

Housing Management Panel: East Area

Date: 8 June 2023

Time: 18:30

Venue Whitehawk Library, 179A Whitehawk Road, Whitehawk, BN2 5FL

Members: Chris El Shabba (Resident Co-Chair), Ward Councillors for the Area, Delegates of Tenants Association in the area.

Contact: Francis Mitchell
01273 294183
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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 - Wednesday, 31 May 2023

Dear resident,

2023 has seen the new ward boundaries come into effect at Brighton and Hove City Council for the first time in 20 years, following the completion of a statutory review by the Local Government Boundary Commission for England. The changes took place at the City Council elections on the May 4th.

This means that there are some changes to the associations who make up the membership of the Housing Area Panels. The new wards have been divided up into housing areas North, West, East and Central based on the numbers of council households within each area.

The June Housing Area Panels will be the first time these changes have come into place. We will discuss these changes at all the Area Panels. All tenants, leaseholders and members of Tenant and Residents Associations are very welcome to attend Housing Area Panels.

Due to these changes, in this round of papers, all residents will receive all 4 areas' action logs and all areas' 2-star Resident Questions to ensure no information is missed by residents affected by the new areas.

Should you have any questions, please do not hesitate to contact the Community Engagement Team at CommunityEngagement@Brighton-Hove.Gov.UK or via the phone at 07717 302986 or 01273 291518.

Kind Regards,



Sabina Karabasic
Community Engagement Administrative Assistant
Communities, Equality & Third Sector Team

East Area Panel – meeting invitation

Dear Resident,

On behalf of the East 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	Thursday 8th June 2023 – from 18:30 to 20:30
Venue	Whitehawk Library, Meeting Room 179A Whitehawk Road, Whitehawk, BN2 5FL
Zoom	<p>Please type the following address in your browser:</p> <p>https://bit.ly/3pPlcP1</p> <p>If the link above does not work, you can join through Zoom client instead, using the following details:</p> <p>Meeting ID: 880 8015 5358 Passcode: 12345</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>0208 080 6591 / 0208 080 6592 / 0330 088 5830 / 0131 460 1196</p> <p>Meeting ID: 880 8015 5358 Passcode: 12345</p> <p>To mute and unmute yourself when calling by phone, press *6 (asterisk and 6)</p>
Transport	<p>We can help with transport costs: 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 07717302986 / communityengagement@brighton-hove.gov.uk if you have any questions.

EAST AREA PANEL

14 FEBRUARY 2023

MINUTES

Attendees:

Residents: Chris El Shabba (Chair), Alan Cooke, Rosemary Johnson, Ben D'Montigny, Lee Catts

Councillors: Cllr Williams, Cllr Simson

Officers: Martin Reid, Grant Ritchie, Sam Warren, Gabriel Tiranti, Francis Mitchell, Matthew McCaw, Justine Harris, Geof Gage

1 – WELCOME, APOLOGIES & INTRODUCTIONS

1.1 There were apologies from Keely McDonald.

2 – ACTONS & MINUTES OF THE PREVIOUS MEETING

Minutes –

The minutes of the previous meeting were agreed subject to minor amendment.

Actions –

EA1 – Rosemary Johnson confirmed that Martin Reid had contacted her regarding this action and stated that it felt that anti-social behaviour was on the decline in Craven Vale.

EA2 – Justine Harris stated that she had not been able to contact Janet Gearing regarding this action.

EA3 – Martin Reid stated that this matter had been resolved and provided an update to the meeting.

EA4 – Justine Harris provided an update on this action to the meeting. Rosemary Johnson was not satisfied with the response given and asked if residents are paying fixed amounts per month towards communal heating & hot water, how are rates fixed on residents standing charges and how would those residents have incentive to save on energy bills.

EA5 – Geof Gage stated that no residents were wrongly charged for aerial systems that are not connected and invited Lee Catts to share information regarding residents for whom this may be the case.

EA6 – Justine Harris stated that a site visit would be carried out in Robert Lodge in March.

EA7 – Martin Reid provided an update to the meeting. Justine Harris stated she would contact Cllr Simson regarding concerns raised over parking on Sandhurst Avenue

EA8 – Justine Harris provided an update to the meeting. Ben D'Montigny suggested the printing of posters to relay information regarding recycling services.

3 – EDB REVIEW CONCLUSION REPORT

- 3.1 Sam Warren delivered the report on this item.
- 3.2 Cllr Williams was informed that EDB underspend money does not accumulate.
- 3.3 Janet Gearing stated that the panel had previously been informed that unspent money went back into the EDB budget and was divided amongst the four areas of the city. Sam Warren stated that had been the case five or six years ago, but that this had since changed.
- 3.4 Alan Cooke expressed that he was disturbed to hear that EDB underspend money does not accumulate, stating that previous discussions at the task and finish group had indicated that the East Area would keep 20% of total underspend.
- 3.5 Sam Warren stated that the recommendation in the report was for all EDB underspend to be ringfenced back to EDB. Sam Warren also stated that EDB underspend stays with its area, and at the end of the financial year goes into the HRA.
- 3.6 Rosemary Johnson stated that the report made no mention about non-resident leaseholders, raising concerns that they would be charged for EDB bids but have no say in what the money is spent on, citing that a badly thought out EDB bid could potentially knock thousands from leaseholder's property prices. Rosemary Johnson also expressed concerns that some elected Area Panel representatives can no longer vote on EDB bids as they are not council tenants. Martin Reid stated that he and Sam Warren would meet with Rosemary Johnson outside the meeting to address her concerns regarding leaseholders.
- 3.7 Sam Warren stated that members of tenants and residents' associations will still be able to vote, additionally stating that if the EDB conclusion paper and the Area Panel paper aren't aligned on leaseholder voting then this would need to be addressed.
- 3.8 Cllr Simson was informed that the EDB toolkit would be available at either the next Area Panel meeting or the meeting after that.

4 – HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE REPORT QUARTER 3 2022/23

- 4.1 Martin Reid delivered the report on this item.
- 4.2 Lee Catt stated that multiple repair teams have to be sent out due to incorrect diagnoses of issues, citing an incident where three teams were sent to his home with one repair team claiming he would require a new shower pump costed at approximately £300, and another repair team claiming he would not need a new shower pump, but would need to replace a £10 rubber washer. Lee Catt stated this repair was successful, but due to the first team not repairing the shower there had been water left on the floor which had caused it, along with the toilet, to need to be replaced.
Lee Catt stated that the job should have cost the council £10 but has likely cost in excess of £3000.

- 4.3 Grant Ritchie stated that Interfinder, a new repair tracking system, was being bought in at the end of the month that will allow tenants to access their repair reports in more detail.
- 4.4 Janet Gearing was informed that sub-contractors are used in large-building and window repairs as well as specialist tasks such as scaffolding and asbestos removal.
- 4.5 Lee Catt highlighted the correlation between low-quality windows and an increase in mould, stating that in the rooms inside his flat with new high-quality windows, mould and condensation is not an issue.
- 4.6 Grant Ritchie outlined the processes around preventing and removing mould from properties.
- 4.7 Martin Reid outlined examples of planned investment to improve housing stock within the city.
- 4.8 Martin Reid stated that he would talk with Ben D'Montigny about what information would be most useful to have from residents to ensure that repairs are completed correctly the first time.

5 – AREA PANEL REVIEW: TERMS OF REFERENCE AND REPORT

- 5.1 Sam Warren delivered the report for this item.
- 5.2 Rosemary Johnson raised concerns regarding mixed wording and was informed that the report should have referred to 'tenants only meetings' as 'residents only meetings'.
- 5.3 Cllr Simson was informed that resident co-chairs would be elected at the beginning of each financial year by each area panel.
- 5.4 Alan Cooke stated that section 2c of the report would exclude him as a freeholder from attending meetings.

6 – RESPONSES TO RESIDENTS QUESTIONS

- 6.1 Alan Cooke stated that the question 'Council Staff and Lack of Responsiveness' had been left out of the papers and asked 'Why senior and other Council staff often don't respond to their emails or questions to area panels'. Sam Warren stated that this question was sent to the Resource Centre to be reworded.

7 – POSITIVE COMMUNITY NEWS

- 7.1 Lee Catt stated that anti-social behaviour had decreased as drug-dealers had been moved from the estate.

7.2 Alan Cooke invited all attendees to the Craven Vale Coronation Party being held on Sunday May 7th.

7.3 Ben D'Montigny shared that hibiscus planting was underway on Bristol Estate and stated that approximately 12,000 plants were being planted in the west side of the estate and thanked CRPE, the landscapers, the gardeners and the volunteers for their work.

8 – ANY OTHER BUSINESS

8.1 Justine Harris agreed to contact Cllr Williams regarding why EDB bids had been rejected.

8.2 Cllr Simson stated that Woodingdean Tenants and Residents Association had amalgamated with the Community Association.

8.3 Cllr Williams expressed disappointment in the closure of the Whitehawk Inn.

The meeting concluded at 21:18.

Actions from *East Area Panel meeting 14.02.23*

Deadline for staff to respond: **5pm on 26th April**

All staff please note *Date ACTION completed* refers to when the requested action is done (or planned to be done if outstanding) not this form is filled in.

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed, outstanding or ongoing?	Date Action completed or planned completion date?
EA01 (11.10.22)	(Continued from previous action logs) Justine Harris to meet with Janet Gearing regarding the points raised about rubbish and issues with fencing in Langley Crescent.	Justine Harris	A verbal update will be given at Area Panel.		
EA2	Geof Gage to confirm with Lee Catts whether there are any remaining aerials that have not been connected in Craven Vale	Geof Gage	<p>As the installation was in 2010, unfortunately, neither the installers, nor BHCC hold records to determine exactly which flats at Craven Vale have been connected and had SkyQ sockets installed. However, we are able to provide an overview of the upgrades within the blocks.</p> <p>Queensway has had a full Sky Q upgrade, all flats are connected to the Sky Q multi-switches at the headend.</p> <p>Craven Road, Parham Close and Southwater Close had a 50% sky Q upgrade completed and Hadlow Close had a 25% sky Q upgrade completed. All flats</p>		

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			are connected to the existing IRS system. Residents that would like Sky Q, will have to be moved over to the Sky Q multi-switch.		
EA3	Justine Harris to contact Cllr Simson regarding concerns raised about parking on Sandhurst Avenue.	Justine Harris	Justine Harris contacted Cllr Williams and a visit to Sandhurst Avenue took place with Cllr Simson, Justine Harris and Benjamin Tedder on 28 th Feb. The question was about unused Housing bays could be used by the shops. This has been considered but is not possible as these are available to rent. Any maintenance and repairs for them has to be funded by the HRA.	Completed	24.02.23
EA4	Justine Harris to contact Cllr Williams regarding why bids had been rejected, citing £35,000 that had been allocated for a playpark and a mural.	Justine Harris	This concerned the top playground at Whitehawk and mural. The request for funding was rejected by the Environmental Improvement Board, as it was agreed this would come from the planned works budget and the underspend. The change is to the funding stream. Justine updated Cllr Williams on 17 th Feb	Completed	17 th Feb
EA5	Martin Reid, Sam Warren & Rosemary Johnson to meet outside the meeting to discuss leaseholders being charged for EDB projects.	Martin Reid/Sam Warren	A verbal update will be given at Area Panel.		

Actions from *Central Area Panel* meeting 14.02.23

Deadline for staff to respond: **5pm on 26th April**

All staff please note *Date ACTION completed* refers to when the requested action is done (or planned to be done if outstanding) not this form is filled in.

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed or Outstanding?	Date Action completed or planned completion date?
CA1	Investigate the missing padlocks for the individual bin chute rooms on each landing of Essex Place and why the rooms are not being cleaned	Justine Harris/ Chloe McLaughlin	All chute rooms have padlocks. There are no bulky items in them as they are all secure. The cleaner will sweep them out on the days that she cleans the landing, this is once every four weeks.	Completed	05.04.2023
CA2	Follow up with contractors re removing the scaffolding plank from the roof at Homestead	Geof Gage	This has been completed and an email and photo of the roof and repair carried out as a result was sent to Mr Miller.	Completed	27.02.2023

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed or Outstanding?	Date Action completed or planned completion date?
CA3	Undertake peer review and investigate what other local authorities do regarding H&S concerns, particularly tailgating, in relation to the automated door at Essex Place	Geof Gage	We have made contact with other authorities and in general terms they advised that they meet the requirement of timings on main entrance doors to suit the guidance and requirements for this. There is no further advice on extending times or to provide a button to execute the closure quicker. We have ensured that the timings meet the requirements to allow people with mobility issues or with push chairs etc. to exit and enter without cause for alarm or rush and we are compliant.	Completed	14.03.2023
CA4	Follow up with security company working in Essex Place to reiterate instructions	Jan Dowdell	Janet has followed up with the security and improvements are being monitored by the Housing Office who monitors block security.	Complete	4.04.2023
CA5	Follow up with Norman Williams regarding reported ASB in and around Essex Place	Kenna Kendall	Two main ASB issues have been reported. Housing are working closely with the police, a group of young people were coming on to the estate and committing ASB. The police have a profile set up, extra PCSO patrols are taking place. The other issue relates to a resident of Essex Place creating ASB in the communal gardens. The duty Housing Office is in contact with reporters and will maintain regular contact.	Complete	20.04.23
CA6	Requests clean up at Essex Place	Jan Dowdell	Janet Dowdell and Justine Harris undertook a site visit with Linda King on 20 th April. This is being followed up by a further visit with Housing's Environmental Surveyor on 16 th May with the view to arranging a garden clear up and planting; External area rubbish and bulk waste removal; Removal of signs in the garden area; Power washing-external areas and bin store.	Complete	20.04.23

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed or Outstanding?	Date Action completed or planned completion date?
CA7	In relation to the Area Panel Review Terms of Reference (3a), consider if details of all residents and resident associations in a councilor's ward could be supplied to them	Hannah Barker	The Community Engagement Team works on request to help connect Tenants & Residents Associations (TRA) and ward councilors together. We cannot share personal details of residents with anyone, because of data protection laws, but we can share a local groups' generic contact email or mobile number. We support TRAs to set up generic group email addresses, and mobile phone numbers for their group. This helps a group communicate widely with the community and allows them to advertise more freely to everyone.		
CA8	Resident question C3.3 to be looked into further as response was inadequate	Justine Harris	<p>Question C3.3 copied here for reference. Response provided by Melissa Francis, CityClean</p> <p>Issue: The refuse collection service for the whole of Sylvan Hall was closed down for several weeks because of a health and safety concern which just affected one block. A private company was then brought in to partially restore the service.</p> <p>Background: None supplied.</p> <p>Action requested: Raise the following questions at Area Panel:</p> <ul style="list-style-type: none"> • Why was the service stopped for the whole estate when only one block was affected? • What constitutes a health and safety issue and who decides this? • Why were private firms able to collect rubbish but not CityClean? <p>Officer Response:</p> <p>Officer contact details: Melissa.Francis@brighton-hove.gov.uk</p> <p>Thank you for your query regarding Sylvan Hall.</p> <p>Q. Why was the service stopped for the whole estate when only one block was affected? Following the incident where a staff member</p>	Complete	20.04.23

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed or Outstandin g?	Date Action completed or planned completion date?
			<p>sustained an injury collecting bins, an initial assessment was undertaken and as a result bin stores were closed where it was identified there was a health and safety risk. Collections continued from bin stores where it was determined safe to continue collecting.</p> <p>Q. What constitutes a health and safety issue and who decides this. If there is an incident or near miss, a review of the task is completed, and a risk assessment is undertaken. The employer (Brighton & Hove City Council) has a duty to protect the health, safety and welfare of employees. Therefore, the Council makes the decision on what constitutes a health and safety issue to protect staff and not expose them to risks.</p> <p>Q. Why were private firms able to collect rubbish but not CityClean? Private firms are responsible for the health and safety of their employees, and we cannot comment on their health and safety practices. The Council has a duty to protect the health, safety and welfare of its employees.</p> <p style="text-align: center;">End</p> <p>.....</p> <p>Answer to CA8: It is not clear what part of the above response is not adequate once this is clarified further information can be provided.</p> <p>The following blocks are having rubbish collections from them: The Limes . Larch Bank, Holly Bank-East, Holly Bank-West, Maple House, The Laurels, Birch Lodge, Fir Bank, Hazel Bank, Rowan House, Elm Lodge, The Pines.</p> <p>The following are not having collections carried out by City Clean .</p>		

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			A solution for The Chestnuts, The Willows, the Poplars, The Cedars, The Lindens is still being explored, residents will be kept informed. Due to the number of steps it takes to access these blocks and it being not possible to put in sloped access or reducing the number of steps a solution is more complicated.		
CA9	Confirm what criteria was used to determine which blocks would have their windows repaired at Sylvan Hall	Geof Gage	The programme was developed on a requirement that was identified by both the window replacement team and the external repairs team as this project was a joint project so as to utilise the one scaffold and hence achieve value for money and potential savings for two sets of scaffolds. The surveys were undertaken jointly by the two project managers.	Complete	03.04.2023

Actions from *North Area Panel meeting 15.2.23*

Deadline for staff to respond: **5pm on 26th April**

All staff please note *Date ACTION completed* refers to when the requested action is done (or planned to be done if outstanding) not this form is filled in.

