

Housing Management Panel: North Area

Date: 19 March 2024

Time: 6.30pm

Venue The Barnard Centre, St Johns Mount flats, Mount Pleasant,
Brighton, BN2 0JP

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

Contact: Niall Breen
Democratic Services Apprentice
Niall.breen@brighton-hove.gov.uk

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AGENDA

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2 MINUTES & ACTIONS 18:35 15 Minutes Minutes of the meeting held on 4.12.23 (copy attached).	7 - 16
3 HOUSING PERFORMANCE REPORT - Q3 23/24 18:50 15 Minutes <i>Contact Officer: Martin Reid</i> <i>Ward Affected: All Wards</i> <i>Tel: 01273 293321</i>	17 - 36
4 HOUSING ALLOCATIONS POLICY REVIEW: CONSULTATION 19:05 20 Minutes <i>Contact Officer: Luke Harris</i>	37 - 38
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FURTHER INFORMATION

For further details and general enquiries about this meeting contact , (01273 294183, email Francis.Mitchell@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

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Date of Publication - Date Not Specified

North Area Panel – meeting invitation

Dear Resident,

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

When	Tuesday 19th March, 18:30-20:30
Venue	The Barnard Centre, St Johns Mount, Mount Pleasant, Brighton, BN2 0JP
Housing Surgery	Housing Issue Drop-in session (in person only) 6:00-6:30pm at The Barnard Centre.
Zoom	Please type the following address in your browser: https://bit.ly/MarchNorthAP If the link above does not work, you can join through Zoom client instead, using the following details: Meeting ID: 881 9662 1788 Passcode: 54321 OR phone in: 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: 0208 080 6592 / 0330 088 5830 / 0131 460 1196 / 0203 481 5237 Meeting ID: 881 9662 1788 Passcode: 54321 To mute and unmute yourself when calling by phone, press *6 (asterisk and 6)
Transport	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 via your Community Engagement Officer. Taxis can only be requested by people with mobility issues.

Please read the papers in advance of the meeting.

Please contact the Community Engagement Admin Team at 01273 291518 / communityengagement@brighton-hove.gov.uk if you have any questions.

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?
NA4	Follow up on communication and engagement between TRA's and CityClean regarding availability and responses	Sam Warren/Hannah Barker/Keeley McDonald	Following a meeting to take place on 5 th March with CityClean's Environmental Services Manager Jonathan Pyle, an update will be provided at the North Area Panel meeting.	Ongoing	
NA5	Ascertain which department has the responsibility for blocked drains in Hollingdean	Grant Ritchie	We have provided a full response to this as a North Area question. If the blocked drain in question serves the road or pavement it will be maintained by colleagues in Highways. If the drain in question is on housing land such as a car park or hard surface around a property this would be maintained by Housing Repairs and Maintenance and should be reported to the Repairs Help Desk.	Complete	
NA6	Update the panel on the availability of skips from the authority for waste disposal	Justine Harris/Chloe McLaughlin	<p>Bates Estate is an area that is going to be involved in a waste amnesty this year following the success of the Whitehawk Waste Amnesty in 2023.</p> <p>In past years, skips were used on estates for collecting bulky items. This was extremely difficult to manage due to non residents driving in to the estates to dump their waste. Council officers tried to be present to oversee the project but this led to aggressive behaviour from non-residents and Police presence was required.</p> <p>Skips also encourage skip diving which can be dangerous. Therefore, the use of skips is not recommended.</p>	Complete	22/02/2024

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?
			The waste amnesty will provide detailed maps of drop off areas where residents can place their bulky items the morning of the amnesty. This keeps the waste contained to an area and also prevents other people driving in to add their waste to it when they don't live on the estate.		
NA7	Removal of weeds and overgrown areas (Hollingdean Residents Association raised)	Robert Walker	Pruning and weed removal is ongoing. Currently this work must be done by hand, so it takes time.	Ongoing	
NAO8 06.06.23	Previous actions NAO4 and NAO5 (relating to Solar Panels at Mimosa Court) incomplete. Jim Hornsby confirmed they had spoken with Keely McDonald regarding this action being completed going forwards – at the time of the panel it was confirmed as not yet being complete	Geof Gage/Grant Ritchie/Keely McDonald	We have previously acknowledged that we worked with the residents on the installation of Solar PV to the roof of Mimosa Court and feel that our previous acknowledgement was a suitable response and for this project. With regard to access to the roof again this has been fully explored and discussed with Mr. Hornsby and our decision not to permit physical access is we are afraid final, for the reasons we have given we have offered alternative options for this to be inspected.	Complete	

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?
NA9	EDB Bid for outstanding works at Coldean Youth Club. Preliminary works required on the site (to make safe?) before EDB bids work can take place on the property – urgent as rent is being paid by TRA to the authority for the property.	Grant Ritchie/Geof Gage	This has been responded to as a North Area Question. I can confirm that the structural works have been completed 20/02/24.	Complete	20/02/24

BRIGHTON & HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: NORTH AREA

2.00pm 4 DECEMBER 2023

HOUSING CENTRE - EASTERGATE ROAD

Present:

Co-Chair: Theresa Mackey (Highcroft Lodge Residents Association)

Councillors: Sheard (Co-Chair), Hill, De Oliveira, Evans

Clerk: Thomas Bald (Democratic Services Officer)

Representatives/Tenants: Theresa Mackey (Highcroft Lodge Residents Association), Jim Hornsby (Mimosa Court Leaseholders Association), Heather Hayes (Coldean Independents), Donna James (Bates Estate Community Association), Ian Knowles (Bates Estate Community Association), Gordon Taylor (Parkmead Informal Group), Desmond Jones (Hollingdean Residents Association), Ian Beck (Hollingdean Residents Association), Catherine Lawrence (Hollingdean Tenants Association), Barney Miller (Sylvan Hall Residents Association),

Officers: Niall Breen (Democratic Services Apprentice), Geof Gage (Head of Housing Investment & Asset Management), Justine Harris (Head of Tenancy Services), Keely McDonald (Senior Community Engagement Officer), Martin Reid (Assistant Director Housing Management), Grant Ritchie (Head of Housing Repairs & Maintenance), Sam Warren (Community Engagement Manager), Sabrina Karabasic (Community Engagement Administrator), Janet Dowdell (Tenancy Services Operations Manager),

Guests: Sarah Booker-Lewis (Local Democracy Reporter),

OPEN SURGERY (DEALING WITH INDIVIDUAL ISSUES)

13:30 – 30 Minutes

1 WELCOME, INTRODUCTIONS & APOLOGIES

5 - 10

14:00

- 1.1 Chair Theresa Mackey began the meeting by welcoming officers, residents, and visitors to the panel.
- 1.2 Apologies were made by the Councillor Chair Cllr Sheard for not attending in person.
- 1.3 The Chair reminded the panel and those in attendance of the Engagement Conduct Guidelines for the meeting and brought attention to the rules laid out in the document and expectations for the behaviour and involvement of those at the meeting and outlined their hope for communications and contributions to be given in a polite and respectful manner.

2 ACTION LOG

11 - 14

2.1 The Chair noted the first action, regarding Tavistock Down and dealing with outstanding issues as being complete.

2.2 This was agreed unanimously and confirmed by the representatives of the Hollingdean Residents Association.

2.3 Barney Miller (Sylvan Hall Residents Association) noted that they raised this as an issue and added they had a meeting with officers from CityParks regarding grass cutting and overgrown areas, noting that this remains to be addressed.

2.4 The Chair then moved to the next action, regarding refuse collection at Southmount and that this action was recorded as complete.

2.5 The Chair moved to the next item, with regards to leaseholders and access to the roof at Mimosa Court, noting that this action was listed as complete.

2.6 The Chair then raised the next item in the action log, regarding communications which are to be put out with regards to the installation of solar panels at Mimosa Court.

2.7 Jim Hornsby noted that whilst he had spoken with an officer, earlier in the day, and an agreement had been reached to see this action through, it remained incomplete and that the record was incorrect.

2.8 Keely McDonald also noted that they were drafting an article to be circulated with regards to this.

2.9 The Chair then moved to the next item in the action log; grass cutting and works in the hallway at Mimosa Court. Making note that the grass cutting remained outstanding and the works in the hallway had been completed.

2.10 The Chair then moved to item 8 regarding an EDB bid for outstanding works for the youth club at Coldean, this was noted as being incomplete and unable to take place due to preliminary works required. Residents noted that this was an urgent issue for Coldean Forum as they are paying rent on the property.

2.11 The Chair noted item 9 regarding accessible showers had been actioned and that item 10 regarding signage on the Bates Estate had not been completed. A representative of the TRA confirmed this had been noted by officers and thanked them for their contributions.

3 MINUTES

15 – 18

3.1 The Chair moved to confirm the accuracy of the minutes of the previous meeting.

3.2 Barney Miller brought to the Chairs attention that the wording of the previous minutes was inaccurate as they made it appear that the residents elected the councillor co-chair when in fact the case was that they were appointed by the administration.

3.3 The Chair agreed to have this changed in retrospect.

3.4 Barney Miller brought to the Chairs attention that the wording of services completed included only one example when in fact the service provided was wider ranging.

3.5 The Chair agreed to have this changed in retrospect.

3.6 A representative of a TRA brought the chairs attention to an inaccuracy in the recorded completion of works at Highcroft Lodge.

3.7 Keely McDonald informed the panel and attendees of the backlog in the Estate Development Budget Works and noted that there was an ongoing process being undertaken in collaboration and consultation with the procurement department to enable access to a selection of service providers that would be interested in taking on works, focusing on clearing the backlog. They also informed the panel and attendees that unfortunately to date, only one provider had come back to the department and that a meeting was being arranged with them to set out how to make the process work going forward.

3.8 Donna James brought the Chairs attention to item '4.18' of the previous meeting - works being listed as completed on the Bates Estate as including work to the cameras which had not actually taken place.

3.9 The Chair agreed to have this changed in retrospect and noted it as still required to be actioned.

3.10 The minutes of the previous meeting were agreed as otherwise taken.

4 HOUSING BUDGET REPORT

4.1 Martin Reid (Assistant Director, Housing Management) briefed the panel and the attendees on the Housing Budget Report for F/Y 24/25 as per the agenda item. This was an overview of the income and expenditure of the housing budget, a ringfenced fund, including the additional spend due to the extra week in the year.

4.2 Barney Miller asked a question regarding passive lighting on buildings and enquired as to whether or not the funding of their electricity bills was included in tenants rent or came from the ringfenced fund.

4.3 Martin Reid confirmed that they were currently funded through a mixed formula of both funding streams although this was being looked at with consideration being given to changing the funding system for common area electricity usage in the future.

4.4 Sam Warren asked Martin Reid to confirm and advise on the nature of 'disrepair costs', the risks posed by them and how they were being mitigated. Martin Reid moved to Geof Gage for a more in-depth brief which was then provided in detail to the panel and attendees including the commercial context behind the disrepair cost claims.

4.5 Several residents raised concerns over the communicated £70 million deficit that was being ran by B&HCC and whether or not this would impact on the housing budget. Martin Reid clarified that the housing revenue account was ringfenced outside of the general fund

budget and would not be affected by any financial or spending implications related to the deficit of the authority.

4.6 Residents additionally raised concerns regarding the differences in contributions towards the HRA from those in social housing and those who were leaseholders, as well as raising concerns regarding examples of private litigation following a disagreement (examples were given both in the authority and in other authorities).

4.7 Martin Reid reassured the residents that the allocation of maintenance contributions and other charges would be an open process including residents and also reassured them that the authority was bound by legislation to make this an impartial process. The director went on to reassure residents that the best option for them was to contact the authority directly with regards to any issues rather than pursue private litigation which could come at personal expense.

4.8 Martin Reid went on to brief the panel and those in attendance of the individual funding pipelines in the capital expenditure programme. A figure of around 300 properties that could be categorised as new supply was given, and the Chair asked in what period of time had these new properties been brought into the housing stock. Martin Reid informed the chair that the 300 new supply homes figure was over a four-year period.

4.9 Barney Miller asked the director if the information was commercially sensitive or if the interest rates on loans taken against future rental income to invest in new supply could be divulged. The director confirmed that it was not commercially sensitive, and that the information could be provided.

4.10 The Chair thanked the director for their contribution and moved to the next agenda item.

5 HOUSING PERFORMANCE Q2 REPORT

19 – 38

5.1 Martin Reid then went on to advise the panel and attendees on the Housing Performance Q2 Report 2023/24, as per the agenda item. This included statistics on the levels of services being provided, the director made note of the increased efforts to clear the 'back log' of incomplete maintenance or other tasks that had been flagged or requested by residents.

5.2 Ian Knowles (Bates Estate Community Association) noted their disagreement with the director's statement regarding the that the repairs were being completed in good order and made note that emergency repairs were particularly bad considering their specific context.

5.3 Martin Reid made reassurances to both the Chair and representative that their situation and the overall situation of emergency maintenance was a core service and should always be available.

5.4 Donna James (Bates Estate Community Association) asked the officers to explain the difference between an emergency repair request and being categorised as vulnerable by the housing authority.

5.5 Grant Ritchie (Head of Housing Repairs & Maintenance) clarified that the authority would qualify a lack of heating and hot water as an emergency and that those who qualified as vulnerable would possibly have more situations which could be qualified as

an emergency, and also noted that this should not affect the service provided for emergency repair requests.

5.6 Martin Reid noted that it was important that issues regarding oversight of maintenance and emergency maintenance repair requests were brought to the panel to be addressed and that the authority could learn from them. As well as that the current figures for Q2 Maintenance Repair Requests were at 95% They also made note that boilers (heating and hot water) were now the operational responsibility of a contractor which the authority could engage in future discussions regarding current and future service delivery levels.

5.7 Ian Knowles noted that their emergency repair request was completed by a contractor who had only been given the job the same day, despite the emergency repair request being lodged several days prior.

5.8 Grant Ritchie clarified that emergency repair requests made on the weekend would usually be actioned the next working day and the cases lodged would be allocated as per their urgency.

5.9 The Chair referred to the representatives earlier point about emergency repairs and informed the attendants that they had also experienced a delay with emergency repairs on their own property recently. They also made further note that the temporary heaters when provided were electric and therefor at the expense of the tenant, but that they themselves had not been offered one.

6 CITYCLEAN, NEW PROCESS FOR PERSISTENT ISSUES

6.1 Sam Warren briefed the panel and attendees on the findings of the consultation period for city process, resulting in the 'new process of persistent issues' which had been circulated to relevant parties ahead of the meeting.

6.2 Sam Warren informed the panel that as a result of the new process, residents could now raise issues at their residents only meetings, contact their community engagement officer which will allow for a direct line of engagement with CityClean operational personnel regarding persistent issues.

6.3 Representatives of Tenancy Associations raised concerns that previous issues raised, and different forms of contact used had not lead to improvements in the past and persistent issues had remained in spite of their efforts to engage with the service.

6.4 Sam Warren reaffirmed the commitment by CityClean to the new process for persistent issues and reassured the intention of CityClean to increase their engagement and also noted that they were undergoing internal reforms to address issues raised by whistleblowers. The officer also noted that this new process was in fact a trial that would be informed going forward at future panels.

