechanisms that could be introduced going forward.
- 4.4 Emma Salcombe stated that residents had enquired about installing a push button, however, were informed that it would be too expensive for their block alone and would

not be addressed at this time. Further considerations were to be given to how to make the doors more accessible, however, no word has been received. Grant Ritchie advised he would follow up with Geof Gage to get a response.

- 4.5 Theresa Mackey echoed the previous comments made by other residents and asserted that making reasonable adjustments should be a matter of priority to ensure blocks are safe and accessible for residents with disabilities. Grant Ritchie agreed but stated that the issue needs to be addressed as a wider piece of work, in the interim internal doors will be replaced and any problems with fire doors should be reported as a repair and will be dealt with.
- 4.6 Norman Williams highlighted that the onus should not be placed on tenants to report repairs in communal areas as the Housing Estates Assistant should be reporting them. Justine Harris advised work has been done with the team to ensure issues are being reported back, however, she would follow up on this again. Justine also confirmed she would follow up with colleagues regarding scheduling internal block inspections.
- 4.7 **RESOLVED:**
- Grant Ritchie to speak to Geof Gage about accessibility and mobility around communal parts of blocks to see if this can be considered when carrying out planned works
 - Grant Ritchie to follow up with Geof Gage to get a response on making the fire doors in Essex Place more accessible for disabled residents if unable to install a push button at present
 - Justine Harris to follow up with Housing Estates Assistants to ensure issues/ repairs in communal areas of blocks are being reported back
 - Justine Harris to follow up with colleagues regarding scheduling internal block inspections

5 AREA PANEL REVIEW PAPER - COMMUNITY ENGAGEMENT

- 5.1 The Community Engagement Manager, Sam Warren, introduced the presentation starting on page 25 of the Agenda.
- 5.2 Representatives and officers discussed the findings of the review and offered suggestions on managing people wanting both daytime and evening meetings, improving communication channels and online participation and chairing.
- 5.3 Sam Warren advised that a report capturing the findings and discussion will be brought to the next Area Panel with recommendations.

6 ALL 4 AREAS 3-STAR DOCUMENTS

6.1 *Anti-Social Behaviour*

Justine Harris referred to the response and confirmed that ASB will be on the Agenda for the next Area Panel on 13 December.

6.2 *Carparks at Somerset Point, Essex Place and Warwick Mount*

No further discussion was held as the matter was covered earlier in the meeting.

6.3 *Cleaners at Essex Place and Citywide*

Chris Row advised that what was set out in the response is not currently happening at Essex Place as the landings are not cleaned on a weekly basis and rubbish is repeatedly left outside. Justine Harris confirmed she would follow up with the Estates team and provide residents with an update.

6.4 *Insulation of Council Properties*

Grant Ritchie reiterated the response, highlighting that working through the backlog of repairs is the current focus and once this is managed then more work will be done around insulation.

6.5 *Making our city accessible for people with disabilities*

Emma Salcombe advised that the response does not address the issue of people parking on kerbs and restricting access for disabled people. Norman Williams added that this is a major issue citywide as many businesses put tables and chairs out in the pavement without a permit and as no restrictions are enforced to prevent drivers from parking on corners and obstructing disability ramps. Cllr Hugh-Gibson requested that tenants get involved with the Accessible City Strategy and submit evidence to ensure the Council can produce a robust piece of work.

6.6 **RESOLVED:**

- Justine Harris to follow up with Estates team regarding cleaners at Essex Place and provide an update

7 **LOCAL 2-STAR DOCUMENTS**

7.1 *Free laundry room at Essex Place*

Emma Salcombe advised that the question had been captured incorrectly and that two questions were raised. Firstly, as there was a rumour that the Council were planning to shut down sheltered accommodation laundry rooms, could this be corrected? Justine Harris advised this was not the case. Secondly, while charges for the laundry room have ceased, the Council has no revenue, therefore, who is footing the bill? Norman Williams said he had been advised the cost was being added to tenant's rent. Justine agreed to clarify if this was the case, how much it is costing and what the impact may be.

7.2 *Highcroft Lodge Carpark*

No further discussion was held as the matter was covered earlier in the meeting.

7.3 *Poor State of Pavements: Local Improvements*

No further discussion was held as the matter was covered earlier in the meeting.

7.4 *Windows at Highcroft Lodge*

Councillor Hugh-Jones advised that if residents have genuine concerns about the safety of windows, then it needs to be reported as a repair.

7.5 **RESOLVED:**

- Justine Harris to clarify if the cost of laundry room provision is being added to Essex Place tenant's rent, how much it is costing and what the impact may be.

8 POSITIVE COMMUNITY NEWS

8.1 Theresa Mackey highlighted the great work done by the cleaner for Highcroft Lodge, stating that she goes above and beyond her duties and regularly helps disabled tenants who cannot get to the bins by taking their rubbish out for them.

9 ANY OTHER BUSINESS

9.1 There was no discussion.

The meeting concluded at 4.10pm

Actions from Central Area Panel meeting 11.10.22

Deadline for staff to respond: **16th November 2022**

Ref	Action	Who	Response	Completion Date
CA1	Look at the accessibility and security of the rear access door for Warwick Mount laundry room	Geof Gage	We will have this looked at and report back to Area Panel with a recommendation. The options could include a ramp and keypad entry.	18.11.2022
CA2	Consider what can be done going forward in terms of security and key fobs	Justine Harris	Whilst we have not been able to identify a quick solution to the cloning of the key fobs, we have found out that security can be provided by purchasing additional software, this is being investigated. Further update to be provided at the next Area Panel	04.11.22
CA3	Liaise with Justine Harris regarding Highcroft Lodge car parking and on street parking and ongoing fly tipping and phone Theresa Mackey	Grant Richie	Verbal update to be given at Area Panel. The variance of parking charges is currently being reviewed. Fly tipping has been reported to the Housing Estates Service. Further incidents of fly tipping should be reported the Estates team: Fly tipping in the car park should be reported to: EstatesServiceTeam@brighton-hove.gov.uk , tel: 01273 294769.	04.11.22
CA4	Speak to Geof Gage about accessibility and mobility around	Grant Richie	For windows, doors and roof programmes this will not necessarily be an area that they	18.11.2022

	communal parts of blocks to see if this can be considered when carrying out planned works		could consider for this, it could be looked at as part of our external repairs planned programme (subject to budget) and major works projects and we will ask for this to be a consideration when programming these works. It should be noted this would only be for external access purposes.	
CA5	Follow up with Geof Gage to get a response on making the fire doors in Essex Place more accessible for disabled residents if unable to install a push button at present	Grant Richie	<p>We have considered the works required and we are putting together a programme as part of our fire safety works to overall and repair the communal doors to the landings.</p> <p>We are unable to consider these for automatic openers and this would not be included in this programme. Further verbal response to be given at Area Panel.</p>	18.11.2022
CA6	Follow up with Housing Estates Assistants to ensure issues/ repairs in communal areas of blocks are being reported back	Justine Harris	Completed	18.11.22
CA7	Follow up with colleagues regarding scheduling internal block inspections	Geof Gage	We have undertaken a stock condition survey of our blocks and from April 2023 we will be undertaking further stock condition surveys, which will be the basis for future programmes from 2029. As part of our External & Internal decorations planned programmes, we have now concluded our inspections and have a 5-year programme in place (subject to budget approval).	18.11.2022

CA8	Follow up with Estates team regarding cleaners at Essex Place and provide an update	Justine Harris	The cleaner who regularly cleans Essex Place is back at work. The block has been inspected. If there are further concerns please can residents contact Estates Services 01273 294769 or estatesserviceteam@brighton-hove.gov.uk	04.11.22
CA9	Clarify if the cost of laundry room provision is being added to Essex Place tenant's rent, how much it is costing and what the impact may be.	Justine Harris	All laundries in general needs housing are managed within a single contract. Running costs are recorded as a whole. These are paid from the HRA and not ring fenced to rental income from each individual block.	18.11.22

Environmental Improvement Proposals 2022 - approved

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Total Accepted	Status	Committed/ spend
EIB324	East	18-May-22	Residents on Bird Estate walkabout	Swallow Court	Relocate bin storage due to smell caused by bin lids being left open.	Accept June 22	Partial Agreeded new pedal operated bins with lids	£2,500	£2,500		£2,500	Works Completed	£2,580.00
EIB327	East	18-May-22	Residents on Bird Estate walkabout	Blackdown	Slope in front of block - Slope crazy paved with weeds growing through	Pending	Investigate further	£5,000.00			£2,000.00	Procuring	
EIB332	Central	25-May-22	Residents on Mount Pleasant Walkabout	Tyson Place, Grosvenor Street, Brighton, BN2 0JQ	Recycling bins are looking tatty and the 2 refuse bins have no lids.	Accept June 22	Improve appearance & usage	£2,500		£2,500	£2,500	Works Completed	£1,640.00
EIB335	Central	25-May-22	Residents on Mount Pleasant Walkabout	Avon Court	Avon Court car Park- Cars park on grass as bollards missing – request to replace the bollards	Accept June 22	To replace missing ones and maintain safe pedestrian access	£1,000		£1,000	£1,000	Contractor appointed	£210.60
EIB336	Central	25-May-22	Residents on Mount Pleasant Walkabout	St John's Mount -	External recycling bins look tatty and refuse bin without lid.	Accept June 22	Improve appearance & usage	£2,000		£2,000	£2,000	Works Completed	£1,640.00
EIB343	North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road,	Consider installation of secure external storage for garden equipment	Accept June 22	To provide storage other than community room	£5,000		£5,000	£5,000	consult	
EIB347	North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney & Nettleton - bin store	Limited space on site for these recycling bins but improvements can be made by installing a low fence around the pavement side.	Accept June 22	To improve visual appearance	£2,000		£2,000	£2,000	Works Completed	£2,887.70
EIB345	North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road,	Proposal to provide boxed hose storage with retractable reel in Millenium Garden	Accept	Check with other departments	£500		£500	£500	Procuring	
EIB348	North	15-Jun-22	Residents on Wiston Road Walkabout	Wiston Road	Can there be play installed in open space for younger children	Accept partial July 22	Reject play as another play area within 120m, but plant fruit trees	£3,000		£3,000	£3,000	Procuring	

EIB350	Central	22-Jun-22	Residents On Estate Walkabout	Barclay House/ Morley Lodge	Shrub & Tree works required to clear lighting columns and pathways	Accept July 22	To resolve issues/ improve safety	£3,000		£3,000	£3,000	Contractor appointed - part	£1,290.00
EIB353	Central	22-Jun-22	Residents on Estate Walkabout	Morley Lodge	Request for building signage as only way can tell is looking at DES.	Accept July 22	None present	£500		£500	£500	Works Completed	£203.56
EIB354	West	29-Jun-22	Residents on Clarendon Estate Walkabout	Conway Court - front car park west	Screening of bin storage in front car park	Accept July 22	To improve appearance/ reduce fly tipping	£2,500	£2,500		£2,500	Works Completed	£339.69
EIB355	West	29-Jun-22	Residents on Clarendon Estate Walkabout	Ellen Street	Previously promised screening of recycling areas through EDB	Accept July 22	To improve appearance/ reduce fly tipping	£10,000	£10,000		£10,000	Works Completed	£2,584.27
EIB358	North	29-Jun-22	Residents on Bates Estate Walkabout	All Estate	Request for one off clearance of pathways	Accept July 22	To assist with access across site	£5,000		£5,000	£5,000	Contractor appointed -part	£1,190.00
EIB359	North	29-Jun-22	Residents on Bates Estate Walkabout	Selsfield Drive	Restore island at the entrance to the estate	Accept July 22	To improve appearance/ accessibility for vehicles	£500		£500	£500	Closed - Highways land, not allowed to do as would speed up cars and increase run off.	
EIB363	West	06-Jul-22	Residents on Ingram crescent Walkabout	Jordan Court	Bin storage areas are raised & insufficient recycling.	Accept Aug 22	To improve accessibility & recycling	£12,000	£12,000		£12,000	Contractor appointed	£15,326.00
EIB364	West	06-Jul-22	Residents on Ingram crescent Walkabout	Jordan Court	Bin areas on show/ unsightly at roundabout at entrance to Jordan Court	Accept Aug 22	To improve appearance/ reduce fly tipping	£2,500		£2,500	£2,500	Procuring	
EIB370	East	13-Jul-22	Residents on Craven Estate walkabout	Parham Close lower blocks	Rotary lines requested - investimate partial removal of washing lines and installation of rotary.	Accept Aug 22	To improve visual appearance and increase usage	£2,500		£2,500	£2,500	Contractor appointed	£1,597.93
EIB330	East	18-May-22	Residents on Bird Estate walkabout	Med rise blocks	Review of bins storage & screen of bin stores	Accept Sept 22	Initially on Hold Revisited after complaint	£6,500	£6,500		£6,500	Works ordered	£3,913.50