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed or Outstanding?	Date Action completed or planned completion date?
NA1	Confirm reason for the window repairs programme being delayed at Bates Estate and communicate this to residents	Geof Gage	As discussed at area panel the requirement to hold back the window programme at Bates Estate was due to the additional works necessary for the removal of crittal window frames for which it was necessary to undertake a further assessment as to methods and necessary making good with an alternative contractor. This delay required us to hold back on this programme. We are now intending to undertake both window replacements and external repairs and decorations to the Bates Estate commencing 2024/25 financial year, this will allow us to utilise one set of scaffold for both elements, ensure value for money in doing so and avoid unnecessary disruption to residents by undertaking the two sets of work separately. We anticipate the works to the estate will be approximately 3 years.	Complete	03.04.2023
NA2	Organise for the branches to be removed	Justine Harris	Following the AP meeting the Estates Service inspected the branches. Due to the size of the	Complete	04.04.2023

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Completed or Outstanding?	Date Action completed or planned completion date?
	from outside the last two blocks of flats at Tavistock Down		branches, they need to be cut back by an arborist. This request has been submitted. A verbal update will be given at the next Area Panel when we expect the works to have been completed.		
NA3	Confirm what is currently being used to remove weeds since previous chemical was found to be poisonous.	Justine Harris	Weeds are removed by using a Weed Whacker and a Weed Burner. This is in addition to regular hand tools such as hoes.	Completed	05.04.2023

Actions from West Area Panel meeting 15.2.23

Deadline for staff to respond: **5pm on 26th April**

All staff please note *Date ACTION completed* refers to when the requested action is done (or planned to be done if outstanding) not this form is filled in.


Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Complete or Outstanding?	Date Action completed or planned completion date?
WAO1 (14.12.22)	Resident question W3.3 to be looked into further as response was inadequate – Housing officers requested to speak to CityClean to coordinate	Melissa Francis	<p>Question W3.3 copied for reference</p> <p>Issue: Some areas have not had any street cleaning over the autumn months and it has been infrequent everywhere. This means pavements have become covered in leaves and are extremely slippery and dangerous in the wet and icy weather. This is particularly difficult for anyone with mobility problems and wheelchair users who can find the pavements too dangerous to use. West residents feel that central Brighton & Hove are better serviced than the outlying estates.</p> <p>Background: None supplied.</p> <p>Action requested: Ask for a report on:</p> <ul style="list-style-type: none"> The council has a duty of care to ensure pavements are safe, which isn't being met at the moment. What plans are there to meet this requirement? How often were the streets swept in September/October/November? <ul style="list-style-type: none"> Is it done more frequently in the autumn months? Is street sweeping done less in out-lying areas? <p>Officer Response:</p> <p>Officer contact details: Melissa.Francis@brighton-hove.gov.uk</p>	Complete	04.04.23

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Complete or Outstanding?	Date Action completed or planned completion date?
			<p>Q. The council has a duty of care to ensure pavements are safe, which isn't being met at the moment. What plans are there to meet this requirement? Across Brighton and Hove, there are 20,000 gullies and approximately 600 kilometres of roads which gives an indication of the size of the challenge keeping gullies, roads, pavements and channels free of leaves. Street Cleansing has teams of operatives and mechanical sweepers who sweep the roads according to schedules. Leaf fall is continuous and areas that have been swept the day before can be covered by leaves again the next morning which means it is not possible to keep areas completely free of leaves.</p> <p>Q. How often were the streets swept in September/ October/ November? Is it done more frequently in the autumn months? During the weeding and leafing season, adjustments are made across the service to respond to leaves/weeds. Street Cleansing have prioritised the areas with the most leafing and areas that are hot spots for flooding.</p> <p>Q. Is street sweeping done less in out-lying areas? The East and West of the city is covered 5 days a week, the city centre is covered 7 days a week as it is a high footfall area. Street sweeping includes leaves, weeds and litter, and because there is a lot of litter in the city centre, it requires attention 7 days a week.</p> <p>END</p> <p>-----</p> <p>Answer to WA01: We do not have sufficient officer capacity to provide this detail. Further explanation would require going into detail about the cleaning regime for each area in the West which is complex and requires adjustments based on health and safety priorities.</p>		

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Complete or Outstanding?	Date Action completed or planned completion date?
WAO2 (14.12.22)	Resident question W3.4 to be looked into further as response was inadequate	Sam Warren & Justine Harris	<p>Question W3.4 copied below for reference:-</p> <p>Issue: West residents are concerned that Estate Walkabouts, unlike the previous Estate Inspections, they do not include the interior of the buildings.</p> <p>Background: None supplied.</p> <p>Action requested: Interior of buildings to be included in Estate Walkabouts</p> <p>Officer Response:</p> <p>Officer contact details: Marcus.richardson@brighton-hove.gov.uk</p> <p>The Estate Walkabouts are focused on identifying what environmental improvements can be delivered to estates across the city to help improve overall satisfaction for residents. The focus is on items like planters/planting, seating, bike storage or bin stores etc. This is due to there being other capital investment programmes that concentrate on delivery of external and internal repairs and decoration to the Council's housing stock.</p> <p>The Council conducts internal surveys of council blocks for our internal decoration programme which runs every year, but as we have over 1,200 properties with communal areas, we aren't able to survey every block on a yearly basis. When these surveys of blocks are conducted, the information we collect is just a snapshot of the condition at that time and can change rapidly dependant on external factors of the building and resident use, and we have prioritised the external elements of the blocks in a good state of repair, as leaking roofs or penetrating damp affect the internal areas of the blocks more than daily use by residents. We also carry out multiple other visits to the common ways of blocks on a regular basis, such as fire risk assessments and communal electrical testing, and any immediate issues within blocks are reported following these visits as well for action.</p> <p>In addition, the council will start later this year carrying out stock condition surveys of blocks across the city, these surveys will be a rolling piece of</p>		

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			<p>work and will record the current condition of the housing stock and will go towards planning future years' capital investment programmes such as internal decorations.</p> <p>If there are specific blocks that residents have questions or concerns about, we will happily arrange for a survey and feedback the information/condition collected and give an indication of when the internal decoration is due to happen. Please email hiamenquiries@brighton-hove.gov.uk</p> <p>END</p> <p>-----</p> <p>Answer to WA02: Officer contact details: Marcus.richardson@brighton-hove.gov.uk</p> <p>The estate walkabouts were set up with the intention of delivering small independent pieces of work that fell outside of the remit of our usual capital investment programmes (like roofs, windows, internal/external repairs, and decoration etc) to help improve estates for the residents. These walkabouts can take multiple officers up to 2-3 hours per walkabout to look and collect information (including travel as well), and then there is another process whereby quotes for work are gathered, residents are consulted (where needed) and work is arranged/managed etc.</p> <p>In the Housing Investment and Asset Management department we have a separate asset management team which includes staff that carry out stock condition surveys of the council's housing stock. The surveys that the asset management team carry out uploads information directly into the council's asset management system using mobile devices, and this in turn influences the council's capital investment programmes each year. The staff working on the estate walkabouts and EIB work do not use the asset management</p>		

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Complete or Outstanding?	Date Action completed or planned completion date?
			<p>system for their work, so having them gather this additional information would increase the amount of time required to carry out the walkabouts and reduce the amount of work they can deliver as a result, it is also duplicating work that the asset team carry out with their stock condition surveys.</p> <p>As mentioned previously, if there is a specific query regarding the condition of a block's internal decoration or general enquiry regarding when a block will receive internal decoration, we can respond to let residents know.</p>		
WAO3 (14.12.22)	Contact Tomas Szalma regarding placement of bins on the Old Shoreham Road and whether it could be moved closer to Bellingham Crescent. *Query whether this had been completed	Justine Harris	<p>Tomas Szalma responded to this question in November 2022. Please see response below:</p> <p>On the Old Shoreham Road, near Bellingham Crescent, we used to have a bin next to the railing. However, due to the close proximity to the traffic lights, that lead to Boundary Road and Hangleton Road we experienced safety issues related to blocking the lane and immediately stop from traffic behind that causes a build-up of traffic leading to and through the lights. So, for reasons of health and safety we moved the bin 30 meters down the road. This change allows traffic time to compensate for the vehicle that has stopped, while the operative changes the bin.</p> <p>I am attaching pictures supporting the response. The first picture was taken towards traffic and showing the railing where the bin used to be. In the red circle is the busy traffic junction with traffic lights system. This junction is less than 20 meters away. The second picture was taken in the direction of the traffic, showing the same railing and where BHCC vehicle is safely parked. Beside the vehicle is the new location of the bin.</p>	Complete	Nov 22

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Complete or Outstanding?	Date Action completed or planned completion date?
	therefore kept on list WA5*		<p>It is approximately 30 meters further down. This can be easily walked and dispose of your rubbish and it is safe to change the bin.</p> 		
WA4	Justine Harris to work with Rob Walker to bring a report to the Area Panel	Justine Harris & Rob Walker	This report is being prepared and will be presented at the next Area Panel	Carry over	

Ref & Date Outstanding actions raised	Action	Officer	Response including what is completed & outstanding	Is Action Complete or Outstanding?	Date Action completed or planned completion date?
	meeting in May detailing City Parks contractual requirements, if they were met and what could be done to improve the delivery of the service.				
WA05 (12.10.22)	Justine Harris to contact Patricia Weller regarding weed growth on her estate.	Justine Harris	A verbal update will be given at Area Panel.	Ongoing	

Residents Questions - 3 star, All Areas - for East Area Panel

E3.1 Council Staff's Lack of Responsiveness

Area in city	East
Star rating	Three Star – City Wide
Date question raised	23.03.23
Week of Area Panel	5 th June 23
Deadline for officer response	5 th May at 5pm
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services
Contact Details	Justine.harris@brighton-hove.gov.uk

E3.1 Question & Response

Issue	Senior and other Council staff rarely respond to residents' emails. This issue was raised as a three-star item at the meeting of 15 th December 2022, but was not addressed by Council officers, and did not appear in the Area Panel papers.]
Background	Residents are frustrated that they rarely receive responses from senior Council officers, and other Council staff. Issues that are raised by residents are frequently not followed up, in spite of promises to do so. In certain cases, residents have been waiting over 4 months for a follow-up response on issues they have raised. This situation has not improved since it was raised at the last East Area Residents Only meeting.
Request or Question	It was agreed to raise this at all Area Panels. <ul style="list-style-type: none"> • Why do senior Council officers not respond to residents' emails within the expected 10-day turnaround time? • What are senior Council officers doing to ensure there is an improvement to their response time, and that of their staff?
Response	Thank you for your question. The question that you put forward in December's meeting was withdrawn due to further clarification needed and therefore did not receive a response nor did it appear in the papers for Area Panel.

	<p>We're sorry that you feel that senior officers have not responded to your emails. All officers including senior officers aim to respond to all enquiries within 10 working days. However, sometimes we are unable to respond in time as the response can require input from many different departments, in this instance a holding response is usually sent.</p> <p>We are reviewing communication as part of our service planning, this includes information available on our web pages to improve self serve options for residents who can resolve their enquiry. This will enable officers to respond in better time to those residents who need help to resolve a query.</p> <p>In addition to emails, staff, including senior officers can be contacted at Area Panels, where the Assistant Director for Housing Management and Heads of Service within this directorate all attend regularly. Officers can also be contacted at estate visits, Home Group and other resident's meetings which take place throughout the week.</p> <p>Most new enquiries go through the Repairs Helpdesk at repairs.helpdesk@brighton-hove.gov.uk or telephone on 01273 294 409 or the Housing Customer Service team at housing.customerservices@brighton-hove.gov.uk or telephone on 01273 293 030. Depending on the enquiry from there they may be allocated and assigned a dedicated contact, such as where there is ongoing anti-social behaviour, this enables a single point of contact to coordinate a response.</p>
Action	Take into account the points made by residents as part of the service review.
Start date	23.05.23
End date	ongoing

E3.2 Lack of Safety Certificates for Cladding

Area in city	East
Star rating	Three Star – City Wide
Date question raised	23.03.23
Week of Area Panel	5 th June 23
Deadline for officer response	26 th April at 5pm
Name of officer responding	Dan Walters

Officer job title	Building and Compliance Services Manager
Contact Details	Dan.Walters@brighton-hove.gov.uk

E3.2 Question & Response

Issue	The Council do not have safety certificates for buildings with cladding.
Background	Following the tragedy at Grenfell Tower, the importance of safe cladding has been highlighted. However, it seems that the Council do not have the required safety certificates for buildings with cladding in the city. This has raised concerns that the cladding is not safe and is a major risk to the health and safety of residents. Leaseholders have reported having difficulties selling their properties and having issues with their mortgage providers because they cannot get the required safety certificates for cladding.
Request or Question	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> • Why does the Council not have required safety certificates for buildings with cladding? • Is the cladding on Council blocks in Brighton & Hove safe? • Is the building insurance still valid if there are no safety certificates? • Are residents' contents insurance still valid if there are no safety certificates? • What action is the Council taking to ensure the safety of their residents in buildings with cladding?
Response	<p>We have no legal requirement to provide the external wall system (EWS1) currently, our only duty is to provide a copy of the fire risk assessment of the property.</p> <p>We currently hold 15 current EWS1 forms and have appointed a consultant to carry out the remaining 28 re-inspections.</p> <p>We have full building information on our cladding systems and none of them are unsafe ACM combustibile material, on the Council's website is a list of the type of cladding on all our blocks over 6-storeys which is a government requirement.</p> <p>Building insurance is valid and residents' contents insurance is still valid</p>

	A Chartered Building Surveyor consultant regulated by RICS have been appointed to complete inspections of the external wall system.
Action	A Chartered Building Surveyor consultant regulated by RICS have been appointed to complete inspections of the external wall system.
Start date	March 2023
End date	October 2023

E3.3 Estate Development Budget Funding

Area in city	East
Star rating	Three Star – City Wide
Date question raised	23.03.23
Week of Area Panel	5 th June 23
Deadline for officer response	5 th May at 5pm
Name of officer responding	Sam Warren
Officer job title	Community Engagement Manager
Contact Details	Sam.waren@brighton-hove.gov.uk

E3.3 Question & Response

Issue	Unspent EDB funds going into the Housing Revenue Account.
Background	Residents were informed at the February 2023 Area Panel meeting that unspent EDB funds in the year were being put into the Housing Revenue Account, rather than going back into the EDB pot for the following year. Residents had been led to believe that any unspent EDB funds would be going back into the EDB pot.
Request or Question	<ul style="list-style-type: none"> • Why haven't residents been informed that unspent EDB funds were going into the HRA? • Has this happened in previous years or is it a new policy?

Response	I apologise that the information about how the underspend of EDB funds is managed from one financial year to the next was not made clear to residents. A report was brought to the Area Panels in 2019 detailing the plan to reduce the EDB budget, this was because a large reserve had built up over a number of years due to repeated underspend. The budget was reduced to £181,000 per year with this total being raised to £320,000 using the reserves. The reserves were ringfenced to EDB and would only be used for this purpose until they ran out. Any unspent funds from the budget were not ringfenced to EDB but stayed in the HRA. As part of the recent review of the EDB Process, the Task and Finish Group made a recommendation that the budget be kept at £320,000 after the reserves have run out, this is being considered.
Action	Keep residents updated in the relation to Reserves.
Start date	04.04.23
End date	Ongoing

N3.1 - Damp and Mould

Area in city	North
Star rating	Three Star – City Wide Issue
Date question raised	04/04/2023
Week of Area Panel	05/06/2023
Deadline for officer response	5pm on 5 th May
Name of officer responding	Grant Ritchie
Officer job title	Head of Housing Repairs and Maintenance
Contact Details	Grant.ritchie@brighton-hove.gov.uk

N3.1 Question & Response

Issue	The Council is still not taking enough action and not responding quickly enough to remedy serious damp and mould problems.
Background	The issue of damp and mould was raised at the last North Area Residents' Only meeting of 19 th December 2022. Resident reps across the North area have continued to monitor the situation and are dealing with a number of cases on behalf of tenants and residents in their neighbourhoods. A lot of the cases consist of serious mould and damp issues,

	<p>affecting young children and older people who, as a result, are suffering from asthma and other respiratory issues.</p> <p>These cases are not new – the problems have been going on for years and have been repeatedly reported to the Council. In spite of promises to take the situation seriously, and not to blame tenants’ and residents’ lifestyles, resident reps have found that the situation has not improved. There are several issues:</p> <ul style="list-style-type: none"> • Residents/tenants are still being treated with a lack of respect by Council staff/contractors. Their concerns are not being taken seriously and they continue to be blamed for the problems of mould/damp in their properties – for example, being told to open windows to fix the problem. • In certain severe cases of mould/damp, tenants are not being offered alternative accommodation, in spite of the massive risks to their health while living under these conditions. • Council staff/contractors are coming to view properties with damp/mould issues, after which no further action is being taken. Residents/tenants do not hear back, and there is no follow up or communication after the visit. [Contact RA reps for details of cases] • Certain remedial jobs are started, and then suddenly dropped and the jobs remain unfinished. This seems to be happening in situations where the mould/damp issues are too severe and staff are unable to deal with the problem. • Where remedial work has been undertaken, the job is not being done properly and fully. The root causes of mould/damp problems have not been dealt with, so the mould/damp returns.
<p>Request or Question</p>	<ul style="list-style-type: none"> • Residents would like reassurance that the council will show tenants and their homes respect. They can do this by ensuring operatives do not lecture or blame tenants about the problem, recognising that to advise people to ‘open a window’ or ‘put on the heating’ during a cost of living crisis is unreasonable. Also to ensure operatives wear protective clothing and bring the correct equipment to avoid using tenants' furniture to reach areas to be treated. Can the council confirm how these changes will be implemented? • What is the timescale for addressing reported mould and damp, particularly in high-risk cases where the health and safety of tenants is a major concern? Residents would like the council to carry out an inspection to rule out external causes to reduce the impact of long term health damage. • How are tenants being kept informed of the progression of remedial works to their properties? • The symptoms of damp and mould are being addressed by wash downs and anti-mould paint, but it doesn’t address the cause. Can the council carry out a city-wide inspection of properties to assess the scale and severity of damp and mould to feed back to Area Panels?
<p>Response</p>	<p>As a council, we are committed to working with our tenants and residents to address the issues of damp and mould and to ensure the health and safety of those living in our homes. We have responded to the Social Housing Regulator with the information they have requested from all social landlords. We are also using the recommendations of the Housing Ombudsman, ‘It’s not lifestyle’, spotlight report on damp and mould issues as guidance when shaping our response to this issue and the impact on residents living with it.</p>

Our Housing Management service are working hard to maintain our continuous improvement of the standard of our council housing stock. Helping residents live in well insulated, efficiently heated, healthy homes is a key investment objective, supported through our Housing Revenue Account (HRA) capital programme. In terms of asset management, there is a particular emphasis on improvements in property insulation, window installation and mechanical ventilation. Our 2023/24 HRA budget includes investment of over £34m on improving existing council homes, including increasing our investment in damp and condensation measures as well as our overall investment in planned and major capital works.