7 RESIDENT'S QUESTIONS - 2 & 3

39 - 70

7.1 The Chair moved to the North Area Resident's Questions, the first issue raised was regarding CityClean, the panel agreed the wider issue had already been discussed and agreed to move to the next item.

7.2 The Chair moved to the next item, 'issues with the repairs service' regarding co-ordination of repairs, noting the item listed digital access to the service as a serious concern as it disenfranchised those unable to connect digitally.

7.3 A representative of a tenancy organisation raised that the authority should maintain multiple methods for residents to engage and raise potential issues to ensure all parties had an equal opportunity to contact the council.

7.4 Grant Ritchie seconded this and confirmed this was already the preferred option by the authority with an active call centre and no plans to reduce capacity. They also stated they were exploring the options for increased methods of contacting the authority and keeping track of the progress of repairs.

7.5 Barney Miller raised points regarding the use of common rooms and passageways in buildings and suggested their use be better regulated in addition to providing a more differentiated response to maintenance requests. The Chair seconded this, and Martin Reid agreed that the issue required further attention and would be resolved.

7.6 Grant Ritchie made a point that many questions could not be answered as directly using the format of area panels as the information being recorded and circulated was restricted in the inclusion of personal details. The Chair seconded this and went further to make the point that Area Panels were intended to be a wider meeting in response to policy proposals and more strategic issues.

7.7 Panel members discussed the benefits of the area panels to allow the representatives of tenancy associations to have contact with officers and access to resources they would otherwise be unable to. The Chair seconded this and made a point that the area panels were greatly appreciated by the wider community.

7.8 The panel members discussed possible solutions to the recurring issues with fly tipping in the North Area and the allocation of skips from the local authority to prevent this.

8 ANY OTHER BUSINESS

8.1 Keely McDonald notified those present that there were still remaining EDB funds and there would be another funding round application available before the end of the financial year.

8.2 No further discussion was held due to the meeting running over.

9 ITEMS FOR INFORMATION

71 – 84

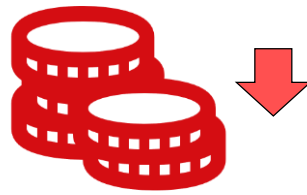
The meeting concluded at 16.18pm.

Council housing performance

Quarter 3 2023/24 (Oct to Dec 2023)



99.97%
Gas safety
compliance



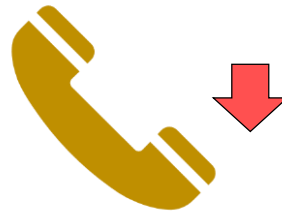
93.63%
Forecast rent
collection rate



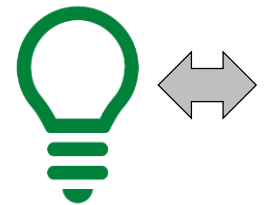
47 days
Empty home
re-let time



96.6%
Dwellings
meeting Decent
Homes standard



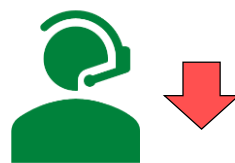
81%
Customer
services calls
answered



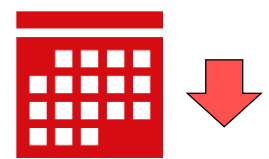
74.1
Average energy
efficiency
(rating out of 100)



83%
Complaint
responses within
10 working days



92%
Repairs
helpdesk calls
answered

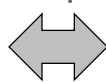


92 days
Average time to
complete routine
repairs

Performance since previous quarter is:



Better



Same



Poorer

Quarter 3 2023/24 council housing performance – key trends

Top scores (compared to target)

1. Average weeks to approve major adaptations (9.2 weeks vs 10 week target)
2. Calls answered by Repairs Helpdesk (92% vs 85% target)
3. Stage one complaints responded to within 10 working days (83% vs 80% target)
4. Surveyed tenants satisfied with repairs: customer service (97% vs 96% target)
5. Surveyed tenants satisfied with repairs: standard of work (97% vs 96% target)
6. Energy efficiency rating of council homes (out of 100: 74.1 vs 73.8 target)

Bottom scores (compared to target)

1. Average time to complete routine repairs (92 days vs 15 day target)
2. Average re-let time excluding time spent in major works (47 days vs 21 day target)
3. Stage two complaints upheld (35% vs 18% target)
4. Routine repairs completed within 28 calendar days (50.4% vs 70% target)
5. Lifts restored to service within 24 hours (89% vs 95% target)

Biggest improvements (since previous quarter)

1. Average weeks to approve major adaptations (12.8 to 9.2 weeks)
2. Average re-let time excluding time spent in major works (57 to 47 days)
3. Stage one complaints responded to within 10 working days (76% to 83%)
4. Routine repairs completed within 28 calendar days (49.8% to 50.4%)
5. Dwellings meeting Decent Homes Standard (95.9% to 96.6%)







Biggest drops (since previous quarter)

1. Stage two complaints upheld (28% to 35%)
2. Closed Tenancy Sustainment cases with positive outcome (100% to 88%)
3. Calls answered by Housing Customer Services (86% to 81%)
4. Average time to complete routine repairs (90 to 92 days)
5. Calls answered by Repairs Helpdesk (94% to 92%)




Housing performance report

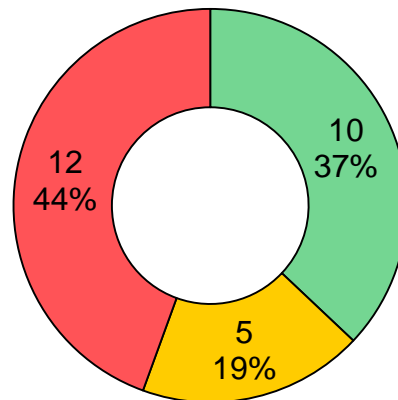
Quarter 3 2023/24

This report provides updates on performance indicators covering a wide range of Housing services. There continue to be areas of strong performance, with 10 indicators on target and an improvement in 9 of the indicators. However, some delivery challenges remain. The report covers Quarter 3 (Q3) of the 2023/24 financial year and uses red, amber and green ratings, as well as trend arrows. Commentary has been included for all indicators which are red. The ratings and trends for the quarter are as follows:

- | | |
|--|---|
|  Green – on target
(10 indicators) |  Improved since last time
(9 indicators) |
|  Amber – near target
(5 indicators) |  Same as last time
(1 indicator) |
|  Red – off target
(12 indicators) |  Poorer than last time
(17 indicators) |








Performance indicators (Q3 2023/24)







-  10 are green (on target)
-  5 are amber (near target)
-  12 are red (off target)













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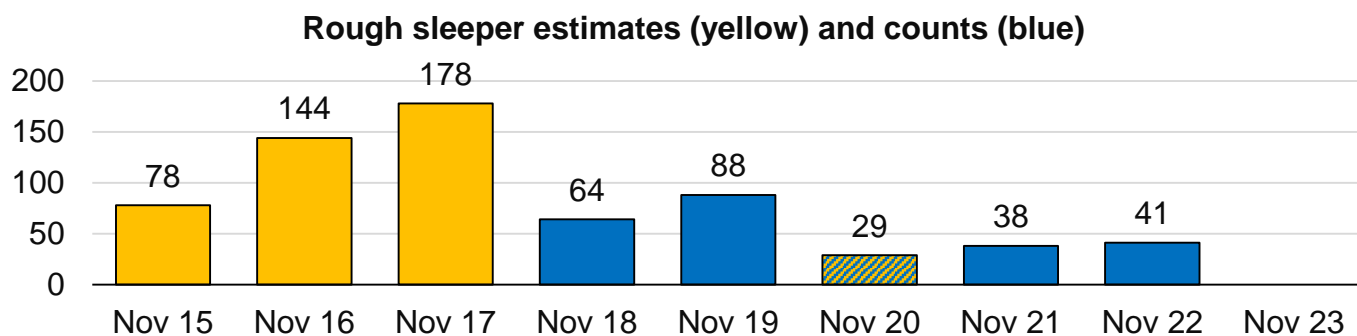
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	Customer feedback – all Housing services	Target	Q2 2023/24	Q3 2023/24	Status against target	Trend since Q2
1.1	 Compliments received from customers	Info	92	74	n/a	n/a
1.2	 Stage one complaints responded to within 10 working days	80%	76% (168 of 220)	83% (161 of 195)		
1.3	Stage one complaints upheld or partly upheld	Info	50% (110 of 220)	60% (117 of 195)	n/a	n/a
1.4	Stage two complaints upheld or partly upheld (less is good)	18%	28% (9 of 32)	35% (14 of 40)		
<p>14 stage two complaints were upheld or partly upheld following investigation by the corporate Customer Feedback team, after they were escalated following the stage one response from Housing. The top categories for these were: 6 (43%) due to delays completing repairs/works, 3 (21%) unhappiness with service delivery and 3 (21%) due to appointments not being kept.</p>						












  Private sector housing		Target	Q2 2023/24	Q3 2023/24	Status against target	Trend since Q2
2.1	Total fully licensed Houses in Multiple Occupation (HMOs)	Info	1,500	1,555	n/a	n/a
2.2	Corporate KPI: HMOs where all special conditions have been met (for licences issued over 12 months ago)	73.5% for Q3	74.28% (1,802 of 2,426)	73.83% (1,856 of 2,514)		
<p>The target of 73.5% for the end of Q3 is set as a step towards a target of 76% at the end of Q4 2023/24. The indicator above measures cases where the council has verified that works required via special conditions have been completed. This still includes HMOs covered by the additional licensing scheme which ended in February 2023, as the Private Sector Housing service are able to check conditions that were set as part of this scheme and will continue to do so to ensure that these properties are well managed and maintained.</p>						
2.3	Requests for assistance received (RFAs)	Info	187	184	n/a	n/a
<p>Request for assistance top categories during Q3 were 72 (39%) disrepair and 55 (30%) dampness.</p>						
2.4	Property inspections completed	Info	273	363	n/a	n/a
2.5	... of which RFA inspections	Info	61	170	n/a	n/a
2.6	... of which HMO licence inspections	Info	212	193	n/a	n/a
2.7	RFA cases closed	Info	85	209	n/a	n/a
2.8	Properties with Category 1 and 2 hazards resolved through informal action (closed RFAs)	Info	91% (21 of 23)	98% (56 of 57)	n/a	n/a
2.9	Properties with Category 1 and 2 hazards resolved through formal action (closed RFAs)	Info	9% (2 of 23)	2% (1 of 57)	n/a	n/a
2.10	Private sector vacant dwellings returned into occupation (empty for more than two years)	9	11	3		
<p>The Q2 figure above has increased from 8 to 11 since previously reported. This is because Council Tax records have identified more homes brought back in use during this period, and there is a reporting lag between the date they were back in use and the date this could be confirmed.</p>						


 Housing adaptations		Target	Q1 2023/24	Q3 2023/24	Status against target	Trend since Q2
3.1	Private sector housing – average weeks taken to approve Disabled Facilities Grant applications	10	15.1	16.1		
3.2	Private sector housing – average weeks taken for contractor to complete major adaptations	Info	34.9	28.3	n/a	n/a
3.3	Council housing – average weeks taken to approve applications for major adaptations	10	12.8	9.2		
3.4	Council housing – average weeks taken for contractor to complete major adaptations	Info	17.0	13.7	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.</p>						




 Housing options and homelessness	Target	Q2 2023/24	Q3 2023/24	Status against target	Trend since Q2
4.1 Corporate KPI: Homelessness cases presenting during the prevention duty stage	45%	42.61% (196 of 460)	29.62% (101 of 341)		
<p>The target for 2023/24 has been set at 45%. This is a progression target working over a two-year period, aiming for 45% by the end of 2024 and 50% for the end of 2025. Although this target is challenging, work continues to increase the proportion of homelessness cases presenting during the prevention duty stage. During Q3 a number of workshops and sessions were held with various partners, including the Social Prescriber Network, stakeholders working with refugee and migrants and partners working in health. The new Housing Advice & Triage team has since gone live from 8 January 2024 and is responsible for managing all contact into the homelessness service as well as quickly and effectively ‘triaging’ people who are homeless ‘on the day.’ The review of the council’s Housing Allocations Policy was presented to Housing & New Homes Committee on 24 January 2024, where it was agreed for consultation to begin on the proposed changes, which will run between February and March 2024. One proposed change is aimed at encouraging households who are at risk of homelessness to access our services earlier on, to support this objective and our overall prevention work. The Homelessness & Housing Options service now has its Service Plan, outlining the changes it will be making in the coming two years, as well as its wider Performance Management Framework, which includes a dashboard of performance indicators to better monitor and respond to service performance.</p>					
4.2 Corporate KPI: Homelessness prevention cases closed with a successful prevention outcome	55%	71.00% (142 of 200)	67.05% (116 of 173)		
4.3 New households with a full housing duty accepted	Info	103	102	n/a	n/a
4.4 Number of households on the housing register	Info	7,611	7,637	n/a	n/a

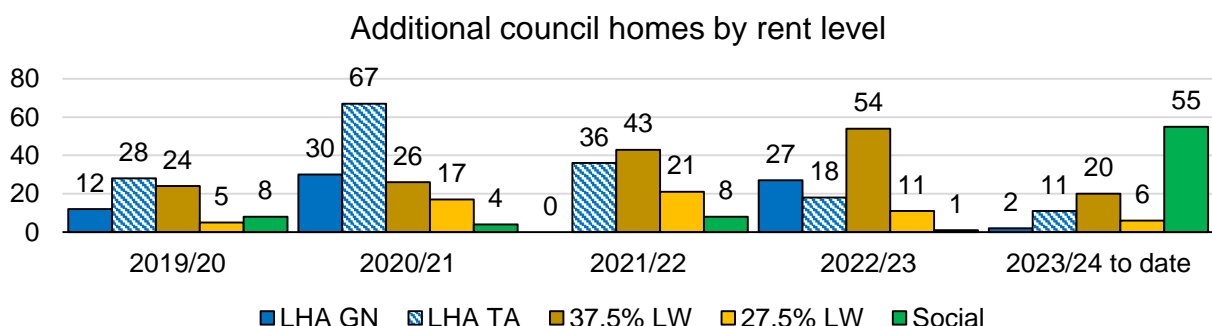


The November 2020 figure above used a blended methodology of an estimate with a spotlight count, due to the national Covid lockdown at the time. Please note that estimates have only been carried out at times when counts have not been.