inc £4,614 Contingency

EIB374	Central	20-Jul-22	Residents on Albion Hill Walkabout	Ecclesden, Grove Hill, Brighton, BN3	Install wooden edging board to prevent mulch/debris falling on pavement/steps	Accept Aug 22	To improve visual appearance/safety	£700		£700	£700	Contractor appointed -part	£270.40
EIB380	Central	20-Jul-22	Residents on Albion Hill Walkabout	Ecclesden, Grove Hill, Brighton, BN4	There are a number of pot holes in the front entrance way which are a trip hazard	Accept Aug 22	To improve safety	£3,500		£3,500	£3,500	Worsened - needs resurfacing - cost £12,733	
EIB380	North	27-Jul-22	Stanmer Heights Walkabout	The Gathering Place	Remove brambles around community centre to improve visual appearance. Consideration to be given to planting with low maintainace planting.	Accept Aug 22	To improve visual appearance	£3,000		£3,000	£3,000	Contractor appointed for clearance £1145. estimated £1500 for plants/planting	£1,145.00
EIB383	North	27-Jul-22	Stanmer Heights Walkabout	Across estate but particularly around Orchid View	Overgrown shrubs/ tree seedings some interfering with light to flats and in wrong place.	Accept Aug 22	To improve visual appearance/ prevent issues with light	£1,500		£1,500	£1,500	Procuring	
EIB384	North	27-Jul-22	Residents on Stanmer Heights Walkabout	Across Estate	.A couple of water butts could be installed in the middle of each block at the rear of the building to assist in the growing of plants.	Accept Aug 22	To assist residents in growing their own	£2,000		£2,000	£2,000	Contractor appointed - 7 water butts	£845.00
EIB389	West	03-Aug-22	Residents on Locks Crescent Walkabout	Cowhayes Court - front	Brambles in shrub borders - replace planting along bank with something more suitable	Accept Aug 22	To improve visual appearance and reduce maintenance	£3,500		£3,500	£3,500	Procuring	
EIB391	West	03-Aug-22	Residents on Locks Crescent Walkabout	Cowhayes Court	Bins on show - screen/ contain bins.	Accept Aug 22	To improve visual appearance	£1,500		£1,500	£1,500	Contractor appointed	£2,064.78
EIB392	West	03-Aug-22	Residents on Locks Crescent Walkabout	Portslade Court	Old no ball games sign needs replacing and block signage could do with upgrade.	Accept Aug 22	To improve visual appearance	£500		£500	£500	No balls sign removed. Consult on Block signage	
											£81,700		£39,728.43

Environmental Improvement Proposals 2022 - proposals awaiting consultation

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Total Accepted Cost	Status	Commitment/ spend
EIB325	East	18-May-22	Residents on Bird Estate walkabout	Near Swallow Court	Fence area and create community seating area	Consult	Wider consultaion required by Community Engagement	£12,500.00				Awaiting consultation	
EIB329	East	18-May-22	Residents on Bird Estate walkabout	Across estate	Additional benches for residents to sit & enjoy plus daffodils	Consult	Consult. Consider community involvement for planting	£3,100.00				Awaiting consultation	
EIB334	Central	25-May-22	Residents on Mount Pleasant Walkabout	Mount Pleasant	Issues with graffiti around the youth centre areas of the estate. A couple of options to reduce ongoing graffiti:	Consult	Wider consultaion required by Community Engagement	£10,000.00				Awaiting consultation	
EIB338	Central	25-May-22	Residents on Mount Pleasant Walkabout	Derby Place/ Devon Lodge/ Cambridge Place	Greenspace underused.- further consultation for more usage of greenspace. Eg grow	Consult	Wider consultaion required by Community	£7,000.00				Awaiting consultation	
EIB346	North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road, - Community	Redecorate and recarpet area with changes to existing lighting which is institutional.	Consult	Consultation to be lead by Community Engagement team -	£10,000.00				Awaiting consultation	
EIB351	Central	22-Jun-22	Residents on Estate Walkabout	Front entrances Barclay, Napier, Johnson Bank	Gates requested revisit previous proposal EIB288	Consult	Wider consultaion by Community Engagement	£11,000.00				Awaiting consultation	
EIB357	North	29-Jun-22	Residents on Bates Estate Walkabout	Across Estate	Tree works required to clear dead, overgrown and resolve light issues	Pending	Check programme with Arb team	£5,000.00				No Response	
EIB368	East	13-Jul-22	Residents on Craven Estate walkabout	Parham Close lower blocks	Creating planters from old bin stores Raised beds requested around community vegetable garden	Consult	Wider consultaion required by Community Engagement Team	£8,000.00				Awaiting consultation	
EIB369	East	13/07/2022	Residents on Craven Estate walkabout	Parham etc	Broken waterbutts across the estate - might be better as EDB quick bid.	Further investigation	Wider consultaion required by Community Engagement	£1,000.00				Awaiting consultation	

EIB372	East	13-Jul-22	Residents on Craven Estate walkabout	Craven Road	tenants would like benches around the estate so they can sit out	Consult	Wider consultaion required by Community Engagement Team	£2,500.00					Awaiting consultation	
EIB381	North	27-Jul-22	Residents on Stanmer Heights Walkabout	Across Estate eg Orchid View rear of blocks	Re-purpose old brick built bin storage at rear of blocks for bicycle Storage or general storage.	Consult	Wider consultaion required by Community Engagement Team	£3,000.00					Awaiting consultation	
EIB385	North	27-Jul-22	Residents on Stanmer Heights Walkabout	Across Estate	Encourage food growing/ increased interest/ community involvement across the estate. Provide shallow raised vegetable beds	Consult	Wider consultaion required by Community Engagement Team	£3,000.00					Awaiting consultation	
EIB386	West	03-Aug-22	Residents on Locks Crescent Walkabout	Blakers Court Portslade BN41 2AD	Resident planting and seating area out front of block. Perhaps with low level fencing, raised planters and a picnic bench. Needs further consultation.	Consult	Wider consultaion required by Community Engagement Team	£7,000.00					Awaiting consultation	
EIB388	West	03-Aug-22	Residents on Locks Crescent Walkabout	Kemps Court	Waterbutts already present but is there any desire for more formal seating areas, raised planters or secure storage. Consultation requied.	Consult	Wider consultaion required by Community Engagement Team	£5,000.00					Awaiting consultation	
EIB390	West	03-Aug-22	Residents on Locks Crescent Walkabout	Cowhayes Court	Washing area not used but area in use for communy. improve this area with raised planters, climbers and pernament seating	Consult	Wider consultaion required by Community Engagement Team	£4,000.00					Awaiting consultation	
EIB394	West	03-Aug-22	Residents on Locks Crescent Walkabout	Horsfield Court	Community garden active & in use is there anything we can do to assist, eg paving for under seating or raised planters?	Consult	Wider consultaion required by Community Engagement Team	£5,000.00					Awaiting consultation	
								£97,100.00						

Environmental Improvement Proposals 2022 - proposals rejected

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Total Accepted Cost	Status
EIB323	East	18-May-22	Residents on Bird Estate walkabout	Whitehawk North play area	Additional funding to play area	Reject Jun 22	£35,000 awarded out of planned works					Closed
EIB326	East	18-May-22	Residents on Bird Estate walkabout	Kestral Court and Kingfisher Court	Mural for blank concrete walls	Reject Jun 22	Community benefit limited, this is just for a car park wall					Closed
EIB328	East	18-May-22	Residents on Bird Estate walkabout	Kingfisher, Falcon & Kestral	Screen externallly located recycling	Reject Jun 22	Surveyor Observation not a specific request					Closed
EIB333	Central	25-May-22	Residents on Mount Pleasant Walkabout	Tyson Place, Grosvenor Street, Brighton, BN2 0JQ	Concern over congregation of youths in area under building. proposal to reduce unauthorised access.	Reject	Monitor situation.					Closed
EIB337	Central	25-May-22	Residents on Mount Pleasant Walkabout	Derby Place/ Devon Lodge/ Cambridge Place	Bin storage in view and restricting access under canopy. Check with City clean	Reject	No current issues					Closed
EIB352	Central	22-Jun-22	Residents on Estate Walkabout	Jonston Bank, Napier, Barclays Rear car park to estate	Cars re still speeding through the estate- request for pathway alongside to make safe.	Rected July 22	Need further evidence on traffic numbers					Closed
EIB344	North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road,	Investigate options for watering point for border by entrance	Reject	Cost high and already have a tap on site					Closed
EIB356	North	29-Jun-22	Residents on Bates Estate Walkabout	Selsfield Drive	Accessible planters	Reject July 22	Would consider a proposal from a gardening group/ across estate.					Closed
EIB362	West	06-Jul-22	Residents on Ingram crescent Walkabout		Overgrown Shrubberies programmed review of landscape	Reject	A lot spent on this estate recently.					Closed
EIB365	West	06-Jul-22	Residents on Ingram crescent Walkabout	Stevens Court	Bin area 25-28 Stevens "designed to attract fly tipping "	Reject	Monitor/ delay -a number of bin areas improved this is less of a priority					Closed
EIB366	West	06-Jul-22	Residents on Ingram crescent Walkabout		Can further consideration be given to safe bike storage	Reject	Wait for further roll out of cycle hangers project					Closed
EIB367	East	13-Jul-22	Residents on Craven Estate walkabout	Craven / Hadlow / Parham	Bins missing lids and foot pedals/ Area adjacent to 133 Craven Rd sign prone to fly tipping and needs to be designed out (around Buddleia)	Withdraw	Raised as wider issue with on street bins - looking at alternative funding sources					Closed
EIB371	East	13-Jul-22	Residents on Craven Estate walkabout	Parham Close upper blocks	Please can chain link gates be replaced with wooden gates to deter dog walkers and people thinking it's a short cut	Reject	Would increase maintenance costs and if left open get damaged easily					Closed

EIB373	Central	20-Jul-22	Residents on Albion Hill Walkabout	Ecclesden, Grove Hill, Brighton, BN2	Bikes chained to railings, consider bike storage - request for secure bicycle storage.	Reject	Wait for further roll out of cycle hangers project						Closed
EIB376	Central	20-Jul-22	Residents on Albion Hill Walkabout	Normanhurst	Plant low flowering shrubs in front border either side of steps	Reject	Major works planned, refer as social value						Closed
EIB377	Central	20-Jul-22	Residents on Albion Hill Walkabout	Highleigh, Grove hill, BN2 9NL	Consider repair and securing bicycle storage	Reject	Repair only						Closed
EIB378	Central	20-Jul-22	Residents on Albion Hill Walkabout	Highleigh, Grove hill, BN2 9NL	Tree planting across estate	Reject	Referred to Housing tree officer						Closed
EIB379	North	27-Jul-22	Residents on Stanmer Heights Walkabout	Orchid View	Cars are parking on grass verge adjacent to car park - tarmac or create parking	Reject	Car park deteriorating as well cost £11,419 Refer to Car Parks/ major works						Closed
EIB382	North	27-Jul-22	Residents on Stanmer Heights Walkabout	Orchid View/ across Estate	Tree planting to improve estate especially around bin store in Orchid View Include fruit trees.	Reject	Referred to Housing tree officer						Closed
EIB387	West	03-Aug-22	Residents on Locks Crescent Walkabout	Blakers Court Portslade BN41 2AD	Tree stump - could a tree be replanted here and around estate	Reject	Referred to Housing tree officer						Closed
EIB393	West	03-Aug-22	Residents on Locks Crescent Walkabout	Portslade Court	Grass area is very bare, plant flowering trees to enhance	Reject	Referred to Housing tree officer						Closed

Total proposals		
	64	
Accepted	27	£ 81,700.00
Investigation/ Consult	16	£0.00
Rejected	21	£ -

Resident Questions for Housing Area Panel

Reference Number: C3.1

Department	Housing
Date question raised	24.10.2022
Week of Area Panel	12.12.2022
Area in city	Central
Star rating applied by residents	3
Deadline for officer response	Wednesday 16 th November 2022
Name of officer responding	James Pemberton
Officer job title	Performance & Improvement Officer

Resident Question

Title of Question	Clarification about use of CCTV
Issue:	CCTV has been installed in many places as a security measure and deterrent. Restrictions on access to CCTV footage has meant it is often not available as evidence when a problem occurs.
Background:	Fly-tipping, anti-social behaviour, drug deals and burglaries have all been caught on CCTV. Even when it is possible to provide a time frame, police have been unable to access the CCTV footage.
Action requested by residents:	Residents asked for a number of points to be clarified: <ul style="list-style-type: none"> • when can CCTV footage be used, and by who? • why it is difficult for the police to access CCTV footage? • If access is so limited and usually denied, what is the point of CCTV?