Unfortunately, condensation dampness issues are affecting our housing stock. Different properties have different challenges, for example lack of adequate insulation or adequate ventilation, insufficient heating system, or the condition of the external fabric (brickwork, pointing etc).

The Council have a proactive approach to managing damp works. We have a dedicated team to manage reported damp concerns. Our approach is to work with tenants to understand the cause of the damp and mould issues they may face and work together to find a solution. While there are some measures a tenant can take to reduce damp and mould problems such as ventilating their properties, we recognise that there may be other factors outside of a tenant's control. This may be linked to issues such as: vulnerability; low income; overcrowding in some of our homes; increases in heating costs; a lack of clothes drying facilities in flats.

We also try to work with tenants and other stakeholders to recognise and remove barriers to residents reporting problems to ensure tenants are able to engage with our services, and to report issues, including damp and mould. As a service we have seen a significant increase in reports of dampness and condensation in our homes following the tragic case of Awaab Ishak. We updated January Housing Committee (in Chairs' communications) and February Housing Area Panels, that (as of 3rd May) we had 903 damp jobs raised with our Housing Repairs and Maintenance service.

As well as utilising our in-house Repairs and Maintenance resource, via the dedicated team who manage reported damp concerns, we have also increased our specialist contractor capacity to address the number of reports we currently have.

To support our in-house team and to extend the scope of our works we have appointed a number of specialist contractors. This will give us additional resource to respond to damp problems and be more proactive in dealing with the route cause. This group of contractors is designed to provide:

- Specialist surveying resource
- Specialist damp treatment works
- Specialist damp remedial works
- Cavity wall insulation

In addition to working to identify properties with damp and mould and raise awareness to the risks and the need to report cases, we are also working with colleagues in other council services, including Families, Children and Learning and Public Health, to identify families and vulnerable individuals particularly at risk.

	<p>We are currently focusing on our response to the cases identified through three stages:</p> <ol style="list-style-type: none"> 1. Visit the property to assess the extent of the mould, establish the priority and specify remedial works. 2. Wash down the affected area and apply anti-fungal treatment and anti mould paint. 3. In cases where penetrating damp is identified undertake remedial works to remove the source of the damp. <p>We are also beginning to use technical monitoring equipment. This measures the amount of moisture in the air and the temperature in the home. This data helps us analyse the environment and more accurately pinpoint the cause of the condensation. We can also leave air purifiers and dehumidifiers in residents' homes where necessary, pending the initial treatment. In addition to directly tackling the problem we are also increasing loft insulation where necessary and, in some cases, are installing cavity wall insulation.</p> <p>We continue to take this issue very seriously and understand the concern that this is causing. Particularly the impact this may have on vulnerable people, the old and the young. Given the significant increase in the number of reported cases, we are prioritising cases following a risk-based approach to ensure an effective and timely response to families and vulnerable residents potentially most at risk. We are working with our contractors to increase the number of calls we do a week and reduce the waiting time, while also adding to our resources and increasing our overall capacity to respond. Clearly this does have an impact on our HRA budgets.</p> <p>Information is being made available to help tenants who are worried about fuel bills and the general pressure on the cost of living. Information has been included on our web site and other information leaflets and we would encourage anyone worried by these issues to contact us.</p> <p>For general advice, our new 'Condensation, damp and mould in your home' webpage https://www.brighton-hove.gov.uk/housing/council-housing/condensation-damp-and-mould-your-home is now live and linked with an extra line on our main Ask for a repair to your council home webpage - https://www.brighton-hove.gov.uk/housing/council-housing/ask-repair-your-council-home. We also have a leaflet that we share with tenants which gives practical advice on prevention and early treatment of condensation and mould.</p>
Action	Improve response to damp and condensation repairs
Start date	23.05.23
End date	Ongoing

N3.2 - Poor Council Communication

Area in city	North
Star rating	Three Star – City Wide Issue
Date question raised	04/04/2023

Week of Area Panel	05/06/2023
Deadline for officer response	5 th May at 5pm
Name of officer responding	Grant Richie
Officer job title	Head of Repairs and Maintenance
Contact Details	Grant.richie@brighton-hove.gov.uk

N3.2 Question & Response

Issue	The general level of communication from the Council is unacceptably poor.
Background	<p>Residents are finding that there is a lack of communication on the part of Council staff, in all areas.</p> <ul style="list-style-type: none"> • Senior officers and other staff frequently fail to respond to and follow up on issues raised by residents in a timely manner. • Residents are not kept informed of changes that affect them, such as changes to Council staff, staff leaving or changes to prior engagements made by the Council, such as the internal decorating scheme. • There is little or no follow-up or communication regarding repairs, e.g., mould and damp. • The website / links sent to residents (e.g., parking consultations in Hollingdean) don't work
Request or Question	<ul style="list-style-type: none"> • How will residents be kept informed, in a timely manner, of changes within the Council Housing department and Council decisions that affect them? • Residents would like Council Housing staff, including senior Council staff, to respond to and follow up on issues that residents have raised in a timely manner. Can tenants be given a timescale of when they can expect an update once a repair has been reported? • What action will Council Housing staff take to ensure that communications with resident reps and residents is improved? • Tenants contacting Housing are still being given reason for delay as Covid, when can they expect the delays to be resolved? What action will Council Housing staff take to ensure that communications with resident reps and residents is improved?
Response	<p>Thank you for your question. We're sorry that you feel that there is a lack of communication with residents.</p> <p>There are many ways that the Council communicate with residents, in addition to our team of Community Engagement Officers who liaise with resident groups on a regular basis.</p>

	<p>We host various residents' meetings, including Area Panels, undertake estate visits with residents, following the pilot we will be undertaking a regular schedule of estate walks. This is as well as our quarterly newsletter Homing In, and via updates on our website.</p> <p>Any changes to Housing programmes that affect residents, including the internal decorating scheme are updated via our website. The council is a large workforce, and as such, staff do change roles, however, contact details for individual departments still remains the same.</p> <p>The Repairs service is still dealing with c 10,000 jobs which have built up since the start of the pandemic due to reduced availability of contractors. There has also recently been a dramatic increase in the number of reports of damp and condensation jobs following the tragic case in Rochdale, numbers have nearly doubled since January 2023 to 1,335. We have employed additional specialist contractors to address these problems and also increased staffing levels. Unfortunately, due to this backlog and high level of individual jobs raised, repairs are taking longer. We understand how frustrating this can be to individual residents. We are unable to comment on how long a repair will take without knowing the specific details. The Repairs service are also rolling out our Housing Online system which will allow residents to check on the status of their outstanding repairs.</p> <p>The Community Engagement Team are currently working on a new framework for engagement with residents. The review will hear the views of a range of residents across the city including people from minoritised communities, tenants, leaseholders and community groups. The Team are currently scoping the review and will let residents know at a future area panel.</p> <p>When we tested the links to the parking site they worked, but we have raised it with the IT team.</p> <p>We are starting a review of the web pages for Housing; this piece of work is starting in June.</p>
Action	Reviewing engagement framework, web pages for Housing, and rolling out Housing Online.
Start date	N/A
End date	N/A

N3.3 - Anti-social Behaviour on Bates Estate

Area in city	North
Star rating	Three Star – City Wide Issue
Date question raised	04/04/2023

Week of Area Panel	05/06/2023
Deadline for officer response	5pm on 5 th May
Name of officer responding	Janet Dowdell
Officer job title	Tenancy Services Operations Manager
Contact Details	Janet.dowdell@brighton-hove.gov.uk

N3.3 Question & Response

Issue	Cases of anti-social behaviour are being reported, but no serious action is being taken by the Council.
Background	<p>A tenant at Aldridge Court is regularly throwing rubbish bags out of the window and the rubbish is getting strewn outside, attracting rats and seagulls. The tenant has been reported multiple times and has so far had three warnings from the Council and has been issued a fine, but has continued their behaviour.</p> <p>Drug-related anti-social behaviour is also a problem on the estate. In one case, a tenant has been defecating in the communal hallway of a block as a result of being in a drug-induced state.</p> <p>Tenants have been advised to record the time and date of incidents, and report these cases, but many are fearful of doing this.</p> <p>ACTION: Ian K to contact Justine Harris (Head of Tenancy Services), and Rebecca Mann (Community Engagement Officer for North area) at Brighton & Hove City Council.</p>
Request or Question	<ul style="list-style-type: none"> • What action is the council taking when it comes to tackling tenants who are perpetrators of anti-social behaviour? What is the council doing with the police to address these issues? • Where tenants have been found guilty and served a sentence for ASB, and have breached their tenancies, are they able to return to their council home? What is the council doing to protect and support the victims of their behaviour?
Response	<p>The question refers to Aldridge Court, but we are assuming this is in relation to Hawkridge Court where we know there is an issue with a resident throwing rubbish bags out of a fourth floor window.</p> <p>This behaviour is causing a danger and a nuisance and must be really unpleasant for other residents. It is also a breach of tenancy.</p> <p>We are unable to share detailed information but have been able to take action and expect this behaviour will not be repeated, we will continue to monitor the situation.</p> <ul style="list-style-type: none"> • What action is the council taking when it comes to tackling tenants who are perpetrators of anti-social behaviour? What is the council doing with the police to address these issues?

	<p>Where we receive reports of ASB, we work with residents to gather the facts and gain an understanding of what's happened, when, whether there were witnesses and if any perpetrators can be identified. If the situation involves criminal behaviour, we will work closely with the Police by sharing information and intelligence to bring about solutions.</p> <p>The situation described in this question involves domestic waste thrown from one of the flats. we assigned a Housing Officer to investigate the situation and they have been in contact with the resident to ensure no repeat of this nuisance behaviour happens again.</p> <p>We are confident measures are in place to avoid any further issues, but residents can report repeat offences to Housing Customer Services, who will make sure the Housing Officer is aware.</p> <ul style="list-style-type: none"> • Where tenants have been found guilty and served a sentence for ASB, and have breached their tenancies, are they able to return to their council home? What is the council doing to protect and support the victims of their behaviour? <p>A Prison sentence alone does not bring the tenancy to an end.</p> <p>If a tenant has been convicted of a serious offence, the council will consider possession action. The decision whether to proceed shall be decided on the basis of the facts of the individual case, taking into consideration what actions are proportionate and reasonable, taking into account the experience of the victims.</p>
Action	Continue to monitor
Start date	04.04.23
End date	Ongoing

C3.1 - Laundry Review

Area in city	Central
Star rating	Three Star – City Wide Issue
Date question raised	03/04/2023
Week of Area Panel	12/06/2023
Deadline for officer response	5 th May at 5pm
Name of officer responding	Geof Gage

Officer job title	Head of Housing Investment and Asset Management
Contact Details	Geof.Gage@Brighton-Hove.gov.uk

C3.1 Question & Response

Issue	There has been insufficient publicity about communal laundries.
Background	A review of the laundries is going to Area Panels in May. Laundries have been poorly publicised, which leads to underuse. There were concerns that closures would be suggested due to underuse, without considering that this could be a result of people not knowing about the facilities. Following on from the review clear information should be sent to every resident about the laundry facilities.
Request or Question	These points to be considered in the laundry review.
Response	Tenants in blocks with laundries should know about these facilities. BHCC Re-Housing has a database of all laundry sites which they consult as part of the sign-up process for new tenants. If a new tenant is moving into a building which has a laundry they are informed of this and of how to access it. Re-Housing have been doing this for some time, so both new and existing tenants will have been told about the facilities.
Action	Ensure any new residents are informed of the laundry facilities in their block if applicable
Start date	23.05.23
End date	Ongoing

C3.2 - Repairs: Getting Value for Money

Area in city	Central
Star rating	Three Star – City Wide Issue
Date question raised	03/04/2023
Week of Area Panel	12/06/2023
Deadline for officer response	5 th May at 5pm
Name of officer responding	Grant Ritchie
Officer job title	Head of Housing Repairs & Maintenance
Contact Details	Grant.ritchie@brighton-hove.gov.uk

C3.2 Question & Response

Issue	If non-urgent repairs are left for long periods of time it can lead to more extensive and expensive work being needed in the future.
Background	<p>The specific example given was at Parkmead, where a 20ft length of broken guttering is still waiting for repair six months after it was reported. Water is running down the wall, washing out the sealing between the bricks and causing damp to seep into the wall.</p> <p>So the delay in the first repair to the guttering has led to a second, more problematic and expensive repair.</p> <p>This is a general problem about the way the repairs service operates city-wide which is frequently raised by residents, who experience the knock-on consequences of delayed repairs. Residents are aware that the repairs service has been under pressure, but this is a long-term problem and it is not a rational or cost-effective way to run a repairs system.</p>
Request or Question	<p>The following questions were raised:</p> <ul style="list-style-type: none"> • How are repairs prioritised? • Are the consequences of delaying non-urgent repairs taken into consideration? If not why not? • What is being done to provide a more cost-effective system?
Response	<p>Thank you for your question. Repairs are prioritised based on risk both to safety and the impact on tenants. As we have reported to previous Area Panels and Housing Committee the Repairs Service still have a backlog of outstanding repairs. We have seen progress this year with the service attending to over 30,000 repairs in the last financial year compared to 26,700 in the previous year. We have also seen an improvement in the response to emergency repairs with 97.4% being responded to within 24hrs. The Service has also had to respond to considerable pressures particularly around Damp and Mould where we have seen a 12-fold increase in reported cases. However, despite these pressures we have seen overall customer satisfaction maintained at 97%.</p> <p>So whilst the direction of travel is positive, I do acknowledge that there is still some way to go before we are providing the type of proactive and preventative repairs and maintenance that you refer to in your question. I do recognise the value of timely repair and planned maintenance. However, it is also important that we continue to respond to repair requests based on risk and urgency to minimise the impact on tenants. I also accept that there are potentially financial impacts of delayed responses to repair requests and believe that the maintenance of tenant comfort and safety should be prioritised over this potential financial risk.</p> <p>As we are all aware the past 18 months has been financially turbulent seeing significant increases in inflation. This has obviously also impacted the construction industry. However, we continue to work with contractors to ensure we are receiving value for money and follow the ridged rules set down by the Council when appointing and monitoring contractors.</p>

Action	No Further Action Required
Start date	
End date	

C3.3 - Lack of response from officers

Area in city	Central
Star rating	Three Star – City Wide Issue
Date question raised	03/04/2023
Week of Area Panel	12/06/2023
Deadline for officer response	5 th May at 5pm
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services
Contact Details	Justine.harris@brighton-hove.gov.uk

C3.3 Question & Response

Issue	Residents are not getting responses from officers when they send emails.
Background	Essex Place Residents Association are very frustrated by a lack of response from officers to emails. It is difficult to get quite simple things done and this is very demoralising. It was recognised that this is an issue across Central, not just for Essex Place.
Request or Question	The following questions were raised: <ul style="list-style-type: none"> • Are officers required to answer emails within a certain time? • Do emails get ignored if officers think residents have not followed the correct procedure? • What can be done to improve this situation?
Response	Thank you for your question. We're sorry that you feel frustrated with the lack of response from officers. We aim to respond to all enquiries within 10 working days turnaround time, however, due to the complexity of these enquiries, as a response may be required from many different departments this isn't always the case

	<p>We can assure you that no emails are ignored, some may be passed on to the correct team or officer to deal with. It really helps if new enquiries go in the first instance to the Repairs Help Desk on phone number - 01273 294 409 or repairs.helpdesk@brighton-hove.gov.uk or the Housing Customer Service team on phone number 01273 293 030 or housing.customerservices@brighton-hove.gov.uk.</p> <p>As well as contacting officers via email, there are many opportunities for residents to speak to officers in person. Council officers including Heads of Service and Assistant Directors regularly attend meetings with residents. In addition to the area panel, residents are now invited for an extra hour beforehand for a resident's 'surgery' where residents are invited to talk about any individual issues that concern them. Residents are also able to contact officers when on estate visits and at various resident's meetings that happen throughout the year.</p> <p>If there are any specific issues that you are referring to, it would be helpful to inform the designated officer below who will be able to investigate further.</p>
Action	Take into account the points made by residents as part of the service review.
Start date	23.05.23
End date	Ongoing

C3.4 - Boundary Changes

Area in city	Central
Star rating	Three Star – City Wide Issue
Date question raised	03/04/2023
Week of Area Panel	12/06/2023
Deadline for officer response	5 th May at 5pm
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services
Contact Details	Justine.harris@brighton-hove.gov.uk

C3.4 Question & Response

Issue	Do recent Ward boundary changes affect the composition of the North/Central/East/West areas presently used by Housing?
Background	N/A