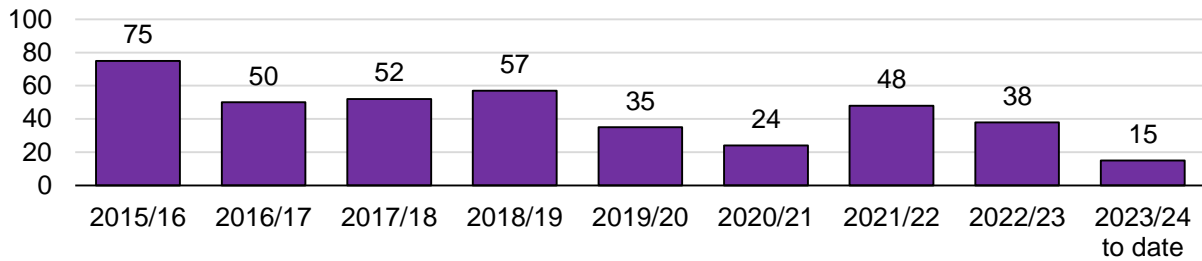
 Temporary accommodation (including emergency accommodation)	Target	Q2 2023/24	Q3 2023/24	Status against target	Trend since Q2
5.1 Corporate KPI: Total households in temporary accommodation	1,535 for Q3	1,724	1,730		
<p>The target of 1,535 for the end of Q3 is set as a step towards a target of 1,472 at the end of Q4 2023/24. This is a challenging target which has been set to meet financial savings and requires coordination across Housing and other council services. Key to this is reducing the number of households going into temporary accommodation through preventing homelessness (please see the indicators on items 4.1 and 4.2 on the previous page) and finding suitable longer term accommodation to move households into from temporary accommodation, such as social and private sector rented housing. However, this performance is in the context of there now being more households in temporary accommodation nationally than there has ever been before, which is largely due to factors outside the control of the local authority (such as the cost of living making the private rented sector less affordable, and also smaller due to many landlords selling their properties due to increasing mortgage costs). The temporary accommodation Reduction Strategy continues to drive action, which has helped to mitigate the impact of the unprecedented levels of demand. The Private Rented Sector Offer Policy was approved by Housing & New Homes Committee on 15 November 2023 and now provides an avenue to discharge duty into the private rented sector. Targeted action is being undertaken to assist long-term occupants of temporary accommodation to bid on the housing register and the council also working with private sector landlords to convert leased and block booked accommodation into a direct tenancies.</p>					
5.2 Rent collected for emergency accommodation	95%	91.33% (£1.63m of £1.79m)	89.82% (£2.42m of £2.69m)		
5.3 Rent collected for leased properties	95%	94.73% (£3.00m of £3.17m)	97.21% (£4.49m of £4.62)		
5.4 Rent collected for Seaside Homes	95%	93.75% (£2.57m of £2.75m)	97.32% (£3.99m of £4.10m)		
<p>The three indicators cover the financial year to date, and their methodology has been revised for 2023/24 due to the development of a new reporting system developed in consultation with Finance and the Corporate Debt Board, to align with other income collection indicators used across the council. This methodology excludes rent loss from voids but factors in changes to the amount of rent arrears over time. Rent collection for emergency accommodation is challenging to collect because the placements are shorter-term than for other types of accommodation, with income from Housing Benefit often coming in several weeks after the placement started, due to the time taken to process the claim.</p>					
5.5 Void temporary accommodation dwellings	For info	47	44	n/a	n/a
<p>These are dwellings that were available to let as temporary accommodation at the end of Q3, excludes voids that were with the Empty Homes Team for works.</p>					
5.6 Seaside Homes properties with a valid Landlord's Gas Safety Record	100%	98.99% (489 of 494)	99.60% (492 of 494)		

 Temporary accommodation (including emergency accommodation)	Target	Q2 2023/24	Q3 2023/24	Status against target	Trend since Q2
5.7 Leased properties with a valid Landlord's Gas Safety Record	For info	83.27% (463 of 556)	79.26% (428 of 540)	n/a	n/a

 Council housing – supply	Q2 2023/24	Q3 2023/24
6.1  Additional council homes (new supply)	15	18
6.2 ... at Local Housing Allowance (LHA) rents	38% (6 of 16)	33% (6 of 18)
6.3 ... at 37.5% Living Wage rents	50% (8 of 16)	44% (8 of 18)
6.4 ... at 27.5% Living Wage rents	6% (1 of 16)	17% (3 of 18)
6.5 ... at social rents	6% (1 of 16)	6% (1 of 18)
6.6 Council homes sold through the Right to Buy	6	2
Of the 2 homes sold during Q3, 1 was leasehold and 1 was freehold.		
6.7 Net change in the number of council homes – all rent levels	+10	+16
6.8 Net change in the number of council homes – social and 27.5% Living Wage rent homes only	-4	+2
6.9  Total council owned homes	11,898	11,914
Total council owned dwelling stock of 11,914 includes 10,834 general needs, 895 seniors housing, 38 council owned emergency accommodation, 76 council owned temporary accommodation and 69 NSAP/RSAP dwellings.		



Council homes sold through the Right to Buy (RTB)

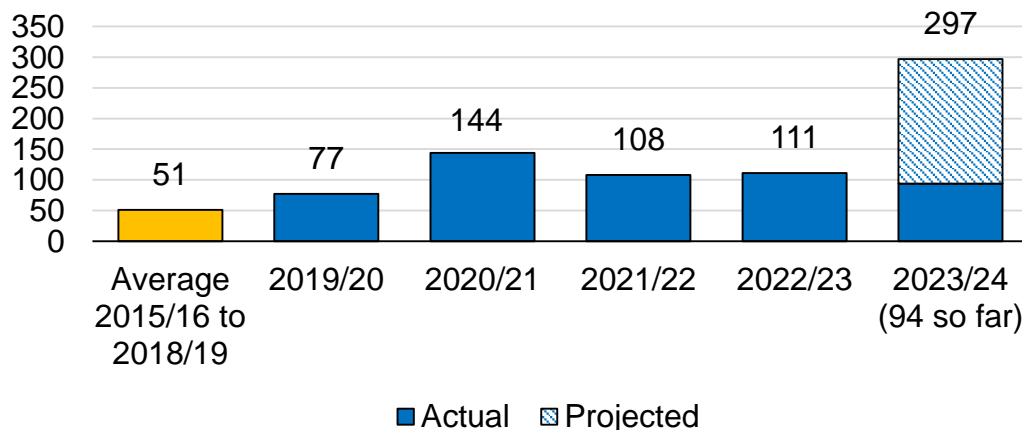


6.10 Further information on additional council homes

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. A further **297** are forecast for 2023/24:

- 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 Home Purchase and 17 RSAP) and Victoria Road (42)
- 2023/24: 297 homes – buy backs (53 Home Purchase, 6 RSAP and 18 Local Authority Housing Fund – LAHF), Homes for Brighton & Hove rented units (49 at Quay View and 127 at Coldean Lane), Hidden Homes (4), Kubic Apartments (38) and Charles Kingston Gardens (2)

Additional council homes per year (actual and projected)

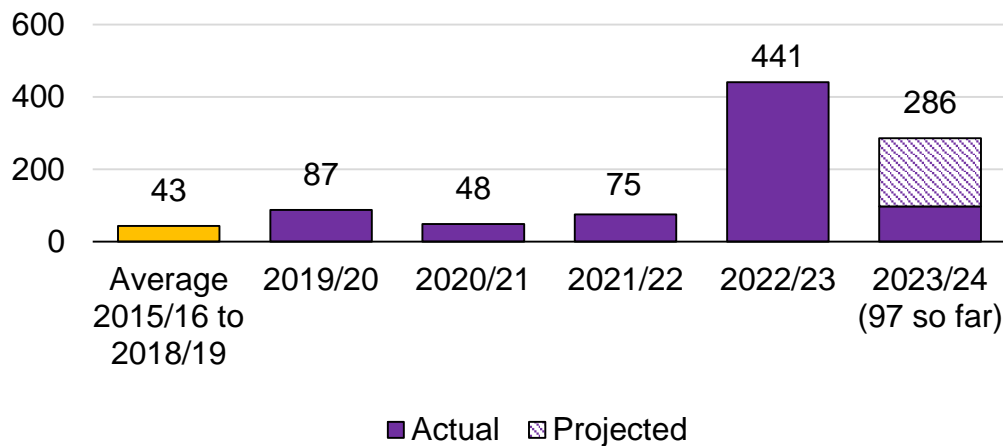


6.11 Other affordable homes

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) exceeded all previous years, and this programme has been delivered during a period of unprecedented complexity due to the Covid-19 pandemic and recovery phase. A further **286** are forecast for 2023/24:

- 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)
- 2023/24: 286 homes – Homes for Brighton & Hove shared ownership units (55 at Quay View and 115 at Coldean Lane), York and Elder (22), Hove Gardens – Ellen Street (20), Ovingdean Road (18) and Hove Central – Sackville Trading estate (56)

Other additional homes per year (actual and projected)



6.12 Council housing – buy backs (Home Purchase, NSAP, RSAP and LAHF)

Buy backs by application date	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24 to date	Total
Total applications	5	53	88	156	156	93	79	630
... of which became purchases	2	32	53	91	82	48	12	320
... of which rejected by either party	3	21	35	65	73	40	9	246
... of which outcome pending	0	0	0	0	1	5	58	64

Completed buy backs by rent level	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24 to date	Total
Completed purchases	1	13	43	65	89	70	39	320
... general needs social rent	0	0	1	4	0	2	0	7
... general needs 27.5% Living Wage	0	0	5	17	21	11	6	60
... general needs 37.5% Living Wage	1	5	24	15	42	39	20	146
... general needs at LHA rates	0	0	0	0	0	0	5	5
... temporary housing at LHA rates	0	8	13	29	26	18	8	102







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 (£)
320	7	60	146	107	53 *	£2.371m **	(£0.326m)
















* 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 – tenancy management	Target	Q2 2023/24	Q3 2023/24	Status against target	Trend since Q2
7.1	Corporate KPI: Rent collected from current council tenants	95.36%	93.66% (£61.0m of £65.1m)	93.63% (£61.0m of £65.2m)		
<p>The methodology for the indicator above excludes rent loss from voids but factors in changes to the amount of rent arrears over time. The Q2 and Q3 collection rates are forecasts for the 2023/24 financial year. Performance was particularly impacted by staff vacancies in the Income Management team earlier in the year, which have now been resolved, and the impact of Universal Credit on tenants' incomes remains a challenge (please see commentary for indicator 7.2 below). A number of procedural changes introduced over the last year place a greater emphasis on early intervention. The Income Management team has introduced proactive casework, including the use of the 'Low Income Family Tracker' (LIFT). This will help deliver targeted advice and benefit maximisation for tenants. A key element of the recovery plan is the further development of the housing management IT system to improve the income recovery through a system led escalation policy. This will also help categorise, prioritise and automate some of the casework. The revised escalation policy is currently in progress with a 'go live' date expected at the end of March 2024. The revised collections approach has been introduced to the team and has been partially implemented, focusing on personal contact which will form the basis of a wider collection procedure. A 'go live' date for the full procedure is expected to be released alongside the escalations policy in March 2024. Tenants also have the offer of the money advice and debt provider (Money Advice Plus) service which is separate to but funded by Housing.</p>						
7.2	 Current tenants known to claim Universal Credit	Info	1,727	1,819	n/a	n/a
<p>At the end of Q3, around 16% of households (1,874 of 11,609) were known by Housing Income Management to have someone claiming UC, because they had an Alternative Payment Arrangement (APA) in place with the Department for Work and Pensions (DWP). Based on data collected since the introduction of UC it is thought that around 35% of households (4,102 of 11,609) may potentially be claiming UC, but this is likely to include many who self-reported this when they started claiming it but no longer do. Households known to claim UC account for 36% of total arrears and those potentially claiming UC account for 66% of total arrears. An increasing number of claimants are migrating on to UC from legacy benefits. The DWP have confirmed that migration will resume in Brighton and Hove in February 2024. This is expected to have an impact on at least 800 households over the coming months. This automatically impacts arrears, as UC claimants are generally paid five weeks in arrears.</p>						
7.3	Evictions due to rent arrears	Info	0	0	n/a	n/a
7.4	Evictions due to anti-social behaviour (ASB)	Info	0	1	n/a	n/a
7.5	New reports of ASB from victims and witnesses	Info	194	156	n/a	n/a
7.6	ASB perpetrator cases opened	Info	113	96	n/a	n/a
7.7	ASB perpetrator cases closed	Info	125	82	n/a	n/a


 Council housing – tenancy management	Target	Q2 2023/24	Q3 2023/24	Status against target	Trend since Q2	
7.8	Average days to close ASB perpetrator cases	Info	135	157	n/a	n/a
7.9	Active ASB perpetrator cases at quarter end	Info	145	159	n/a	n/a
<p>The ASB indicators in this report were developed to reflect the way ASB is recorded on the housing management IT system, which includes reports from victims and witnesses as well as linked cases dealt with in relation to the perpetrators. There can often be multiple victims and witnesses linked to a single perpetrator. Please note that the Housing service wishes for residents to report ASB, so the number of cases can driven by reporting as well as incidents and the service welcomes the former.</p>						
7.10	 Calls answered by Housing Customer Services	85%	86% (5,722 of 6,660)	81% (4,480 of 5,565)		
7.13	Closed Tenancy Sustainment cases with positive outcome	90%	100% (5 of 5)	88% (35 of 40)		

 Council housing – voids and lettings		Target	Q2 2023/24	Q3 2023/24	Status against target	Trend since Q2
8.1	 Average re-let time in calendar days excluding time spent in major works	21	57	47		
<p>Performance for this indicator improved with each quarter during the previous 2022/23 financial year (93 days in Q1, 80 days in Q2, 64 in Q3 and 61 in Q4) and has continued to for the first two quarters of the current 2023/24 financial year (60 in Q1, 57 in Q2 and 47 in Q3). Re-let times still remain high while recovery efforts remain underway to tackle a backlog of empty council homes, which although decreasing still 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). There is also the additional challenge of letting a large number of new homes during the current financial year including two new build schemes already completed in Portslade (42 at Victoria Road in March and 49 at Quay View in April) and expected completions of 127 new homes at Denman Place in Coldean and 38 at Kubic Apartments in Whitehawk during Q4 2023/24.</p>						
8.2	Average 'key to key' re-let time in calendar days including time spent in major works	Info	96	109	n/a	n/a
8.3	Number of previously occupied council homes re-let (general needs and seniors)	Info	153	134	n/a	n/a
8.4	Number of new council homes let for the first time (general needs and seniors)	Info	20	11	n/a	n/a
8.5	 Void general needs and seniors council homes (includes new homes)	Info	142	106	n/a	n/a
8.6	Void council owned temporary and NSAP/RSAP accommodation homes (includes new homes)	Info	13	17	n/a	n/a
<p>The two indicators above provide a snapshot of empty council owned homes on the last day of the period, whether they were available to let or otherwise (for example, because they were undergoing major works at the time).</p>						