Officer Response

Officer contact details:	Justine.harris@brighton-hove.gov.uk
Officer Response:	<p>When can CCTV footage be used, and by who?</p> <p>CCTV is used when there has been a report of anti-social behaviour on Housing land and where it is believed CCTV will aid investigation in the matter. The process the council follows is designed to protect both individual residents and property. Viewing and downloading of the material is done by trained Housing staff.</p>

	<p>In cases where the police believe a crime has been committed, they may request CCTV images from Housing.</p> <p>We also have 6 CCTV which are used to detect fly tipping. These can be moved twice a year.</p> <p>Why it is difficult for the police to access CCTV footage?</p> <p>To detect and investigate crime the council cooperate fully with the police when they make a request to view CCTV. To ensure that we are complying with our legal obligation as data controller, this is authorised by a senior police officer. Whilst we cannot release the footage until we have authorisation, we prepare the footage for release once the request is received. The police have confirmed they have no concerns in relation to the council's response to sharing CCTV footage.</p> <p>CCTV footage is stored for a limited period (usually 28 days, occasionally longer) before it erases.</p> <p>If access is so limited and usually denied, what is the point of CCTV?</p> <p>Please see response to the first point.</p>
Action:	None
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: C3.5

Department	Housing
Date question raised	24.10.2022
Week of Area Panel	12.12.2022
Area in city	Central
Star rating applied by residents	3
Deadline for officer response	16 th November 2022
Name of officer responding	Grant Richie
Officer job title	Head of Repairs and Maintenance

Resident Question

Title of Question	Rationalising the repair system
Issue:	Repairs could be carried out in a more cost-effective and rational way if there was more of an overview. For example, if one household has three different plumbing issues, these should be dealt with in one visit rather than on three separate occasions.
Background:	Central residents' experience of the current situation is that multiple visits are made even when the repairs can all be done by the same person – eg several different plumbing problems. This is frustrating and involves delays in a situation where residents are already having to wait a long time for repairs.
Action requested by residents:	Residents asked for a report on a) why this situation occurs and b) what can be taken to make the system more cost-effective and rational.

Officer Response

Officer contact details:	Grant.Ritchie@brighton-hove.gov.uk
Officer Response:	The Repairs service is organised to complete repairs with a minimum number of visits. However there are occasions when more than one visit is required. This may be because the scale of the repair was not evident when first reported or once the repair was started the amount of work is greater than estimated. There are also some tasks such as lifting a bath or working off a ladder that will always be a two-person task for Health & Safety reasons. Whilst we like to try and send the same person to complete a task this is not always possible. Our staff time is planned days in advance. If a job runs over from the previous day an operative who

	<p>is free or has space in their diary will be sent, this may not be the same operative who started the task.</p> <p>When a job is raised against an address any other job in the same trade on that address should also be sent to the operative. This should stop multiple staff being sent to do similar tasks. However, I do accept that there are sometimes mistakes and other repairs are missed so additional visits are made. I also recognise that the task may be wrongly reported sometimes and therefore the operative attending may not be suitably equipped for the repair or have enough time to complete the works.</p> <p>One of the main problems the teams are facing now is the quantity of repairs that they have to attend to. As we have previously reported we currently have a backlog of works. To reduce this backlog, we are using the available staff to clear as many tasks in a day as possible. However, this means that they do not have spare time, so if they do identify additional works when completing a task they will often not have adequate time to complete them.</p> <p>As the backlog reduces, we plan to undertake more comprehensive repairs on the first visit which will provide a more efficient service and greater customer satisfaction.</p>
Action:	No Further Action
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: C3.7

Department	Housing
Date question raised	24.10.2022
Week of Area Panel	12.12.2022
Area in city	Central
Star rating applied by residents	3
Deadline for officer response	Wednesday 16 th November 2022
Officer job title	Sylvia Peckham, Head of Temporary & Supported Accommodation

Resident Question

Title of Question	Anti-social Behaviour and temporary accommodation
Issue:	Residents at Malthouse Court are concerned about the concentration of temporary and hostel accommodation in the area.
Background:	Over the past 6 months there have been major problems with tenants in a temporary accommodation flat. This has included broken windows, noise late at night and constant visits from the police. It has been really disruptive. Residents feel they are taking more than their fair share of problematic tenancies in their area.
Action requested by residents:	<p>Residents asked for a response to the following questions:</p> <ul style="list-style-type: none"> • Does the Council have to inform residents if a flat in the block is being used for temporary accommodation? Is there any consultation and advance notice? Do residents have any say about this? • Are there any guidelines to ensure that temporary accommodation and problematic tenancies don't get concentrated in any one area? • Why is stronger action not taken by the Council when problems arise?

Officer Response

Officer contact details:	Sylvia.peckham@brighton-hove.gov.uk
Officer Response:	<ul style="list-style-type: none"> • The Council would not inform residents in a block that a flat is being used by a temporary accommodation tenant and it is not a requirement to do so.

	<ul style="list-style-type: none"> • There is no guidance on the number of flats that may be used as temporary accommodation in one area. Like other types of tenure and home ownership, there can be problems with anti-social behaviour. • The Council understands it is very difficult for residents when a neighbour perpetrates anti-social behaviour (ASB). The action taken in relation to ASB will depend on the behaviour and the impact. The Council will support the victim of ASB and also attempt to work with the perpetrator to support behaviour change and de-escalate the situation. The Council takes enforcement action where a tenant breaches their tenancy. When we do so we are required to follow a legal process, and this includes demonstrating to the court what we have done to change the behaviour of the perpetrator, including addressing support needs. Action taken is proportionate, appropriate and robust.
Action:	N/A
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: E3.1

Department	Housing
Date question raised	13/10//2022
Week of Area Panel	12/12/2022
Area in city	East
Star rating applied by residents	3
Deadline for officer response	Wednesday 16 th November 2022
Name of officer responding	Justine Harris
Officer job title	Justine Harris, Head of Tenancy Services

Resident Question

Title of Question	Anti-Social Behaviour
Issue:	The Council is not doing enough within their powers to remove tenants who continue to commit anti-social behaviour offences.
Background:	<p>Residents are not satisfied with the officer's previous response to this item.</p> <p>See minutes of the last East Area Residents meeting, 25th August 2022, item 5.</p> <p>Residents are continuing to live in fear in their neighbourhoods because of anti-social behaviour by other Council tenants. In Craven Vale, there are multiple and repeated reports of ongoing harassment and threatening behaviour, intimidation, break-ins, attempted break-ins, and knife carrying.</p> <p>The Council is not doing enough to resolve the issue and address the victims' concerns. The Council is not responding rapidly enough, or at all, to residents' requests for action, information and updates. The residents pointed out that the police have on the other hand, been very responsive.</p> <p>The officer's response to the residents' previous question is not satisfactory because it is not in line with the Council's own policy and</p>

	<p>guidance (tenancy agreement breaches and dealing with ASB¹), and government policy².</p> <p>While residents do not wish to see people made homeless, the Council has a duty of care towards tenants/residents who are victims of ASB.</p>
Action requested by residents:	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> • Residents would like to see firmer action being taken by the Council to deal with the problem. • Residents would like to know why the Council has deliberately chosen not to use community protection notices to deal with anti-social behaviour on estates. • Residents believe the officer's response (that the local authority has a legal duty to provide accommodation for homeless clients) to be incorrect. In cases where those individuals have been repeatedly reported for ASB, and are in breach of their tenancy agreements, according to the Anti-social Behaviour, Crime and Policing Act 2014, it is understood that local authorities no longer have duty of care towards those individuals.

Officer Response

Officer contact details:	Justine.harris@brighton-hove.gov.uk
Officer Response:	<p>Thank you for your questions and we are sorry that you are not satisfied with the response.</p> <ul style="list-style-type: none"> • The council understands it is very difficult for residents experiencing ASB. Housing work with the police, safer communities and the Legal department to agree the swiftest and most effective response when we need to take enforcement action. • At Craven Vale recent enforcement action was the most robust to achieve the desired outcome. • Housing currently able to issue Community Protection Notices (CPNs) to tenants if they are in temporary accommodation. • Following a review of ASB, a recommendation is to use these against perpetrators of ASB in secure tenancies. The new policy is going to Housing Committee for approval in January 2023. The decision to pursue other methods of enforcement action and not use CPNs was taken in 2018, this was due to concerns over the issuing of fines. • The initial reports of a recent case on Craven Vale were made in August 2022. A Closure order was served at the end of October 2022, three months after the first report. The Council appreciates this is a long time for residents living with ASB. • Before enforcement action can be taken a case has to be put together that could be presented to the court. Once an application is made for the order this can take 4-6 weeks to be heard.

¹ [https://democracy.brighton-](https://democracy.brighton-hove.gov.uk/documents/s120934/Community%20Protection%20Notices%20APX.%20n%202.pdf)

[hove.gov.uk/documents/s120934/Community%20Protection%20Notices%20APX.%20n%202.pdf](https://democracy.brighton-hove.gov.uk/documents/s120934/Community%20Protection%20Notices%20APX.%20n%202.pdf)

²https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1088750/2022_Updated_ASB_Statutory_Guidance- FINAL.pdf

	<ul style="list-style-type: none"> • The council does not have a legal duty to provide accommodation to everyone that is homeless. • When someone applies to the Council for homeless assistance, one part of the assessment and investigation includes consideration of whether a deliberate act led to the applicant's homelessness. This is complex area of law. This assessment and investigation will inform whether or not there is duty to provide accommodation.
Action:	N/A
Start date:	N/A
End date:	On going

Resident Questions for Housing Area Panel

Reference Number: E3.2

Department	Housing
Date question raised	13/10//2022
Week of Area Panel	12/12/2022
Area in city	East
Star rating applied by residents	3
Deadline for officer response	Wednesday 16 th November 2022
Name of officer responding	Hilary Edgar
Officer job title	Housing Service Operations Manager

Resident Question

Title of Question	Contact telephone number for reporting anti-social behaviour
Issue:	Residents are unable to report anti-social behaviour to the Council and get a response because the phone line is not open at suitable times.
Background:	<p>The phone line for reporting anti-social behaviour to the Council (Housing Customer Services) closes at 1.30pm and is also closed Saturday, Sunday and Bank Holidays.</p> <p>Anti-social behaviour frequently happens outside of those times, and residents are unable to contact the Council, and speak to a person to report incidents of ASB immediately, and have these reports actioned quickly.</p> <p>If incidents are reported over the weekend, residents do not hear back until days later.</p>
Action requested by residents:	Residents want a 24-hour phone line 7 days a week for reporting anti-social behaviour; they want to be able to speak to a person on the phone to report anti-social behaviour outside of the current opening hours.

Officer Response

Officer contact details:	Hilary.Edgar@Brighton-Hove.gov.uk
Officer Response:	The Housing Customer Service phone line operated reduced hours for a period over the pandemic. It is now open Monday-Friday 9am-5pm, excluding bank holidays - 01273 293030.

	<p>Outside of office hours reports of ASB can be made to Housing Customers Services using the reporting form and will be picked up on the next working day. In case of emergency, residents should contact the police.</p> <p>ASB can be reported in the following ways and can be made anonymously.</p> <ul style="list-style-type: none"> • If you are a Council tenant, you can contact the Council by calling 01273 293030 or e-mailing Housing.CustomerServices@brighton-hove.gov.uk or online https://new.brighton-hove.gov.uk/report-anti-social-behaviour-or-hate-incident-your-neighbourhood • Non-council tenants and owner-occupiers can contact the Council by calling 01273 292735 or e-mailing CommunitySafety.Casework@brighton-hove.gov.uk or online https://new.brighton-hove.gov.uk/report-anti-social-behaviour-or-hate-incident-your-neighbourhood • Call Sussex Police on 101 (999 in an emergency) or e-mail 101@sussex.pnn.police.uk •
Action:	No further action
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: E.3.3

Department	Housing
Date question raised	13/10/2022
Week of Area Panel	12/12/2022
Area in city	East
Star rating applied by residents	3
Deadline for officer response	Wednesday 16 th November 2022
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Estate Walkabouts on Council Estates
Issue:	Residents do not know what Field Officers do or what their role is.
Background:	<p>It is unclear what the role of Field Officers is, and what it is they actually do. Residents also reported not seeing any field officers in their areas.</p> <p>In the Estate Walkabouts pilot Summary report September 2022, it was not stated which estates took part in the pilot.</p>
Action requested by residents:	<p>Residents would like to know:</p> <ul style="list-style-type: none"> • What is the role of the Field Officer? What are they meant to be doing and what are they actually doing? • Which estates took part in the Estates Walkabout Pilot?