Request or Question	Request information on any changes to Housing Areas as a result of changes to Ward boundaries. If there have been changes, to include a list of which Associations are now in which area.																											
Response	<p>The information below shows which wards are in which Housing Area. This will inform the Area Panel split.</p> <table border="1" data-bbox="443 405 1487 831"> <tr><td>West</td></tr> <tr><td>Brunswick and Adelaide</td></tr> <tr><td>Central Hove</td></tr> <tr><td>Goldsmid</td></tr> <tr><td>Hangleton and Knoll</td></tr> <tr><td>North Portslade</td></tr> <tr><td>South Portslade</td></tr> <tr><td>Westdene and Hove Park</td></tr> <tr><td>Wish</td></tr> <tr><td>Westbourne and Poets Corner</td></tr> </table> <table border="1" data-bbox="443 875 1487 1167"> <tr><td>North</td></tr> <tr><td>Coldean and Stanmer</td></tr> <tr><td>Hollingdean and Fiveways</td></tr> <tr><td>Moulsecoomb and Bevendean</td></tr> <tr><td>Patcham and Hollingbury</td></tr> <tr><td>Round Hill</td></tr> <tr><td>Preston Park</td></tr> </table> <table border="1" data-bbox="443 1211 1487 1379"> <tr><td>East</td></tr> <tr><td>Rottingdean and West Saltdean</td></tr> <tr><td>Woodingdean</td></tr> <tr><td>Whitehawk and Marina</td></tr> </table> <table border="1" data-bbox="443 1458 1487 1715"> <tr><td>Central</td></tr> <tr><td>Hanover and Elm Grove</td></tr> <tr><td>Kemptown</td></tr> <tr><td>West Hill and North Laine</td></tr> <tr><td>Regency</td></tr> <tr><td>Queens Park</td></tr> </table> <p>Until we have undertaken a review of Tenancy Services, the Area Housing team splits will differ to the Area Panel arrangements.</p> <p>Residents with already open cases will see no disruption to ongoing casework. The Housing Customer Service team will continue to be the first point of contact for new enquiries.</p>	West	Brunswick and Adelaide	Central Hove	Goldsmid	Hangleton and Knoll	North Portslade	South Portslade	Westdene and Hove Park	Wish	Westbourne and Poets Corner	North	Coldean and Stanmer	Hollingdean and Fiveways	Moulsecoomb and Bevendean	Patcham and Hollingbury	Round Hill	Preston Park	East	Rottingdean and West Saltdean	Woodingdean	Whitehawk and Marina	Central	Hanover and Elm Grove	Kemptown	West Hill and North Laine	Regency	Queens Park
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Regency																												
Queens Park																												

	<p>It also worth noting that the Complex Case team, work across all four areas and that teams are used to taking cases from other areas due to capacity.</p> <p>We will update residents with any changes to the way the area Housing teams operate.</p>
Action	Update residents in regard to any changes to the Area Housing Teams as a result of the boundary change.
Start date	Ongoing
End date	

C3.5 - Time between Resident meetings and Area Panel Meetings

Area in city	Central
Star rating	Three Star – City Wide Issue
Date question raised	03/04/2023
Week of Area Panel	12/06/2023
Deadline for officer response	5 th May at 5pm
Name of officer responding	Sam Warren
Officer job title	Community Engagement Manager
Contact Details	Sam.Warren@Brighton-Hove.Gov.Uk

C3.5 Question & Response

Issue	Central residents would like a shorter time between Resident Only meetings and Area Panel.
Background	<p>Resident Only meetings happen 7-8 weeks before the Area Panel meetings. This is to give officers the chance to respond to questions raised by residents, but means there is a very long gap for residents between raising an issue and getting a response.</p> <p>It affects the continuity of issues and the value of Area Panel meetings and doesn't work well for residents.</p> <p>Central residents recognised that time was needed for a full response from officers but felt this could be balanced better so there wasn't such a long gap.</p>
Request or Question	Ask for a shorter period to be scheduled between Resident Only meetings and Area Panels.
Response	Thank you for the question. Whilst we do understand the issue for residents, we are sorry, but it is not possible to change the timescales.

Below is more detail to explain why; what happens within those 7 to 8 weeks, and what other channels residents can use which might involve less wait time.

We receive approximately 30 Resident Questions (RQ) from the 4 Area Panels, plus a further average 20 Actions from Area Panels. For all staff, this workload sits alongside other projects and pressures they will also have on.

Within the current framework the 7 to 8 weeks are taken up as follows:

- Resource Centre compile minutes of the 4 Resident Only meetings and send to Community Engagement Team (1 working week)
- Community Engagement Team format and upload all RQ and Actions onto shared cloud drives for staff to access. This time also includes preparation for Area Panel agenda setting meetings (1 working week)
- Housing staff allocate all RQ and Actions to a wide range of officers to respond with appropriate detail. Different staff will double check responses with colleagues. This time also includes gathering other reports for Area Panel agenda. (2 working weeks)
- Community Engagement Team compiles RQ's and Actions into appropriate areas, along with all papers for agenda information and send to Democratic Services (2-3 working days)
- Democratic Services upload all RQ's and Actions, alongside all other reports, into Area Panel Packs and distribute printed copies and digital copies for website publication (1 working week)
- Postal service distribution of papers (1 working week)
- Residents receive papers 2 weeks in advance of meeting. (2 working weeks)

Thus, there are pros and cons for residents having this formal Resident Questions' process; a written response which directly addresses a specific particular question is of great value. However, that means the process takes longer than other methods.

The Community Engagement Team would like to ensure all resident's associations know about the channels available to ask questions and raise issues. Those include:

- All departmental enquiries process
- Advice from your community engagement officers and the community engagement team admin team
- Quarterly Service Improvement Groups
- Direct contact with known staff
- Your elected local Ward Councillors who can raise questions on your behalf
- Corporate Feedback processes

	The Involvement & Empowerment Group (I&E) and Community Engagement Team are currently developing a Tenants & Residents Association Handbook. This includes a section 'How to Get Stuff Done' which will include an extensive list including the above, and all the many ways Residents Associations can chase up enquiries.
Action	The Involvement & Empowerment Group and Community Engagement Team to continue to work on the TRA Handbook and bring the specific second draft of the relevant section to I&E next meeting. When the Handbook draft is ready, the draft will be shared with Area Panel and Residents Associations for comment.
Start date	June 23
End date	September 23

W3.1 Void Properties Refurbishment Policy

Area in city	West
Star rating	Three Star – City Wide
Date question raised	23.03.23
Week of Area Panel	12 th June 23
Deadline for officer response	5 th May at 5pm
Name of officer responding	Grant Ritchie
Officer job title	Head of Housing Repairs and Maintenance
Contact Details	Grant.ritchie@brighton-hove.gov.uk

W3.1 Question & Response

Issue	West residents would like clarity about what appear to be different standards for voids and exchanges.
Background	A property in Knoll was approved for an exchange without any work being required. The exchange didn't happen, and when the property became void, major work was done to ensure it met current standards. This meant a brand new kitchen and carpets in excellent condition were ripped out, although the property had been deemed safe for an exchange.
Request or Question	If updating and refurbishment of a void property is required to ensure it meets health and safety requirements, why is this not necessary when properties are exchanged?

Response	<p>Without the address we are unable to fully look into this query however there are a number of reasons why a mutual exchange inspection and works differ from those carried out when a property is empty.</p> <p>A condition of mutual exchange is that each tenant accepts the home in its current condition. Our role is to facilitate this exchange application and carry out all verification checks and all health and safety repairs such as fitting window restrictors, carrying out gas safety checks and carrying out electrical safety checks etc.</p> <p>We will still carry out repairs for which we are responsible but if the home the individual is moving to has any improvements or alterations carried out the incoming resident may be expected to take on their maintenance which would not be the same as a property going through the empty homes process.</p> <p>If carpets are left during a mutual exchange this would be due to an agreement between both parties, regardless of condition. In Empty Properties floor coverings are assessed for suitability and condition and removed where we believe they would not be in a good enough condition to leave for an incoming tenant.</p> <p>The extent of inspection during a mutual exchange is more limited – mainly due to the fact the property is not completely clear.</p> <p>Works carried out in empty properties are not always to meet basic health and safety requirements. When a property is empty the key elements of the property (electrical installation, kitchen, bathroom etc.) will be assessed for condition and remaining life and replaced where required and where they are deemed to be beyond economical repair.</p>
Action	No further action
Start date	N/A
End date	N/A

W3.2 Street Sweeping and Health & Safety

Area in city	West
Star rating	Three Star – City Wide
Date question raised	23.03.23
Week of Area Panel	12 th June 23

Deadline for officer response	5 th May at 5pm
Name of officer responding	Tomas Szalma
Officer job title	Lead Operations Manager-City Clean
Contact Details	tomas.szalma@brighton-hove.gov.uk

W3.2 Question & Response

Issue	West residents continue to have concerns about the health & safety hazard from wet, slippery leaves on the pavements. This is a particular problem for people with a mobility issues, but poses a risk of slipping and falling for all pedestrians.
Background	<p>Concerns about the level of street sweeping on outlying estates were raised at the February West Area Panel. The response was that it was not possible to keep areas completely free of leaves, both because of the extent of the task and because leaf fall is continuous, so an area cleared quickly becomes covered again. The centre of the city is swept more frequently than outlying areas because of the heavier use and litter issues.</p> <p>West Residents noted that:</p> <ol style="list-style-type: none"> West residents' experience is that there has been a deterioration in the level of street sweeping. Residents living in the areas represented at the meeting rarely, if ever, see a street-sweeper on their streets. A daily sweeping is required during autumn when the leaves are falling. Residents understand that more leaves will fall once they have been swept up, but there are different levels at which this can be managed, and this service needs to be improved. West residents thought the Council was not sufficiently alert to a lack of street cleaning as a health and safety issue and that it should be a high priority for Council resources.
Request or Question	<ul style="list-style-type: none"> An improvement to the street sweeping service, and provision of daily street sweeping in all areas during the autumn weeks when there is most leaf-fall. Information on whether or not this service has been reduced from previous years. Information on the frequency of cancellations to regular street sweeping schedules – is the reality of what happens different from the scheduled 5 days-a-week? Information on what priority safe pavements have as a health and safety issue.
Response	

1) An improvement to the street sweeping service, and provision of daily street sweeping in all areas during the autumn weeks when there is most leaf-fall.

In 2022, we were short-staffed. This was due to several factors, such as sickness levels and resignations.

In the West area in 2022, we were short by 1x supervisor, 1x crew driver, 1x mechanical sweeper driver and 4x operatives.

In addition, we were short of leaf-blowing equipment due to maintenance delays and sweeper trucks due to a manufacturing technical issue that is still being resolved by the manufacturer.

Our improvements so far:

- All leaf blowers have scheduled maintenance prior to leaf collection season. In 2022, our full staff establishment was increased by one operative.
- Throughout 2022 and the present we are continually recruiting our vacant positions until we fill all positions.

2) Information on whether or not this service has been reduced from previous years.

The Service was reduced in 2015 due to the budget reduction. Please see below staff levels in 2022, the current staff level and the numbers when fully recruited.

West area staff level in 2022:

Supervisors x1

Drivers: x8

Operatives: x 18

West area current staff level:

Supervisors x2

Drivers: x8

Operatives: x 20

West area when fully recruited:

Supervisors: x 2

Drivers: x9

Operatives: x 22

3) Information on the frequency of cancellations to regular street sweeping schedules – is the reality of what happens different from the scheduled 5 days-a-week?

	<p>There are no cancellations of regular street sweeping. However, there are adjustments made to prioritise hot spots area by the level of public H&S risk. Consideration is taken by the level of leaf fall and risk of flooding.</p> <p>4) Information on what priority safe pavements have as a health and safety issue.</p> <p>As mentioned above, the priority is to identify roads at risk of flooding. This will be done in conjunction with Highways where on-street parking will be suspended and streets will be swept by a crew and mechanical sweeper. This will reduce response time and increase the speed of service. Prioritization of pavements will be made according to the level of leaf fall, high pedestrian footfall or inclines.</p>
Action	No Action
Start date	-
End date	-

W3.3 Improving Monitoring and Co-Ordination of Estate Walks

Area in city	West
Star rating	Three Star – City Wide
Date question raised	23.03.23
Week of Area Panel	12 th June 23
Deadline for officer response	5 th May at 5pm
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services
Contact Details	Justine.harris@brighton-hove.gov.uk

W3.3 Question & Response

Issue	Estate Walks can be a useful way for residents and the Council to work together to resolve local issues. West residents value this joint working but are concerned that it has become de-prioritised and its scope restricted to environmental improvements.
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Background	At the February West Area panel residents were told that the Estate Walks are focused on environmental improvements while external and internal repairs and decoration are dealt with through different programmes.
Request or Question	West Residents would like an overview of what is happening in their area, and some co-ordination of reports from both the Estate Walks and surveys of properties in the West Area. They asked for: <ul style="list-style-type: none"> a. A report at every West Area Panel meeting on the number of Estate Walks done in the West area since the previous Area Panel. b. A report at every West Area Panel meeting on what surveys have been carried out on properties in the West Area and what work has been suggested or is underway.
Response	<p>A successful Estate Walks pilot was undertaken last year and proposals are underway to start a programme of visits. This has been delayed due to staffing levels.</p> <p>The new programme will take into account feedback from residents which include points made above about communication. The detail of the programme will be published online, including when the Estate Walks will take place.</p> <p>Once the Estate Walks programme has begun, a verbal update will be given at the following Area Panel meeting.</p> <p>The Environmental Improvement Budget will continue to be reported at each quarterly Area Panel, this budget will be used to fund work arising for the Estates Walks.</p>
Action	Keep residents updated on progression of the programme of visits
Start date	04.04.23
End date	Ongoing

W3.4 Records of Housing Repairs

Area in city	West
Star rating	Three Star – City Wide
Date question raised	23.03.23
Week of Area Panel	12 th June 23
Deadline for officer response	5 th May at 5pm

Name of officer responding	Grant Ritchie & Geof Gage
Officer job title	Head of Housing Repairs and Maintenance
Contact Details	Grant.ritchie@brighton-hove.gov.uk

W3.4 Question & Response

Issue	The loss of information about repairs, improvement and maintenance work means it is more difficult for the Council to do an efficient job in maintaining their housing stock. Ultimately, it is residents who suffer as a result of this.
Background	A report at the February Area Panel noted that “specific operative’s job notes and audit log details are not available for jobs attended between April 2010 – April 2020. There may also be some detail missing from major works and planned contracts carried out by Mears during their tenure. Full contract files should have been handed over on completion of works but it would have to be checked with HIAM where this information has been stored”. It was also noted that jobs carried out since April 2020 do include operatives’ notes and a full audit log for the job.
Request or Question	The situation where records kept by Mears have not been passed on to the Council, have been lost or are difficult to access is not acceptable. West Residents want assurance that measures are in place so this does not occur again. The following questions were raised: <ul style="list-style-type: none"> a. Why was a situation allowed to develop which meant the Council did not have access to information about their housing stock? b. Who was responsible for oversight of the Mears contract and allowed this to happen? c. What lessons have been learnt from this experience to ensure it never happens again?
Response	Regarding the major works information, it is incorrect to say that we do not have records of any major or planned works projects that were undertaken under the Mears’ contract. The contract administration and management was always undertaken and overseen by BHCC and this included the project management of these projects and we have full records and the necessary information which is required. In the main, these are in paper form and we are in the process of digitalising these with a view to be able to retain them for a period of 25 years which exceeds the statutory requirements of 7 years. - Geof Gage Head of Housing Investment & Asset Management. The fact that certain information did not transfer from the Mears IT system was due to the contents being commercially sensitive information and therefore could not be transferred to our IT system.

	<p>The information contained in the “specific operative’s job notes and audit log” do not generally relate to the details of the work. Operative job notes are typically notes from the operative for office use such as further works required or when a job for a different trade should be raised. The details of each job raised and associated photographs documents etc were retained.</p> <p>The audit log shows at what stage a job has been in during its life as an open task. It shows how a task has been administered by the Mears IT system but does not provide historic information that would be of use when researching a job history. Fundamentally, once a job is closed and we have the information relating to that job completion then this supersedes any previously recorded detail.</p> <p>We are currently in the process of introducing a new IT system which should be complete in the Spring of 2025. We are currently working with IT colleagues to identify all information that can or should be transferred. However, as IT systems differ it is not always possible to exactly copy all information from system to system. It should also be considered that as part of the reduction of carbon footprint relating to data storage, certain data should not be carried over if deemed not important.</p>
Action	N/A
Start date	
End date	

W3.5 Working with residents: What does consultation mean?

Area in city	West
Star rating	Three Star – City Wide
Date question raised	23.03.23
Week of Area Panel	12 th June 23
Deadline for officer response	5 th May at 5pm
Name of officer responding	Sam Warren
Officer job title	Community Engagement Manager
Contact Details	Sam.warren@brighton-hove.gov.uk

W3.5 Question & Response

Issue	West residents think meaningful consultation starts with finding out what tenants and residents think. The present structure often means tenants
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	get a choice about different options put forward by the Council but have not been involved in the process of developing these options.
Background	<p>These concerns were raised at the February West Area panel, giving the specific example about consultation around the laundry at Philip Court. A report from the Council at Area Panel made the following points:</p> <ul style="list-style-type: none"> • The Council needs to be clear what they are asking for in engagement and consultation – eg giving information, asking for views or for a decision. The Community Engagement Team is refreshing the community engagement framework, which will set up new standards to clarify and improve current practice. • Any issues and concerns about consultation can be raised directly with CEOs. They are working to develop a genuine and inclusive approach. • The May Area Panel will have a paper on future options for laundries • Sam Warren will follow up with Philip Court specifically re laundry (this had not happened by 23/3/23)..
Request or Question	<p>West residents raised the following:</p> <ol style="list-style-type: none"> a. There is concern that the paper proposed for the May Area Panels on the laundries will be another example of this problem; residents will be presented with a selection of options that have been constructed by the Council, instead of starting with the views and experiences of the people using the service. b. Will residents be involved in developing the new Community Engagement framework? What is the process for this?
Response	<p>The refresh of the community Engagement Framework is a significant piece of work and will be done between the Community Engagement Team and the Equalities, Diversity and Inclusion Team. The review will provide opportunities to hear the views of a range of residents across the city including people from minoritised communities, tenants, leaseholders and community groups. We are in the process of developing the scope for the review which will set up what the review will cover in more detail. In addition to the Community Engagement Framework the Community Engagement Team are developing more detailed guidance for consultation that will support the Community Engagement Officers to deliver good quality consultation, this will set out the methods and timescales for consultation. The team will also be developing some guidance for residents who may be doing some community consultation to support them to find out local views. A draft of this will be shared with the Involvement and Empowerment Group for comments.</p>
Action	<p>Share the scoping document for the refresh of the Community Engagement Framework Share the draft consultation guidance for CEO's and community consultations</p>
Start date	

End date	
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Residents Questions - 2 star (all areas)

E2.1 Major Works in Craven Vale – Window Replacement

Area in city	East
Star rating	Two Star – Local
Date question raised	23.03.23
Week of Area Panel	5 th June 23
Deadline for officer response	5 th May at 5pm
Name of officer responding	Ryan Mulliner
Officer job title	Windows & Doors Project Manager
Contact Details	

E2.1 Question & Response

Issue	Some of the new windows that have been fitted in Craven Vale were already broken - including damaged window frames - when they got fitted.
Background	New windows are being fitted as part of the major works at Craven Vale. There have been reports that the contractors (AD Windows) have been fitting windows that were already broken, including damaged window frames. Residents are concerned that there is insufficient oversight of the quality of the work being carried out.
Request or Question	<ul style="list-style-type: none"> • What is the warranty period on the new windows being fitted in Craven Vale? • There should be an inspection of the work carried out on one block, before work is started on another block – are there such checks and inspections in place? • Is this contractor meeting the conditions of the contract? Who is monitoring this? • Will the Council ensure contractors not doing a decent job are replaced?

