



**Brighton & Hove
City Council**

Housing Management Panel

Title:	North Area Housing Management Panel
Date:	8 December 2014
Time:	7.00pm
Venue	Laburnum Grove, Burstead Close, Hollingdean, Brighton, BN1 7HX
Members:	Councillors: Farrow (Chair), ; Ward Councillors for the Area, Delegates of Tenants Association in the area.
Contact:	John Peel Democratic Services Officer 01273 29-1058 john.peel@brighton-hove.gov.uk

AGENDA

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A. High Rise Action Group;	
B. Leaseholder Action Group;	
C. Sheltered Housing Action Group;	

NORTH AREA HOUSING MANAGEMENT PANEL

- D. Tenant Disability Network;
- E. Service Improvement Groups summary
- F. Brighton & Hove Seaside Community Homes.

35 ANY OTHER BUSINESS

BRIGHTON & HOVE CITY COUNCIL
NORTH AREA HOUSING MANAGEMENT PANEL

7.00pm 25 SEPTEMBER 2014

ST GEORGE'S HALL, NEWICK ROAD, BRIGHTON, BN1 9JG

MINUTES

Present: Councillor Farrow (Chair) and Councillor Marsh.

Representatives: Kath Davis (Broadfields) Su Hansen (Bates Estate TA), Heather Hayes (CTRA), Rita King (Nettleton & Dudeney), Bob Spacie (Laburnum Grove), Ken Valder (Bevendean TA)

Non-Voting Delegates: Irene Hills (Laburnum Grove), Walter Sargison (Broadfields), Jenny Simmonds (Coldean),

Officers: Becky Purnell (Resident Involvement Manager), Ododo Dafe (Head of Income, Involvement & Improvement), Hilary Edgar (Housing Service Operations Manager), Sharon Davies (Partnering Project Manager), Benjamin Okagbue (Head of Property & Investment)

Guests:

12 APOLOGIES

12.1 Apologies were received from Keith Cohen and Councillor Meadows.

13 MINUTES OF THE PREVIOUS MEETING

13.1 John Marchant raised issues relating to changes to Area Panels and the voting procedure and results at Area Panel which he questioned. The Chair stressed that this matter had been agreed by full Council. He suggested that the Head of Income, Involvement and Improvement send an email to John to clarify the situation.

13.2 Rita Kings asked for changes to be made to the minutes. She did not mention leaseholders under paragraph 2.4. She was only asking how long tenants would have to pay 76p a week Rita referred to paragraph 3.9 and asked this to be changed to read 'Rita King stated that she understood that representatives could only stand on a maximum of 1.

13.3 **RESOLVED-** That the minutes of the previous meeting held on 1 August 2014 be approved and signed as the correct record subject to the amendments listed in paragraph 13.2 above.

14 CHAIR'S COMMUNICATIONS

- 14.1 The Chair stated that he was happy to take any items that were important to associations under Chair's Communications.
- 14.2 It was agreed on this occasion that matters raised by John Marchant (Travellers) and Bob Spacie (EDB Panel) would be considered under Any Other Business and Item 19.

15 ELECTIONS / STRENGTHENING AREA PANELS

- 15.1 The Panel had before them a report on the election process. A number of positions were available and the Panel were requested to elect to Service Improvement Groups, Deputy Chair of the Area Panel, Strengthening Area Panels Task and Finish Group and Tenant Disability Network.
- 15.2 The Head of Income Involvement & Improvement explained that a Deputy Chair was required in case Councillor Farrow was unable to attend. The Strengthening Area Panel Task & Finish Group was time limited and would look at ways to improve the Area Panel system.
- 15.3 The Chair stated that disabled people were the group most discriminated against, and he urged disabled tenants to seek representation on the Tenant Disability Network.
- 15.4 The Resident Involvement Officer explained the voting system and there was a discussion on times and venues of meetings of the Areas Panel meetings. Some members stated that they could only attend evening meetings. Venues suggested by tenants were the Community Hall in Thompson Road, Laburnham Grove, and the Housing Centre. It was agreed that the next meeting should take place at Laburnham Grove in the evening and that officers should investigate venues suggested by tenants for future meetings. The Chair stressed that the venues should be a good size, should be fully assessable, have parking and preferably not charge.
- 15.5 Following nominations and elections by anonymous electronic voting, tenant representatives were elected to groups on behalf of the North & East area:
- 15.6 **Home - Service Improvement Group**
Representatives: Tracey Cox, Barbara Castleton and Bob Spacie – co-opted North EDB rep until April 2015. (Reps already in place)
Deputies: Mary Marchant (already in place) Vacant
- 15.7 **Tenancy – Service Improvement Group**
Representatives: Martin Cullen (already in place) **Paul Wright (elected)**.
Deputies: Heather Hayes (already in place) **Jenny Simmonds (elected)**.
- 15.8 **Neighbourhood & Community – Service Improvement Group**
Representatives: Jenny Simmonds (already in place) Vacant.
Deputies: Vacant
- 15.9 **Involvement & Empowerment – Service Improvement Group**

Representatives: Vacant
Deputies: Vacant

15.10 **Business & Value for Money – Service Improvement Group**

Representatives: Vacant
Deputies: Vacant

15.11 Resident **Deputy Chair of the Area Panel**
Bob Spacie (elected).

15.12 **Representative on Strengthening Area Panel Task & Finish Group**
Bob Spacie (elected).

15.13 **Tenant Disability Network**

Representatives: ***Martin Cullen (elected).***
Deputies: Vacant

15.14 **Volunteers for Social Media Training - Tuesday 18 November between 10.00am to 4.00pm in the Jubilee Library**
Bob Spacie & Irene Hills.

16 TENANCY POLICY 2014

16.1 The Panel were asked to provide feedback on the draft Tenancy Policy. The briefing paper and draft Tenancy Policy were presented by the Performance & Improvement Officer. Tenants' feedback would be reported to the Housing Committee in a policy document in November 2014.

16.2 The report stated that once agreed, the policy would be published on the council's website and would be available in alternative formats on request. There had been an online consultation facility, to determine the policy on discretionary succession.

16.3 A tenant stressed that not all tenants were online. Rita King referred to the section on Tackling Tenancy Fraud in the briefing paper. This stated that 'Routine visits to all tenants, take place every three years which includes checks on identity'. Rita considered three years was too long and that there were many problems with fraud at the moment.

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

17 PERFORMANCE REPORT Q1 2014/15

17.1 The Head of Income, Involvement & Improvement presented a Housing Management Performance Report for Quarter 1 2014/15. There were 27 traffic light indicators. 22 were green, 4 amber and one red. The red indicator related to tenant satisfaction with repairs (respondents from period who were satisfied or fairly satisfied). The target of 96% was set when Mears were using handheld devices. Satisfaction surveys were now taking place over the phone or via email. There had been a small response.

- 17.2 James Cryer, Mears Ltd explained that customer satisfaction had fallen to 92.45%. James explained that the Repairs Helpdesk was now being managed more successfully and there was more capacity to carry out telephone surveys. The aim was to carry out 350 surveys a month.
- 17.3 John Marchant stated that it was taking a long time to get work completed. Tracey Cox commented that some months ago a number of tenants had volunteered to take calls, but had heard nothing. She stressed that Mears did not have enough staff and that tenants wanted to talk to other tenants.
- 17.4 James Cryer confirmed that there were 8 members of staff. The Resident Involvement Officer reported that this matter was now being considered at the Home – Service Improvement Group. Information would be input into the Resident Assessor Group.
- 17.5 Rita King mentioned that tenants in her block had no TV on Sunday evening as someone had taken down the apparatus on some of the blocks. She had left 9 messages on the phone about this matter. The Health & Safety Manager stated that this was likely to be a problem with the TV provider rather than the TV aerial. The TV would hopefully be back on today or at the weekend.
- 17.6 Bob Spacie referred to performance indicator 1 – rent collected as proportion of rent due for the year (projected rate – current arrears of £887k). He noted that rent arrears were increasing and asked when it would stop.
- 17.7 The Head of Income, Involvement & Improvement replied that she could not say when it would stop. This was dependent on tenants paying their rent. Some tenants were struggling due to changes in welfare benefits. For example, some tenants with disabilities were receiving less money than a year ago and electricity bills and food prices had increased. Officers were trying to support tenants and money mentors were providing advice. Elderly people were in the group with the highest arrears, and there was a need to make sure they were receiving all the benefits to which they were entitled.
- 17.8 Bob Spacie referred to Appendix 2 – Long term empty properties. He noted that there were four empty sheltered studio flats. He asked about work on converting bedsitting rooms. The Head of Income, Involvement & Improvement explained that at Sanders House, 7 bedsitting rooms had been converted to include a kitchenette and separate bedroom and shower room. It was hoped that similar work would be carried out in Evelyn House. James Cryer confirmed that it was a priority that all bedsitting rooms at Sanders House and Evelyn House would have their own bathrooms within 18 months' time.
- 17.9 Bob Spacie asked how many people were on the housing waiting list. The Head of Income, Involvement and Improvement explained that the number was over 20,000.
- 17.10 **RESOLVED-** That the update be noted.