Officer Response

Officer contact details:	Justine.Harris@brighton-hove.gov.uk
Officer Response:	<p>The functions being delivered by the Field Officer Team include commercial and domestic noise, other nuisance including dust and smoke and drainage investigations, street licensing cases, waste on private land, elements of planning enforcement investigations, and tented encampments.</p> <p>Over the period of the pandemic they supported the Emergency Planning Service, delivering food for those who were vulnerable.</p>

	<p>The Field Officer Team was created, with the aim of working flexibly across services and proactively with communities. A review of the Field Officer Service is currently being undertaken; Area Panel will be updated once this is complete.</p> <p>Estates that took part in the Estate Walkabout pilot</p> <p>East</p> <ul style="list-style-type: none"> • Bird blocks – Swallow Court, Heron Court, Kestral Court, Kingfisher Court, Falcon Court • Wiston Road • Hadlow Close and Craven Road <p>Central</p> <ul style="list-style-type: none"> • Queens Park – Mount Pleasant, Avon Court, Medway Court, Severn Lodge, Thames House, Trent House, Derby Place, Carlton Mount, Chesterfield • Hanover & Elm – Johnson Bank, Napier Place, Barclay House, Morley Lodge, Balchin Court • Albion Hill – Ecclesdon, Thornsedale, Highden, Courtlands <p>North</p> <ul style="list-style-type: none"> • Dudeney Lodge and Nettleton Court • Bates Estate • Bramble Way, Chelwood Close, Orchid View <p>West</p> <ul style="list-style-type: none"> • Goldsmid – Clarendon House and Conway Court • Wish 1 – Jordan Court, Stevens Court, Wish Court • North Portslade – Blakers Court, Cowhhayes Court, Horsfield Court, Copperas Gap, Dudney Court
Action:	Area Panel to be updated following review of the Field Officer Service.
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: E.3.4

Department	Housing
Date question raised	13/10/2022
Week of Area Panel	12/12/2022
Area in city	East
Star rating applied by residents	3
Deadline for officer response	Wednesday 16th November 2022
Name of officer responding	Adrian Day
Officer job title	Mechanical & Electrical Engineer

Resident Question

Title of Question	Maintenance Costs of incomplete aerial systems
Issue:	Residents are paying maintenance costs of aerial systems that were never fully commissioned.
Background:	Satellite aerials were rolled out and installed, but the system was never fully commissioned. Residents are paying the maintenance costs of this (Craven Vale, Robert Lodge).
Action requested by residents:	<ul style="list-style-type: none"> When are refunds going to be issued to residents for aerial systems that were never fully commissioned?

Officer Response

Officer contact details:	Adrian.Day@Brighton-Hove.gov.uk
Officer Response:	<p>The aerial systems were installed in 2012, in 2021 these were upgraded to meet new requirements and regulations.</p> <p>All aerial systems installed have been commissioned and are operating as expected and are maintained on a routine basis.</p> <p>Should a resident experience issues with the aerial system this can be reported to repairs in the usual manner and a job will be raised and attended to by the specialist contractor appointed to the contract.</p> <p>We are confident that systems are operating as expected, there is no consideration being given to provide a refund.</p>

Action:	NONE
Start date:	16.11.2022
End date:	16.11.2022

Resident Questions for Housing Area Panel

Reference Number: 3.5

Department	Housing
Date question raised	13/10/2022
Week of Area Panel	12/12/2022
Area in city	East
Star rating applied by residents	3
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Mutual Exchange scheme
Issue:	Tenants who want to do a mutual exchange are waiting a long time for this to happen.
Background:	A Woodingdean tenant has found a suitable property for a mutual exchange but has been waiting a long time for the exchange to happen.
Action requested by residents:	<ul style="list-style-type: none"> • How long are the Council currently taking to carry out mutual exchanges? • What is the time frame in which mutual exchanges are meant to be happening, once the exchange has been agreed?

Officer Response

Officer contact details:	Justine.harris@Brighton-Hove.gov.uk
Officer Response:	<p>Mutual Exchange requests submitted in October '22 are currently being worked on. The Rehousing Team have caught up with backlog that developed over the pandemic.</p> <p>The legislation governing mutual exchanges (MEX) gives the housing provider 42 days to reach a decision and notify the applicants once the Mutual Exchange application has been submitted. The Council meets this target, giving a decision within the 42-day period.</p> <p>There is no defined timescale in which an agreed exchange then needs to be completed as there are so many variables that impact upon the readiness of all applicants in the chain to move, particularly when there are multiple households and housing providers involved in the chain. The Rehousing Team continue to work very closely with all</p>

	the applicants and other providers to ensure the exchanges go ahead in as timely a way as possible.
Action:	No further action
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: 3.1

Department	Housing
Date question raised	22/10/2022
Week of Area Panel	12/12/2022
Area in city	North
Star rating applied by residents	3
Deadline for officer response	16 th November
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment and Asset Management

Resident Question

Title of Question	Boiler Installation and Repairs: K&T Heating
Issue:	The quality of work done by K&T Heating engineers is not consistently up to standard.
Background:	<p>North Moulsecoomb and Coldean residents reported having very poor service and repair of their boilers by K&T Heating engineers. Residents reported having to call Repairs repeatedly due to K&T Heating engineers not being able to fix the problem, fitting the wrong parts, or fitting unsuitable parts.</p> <p>A resident in North Moulsecoomb reported an incident of a new boiler being fitted incorrectly, and the flat being flooded shortly after.</p> <p>Hollingdean residents reported having a good experience of boiler repairs and installation by K&T Heating engineers. At the last Area Panel, the question was raised as to whether K&T Heating were qualified to carry out repairs on boilers. The response from the Council officer suggested that they were. However, residents' experiences indicate that not all engineers are qualified and capable to the same degree.</p>
Action requested by residents:	<ul style="list-style-type: none"> • Residents are not satisfied with the inconsistency of the quality and standard of repairs and service provided by K&T Heating. • Residents would like the Council to investigate and raise this issue with K&T Heating. • Residents would like to know what K&T Heating will do to improve the level of repairs service they are currently providing, and how they will ensure that all their engineers are trained and qualified to a high standard.

Officer Response

Officer contact details:	Matthew.snell@brighton-hove.gov.uk
Officer Response:	<p>Thank you for your question.</p> <p>I can confirm that all engineers that undertake work with BHCC properties are trained to the highest standard and are trained/assessed by Steve Willis Training Centres, this enables them to be ACS qualified and competent to undertake the work on gas appliances and central heating systems.</p> <p>In the absence of a confirmed address for the properties in question, it does leave me unable to substantiate any of the allegations that have been made against K&T's workmanship or conduct.</p> <p>I can confirm that all the engineering staff are registered as competent and are supported by technical support from management and the appliance manufacturers Worcester with whom there is a long-standing relationship between both parties.</p> <p>Regarding the actions that have been requested by the residents, I would request that the addresses for the individual incidents are provided, so that the details of the properties can be fully investigated, to establish the exact nature of the complaints regarding the wrong parts being fitted and the K&T engineers being unable to resolve the issues. This will assist me in the further investigation as I believe that all the K&T Engineers meet all the requirements that are expected of BHCC, from both their training and the GasSafe registration, which is obtained through ACS (Approved Certification Scheme) and are supported through technical support of both management and manufacturer</p>
Action:	To be further investigated on receipt of details if necessary
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: 3.2

Department	Housing
Date question raised	22/10/2022
Week of Area Panel	12/12/2022
Area in city	North
Star rating applied by residents	3
Deadline for officer response	16 th November 2022
Name of officer responding	Grant Ritchie
Officer job title	Head of Repairs & Maintenance

Resident Question

Title of Question	Repairs
Issue:	Repairs are not being dealt with and fixed fast enough.
Background:	<p>Residents are very unhappy about how long they have to wait for a repair to be fixed.</p> <p>At Newick Road, a resident reported a repair needed to a continuously running toilet. She was told someone would be in touch but has not heard back after two days.</p> <p>At Newick Road, a resident reported both a leaking tap in the kitchen, and windows that wouldn't close. She was told a contractor would be in touch but did not hear back until 1 month later.</p> <p>There have been further cases of residents reporting broken boilers (and living with no hot water or heating) for months before a repair was carried out.</p> <p>Hollingdean residents have previously reported repairs not getting done for months, in spite of repeated calls, and have raised the issue at Area Panel.</p> <p>It was reported that the Out of Hours Repairs team are far more efficient and effective than the main Repairs team.</p>
Action requested by residents:	<ul style="list-style-type: none"> • The current turnaround time for repairs is not acceptable. • What are the Council doing to ensure that the Repairs service is being improved and that repairs are undertaken more quickly?

Officer Response

<p>Officer contact details:</p>	<p>Thank you for your question. I understand that the current time taken to respond to a repair enquiry is not as good as it should be and as we reported in our Quarter 1 stats it is currently taking an average of 71 days to respond to a routine repair where our target time is 15 days.</p> <p>Emergency repairs are much better with 98% completed within 24hrs. The delay in completing routine repairs is being caused by the backlog of repairs resulting from the pandemic. We have increased the number of repairs we do each quarter. However, we are also likely to see an increase in repair requests as the weather changes.</p> <p>The impact of the pandemic and the current financial instability is still having a significant impact on the volume of repairs and the availability of contractors.</p> <p>We have employed additional staff to focus on backlog repairs and they will be joining us shortly.</p> <p>I apologise for the frustration that the situation with repairs causes and whilst we are dealing with emergency repairs in a reasonable time the routine repair response time is not acceptable.</p>
<p>Officer Response:</p>	<p>Grant Ritchie</p>
<p>Action:</p>	<p>No further action</p>
<p>Start date:</p>	<p>NA</p>
<p>End date:</p>	<p>NA</p>

Resident Questions for Housing Area Panel

Reference Number: 3.3

Department	Housing
Date question raised	22/10/2022
Week of Area Panel	12/12/2022
Area in city	North
Star rating applied by residents	3
Deadline for officer response	16 th November 2022
Name of officer responding	Robert Walker
Officer job title	Head of Operations, City Parks City Environment (Cityclean & Cityparks)

Resident Question

Title of Question	Poor maintenance of verges, pavements and parks
Issue:	The city's verges, pavements and parks are not being properly maintained.
Background:	<p>There is a citywide issue of trees not being pruned, grass not being cut, and weeds not being removed from pavements, and parks not being maintained. These areas are meant to be maintained regularly but are not.</p> <p>Residents gave examples of various spots in the area which have been neglected and poorly maintained, and some spots that are causing access issues, obstructions, and injuries and risk of injury to residents:</p> <ul style="list-style-type: none"> • Bank at Davey Drive, Hollingdean: overhanging brambles causing injury to people in wheelchairs and children in pushchairs. Residents were told the bank would be cleared every 2 months but this has not happened. • Grass-cutting in Wild Park: the grass was cut near a pedestrian crossing, and the wet grass was left strewn across the crossing, rather than being cleared. A resident nearly slipped on this. • Elm tree removal in Wild Park: Elm trees were removed from Wild Park as they had Dutch Elm Disease. However, the diseased trunks have been left, causing concern of further spread of the disease. A massive hole has been left on the tarmac road, which is posing a danger to adults and children walking and playing in the area. • Wild Park: seating and benches have been removed without warning, and not replaced. <p>Wild Park: the monument at Wild Park is not being maintained. The area was cleared by volunteers years ago, and the Council</p>

	promised that the area would be regularly maintained. However, the area around the monument is completely overgrown and inaccessible, and the monument is covered in graffiti
Action requested by residents:	<ul style="list-style-type: none"> Residents want to know why the Council is allowing the city to fall into disrepair, and why it is not properly maintaining its streets, green areas and parks. Residents want to know why the Council are taking so long to resolve these issues across the city, particularly areas that have been reported as needing immediate action and attention. Residents want to know if the Council can use Community Payback to tackle the problem of backlogs and lack of staff needed to maintain the city.

Officer Response

Officer contact details:	robert.walker@brighton-hove.gov.uk
Officer Response:	<p>Currently we have grass growing as if it was a spring flush, in November. At the same time it is raining heavily. This means staff are still cutting grass when they would ideally be carrying out winter maintenance such as cutting back woody overgrowth onto the highway.</p> <p>Cutting long grass in wet conditions leads to grass deposits on pavements, these should however be cleared by the staff if they are significant.</p> <p>At Wild Park as part of the Rainscape project we hope we can get the roadway surface fixed at the entrance of the park. I do not know what specific benches are being referred to at Wild Park but generally park benches are only removed when they have become unsafe and are not normally replaced unless by a donated bench, if they are donated and we have the donors details we will contact them.</p> <p>Following on from Covid where we fell behind with work. We have also had difficulty filling vacancies and we continue to be short of staff which means some work has fallen behind.</p> <p>With regard to the elm tree as long as the trunk is removed before next year's elm disease season it does not pose a risk. The high risk and need to remove quickly is during the beetle breeding season.</p> <p>The amount of vegetation growing in the pavements is largely the result of stopping the use of glyphosate, this has been compounded by recruitment difficulties meaning that the posts that were created to manually remove the weeds were not all filled.</p> <p>The Council has taken measures to address these problems, increasing pay for the lowest paid workers which means that we</p>