Response	<p>What is the warranty period on the new windows being fitted in Craven Vale?</p> <p>The warranty for the new windows is ten years for the frame, five years for glazing and two years for moving parts.</p> <p>There should be an inspection of the work carried out on one block, before work is started on another block – are there such checks and inspections in place?</p> <p>Due to the nature of the joint works with the external decorations programme, we are working on multiple blocks at a time. We would always look at completing one block before moving on to another. Unfortunately, due to resident's schedules, etc this is not always achievable as it will put a hold on works. All of the work is inspected by the contractor, then once officially handed over to BHCC we try to inspect 100% of properties to ensure the quality is in place.</p> <p>Is this contractor meeting the conditions of the contract? Who is monitoring this?</p> <p>We are currently two weeks behind schedule with regards to the project due to multiple reasons. There has been a very large amount of broken glazing units arriving on site, which is something we're currently looking into why this is happening as this is having an effect on residents needing to allow access on a following day for the glass to then be changed.</p> <p>Will the Council ensure contractors not doing a decent job are replaced?</p> <p>BHCC are currently monitoring works and having regular contract reviews with contractors to ensure contract obligations/targets are achieved. If there is poor performance in any aspect, this will be escalated and appropriate action taken.</p>
Action	Monitoring quality of works
Start date	Ongoing
End date	N/A

N2.1 - Refuse and Recycling Collections (Hollingdean, Bates Estate)

Area in city	North
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Star rating	Two Star – Local Issue
Date question raised	04/04/2023
Week of Area Panel	05/06/2023
Deadline for officer response	5pm on 5 th May
Name of officer responding	Melissa Francis
Officer job title	Head of Operations, CityClean
Contact Details	Melissa.Francis@brighton-hove.gov.uk

N2.1 Question & Response

Issue	Refuse and recycling collections are not taking place when they are supposed to.
Background	The issue of missed recycling and refuse collections in Hollingdean has been raised at previous North Area Resident Only meetings and continues to be a problem. Bates Estate also raised this as an issue in their area. Resident reps have been in touch with Council staff and have been given different reasons for missed collections. One of the reasons given for missed collections has been access issues. However, residents know that access is possible, and is not a reasonable excuse for poor service.
Request or Question	<ul style="list-style-type: none"> Residents of Hollingdean and Bates Estate would like City Clean to resolve the problem of missed collections in their areas. Why is this an on-going problem? If access is an issue, what plans are there to provide vehicles or make alternative arrangements to ensure residents get a regular rubbish collection service?
Response	<p>City Clean are not aware of any specific issues in this area that resulted in repeated missed collections in this area. When a refuse or recycling collection is missed due to a vehicle breakdown, for example, this is usually covered the following day.</p> <p>A recycling round audit was carried out in December 2022 which led to some adjustment in collections. We have worked through these changes and again we are not aware of any underlying recycling issues in the Bates Estate.</p> <p>Regular collections have been impacted by access issues in the Hollingdean area. In particular for:</p> <ul style="list-style-type: none"> Brentwood Crescent Burstead Close Tintern Close Major Close Dunster Close

	<ul style="list-style-type: none"> Wigmore Close <p>We have requested double yellow lines to be installed in these areas and are waiting on these to be put in place for us. We will continue to monitor these areas as we await this to ensure any missed collection will be picked up without delay.</p> <p>We apologise to the North Area Residents. We do acknowledge the impact and frustration non-collection of refuse and recycling will have on these residents. We are working hard to ensure a more reliable service and are monitoring this with a view to deliver a consistent service to residents.</p>
Action	Monitor the collections at Bates Estate and the Hollingdean Roads mentioned.
Start date	-
End date	-

N2.2 - Internal Decorating and Gardening Scheme

Area in city	North
Star rating	Two Star – Local Issue
Date question raised	04/04/2023
Week of Area Panel	05/06/2023
Deadline for officer response	5 th May at 5pm
Name of officer responding	Mikila Beck
Officer job title	Operations Manager – Housing Repairs and Maintenance
Contact Details	Mikila.beck@brighton-hove.go.uk

N2.2 Question & Response

Issue	Residents are not being kept informed of progress and changes to the scheme and waiting a long time for responses.
Background	<p>A Moulsecomb tenant's request for internal decoration and hedge-cutting was approved by the Council in April 2022. They were told this work would be taking place, but did not hear anything further. The tenant chased this last September, and again last month. They were then told that the internal decorating scheme would not be happening this year as the funds were now being used to deal with mould and damp issues. They were informed that a voucher would be given to purchase the paint and other materials, but they would have to source their own decorator. The tenant also discovered that the type of paint that was being used by the Council was one of the more expensive paints.</p> <p>Residents in Coldean and Bates Estate who are also waiting for works to take place were surprised to hear that the internal decorating scheme is not happening this year, as they had not been informed of this.</p>

<p>Request or Question</p>	<ul style="list-style-type: none"> • Why have the Council not informed tenants that the internal decorating scheme has been postponed/cancelled this year? • Why have the funds for one scheme been transferred to other types of repair work? Why have funds for pre-approved work not been ringfenced to ensure that the agreed work can take place? • Why is the Council sourcing and purchasing the most expensive types of paint, if lack of funds is an issue?
<p>Response</p>	<p>Why have the Council not informed tenants that the internal decorating scheme has been postponed/cancelled this year?</p> <p>Information on the fact the decorating scheme has been put on hold was posted on the council's website, see below link and extract.</p> <p>Get help with decorating your council home (brighton-hove.gov.uk)</p> <p>Get help with decorating your council home</p> <p>Find out if you can apply for decorating materials for your council home.</p> <p>Apply for decorating materials</p> <div style="border: 1px solid black; padding: 5px;"> <p>! Our Decorating Work Scheme is on hold whilst we focus on urgent repairs. We will re-open the scheme as soon as possible. You can still apply for decorating materials.</p> </div> <p>Apply for decorating materials</p> <p>If you can carry out decorating work yourself, or you have someone who can help you, you can apply for a decorating pack.</p> <p>You must be over 70 years of age and receive Housing Benefit.</p> <p>You can also apply if you're under 70 but receive Housing Benefit and:</p> <ul style="list-style-type: none"> • Disability Living Allowance • Personal Independence Payment • Attendance Allowance <p>We may ask for proof of any benefits you receive.</p> <p>If we accept your application we'll send you a colour chart and a voucher. You can collect the materials from the branch of Brewers which is closest to your home.</p> <p>Repairs Customer Services deal with queries about the concessionary schemes so may be able to offer some more information on what communications were put out to tenants on the scheme.</p> <p>It is worth noting that the scheme was on hold and as stated above our intention was to re-open the scheme as soon as possible. Due to the service sourcing additional contractor resource we are pleased to confirm that from 15th May 2023 the scheme will be recommencing, the team will be contacting tenants to book in either the initial inspection or decorating works as appropriate, due to the amount of residents on the scheme it is likely to take several months before everyone has been contacted.</p>

	<p>Why have the funds for one scheme been transferred to other types of repair work? Why have funds for pre-approved work not been ringfenced to ensure that the agreed work can take place?</p> <p>No funds have been transferred, resource within the Repairs and Maintenance Service had been reassigned to deal with the unprecedented demand for works relating to condensation and mould. Following on from the tragic death of Awaab Isshak the Repairs and Maintenance Service received unparalleled numbers of requests for mould to be inspected and washed down. Due to the potential health implications of living in a property with mould the Service needed to urgently resource these works. The service has since been working to secure additional resource to take on the condensation and mould works to enable the decorators to move back to the concessionary scheme.</p> <p>Why is the Council sourcing and purchasing the most expensive types of paint, if lack of funds is an issue?</p> <p>As explained above lack of funds was not the reason for resource being moved away from the concessionary decorating scheme. The Repairs and Maintenance Service source quality materials as in our extensive experience the use of these reduces the amount of time required to complete redecoration work and provides a better finish and overall provides better value for money.</p>
Action	The team will be contacting tenants to book in either the initial inspection or decorating works as appropriate, due to the amount of residents on the scheme it is likely to take several months before everyone has been contacted.
Start date	15 th May 2023
End date	Ongoing

C2.1 - Cleaning at Essex Place

Area in city	Central
Star rating	Two Star – Local Issue
Date question raised	03/04/2023
Week of Area Panel	12/06/2023
Deadline for officer response	5 th May at 5pm
Name of officer responding	Chloe McLaughlin
Officer job title	Estates Services Manager
Contact Details	Chloe.mclaughlin@brighton-hove.gov.uk

C2.1 Question & Response

Issue	Residents at Essex Place are not receiving an adequate cleaning service.
Background	Problems with poor cleaning at Essex Place have been raised for at least six months. Residents are frustrated by the lack of improvement and often don't get any response when they raise complaints. They have been asking unsuccessfully for a copy of the cleaning rota, information on cleaners' hours and what jobs they are expected to do.
Request or Question	Raise at Central Area Panel both the inadequate cleaning service at Essex Place and the lack of response to residents' complaints and requests for information on this issue.
Response	<p>Following the concerns raised by residents about cleaning, the block was inspected by Estates Service Manager Chloe Mclaughlin and the team leader for the block George Brown, this was followed up by a spot check by a team leader from another area, Chris Goodwin. The Block was found to be of an acceptable standard. There were a few issues that were picked up in relation to the marks on the floors caused by rubber wheels. The cleaning schedule for Essex Place and other high-rise blocks is as follows:</p> <p>Daily tasks: Entrance lobby and inspection of bin areas Interior of lifts.</p> <p>Weekly: Litter picking of immediate areas around building, cleaning of accessible entrance glazing such as internal windows on the ground floor</p> <p>Monthly Cleaning of landings and stairwells All accessible glazing such as internal windows, fire doors Stairwells Lift doors</p>
Action	N/A
Start date	
End date	

Environmental Improvement Proposals carried forward from 2021/22 - approved

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Committed/ spend
EIP142	North	12-Sep-19	Residents via Housing Manager	Tavistock Down BN1 7FN	Bin for new bin stores	Accept	Works completed 2021/22 bin supply delayed	£7,122	£4,000		Complete	£3,168.00
EIP147	Central	04-May-20	Residents via Housing Manager	Leach Court	Lanscaping	Accept	Dry weather delayed planting	£4,054		£3,000	Complete	£2,818.04
EIP148	East	07-May-20	Residents via Housing Manager	Faygate Court	Bin Storage	Accept	Works completed 2021/22 bin supply delayed	£5,000			Complete	£1,230.00
EIP206	Central	01-Dec-20	Residents via Community Engagement Team	Essex Place, Montague Street, BN2 1LB	addition of equipped and surfaced play area and fencing to community garden. (Replaces bids 105 & 096.)	Accept	Additional request after initial works completed	£2,000	£2,000		Complete	£1,750.00
EIP217	East	18-Feb-21	Residents via Councillor	Tilgate Close	Disabled access to Queensway	Accept	Agreed to reopen to fund feasibility study/ costing	£5,000		£5,000	Complete - ramp costs £185k	£2,250.00
EIP220	Central	09-Mar-21	Residents via Housing Management	Carlton Row	Gates	Accept	Bespoke design crossed over years.	£18,652	£18,652		Complete	£18,591.95
EIP237	North	16-Jun-21	Residents via Housing Manager	Horton Road	Bin Storage	Accept	Delay in works and delivery of bins	£11,032	£11,000		<i>Part complete</i>	£2,864.09
EIP249	North	31-Jul-21	Residents via Housing Manager	Horton Road	Parking control measures	Accept	Let down by contractor so carried over to 2022/23	£4,000	£4,000		Complete	£5,378.93
EIP251	West	03-Aug-21	Residents via Community Engagement Team	Conway Court	Landscaping/ tidy up external areas	Accept	Some planting delayed due to dry spring	£4,590		£3,000	Complete	£2,173.68
EIB256	North	25-Aug-21	Residents via Housing Manager	Davey Drive, BN1 7GR	Native planting on bank in Davey Road	Accept	Second phase	£17,020		£17,020	90% complete	£11,259.25
EIB259	West	07-Sep-21	Residents via Community Engagement Team	2-12 Ellen Street	Landscaping (remainder)	Accept	Some planting delayed due to dry spring	£7,124		£7,124	Complete	£1,355.22
EIB272	West	01-Oct-21	Residents via Community Engagement Team	Livingstone House	Landscape restoration (remainder)	Accept	Some planting delayed due to dry spring	£2,409		£2,409	Complete	£2,395.00

EIB276	West	28-Oct-21	Residents via Housing Manager	Harmsworth Crescent, Hove, BN3	Block needs repainting, damp needs addressing, stairwell railings need rubbing down and repainting.	Accept	Delays in procurement	£15,000		£15,000	Complete	£9,675.00
EIB283	West	03-Nov-21	Residents via Housing Manager	Ingram Court	Bin storage	Accept		£7,500	£7,500		Complete	£13,660.00
EIB287	North	05-Nov-21	Residents via Housing Manager	Burstead Close	Bin Storage	Accept	Consultation approved partial	£20,000	£20,000		Part complete	£9,779.21
EIB291	West	12-Dec-21	Residents via Housing Manager	Churchill House	Additional fencing	Accept	Additional work	£2,076	£2,076		Complete	£2,846.81
								£ 132,578				£ 91,195

Environmental Improvement Proposals 2022/2023 - approved

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Committed/ spend
EIP079	Central	01-Oct-19	Residents via Community Engagement Team	Kejbell Lodge, High Street, BN2 1SU	Benches x 4 broken desire for more.	Accept subject to consultation	Consultation completed 29/11/23	£4,104	£4,104		In progress	£4,914.73
EIP080	Central	01-Oct-19	Residents via Community Engagement Team	Kejbell Lodge, High Street, BN2 1SU	Raised beds for vegetables/ Herb garden,	Accept subject to consultation	Consultation completed 29/11/23	£1,410	£1,410		Contractor appointed	£1,410.44
EIP108	Central	02-Oct-19	Residents via Community Engagement Team	Kejbell Lodge, High Street, BN2 1SU	Garden clearance and planting	Accept subject to consultation	Consultation completed 29/11/24	£6,317	£2,300	£4,000	In progress	
EIP109	Central	02-Oct-19	Residents via Community Engagement Team	Kejbell Lodge, High Street, BN2 1SU	Install cycle racks under cover	Accept subject to consultation	Consultation completed 29/11/25	£628		£628		
EIP110	Central	02-Oct-19	Residents via Community Engagement Team	Kejbell Lodge, High Street, BN2 1SU	Additional Storage plus increase wall height	Accept subject to consultation	Consultation completed 29/11/26	£1,100	£1,100		Contractor appointed	
EIP094	West	07-Nov-19	Residents via Housing Manager	Harmsworth Crescent, Hove BN3 8BU	Enclosure of bin areas outside bungalows (remainder)	Accept	Second phase	£9,689	£9,689		Part complete/ issues with location	£1,647.44
EIP103	North	10-Jan-20	Residents via Community Engagement Team	Roedale Court, Upper hollingdean Road, BN1 7GR	Washing line refurbishment and landscaping	Accept	Further consultation completed 14/9/22	£12,000	£8,000	£4,000	Complete	£10,387.00