18 SPRINKLERS HIGH RISE BLOCKS

- 18.1 The Panel considered a report of the Contract Compliance Manager which reported that the Council had been approached by East Sussex Fire & Rescue Service with the offer to carry out pilots for the retro fitting of sprinkler systems in two high rise blocks and that they would match fund these projects. The Panel was informed that the pilot would start at Somerset Point. The report was presented by the Health and Safety Manager, Brett Wells.
- 18.2 A tenant noted that the pilot was directed at high rise blocks and asked why low rise blocks were not included. The Health and Safety Manager agreed that all properties had some risk but the risk would have more impact if the block had 17 or 18 floors.
- 18.3 Rita King raised a question about the accuracy of figures in Appendix 1 in relation to Nettleton Court and Dudeney Lodge. The Health and Safety Manager explained that the figures had been provided by the East Sussex Fire and Rescue Service. He apologised if some of the figures were not correct.
- 18.4 Ray Metcalfe asked how smoke would leave the stairwells via the vents installed at the top. The Health and Safety Manager explained that the Fire Brigade would in the event of smoke logging occurring would place a fan at the bottom of the stairs forcing the smoke to leave via the vents. The vents are passive and require air circulation to dispel the smoke.
- 18.5 Rita King mentioned that lift repairs had lasted three days in Nettleton Court. The dust had set off the fire alarm and the fire brigade had attended. There was a piercing noise for 2 ½ hours.
- 18.6 **RESOLVED-** That the report be noted.

19 ITEMS FROM TENANT ONLY MEETING

- 19.1 Heather Hayes referred to 1 - Changes to Sheltered Housing. She stressed that in some blocks elderly people had sons and daughters living with them. She asked if the rules had changed. The Head of Income, Involvement & Improvement replied that the rules had not changed in that respect.
- 19.2 A tenant stated that they did not like the suggestion of calling sheltered housing 'Senior Citizens' Housing'. It was not just for older people. The Head of Income, Involvement & Improvement stressed that residents within sheltered housing are considering what change of name they prefer.
- 19.3 Rita King referred to 2 - Laundry Room at Nettleton & Dudeney. She was not happy with the response from Delia Hills, Mears Resident Liaison Officer. James Crier, Mears Ltd explained that an application would need to be made to the Estates Development Budget for decorations to the laundry.
- 19.4 Bob Spacie confirmed that there was money available in the EDB for bids. He suggested that an application was made as soon as possible.
- 19.5 Rita King referred to 3 - Nettleton & Dudeney Car Park. Notices had been placed in the car park and there was a great improvement.

19.6 Bob Spacie referred to 5. Estate Development Budget (EDB) review. A meeting had been held on 24 September to discuss the review. There would be a report to the next Area Panel.

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

20 COMMUNITY INTEREST COMPANY (FOR INFORMATION)

20.1 The Panel had before them a briefing paper on Community Interest Companies (CICs).

20.2 Bob Spacie asked if Community Groups could bid for EDB money. The Head of Income, Involvement & Improvement explained that CICs could bid for EDB money in the same way as Tenant Associations. CICs could be a collection of tenants and residents.

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

21 CITY WIDE REPORTS

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

22 ANY OTHER BUSINESS

22.1 John Marchant expressed concern about Travellers in the Wild Park. He mentioned that wire fencing and CCTV cameras had been placed at the Devil's Dyke to protect 40 sheep. He asked why CCTV could not be placed in the Wild Park.

22.2 The Chair said he would refer this matter to the Head of Tenancy Services. He would ask for an answer to be circulated to all Panel members.

22.3 Barbara Castleton stated that there was a CCTV camera covering the entrance to the Wild Park. The Chair asked the Head of Income, Involvement & Improvement to check that the camera was working.

22.4 Rita King mentioned that her cleaner, who was employed by the council had been asked to pick up needles at Nettleton & Dudeney but had not had a hepatitis injection. The Chair stated that this matter needed to be referred to Human Resources. People could also be in danger of contracting other viruses from needles such as HIV. The Health and Safety Manager reported that council workers were advised to use a picker stick and place needles in a needle box. The Chair replied that the supervisor and staff in question needed to be made aware of safety procedures.

22.5 Ray Metcalfe expressed concern about younger people being moved into blocks housing older people. The Chair asked officers to explain the policy regarding this matter.

- 22.6 The Head of Income, Involvement & Improvement explained that there were only a few 50 plus blocks left. The Right to Buy meant that once a flat was sold, it could be sold on or rented to anyone, whatever their age. There had been a number of studies that suggested that intergenerational living was beneficial. However, problems with anti-social behaviour needed to be resolved.
- 22.7 Rita King stated that residents at Nettleton & Dudeney were experiencing a great deal of anti-social behaviour. Rita asked whether the bedroom tax was applied to Seaside Homes. The Head of Income, Involvement & Improvement replied that the bedroom tax was applied to all social housing. The Government had enforced the bedroom tax.
- 22.8 The Resident Involvement Officer proposed placing report packs on the council's web page for other residents to have access to them if they wished. This was agreed by the Panel.
- 22.9 It was agreed that the next Panel meeting take place at Laburnham Grove at 7.00pm. The Chair asked for an early note to be sent out to remind tenants of the venue, time and date along with a map.

The meeting concluded at 8.55pm

Signed

Chair

Dated this

day of

Area Panels: December 2014

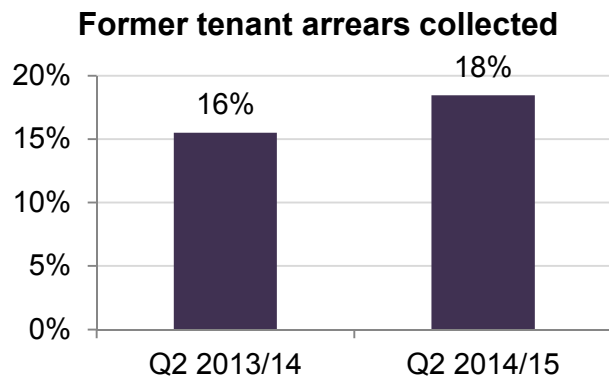
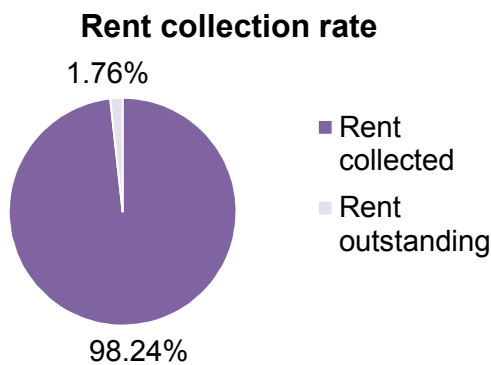
Summary: Housing Management Performance Report ~ Quarter 2 2014/15

Background

The Housing Management Performance Report covers quarter two of the financial year 2014/15. The Area Panel is asked to note and comment upon the report before it goes to Housing Committee. This summary provides performance highlights for the quarter, taken from the full report.