	<p>are now getting more applicants for jobs and earmarking some money to deal with the crumbling infrastructure in the parks.</p> <p>There has been difficulty in identifying a contractor to maintain the bank at Davey Drive. Works have been carried out to clear the bottom 3m of the bank of brambles and install weed suppressant fabric in the spring.</p> <p>The second phase of planting through the fabric was delayed due to a dry Spring and planned for the Autumn/Winter period.</p> <p>In the Summer it was noted that there was some encroachment from the brambles higher up the bank and some of the fabric lifted in the wind. Also, a strip of wild flowers, which included a few self-seeded brambles, has grown through along the front adjacent to the wall over the Summer months. This was cut back by City parks in August 2022.</p> <p>The second phase of works is to clear the brambles that are encroaching, restore missing section of landscape fabric and remove the plants adjacent to the wall. The contractor has programmed the works in January. They are due to complete these works and install a low wooden fence 1m from the wall to help keep the brambles to the upper portion of the bank. Native shrubs will be planted in the cleared areas of the bank in February to further reduce opportunities for re-encroachment of the brambles and provide increased biodiversity and improved appearance of the bank. A 1m wide strip of wildflower turf will be laid adjacent to the wall to provide a low growing soft edge to the bank.</p> <p>The smaller area directly on the corner of Davey Drive and Upper Hollingdean Road and the adjacent steps leading to Roedale Court was not accessible to the machinery and only cut back last Winter. Works to dig out the brambles from the first 2m of the bank, leaving the Rose of Sharon plants is being procured and works are expected to be completed by Spring. Following these works we will be investigating if it is possible to install a strip of wild flower turf or low planting to reduce encroachment by the brambles in these areas.</p>
Action:	N/A
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: 3.3

Department	Housing
Date question raised	22/10/2022
Week of Area Panel	12/12/2022
Area in city	North
Star rating applied by residents	3
Deadline for officer response	16 th November 2022
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services

Resident Question

Title of Question	Anti-Social Behaviour
Issue:	The Council aren't doing enough to tackle anti-social behaviour on estates.
Background:	<p>Residents are concerned with the Council's lack of action when dealing with anti-social behaviour on estates. They are particularly concerned by the recent reports of anti-social behaviour in Craven Vale, and that the Council have done nothing to remove the problem tenant.</p> <p>North Area residents reported ongoing issues of drug-dealing and drug-taking, and other anti-social behaviour in their areas. The following points were raised in discussion:</p> <ol style="list-style-type: none"> a) Prospective tenants with a history of drug-taking and/or mental ill health with a risk of ASB should not be moved into blocks housing elderly and vulnerable people. b) Tenants with a history of drug taking and/or mental ill health should be properly supported when being housed. c) Problem tenants should not simply be rehoused to another area, as this does not resolve the problem – it simply shifts the problem to a different estate.
Action requested by residents:	<ul style="list-style-type: none"> • Residents want to know what the Council are doing to resolve the problem of anti-social behaviour, particularly if the Police are unable to remove these individuals for reasons of mental ill-health.

Officer Response

Officer contact details:	Justine.harris@brighton-hove.gov.uk
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**Officer
Response:**

The approach the Council takes follows legislation and case law and has been prepared in consultation with the Council's Legal team to ensure legal compliance and good practice.

In most cases, where appropriate we will work with the perpetrator of ASB whilst supporting the victim, with the aim of preventing the situation from escalating. If this is not effective, options for enforcement action will be considered.

The Council regularly serves Closure Notices and makes the application to court for a Closure Order. The Council can apply to the courts for Criminal Behavior Orders and Civil Injunctions.

Under the current policy Housing Management do not use Community Protection Notices (CPNs). A CPN is a legal notice that can be issued against a persistent perpetrator of antisocial behaviour, failure to comply can lead to sanctions, such as a fixed penalty notice or other enforcement action. Use of CPNs against Council tenants will be included in the draft policy which will go to Housing Committee in January 2023.

Every case referred for legal action is accompanied by a checklist which lays out detailed consideration of the equalities and proportionality issues attached to the case and the justification and necessity for legal action. We need to show the court that we have considered support needs of the perpetrator and explored options to support behaviour change.

The Local Authority and Police facilitate a monthly Joint Action Group (JAG) to assess and initiate an action plan to address emerging community safety issues. The JAG looks at geographical locations as opposed to individuals. The JAG is attended by Housing, who raise concerns regarding crime and disorder on estates at the JAG when necessary to do so.

The Local Authority also facilitates a monthly Hate and ASB Risk Assessment Conference (HASBRAC) which discusses high risk and complex ASB and Hate Incident Cases. The meeting is chaired on a rota by either a BHCC Housing Manager, a Safer Communities Manager, or a Police Inspector. Housing regularly refer cases to HASBRAC. The remit of the meetings is to ensure that there is a multi-agency action plan in place to address crime and disorder and reduce the harm to those persons impacted.

There is also the monthly Serious and Organised Crime (SOC) Cuckooing Group, jointly chaired by Safer Communities Team and Sussex Police. At this meeting, all current cuckooed properties are discussed to ensure that action is taken to disrupt the organised criminal activity and protect both the tenant and neighbours. Housing attend this meeting.

Action:	N/A
Start date:	N/A
End date:	N/A

Resident Questions for Housing Area Panel

Reference Number: W3.1

Department	Environment
Date question raised	20.10.2022
Week of Area Panel	12.12.2022
Area in city	West
Star rating applied by residents	3
Deadline for officer response	Wednesday 16 th November 2022
Name of officer responding	Max Smith
Officer job title	Environmental Enforcement Operations Manager

Resident Question

Title of Question	Disposal of Bulky items
Issue:	Ingram Crescent has problems with residents dumping bulky items in and around the flats. These are items which are difficult and costly to dispose of – cookers, mattresses, sofas. It makes the area unsightly, obstructs access and attracts vermin.
Background:	<p>This is a major, on-going problem in many areas of the city. No solution has been found and there are concerns that it will get worse as people become less able to afford disposal charges. It was agreed that creative solutions need to be looked at together with residents.</p> <p>Some initial suggestions from the meeting were:</p> <ul style="list-style-type: none"> • Regular estate clean-ups where skips are placed on the estate (this has been done in the past) • A designated area on the estate where items can be put while awaiting collection and which would cause less disruption • Action taken on Estate walk-about • More information for residents on recycling options eg Facebook market place and Freecycle • Greater facilitation of recycling possibilities • Better education and information for residents on disposal of large items.
Action requested	Discussion at Area Panel on possible solutions to the problem of bulky waste disposal.

by residents:	
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Officer Response

Officer contact details:	Max.Smith@brighton-hove.gov.uk
Officer Response:	<p>CCTV is installed at Ingram Crescent outside Lovegrove Court. As a result, there has been a huge reduction in bulky waste fly tipping. Requests for CCTV must go through Housing as they now have their own movable CCTV that the Environmental Enforcement Team monitors on their behalf.</p> <p>To arrange for estate clean-ups or to have a designated area on the estate for bulky waste, this would need to go through Housing.</p> <p>Information is provided on the BHCC website for alternative options to get rid of bulky items. The extract is here:</p> <p>Other ways to get rid of large or bulky items If your item is in good condition, you could <u>donate it to organisations in the city</u>. You may also be able to <u>take items to our recycling sites</u>.</p> <p>You can also <u>download the ZeroNet app</u> from Tech-Takeback to get your small electrical items collected from your home for free. Neither our bulky waste service, nor any of the above services, can be used to get rid of building waste created by a trader or building company.</p> <p>Trade and building companies must, by law, dispose of waste themselves legally or <u>use a registered waste company</u>. You may be able to <u>find a waste service on LoveJunk</u>, an online marketplace for waste removal and reuse.</p> <p>The Estates Service Team collects reported fly-tipping. We have a collection time of 7 working days from the day we received the report. Furniture items that are in a good condition can be collected free of charge and we will place these in our furniture recycling scheme.</p> <p>The Estates Service team are considering other ways to enable the clearing of bulk waste.</p>
Action:	To consider redeploying the camera at an alternative location within the Ingram Estate. We can reinstall the camera back in the location should fly tipping restart.
Start date:	01/12/2022

End date:	31/01/2022

Resident Questions for Housing Area Panel

Reference Number: W3.2

Department	Housing
Date question raised	20.10.2022
Week of Area Panel	12.12.2022
Area in city	West
Star rating applied by residents	3
Deadline for officer response	Wednesday 16 th November 2022
Name of officer responding	Robert Walker
Officer job title	Head of Operations - Cityparks, City Environment (Cityclean & Cityparks)

Resident Question

Title of Question	Inadequate grounds maintenance
Issue:	There is an on-going problem with over-grown hedges, trees, brambles, grass areas and weedy pavements city-wide. There is insufficient maintenance to keep areas clear, accessible and safe.
Background:	This issue was raised initially about overgrown hedges along Clarendon Road. These are creating health and safety concerns and need to be pruned back. It was recognised that this problem isn't limited to one area, with the majority of residents at the meeting having similar issues on their patches. Residents have raised this locally and through Area Panels on many occasions (most recently in June 2022) but the issue persists on the ground. It is a very frequent complaint made by local residents to their Associations.
Action requested by residents:	<ul style="list-style-type: none"> a) Work done quickly at Clarendon Road to make it safe and accessible b) New policies and actions are needed – what concrete steps are the council going to take to resolve this entrenched and on-going problem?

Officer Response

Officer contact details:	Sarah Carlisle Sarah.carlisle@brighton-hove.gov.uk
Officer Response:	Hard pruning is carried out during winter. All housing estates where we have contracts are completed when mowing ceases, this is imminent. We are now just completing our final round for the season and will move on to the winter pruning.

Action:	The pruning season will commence as annually timetabled.
Start date:	November
End date:	February prior to nesting season

Resident Questions for Housing Area Panel

Reference Number: C2.1

Department	Housing
Date question raised	24.10.2022
Week of Area Panel	12.12.2022
Area in city	Central
Star rating applied by residents	2
Deadline for officer response	Wednesday 16h November 2022
Name of officer responding	Theresa Youngman
Officer job title	Programme Delivery Manager

Resident Question

Title of Question	Poor state of windows at Highcroft Lodge
Issue:	The windows at Highcroft badly need replacement. Some residents have been living for seven years or more in unacceptable conditions, unable to close or open windows and poorly fitting windows meaning significant leaks and drafts. This is leading to health problems and considerable distress.
Background:	This was raised at the last Area Panel, and residents were told that while the windows at Highcroft are on the major works programme, no date for works has yet been given. Proper repairs to the windows are not taking place because they are due for replacement, but with no date for this, residents are left for an unknown length of time with windows that do not function. Residents are feeling that their homes are always neglected and deprioritised in favour of other areas of the city.
Action requested by residents:	The Council needs to ensure that all properties in Highcroft have functioning, waterproof windows for this coming winter. If the major works is not happening in the next six months, then proper repairs must be carried out.

Officer Response

Officer contact details:	Theresa.youngman@brighton-hove.gov.uk
Officer Response:	<p>Thank you for raising the issue regarding windows at Highcroft Lodge at the Area Panel Meeting.</p> <p>This property is not on our list for Major Works; however, we are currently formulating programmes for Planned Works across the city.</p>

	<p>We will be arranging a survey of the windows within the next financial year; residents will be contacted nearer the time to arrange access.</p> <p>Please could you forward any addresses of properties that need urgent attention, and we will arrange to have these inspected by our Repairs Team.</p>
Action:	Survey of windows
Start date:	Ongoing
End date:	Ongoing

Resident Questions for Housing Area Panel

Reference Number: C2.2

Department	Environment
Date question raised	24.10.2022
Week of Area Panel	12.12.2022
Area in city	Central
Star rating applied by residents	2
Deadline for officer response	Wednesday 16 th November 2022
Name of officer responding	Chloe Mclaughlin
Officer job title	Housing Estates Manager

Resident Question

Title of Question	Warning notices about fly tipping
Issue:	<p>Fly-tipping continues to be a problem in many areas of the city. Council notices at problem spots, followed up by action against offenders, does help to deter this.</p> <p>Putting up notices should be an automatic response by the Council when it becomes clear an area is attracting fly-tipping.</p>
Background:	
Action requested by residents:	<ul style="list-style-type: none"> a) Highcroft Lodge requested fly tipping notices s in their carpark b) Malthouse Court requested fly tipping notices around the rubbish bins and letters to residents about penalties for fly tipping c) Essex Place requested fly tipping notices

Officer Response

Officer contact details:	Chloe Mclaughlin chloe.mclaughlin@brighton-hove.gov.uk
Officer Response:	An order has been made for fly tipping signage and we will install the signs at the requested locations
Action:	Signage to be installed at the requested locations.
Start date:	3.11.22
End date:	Once the signage has arrived.