 Council housing – Repairs and maintenance		Target	Q2 2023/24	Q3 2023/24	Status against target	Trend since Q2
9.1	Emergency repairs completed within 24 hours	99%	94.8% (3,272 of 3,452)	95.2% (3,345 of 3,512)		
9.2	Corporate KPI: Routine repairs completed within 28 calendar days	70%	49.8% (2,502 of 5,029)	50.4% (2,899 of 5,755)		
9.3	Average days to complete routine repairs	15	90	92		
<p>Repairs completed recently have included jobs from a backlog of older non-urgent jobs, which is in the process of being reduced. This means that these jobs took longer than their target timescales once they were completed. The year-to-date 2023/24 result for the proportion of routine council housing repairs completed within 28 calendar days is 47.81% (7,733 of 16,173). This is impacted by the number of very old non-urgent jobs (4,218 were originally issued before 1st April 2023). Of the 11,955 newer jobs issued on or after 1 April 2023, 63.07% (7,540 of 11,955) were completed within 28 days, which is closer to the 70% target. There were increased pressures earlier in the year following a period of poor weather and significantly higher levels of reported damp and condensation cases following the tragic Rochdale case. Repairs & Maintenance had registered 1,010 live damp and condensation cases in mid-December 2023, which is up from 862 at the end of September 2023. All recruitment has now been completed however the service is still looking to engage additional contractors which is now in progress following committee approval. Two contractors have been identified and rates have been agreed. There has been an early mobilisation meeting with both and these will be offered for sign-off by the end of January. The service completed an average of 7,538 repairs per quarter (2,909 of which are emergency and 4,629 of which are routine repairs) during 2022/23. Since then, the quarterly average for 2023/24 to date has increased to 8,831 (of which 3,440 emergency and 5,391 routine). The average number of repairs per quarter between 2015/16 and 2019/20 when Mears held the contract for repairs was 8,102 repairs per quarter.</p>						
9.4	 Calls answered by Repairs Helpdesk	85%	94% (14,571 of 15,581)	92% (18,315 of 19,807)		
9.5	 Surveyed tenants satisfied with repairs: standard of work	96%	98% (1,415 of 1,444)	97% (1,128 of 1,161)		
9.6	Surveyed tenants satisfied with repairs: overall customer service	96%	98% (1,412 of 1,444)	97% (1,123 of 1,161)		

Please note the figures for the first three indicators in the table above 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 – investment and asset management		Target	Q2 2023/24	Q3 2023/24	Status against target	Trend since Q2
10.1	Corporate KPI: Council dwellings meeting Decent Homes Standard	100%	95.9% (11,332 of 11,822)	96.6% (11,428 of 11,828)		
<p>There were 404 non-decent homes at the end of Q3, down from 490 at the end of Q2. Of these, 52% were because 'key components' such as windows and external doors were not up to standard. Another 45% were because 'non-key' components such as kitchens and bathrooms were not up to standard, and 3% were because of identified health and safety risks (which are prioritised). Delivery of planned works for all areas is ongoing following delays in establishing contracts and five-year improvement programmes are now in place for these, including kitchens, bathrooms, roofs, doors and external/communal decorations. A difficulty with works such as kitchens and bathrooms is that they are disruptive to tenants, and often have to be carried out while properties are empty. There have been performance issues with kitchens and bathroom contractors, and additional contractor resource has now been appointed, with a view to enhance the programme accordingly during 2024/25. The government are reviewing the decent homes standard as part for the Social Housing Regulation Act. To prepare for this, the Housing investment & Asset Management service have been planning and resourcing the service for expected increases in requirements. Two asset stock surveyors have been appointed to improve the information held on the asset management IT system and to provide additional review of that information, their priorities will be internal surveys of our stock and to update on the condition of kitchen and bathrooms in particular as well as general conditions and identifying damp and mould issues.</p>						
10.2	Corporate KPI: Energy efficiency rating of council homes (out of 100)	73.8	74.1	74.1		
10.3	 Council properties with a valid Landlord's Gas Safety Record	100%	99.92% (10,069 of 10,077)	99.97% (10,073 of 10,076)		
10.4	 Lifts restored to service within 24 hours	95%	90% (125 of 139)	89% (118 of 133)		
<p>There were 15 lifts that took longer than 24 hours to restore to service during Q3, which took an average of 4.5 days to restore to service. The longest one took 15 days to restore as, following attempts to repair a component, a replacement needed to be sourced, installed and tested. This was followed by two lifts which took 9 and 8 days each, where components were removed for repair off site in both instances.</p>						

 Leaseholder disputes		Q2 2023/24	Q3 2023/24
11.1	Stage one disputes opened	11	39
11.2	Stage one disputes closed	2	39
11.3	Active stage one disputes (end quarter)	36	36
11.4	Stage two disputes opened	0	8
11.5	Stage two disputes closed	3	6
11.6	Active stage two disputes (end quarter)	5	7
11.7	Stage three disputes opened	0	0
11.8	Stage three disputes closed	0	1
11.9	Active stage three disputes (end quarter)	2	1

Housing Allocations Policy – Consultation

What is happening?

We are consulting on proposed changes to our Housing Allocations Policy.

What is the Housing Allocations Policy?

The Housing Allocations Policy states which groups get priority, and the procedure to be followed, in the allocation of council tenancies and social housing tenancies in the city.

Why are there proposals to change the Housing Allocations Policy?

We want to simplify our processes and improve the customer experience. There have also been substantial changes to housing law since the current Housing Allocations Policy was written in 2016. We need to respond to these changes.

How can I read the proposed changes to the Housing Allocations Policy and respond to the consultation?

Please read the proposals and respond to the consultation using the online survey at this link: <https://yourvoice.brighton-hove.gov.uk/en-GB/> >

Residents Questions - 3 star, All Areas

C3.1 New process for City Clean complaints from Resident Only meetings

Area in city	Central
Star rating	3 star City wide issue
Date question raised	16 th January 2024
Week of Area Panel	25 th March 2024
Deadline for officer response	Thursday 22 nd February
Name of officer responding	Hannah Barker
Officer job title	Senior Community Engagement Officer
Contact Details	hannah.barker@brighton-hove.gov.uk

C3.1 Question

Issue	<p>At the December Area Panel it was agreed that there would be a trial run of a new process for reporting on-going problems with rubbish and recycling collections raised at Resident Only (RO) meetings. Persistent complaints taken to RO meetings will be written up on a standard form and will be directed to CityClean weekly meetings to review and resolve. The forms can be filled out with support from the Resource Centre after RO meetings, or taken by residents in attendance at the meeting to fill out and return to the Resource Centre or Community Engagement Team. It is hoped that this will get better results than the current system and will be evaluated and assessed after it's been in operation for a while.</p> <p>CityClean will not be attending Area Panel meetings in the future and complaints about CityClean cannot be raised directly at Area Panels.</p> <p>The following points were raised:</p> <ul style="list-style-type: none"> • This new process should have been discussed with the Resident Only Chairs/Chairs of the Area Panel before being introduced. When it was taken to Central Area Panel the form was not available, so residents couldn't see the detail of the new system. • The definition of a 'persistent issue' on the form would not have been agreed by Central Residents if they'd seen the form in advance. • Residents in high rise blocks do not have a scheduled collection day for their rubbish, so it is not possible to say how many times the collection has been missed – the form does not work for them. <p>It is problematic if failures in the service provided by CityClean cannot come up at Area Panels. CityClean needs to be held accountable for the service they provide and at the very minimum they should attend on-line to answer issues raised by residents.</p>
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Background	N/A
Request or Question	<p>It was agreed to give the new system a trial run with the following provisos:</p> <ul style="list-style-type: none"> • feed-back the problems with the form to the Community Engagement Team and ask for further consultation on this. • Ask for CityClean to attend Area Panels, at a minimum an on-line presence for residents' issues. • Ask for a date at which the trial period will end, and for a meeting to be held with Resident Only / Area Panel resident chairs to evaluate the new process at the end of this period.

C3.1 Response

Response
<p>As requested, on 5th March, a meeting is scheduled for Jonathan Pyle (Environmental Services Manager, City Environment (CityClean & CityParks) to meet with Co-Chair of Central Housing Area Panel and Chair of the Resident Only meeting, Emma Salcombe.</p> <p>Agenda for this meeting:</p> <ul style="list-style-type: none"> - 'Feed-back the problems with the form', share concerns and suggestions regarding the new process. - Hear directly from City Clean regarding attendance at area panels - Hear about how else residents and residents' groups can communicate with the City Environment Department - Talk about how the process will be reviewed, and whether there is an 'end date'. <p>This date is after these papers go to print, but an update can be given at Central Area Panel at the end of March.</p> <p>-- (From Jonathan Pyle, ref late January)</p> <p>We received 2 separate City Clean cases via PDF on 17th Jan 2024 for investigation as a result of the recent West Residents Only meeting.</p> <p>I forwarded these to the relevant Operations Managers and included Melissa Francis, Head of Operations in the email to ensure they were thoroughly</p>

investigated, and a timely response sent back to me so that I could respond directly to both customers.

For one of these cases, I have agreed to conduct a site visit next Wed (it was due to be done today but the Ops Manager needed to reschedule) and the other case is in the process of being responded to, with Melissa helping co-ordinate the responses.

I plan to contact/update both residents by the end of this week via whichever method of contact they have stated as their preference.

The progress/success of this will be monitored on an ongoing basis.

C3.1 Action

Action	Meeting 5 th March as above Feedback to area panel meeting (week of 25 th March)
Start date	5 th March
End date	25 th March

C3.2 Maintenance of drains & gutters

Area in city	Central
Star rating	3 star City wide issue
Date question raised	16 th January 2024
Week of Area Panel	25 th March 2024
Deadline for officer response	Thursday 22 nd February
Name of officer responding	Sandra Cooke
Officer job title	Project Manager
Contact Details	sandra.cooke@brighton-hove.gov.uk

C3.2 Question

Issue	Residents consider it essential that there is a regular, scheduled programme of maintenance for drains and gutters. This provides value for money as it prevents future expensive repairs.
Background	

	<p>At the Central Area Panel in December 2023 a Residents' Question (C3.2) about the maintenance of drains and gutters was raised. At present the Council only responds to reported repairs and does not do regular maintenance work. The response to the Area Panel (from Sandra Cooke, Projects Manager) was that 'we are currently looking at options for introducing a programme of cyclical gutter clearance'.</p> <p>Central Residents considered this to be too vague a response given the importance of the issue and wanted a firmer commitment to a maintenance programme.</p>
Request or Question	Return this item to Area Panel, asking for a firm commitment to a maintenance programme for drains and gutters.

C3.2 Response

Response
<p>We are in the process of planning a gutter clearance programme for the City commencing April 2024.</p> <p>In addition to this planned programme, we have already completed over 900 gutter clears in this financial year.</p> <p>There is not a planned drain clearance programme. Any drainage issues should be reported as a repair to the repairs help desk.</p>

C3.2 Action

Action	As stated in the response above
Start date	N/A
End date	N/A

C3.3 Inadequate clearance of bulk rubbish rooms in high rises

Area in city	Central
Star rating	3 star City wide issue
Date question raised	16 th January 2024
Week of Area Panel	25 th March 2024
Deadline for officer response	Thursday 22 nd February
Name of officer responding	Chloe McLaughlin
Officer job title	Estates Services Manager

Contact Details	chloe.mclaughlin@brighton-hove.gov.uk
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C3.3 Question

Issue	The bulk rubbish rooms in high rise blocks are not emptied frequently enough, with overflowing rubbish encouraging vermin and posing a health risk.
Background	At Essex Place residents regularly have to complain because the bulk rubbish room is overflowing. They have to wait 10 days for removal following a complaint, unless it is considered a health and safety risk or there is a fire, in which case it is 24 hours. They have been told that there is only one truck available for these collections in the whole of Brighton & Hove.
Request or Question	Regular clearance and maintenance of the bulk rubbish rooms in tower blocks should happen as a matter of course, as part of the provision of a decent service. If this is not happening because of a shortage of collection trucks, the company should provide more vehicles.

C3.3 Response

Response
<p>Target times for bulk clearance is 10 days or 24 hours if an item is blocking an entrance or an exit.</p> <p>Bulk rooms are used only for Housing Estates staff to place items left in common ways whilst they await removal. Residents should not have access to this room, the lock will be changed.</p> <p>Residents should not be leaving bulk waste in common ways as this is a health and safety risk.</p> <p>If residents need bulk waste removed from their homes, they can contact City Clean on 01273 290798. There is a charge for this service. Getting rid of large and electrical household items (brighton-hove.gov.uk)</p> <p>The Estates Service Team will remove items of furniture that can be recycled and reused for other tenants. The team can be contacted on 01273 293030 to arrange collection.</p>

C3.3 Action

Action	N/A
Start date	N/A

End date	N/A
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C3.4 Communal Repairs

Area in city	Central
Star rating	3 star City wide issue
Date question raised	16 th January 2024
Week of Area Panel	25 th March 2024
Deadline for officer response	Thursday 22 nd February
Name of officer responding	Grant Ritchie
Officer job title	Head of Housing Repairs and Maintenance
Contact Details	grant.ritchie@brighton-hove.gov.uk

C3.4 Question

Issue	If an individual raises a repair for a communal area, they are not kept updated on progress with the repair, told if the repair has been delayed, or asked for feedback about the repair.
Background	Individuals need to be kept informed about the progress of communal repairs they have reported, not just individual repairs. Sometimes they are also needed to enable the repair to happen (eg access to a garage/storage space) and further delays and inconvenience are caused.
Request or Question	N/A

C3.4 Response

Response
Thank you for your question. Communal repairs are managed in a similar way to repairs to people's homes. If a resident has requested a repair to a communal area, they can always contact us to check on progress or monitor progress through Housing online. I agree that how and what we communicate with residents could always improve, and we will be looking at this going forward.

C3.4 Action

Action	As stated above.
Start date	N/A

End date	N/A
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E3.1 Visitor Parking Permits

Area in city	East
Star rating	3 Star - City wide issue
Date question raised	9 th January 2024
Week of Area Panel	18 th March 2024
Deadline for officer response	22 nd February 2024
Name of officer responding	Jenny Mitchell
Officer job title	Parking Customer Services Manager
Contact Details	jenny.mitchell@brighton-hove.gov.uk

E3.1 Question

Issue	Officers were going to conduct a review of visitor parking permits but residents have not heard the outcome of this review yet or seen any changes.
Background	<p>The issue and questions about visitors parking permits was first raised as a 3-star item at the Resident Only meeting 29th June 2023, leading into the Area Panel meeting 4th September 2023.</p> <p>The response from Paul Nicholls, Parking Strategy & Contracts manager, was:</p> <p>“The visitor parking permit purchase process is being reviewed with a view to streamlining the process. This is a technical piece of work but work has started on this.”</p> <p>The problems still persist, and the visitor parking permit costs, structure and criteria for eligibility need to be reviewed. The problems raised were:</p> <ul style="list-style-type: none"> • Parking permits are too expensive • The limit of 50 permits per person needs review • Community assets, such as community centres, are currently not eligible to purchase parking permits • Parking permits are being re-sold at profit, e.g. to those going to the Amex stadium on football match days
Request or Question	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> • Residents request details about the review, and want to be informed about what changes are being proposed and/or implemented.