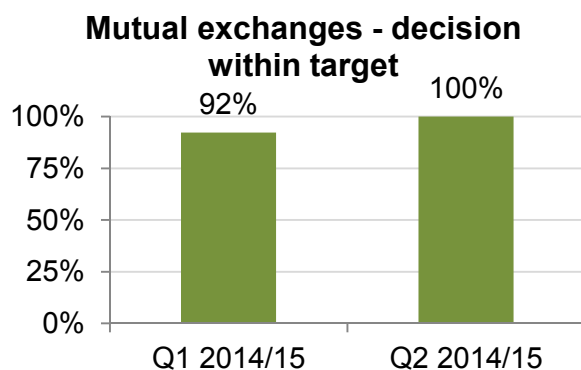
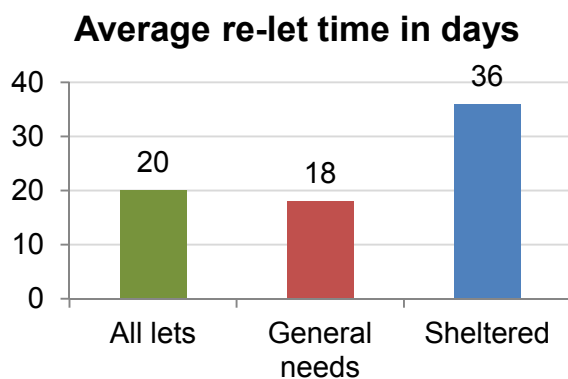
Rent collection and current arrears

- Forecasted rent collection rate of 98.24% for the end of the financial year
- Improved collection rate of former tenants' arrears (18%) compared to same time last year (16%)



Empty home turnaround time and mutual exchanges

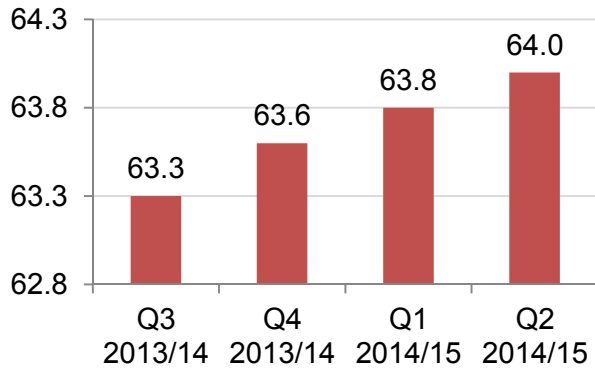
- 159 homes let, taking an average of 20 days (or 38 days including major works)
- 100% of decisions on mutual exchange applications made within 42 days, up from 92% last quarter
- 141 under occupiers affected by welfare reforms have moved since April 2013 (90 through transfer, 51 through a mutual exchange)



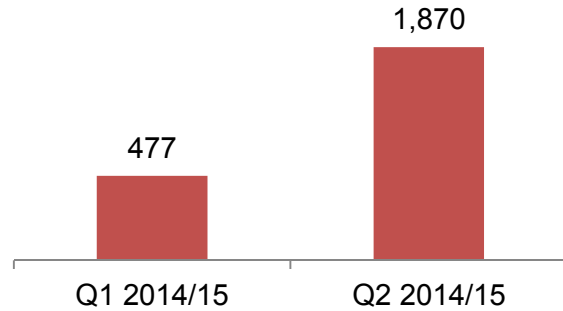
Property & Investment

- Carried out 1,870 satisfaction surveys, more than three times as many during the previous quarter (477)
- Overall energy efficiency rating of council dwellings continues to improve
- 70% of calls to the Repairs Helpdesk answered within 20 seconds

Energy efficiency rating (SAP 2009) of council homes



Satisfaction surveys carried out



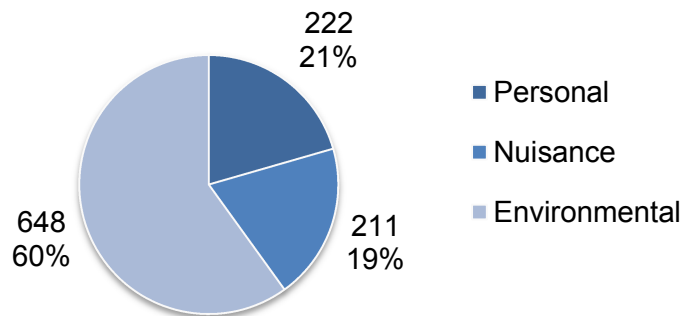
Estates Service

- 99% of cleaning tasks completed (13,422 total tasks during the quarter)
- 99% of bulk waste removed in time
- 99% of lights replacements/repairs completed in time

Anti-social behaviour (ASB)

- 190 open cases at the end of the quarter
- 93 cases closed
- 1 ASB eviction during the quarter
- 1,081 incidents reported to staff

ASB incidents by type



Tenancy Fraud

- 3 cases investigated and closed
- None resulted in eviction

AREA PANEL

Agenda Item

Brighton & Hove City Council

Subject: Housing Management Performance Report
Quarter 2 2014/15

Date of Meetings: 1, 3, 4 & 8 December 2014

Contact Officer: Name: Ododo Dafé Tel: (01273) 293201
Email: ododo.dafe@brighton-hove.gov.uk

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This Housing Management Performance Report covers the second quarter of the financial year 2014/15.







2. RECOMMENDATIONS:

- 2.1 That the Area Panels note and comment on the draft report before it goes to Housing Committee.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The report continues the use of the 'RAG' rating system of red, amber and green traffic light symbols to provide an indication of performance, and also trend arrows to provide an indication of movement from the previous quarter. Explanations of performance have been provided for indicators which are red or amber.

3.2 Key to symbols used in the report:

Status		Trend	
Performance is below target (red)		Poorer than previous reporting period	
Performance is close to achieving target, but in need of improvement (amber)		Same as previous reporting period	
Performance is on or above target (green)		Improvement on previous reporting period	

3.3 The report includes benchmarking figures from Housemark to compare our performance with other housing providers. Unless stated otherwise, all figures represent the top 25% of performers during the year 2013/14 and benchmark against our peer group of the following housing providers:

- Bristol City Council
- Derby Homes
- Enfield Homes
- Hounslow Homes
- London Borough of Croydon
- London Borough of Wandsworth
- North Tyneside Council
- Norwich City Council
- Plymouth Community Homes
- Southampton City Council
- Thurrock Borough Council

This group comprises local authorities and ALMOs (Arms Length Management Organisations) who share similar characteristics including deprivation levels, stock size and proportion of flats compared to houses.

4.0 Rent collection and current arrears

As the indicators and targets below are year-end, rather than for each quarter, no traffic lights or trend arrows will be applied until the quarter four 2014/15 report. However, the seven evictions carried out so far in 2014/15 were long-standing cases where arrears had built up over a number of years to reach a point (around £3,500 on average) where the Courts no longer showed any leniency to the tenants. This is why the number of evictions is higher relative to 2013/14.

Performance Indicator		Target 2014/15	Q2 2013/14	Year end 2013/14	Q2 2014/15	Bench mark
1	Rent collected as proportion of rent due for the year (projected rate)	98.66%	98.37% (£49.9m of £50.7m)	98.31% (£49.8m of £50.7m)	98.24% (£51.2m of £52.2m)	-
2	Tenants with more than seven weeks rent arrears	2.85%	3.26% (381 of 11,687)	3.57% (415 of 11,619)	4.04% (468 of 11,576)	-
3	Tenants in arrears	N/A	26.09% (3,049 of 11,687)	25.89% (3,008 of 11,619)	25.79% (2,985 of 11,576)	-
4	Tenants in arrears served a Notice of Seeking Possession	27.02%	11.71% (357 of 3,049)	26.79% (806 of 3,008)	9.88% (295 of 2,985)	-
5	Households evicted because of rent arrears*	Less than 0.29%	0.00% (0 of 11,687)	0.04% (5 of 11,619)	0.06% (7 of 11,576)	0.2%
6	Rent loss due to empty dwellings	1.6%	0.92% (£459k of £49.8m)	1% (£495k of £49.7m)	1.04% (£529k of £51.0m)	1%
7	Former tenant arrears collected	18%	15.51% (£80k of £513k)	34.66% (£166k of £478k)	18.46% (£101k of £545k)	-
8	Rechargeable debt collected	11%	6.85% (£16k of £228k)	12.08% (£31k of £255k)	6.37% (£19k of £292k)	-

4.0.1 Percentage of rent collected as proportion of rent due each year by area

Area		Q2 2013/14	Year end 2013/14	Q2 2014/15
1	North (includes Sheltered housing)	98.95% (£14.2m of £14.4m)	98.87% (£14.2m of £14.4m)	98.83% (£14.6m of £14.8m)
2	West	98.57% (£10.1m of £10.3m)	98.57% (£10.1m of £10.3m)	98.51% (£10.4m of £10.5m)
3	Central	98.59% (£9.3m of £9.5m)	98.53% (£9.3m of £9.4m)	98.43% (£9.6m of £9.7m)
4	East	97.62% (£16.2m of £16.6m)	97.54% (£16.2m of £16.6m)	97.44% (£16.7m of £17.1m)
5	All areas	98.37% (£49.9m of £50.7m)	98.31% (£49.8m of £50.7m)	98.24% (£51.2m of £52.2m)

4.0.2 A table presenting information relating to the impact of the reduction in Housing Benefit for under occupying households is attached as Appendix 1.