Resident Questions for Housing Area Panel

Reference Number: C2.3

Department	Housing
Date question raised	24.10.2022
Week of Area Panel	12.12.2022
Area in city	Central
Star rating applied by residents	2
Deadline for officer response	Wednesday 16 th November 2022
Name of officer responding	Geof Gage
Officer job title	Head of Housing Investment & Asset Management

Resident Question

Title of Question	Improved sound insulation at Malthouse Court
Issue:	The walls between flats at Malthouse Court are very thin and poorly insulated. This increases the problem of noise from neighbours. Are there plans to improve sound insulation in flats?
Background:	
Action requested by residents:	Request Response

Officer Response

Officer contact details:	geofrey.gage@brighton-hove.gov.uk
Officer Response:	We have at this time no plans to undertake works of this nature at Malthouse Court. The construction of the block met standards at the time and retrospective works would be very disruptive to residents and it is a possible could not be undertaken. We will include an inspection in our asset stock condition survey to report and provide further information.
Action:	Add for inclusion in Stock condition surveys from April 2023
Start Date	04.11.2022
End date:	04.11.2022



Council housing performance

Quarter 2 2022/23 (Jul to Sep 2022)



99.99%
Gas safety
compliance



92%
Repairs calls
answered



76 days
Empty home
re-let time



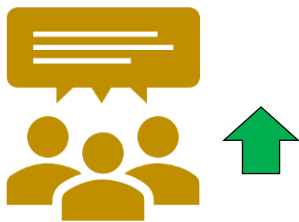
96.2%
Dwellings
meeting Decent
Homes standard



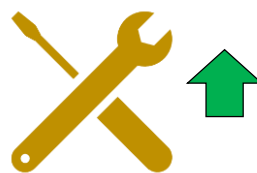
88%
Customer
services calls
answered



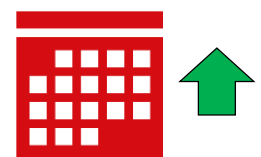
100%
Tenancies
sustained



74%
Complaint
responses within
10 working days

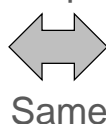


98.6%
Emergency
repairs within
24 hours



55 days
Average time to
complete routine
repairs

Performance since previous quarter is:



Quarter 2 2022/23 council housing performance – key trends

Top scores (compared to target)

1. Tenancies sustained following difficulties (100% vs 90% target)
2. Calls answered by Repairs Helpdesk (92% vs 85% target)
3. Calls answered by Housing Customer Services (88% vs 85% target)
4. Surveyed tenants satisfied with repairs: standard of work (99% vs 96% target)
5. Surveyed tenants satisfied with repairs: overall customer service (99% vs 96% target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (55 days vs 15 day target)
2. Average re-let time excluding time spent in major works (76 days vs 21 day target)
3. Routine repairs completed within 28 calendar days (58% vs 92% target)
4. Energy efficiency rating of council homes (68.3 out of 100)
5. Dwellings meeting Decent Homes Standard (96.2% vs 100% target)

Biggest improvements (since previous quarter)

1. Routine repairs completed within 28 calendar days (45% to 58%)
2. Average time to complete routine repairs (71 to 55 days)
3. Average re-let time excluding time spent in major works (93 to 76 days)
4. Tenancies sustained following difficulties (86% to 100%)
5. Calls answered by Housing Customer Services (83% to 88%)

Biggest drops (since previous quarter)

1. Rent collected as proportion of rent due – current tenants (95.27% to 94.58%)
2. Council homes with a valid Landlord's Gas Safety Record (100% to 99.99%)

DRAFT Committee

workplan progress update

and Housing performance

report

Quarter 2 2022/23

This draft report provides updates on the Housing Committee priorities and work plan for 2019 to 2023, as well as a range of performance indicators. Delivery of a complex housing service during the Covid-19 pandemic and recovery phase had been a challenge, and gratitude is expressed to residents for the patience and understanding they have shown.

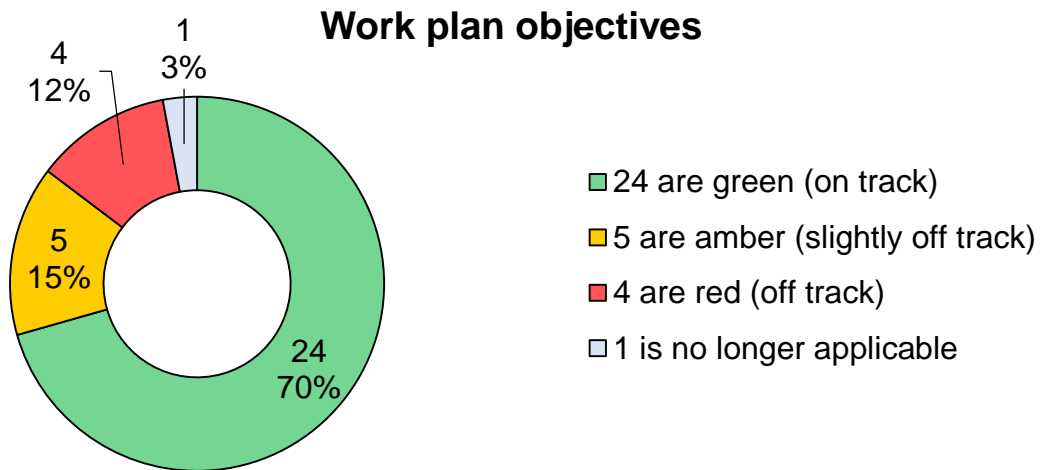
While there continue to be areas of strong performance, with 24 Housing Committee Work Plan objectives on track for delivery and 8 performance indicators on target, some delivery challenges remain. The report highlights actions being taken to improve services where performance has been adversely impacted by the Covid-19 pandemic and recovery phase, and resource capacity issues.

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This housing performance report covers Quarter 2 (Q2) of the 2022/23 financial year. It uses red, amber and green ratings to provide an indication of performance.

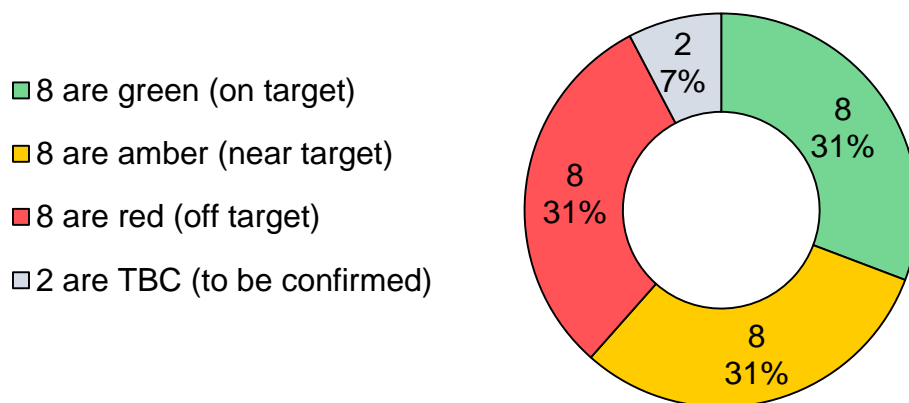
Part one provides an update of performance against the Housing Committee work plan objectives for 2019 – 2023:



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 2, the ratings and trends were as follows:

- | | |
|---|--|
| <p>G Green – on target
(8 indicators)</p> <p>A Amber – near target
(8 indicators)</p> <p>R Red – off target
(8 indicators)</p> | <p>↑ Improved since last time
(15 indicators)</p> <p>↔ Same as last time
(0 indicators)</p> <p>↓ Poorer than last time
(9 indicators)</p> |
|---|--|

Performance indicators



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

1. Provide additional affordable homes

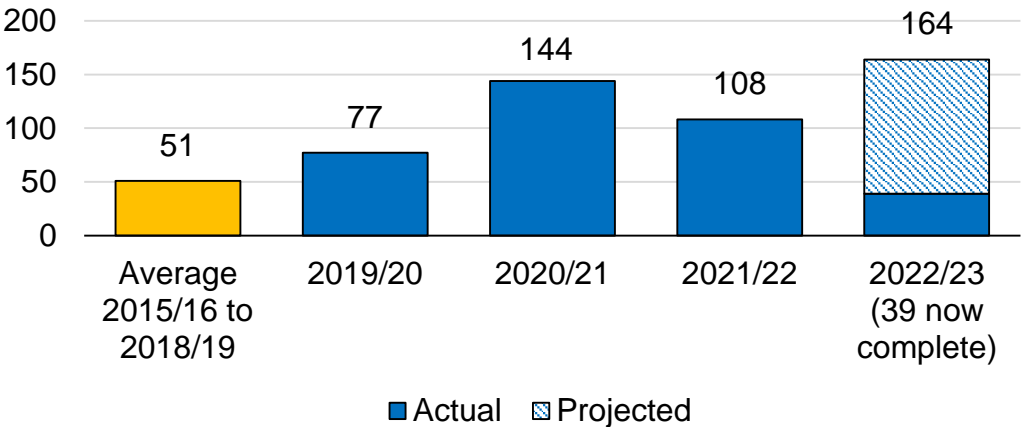
1.1 Off track: Achieve 800 additional council homes (including develop the existing Hidden Homes strategy)

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

A total of **493** homes are projected for completion between April 2019 and March 2023, including 368 already completed:

- 2019/20: 77 homes – buy backs (43 Home Purchase), Hidden Homes (6), Kensington Street (12), Tilbury Place (15) and Devon Lodge (1 lease handed back)
- 2020/21: 144 homes – buy backs (40 Home Purchase and 24 NSAP – Next Steps Accommodation Programme), Buckley Close (12), Hartington Road (38) and Hawkridge Court (30)
- 2021/22: 108 homes – buy backs (66 Home Purchase, 6 NSAP and 18 Rough Sleepers Accommodation Programme – RSAP), Hidden Homes (8) and Oxford Street (10)
- 2022/23: 164 homes – buy backs (107 general needs and 12 RSAP), Hidden Homes (3) and Victoria Road (42)
- Although outside of the timescale of the Housing Committee workplan, there are a further 204 homes projected for completion during 2023/24 (including 176 Homes for Brighton & Hove dwellings)

Additional council homes per year



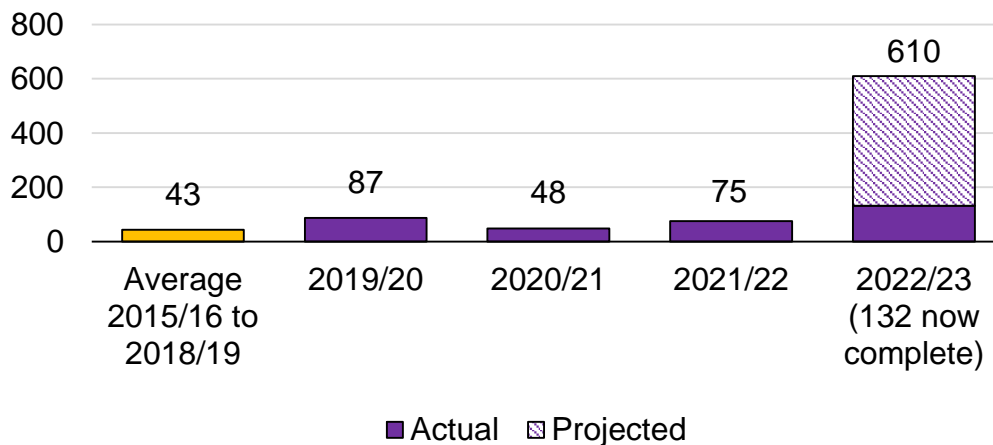
1. Provide additional affordable homes

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

A total of **820** homes (253 rent and 567 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: 610 homes – Edward Street (33), School Road (104), Preston Barracks (226), Graham Avenue (125), Sackville Hotel (7), New Church Road (5), King’s House (92) and Ovingdean Road (18)

Other additional homes per year

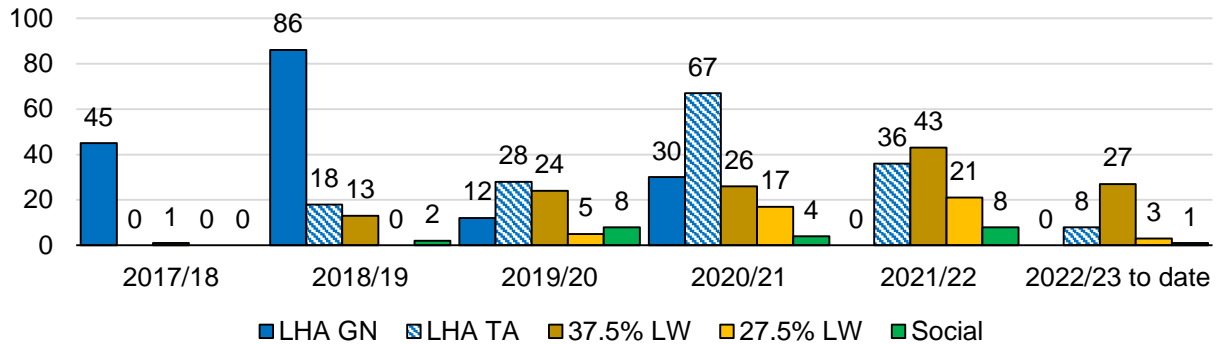


1. Provide additional affordable homes

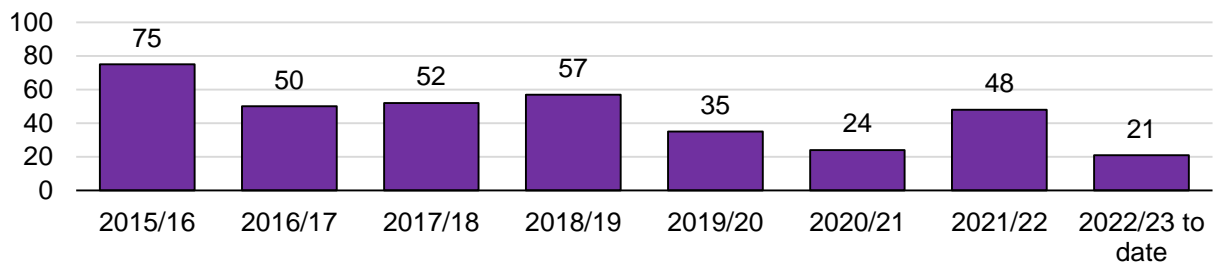
1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents (especially those at 27.5% Living Wage)

13% of new general needs (GN) council homes delivered during 2022/23 to date are at social or 27.5% Living Wage rents (4 of 31) and the remaining 87% (27 of 31) are at 37.5% Living Wage rents. The 8 new homes at Local Housing Allowance (LHA) rates are temporary accommodation, NSAP and RSAP properties.