	<ul style="list-style-type: none"> • What are the councils plans to mitigate instances of tenants selling their permits for profit
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E3.1 Response

Response
<p>A parking review is due to take place spring 2024, we will review this point at that time.</p> <p>We are currently in the process of exploring virtual visitor permits whilst still offering physical scratch cards.</p> <p>Visitor permits are issued to residents who meet the criteria, they must reside at the property 5 nights a week or more. They must be able to supply proof of address dated within the last 3 months, we are also able to check council tax records to confirm they are a resident of the property they are requesting permits for.</p> <p>Whilst we are using physical permits it is difficult to stop people reselling them, if we are informed that reselling is happening then we investigate further.</p>

E3.1 Action

Action	As stated in response above.
Start date	Spring 2024
End date	

E3.2 Decent Homes Initiative – Maintenance Schedule

Area in city	East
Star rating	3 Star - City wide issue
Date question raised	9 th January 2024
Week of Area Panel	18 th March 2024
Deadline for officer response	Thursday 22 nd February 2024
Name of officer responding	Mikila Beck
Officer job title	Operations Manager
Contact Details	mikila.beck@brighton-hove.gov.uk

E3.2 Question

Issue	Residents haven't received updates or information about when they can expect their kitchens/bathrooms to be brought back to a decent standard.
Background	<p>The resident rep sought an update 6 months ago as to when kitchen and bathroom improvements were due to happen in Bristol Estate. He was told there was a backlog due to Covid, and hasn't had further updates on the situation.</p> <p>The issue of residents not having access to planned maintenance schedules and not having sufficient information about planned maintenance in their areas was raised at the RO meeting of 22nd June 2022 as a 3-star item.</p>
Request or Question	<p>It was agreed to raise this at all Area Panels.</p> <ul style="list-style-type: none"> • Residents request an update on progress with the maintenance schedule. • When can residents expect improvements to their kitchen and bathrooms

E3.2 Response

Response
<p>The team have been working hard to catch up with the programme and have now completed the 2020 programme.</p> <p>All tenants who live in properties where a kitchen/bathroom was due for replacement in 2021, 2022 and 2023 programmes have been contacted asking for them to return a choice form (selecting a kitchen or bathroom replacement).</p> <p>The 2021 Programme have all had 3 letters regarding being on the programme, most have responded with a choice or have opted out.</p> <p>The last letters were sent in January, and this will be the last requesting confirmation of choice.</p>

Anyone that does not respond to this letter will be added to the waived list, this will allow us to move on to the following years programmes.

The 2022 and 2023 programmes have both now had 2 letters (sent out in January 2024) requesting confirmation of choice or to opt out.

The kitchen/bathroom programmes do not run by areas, instead has individual fail address based on previous stock condition surveys. If people have specific enquiries about when their kitchen or bathroom is due for replacement, they should email PlannedKitchensBathrooms@brighton-hove.gov.uk or call 01273 290338.

If a kitchen requires repair, then tenants should call the repairs helpdesk on 0800 052 6140.

With the additional installation resources, we are now in a position to increase the installation rate and aim to be ahead of the programme again within 2 years.

E3.2 Action

Action	As detailed above.
Start date	N/A
End date	N/A

E3.3 Emergency Repairs

Area in city	East
Star rating	3 Star - City wide issue
Date question raised	9 th January 2024
Week of Area Panel	18 th March 2024
Deadline for officer response	Thursday 22 nd February 2024
Name of officer responding	Grant Ritchie
Officer job title	Head of Housing Repairs and Maintenance
Contact Details	grant.ritchie@brighton-hove.gov.uk

E3.3 Question

Issue	It's not clear to residents what system the Council uses to class repairs as an emergency or a non-emergency.
Background	Residents have very different experiences of reporting emergency repairs. For example, one resident reported that it took 3 weeks for their

	<p>toilet to be fixed; another resident, who has mobility issues, reported a leak under the sink, which still hasn't been fixed.</p> <p>Residents said that individuals needed to know which prompts and words to use when reporting a repair in order to get it escalated to 'emergency' status – e.g. to mention that you're at risk or vulnerable, have a disability or that it's a security risk. However, not all tenants know that they need to do this in order to have their repair classed as an emergency. They also reported far speedier response times when calling the Repairs desk out of hours.</p> <p>It is understood that any repairs to do with electrics, water, or entry safety (insecure doors & windows), are currently classed as an 'emergency'. However, residents' experience of wait times for such repairs does not reflect this.</p>
<p>Request or Question</p>	<ul style="list-style-type: none"> • What system does the Repairs team use when classifying a repair as an emergency or not? • How are decisions made about what repairs get prioritised? • What is classed as an emergency repair?

E3.3 Response

<p>Response</p>
<p>Thank you for your question and I'm sorry that you are not receiving consistent responses to repair requests. We use a process known as repair finder which prompts colleagues to ask a range of questions intended to ensure that we have enough information to respond to the request. We do consider tenant vulnerability when setting priorities however a vulnerability alone would not make a repair an emergency. When something is classed as an emergency, it is more dependent on the nature of the repair and its impact on the property's tenants.</p> <p>The following repairs are identified by "The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994 as requiring an urgent response.</p> <ul style="list-style-type: none"> • Total loss of electric power • Unsafe power or lighting socket, or electrical fitting • Total loss of water supply • Total or partial loss of gas supply • Blocked flue to open fire or boiler • Total or partial loss of space or water heating between 31st October and 1st May • Blocked or leaking foul drain, soil stack, or (where there is no other working toilet in the dwelling-house) toilet pan • Toilet not flushing (where there is no other working toilet in the dwelling-house) • Un-containable leak from water or heating pipe, tank or cistern

- Insecure external window, door or lock

E3.3 Action

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

E3.4 Evictions Resulting from Anti Social Behaviour

Area in city	East
Star rating	3 Star - City wide issue
Date question raised	9 th January 2024
Week of Area Panel	18 th March 2024
Deadline for officer response	Thursday 22 nd February
Name of officer responding	Richard Jordan
Officer job title	Housing Manager
Contact Details	richard.jordan@brighton-hove.gov.uk

E3.4 Question

Issue	Evictions resulting from anti-social behaviour seem very low.
Background	<p>It was noted that, in the Housing reports presented at the end of 2023, there was a figure quoted of 700 reports of anti-social behaviour for Brighton & Hove, and 1-2 evictions resulting from ASB.</p> <p>Given the high number of reports of ASB, the eviction rate seems to be very low.</p> <p>This doesn't make sense, given Council housing is in high demand. In addition, residents' lived experiences of ASB in their neighbourhoods is that of persistent behaviour and repeated offences – which should normally result in evictions.</p>
Request or Question	Residents would like to know why the eviction rate is so low, given the high number of reports of anti-social behaviour.

E3.4 Response

Response

A commitment following the Anti-Social Behaviour (ASB) review was to improve data collection and reporting on the types of enforcement action we use to address ASB. This includes, Community Protection Notices, Community Protection Warnings, Notices Seeking Possession, civil injunctions, Closure Orders, possession action. We expect to have a full quarter data at the end of June 2024.

Our priorities are to stop the ASB at the earliest opportunity, to protect victims and the community and to seek to change behaviour by tackling its root causes. We use enforcement actions as a measured response to ASB which enable us to take effective action to protect individuals and to end an unacceptable situation. We use them carefully and deliberately throughout a case where they are appropriate.

Early intervention actions taken by social landlords can be highly effective at resolving anti-social behaviour and actions including one to one visits, warning letters, and mediation, prove to be successful in resolving the majority of cases. Only a small number of cases require formal legal interventions. Where situations do not improve, we will take legal action to apply to close the address or to end the tenancy where it is necessary.

E3.4 Action

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

E3.5 Sensitive Lets

Area in city	East
Star rating	3 Star - City wide issue
Date question raised	9 th January 2024
Week of Area Panel	18 th March 2024
Deadline for officer response	Thursday 22 nd February
Name of officer responding	Janet Dowdell
Officer job title	Tenancy Services Operations Manager
Contact Details	janet.dowdell@brighton-hove.gov.uk

E3.5 Question

Issue	It is not clear to residents what qualifies as a sensitive let, and what the tenancy conditions of a sensitive let are.
Background	N/A
Request or Question	<ul style="list-style-type: none"> Residents would like to know exactly what constitutes a sensitive let.

	<ul style="list-style-type: none"> • Are tenants of sensitive lets given licensee agreements or tenancy agreements?
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E3.5 Response

Response
<ul style="list-style-type: none"> • Residents would like to know exactly what constitutes a sensitive let. <p>Sensitive lets are used in exceptional cases, for housing management reasons. In most instances if a property requires a sensitive let the Homemove Team are notified before it is advertised. If the property has been advertised, we may not be in a position to offer the property to the person at the top of a shortlist. When this happens, the applicant is contacted by the landlord in writing with the reasons for this decision.</p> <p>As well as those that have been responsible for causing anti-social behaviour (ASB) and are refused, there may also be times when there are persons considered vulnerable and at higher risk than others to cope in an environment where there are known incidents of ASB.</p> <p>Officers contact any applicants on the shortlist that they feel are not suitable and explain that for housing management reasons they are being rejected from the shortlist for this property.</p> <p>It is not possible for us to request sensitive lets for all situations where there has been or is ongoing ASB and the process is designed for very exceptional situations.</p> <ul style="list-style-type: none"> • Are tenants of sensitive lets given license agreements or tenancy agreements? <p>Tenants are given a tenancy agreement in the usual way. This is a non-secure or Assured Shorthold tenancy agreement for temporary accommodation tenants, and an introductory tenancy for council tenants.</p>

E3.5 Action

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

W3.1 Growing Fox Population

Area in city	West
Star rating	3 Star/ City wide issue
Date question raised	11 th January 2024
Week of Area Panel	25 th March 2024

Deadline for officer response	Thursday 22 nd February
Name of officer responding	Janet Dowdell
Officer job title	Tenancy Services Operations Manager
Contact Details	janet.dowdell@brighton-hove.gov.uk

W3.1 Question

Issue	Foxes are growing in numbers and while many people like them, they can also cause a nuisance.
Background	At Ingram Crescent, as in other parts of the city, there are a lot of foxes. Some residents are feeding them and the foxes have become quite fearless and persistent. There have been some attacks by foxes on dogs. Notices have been put up asking people not to feed the foxes, but this hasn't stopped the problem.
Request or Question	Does the Council have any policy or proposals about how to make sure the growing and increasingly fearless fox population does not become a problem?

W3.1 Response

Response
<p>It would be difficult to achieve anything specific around relocating foxes from an area as foxes will return to the original area and it would only provide a temporary solution. We don't currently take this approach in the city.</p> <p>We do not have a specific policy for dealing with free roaming foxes on our estate. However, the area housing team would approach this as an issue which is potentially causing a nuisance to neighbours and would in the first instance, write to all residents asking them to stop feeding or encouraging foxes by leaving food out on the estate grounds.</p> <p>If we receive reports identifying who is feeding the foxes, the housing team would make direct contact with them and discuss the issue.</p> <p>We have not received any reports of dog attacks by foxes on the Ingram Estate.</p> <p>Please forward any concerns about the behaviour of a resident to our customer service team on 01273 293030 housing.customerservices@brighton-hove.gov.uk</p>

W3.1 Action

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

W3.2 PH Jones failing vulnerable residents

Area in city	West
Star rating	3 Star/ City wide issue
Date question raised	11 th January 2024
Week of Area Panel	25 th March 2024
Deadline for officer response	Thursday 22 nd February
Name of officer responding	Robert Mabey
Officer job title	Mechanical and Electrical Manager
Contact Details	robert.mabey@brighton-hove.gov.uk

W3.2 Question

Issue	There is concern that the heating contractors, PH Jones, are not providing emergency services to vulnerable residents when their heating breaks down.
Background	<p>A resident at Clarendon & Ellen was left without heating for over 7 days across the Christmas period. When she reported this to PH Jones she was told it was not classed as an emergency, as she had hot water. She made her situation clear - she is a wheelchair user, has COPD, uses a nebuliser, had been in hospital twice with pneumonia. The operator was rude and offered no help. Her flat was so cold she had to spend days in bed, fully clothed. It was a significant risk to her health.</p> <p>The resident involved has made a complaint and is following up her individual case.</p> <p>West residents raised city-wide concerns about how many other people this is happening to, who PH Jones considers to be vulnerable and eligible for emergency help, and what the Council will do to ensure other residents are not put at risk.</p>
Request or Question	<p>It was agreed to ask the Council:</p> <ul style="list-style-type: none"> • What criteria is used to decide who is vulnerable when determining eligibility for emergency heating repairs? • Who decides this, the Council or PH Jones?

	<ul style="list-style-type: none"> • What training are Council and PH Jones operators receiving so they understand how to respond to vulnerable people? • Is there anything in PH Jones’s contract about their commitments and required response to vulnerable people? • What sanctions are there on a contractor if they are not carrying out the terms of their contract? Has the Council used these?
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W3.2 Response

Response
<ul style="list-style-type: none"> • What criteria is used to decide who is vulnerable when determining eligibility for emergency heating repairs? <p>Vulnerability is determined on a case by case basis by BHCC staff and can happen at any point in the tenancy for a number of reasons such as illness, age or complex needs. Vulnerability includes people over 70 years of age, people who are registered disabled, and seniors housing tenants, as well as tenants with complex needs (including mental health, learning difficulties and substance misuse).</p> <p>Vulnerabilities are logged on our database, NECH which then feeds through to PH Jones’ system automatically overnight.</p> <p>To log a vulnerability, please speak to our Housing Customer Services Team on 01273 293030 or email Housing.customerservices@brighton-hove.gov.uk.</p> <ul style="list-style-type: none"> • Who decides this, the Council or PH Jones? <p>BHCC has the capacity to add vulnerabilities to properties held on our database, NECH. PH Jones can suggest additions to this after their visits to properties if based on specific observations rather than speculative opinions. (E.g. Presence of oxygen breathing equipment observed at the property or similar).</p> <ul style="list-style-type: none"> • What training are Council and PH Jones operators receiving so they understand how to respond to vulnerable people? <p>PH Jones’ Call centre staff have their own specific training to cover this. PH Jones are one of the bigger Social Housing Heating Contractors in the UK and have extensive experience in this field. From my experience, they are swift to deal with poor customer service experiences.</p> <ul style="list-style-type: none"> • Is there anything in PH Jones’s contract about their commitments and required response to vulnerable people? <p>The contract states that the supplier must make reasonable adjustments for resident vulnerabilities. The specific wording is: <i>“We also have equalities duties which means that even where someone is challenging to work with we need to ascertain whether they are vulnerable or whether there may be any underlying cause, for example mental health issues, which may be influencing their behaviour and this should be taken into account when deciding what action to take in response to their behaviour. If this is the case reasonable adjustment should be made in terms of their contact with the council.”</i></p> <ul style="list-style-type: none"> • What sanctions are there on a contractor if they are not carrying out the terms of their contract? Has the Council used these? <p>The council’s Contract Manager monitors many KPIs (Key Performance Indicators) as well as complaints and general performance issues to do with the contract. As we are still in</p>

the first seven months of a new contract, we would focus on “Learning lessons” from undesirable situations with a view to ensure they do not happen again, but we can insist the contractor delivers an Emergency Action Plan to improve behaviours if they fall short. This Action Plan can lead to termination of the contract if improvement is not observed within set timescales. The specific incident that lead to this enquiry has been investigated as part of a Complaint and strong recommendations have been made about the conduct of the individual who handled that particular call. (It was an out-of-hours third party provider to PH Jones).