4.1 Empty home turnaround time and mutual exchanges



























Performance Indicator (indicators are in calendar days)		Target 2014/15	Q2 2013/14	Year end 2013/14	Q2 2014/15	Status against target	Trend since last quarter	Bench mark
1	Average re-let time in calendar days (excluding time spent in major works)	18	23	19	20			23
1a	... as above for general needs properties	-	19	16	18	-	-	-
1b	... as above for sheltered properties	-	46	34	36	-	-	-
2	Average re-let time in calendar days (including time spent in major works)	45	41	51	38			37
2a	... as above for general needs properties	-	39	54	38	-	-	-
2b	... as above for sheltered properties	-	48	38	38	-	-	-
3	Decisions on mutual exchange applications made within government target of 42 calendar days	90%	-	-	100% (28 of 28)			-











4.1.1 As of quarter one, two indicators are on target and one is near target:

- Average re-let time excluding time spent in major works:**
 Overall performance remains at 20 days, missing the 18 day target. This is because the average sheltered re-let time remains high (36 days) and the general needs re-let time, although within target, has increased since the last quarter (from 15 to 18 days). The general needs re-let time is skewed by one property which took 201 days as it was ready to let but was held onto as part of an ASB Court case, for a potential transfer. Sheltered properties are typically more difficult to let than general needs properties, due to their smaller size and fewer applicants meeting the criteria. Nonetheless, the average re-let time for sheltered properties is a significant improvement on the previous quarter (45 days).

4.1.2 A table presenting a summary of 54 dwellings that have been empty for six weeks or more is attached as Appendix 2, in order to provide a recent picture of long-term empty council properties across the city.

4.2 Property & Investment

Performance Indicator		Target 2014/15	Q2 2013/14	Year end 2013/14	Q2 2014/15	Status against target	Trend since last quarter	Bench mark
1	Emergency repairs completed in time	99%	99.83% (2,970 of 2,975)	99.77% (1,261 of 11,287)	99.47% (2,238 of 2,250)			99%
2	Routine repairs completed in time	98.5%	99.85% (7,499 of 7,510)	99.80% (28,276 of 28,332)	99.79% (6,066 of 6,079)			98%
3	Average time to complete routine repairs (calendar days)	15 days	12 days	14 days	15 days			-
4	Appointments kept by contractor	95%	94.23% (6,987 of 7,415)	95.47% (27,579 of 28,889)	97.71% (6,574 of 6,728)			99%
5	Tenant satisfaction with repairs (respondents during the quarter who were very satisfied or fairly satisfied)	96%	99.03% (1,735 of 1,752)	99.09% (5,525 of 5,576)	92.89% (1,737 of 1,870)			95%
6	Responsive repairs passing post-inspection	95%	94.95% (715 of 753)	94.08% (4,023 of 4,276)	99.06% (736 of 743)			-
7	Repairs completed at first visit	85% (TBD)	-	-	93.62% (7,797 of 8,328)			95%
8	Cancelled repair jobs	Under 5%	4.03% (410 of 10,174)	3.26% (1,362 of 44,598)	4.83% (472 of 9,782)			-
9	Dwellings meeting Decent Homes Standard	100%	98.26% (11,688 of 11,895)	100% (11,827 of 11,827)	99.97% (11,723 of 11,726)			100%
10	Energy efficiency rating of homes (SAP 2009)	63.9	63.0	63.6	64.0			-
11	Planned works passing post-inspection	97%	99.70% (336 of 337)	99.15% (1,163 of 1,173)	100% (321 of 321)			-
12	Stock with a gas supply with up-to-date gas certificates	100%	99.99% (10,374 of 10,375)	99.91% (10,284 of 10,293)	99.75% (10,245 of 10,271)			100%
13	Empty properties passing post-inspection	98%	100% (159 of 159)	99.54% (655 of 658)	100% (187 of 187)			-
14	Lifts – average time taken (hours) to respond	2h 30m	4h 09m	2h 59m	1h 49m			-

Performance Indicator		Target 2014/15	Q2 2013/14	Year end 2013/14	Q2 2014/15	Status against target	Trend since last quarter	Bench mark
15	Lifts restored to service within 24 hours	95%	94% (201 of 214)	96% (664 of 692)	96% (152 of 158)			-
16	Lifts – average time to restore service when not within 24 hours	7 days	-	9 days	4 days			-
17	Repairs Helpdesk - calls answered	90%	-	-	94% (18,372 of 19,443)			-
18	Repairs Helpdesk - calls answered within 20 seconds	75%	-	-	70% (12,901 of 18,372)			-
19	Repairs Helpdesk - longest wait time	5 mins	-	-	12 mins			-

N.B. The target for 'repairs completed at first visit' is marked as 'TBD' (to be decided) because it was initially set at 85%, based on guidance from Housemark, but as performance for the second quarter (94%) is well above this a higher target of 95% is being considered.

4.2.1 As of quarter two, 15 indicators are on target, four are near target, and one is below target. The indicator below target is:

- **Tenant satisfaction with repairs**

The percentage of tenants satisfied with repairs has improved to 93% and the number of satisfaction surveys carried out has increased to 1,870 since the last quarter (from 477). Furthermore, the way surveys are carried out has been changed to make greater use of telephone calls, online surveys and residents contacting other residents. This is combined with a change to collect information from each resident around what they thought could have been done better. This valuable feedback has indicated a need to focus on communication and some cases of technical quality and finishing which will be addressed directly with operatives and sub-contractors at review meetings.

The indicators near target are:

- **Dwellings meeting Decent Homes standard**

As of 30th September, three properties out of 11,726 were found to be non-decent, and works are underway to bring these properties to the Brighton & Hove Decent Homes Standard.

- **Stock with a gas supply with up-to-date gas certificates**

As of 30th September, 26 properties did not have safety certificates, and all tenants were referred to Housing Customer Services. The council and both

gas contractors are working together to reduce the time taken to gain access to properties.















- **Repairs Helpdesk - calls answered within 20 seconds**

Although the target was missed by 5% during quarter, this is being addressed through recruiting additional staff to increase availability during busy times. From October the number of full-time call-handling posts has increased from five to eight.

- **Repairs Helpdesk - longest wait time**

The longest waiting time during quarter two was 12 minutes and occurred on Monday 28th July. Additional staff have been being recruited to improve ease of contact for residents, as per the paragraph above.

4.3 Estates Service

Performance Indicator		Target 2014/15	Q2 2013/14	Year end 2013/14	Q2 2014/15	Status against target	Trend since last quarter
1	Cleaning quality inspection pass rate	98%	99% (200 of 202)	99% (723 of 729)	99% (180 of 181)		
2	Neighbourhood Response Team (minor repairs) quality inspection pass rate	99%	100% (206 of 206)	100% (821 of 823)	100% (152 of 152)		
3	Cleaning tasks completed	98%	99% (14,500 of 14,646)	98% (54,602 of 55,766)	99% (13,282 of 13,422)		
4	Bulk waste removed within 7 working days	98%	94% (667 of 707)	96% (2,786 of 2,889)	99% (727 of 733)		
5	Light replacements/repairs completed within 3 working days	99%	98% (413 of 423)	98% (2,180 of 2,216)	99% (424 of 429)		
6	Neighbourhood Response Team jobs completed within 3 working days	96%	95% (1,437 of 1,513)	96% (5,936 of 6,182)	98% (1,658 of 1,692)		
7	Graffiti removals completed within 3 working days	80%	100% (11 of 11)	86% (31 of 36)	100% (9 of 9)		

N.B. There are no comparable benchmark figures for the above indicators on Housemark.

4.4 Anti-social behaviour (ASB)

Performance Indicator		Q2 2013/14	Year end 2013/14	Q2 2014/15	Bench mark*
1	Cases closed without need for legal action	95% (109 of 115)	96% (477 of 495)	97% (90 of 93)	98%
2	Cases closed resulting in legal action	5% (6 of 115)	4% (18 of 495)	3% (3 of 93)	2%
3	Cases closed without eviction	96% (110 of 115)	98% (486 of 495)	100% (93 of 93)	99%
4	Cases closed resulting in eviction**	4% (5 of 115)	2% (9 of 495)	0% (0 of 93)	1%
5	Customer satisfaction with high profile cases (victims of cases closed during the quarter who were very satisfied or fairly satisfied)	83% (5 of 6)	96% (26 of 27)	73% (8 of 11)	80%

*The benchmarking figures presented in this table cover 2013/14 but do not use our peer group. The data is sourced from 43 Housemark members who provided this data as part of a specialist ASB benchmarking exercise.