EIP174	North	04-Aug-20	Residents via Community Engagement Team	Oakendene, Moulsecoomb way	Garden improvements	Accept	Consultation approved 22/1/22	£25,000	£20,000	£5,000	Complete	£23,418.41
EIP179	Central	24-Aug-20	Residents via Housing Manager	Rosehill Court	Feasibility study re Mobility scooter storage	Accept	After consultation on external storage agreed to look at internal areas	£2,500		£2,500	Complete, Project not viable	£2,250.00
EIP253	North	10-Aug-21	Residents via Housing Manager	Oakendene, Moulsecoomb way	Bin Storage	Accept	Original option not possible, further consultation	£15,000	£15,000		Complete	£9,572.26
EIB293	East	01-Feb-22	Residents via Councillor	Tilgate Close	Safety barrier/ fence	Accept	Approved February 2022	£2,000	£2,000		Complete	£2,466.62
EIB294	North	07-Feb-22	H&S	Hodshrove Play area	Accessway	Accept	Approved February 2022	£3,000	£3,000		Complete	£2,798.40
EIB295	East	10-Feb-22	Residents via Housing Manager	The Meadway	Bin Storage	Accept	approved March 2022	£10,000	£10,000		Complete	£9,773.19
EIB301	East	01-Mar-22	Residents via Housing Manager	Lichfield& Framfield	Bin Storage	Accept	approved March 2022	£12,000	£12,000		Part complete	£10,255.25
EIB302	Central	06-Mar-22	Residents via Community Engagement Team	Thornsedale	Community bike project	Accept	approved March 2022	£10,000	£10,000		Complete	£11,176.72
EIB303	East	07-Mar-22	Residents via Housing Manager	Damson	Access & Bike storage	Accept	approved March 2022	£17,000	£17,000		Complete underground services prevented path construction	£7,724.65
								£131,749				£97,795
EIB304	Central	17-Mar-22	Residents via Community Engagement Team	Theobold House	Garden restoration ,Fencing and planters	Accept		£11,200	£6,000	£5,200	Works completed, supply of tools to follow	£9,423.73
EIB305	North	17-Mar-22	Residents via Housing Manager	Moulsecoomb parade	Hanging baskets/ planting	Accept		£1,500		£1,500	Completed	£642.40
EIB306	North	21-Mar-22	Residents via Community Engagement Team	Hollingdean Community Centre	Upgrade appearance and storage	Accept	No to painting building but yes to fence, bin screening signage - grant paid	£12,000		£12,000	Completed	£12,000.00
EIB307	North	22-Mar-22	Residents via Housing Manager	Leybourne Parade	Improve appearance and clearance	Accept		£25,000	£15,000	£10,000	Completed	£23,414.36
EIB308	West	01-Apr-22	Residents via Housing Manager	Stonery Close	Wood blocking to stop ASB	Accept	accepted short section and trees	£700		£700	Completed	£798.20

EIB311	North	10-Mar-22	Residents via Community Engagement Team	Hodshrove place, Brighton	Bike Storage	Accept		£15,000	£10,000	£5,000	Completed	£10,007.25
EIB314	Central	01-May-22	Residents via Community Engagement Team	Hampshire Court	Phase 2 Fencing works	Accept		£20,000	£20,000		Completed	£17,000.36
EIB315	Central	02-May-22	Residents via Estates team	St Johns Mount	knee rail fencing	Accept		£1,500		£1,500	Completed	£1,823.90
EIB316	East	02-May-22	H&S	Swallow Court	Replace damaged railing for safety	Accept		£5,000	£5,000		Completed	£5,126.53
EIB317	North	21-Apr-22	Residents via Community Engagement Team	Collington, Warmdene Road	Accessible gardening Gardening for residents	Accept		£10,000	£8,000	£2,000	Completed	£10,526.90
EIB318	Central	16-May-22	H&S	Geranium, Donald Hall Road	Protection from Vehicles - Accident	Accept		£4,637	£4,637		Completed	£4,636.57
EIB320	North	16-May-22	Residents via Community Engagement Team	Highway Close, BN2 4FZ	Accessible gardening	Accept	Partial	£4,000	£3,000	£1,000	Completed	£1,921.41
EIB321	North	18-May-22	Residents via Community Engagement Team	Hornby Place	Bin Storage	Accept		£8,000	£8,000		<i>Closed - Underground services / revised location stopped by residents</i>	£354.50
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		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			<i>Contractor unable to complete safely</i>	
EIB331	West	24-May-22	Residents via Housing management	Elizabeth Court	Increase bio-diversity	Accept		£1,000		£1,000	In progress	£199.70
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	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	Completed	£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	Completed	£1,640.00

EIB339	Central	27-May-22	Complaint via housing management	St Marys place BN2 1PR	Graffiti on walls	Accept		£700		£700	Completed	£473.87
EIB340	North	10-Jun-22	Residents via housing management	Southmount, Brighton, BN1 7BD	Bin storage	Accept		£8,000	£8,000		Completed	£6,335.43
EIB341	Central	01-Jun-22	Via Councillor	Allamanda building Donald Hall Road	Bike Storage	Accept		£2,800	£2,800		Completed	£1,820.43
EIB342	Central	01-Jun-22	Central area panel/Justine Harris	Slyvan Hall estate	Dog poo signage	Accept		£2,500		£2,500	Completed	£592.61
EIB345	North	01-Jun-22	Estate Walkabout Nettleton & Dudeney	Dudeney Lodge, Upper Hollongdean Road,	submit proposal to provide boxed hose storage with retractable reel in Millenium Garden	Accept	Check re water safety	£500			<i>Include in consultation</i>	
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	Completed	£2,887.70
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	<i>Review as part of current tree planting</i>	
EIB349	East	25-May-22	Resident association	Centrl Prk, Woodingden	Funding to provide goal end in MUGA	Accept July 2022	Pay as grant	£3,000	£3,000		Completed	£3,000.00
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	Completed	£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	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		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		Completed	£4,097.21
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	Completed	£2,185.00

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	Closed - Highways land, not allowed to do as would speed up cars and increase run off.	
EIB360	North	06-Jul-22	Residents via Community Engagement Team	Lindfield Court	Fencing & Planting	Accept	consult on fence	£3,000		£3,000	Completed	£3,760.00
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		Completed	£17,980.70
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	Completed	£3,176.99
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	Completed	£1,597.93
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	Completed	£778.70
EIB375	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	Needs resurfacing refered to CP&G	
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	Completed	£1,675.00
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	Review after shrub pruning	

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	Completed	£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	Completed	£1,992.50
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	Completed	£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	<i>No balls sign removed. Consult on Block signage</i>	
EIB395	East	11-Jul-22	Residents via Housing Management	Tilsmore	Bin storage	Accept		£7,000	£7,000		Completed	£2,668.32
EIB396	Central	03-Aug-22	Complaint via housing management	Sylvan Hall Estate	Bin Storage Phase I	Accept		£15,000	£15,000		<i>Part complete - consultation delays</i>	£8,585.07
EIB398	North	05-Aug-22	Complaint via housing management	Woburn Place	Bin Storage	Accept		£4,500	£4,500		Completed	£6,116.36
EIB399	Central	05-Aug-22	Residents via Community Engagement Team	Wiltshire House	Bin Storage	Accept		£6,000	£6,000		Completed	£7,961.06
EIB401	East	30-Aug-22	Complaint via housing management	Lockwood & Villiers Close, Woodingdean	Bin storage & increasing recycling	Accept		£10,000	£10,000		Completed	£7,363.47
EIB402	East	30-Aug-22	Complaint via housing management	Findon Road	Bin storage & increasing recycling	Accept		£6,000	£6,000		Completed	£12,112.91
EIB403	East	22-Aug-22	Complaint via Councillor	Lodsworth Close/ Tillington/ Lichmere	Bin storage & increasing recycling	Accept		£6,500	£6,500		<i>Part complete, let down by contractor</i>	£2,113.50
EIB405	North	07-Sep-22	Complaint via housing management	The Crestway	Increase recycling and improve access to bins	Accept		£7,000	£7,000		Completed	£4,667.87

EIB407	West	29-Sep-22	Residents via Community Engagement Team	Muriel House	Grouting of paved area in courtyard and at front to stop trip hazard from weeds and improve appearance	Accept		£12,000		£12,000	<i>Let down by contractor, - procure</i>	
EIB408	West	10-Oct-22	Complaint via housing management	Ingram Crescent East, BN3 5LX	Replace fence	Accept		£12,000	£12,000		Completed	£5,406.91
EIB410	Central	14-Oct-22	Complaint via housing management	Parkmead,	Clearance of ivy from building	Accept		£2,500		£2,500	Completed	£1,560.00
EIB411	Central	18-Oct-22	Residents via Community Engagement Team	Hampshire Court	Phase 3 (final) phase of fencing	Accept		£18,000	£18,000		Completed	£16,865.07
EIB412	Central	21-Oct-22	Residents via Community Engagement Team	Ardingly Court I BN2 1SS	Gates/ fencing	Accept	Partial - fence only	£5,000	£5,000		Completed	£4,594.82
EIB413	West	31-Oct-02	H&S	Evelyn Court	Additional Hand rails	Accept		£3,500	£3,500		Completed	£935.09
EIB415	West	01-Nov-22	Residents via Housing management	Harmsworth Crescent	Additional bin storage and initial Landscaping	Accept		£10,000	£10,000		Completed	£6,318.97
EIB416	West	16-Nov-22	Residents via Housing management	Mountbattern Court	Accessible Bin storage	Accept		£15,000	£15,000		Completed	£9,495.00
EIB417	West	24-Nov-22	Residents via Housing management	Hazel Holt	Replacement of fencing	Accept		£20,000	£20,000		<i>Part Completed</i>	£9,848.67
EIB418	West	24-Nov-22	Residents via Housing management	Hazel Holt	Garden improvements	Accept		£9,000		£9,000	Completed	£7,342.00
EIB419	Central	24-Nov-22	Residents via Housing management	Lavender Court, Upper St James Street BN2 1LN	Wooden edge & bike storage	Accept	minimum of 3	£4,000	£4,000		<i>Part Completed</i>	£997.00
EIB420	East	15-Nov-22	Residents via Housing management	Walter May House	Garden improvements	Accept partial	Landscaping approved	£16,000	£10,000	£6,000	Completed	£20,401.05
EIB423	Central	24-Nov-22	Residents via Housing management	Sloane Court Park Street, BN2 0DG	Landscape improvements/ Shed	Accept partial	no to patio, & limit plinters	£20,000	£15,000	£5,000	Completed	£13,616.75
EIB424	Central	28-Nov-22	Residents via Housing management	Leach Court, Eastern Road, Brighton, BN 2 0DE	Bin screening	Accept	inc jet wash	£12,000	£12,000		<i>Procuring</i>	
EIB425	East	28-Nov-22	Residents via Housing management	Mannor Paddock	Garden improvements	Accept	refer greenhouse & cloche to EDB. Install patio away from building	£12,500	£10,000	£2,500	Completed	£10,013.85

EIB426	Central	28-Nov-22	Residents via Housing management	Leach Court, Eastern Road, Brighton, BN 2 0DE	Garden Improvements	Accept - partial	EDB bid for front garden area	£5,000	£3,000	£2,000	Completed	£3,399.58
EIB427	North	28-Nov-22	Residents via Housing management	Elwyn Jones Court	Landscape improvements to reduce noise/ pollution	Accept		£7,500	£5,000	£2,500	Part Complete	£2,398.00
EIB428	Central	06-Dec-22	Residents via Housing management	Sorrel Court	Planters for the green	Accept	yes to fence plus support planters elsewhere	£7,000	£7,000		Part Complete	£989.95
EIB429	West	05-Dec-22	Residents via Housing management	Parker Court, Foredown Road, Portslade, BN41 2FT	Replace dilapidated knee rail	Accept	Do in metal railings - nb might need to do in 2 phases	£20,000	£20,000		Completed	£22,161.50
EIB431	East	14-Dec-22	Residents via Housing management	Bexhill Road	Replace decayed bollards	Accept		£3,000		£3,000	Completed	£1,950.00
EIB432	Central	22-Dec-22	Residents via Housing management	Somerset Point	Access & garden improvements	Accept		£8,000	£6,000	£2,000	Part complete	£1,600.00
EIB433	North	06-Jan-23	Residents via Community Engagement Team	Warmdene Road	Replacement fencing/ bike storage	Accept		£12,000		£12,000	Procuring	
EIB434	North	19-Jan-23	Residents via Community Engagement Team	Mimosa Court, Burstead Close, , BN1 7HW	Landscaping / rotary dryer.	Accept	Unable to do rotary dryer until scaffolding removed, agreed clearanc eof path	£1,000		£1,000	Completed	£375.00
EIB435	North	25-Jan-23	Residents via Housing management	Leybourne Parade	Additional fencing	Accept		£3,000	£3,000		Completed	£1,509.92
EIB436	West	17-Jan-23	Residents via Councillor	Downland Court, Stonery Drive, Portslade, BN41 2PS	Potholes	Accept	Urgent repairs agreed	£1,500		£1,500	Completed	£1,051.00
EIB437	North	01-Feb-23	Residents via Community Engagement Team	Davey Drive,	Extension of fencing on bank beyond bramble issue	Accept	Only accepted up the steps, not to end of bank	£3,000		£3,000	Completed	£1,450.00
EIB438	East	02-Feb-23	H&S	Chadbourn Close	Replace damaged railing for safety	Accept	Agreed	£6,000	£6,000		Procured	
EIB439	North	10-Feb-23	Residents via Housing management	Rodmell Place	Raised planters and restoration of garden areas.	Partial	Further consultation required	£2,000	£2,000		Procuring	

EIB440	West	14-Feb-23	Residents via Housing management	Lovegrove Court	Accessible Bin storage	Accept		£8,000	£8,000		<i>Review location</i>	
EIB441	North	21-Feb-23	Residents via Community Engagement Team	Tavistock Down	Community garden replacement of raised planters	Accept		£8,000	£8,000		<i>Procuring</i>	
EIB443	East	03-Mar-23	Residents via Community Engagement Team	Manor Way	Refresh garden area around South Whitehawk Sign	Accept		£1,500		£1,500		
								£ 542,737				£ 356,912

proposals in 2022-23

Proposals	Category	Estimate	Actual
84	Accepted	£ 542,737.00	£ 356,912.20
19	Investigation/ Consult	£142,100.00	
32	Rejected	£ -	
135	<i>Total</i>	£ 542,737.00	£ 356,912.20

Proposals from 2021-22 brought forward

16	Part complete carried fwd	£ 132,578	£ 91,195
16	Consultation approved	£131,749	£97,795
32	<i>Total</i>	£ 264,328	£ 188,990

Total expenditure in 2022-23	£ 545,902.49
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Total projects	116
Projects completed	78
Projects in progress	20
Procuring/ investigating	12
Projects Closed	2

Environmental Improvement Proposals 2022/2023 - proposals awaiting consultation

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Commitment/ spend
EIB414	North	31-Oct-22	Complaint via housing management	Goring/ Ferring/ Angmering Court	Bin Storage	Accept		£3,500	£3,500		<i>Consult</i>	
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 Team	£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.	Consult	Wider consultaion required by Community Engagement Team	£7,000.00			Awaiting consultation	
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			consult	
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 - residents to prioritise requests	£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	
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	
EIB397	Central	03-Aug-22		Sylvan Hall Estate	Bin Storage Phase II	Consult	Housing Management	£20,000.00			Consultation in progress	
EIB404	North	30-Aug-22	Resident/ City Clean	The Linkway	Bin storage & increasing recycling	Consult	Wider consultaion required by Community Engagement Team	£7,000.00			Awaiting consultation	

EIB421	Central	15-Nov-22	Residents via Housing management	Warwick Mount, Montague Street, BN2 1LB	Concrete Fence replacement	Accept	nb only metal railings	£18,000	£18,000		<i>Consult</i>	
								£ 142,100				

Environmental Improvement Proposals 2022/2023 - proposals rejected

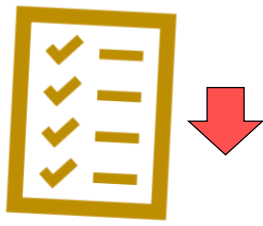
Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status
EIB309	West	04-Apr-22	Residents via Community Engagement Team	Knoll Park	Signage/ improvements	Reject	Environmental services land				Closed
EIB313	Central	28-Apr-22	Residents via Housing Management	Saxonbury, Ashton Rise	Sort bin storage - bins blown into cars and hidden homes due.	Reject	On hold due to Hidden homes works				Closed
EIB322	North	18-May-22	Residents via Community Engagement Team	Bates Estate BN1 6PF	Mural on old bin stores	Reject	Investigate other sources of funding				Closed
EIB323	East	18-May-22	Residents on Bird Estate walkabout	Whitehawk North play area	Additional funding to play area	Reject Jun 22	Funding allocation increased via 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 externallally located recycling	Reject Jun 22	Surveyor Observation not a specific request				Closed
EIB330	East	18-May-22	Estate Walkabout Bird Estate	Med rise blocks	Review of bins storage & screen of bin stores	Reject	On Hold until look at med rise blocks				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
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
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
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
EIB357	North	29-Jun-22	Estate Walkabout Bates Estate		Tree works required to clear dead, overgrown and resolve light issues	Reject	Referred to tree officer				Closed
EIB361	North	06-Jul-22	Residents via Community Engagement Team	Bates Estate BN1 6PF	Murals on sheds	Reject	Investigate other sources of funding				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
EIB400	North	02-Aug-22	Via Councillor	Hollingdean Community Centre	Accessible ramp	Reject	Not HRA land and building Would have to demonstrate the benefit to housing residents				Closed
EIB406	North	26-Sep-22	Residents via Housing management	Thorndean Bike Store	Repair to bike project store after vandalism	Reject	Further investigation				Closed
EIB409	North	11-Oct-22	Resident complaints	Orchid View, Ecclesden, Jonson Bank	Resurfacing car parks	Reject	checking if can do out of CP&G budget				Closed
EIB422	North	24-Nov-22	Residents via Housing management	Elwyn Jones Court	Mobility Scooter storage	Reject	Refused by H&S Manager/ Fire risk				Closed

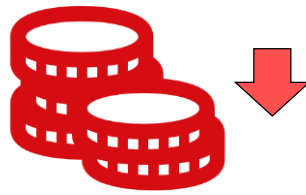
EIB442	North	02-Mar-23	Residents via Community Engagement Team	Mouslecoomb Hall	fix leak / invest in building	Reject	Would consider proposal to assist residents use of facilities but not housing building				Closed
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Council housing performance

Quarter 4 2022/23 (Jan to Mar 2023)



99.98%
Gas safety
compliance



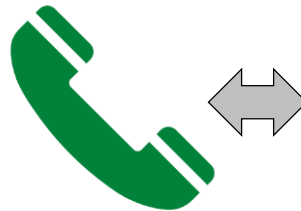
94.02%
Forecast rent
collection rate



61 days
Empty home
re-let time



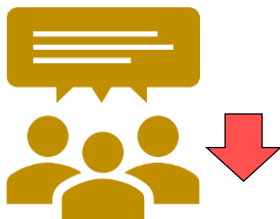
95.8%
Dwellings
meeting Decent
Homes standard



89%
Customer
services calls
answered



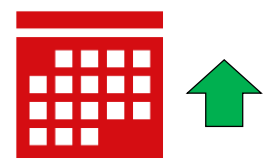
94%
Tenancies
sustained



75%
Complaint
responses within
10 working days



96%
Emergency
repairs within
24 hours

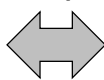


81 days
Average time to
complete routine
repairs

Performance since previous quarter is:



Better



Same



Poorer

Quarter 4 2022/23 council housing performance – key trends

Top scores (compared to target)

1. Calls answered by Housing Customer Services (89% vs 85% target)
2. Tenancies sustained following difficulties (94% vs 90% target)
3. Energy efficiency rating of council homes (74.1 vs 72.3 target)
4. Surveyed tenants satisfied with repairs: overall customer service (98% vs 96% target)
5. Surveyed tenants satisfied with repairs: standard of work (97% vs 96% target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (81 days vs 15 day target)
2. Average re-let time excluding time spent in major works (61 days vs 21 day target)
3. Stage two complaints upheld (41% vs 18% target)
4. Calls answered by Repairs Helpdesk (78% vs 85% target)
5. Routine repairs completed within 28 calendar days (50% vs 92% target)

Biggest improvements (since previous quarter)

1. Average re-let time excluding time spent in major works (64 to 61 days)
2. Average time to complete routine repairs (83 to 81 days)
3. Surveyed tenants satisfied with repairs: overall customer service (97% to 98%)
4. Energy efficiency rating of homes (74.0 to 74.1)

Biggest drops (since previous quarter)

1. Stage two complaints upheld (17% to 41%)
2. Routine repairs completed within 28 calendar days (59% to 50%)
3. Stage one complaints responded to within 10 working days (82% to 75%)
4. Calls answered by Repairs Helpdesk (82% to 78%)
5. Emergency repairs completed within 24 hours (98% to 96%)

Housing performance report







Quarter 4 and end of year 2022/23

This report provides updates on performance indicators covering a range of Housing services. There continue to be areas of strong performance, with 7 performance indicators on target for Quarter 4 2022/23 and 9 on target for the financial year. Furthermore, there has been an improvement in 9 of the performance indicators since the previous quarter and 13 since the previous financial year. However, some delivery challenges remain. The report highlights actions being taken to improve services.