We have not put this contract onto an Emergency Plan at present. We have used it on other contracts which have ended in termination of those contracts.

W3.2 Action

Action	We will continue to monitor this contractor with weekly catch ups, Monthly meetings and Quarterly overview sessions by core group members to ensure robust systems are in place to prevent incidents like the one that lead to this complaint from happening again.
Start date	Start of contract 28 th June 2023
End date	27 th June 2028

W3.3 Regular Maintenance of hedges

Area in city	West
Star rating	3 Star/ City wide issue
Date question raised	11 th January 2024
Week of Area Panel	25 th March 2024
Deadline for officer response	Thursday 22 nd February
Name of officer responding	Chloe McLaughlin
Officer job title	Housing Estates Manager
Contact Details	Chloe.mclaughlin@brighton-hove.gov.uk

W3.3 Question

Issue	Routine maintenance is not carried out on overgrown hedges on Council land. Work only gets done when these become obstructions and residents complain.
Background	

	The example given was the hedge in Stonery Close. This needs trimming back as routine maintenance at least once a year, otherwise it obstructs garages and makes it difficult to park. This is never done until it becomes a nuisance and is chased up by residents. Jobs like this should be on a regular maintenance programme.
Request or Question	West residents would like regular maintenance of hedges and bushes on Council land to be an integral part of the Council's services. Residents pay for this in taxes and service charges.

W3.3 Response

Response
This is not on the current City Parks' contract. Originally these hedges belonged to the gardens of the houses, but they have now been fenced off. Going forwards, this will be looked at as part of the planned maintenance next year.

W3.3 Action

Action	To add to the City Parks maintenance contract from next year.
Start date	01.01.2024
End date	N/A

W3.4 Increased Garage Charges

Area in city	West
Star rating	3 Star/ City wide issue
Date question raised	11 th January 2024
Week of Area Panel	25 th March 2024
Deadline for officer response	Thursday 22 nd February
Name of officer responding	Benjamin Tedder
Officer job title	Car Parks and Garages Manager
Contact Details	benjamin.tedder@brighton-hove.gov.uk

W3.4 Question

Issue	Prices for garages have gone up, and regulations have changed, without consultation or prior communication with residents.
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Background	<p>Regulations have changed so you can no longer have a garage unless you have a fully road-worthy vehicle in it. A Knoll resident was sent a letter saying that the MOT on her bike had run out 2 weeks ago, and if it wasn't updated within a specified time the garage would be taken away from her. She had received no previous notification about this change in regulations or warning that this would happen.</p> <p>There were also a number of complaints about the steep increase in charges to lease a garage.</p>
Request or Question	<p>Request information on new regulations and charges and an explanation as to why there was no consultation or communication with people currently leasing garages.</p>

W3.4 Response

Response
<p>The terms of the car parking and garage licence agreement states that garages and car parking spaces must be used for the daily storage of a vehicle which is in a roadworthy condition, this includes that the vehicle is taxed, insured and holds a current MOT. This condition has been included in the licence since 2007, when the Car Parks & Garages allocations policy was agreed, and has not changed since that time.</p> <p>There is a limited number of garages that we can offer to residents who want to park their vehicles and if residents suspect that garages are not being used correctly, or have any questions, they can contact the Housing Customer Services Team at housing.customerservices@brighton-hove.gov.uk or on 01273 293030.</p> <p>The increase of 7.7% was applied to keep it consistent with the rent uplifts recommended to Committee.</p>

W3.4 Action

Action	No further action
Start date	N/A
End date	N/A

Residents Questions - 2 star, North Area

N2.1 Youth Club in Coldean

Area in city	North
Star rating	2 star - Local area issue
Date question raised	4 th January 2024
Week of Area Panel	18 th March 2024
Deadline for officer response	22 nd February 2024
Name of officer responding	Sam Crick
Officer job title	Operations Manager
Contact Details	sam.crick@brighton-hove.gov.uk

N2.1 Question

Issue	The Youth Club in Coldean has been waiting for structural repair work to happen for a long time.
Background	The Youth Club in Coldean has structural damage, which is awaiting repair. In the meantime, the space is sitting empty, and cannot be utilised by the community. Coldean residents have very few community spaces available to them. Resident reps have been chasing various officers at the Council regarding progress on this. They were told by Grant Ritchie that the works were on a list, and waiting for a suitable contractor.
Request or Question	Residents would like to know: <ul style="list-style-type: none"> • When will the repair work start on the Youth Club? • Have the Council found a contractor?

N2.1 Response

Response
Thank you for your question and I am pleased to confirm that the structural repair works have been completed and were post inspected by us on the 20 th February 2024.

N2.1 Action

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

N2.2 Drain gully's overflowing and flooding in Hollingdean

Area in city	North
Star rating	2 star - Local area issue
Date question raised	4 th January 2024
Week of Area Panel	18 th March 2024
Deadline for officer response	22 nd February 2024
Name of officer responding	Mikila Beck
Officer job title	Operations Manager
Contact Details	mikila.beck@brighton-hove.gov.uk

N2.2 Question

Issue	Drains are blocked in various areas in Hollingdean, which leads to flooding during heavy rains. Not one organisation or agency is taking responsibility for maintenance of the drains.
Background	<p>26 drains are blocked in various spots in Hollingdean. There are no road sweepers, so the leaves haven't been cleared on a regular basis. This means that when it rains, certain spots are prone to flooding, causing damage to cars and the road (potholes), and creating major obstructions for pedestrians. Some residents have reportedly fallen over trying to get around the flooded areas.</p> <p>Resident reps have been told to contact Southern Water, City Clean, Highways and Housing in turn – but none of them are claiming to be responsible for maintaining the drains. Reps have been sent from pillar to post in an attempt to get the problem resolved.</p> <p>The meeting agreed that this was a Highways issue and asked whether this had been reported via the website.</p> <p>The rep reported that 14 emails have been sent to Highways, without response.</p>
Request or Question	Who is responsible for clearing the drain gulleys?

N2.2 Response

Response

Without specific locations it is hard to confirm responsibility. If any of the 26 drains are on Housing land Repairs and Maintenance would attend. Anything outside of Housing boundaries or on an adopted road would be maintained by Highways colleagues.

Repairs and Maintenance currently have no planned programme for maintaining drains and we respond to reported blockages as and when they are reported to us.

We are not aware of any reported issues in Hollingdean. If any particular addresses have called to report flooding or blocked drains then the Repairs Helpdesk would have raised a work order for Drainage engineers to attend. We're not aware of any reports of street flooding being reported to the Drainage team or the Repairs Helpdesk.

Here is a link from BHCC website - [Report a blocked rain gully or drain - https://www.brighton-hove.gov.uk/rubbish-recycling-and-streets/streets/report-blocked-rain-gully-or-drain](https://www.brighton-hove.gov.uk/rubbish-recycling-and-streets/streets/report-blocked-rain-gully-or-drain) This takes the user to Highways to report any issues.

If we can establish locations we will be in a better position to provide a clearer response however, it appears that it is for highways to attend – not R&M.

We can consult the corporate maps to establish who is responsible for the land where the drains are located. wap-gisportal.admin.brighton-hove.gov.uk

N2.2 Action

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

N2.3 Lighting repairs & maintenance at Sylvan Hall

Area in city	North
Star rating	2 star - Local area issue
Date question raised	4 th January 2024
Week of Area Panel	18 th March 2024
Deadline for officer response	22 nd February 2024
Name of officer responding	Mikila Beck
Officer job title	Operations Manager
Contact Details	mikila.beck@brighton-hove.gov.uk

N2.3 Question

Issue	The lights in 4 different locations at Sylvan Hall have not been working for over a year. The issue has been reported a number of times but the lights are still not fixed.
Background	N/A
Request or Question	<ul style="list-style-type: none"> • Residents would like the lights at Sylvan Hall to get fixed. • Why have the lights not been fixed in over a year? • Why are these sorts of issues not being picked up on regularly as part of a maintenance schedule?

N2.3 Response

Response
<p>We often get reports of lighting not working and are unable to establish the exact locations when our operatives attend to repair, this can result in only partial replacement taking place. This appears to have been the case with Sylvan Hall.</p> <p>To ensure all of the broken lights were replaced, an inspection of the external lighting on the Sylvan Hall blocks was carried out on 30th January 2024 by our Electrical Supervisor. This has resulted in repairs orders being raised to repair/replace some lights. These works will be completed by the end of March 2024.</p>

N2.3 Action

Action	As action stated above.
Start date	N/A
End date	N/A

N2.4 Drains in disrepair at Bates Estate

Area in city	North
Star rating	2 star - Local area issue
Date question raised	4 th January 2024
Week of Area Panel	18 th March 2024
Deadline for officer response	22 nd February 2024
Name of officer responding	Mikila Beck

Officer job title	Operations Manager
Contact Details	mikila.beck@brighton-hove.gov.uk

N2.4 Question

Issue	The drains across Bates Estate are in a bad state of disrepair. While the gutters have been cleared recently, the disrepair of the drains has caused flooding and damp, causing damage to several buildings and the inside of a few flats.
Background	N/A
Request or Question	<ul style="list-style-type: none"> • Who is responsible for repairs to the drain system? • Are there any plans to upgrade/repair the drain system at Bates Estate?

N2.4 Response

Response
<p>The Repairs and Maintenance Service are responsible for repairs to drainage systems on Housing land up to the main sewage/drainage systems.</p> <p>Recently we have completed/specified the following works on the Bates Estate:</p> <p>873974/2 – Selsfield Drive BN2 4HH - Drainage - jet moss from soakaway. This was completed on 31st January.</p> <p>851308/2 – CM, 79-96, Ryelands Drive BN2 4HB – Jet drains and test. This was completed on 31st January.</p> <p>847360/4 - CM, 127-150 Thorndean Road, Brighton, BN2 4HE - Replace the downpipe, affecting flats 128, 130 and 132. We attended 31st Jan and further works have been raised for a soakaway to be installed. This is booked in for March.</p> <p>867976/2 - CM, 263-280, Selsfield Drive, Brighton, Brighton, BN2 4HA – Attend to jet and clear moss, ground floor by flat 275. This is booked for 16th February.</p> <p>Any major works to upgrade drainage systems would be outside the scope of a repair and, if required would need to be considered for future years capital programmes – there are no current plans to upgrade the drainage systems on the Bates Estate.</p> <p>Any residents being affected by damp or drainage issues should contact the repairs helpdesk on 0800 052 6140 this can be to report concerns for individual addresses or general problems affecting the estate. If reporting repairs for the estate, please be specific about locations to enable our operatives to locate the issue.</p>

N2.4 Action

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

N2.5 EDB bid in Coldean

Area in city	North
Star rating	2 star - Local area issue
Date question raised	4 th January 2024
Week of Area Panel	18 th March 2024
Deadline for officer response	22 nd February 2024
Name of officer responding	Keely McDonald
Officer job title	Community Engagement Officer
Contact Details	keely.mcdonald@brighton-hove.gov.uk

N2.5 Question

Issue	Approved bids/projects take a long time to get started.
Background	<p>In Coldean, EDB bids for a handrail and steps to be put in at 39 Acres, and for noticeboards to be put up in the area, were approved in October 2022. However, the work has yet to happen, and residents have still not heard to know when these improvement works are due to take place. <i>This was raised as a 3-star item at the North Area RO meeting of 23rd June 2023.</i></p> <p><i>The response from the responding officer was:</i> <i>“The Coldean Independents bid to install a handrail, new steps and a bench was approved in October 2022, unfortunately this has not yet been given a start date, but we will inform the independents group as soon as we have an update ... In the past few months, the number of projects delayed has increased, this is due to the Delivery Team devoting their resources to reducing the repairs and maintenance backlog. Unfortunately, this has had an impact on the completion of EDB projects, including the Coldean Independents bid for noticeboards, of which the EDB Panel has been made aware and updated on over the past few months.</i></p> <p><i>“Suggested solution to help speed up project delivery:</i> <i>“The Community Engagement Team and the Procurement Team are working on a solution to this, which will be a procurement process where</i></p>

	<p><i>small contractors will be offered the EDB works which are outstanding, taking on projects which fall under their speciality, e.g. gardening, painting and decorating, building works, etc. The aim is for these providers to take on all the outstanding bids, ensuring projects are completed as quickly as possible, giving the Delivery Team more capacity to complete urgent repairs and maintenance work.”</i></p> <p>Coldean Independents raised this again at the December 2023 Area Panel meeting.</p>
<p>Request or Question</p>	<p>Residents would like to know:</p> <ul style="list-style-type: none"> • Has the solution proposed by the responding officer been implemented? • What is holding up the works from commencing? • Why haven't Coldean Independents been kept informed of delays and/or progress? • When can residents expect their EDB project to start?