**One ASB eviction took place near the end of the quarter, although the case had not yet been closed.

4.4.1 Reports of ASB incidents by type

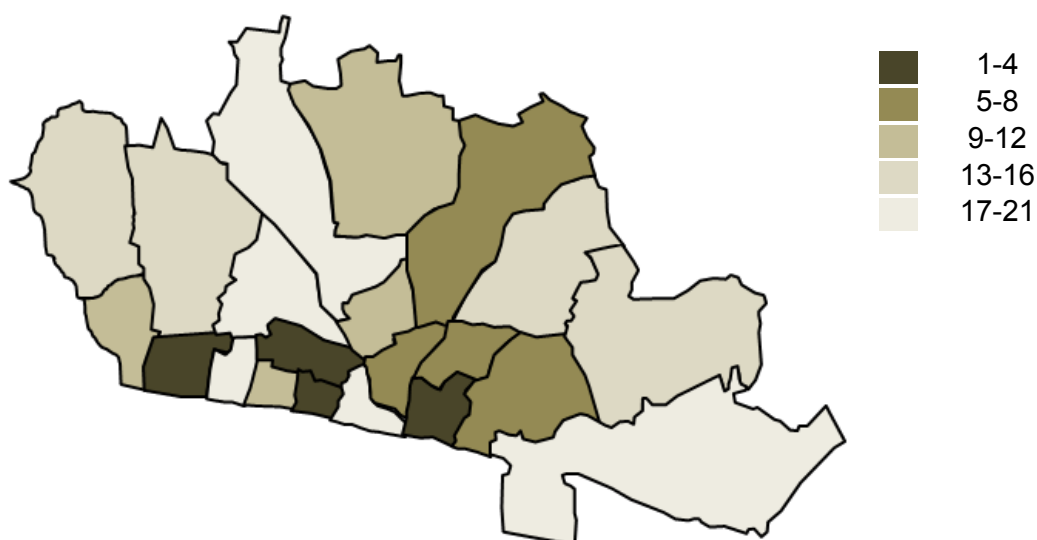
Category	Q2 2013/14	Year end 2013/14	Q2 2014/15
Personal (eg verbal abuse, harassment, intimidation)	12% (131)	9% (354)	20.5% (222)
Nuisance (eg noise, pets and animal nuisance)	22% (228)	18% (698)	19.5% (211)
... of which drugs/substance misuse	94	242	98
Environmental (eg bulk waste and graffiti)	66% (696)	73% (2,878)	60% (648)
Total	100% (1,055)	100% (3,930)	100% (1,081)

4.4.2 Reports of ASB incidents by ward

Ward	Q2 2014/15	...per 1,000 tenancies	Change since last quarter	No. tenancies*
Brunswick & Adelaide	1	250	1	4
Central Hove	4	70	4	57
East Brighton	244	110	-30	2,219
Goldsmid	43	130	6	330
Hangleton & Knoll	47	39	17	1,198
Hanover & Elm Grove	54	109	14	494
Hollingdean & Stanmer	118	93	20	1,271
Hove Park	0	0	0	9
Moulsecoomb & Bevendean	69	44	31	1,555
North Portslade	28	69	-11	408
Patcham	49	91	25	538
Preston Park	5	79	0	63
Queen's Park	274	161	78	1,706
Regency	0	0	-1	28
Rottingdean Coastal	0	0	0	24
South Portslade	32	86	12	370
St. Peter's & North Laine	49	130	1	378
Westbourne	2	17	-9	116
Wish	48	139	19	346
Withdean	1	23	0	43
Woodingdean	13	28	3	461
Total	1081	93	180	11,618

*General needs and sheltered tenancies as of 31 March 2014

4.4.3 Map of reports of ASB incidents per 1,000 tenancies by ward (rank)



4.5 Tenancy Fraud

The Tenancy Enforcement Team investigated and closed three tenancy fraud cases, although none resulted in an eviction.

4.6 Sheltered Housing

We have worked with residents of sheltered housing to develop a new service offer, and are developing a new performance compact which focuses on improving health and well-being outcomes for residents. We will use both quantitative and qualitative data to demonstrate the impact of the sheltered service.

- 4.6.1 We have trialled a nationally developed 'outcome star' for measuring an individual's wellbeing. This exercise was carried out in a scheme in Whitehawk and all 23 residents took part. The scores range from 1 (low/negative) to 5 (high/positive) and enables the service to quantify impact and change. We will introduce the outcome star across all of our schemes by end of this financial year.

Outcome	Average score at assessment	Average score after 3 months	Average change outcome
Staying as well as you can	4.1	4.1	No change
Keeping in touch	4.5	4.5	No change
Feeling Positive	4.4	4.3	-0.1
Being treated with dignity	4.8	4.8	No change
Are you able to look after yourself	4.6	4.6	No change
Do you feel safe	4.9	4.9	No change
How are you managing your money	4.6	4.7	+0.1

5. COMMUNITY ENGAGEMENT AND CONSULTATION:

- 5.1 The performance measures in this report demonstrate whether we are delivering quality services for scrutiny by members, residents and the general public. This report is being taken to Area Panels before going to Housing Committee, and will include feedback from the former.

6. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 6.1 Comment to be provided for Housing Committee

Legal Implications:

- 6.2 Comment to be provided for Housing Committee

Equalities Implications:

- 6.3 There are no equalities implications arising from this report.

Sustainability Implications:

- 6.4 Where appropriate, sustainability implications are included within the body of the report. The increase in the energy efficiency rating of homes reflects an improvement towards the council's sustainability commitments, among other objectives such as reducing fuel poverty and deprivation.

Crime & Disorder Implications:

- 6.5 There are no direct crime and disorder implications arising from this report. Cases of anti-social behaviour involving criminal activity are worked on in partnership with the Police and other appropriate agencies.

Risk and Opportunity Management Implications:

- 6.6 There are no direct risk and opportunity implications arising from this report.

Public Health Implications:

- 6.7 There are no direct public health implications arising from this report.

Corporate or Citywide Implications:

- 6.8 There are no direct corporate or city wide implications arising from this report. However, two performance indicators featuring in this report (the percentage of homes that are decent and the energy efficiency rating of homes) are among those used to measure success against the Corporate Plan Priority of Tackling Inequality.

SUPPORTING DOCUMENTATION

Appendices:

1. Appendix 1. Outline of under occupation arrears and related information
2. Appendix 2. Long term empty properties

Background Documents:

1. None

Appendix 1. Outline of council under occupation arrears and related information

Item	Indicator	Baseline March 2013*	End Jul 14	End Aug 14	End Sep 14
1	Number of under occupying households affected by the charge	949	731	742	734
2	Percentage of under occupying households in arrears (numbers)	29% (277)	47% (347)	54% (398)	54% (396)
3	Average arrears per under occupying household	£122	£108	£125	£118
4	Total arrears of under occupying households	£84k	£152k	£168k	£161k
5	Percentage increase in arrears of under occupying households since 1 April 2013 (amount of arrears)	0% (£84k)	29% (£108k)	48% (£125k)	41% (£118k)
6	Percentage increase in arrears of all current tenant arrears since 1 April 2013 (amount of arrears)	0% (£639k)	51% (£963k)	51% (£1m)	49% (£949k)
7	Under occupier arrears as a percentage of all arrears	13%	11%	12%	12%
8	Cumulative number of under occupying households moved via mutual exchange since baseline	0	47	49	51
9	Cumulative number of under occupying households moved via a transfer since baseline	0	85	89	90

*Baseline = before the under occupation charge was introduced in April 2013.

N.B. The arrears figures include both rents and service charges.

Appendix 2. Long term empty properties

Of the 48 general needs and sheltered properties that have, as of 17 October 2014, been empty for 6 weeks or more:

- 21 are ready to let (10 of which are sheltered dwellings)
- 11 are undergoing major repairs/refurbishment
- 8 to be leased to Seaside Homes
- 6 small sheltered flats being converted into larger dwellings
- 1 exploring option to convert property into flats
- 1 with a new tenancy commencing 20/10/14

Of the 6 temporary accommodation properties that have been empty for 6 weeks or more:

- 4 prefab bungalows to be redeveloped, as agreed at Housing Committee in November 2013.
- 2 adjacent studio flats for which discussions are underway with Pre-Planning team to merge into one flat.