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Compliments received	7
Stage 1 complaints	7
Stage 2 complaints	7
Private Sector Housing	
Houses in Multiple Occupation (HMO) licensing	8
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Requests for assistance (RFAs)	8-9
Private sector empty homes returned to use	9
Housing major adaptations – private sector and council	
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Time to complete applications	10
Housing Options and allocations	
Homelessness preventions	11
Homelessness acceptances	11
Social housing waiting list	11
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Households	12
Rent collected	12-13
Empty homes	13
Gas safety compliance (Seaside Homes and leased)	13
Council housing supply	

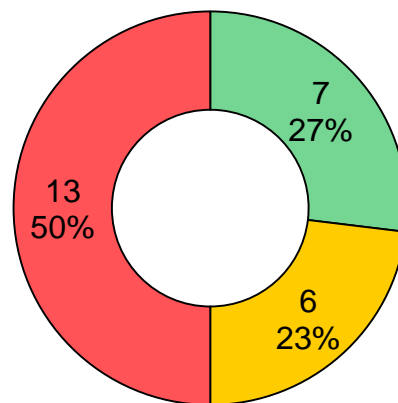
Performance areas	Page
Additional council homes by rent level	14-15
Right to Buy sales	14-15
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Repairs completed in time	21
Satisfaction with completed repairs	21
Calls answered (Repairs Helpdesk)	21
Council housing investment and asset management	
Decent Homes Standard	22
Energy efficiency rating of council homes	22
Gas safety compliance (council homes)	22
Lift breakdowns	22
Leaseholder disputes	23

This housing performance report covers Quarter 4 (Q4) of the 2022/23 financial year alongside end of year results. It uses red, amber and green ratings, as well as trend arrows. Commentary has been included for indicators which are red. During **Quarter 4**, the ratings and trends were as follows:

- | | | | |
|---|--|---|---|
|  | Green – on target
(7 indicators) |  | Improved since last time
(9 indicators) |
|  | Amber – near target
(6 indicators) |  | Same as last time
(2 indicators) |
|  | Red – off target
(13 indicators) |  | Poorer than last time
(15 indicators) |

Performance indicators (Q4 2022/23)

-  7 are green (on target)
-  6 are amber (near target)
-  13 are red (off target)



During **2022/23**, the ratings and trends were as follows:



Green – on target
(9 indicators)



Improved since last time
(13 indicators)



Amber – near target
(8 indicators)



Same as last time
(0 indicators)



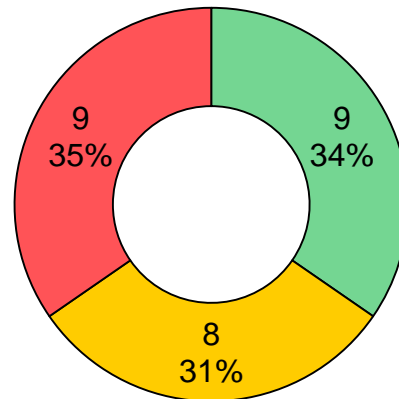
Red – off target
(9 indicators)




















Poorer than last time
(13 indicators)



Performance indicators (2022/23)

- 9 are green (on target)
- 8 are amber (near target)
- 9 are red (off target)







 Customer feedback – all Housing services		Target	Q3 2022/23	Q4 2022/23	Status against target	Trend since Q3	2021/22	2022/23	Status against target	Trend since 2021/22
9.1	 Compliments received from customers	Info	163	90	n/a	n/a	304	486	n/a	n/a
9.2	 Stage one complaints responded to within 10 working days	80%	84% (152 of 182)	75% (155 of 207)			84% (429 of 511)	79% (571 of 726)		
9.3	Stage one complaints upheld	Info	47% (86 of 182)	43% (88 of 207)	n/a	n/a	49% (250 of 511)	43% (314 of 726)	n/a	n/a
9.4	Stage two complaints upheld	18%	17% (4 of 23)	41% (9 of 22)			49% (25 of 51)	38% (32 of 85)		

  Private sector housing		Target	Q3 2022/23	Q4 2022/23	Status against target	Trend since Q3	2021/22	2022/23	Status against target	Trend since 2021/22
10.1	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	3,574	1,335	n/a	n/a	3,460	1,335	n/a	n/a
These numbers have gone down as a result of the Additional Licensing Scheme finishing in February 2023.										
10.2	Corporate KPI: HMOs where all special conditions have been met (for licences issued over 12 months ago)	60%	65.00% (1,250 of 1,923)	66.43% (1,490 of 2,243)			56.50% (1,112 of 1,968)	66.43% (1,490 of 2,243)		
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. This still includes HMOs covered by the additional licensing scheme which ended on 28 February 2023, as the Private Sector Housing team are able to check that conditions have been met up to 6 months past the end of a scheme.										
10.3	New Q3: Requests for assistance received (RFAs)	Info	262	237	n/a	n/a	518	775	n/a	n/a
Request for assistance top categories during Q4 were 74 disrepair (32%) and 56 dampness (24%). The number of these requests received during the 2022/23 financial year (775) was a 33% increase upon the previous financial year (518).										
10.4	New Q3: Property inspections completed	Info	252	227	n/a	n/a	-	-	n/a	n/a
10.5	... of which RFA inspections	Info	73	93	n/a	n/a	-	-	n/a	n/a
10.6	... of which HMO licence inspections	Info	179	134	n/a	n/a	-	-	n/a	n/a
10.7	New Q4: RFA cases closed	Info	-	180	n/a	n/a	-	-	n/a	n/a

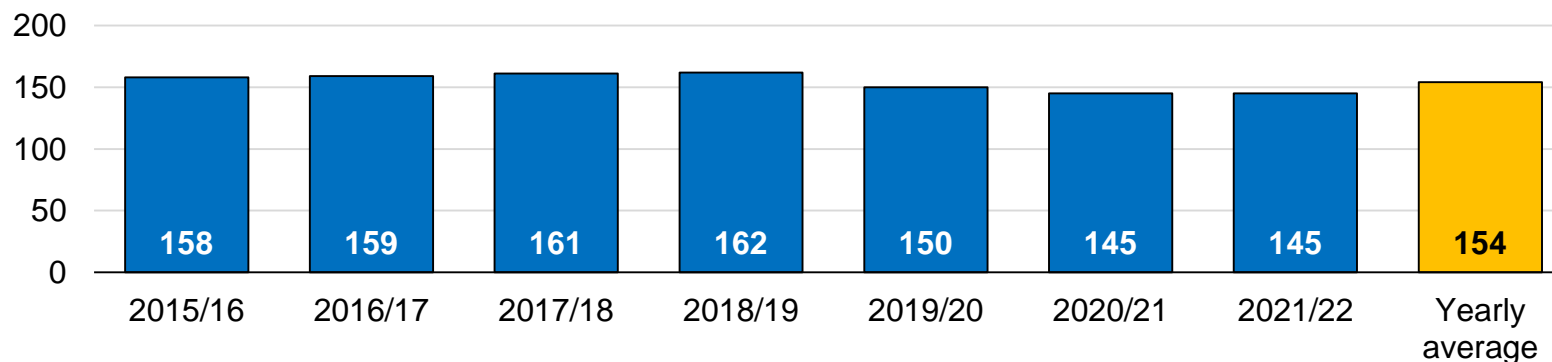
  Private sector housing		Target	Q3 2022/23	Q4 2022/23	Status against target	Trend since Q3	2021/22	2022/23	Status against target	Trend since 2021/22
10.8	New Q4: Properties with Category 1 and 2 hazards resolved through informal action (closed RFAs)	Info	-	98% (1 of 48)	n/a	n/a	-	-	n/a	n/a
10.9	New Q4: Properties with Category 1 and 2 hazards resolved through formal action (closed RFAs)	Info	-	2% (47 of 48)	n/a	n/a	-	-	n/a	n/a










These numbers relating to the two indicators above are relatively low for now as recording only began recently.

10.10	Private sector vacant dwellings returned into occupation (empty for more than two years)	9 per quarter (28 for 2022/23)	9	6			45	57		
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Although this missed the target in Q4, performance was above target for 2022/23. This indicator used to apply to properties empty for longer than six months but was changed for 2022/23 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. The chart below presents historic data on dwellings returned into occupation which had been empty for more than six months.

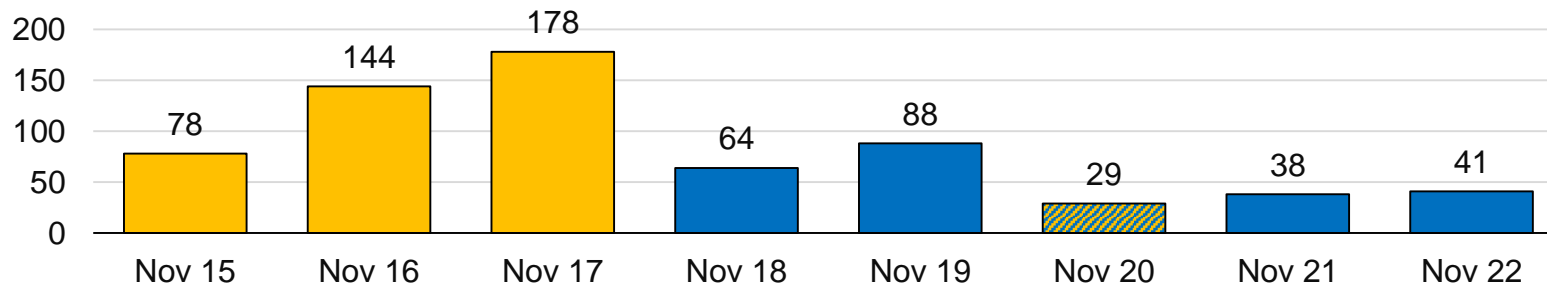
Private sector empty homes returned to use per year empty more than six months)
















 Housing adaptations		Target	Q3 2022/23	Q4 2022/23	Status against target	Trend since Q3	2021/22	2022/23	Status against target	Trend since 2021/22
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	18.3	15.4			19.08	17.4		
11.2	Private housing – average weeks taken for contractor to complete works	Info	34.7	35.1	n/a	n/a	-	37.0	n/a	n/a
11.3	Council housing – average weeks taken to approve applications and commence works	10	11.1	20.3			10.0	14.4		
11.4	Council housing – average weeks taken for contractor to complete works	Info	16.6	16.5	n/a	n/a	-	21.1	n/a	n/a
<p>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. As of 2022/23, we have been able to include two additional indicators measuring the average time taken to complete adaptations works.</p>										










Housing Needs – Housing Options and allocations		Target	Q3 2022/23	Q4 2022/23	Status against target	Trend since Q3	2021/22	2022/23	Status against target	Trend since 2021/22
12.1	Corporate KPI: Households where homelessness was prevented due to casework by the council and partner agencies	424 per quarter (1,695 for 2022/23)	483	341	R	↓	1,680	1,653	A	↓
<p>We are planning to introduce new performance indicators relating to homelessness prevention and relief for 2023/24. The indicator above is not an ideal measure of performance, as lower numbers of preventions could occur because fewer people are being threatened with homelessness, rather than a lower proportion of overall cases resulting in a prevention.</p>										
12.2	New households with a full housing duty accepted	Info	142	131	n/a	n/a	309	551	n/a	n/a
12.3	Number of households on the housing register	Info	7,582	7,691	n/a	n/a	7,686	7,691	n/a	n/a




Rough sleeper estimates (yellow) and counts (blue)



The November 2020 figure above used a blended methodology of an estimate with a spotlight count, due to the national Covid lockdown at the time. Please note that estimates have only been carried out at times when counts have not been.

	Housing Needs – temporary accommodation (including emergency accommodation)	Target	Q3 2022/23	Q4 2022/23	Status against target	Trend since Q3	2021/22	2022/23	Status against target	Trend since 2021/22
13.1	Corporate KPI: Total households in temporary accommodation	1,700 or fewer	1,795	1,791			1,890	1,791		
13.2	... as above but excluding council NSAP and RSAP households	For info	1,757	1,715	n/a	n/a	-	1,589	n/a	n/a
For now the Corporate KPI on row 13.1 includes NSAP and RSAP households but will be revised for the next financial year to just cover households accommodated through homeless duties and service level agreements (SLAs) with Childrens' Services and Adult Social Care. The indicator on row 13.2 already accounts for this revision.										
13.3	Rent collected for emergency accommodation (year to date including loss from empty homes)	89.21%	95.24% (£3.0m of £3.1m)	95.60% (£3.9m of £4.1m)			80.41% (£4.9m of £6.1m)	95.60% (£3.9m of £4.1m)		
13.4	... as above but excluding rent loss from empty homes	For info	109.81% (£3.0m of £2.7m)	107.91% (£3.9m of £3.6m)	n/a	n/a	97.19% (£4.9m of £5.0m)	107.91% (£3.9m of £3.6m)	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, including recovery of arrears accrued from before, compared to the amount of rent due within the same period. It is sometimes possible for the former to be larger, thereby producing results over 100%.										
13.5	Rent collected for leased properties (year to date including loss from empty homes)	96.96%	86.56% (£4.6m of £5.3m)	87.22% (£6.3m of £7.2m)			85.59% (£6.7m of £7.8m)	87.22% (£6.3m of £7.2m)		
The service is working to bring the rent collection rate for leased properties in line with the rate for Seaside Homes, building upon recent successes in bringing the latter back on target. Performance excluding rent loss from empty homes was 92.49% which is closer to target.										
13.6	... as above but excluding rent loss from empty homes	For info	92.08% (£4.6m of £4.9m)	92.59% (£6.3m of £6.8m)	n/a	n/a	92.91% (£6.7m of £7.2m)	92.59% (£6.3m of £6.8m)	n/a	n/a

	Housing Needs – temporary accommodation (including emergency accommodation)	Target	Q3 2022/23	Q4 2022/23	Status against target	Trend since Q3	2021/22	2022/23	Status against target	Trend since 2021/22
13.7	Rent collected for Seaside Homes (year to date including loss from empty homes)	91.00%	91.50% (£3.8m of £4.2m)	90.69% (£5.2m of £5.7m)			89.50% (£5.2m of £5.8m)	90.69% (£5.2m of £5.7m)		
13.8	... as above but excluding rent loss from empty homes	For info	97.46% (£3.8m of £3.9m)	96.17% (£5.2m of £5.4m)	n/a	n/a	96.22% (£5.2 of £5.4m)	96.17% (£5.2m of £5.4m)	n/a	n/a
13.9	Empty temporary accommodation homes	For info	62	35	n/a	n/a	99	35	n/a	n/a
<p>The indicator above includes 16 block-booked, 8 private sector leased and 11 Seaside Homes dwellings. These are dwellings that were available to let as temporary accommodation. The total including dwellings unavailable to let (such as those with their providers for works or awaiting handback) was 80 at the end of 2022/23, a reduction from 219 the end of the previous financial year.</p>										
13.10	Seaside Homes properties with a valid Landlord's Gas Safety Record	100%	99.8% (421 of 422)	99.3% (420 of 423)			100% (426 of 426)	99.3% (420 of 423)		
<p>The target was slightly missed because three checks were overdue on 31 March 2023.</p>										
13.11	Leased properties with a valid Landlord's Gas Safety Record	For info	83.5% (475 of 569)	82.5% (463 of 561)	n/a	n/a	82.9% (505 of 609)	82.5% (463 of 561)	n/a	n/a
<p>The reduction in performance during Q4 was partly due to a transfer of information onto the housing management IT system from an older database and a temporary reduction in staffing. The proportion of successful access is expected to improve significantly in the next quarter now that the systems issues and staffing resource has been resolved.</p>										