Additional council homes by rent level



Council homes sold through the Right to Buy (RTB)



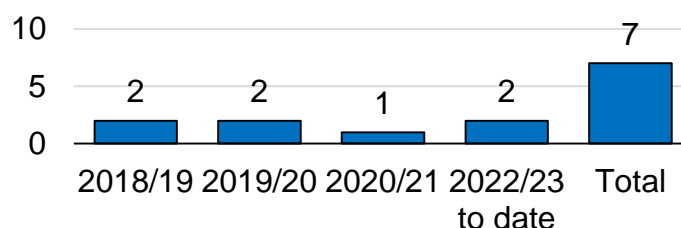
1.4 On track: Develop a policy for the council to take the role of developer on major sites

- 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

- 7 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 On 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 September 2022, which included progress on Selective Licensing

2.2 Off track: Research and review an ethical loan scheme

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

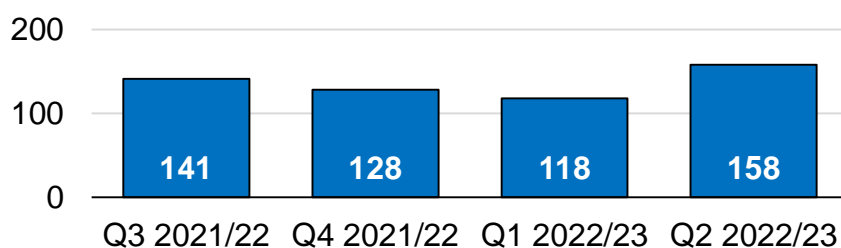
2.4 On track: Research and develop a social lettings agency

- Report due for Housing Committee by end of 2022/23
- Previous 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

- Private Sector Housing Update went to Housing Committee in September 2022
- A new set of Performance Indicators were agreed at Housing Committee in September 2022 and will be reported from Quarter 3 2022/23 onwards (additional indicators are listed on page 18 of this report)
- Request for assistance top categories during Q2: 42 disrepair (27%), 21 HMO noise nuisance (13%), 18 HMO rubbish nuisance (11%) and 14 dampness (9%)

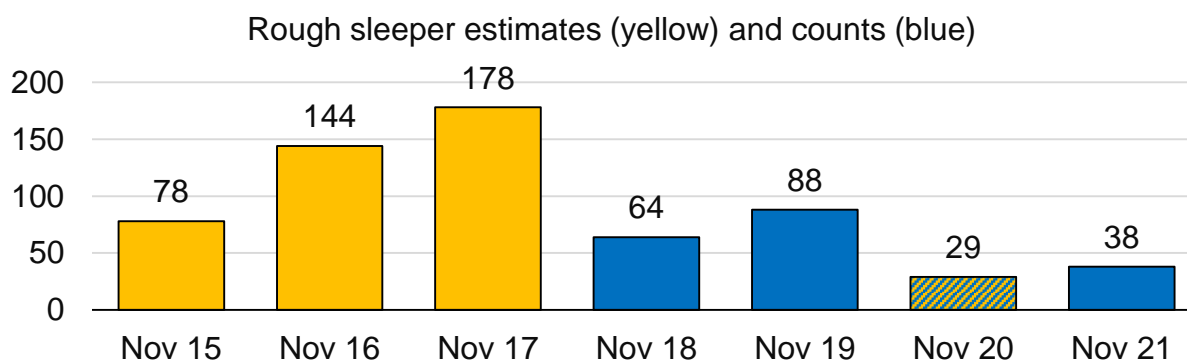
Requests for assistance received



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 what was then the Ministry of Housing, Communities & Local Government (MHCLG) and Public Health England due to Covid-19 restrictions, as it had congregate sleep sites

3.4 On track: Expand Housing First

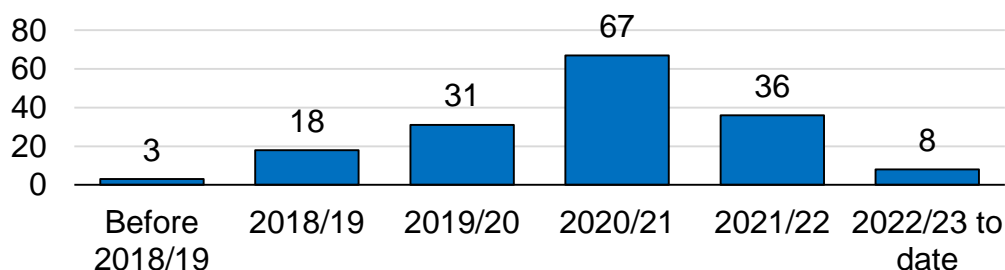
- 60 homes are currently used for Housing First

3. Alleviating homeless and rough sleeping

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

- Report due for Housing Committee in Quarter 4 2022/23
- Hartington Road – 38 homes became ready in February 2021
- Oxford Street – 10 homes completed in March 2022
- Buy backs – 29 of 226 homes purchased are for temporary accommodation, plus 30 NSAP and 25 RSAP (84 dwellings across all three categories)

Council owned temporary accommodation, NSAP and RSAP dwellings by year delivered



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

- Homelessness & Rough Sleeper Strategy approved by Housing Committee 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 has been meeting quarterly since July 2021 and includes people with a lived experience of homelessness. It reports to the Homeless Reduction Board

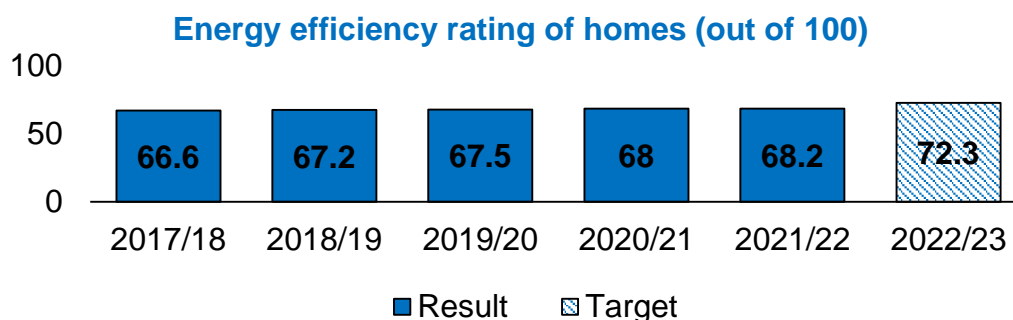
4. Achieving carbon reductions and sustainability in housing including address fuel poverty

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

- Latest 'Carbon Reduction in Housing Update' report went to Housing Committee in September 2022 which details work towards developing an Energy Plan, aligned to a revised Asset Management Strategy, and outlines work to inform a plan towards the 2030 carbon neutral target
- Energy modelling software is currently being used to enable costed retrofit plans to be developed for council homes
- Work progressing with the Retrofit Taskforce, led by Lewes and Eastbourne and University of Brighton to identify regional approach to retrofitting council homes
- Over 40 Air Source Heat Pumps have been installed in properties with inefficient electric heating, with insulation upgrades at the same time where appropriate, and a further 50-60 installs are planned in the remainder of the current financial year
- Options appraisals are currently being carried out to install low carbon heating and hot water services in five high rise blocks and one seniors housing scheme

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 households to be delivered over three years) began October 2022 with install programme expected to start in Spring 2023



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

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 with over 80 installations completed in this phase
- Round 2 of STS was launched in September 2021: over 7,000 homes registered across Sussex and a local supplier has been appointed to carry out installations, with remaining installations to be completed during Quarter 3 2022/23
- Options for Round 3 of the scheme are currently being considered by the partnership of Sussex local authorities

5. Improving council housing and community involvement

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

- Report due for Housing Committee in Quarter 4 2022/23
- A twelve-week pilot of estate walkabouts was undertaken from May to August 2022: these will help establish a schedule of improvements and budget allocation
- A review of the pilot was completed and reported to area panels in October 2022, and information from it will be used to consider a decent environment standard
- The Estates Walkabout schedule will be published for two years and promoted with ward councillors, lead councillors and residents

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
- The Building Safety Bill is now confirmed as an act and consultants are now in place to provide a road map to support the council's responsibilities under the new act, which has links to the Social Housing White Paper
- Fire Risk Assessments are up to date and carried out within target dates to all applicable properties
- A full Fire, Health & Safety and Compliance report is currently being undertaken on council housing stock and the requirements on the council. This will detail the current arrangements and the resources needed to meet future arrangements
- Meetings with East Sussex Fire and Rescue (ESFR) take place every four weeks and they are fully engaged with the council processes

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. Improving council housing and community involvement

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

- New Tenant and Leaseholder Engagement Strategy was approved at Housing Committee in March 2021
- Consultation with leaseholders on planned and major capital works and other improvement projects has concluded and our contracts and framework 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 procedure for engagement with tenants and leaseholders for proposed projects that will be tendered through the major works framework has been established and a more robust resident engagement process adopted
- Our planned works contracts and all other projects will be consulted with residents in the same manner as capital major projects
- Extended leaseholder payment options are approved and available to leaseholders who request this

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
- Self-build plots including for community led housing groups have been included as part of planning agreement for Toad's Hole Valley

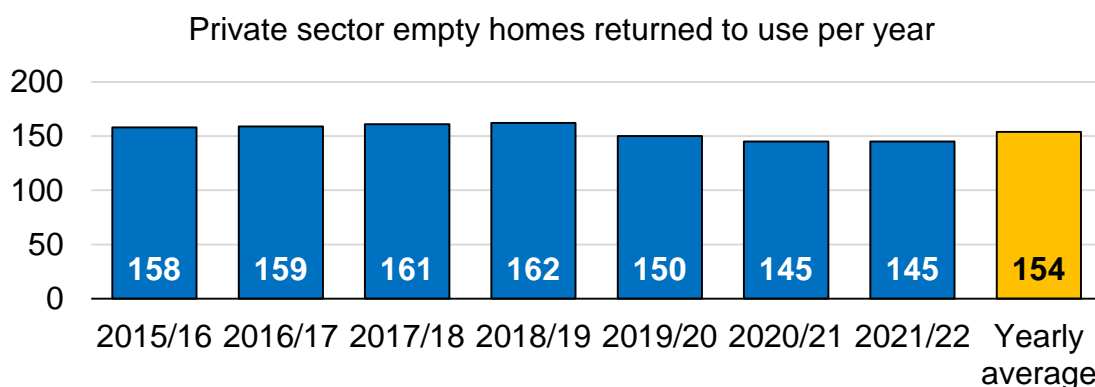
6.2 On track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- 567 shared ownership homes are projected for development between April 2019 and 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 Slightly off track: Review our empty homes policy to ensure 650 empty homes are brought back into use

- 440 private sector vacant dwellings (empty for more than six months) were returned into occupation within the first three years of the timescale of the Housing Committee workplan, with one year remaining



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

- Report due to Housing Committee in Quarter 3 2023/24

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

- Committee report due for March 2021 – deferred due to service pressures and Covid-19 recovery priorities

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

- Report on Regulation of Short-Term Holiday Lets was agreed at Tourism, Equalities, Communities & Culture and Housing committees in March 2020. It included using existing powers to deal with complaints, ensuring coordinated approach to enforcement between services and lobbying central government for enhanced enforcement powers and a national registration scheme
- A system is 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
- The council responded to the Government's call for evidence on a Tourist Accommodation Registration Scheme

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 at the time, so they could physically distance while working
- 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 other service pressures and Covid-19 recovery priorities







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 11,764 council owned homes and 2,282 leaseholder homes, as well as providing temporary accommodation for 1,809 households.

 Customer feedback – all Housing services	Target	Q1 2022/23	Q2 2022/23	Status against target	Trend since Q1
9.1  Compliments received from customers	Info	126	106	n/a	n/a
9.2  Stage one complaints responded to within 10 working days	80%	65% (124 of 191)	74% (111 of 150)		
9.3 Stage one complaints upheld	Info	40% (76 of 191)	38% (57 of 150)	n/a	n/a
9.4 Stage two complaints upheld	18%	41% (7 of 17)	35% (8 of 23)		
Performance has continued to improve compared to the previous quarter but is still off target. Stage one complaints are investigated by Housing service managers and stage two complaints are investigated by the Corporate Customer Feedback team.					