General needs and sheltered long term empty properties (6 weeks or more)		
Calendar days empty as at 17/10/14	Ward	Status
111	Central Hove	Ready to let
2,099	Central Hove	Ready to let following major refurbishment to merge two small studio dwellings into one flat.
48	East Brighton	With Mears for major repairs
55	East Brighton	Ready to let following major repairs
69	East Brighton	To be leased to Seaside Homes - batch TBC
76	East Brighton	To be leased to Seaside Homes - batch TBC
90	East Brighton	Ready to let - sheltered studio flat
111	East Brighton	To be leased to Seaside Homes - batch TBC
146	East Brighton	To be leased to Seaside Homes - batch TBC
272	East Brighton	Ready to let - sheltered studio flat
398	East Brighton	To be leased to Seaside Homes - batch TBC
635	East Brighton	With Mears undergoing extensive major works, along with adjoining property, prior to letting
76	Goldsmid	Ready to let following major repairs
118	Goldsmid	Ready to let following major repairs

General needs and sheltered long term empty properties (6 weeks or more)		
Calendar days empty as at 17/10/14	Ward	Status
1,164	Goldsmid	Ready to let following major refurbishment to merge two small studio dwellings into one flat.
244	Hangleton and Knoll	With BHCC for refurbishment
251	Hangleton and Knoll	With BHCC for refurbishment
293	Hangleton and Knoll	With BHCC for extension and refurbishment
48	Hanover and Elm Grove	With Mears for major repairs
132	Hanover and Elm Grove	Ready to let - sheltered studio flat
146	Hanover and Elm Grove	With Mears for major repairs
48	Hollingdean and Stanmer	To be leased to Seaside Homes - batch TBC
55	Hollingdean and Stanmer	Ready to let - sheltered studio flat
279	Hollingdean and Stanmer	Ready to let - sheltered studio flat
510	Hollingdean and Stanmer	Ready to let - sheltered studio flat
55	Moulsecoomb and Bevendean	Ready to let
76	Moulsecoomb and Bevendean	Let - new tenancy commencing 20/10/14
188	Moulsecoomb and Bevendean	Ready to let - sheltered studio flat
377	Moulsecoomb and Bevendean	Ready to let - sheltered studio flat
426	Moulsecoomb and Bevendean	With BHCC for extension and refurbishment
90	North Portslade	Ready to let following major repairs
265	North Portslade	With BHCC for refurbishment
111	Patcham	Ready to let
139	Patcham	Ready to let - sheltered one bed flat
48	Queen's Park	To be leased to Seaside Homes - batch TBC
125	Queen's Park	To be leased to Seaside Homes - batch TBC
153	Queen's Park	Ready to let following major repairs
244	Queen's Park	With BHCC for refurbishment

General needs and sheltered long term empty properties (6 weeks or more)		
Calendar days empty as at 17/10/14	Ward	Status
167	South Portslade	Ready to let - sheltered studio flat
279	South Portslade	With BHCC exploring option to convert property into flats, detailed discussions with planning underway.
97	St. Peter's and North Laine	Ready to let
69	Wish	Small sheltered flat due for conversion into larger dwelling along with adjacent flats
125	Wish	As above - same block
132	Wish	As above - same block
195	Wish	As above - same block
244	Wish	As above - same block
265	Wish	As above - same block
321	Woodingdean	With Mears for major repairs
Total of 48 dwellings		

Temporary accommodation long term empty properties (6 weeks or more)		
Calendar days empty as at 17/10/14	Ward	Status
1,164	Westbourne (2 properties containing 2 flats)	Discussions are underway with Pre-Planning team to merge two studio dwellings, which are adjacent, into one flat.
1,165	Withdean (4 prefab bungalows and surrounding land)	To be redeveloped, as agreed at Housing Committee in November 2013.
Total of 6 dwellings		

Area Panels: December 2014

Briefing Paper: STAR Survey 2014

Background:

This survey is called STAR (Survey of Tenants and Residents) and is undertaken by landlords on a voluntary basis to allow them to benchmark tenant satisfaction with other housing providers. Housing last carried out a STAR survey of resident satisfaction in 2011.

The survey was undertaken in June this year, using a postal methodology with a randomly selected sample of tenants as recommended by Housemark. The survey achieved a response rate of 24% - 724 respondents.

Key findings:

Comparison of 2008, 2011 and 2014 figures with benchmarking data					
	% satisfied (2008)	% satisfied (2011)	% satisfied (2014)	Benchmark figure	Ranking in 2014
Satisfied overall with the service from housing	72%	83%	78%	82%	6 of 9
The overall quality of your home	79%	81%	80%	82%	6 of 9
Your neighbourhood as a place to live	80%	83%	84%	80%	2 of 8
Satisfaction with the last completed repair	77%	81%	76%	80%	No ranking data
That your rent provides value for money	84%	86%	84%	79%	2 of 8
Listen to views and acts upon them	60%	62%	64%	56%	2 of 6

Next steps:

The results will be published in the winter edition of homing in and on the council website.

Contact: James Pemberton
 Performance & Improvement Officer
 E-mail: james.pemberton@brighton-hove.gov.uk
 Telephone: 01273 290562

Area Panels	Agenda Item
	Brighton & Hove City Council

Subject:	STAR tenant satisfaction survey 2014		
Date of Meeting:	1,3, 4, 8 December 2014		
Report of:	Executive Director of Environment, Development and Housing		
Contact Officer:	Name:	Ododo Dafé	Tel: 293201
	Email:	ododo.dafe@brighton-hove.gov.uk	
Ward(s) affected:	All		

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report provides feedback from a satisfaction survey of a sample of council tenants carried out in June 2014.
- 1.2 The survey results provide an up-to-date and statistically significant indication of customer satisfaction on a range of council housing services.

2. RECOMMENDATIONS:

- 2.1 That the Area Panels note and comment on the contents of this report.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 Housemark, a national housing organisation, has consulted widely with social housing providers to produce a set of questions that organisations prefer and that enable comparison, but with the freedom for each organisation to add local questions as they wish. This survey is called STAR (Survey of Tenants and Residents) and is undertaken by landlords on a voluntary basis. Housing last carried out a STAR survey of resident satisfaction in 2011.
- 3.2 Housemark's recommended standard questions were adopted, along with some of our own, and we will be in a position to compare ourselves against other housing providers as many of them undertake this survey and upload their results onto Housemark.

- 3.3 The survey was undertaken in June this year, using a postal methodology with a randomly selected sample of tenants as recommended by Housemark. The survey achieved a response rate of 24% - 724 respondents. This compares with 42% - 1,251 completed questionnaires in 2011. However, this lower response rate reflects a decision not to undertake a second postal mailing to those tenants who had not replied. Tenants on the selected list with emails were contacted a second time. By avoiding a second postal mailing we reduced costs from £9,473 in 2011 to £6,121 in 2014. It also had considerable sustainability implications saving greatly on paper and print.
- 3.4 The results have been analysed by APR, a research company. The table below shows the results of key indicators in this survey compared with the STAR survey in 2011 and 2008, and the comparison benchmarking figure.

Comparison of 2008, 2011 and 2014 figures with benchmarking data					
	% satisfied (2008)	% satisfied (2011)	% satisfied (2014)	Benchmark figure	Ranking in 2014
Satisfied overall with the service from housing	72%	83%	78%	82%	6 of 9
The overall quality of your home	79%	81%	80%	82%	6 of 9
Your neighbourhood as a place to live	80%	83%	84%	80%	2 of 8
Satisfaction with the last completed repair	77%	81%	76%	80%	No ranking data
That your rent provides value for money	84%	86%	84%	79%	2 of 8
Listen to views and acts upon them	60%	62%	64%	56%	2 of 6

- 3.4.1 This benchmarking data is a comparison with eight other stock retained authorities in urban areas who subscribe to Housemark and who have completed a STAR survey in the past two years. In some categories not all authorities provide data so the ranking numbers vary. Unfortunately this group does not provide repairs ranking data.