N2.5 Response

<p>Response</p>
<p>The procurement process which was described in the response to the question raised in June 2023 was implemented over the autumn months. Examples of EDB projects were presented and providers were asked to bid giving estimates for delivering the works with the aim of offering the contract to the provider which offered the best value. Unfortunately, when the projects were offered out as part of this process, only one company showed interest in taking on this work. Subsequently we have not been able to progress discussions with this company to agree a way forward. This is not the response which we were hoping for and have had to rethink the approach to ensure the work is taken on by a responsive provider which will provide competitive value for money. I apologise for this disappointing news, however we are still working on a solution and want to reassure those who have been very patient that the works will be completed as quickly as possible.</p> <p>I apologise that the people waiting on outstanding projects to be completed haven't been informed of what's happening with this process, regular updates have been provided to the EDB Panel who review what's happening, but I appreciate that this doesn't help the groups waiting for information on their projects.</p> <p>The Community Engagement Team will get in touch with any groups which are waiting to let them know that this is still being developed, unfortunately we can't offer an estimate of when they will be completed but will provide updates as soon as there is progress with putting a provider in place.</p>

N2.5 Action

Action	Main contacts for outstanding EDB projects will be contacted to update on the procurement process, updates to follow when more information is available.
Start date	08/03/2024
End date	15/03/2024

Estates Development Budget Outstanding Works – Dated 29th Feb 2024

Bid type	Area	Bid Year	Bidder	Description of Works	Job Notes	Start Date	Bid
Main Bids	Central	20/21	Hanover	Bird Spikes on fire escape 9-16 Westmount	With JJ pest prevention December/January - DLO to be used - Panel would prefer Fire Gel as more humane option. Going ahead with FireGel with agreement of Panel	May	£ 8,285.36
Main Bids	Central	20/21 additional work	Essex Place	Adjust existing cycle racks in cycle shelter	Three person job		
Quick Bids	Central	Jul-23	Lavender House	Supply and install new sleeper planter as previously installed	23-Jul		£ 1,000.00
Quick Bids	Central	Jul-22	Crown Hill	Install new planting trug, to be bolted down to hard surface	Approved July 22 - Lucy to order the trug, soil, & compost 28/10/22		£ 1,000.00
Main Bids	Central	Oct-22	Leach Court	Garden space renewal	Approved Oct 22 - Railings changed to a wooden solid fence, 05/01/23 - fencing complete, concrete slabs to be levelled.		£ 8,921.30
Quick Bids	Central	Sep-23	Craven Vale	New bench	Bench order and waiting installation		£ 1,000.00
Main Bids	Central	Oct-23	Pankhurst Area Community Association	Green corridor project	CE team to help with purchasing		£ 4,800.00
Main Bids	Central	Oct-23	Albion Community Garden	Sleepers, composter and water storage	Grant funding		£ 9,965.00
Main Bids	Central	Oct-23	Wiltshire House Residents Association	Deep clean of lobby and laundry room	With contractor waiting for start date	Dec-23	£ 1,320.00

Main Bids	East	20/21	Bylands	Secure and weather-resistant bike storage facility	Haven't received choice of units that the association have chosen		£ 8,207.21
Main Bids	East	Apr-22	Craven Vale	Installation of new steps	22-Apr		£ 6,380.00
Main Bids	East	Apr-22	Craven Vale	Installation of new path	22-Apr		£ 4,500.00
Quick Bids	East	Jul-23	Craven Vale	Install new bench on concrete strip foundations	23-Jul		£ 1,000.00
Main Bids	East	Jul-22	Craven Vale	Install new steel door	22-Apr		£ 3,850.00
Quick Bids	East	Jul-22	Craven Vale	community room - Supply new door & window	Approved July 22 - New door installed April 2023 but wrong type. Will be adjusted		£ 1,000.00
Main Bids	East	Jun-23	Walter May House	Rub down and re varnish outdoor furniture	Approved June 23		£1,371.52
Main Bids	East	Oct-22	Woodingdean	Supply and plant 22 mature trees, 11 fruit (apple, pear, cherry, plum) and 11 cherry	Approved Oct 22 - CEO team to order trees		£ 7,585.52
Main Bids	East	Oct-22	Craven Vale	Southwater Close new allotment	Approved Oct 22		£ 6,193.00
Quick Bids	East	Nov-23	BELTA	Widen Gate at apple block	EDB team project		£ 1,000.00
Quick Bids	East	Nov-23	BELTA	Bid changed from patio heaters to outdoor plugs only	EDB team project		£ 1,000.00
Main Bids	North	22/23 Main bid	East Moulsecoombe	Improvements to path at Moulsecoomb woods	Approved April 22 - North panel		£ 4,134.68
Main Bids	North	22/23 Main bid	Coldean	Insulation and new heating to Coldean community building	Approved April 22 - North panel. Referred to HIAMS for additional repairs work		£ 9,192.22

Main Bids	North	Oct-22	Broadfields	Remove and relay existing paving, using new concrete slabs where required	22 April 2023		£ 1,600.00
Quick Bids	North	Mar-23	Broadfields	Install new shed	Approved March 23		£ 1,000.00
Quick Bids	North	Jun-23	Coldean Independants	Install X 2 Noticeboards	Noticeboards ordered waiting to be installed		£ 1,000.00
Main Bids	North	Oct-22	Nettleton & Dudeney	Install new greenhouse	Approved Oct 22. Delivery to be arranged by KMD		£ 1,199.99
Main Bids	North	Oct-22	Lindfield Court	Remove vegetation to rear, supply and install bases for poly tunnel, potting shed, and 3 x cloches 05/01/22 - vegetation removed.	Approved Oct 22 - 05/01/23 - Vegetation removal completed. KP to confirm and ask Lucy to order		£ 5,758.34
Main Bids	North	Oct-22	Highway Close	Supply and install new raised beds x 3	Approved Oct 22 - Attended 02/11/11 conflicting information supplied by RA, Rebecca Mann to confirm new details.		£ 3,130.08
Main Bids	North	Oct-22	Highfield Road, Coldean	Excavate and install new block and slab steps with handrail, and a bench at the top of the pathway.	Approved Oct 22. KP to negotiate to ensure comes in at or under bid value		£ 3,657.06
Quick Bids	North	Sep-23	Laburnam Grove	Waterbutt and guttering	Approved Sept 23		£ 800.00
Main Bids	North	Oct-23	Hollingdean Community Centre	Mural in community centre	With mural artist to plan dates for works	Mar-24	£ 5,050.00
Quick Bids	North	Nov-23	Elwyn Jones Court Social Fund	New shed with installation	EDB team project		£ 1,000.00
Main Bids	West	20/21	Muriel House	Communal kitchen: new worktop. Replace kitchen sink unit. Relocate plug socket in cupboard	Sent to Oakville for recosting - Will visit		£ 2,500.00

Main Bids	West	March 22 Overspend	Ingram Crescent Residents Group	Water Butts x 9	Approved March 22 - Wish Court complete, awaiting quote from TP for 4" down pipe diverters		£ 1,700.00
Main Bids	West	March 22 Overspend	Evelyn Court	Rotovate and level existingsn area, reseed or turf.	Approved March 22 - Existing ground cannot be levelled without causing additional ground work issues, EDB suggest concrete slab surrounds to existing planters - 1 x Bench installed 27/10/22, other bench on site padlocked to the other bench, location needed.		£ 10,000.00
Main Bids	West	20/21	Clarendon & Ellen	Supply and install new galvanised key clamp railings to bin areas	Approved on CP&G - Cars and containers in the way.		
Main Bids	West	22/23 Main bid	Clarke Court	Supply and install new waterbutts and storage	Approved April 22 - West panel. Storage grant sent to residents. Waterbutts o/s		£ 1,500.00
Main Bids	West	Oct-22	Muriel House	Muriel House - New porch and tip up seats	Approved Oct 22. KP Sourcing contractor		£ 4,751.13
Main Bids	West	Oct-22	ICRA	Rub down and repaint white railings at the rear of Knoll House	Approved Oct 22 - On hold due to Knoll house building works. HIAMS to confirm whether railings will be kept.		£ 2,498.64
Quick Bids	West	Nov-23	Wickhurst Rise	Garden items	Organising vouchers for resident - start date March 2024	Mar-24	£ 997.15
Quick Bids	West	Nov-23	Hazelholt	Seated yoga classes	1st invoice paid 10/01/24 - project on-going		£ 1,000.00

Summary of spending for financial year 23-24

	Dwellings	% of Budget	Budget Split	QB Spent to date	Total main bid spend	Total remaining
Central	2690	22.95%	£73,440.00	£9,852.67	£63,295.38	£291.95
North	3579	30.52%	£97,664.00	£10,060.55	£39,532.46	£48,070.99

East	2521	21.50%	£68,800.00	£2,214.00	£43,741.52	£22,844.48
West	2935	25.03%	£80,096.00	£8,355.97	£14,035.03	£57,705.00
Total	11725	100.00%	£320,000.00	£30,483.19	£160,604.39	£128,912.42

Environmental Improvement Proposals -carried forward from 2022/23 - 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	Kebbell Lodge, High Street, BN2 1SU	Benches x 4 broken desire for more.	Accept subject to consultation	Consultion completed 29/11/23	£4,104	£4,104		Completed 19/4/23	£3,149.73
EIP080	Central	01-Oct-19	Residents via Community Engagement Team	Kebbell Lodge, High Street, BN2 1SU	Raised beds for vegetables/ Herb garden,	Accept subject to consultation	Consultion completed 29/11/23	£1,410	£1,410		Completed 19/4/23	£1,410.44
EIP108	Central	02-Oct-19	Residents via Community Engagement Team	Kebbell Lodge, High Street, BN2 1SU	Garden clearance and planting	Accept subject to consultation	Consultion completed 29/11/24	£6,317	£500	£5,817	Completed 19/4/23	£5,622.87
EIB110	Central	02-Oct-19	Residents via Community Engagement Team	Kebbell Lodge, High Street, BN2 1SU	Additional Storage plus increase wall height	Accept subject to consultation	Consultion completed 29/11/26	£1,100	£1,100		Completed 19/4/23	£1,100.00
EIB094	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		Completed 22/6/23	£8,769.00
EIP225	North	09-Apr-21	Deborah Byrne	Hodshrove place, Brighton	Bin storage	Accept		£7,993	£7,000	£993	Completed 26/10/23	£6,457.22
EIB237	North	16-Jun-21	Residents via Housing Manager	Horton Road	Bin Storage	Accept	Delay in delivery of bins	£8,185	£8,185		Completed Aug 23	£9,612.00
EIB287	North	05-Nov-21	Residents via Housing Manager	Burstead Close	Bin Storage	Accept	Remainder of monies - additional works required	£8,991	£8,991		Part completed/ Further consultation	£1,619.00
EIB301	East	01-Mar-22	Residents via Housing Manager	Lichfield& Framfield	Bin Storage	Accept	approved March 2022	£5,000	£5,000		Completed 8/8/23	£6,086.51
EIB331	West	24-May-22	Residents via Housing management	Elizabeth Court	Increase bio-diversity	Accept		£800		£800	Wild flower turf due March 24	£850.00
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	Review as part of future tree planting	
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	Closed	Referred to city parks
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	No balls sign removed. Waiting for consultation	

EIB396	Central	03-Aug-22	Complaint via housing management	Sylvan Hall Estate	Bin Storage Phase I	Accept		£24,309	£24,309		<i>Part completed & new bins ordered proposals drawn up for further consultation</i>	£1,940.00
EIB403	East	22-Aug-22	Complaint via Councillor	Lodsworth Close/ Tillington/ Lichmere	Bin storage & increasing recycling	Accept	Partial completed, access to tilsmore needed reprourement	£1,000	£1,000		<i>Completed 6/7/23</i>	£565.00
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	Let down by contractor,- procure	£12,000		£12,000	<i>Completed 8/8/23 - gardening works in progress</i>	£12,031.00
EIB417	West	24-Nov-22	Residents via Housing management	Hazel Holt	Replacement of fencing	Accept	remaining monies for bin screening	£8,686	£8,686		<i>Consulting on proposals</i>	
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	£3,000	£3,000		<i>needs consultation for bike store due to accessibility</i>	
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>Completed 24/10/23</i>	£15,526.74
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>Initial works completed, further works required</i>	£5,420.98
EIB427	North	28-Nov-22	Residents via Housing management	Elwyn Jones Court	Landscape improvements to reduce noise/ pollution	Accept	<i>Part Complete</i>	£5,102		£5,102	<i>planting due in February</i>	
EIB428	Central	06-Dec-22	Residents via Housing management	Sorrel Court	Planters for the green	Accept	yes to fence plus support planters elsewhere	£6,000	£6,000		<i>Works completed 29/7/23</i>	£4,708.76
EIB432	Central	22-Dec-22	Residents via Housing management	Somerset Point	Access & garden improvements	Accept	<i>Can't complete until scaffolding removed.</i>	£6,400	£5,000	£1,400	<i>Part complete, scaffolding now removed - procuring</i>	£4,240.00
EIB433	North	06-Jan-23	Residents via Community Engagement Team	Warmdene Road	Replacement fencing/ bike storage	Accept		£12,000		£12,000	<i>Completed 22/6/23</i>	£8,027.00
EIB438	East	02-Feb-23	H&S	Chadbourne Close	Replace damaged railing for safety	Accept	Agreed	£6,000	£6,000		<i>Completed 18/5/23</i>	£3,281.61

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		<i>Completed 06/07/23</i>	£2,082.50
EIB440	West	14-Feb-23	Residents via Housing management	Lovegrove Court	Accessible Bin storage	Accept		£8,000	£8,000		<i>Residents requested stop while review</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>Completed 06/07/23</i>	£5,883.17
EIB443	East	03-Mar-23	Residents via Community Engagement Team	Manor Way	Refresh garden area around South Whitehawk Sign	Accept		£1,500		£1,500	clearance completed/ planting due February 24	£625.00
								£ 192,587				£ 109,009

Environmental Improvement Proposals 2023/2024 - approved

EIB445	West	23-Mar-23	Residents via Community Engagement Team	Parker Court,	Replacement knee rail & Bike storage	Accept		£8,500.00	£8,500.00		Works completed 29/7/23 & 6/12/23	£8,057.02
EIB446	West	03-Apr-23	Residents via Community Engagement Team	Ellen House	Bike Storage	Accept	Consult on location	£3,500.00	£3,500.00		Works completed 12/12/23	£2,220.31
EIB447	West	03-Apr-23	Residents via Housing management	Elizabeth Court	Awning/ gazebo	Approved		£5,000.00			Works ordered/ in progress	£3,662
EIB448	West	03-Apr-23	Residents via Housing management	Muriel House	Path improvements	Accept	tarmac deteriorating making it difficult for users of walkers -	£6,000.00	£6,000.00		<i>Completed 23/6/23</i>	£4,227.26
EIB450	East	13-Mar-23	Residents via Housing management	Chadborn Close	Bin storage	Accept	<i>Check with City Clean</i>	£2,500.00	£2,500.00		<i>Completed 28/6/23</i>	£9,990.02
EIB452	North	26-Apr-23	Residents via Community Engagement Team	Stanmer Heights	Replace notice boards	Accept	<i>Needs to be closed boards with mag locks</i>	£2,000.00		£2,000	Completed 14/12/23	£2,782.67
EIB453	North	03-May-23	Residents via Housing management	Burwash lodge	Handrail	Accept		£1,500.00	£1,500		<i>Completed 23/8/23</i>	£710.89
EIB454	East	04-May-23	Housing management	WestHam	Tidy up	Accept		£2,000.00	£2,000		<i>Completed 30/7/23</i>	£1,845.00
EIB456	East	09-May-23	H&S	Nuthurst Close	path repairs/ resurfacing	Accept	<i>but inform/ check access</i>	£7,000.00	£7,000		<i>Completed 5/12/23</i>	£6,971.64
EIB458	Central	16-May-23	Residents via Community Engagement Team	Essex Place, Montague Street, BN2 1LB	Garden improvements	Accept	<i>But needs further consulttion</i>	£22,000.00	£15,000	£10,000	Mostly complete, plants due Feb 24	£21,078.68

