

**BRIGHTON & HOVE CITY COUNCIL**  
**EAST AREA HOUSING MANAGEMENT PANEL**

**7.00pm 1 DECEMBER 2014**

**BRISTOL ESTATE, REAR OF 146-192, DONALD HALL ROAD, BRIGHTON, BN2 5DJ**

**MINUTES**

**Present:** Councillors Wilson (Chair)

**Representatives:** Alan Cooke (Craven Vale), Chris El-Shabba (Robert Lodge), Betty Crabb (North Whitehawk) , Martin Tudsbury (South Hawk)

**Non-Voting Delegates:** Maureen Langford (North Whitehawk), Mary Whitner (South Hawk)

**Officers:** Jane White (Performance & Improvement Officer), Anna Lee (Housing Customer Service Team Leader), Keith Dadswell (Project Manager- Mears), Janine Healey (performance Manager), Hilary Edgar (Housing Service Operations Manager), James Cryer (Partnering Manager- Mears), Simon Pickles (Housing Stock Review Manager), Sharon Terry (resident Involvement Officer), Becky Purnell (Resident Involvement Manager), Ododo Dafe (Head of Income, Inclusion & Improvement), John Peel (democratic Services Officer)

**Guests:**

**22 APOLOGIES**

22.1 Apologies were received from Councillor Mitchell.

**23 MINUTES OF THE PREVIOUS MEETING**

23.1 **RESOLVED-** That the minutes of the previous meeting held on 22 September 2014 be approved and signed as the correct record.

**24 PERFORMANCE REPORT Q2 2014/15**

24.1 The Head of Income, Inclusion & Improvement presented a report that covered Housing Management Performance during Quarter 2 of the 2014/15 financial year. The Head of Income, Inclusion & Improvement stated that the table provided figures and a RAG rating system against key performance indicators adding that the intention of the report was to provide Area Panels with information on Housing services performance and, as with previous versions of the report, comments and feedback on its presentation was welcomed to improve future versions.

24.2 Alan Cooke noted that the 'Repairs Helpdesk- calls unanswered' had a target of 90% which meant there was an expectation that 10% of calls would not be answered.

24.3 The Head of Income, Inclusion & Improvement clarified that whilst she hoped that no call would go unanswered, it was realistic to expect that some may not due to waiting times or particularly busy periods.

24.4 **RESOLVED-** That the report be noted.

## **25 STAR SURVEY RESULTS**

25.1 The Panel considered a report that provided feedback from a satisfaction survey carried out by Housemark of a selection of council tenants in June 2014. The results provided an up-to-date and statistically significant indication of customer satisfaction on a range of council services.

25.2 Chris El-Shabba asked why no comparative ranking data was available for the 'satisfaction with the last completed repair' category.

25.3 The Head of Income, Inclusion & Improvement clarified that this was because each council could request survey categories outside of the benchmarked questions and the authority had specifically asked for this area to be surveyed.

25.4 **RESOLVED-** That the report be noted.

## **26 DISCRETIONARY SCHEMES**

26.1 The Panel considered a report that provided the findings of the recent review of the Discretionary Decorating and Gardening Scheme and set out the recommended changes for comment.

26.2 Chris El-Shabba asked if the packs provided could be re-used for later projects.

26.3 The Housing Customer Service Team Leader confirmed that the packs were reusable and it was possible that the Housing team could request a 'paint only' pack be provided in the event of future successful applications.

26.4 Alan Cooke asked how residents physically unable to decorate could do so.

26.5 The Housing Customer Service Team Leader clarified that residents could apply for a pack to complete the work themselves or with the help of someone they knew or apply for Mears to undertake the work on their behalf.

26.6 Martin Tudsbury asked if the Scheme provided for one room only.

26.7 The Housing Customer Service Team Leader confirmed that applications were on the basis of one room only, the same room could not be decorated again for 10 years and it was proposed that successful applicants be restricted to one award every other year.

26.8 **RESOLVED-** That the report be noted.

## **27 CITYWIDE PARKING ENFORCEMENT ON HRA LAND**

- 27.1 The Panel considered a report that proposed that parking areas that have enforcement are increased to include all council HRA land (with some exceptions) and to the 99 Housing garage sites to provide residents with preferred parking and provide consistent arrangements.
- 27.2 Chris El-Shabba queried whether Manor Place would be included as it was not identified in the report and the parking at that location was currently very poor.
- 27.3 The Housing Service Operations Manager replied that she would clarify and reply back to Chris.
- 27.4 Martin Tudsbury asked if visitor parking would be provided.
- 27.5 The Housing Service Operations Manager replied that visitor permits would be available where there was space.
- 27.6 **RESOLVED-** That the report be noted.

**28 SHELTERED HOUSING STOCK REVIEW**

- 28.1 The Panel considered a report that outlined the result of the Sheltered Housing Stock Review and requested comment on various recommendations.
- 28.2 Panel representatives noted their support for the proposed re-design of studio premises.
- 28.3 Martin Tudsbury asked if the conversions from studio flats to one bedroom flats would be mandatory.
- 28.4 The Housing Stock Review Manager stated cases would be reviewed fairly where this was raised but the council's approach was likely to be more robust than in the past.
- 28.5 **RESOLVED-** That the report be noted.

**29 EDB REVIEW**

- 29.1 The Panel considered a report that consulted on proposals to improve the delivery of the Estate Development Budget (EDB) projects and to inform representatives of changes to EDB processes.
- 29.2 Alan Cooke stated that he supported the proposals as a more streamlined method. Alan added that there was a disused store in the Craven Vale area that could be used as a equipment store for the East Area.
- 29.3 Alan Cooke and Chris El-Shabba relayed details of recent problems they had experienced in arrangements with the Community Payback Team.
- 29.4 **RESOLVED-** That the report be noted.

**30 EDB OUTSTANDING WORK**

30.1 The Panel considered a report that provided an update on the EDB programme provided by the Mears EDB Project Team.

30.2 **RESOLVED-** That the report be noted.

**31 ITEMS FROM TENANT ONLY MEETING**

33.1 (Item 1- security doors and postal deliveries) Alan Cooke stated that Craven Vale had not yet received a key fob and the response did not include blocks in addition to Craven Vale as it should.

33.2 The Resident Involvement Officer stated that she would relay Alan's comments to the Performance & Improvement Officer undertaking the project.

33.3 **RESOLVED-** That the responses provided to the issues raised from the Tenant Only meeting be noted.

**32 CITY WIDE REPORTS**

32.1 **RESOLVED-** That the minutes and reports of the various Citywide groups be noted.

The meeting concluded at 8.15pm

Signed

Chair

Dated this

day of