3.5.1 Overall satisfaction

- 3.5.1 Overall the tenant satisfaction survey results in 2014 are broadly similar to those attained in the 2011 survey, with most questions varying by only one or two percentage points.
- 3.5.2 Some of the positive drivers for satisfaction arising from the survey results include how Housing listens to and acts on resident's views, and our standards of customer service and enquiry handling.
- 3.5.3 However the fall in the overall satisfaction figure from 83% to 78% is disappointing. There seems to be a clear link between the decline in overall satisfaction and the decline with the last completed repair (discussed further in paragraph 3.7 of this report). Another factor that contributed was a fall in the satisfaction with grounds maintenance (down from 74% to 69%). We need to understand the reasons for this dissatisfaction particularly in the west of the city (51%) so focus groups will be arranged with residents and discussions will be held with our grounds maintenance provider, City Parks.
- 3.5.4 Younger people also expressed less satisfaction with services. Over the last three years a number of projects have tried to engage younger tenants – however, the results have largely been disappointing and only a few younger tenants engaging with Housing. Currently, we are considering pre-tenancy workshops to engage younger people with Housing before their tenancy begins, and we continue to use preferred ways of communicating with younger residents such as email (63% of 16-34 year olds preferred this as a communication channel). We will also expand our use of Facebook as 17% would use this form of social media.
- 3.5.5 It is however pleasing to report that sheltered housing tenants indicated high levels of satisfaction with sheltered housing services – 90% including around two thirds (63%) who were very satisfied.

3.6 Home and Neighbourhood

- 3.6.1 This result for satisfaction with the quality of their home remains at a similar level to 2011 (80% compared to 81% in 2011). Once again older tenants were significantly more satisfied than their younger peers with 89% of over 65's satisfied, compared to 65% of those aged under 35.

- 3.6.2 The ability to move or swap house remains low at 42% (38% in 2011), although a number of responses were of an ambivalent nature with 36% selecting the 'neither' option. One way we have tried to address this is to ensuring the mutual exchange process is centrally managed by one team, and our performance data demonstrates applications are being well managed with 92% of decisions being made within 42 days. We have also improved our service offer to tenants wishing to move by mutual exchange to provide some practical and financial support to remove barriers tenants may experience in carrying out a mutual exchange. Building on the success of a mutual exchange event held in 2013 a series of community based mutual exchange events in partnership with housing associations are planned over the next year with the first one due to take place in December.
- 3.6.3 Satisfaction with the local neighbourhood as a place to live remains high - 84% compared with 80% for benchmarked authorities. There was a slight fall in satisfaction with the way we dealt with ASB (down from 64% from 62%) with satisfaction lower in the central area. The introduction of the ASB, Crime and Policing Act 2014 in October provides further potential powers for us to tackle ASB. The theme of November's City Assembly is Safer Communities which provides a further platform to discuss resident experiences of our service.
- 3.6.4 We have also reviewed the way we carry out estate inspections, and during this year we will be introducing a new way for residents to engage in rating their satisfaction through the introduction of a 'scores on the door' scheme.
- 3.6.5 Another area for closer scrutiny is that satisfaction with the cleaning of internal areas remains static at 73%, however our performance data indicates that the cleaning quality inspection pass rate is 98%. The Estates Service Team carry out a random sample of satisfaction surveys which will assist us with tracking this on a regular basis. This disparity between satisfaction and quality will be discussed with the Neighbourhoods Service Improvement Group to identify how improvements can be made.

3.7 Repairs and Maintenance

- 3.7.1 Satisfaction with the last completed repair (76%, down from 81% in 2011) is a major factor in reduced satisfaction with Housing. However these findings are in conflict with our performance report data where surveys of individual tenants in Quarter 1 of 2014/15, showed that of the 477 residents telephoned, 93% state they were satisfied with their repair.

- 3.7.2 However for the STAR survey, this issue of the timeliness of our repairs response was a negative driver of satisfaction. Again we have an anomaly with our performance data which shows that for both emergency repairs and routine repairs the performance was above 99%, against a target of 99% and 98.5% respectively. This may be because the performance data is for our responsive repairs service whereas the STAR survey does not differentiate between this and our planned and major works programme which naturally does involve longer lead times for these works due to planning, leasehold consultations and the delivery of a planned programme.
- 3.7.3 Better communication of programmes is therefore a key area for the service to focus on to ensure that residents are better informed around the timing of major and planned works for their area. At the same time the service has made significant changes to better deal with roofing and scaffolding delays that have been experienced this year. These include bringing more local roofing specialists into the partnership, expanding the scaffolding contractors used and using a mobile platform vehicle in order to speed up the safe completion of inaccessible repairs and reduce the need and disruption of scaffold.
- 3.7.4 Working alongside tenant representatives, Mears and officers will continue to consider and take action on all aspects of the repairs service where further improvements can be made.

3.8 Value for money

- 3.8.1 These figures remain favourable compared with other authorities with 84% of respondents satisfied that their rent levels represented good value, including nearly a half (47%) who were very satisfied. It is also encouraging to find 71% were satisfied with service charge in terms of value for money. The slight fall in satisfaction from 73% may be linked to the new services charges that were introduced at the beginning of this financial year and impacted most upon residents in high-rise properties.

3.9 Customer Service

- 3.9.1 It is pleasing to see that four out of five (81%) respondents said the standard of customer service they receive is good. This included 40% who said that it was very good. 19% of people who contact the Housing Customer Service Team made a positive comment when provided the opportunity to offer free text.

3.9.2 The majority of respondents also found it easy to access services (84%), including over a third (36%) who said it was very easy, and residents in the Central area were more satisfied than those in other areas. A small proportion of respondents said they had some difficulty accessing services with around one in ten (9%) saying this was the case for them. When asked how this could be improved, the most commonly cited issue was the time it took to get through on the telephone. The team will continue to review resources at peak times to assist with call handling. The Housing Customer Service Team also undertakes customer satisfaction surveys every six months and performance data will be included in the performance report twice a year.

3.10 Resident Involvement

3.10.1 The proportion of tenants who say we listen to their views and act on them is increasing - 64% compared with 62% in 2011 and 60% in 2008 and above the benchmark for similar authorities at 56%. It is worth noting that while we can be pleased with this finding from the survey, it also represents a significant area where future improvements can be found. This is not least because the main driver that reportedly negatively impacted the results was the lower levels of satisfaction amongst lesbian, gay, bisexual and transgender residents. The Resident Involvement Team will be carrying out some work to look into this further and ascertain whether lesbian, gay, bisexual and transgender residents might be interested in forming a consultative group. If there is little appetite for an ongoing group, there may be some gains in achieving understanding from carrying out a focus group with some residents from this community group.

3.10.2 The result for satisfaction with opportunities to get involved has remained static (63%). The Business and Value for Money Service Improvement Group identified that it wishes to review levels of involvement to see whether or not the changes identified through the 'Everyone Counts' report has increased participation. This piece of work will be included in the group's work programme for the year ahead.

3.11 Information and communication

3.11.1 Three quarters of tenants (76%) said Housing is good at keeping them informed about things that may affect them. Nine out of ten respondents say they have read the 'Homing in' magazine (90%), more than half of whom said they 'always' read it (57%). The number of under 35s stating that they read Homing In was considerably lower than the over 65s at 17% and 70% respectively, and it will be important in future to consider how it can be made more appealing and relevant to younger tenants, while maintaining the aspects that are of interest to older residents.

3.11.2 There was mixed feedback in the area of internet communication and access to services, with some residents feeding back that they wanted access to traditionally based services, yet with others wanting more access to online services. On a survey question relating to the possible development of a Housing App it is interesting to note that 26% of respondents would be interested in using such a service, with interest highest amongst the under 35's (63%).

4. COMMUNITY ENGAGEMENT AND CONSULTATION

- 4.1 The report feeds back on consultation with a representative sample of tenants, and is valuable in providing information about satisfaction levels on a range of housing services, communication preferences, involvement, and tenant profile data against which comparisons can be made. The work also provides a platform for further engagement of residents in service improvement.
- 4.2 The report was presented to Housing Committee on 12 November prior to going to Area Panels on 1 to 5 December, in order to avoid delaying publication of the survey findings in the winter edition of Homing In in December. This route for the report was also desirable in order to meet the Scrutiny Panel's request for access to the STAR survey results to inform its current scrutiny review of aspects of the repairs service
- 4.3 The contents are for noting and comment and no decision is required. Any significant feedback from Area Panels will be reported to the Housing Committee in January 2015 under Chairs Communications, or as a separate information paper for Housing Committee members.
- 4.4 The findings have been subject to discussions with service managers and our repairs partner, Mears and these discussions will continue. Future actions to address increased resident satisfaction with Housing services will feature in service business plans and in annual and mid-term performance reviews with managers and staff.
- 4.5 A full copy of the report will be made available on the council's website.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 As mentioned in the report the cost of this survey was £6,121. These costs have been met from the current HRA revenue budget 2014/15.