EIB459	West	22-May-23	Residents via Community Engagement Team	Conway court	Accessibility - replace benches with flip seating x 2	Accept		£500.00	£500		<i>Completed 30/10/23</i>	£782.00
EIB460	North	26-May-23	Residents via Community Engagement Team	Bates Estate BN1 6PF	Tidy up	Accept		£8,000.00		£8,000	Works completed, except one area - procuring	£4,509.30
EIB462	Central	01-Jun-23	H&S	The Courtlands, Ashton Rise	Replace damaged railing for safety	Accept		£1,000.00	£1,000		<i>Completed 3/8/23</i>	£1,642.16
EIB463	Central	03-Jun-23	Residents via Housing management	Cranbrook	Bin screening	Accept	<i>but just in same position</i>	£2,000.00	£1,500	£500	<i>Completed 23/8/23</i>	£3,508.37
EIB464	North	07-Mar-23	Residents via Community Engagement Team	Roedale Court	waterbutts & more raised planters	Accept	<i>Yes but consult</i>	£5,000.00	£5,000		Ordered	£2,288
EIB467	East	30-Jun-23	H&S	Falcon Court	Replacement hand rail	Accept		£4,000.00	£4,000		<i>Completed 15/12/23</i>	£2,287.98
EIB469	West	30-Jun-23	Residents via Local Councillor	Harmsworth Crescent	Additional bin storage	Accept		£15,000.00	£15,000		<i>Completed 27/11/23</i>	£15,685.72
EIB470	North	07-Jul-23	Residents via Housing management	Rodmel Place	Bin storage area	Accept		£8,000.00	£8,000		In progress due by 21/1/24	£9,450.00
EIB471	East	23-Jul-23	Residents via Community Engagement Team	Lichfield Court	remove old bin store	Accept		£3,500.00		£3,500	<i>Completed 6/9/23</i>	£2,459.96
EIB472	Central	20-Jul-23	Residents via Community Engagement Team	Kingswood Flats	Access and improvements	Accept		£7,000.00	£7,000		Waiting for final consultation	£1,798
EIB473	Central	20-Jul-23	Residents via Community Engagement Team	Kingswood Flats rear	Improvements to rear garden	Accept		£18,000.00	£18,000		some completed/ rest Ordered	£11,325
EIB474	Central	20-Jul-23	Residents via Community Engagement Team	Milner Flats/Nelson Row	Garden clearance and gating Nelson Row	Accept		£8,700.00	£6,000	£2,700	Gates due Jan 24, rest procuring	£5,939.20
EIB476	West	27-Jul-23	Residents via Housing management	Sanders House	Paving & landscaping	Accept		£7,000.00		£7,000	Part complete plants due Feb 24	£3,312
EIB477	West	27-Jul-23	Residents via Community Engagement Team	Ellen Street	Fencing & Handrails	Accept		£4,000.00	£4,000		<i>Works completed 9/11/23</i>	£1,690.92
EIB479	North	01-Aug-23	Residents via Community Engagement Team	Waldron Avenue	Repair planters	Accept		£2,000.00	£2,000		<i>Completed 6/11/23</i>	£2,494.00

EIB480	West	01-Aug-23	Residents via Housing management	Muriel House	Refresh Planting	Accept		£3,000.00		£3,000	Part completed, plants feb/ Mulch due	£1,995
EIB481	Central	07-Aug-23	Residents via Local Councillor	Ashton Lodge	Prune back vegetation on bank	Accept		£1,000.00		£1,000	Completed 4/1/24	£195.00
EIB482	West	09-Aug-23	Residents via Community Engagement Team	Parker Court, Foredown Road, Portslade, BN41 2FT	Bike storage and landscaping	Accept	<i>check with city parks re pruning</i>	£5,000.00	£2,500	£2,500	Part ordered/procuring	£1,080
EIB483	West	09-Aug-23	Residents via Community Engagement Team	Downland Court, Stonery Drive, Portslade, BN41 2PS	Pathway , signage, bin storage	Accept - partial	<i>Yes to wall & signage. Path covered by majors . No to bins</i>	£4,000.00	£4,000		Completed 27/11/23, signage to procure	£3,317.68
EIB486	North	11-Aug-23	Residents via Community Engagement Team	Mimosa Court	Washing area/ fencing	Accept	<i>Concerns over positioning of rotary dryers - consult</i>	£7,000.00	£6,000	£1,000	Part complete/ consulting	£395
EIB487	Central	16-Aug-23	Residents via Community Engagement Team	Essex Place,	Replacement Gate	Accept		£1,500.00	£1,500		Completed 30/11/23	£1,310.88
EIB488	North	16-Aug-23	Residents via Community Engagement Team	Brentwood Road, Btn, BN1 7EQ	Replace fencing rear of 10-20	Accept		£4,000.00	£4,000		Ordered, due Feb 24	£3,723
EIB489	North	16-Aug-23	Residents via Community Engagement Team	Brentwood Road, Btn, BN1 7EQ	Resort bin storage	Accept		£2,500.00	£2,500	£2,500	Part Completed 30/11/23	£3,467
EIB490	East	07-Sep-23	H&S	Whitehawk upper play area	Fencing	Accept		£12,000.00	£12,000		Part Complete 15/12/23/ ordered	£4,508
EIB491	North	06-Sep-23	Residents via scheme manager	Jasmine Court, Patchdean, BN1 8NG	Bike Store	Accept	<i>But see if can locate shelter/ store</i>	£3,000.00	£3,000		Works ordered	£1,449
EIB493	North	21-Aug-23	Residents via Community Engagement Team	Bates Estate BN1 6PF	Pathway/steps	Accept		£2,000.00	£2,000		Completed 6/12/23	£987.47
EIB494	North	24-Aug-23	Residents via Community Engagement Team	Barcombe Place	Fence/ Bin area	Accept		£2,000.00	£2,000		Completed 30/11/23	£716.88
EIB496	East	21-Aug-23	Residents via Housing management	Robert Lodge	Bin Storage	Accept		£3,000.00		£3,000	bin enclosures not suitable- re procuring	

EIB499	Central	29-Aug-23	Residents via Community Engagement Team	Essex Place	Community room Kitchen refurb	Accept		£20,000.00		£20,000	<i>Invoiced 30/10/23</i>	£20,000.00
EIB500	West	06-Sep-23	Residents via Community Engagement Team	Clarke Court, Walsingham Rd Hove BN3 4FW	Fence for wild garden	Accept		£3,000.00	£3,000		<i>Completed 27/11/23</i>	£2,014.68
EIB504	North	08-Sep-23	Residents via Housing management	Elwyn Jones Court	Line marking	Accept		£2,500.00	£2,500		procuring	
EIB507	Central	13-Sep-23	Residents via Community Engagement Team	Balchin Court	Landscaping	Accept		£2,500.00	£2,500		Procuring	
EIB508	North	14-Sep-23	Residents via Housing management	Southmount, Brighton, BN1 7BD	Security gate to side of flats	Accept	<i>Also consult on fence</i>	£5,000.00	£5,000		due 25/1/24	£3,259
EIB509	North	21-Sep-23	Residents via Housing management	Laburnum Lodge	Resurface pathway	Accept		£25,000.00	£25,000		works ordered/ more to follow	£5,705
EIB510	East	05-Oct-23	Residents via Community Engagement Team	Nuthurst Place	Bin storage	Accept	<i>subject to consultation</i>	£6,000.00		£6,000	Consulting/ procuring	
EIB511	East	05-Oct-23	Residents via Community Engagement Team	Nuthurst Place	Community Space	Accept	<i>subject to consultation</i>	£8,000.00	£4,000	£4,000	Consulting/ procuring	
EIB513	West	11-Oct-23	Residents via Local Councillor	Kingston Close	Secure rear gardens	Accept	<i>subject to consultation</i>	£3,000.00		£3,000	Works ordered	£1,614
EIB514	North	21-Sep-23	Residents via Community Engagement Team	Holmstead	Landscape improvements/ wildflowers	Accept		£9,000.00	£3,000	£6,000	Procuring	
EIB515	East	11-Oct-23	Residents via Community Engagement Team	Bird Estate/ adjacent to upper park	Community Space	Accept	<i>subject to consultation</i>	£12,000.00	£10,000	£3,000	Part ordered/ Consulting	£3,850
EIB516	North	20-Oct-23	Residents via Local Councillor	Hawthorn Bank	Bin storage	Accept		£1,500.00			Works ordered due Feb 24	£1,478
EIB517	North	20-Oct-23	Residents via Local Councillor	Hodshrove Woods	Clear brambles/ makemore open	Accept		£2,500.00		£2,500	Procuring	
EIB518	North	20-Oct-23	Residents via Local Councillor	Birdham Place	Fencing / gated access	Accept		£6,000.00	£4,000	£1,000	Works ordered due Jan/ Feb	£7,604
EIB521	West	11-Oct-23	Residents via Community Engagement Team	Clarke Court, Walsingham Rd Hove BN3 4FW	garden Improvements	Accept		£12,000.00	£6,000	£4,000	Works ordered -part	£3,250

EIB525	East	15-Nov-23	Residents via Community Engagement Team	Turton Close	Bike calming barrier	Accept		£2,000.00		£2,000	Procuring	
EIB527	West	01-Dec-23	Residents via Community Engagement Team	Drove Crescent	Community Space	Part	<i>needs wider consultation</i>	£5,000.00	£1,000	£4,000	Procuring	
EIB528	North	23-Nov-23	Senior Surveys	Broadfields	Ramp	Accept		£1,000.00		£1,000	Procuring	
EIB529	North	23-Nov-23	Senior Surveys	Charles Kingston Gardens	Ramp & garden refresh	Accept		£5,000.00		£5,000	Procuring	
EIB533	North	23-Nov-23	Senior Surveys	Jubilee Court	Bin screening/ landscape tidy	Accept		£1,000.00		£1,000	Procuring	
EIB536	North	30-Nov-23	Residents via Housing management	Lindfield Court	Landscape improvements	Part		£6,000.00		£6,000	Procuring	
EIB537	West	23-Nov-23	Senior Surveys	Woods House	Ramp	Accept		£1,500.00	£1,500		Procuring	
EIB538	Central	30-Nov-23	Residents via Community Engagement Team	Highden	Community Space	Part		£5,000.00		£5,000	Procuring	
EIB539	Central	30-Nov-23	Residents via Community Engagement Team	Albion House	Garden clearance	Accept		£5,000.00		£5,000	Procuring	
EIB540	West	07-Dec-23	Composting scheme	Conway Court	Access path	Accept		£1,050.00		£1,050	Part complete/ more works required for turfing	£600

£354,250

£203,238

2022-23	Proposals	Category	Estimate	Actual
	28	Accepted/carried forward	£ 192,587	£ 109,009
2023-24	63	Accepted	£ 354,250	£ 203,238
	12	Rejected	£ -	
	91	2023/24 Total	£ 546,836.96	£ 312,246.46
	30	Investigation/ Consult	£ 1,276,675	

Total projects 72
 Projects completed 25
 Projects in progress 27

Environmental Improvement Proposals - proposals awaiting consultation

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status	Commitment/ spend
EIB325	East	18-May-22	Residents on Bird Estate walkabout	Near Swallow Court	Fence area and create community seating area	Consult	Wider consultaion required by Community Engagement	£12,500.00			In consultation/ new proposals	
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			In consultation/ new proposals	
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 ongoiing araffiti:	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			Awaiting consultation	
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			Awaiting consultation	
EIB346	North	01-Jun-22	Residents on Nettleton & Dudeney walkabout	Dudeney Lodge, Upper Hollongdean Road, - Community	Redecorate and recarpet area with changes to existing lighting which is institutional.	Consult	Consultation to be lead by Community Engagement team - residents to prioritise requests	£10,000.00			consultation in progress	
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	
EIB414	North	31-Oct-22	Complaint via housing management	Goring/ Ferring/ Angmering Court	Bin Storage	Accept		£3,500			Awaiting consultation	

EIB449	North	04-Apr-23	Housing Management	Tavistock Down	Trim trail - bring up to standard	Consult	<i>make safe & consult</i>	£10,000			Awaiting consultation		
EIB451	North	20-Apr-23	Residents via Community Engagement Team	Nettleton & Dudeney	Dog free growing area	Accept	<i>Approve subject to further consultation</i>	£8,000.00			waiting for consultation		
EIB457	North	10-May-23	Residents via Housing management	Hodshrove place, Brighton	Fence	Consult	<i>see if residents want further improvements to garden</i>	£8,000			waiting for consultation		
EIB505	West	12-Sep-23	Residents via Community Engagement Team	Sherbourne Close, Hove	Dog free zone/ prunning/ football goal	Consult	<i>Need further consultation for clarity</i>	£35,000			waiting for consultation		
EIB506	West	12-Sep-23	Residents via Community Engagement Team	Sherbourne Close, Hove	Additional Parking	Consult	<i>nlikely to be funded except through controlled parking</i>	£20,000			waiting for consultation		
EIB526	West	01-Dec-23	Residents via Community Engagement Team	Stonery Close	Gate/ Door for security	Consult	<i>Needs to be acceptable to all</i>	£1,200			waiting for consultation		
EIB530	West	23-Nov-23	Residents via Housing management	Elizabeth Court	Furniture/ patio extension	Consult	<i>Needs to be acceptable to all</i>	£7,000.00					
EIB531	North	23-Nov-23	Senior Surveys	Elwyn Jones Court	Artificial plants	Consult		£1,000.00					
EIB532	West	23-Nov-23	Senior Surveys	Evelyn Court	seating refresh	Consult	<i>Needs to be acceptable to all</i>	£3,500.00					
								£ 1,276,675					

Environmental Improvement Proposals 20222023 - proposals rejected

Ref	Area	Date	From	Address	Details of Requirements	Decision	Reason	Estimate	Capital	Revenue	Status
EIB444	Central	16-Mar-23	Residents via Community Engagement Team	Wiltshire House	Tool storage shed	Reject	Major works due to this block which will include use of carpark.				Closed
EIB455	North	04-May-23	Residents via Community Engagement Team	Walton Bank	Fencing/ ASB	Reject	<i>Need further consideration.</i>				Closed
EIB461	North	31-May-23	Residents via Community Engagement Team	Warmdene Road	Fruit trees & tidy up of garden areas	REJECT	<i>Pass to EDB</i>				Closed
EIB465	North	27-Jun-23	Residents via Housing management	Birdham Place	Landscaping	Reject	<i>Patio works should be Estates/ repairs</i>				Closed
EIB466	North	07-Jul-23	Residents via Housing management	Chelwood Close	Knee rail	Reject	<i>Benefits only one person</i>				Closed

EIB466	North	07-Jul-23	Residents via Housing management	Chelwood Close	Knee rail	Reject	<i>Benefits only one person</i>				Closed
EIB478	North	01-Aug-23	Residents via Community Engagement Team	The Avenue, Bevenden	Parking control measures	Reject	<i>Better as enforcement</i>				Closed
EIB484	West	10-Aug-23	Residents via Community Engagement Team	Downland Court	Outdoor Gym equipment	Reject	<i>we have already invested on the external play area and feel that we should encourage them to seek other funding</i>				Closed
EIB485	North	07-Sep-23	Residents via Housing management	27-41 Lower Bevendean Avenue	Accessible path/ bin storage	Reject	<i>SGN should have considered this , concerns over paths under windows</i>				Closed
EIB497	North	25-Aug-23	Residents via Community Engagement Team	Bates Estate	Play area	Reject	<i>Concerns over limited flat land on site and currently investment in play areas is high</i>				Closed
EIB498	West	31-Aug-23	Residents via Community Engagement Team	Downland Court	Additional Parking	Reject	<i>Best funded through increased revenue from controlled parking</i>				Closed
EIB502	East	10-Aug-23	Residents via Housing management	17-19 Ravenswood Drive Woodingdean	Fencing	Withdrawn	<i>Carried out by repairs team</i>				Closed
EIB519	North	20-Oct-23	Becca Mann/ Cllr Goddard	Staplefield Drive	Parking control measures	Withdrawn	<i>Will do as parking control</i>				Closed