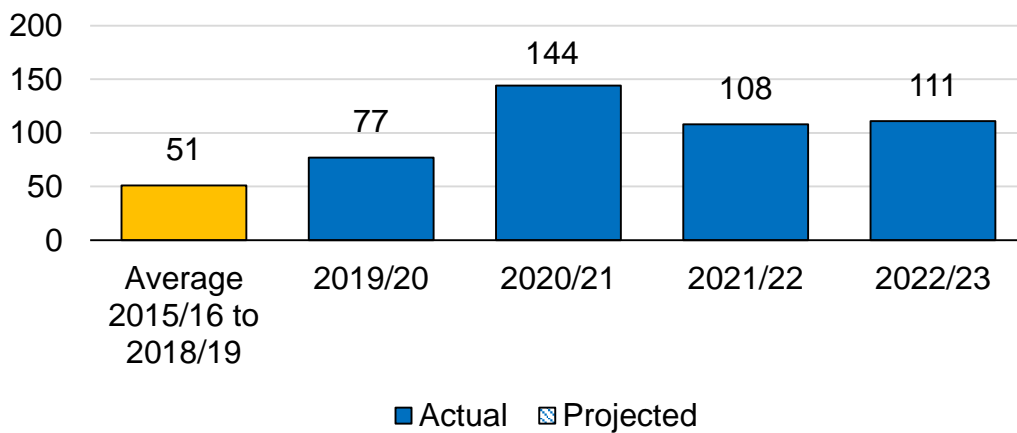
 Council housing – supply		Q3 2022/23	Q4 2022/23	2021/22	2022/23
14.1	 Additional council homes	16	56	108	111
14.2	... at Local Housing Allowance (LHA) rents	50% (8 of 16)	53% (30 of 56)	33% (36 of 108)	41% (46 of 111)
14.3	... at 37.5% Living Wage rents	31% (5 of 16)	38% (21 of 56)	39% (42 of 108)	48% (53 of 111)
14.4	... at 27.5% Living Wage rents	19% (3 of 16)	9% (5 of 56)	19% (21 of 108)	10% (11 of 111)
14.5	... at social rents	0% (0 of 0)	0% (0 of 0)	7% (8 of 108)	1% (1 of 111)
14.6	Council homes sold through the Right to Buy	8	9	48	38
Of the 38 homes sold during 2022/23, 26 were leasehold (flats) and 12 were freehold (houses).					
14.7	Net change in the number of council homes – all rent levels	+8	+47	+60	+73
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	-5	-4	-19	-26
14.9	 Total council owned homes	11,772	11,819	11,746	11,819
Total council owned dwelling stock of 11,819 includes 10,769 general needs, 877 seniors housing, 38 council owned emergency accommodation, 70 council owned temporary accommodation and 65 NSAP/RSAP dwellings.					

14.10 Further information on additional council homes

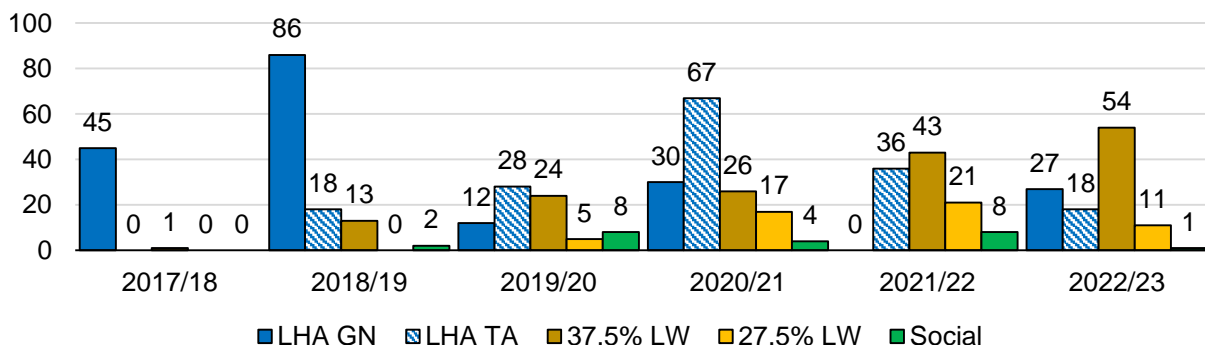
A total of **440** homes were completed between April 2019 and March 2023. This programme has been delivered during a period of unprecedented complexity due to the Covid-19 pandemic and recovery phase.

- 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 Hawkrigde 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: 111 homes – buy backs (52 general needs and 17 RSAP) and Victoria Road (42)
- There are a further 185 homes projected for completion during 2023/24 (including 173 council rented Homes for Brighton & Hove dwellings)

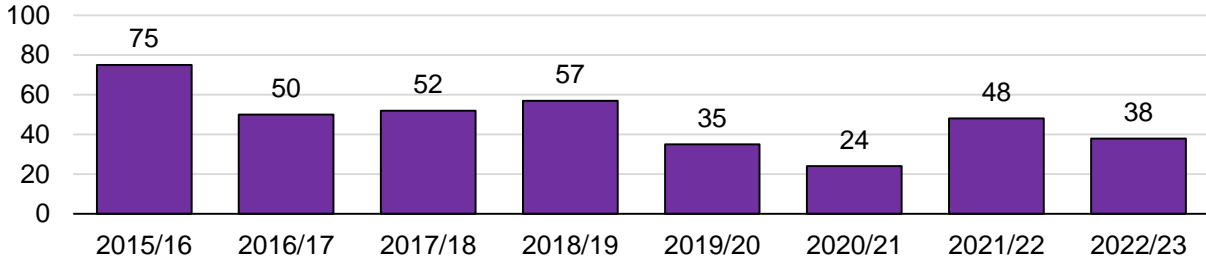
Additional council homes per year



Additional council homes by rent level



Council homes sold through the Right to Buy (RTB)

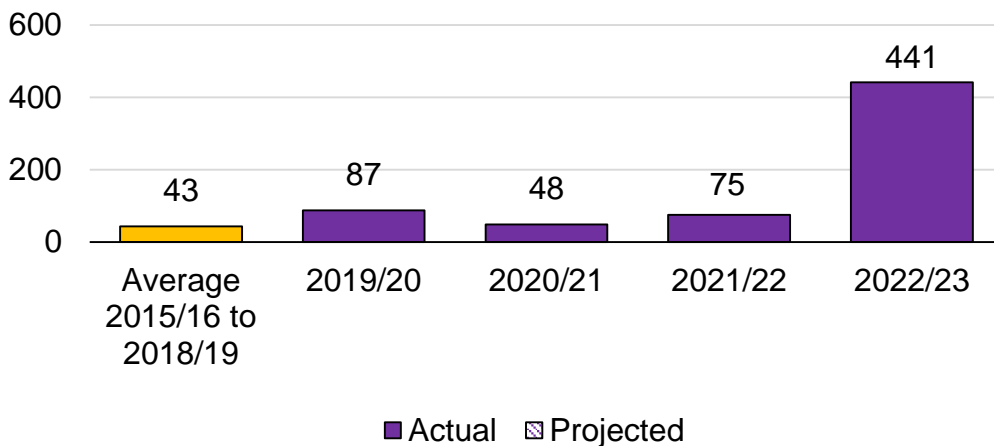


14.11 Other affordable homes

A total of **651** homes (193 rent and 458 shared ownership) were completed between April 2019 and March 2023. The total for 2022/23 (441) exceeds all previous years, and this programme has been delivered during a period of unprecedented complexity due to the Covid-19 pandemic and recovery phase.

- 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: 441 homes – Edward Street (33), School Road (104), Preston Barracks (67), Graham Avenue (125), Sackville Hotel (7), New Church Road (5) and King’s House (100)

Other additional homes per year



14.12 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	Total
Total applications	5	53	88	157	158	92	553
Of which, became purchases	2	32	53	91	81	21	280
Council declined	1	13	11	16	10	8	59
Owner declined offer	1	5	12	15	14	2	49
Owner withdrew	1	3	12	34	51	19	120
Outcome pending	0	0	0	1	2	42	45

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	Total
Completed purchases	1	13	43	64	90	69	280
... general needs social rent	0	0	1	4	0	1	6
... general needs 27.5% Living Wage	0	0	5	17	21	11	54
... general needs 37.5% Living Wage	1	5	24	14	43	39	126
... temporary housing at LHA rates	0	8	13	29	26	18	94







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 (£)
280*	6	54	126	94	53 **	£2.371m ***	(£0.326m)








* Of which 254 are flats (7 studio, 86 one bed, 139 two bed, 22 three beds plus) and 25 are houses (4 two bed, 21 three beds plus)

** Of the 126 purchases following Housing Committee decision to use rent reserve to keep rents as low as possible





























*** Applied up to 31 March 2023 – this leaves £0.891m to be carried forward to 2023/24 to be used against the future programme.





















 Council housing – management		Target	Q3 2022/23	Q4 2022/23	Status against target	Trend since Q3	2021/22	2022/23	Status against target	Trend since 2021/22
15.1	Corporate KPI: Rent collected as proportion of rent due (current tenants)	96.65%	94.12% (£55.3m of £58.7m)	94.02% (£55.1m of £58.6m)			95.66% (£52.3m of £54.7m)	94.02% (£55.1m of £58.6m)		
<p>The Q3 figure above is a forecast for the 2022/23 financial year and the Q4 figure is the final result for the year. The methodology excludes rent loss from empty properties and includes arrears from the end of the previous financial year. Although there was a decline in the rent collection rate of 1.64 percentage points over the course of the 2022/23 financial year, this was 1.08 during the first half and 0.56 during the latter half, so this decline has been slowing. A recovery plan is being implemented to reduce arrears and vacancies in the Income Management team are being recruited to, which should improve collection rates. The team will also be reviewing its approach to income collection, working closely with the council's corporate debt board to implement a 'training standard.'</p>										
15.2	 Tenancies on Universal Credit (UC)	Info	31% (3,572 of 11,457)	32% (3,686 of 11,466)	n/a	n/a	26% (2,933 of 11,340)	32% (3,686 of 11,466)	n/a	n/a
15.3	Tenancies on UC who are in arrears and have an Alternative Payment Arrangement (APA)	Info	42% (1,066 of 2,529)	47% (1,124 of 2,385)	n/a	n/a	51% (838 of 1,646)	47% (1,124 of 2,385)	n/a	n/a
<p>Of the 3,686 tenants on UC there were 2,385 (65%) who also had rent arrears. Of the latter, 1,124 had an APA in place (47%) 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	64% (£2.2m of £3.5m)	67% (£2.3m of £3.5m)	n/a	n/a	61% (£1.4m of £2.4m)	67% (£2.3m of £3.5m)	n/a	n/a
15.5	Evictions due to rent arrears	Info	0	0	n/a	n/a	0	0	n/a	n/a
15.6	Evictions due to anti-social behaviour (ASB)	Info	0	0	n/a	n/a	2	1	n/a	n/a
15.7	New reports of ASB from victims and witnesses	Info	110	141	n/a	n/a	-	657	n/a	n/a


 Council housing – management		Target	Q3 2022/23	Q4 2022/23	Status against target	Trend since Q3	2021/22	2022/23	Status against target	Trend since 2021/22
15.8	ASB perpetrator cases opened	Info	71	86	n/a	n/a	-	428	n/a	n/a
15.9	ASB perpetrator cases closed	Info	102	67	n/a	n/a	-	449	n/a	n/a
15.10	Average days to close ASB perpetrator cases	Info	130	120	n/a	n/a	-	108	n/a	n/a
15.11	Active ASB perpetrator cases at quarter end	Info	124	136	n/a	n/a	157	136	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 housing management IT system which was newly introduced in July 2021, 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>										
15.12	 Calls answered by Housing Customer Services	85%	89% (5,061 of 5,715)	89% (5,839 of 6,536)			86% (19,240 of 22,456)	87% (22,160 of 25,382)		
15.13	Tenancies sustained following difficulties (Tenancy Sustainment Team cases)	90%	95% (19 of 20)	94% (19 of 20)			95% (93 of 98)	94% (75 of 80)		

 Council housing – empty homes	Target	Q3 2022/23	Q4 2022/23	Status against target	Trend since Q3	2021/22	2022/23	Status against target	Trend since 2021/22	
15.14  Average re-let time in calendar days excluding time spent in major works	21	64	61			96	77			
<p>Re-let times have improved but are still 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 2022/23 (560) and 2021/22 (472) were both up on 2020/21 (213) and above pre-pandemic levels seen during 2019/20 (445). Furthermore, the number of empty homes has decreased from 251 to 180 during the 2022/23 financial year. The latter figure includes 35 new dwellings at Victoria Road in Portslade which had not been let by the end of the financial year (out of a total of 42 new dwellings completed at the scheme in March 2023).</p>										
15.15	Average 'key to key' re-let time in calendar days including time spent in major works	Info	103	88	n/a	n/a	210	125	n/a	n/a
15.16	Number of previously occupied council homes re-let (general needs and seniors)	Info	126	106	n/a	n/a	472	560	n/a	n/a
15.17	Number of new council homes let for the first time (general needs and seniors)	Info	16	22	n/a	n/a	43	79	n/a	n/a
15.18	 Empty general needs and seniors council homes (includes new homes)	Info	144	180	n/a	n/a	251	180	n/a	n/a
15.19	Empty council owned temporary, NSAP and RSAP accommodation homes (includes new homes)	Info	30	22	n/a	n/a	21	22	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 yet possible to fully integrate reporting between them, meaning that performance data is currently being extracted and manually combined.

 Council housing – repairs and maintenance		Target	Q3 2022/23	Q4 2022/23	Status against target	Trend since Q3	2021/22	2022/23	Status against target	Trend since 2021/22
16.1	 Emergency repairs completed within 24 hours	99%	98.3% (3,431 of 3,490)	96.3% (3,181 of 3,303)			96.0% (10,611 of 11,052)	97.8% (11,377 of 11,635)		
16.2	Corporate KPI: Routine repairs completed within 28 calendar days	70%	59.0% (2,959 of 5,014)	50.2% (2,747 of 5,475)			63.5% (9,976 of 15,702)	53.3% (9,863 of 18,518)		
16.3	Average time to complete routine repairs (calendar days)	15	83	81			46	74		
<p>Routine repairs completed during 2022/23 have included jobs from a backlog built up during the previous two financial years (impacted by Covid-19 in particular during 2020/21) 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, as well as impacting on capacity to carry out repairs more generally. Although recruitment is challenging, additional resources continue to be recruited to Repairs & Maintenance to address the backlog of repairs and sub-contractors have been mobilised to increase capacity. There have been ten agreed additional posts which are currently being recruited to. There have also been increased pressures in this period owing to significantly higher levels of reported damp and condensation cases following the tragic Rochdale case. Repairs & Maintenance had registered 1,394 live damp and condensation cases at the end of 2022/23.</p>										
16.4	 Calls answered by Repairs Helpdesk	85%	82% (18,303 of 22,242)	78% (18,538 of 23,781)			90% (77,186 of 85,737)	85% (69,333 of 82,030)		
16.5	 Surveyed tenants satisfied with repairs: standard of work	96%	97% (456 of 470)	97% (486 of 502)			98% (1,195 of 1,218)	97% (2,321 of 2,382)		
16.6	Surveyed tenants satisfied with repairs: overall customer service	96%	97% (456 of 470)	98% (491 of 502)			99% (1,211 of 1,218)	98% (2,326 of 2,382)		

 Council housing – investment and asset management		Target	Q3 2022/23	Q4 2022/23	Status against target	Trend since Q3	2021/22	2022/23	Status against target	Trend since 2021/22
17.1	 Corporate KPI: Dwellings meeting Decent Homes Standard	100%	96.8% (10,218 of 11,772)	95.8% (11,323 of 11,819)			95.6% (11,229 of 11,746)	95.8% (11,323 of 11,819)		
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. Performance is expected to improve with the Housing Committee decision to approve the appointment of up to two new contractors for kitchens and bathrooms.										
17.2	Corporate KPI: Energy efficiency rating of homes (out of 100)	72.3	74.0	74.1			68.2	74.1		
The increase between 2021/22 and 2022/23 is partly due to the procurement of new energy modelling software, which came into use for reporting this indicator during Q3 2022/23 and involved extensive updates to the underlying data in order to reflect improvements made to the council housing stock, such as boiler replacements and new windows.										
17.3	 Council properties with a valid Landlord's Gas Safety Record	100%	100% (10,104 of 10,104)	99.98% (10,108 of 10,110)			100% (10,044 of 10,044)	99.98% (10,108 of 10,110)		
The target was slightly missed because two checks were overdue on 31 March 2023.										
17.4	 Lifts restored to service within 24 hours	95%	93% (162 of 174)	92% (147 of 160)			92% (954 of 1,038)	91% (530 of 582)		
Difficulties and delays in sourcing spare parts from European supply chains remains a challenge. In response, the council and lift contractor invested £34k last financial year on critical spares and continue to add to this as and when new situations develop. Whilst this does not stop breakdowns through wear and tear we have seen reduced downtime from weeks to hours in a lot of instances.										

 Leaseholder disputes		Q3 2021/22	Q4 2022/23	2021/22	2022/23
18.1	Stage one disputes opened	9	3	17	18
18.2	Stage one disputes closed	12	4	15	20
18.3	Active stage one disputes (end quarter)	29	28	24	28
18.4	Stage two disputes opened	2	3	5	9
18.5	Stage two disputes closed	0	4	3	5
18.6	Active stage two disputes (end quarter)	8	7	3	7
18.7	Stage three disputes opened	0	0	0	1
18.8	Stage three disputes closed	0	0	1	0
18.9	Active stage three disputes (end quarter)	2	2	1	2