  Private sector housing		Target	Q1 2022/23	Q2 2022/23	Status against target	Trend since Q1
10.1	Total licensed Houses in Multiple Occupation (HMOs)	Info	3,503	3,527	n/a	n/a
10.2	Corporate KPI: HMOs where all special conditions have been met (for licences issued over 12 months ago)	58%	59.59% (1,156 of 1,940)	62.92% (1,205 of 1,915)		
<p>The target of 58% for the end of Q2 is set as a step towards a target of 60% at the end of Q4. The indicator above measures cases where the council has verified that conditions have been completed and it is anticipated this figure will continue to rise over the course of the year.</p>						
10.3	Corporate KPI: Private sector vacant dwellings returned into occupation (empty for more than two years)	9	19	16		
<p>This indicator used to apply to properties empty for longer than six months but has now changed to focus on properties empty for more than two years, which require more intensive casework. Most properties empty for less than two years do not require intensive casework and may often come back in to use without intervention.</p>						












NB Additional indicators relating to private sector housing are being developed with the aim of including them in these reports starting with Quarter 3 2022/23. These are as follows:




- Number of requests for action
- Number of property inspections completed
- Number of Category 1 and 2 hazards identified
- Proportion of Category 1 and 2 hazards resolved through informal action
- Proportion of cases escalated following non-compliance of improvement notice.

 Housing adaptations		Target	Q1 2022/23	Q2 2022/23	Status against target	Trend since Q1
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	17.2	18.4		
11.2	Council housing – average weeks taken to approve applications and commence works	10	4.9	TBC	TBC	TBC

The amber threshold for the two targeted indicators above is set at 26 weeks based on historic guidance timescales, with the target of 10 weeks reflecting revised guidance timescales. We are developing two additional indicators measuring the average time taken to complete adaptations works, as requested at Housing Committee.

 Housing Needs – Housing Options and allocations		Target	Q1 2022/23	Q2 2022/23	Status against target	Trend since Q1
12.1	Corporate KPI: Households where homelessness was prevented due to casework by the council and partner agencies	424	414	399		
Statutory prevention outcomes have not yet recovered to their pre-pandemic rates, and a Homeless Transformation Programme is underway which includes how to best prevent homelessness, building on the opportunities and positives provided by the pandemic response.						
12.2	New households accepted as homeless	Info	109	136	n/a	n/a
12.3	Number of households on the housing register	Info	7,592	7,506	n/a	n/a

 Housing Needs – temporary accommodation (including emergency accommodation)	Target	Q1 2022/23	Q2 2022/23	Status against target	Trend since Q1
13.1 Corporate KPI: Total households in temporary accommodation	1,800 or fewer	1,773	1,774		
The target of 1,800 for the end of Q2 is set as a step towards a target of 1,700 at the end of Q4. This indicator has been revised to exclude 35 NSAP and RSAP households.					
13.2 Rent collected for emergency accommodation (year to date including loss from empty homes)	89.21%	71.10% (£634k of £892k)	88.97% (£1.9m of £2.2m)		
13.3 ... as above but excluding rent loss from empty homes	For info	94.88% (£634k of £669k)	105.49% (£1.9m of £1.8m)	n/a	n/a
The indicator above (like the other rent collection indicators in this table) measures the actual amount of rent collected during the year to date compared to the amount due within the same period. It is sometimes possible for the former to be larger, thereby producing results over 100%.					
13.4 Rent collected for leased properties (year to date including loss from empty homes)	96.96%	89.82% (£1.5m of £1.7m)	89.00% (£3.1m of £3.5m)		
13.5 ... as above but excluding rent loss from empty homes	For info	97.01% (£1.5m of £1.54m)	94.99% (£3.1m of £3.3m)	n/a	n/a
13.6 Rent collected for Seaside Homes (year to date including loss from empty homes)	91.00%	89.41% (£1.1m of £1.3m)	89.02% (£2.4m of £2.7m)		
13.7 ... as above but excluding rent loss from empty homes	For info	95.60% (£1.1m of £1.2m)	94.57% (£2.4m of £2.6m)	n/a	n/a
13.8 Empty temporary accommodation homes	For info	98	79	n/a	n/a
The indicator above includes 45 block-booked, 27 private sector leased and 7 Seaside Homes dwellings. These are dwellings that were available to let as temporary accommodation.					
13.9 Seaside Homes properties with a valid Landlord's Gas Safety Record	100%	99.8% (421 of 422)	99.4% (419 of 422)		
13.10 Leased properties with a valid Landlord's Gas Safety Record	For info	86.4% (514 of 595)	84.6% (498 of 589)	n/a	n/a
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 temporary accommodation homes.					

 Council housing – supply		Q1 2022/23	Q2 2022/23
14.1	 Additional council homes	15	24
14.2	... at Local Housing Allowance (LHA) rents	13% (2 of 15)	25% (6 of 25)
All homes at LHA rates delivered during Q2 were for use as temporary housing			
14.3	... at 37.5% Living Wage rents	73% (11 of 15)	64% (16 of 25)
14.4	... at 27.5% Living Wage rents	13% (2 of 15)	4% (1 of 25)
14.5	... at social rents	0% (0 of 15)	4% (1 of 25)
14.6	Council homes sold through the Right to Buy	16	5
Of the 5 homes sold during Q2, 4 were leasehold (flats) and 1 was freehold (houses)			
14.7	Net change in the number of council homes – all rent levels	-1	+19
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	-14	-3
14.9	 Total council owned homes	11,745	11,764
Total council owned dwelling stock of 11,764 includes 10,724 general needs, 877 seniors housing, 109 temporary accommodation, 30 NSAP and 25 RSAP dwellings (including new dwellings not yet handed over for letting).			

14.10 Council housing – buy backs (Home Purchase and Next Steps / Rough Sleepers accommodation)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23 to date	Total
Total applications	5	53	88	157	159	50	512
Of which, became purchases	2	32	53	91	70	2	250
Council declined	1	13	11	16	10	6	57
Owner declined offer	1	5	12	15	14	1	48
Owner withdrew	1	3	12	33	51	13	113
Outcome pending	0	0	0	2	14	28	44

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23 to date	Total
Completed purchases	1	13	43	64	90	39	250
... general needs social rent	0	0	1	4	0	1	6
... general needs 27.5% Living Wage	0	0	5	17	21	3	46
... general needs 37.5% Living Wage	1	5	24	14	43	27	114
... temporary housing at LHA rates	0	8	13	29	26	8	84





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 (£)
250*	6	46	114	84	46 **	£1.973m ***	£232,000

* Of which 224 are flats (6 studio, 77 one bed, 123 two bed, 20 three beds plus) and 26 are houses (4 two bed, 22 three beds plus)






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

*** Applied during 2021/22 – a further £830k is anticipated to be used during 2022/23

















 Council housing – management		Target	Q1 2022/23	Q2 2022/23	Status against target	Trend since Q1
15.1	Corporate KPI: Rent collected as proportion of rent due (current tenants)	96.65%	95.27% (£55.9m of £58.7m)	94.58% (£55.5m of £58.7m)		
<p>The Q1 and Q2 figures above are forecasts for the whole of the 2022/23 financial year. The methodology excludes rent loss from empty properties and includes arrears from the end of the previous financial year. Analysis from Housemark has found that rent arrears across the social housing sector have increased steadily since the summer of 2021 (when emergency uplifts to benefits ended and inflation started to rise) and continue to with ongoing cost-of-living crisis.</p>						
15.2	 Tenancies on Universal Credit (UC)	Info	28% (3,229 of 11,337)	29% (3,377 of 11,405)	n/a	n/a
15.3	Tenancies on UC who are in arrears and have an Alternative Payment Arrangement (APA)	Info	52% (972 of 1,881)	43% (1,006 of 2,332)	n/a	n/a
<p>Of the 3,377 tenants on UC there were 2,332 who also had rent arrears. Of the latter, 1,006 had an APA in place, whereby housing costs of UC are paid direct to the council as their landlord.</p>						
15.4	Arrears of UC tenancies as a proportion of total arrears	Info	60% (£1.7m of £2.8m)	59% (£1.9m of £3.2m)	n/a	n/a
15.5	Evictions due to rent arrears	Info	0	0	n/a	n/a
15.6	Evictions due to anti-social behaviour (ASB)	Info	0	0	n/a	n/a
15.7	New reports of ASB from victims and witnesses	Info	200	206	n/a	n/a
15.8	ASB perpetrator cases opened	Info	146	147	n/a	n/a
15.9	ASB perpetrator cases closed	Info	136	154	n/a	n/a
15.10	Average days to close ASB perpetrator cases	Info	81	80	n/a	n/a
15.11	Active ASB perpetrator cases at quarter end	Info	171	164	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.</p>						











 Council housing – management	Target	Q1 2022/23	Q2 2022/23	Status against target	Trend since Q1
15.12  Calls answered by Housing Customer Services	85%	83% (5,137 of 6,159)	88% (6,123 of 6,972)		
15.13 Tenancies sustained following difficulties (Tenancy Sustainment Team cases)	90%	86% (18 of 21)	100% (20 of 20)		


Please note the indicators in the table below and their targets are being reviewed as part of a project across Housing focused on reducing the number of empty council homes.

 Council housing – empty homes	Target	Q1 2022/23	Q2 2022/23	Status against target	Trend since Q1
15.14  Average re-let time in calendar days excluding time spent in major works	21	93	76		
<p>Re-let times are high while recovery efforts remain underway to tackle a 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). Furthermore, the number of re-lets during the first half of 2022/23 (330) is significantly above 2021/22 levels (which averaged 118 per quarter) and the number of empty homes has decreased from 204 to 153 during the quarter.</p>					
15.15 Average 'key to key' re-let time in calendar days including time spent in major works	Info	163	130	n/a	n/a
15.16 Number of previously occupied council homes re-let (general needs and seniors)	Info	176	154	n/a	n/a
15.17 Number of new council homes let for the first time (general needs and seniors)	Info	22	18	n/a	n/a
15.18  Empty general needs and seniors council homes (includes new homes)	Info	204	153	n/a	n/a
15.19 Empty council owned temporary accommodation homes (includes new homes, NSAP and RSAP)	Info	24	33	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 & 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.

 Council housing – repairs and maintenance		Target	Q1 2022/23	Q2 2022/23	Status against target	Trend since Q1
16.1	 Emergency repairs completed within 24 hours	99%	98.1% (2,120 of 2,160)	98.6% (2,645 of 2,682)		
16.2	Corporate KPI: Routine repairs completed within 28 calendar days	70%	44.9% (1,773 of 3,952)	58.5% (2,384 of 4,077)		
Although performance has improved, 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.						
16.3	Average time to complete routine repairs (calendar days)	15	71	55		
As above.						
16.4	 Calls answered by Repairs Helpdesk	85%	86% (16,497 of 19,092)	92% (15,973 of 17,315)		
16.5	 Surveyed tenants satisfied with repairs: standard of work	96%	96% (207 of 216)	99% (911 of 924)		
16.6	Surveyed tenants satisfied with repairs: overall customer service	96%	95% (206 of 216)	98% (908 of 924)		

 Council housing – investment and asset management		Target	Q1 2022/23	Q2 2022/23	Status against target	Trend since Q1
16.6	 Corporate KPI: Dwellings meeting Decent Homes Standard	100%	95.9% (11,263 of 11,745)	96.2% (11,317 of 11,764)		
<p>The stock condition survey in 2019/20 identified many dwellings which did not meet the standard, and there had been a lack of planned installations of new kitchens and bathrooms throughout much of 2020/21 and 2021/22 due to Covid restrictions, shortages of supplies and components, and until planned works resumed through new contractors. Performance was 92.9% at the same time a year ago and so has improved considerably since then.</p>						
16.7	Corporate KPI: Energy efficiency rating of homes (out of 100)	72.3	68.2	68.3		
<p>An ambitious corporate target has been set for 2022/23 in line with a trajectory towards Band A by 2024 (from Band D). Please see the workplan updates for ‘Achieving carbon reductions and sustainability in housing including address fuel poverty’ in this report for more information about these objectives, including improving energy efficiency of council homes.</p>						
16.8	 Council properties with a valid Landlord's Gas Safety Record	100%	100% (10,012 of 10,012)	99.99% (10,102 of 10,103)		
16.9	 Lifts restored to service within 24 hours	95%	100% (87 of 87)	TBC	TBC	TBC

 Leaseholder disputes		Q1 2021/22	Q2 2022/23
17.1	Stage one disputes opened	1	5
17.2	Stage one disputes closed	3	1
17.3	Active stage one disputes (end quarter)	22	26
17.4	Stage two disputes opened	4	0
17.5	Stage two disputes closed	0	1
17.6	Active stage two disputes (end quarter)	7	6
17.7	Stage three disputes opened	0	1
17.8	Stage three disputes closed	0	0
17.9	Active stage three disputes (end quarter)	1	2