Finance Officer Consulted: Monica Brooks Date: 30th October 2014

Legal Implications:

- 5.2 This is for note and comment only and so does not have any legal consequences arising. Should it lead to any actions, then this would be the subject of further legal advice at a later time.

Lawyer Consulted: Simon Court Date: 30th October 2014

Equalities Implications:

- 5.3 Equalities implications have been considered within the report. Most groups within equalities strands are well represented within the survey respondent group. There are variations to levels of satisfaction that we now need to consider how to address.
- 5.3.1 As in previous surveys those aged 45 and over were over represented compared to younger residents. Similarly one bedroom properties were over represented compared to family homes, as were high rise properties. The fact that tenants with disabilities were over represented is likely to be due to the age profile. The sample was representative by gender, there was a good response rate amongst Black and Asian tenants, as well as gay men. Whilst some other characteristics such as hindu, mixed ethnic background or lesbian were under represented these were small groups in the sample and therefore prone to greater variability.

Sustainability Implications:

- 5.4 The avoidance of a second mailing greatly reduced paper and print used in producing the report compared with previous years. We also worked with a local charity Paper Mates to assist with the mail out. This provided a joint working opportunity and helped the sustainability of its service.

Crime & Disorder Implications:

- 5.5 There was a slight fall in satisfaction with the way we dealt with ASB (down from 64% from 62%) with satisfaction lower in the central area. The introduction of the ASB, Crime and Policing Act 2014 in October provides further potential powers for us to tackle ASB. The theme of November's City Assembly is Safer Communities which provides a further platform to discuss resident experiences of our service.

Risk and Opportunity Management Implications:

- 5.6 There are no risk and opportunity management implications arising from this report.

Public Health Implications:

5.7 There are no public health implications arising from this report.

Corporate / Citywide Implications:

5.8 There are no corporate or citywide implications arising from this report.

SUPPORTING DOCUMENTATION

Appendices: None

Background Documents None

Area Panels: December 2014

Briefing Paper: Discretionary Decorating and Gardening Schemes (Housing)

Background

Brighton & Hove City Council offers the following discretionary schemes to tenants of pension age and those with a disability to help them maintain their properties.

Decorating:

- Vouchers to purchase decorating materials
- The decorating carried out by Mears
- Applications are restricted to one room per year per household and the same room cannot be decorated again for another 10 years

Gardening

- Grass cutting and hedge trimming carried out by Mears
- Applicants accepted to the gardening scheme receive four cuts a year, two of which include hedge trims

Currently, in order to be eligible for either scheme, the applicant must be pension age or in receipt of Disability Living Allowance (DLA)/Personal Independence Payments (PIP) or Attendance Allowance (AA).

Why we are reviewing these schemes

The schemes have not been fully reviewed since their introduction over 30 years ago and recent government changes to Disability Living Allowance, pension age and the introduction of the Welfare Reform Act 2012 have prompted a review to make sure that resources are used fairly and provide value for money.

Current issues with the existing schemes

- There is no formal assessment of the property to establish the condition of the garden or property and whether it is reasonable to fund gardening or decorating
- There is no determination of financial need or ability

Feedback so far

Telephone consultation around the current scheme has been carried out with over 100 tenants including those that applied but were turned down. Their comments included:

- Application forms should be less complicated to fill in
- The allowance was only enough to decorate half a room
- Better communication so that access can be arranged and gardens can be made ready
- Trees need cutting back but aren't included in work
- Once you register and are accepted you shouldn't have to apply again every year
- The able bodied adult in the house may not be capable of doing decorating, it's unfair that we are not able to get the decorating done because of this

- Applied but the scheme was already full even though it had only been open a couple of months
- Current criteria doesn't allow for temporary changes in a tenants circumstances i.e. able bodied relative staying with a tenant on a temporary basis
- Would like you to assess the need for help before accepting or refusing
- The schemes should be promoted more widely so all eligible tenants have an equal opportunity to apply
- The application should be easy to understand and complete
- Tenants who are not disabled but are over 75 years may not be able to do the decorating themselves or have any friends or family that could do it for them. Therefore, they wouldn't be able to get their properties decorated unless they are on Housing Benefit.

Recommendations for changing the schemes

- Change the eligibility criteria for both the decorating and gardening schemes to age 75+ **and** in receipt of Housing Benefit (HB), **or** any age and on DLA/PIP/AA **and** in receipt of HB
- Restrict successful decorating applications to every other year
- That the decorating vouchers are removed and replaced with a decorating pack containing all materials needed to decorate one room

Why these recommendations have been brought to Area Panels

To seek the Area Panel representatives comments prior to the report being presented to Housing Committee in January.

Next steps

All feedback will be considered and summarised in the report being presented to Housing Committee on 14 January 2015.

If agreed the changes to the scheme will be implemented at the beginning of the 2015/16 financial year and widely publicised including on the council's website, in Homing In and by other means to ensure the information is accessible to tenants e.g. through tenant association newsletters.

Contact: Jane White
 Performance & Improvement Officer
 E-mail: jane.white@brighton-hove.gov.uk
 Telephone: 01273 294598

AREA PANELS

Agenda Item

Brighton & Hove City Council

Subject:	Discretionary Decorating and Gardening Schemes		
Date of Meeting:	1, 3, 4, 8 December 2014		
Report of:	Executive Director, Environment, Development & Housing		
Contact Officer:	Name:	Jane White	Tel: 01273 29-4598
	Email:	Jane.white@brighton-hove.gov.uk	
Wards(s) affected:	All		

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT:

- 1.1 This report provides the findings of the recent review of the Discretionary Decorating and Gardening Scheme and sets out the recommended changes for consideration.

2. RECOMMENDATIONS:

- 2.1 That the Area Panels comment on the following recommendations:
- 2.2 That the criteria, for those applying to both the discretionary schemes, be changed to age 75+ **and** in receipt of HB, **or** on DLA/PIP or AA **and** in receipt of HB.
- 2.3 That the decorating vouchers are removed and replaced with decorating packs.
- 2.4 That, for the discretionary decorating scheme, successful applicants are restricted to one award every other year.

3. CONTEXT/ BACKGROUND INFORMATION:

- 3.1 The discretionary gardening and discretionary decorating schemes are provided to help older tenants or those with a disability to maintain their properties. The current eligibility criterion is based around tenants being of pension age or in receipt of DLA. This criterion gives no determination of financial need or ability to pay. There is also no formal assessment of the property to establish the condition or whether it is reasonable to fund decoration. Each year the schemes are oversubscribed with waiting lists for both schemes.
- 3.2 The review has been carried out to look at how the needs of tenants can best be met and ensure that resources are used fairly and provide value for money.

3.3 Research has been carried out around the provision that other Registered Social Landlords (RSLs) provide and how our scheme compares. Given the discretionary nature of the scheme a number of RSLs have opted to no longer provide this service and instead invest the funding in maintaining their existing stock. Of the RSLs that do still offer a discretionary service the age criteria is generally higher than that of Brighton & Hove City Council (BHCC), most only being open to tenants aged 70 and above although still open to disabled tenants. Some RSLs only operate a gardening scheme and not a decorating scheme.

3.4 It should be noted that this scheme is discretionary and that tenants have garden and decorating standards that they are expected to maintain. The tenancy agreement states the following:

“If you have a garden, patio or balcony you must keep it tidy. You must not allow any garden plants, trees or shrubs to grow onto or over neighbouring land. You are responsible for minor repairs and you should decorate all internal parts of your home as often as is necessary to keep them in good decorative order”.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

4.1

Option 1	Anticipated benefits	Identified risks
Remove all discretionary decorating and gardening schemes	<p>Savings from the scheme could be reinvested into services for tenants and to make improvements to the housing stock</p> <p>Greater responsibility on the tenants for maintaining properties and could result in tenants deciding to move if the garden is no longer manageable, ensuring residents are housed in properties that meet their needs.</p>	<p>Disabled and older tenants may struggle to maintain their gardens without assistance. This could lead to overgrown gardens causing environmental hazard and nuisance to neighbours resulting in an increase in complaints and tenancy breaches.</p> <p>Less affluent communities deteriorate as gardens become unkempt and neighbours who may previously have kept their properties in a good state of repair lose enthusiasm for maintaining their own gardens.</p> <p>With no opportunity for tenants to access funding to improve their properties those already in poor decorative order</p>

		may be neglected further. This may have a negative impact on a tenant's health and wellbeing.
Option 2	Anticipated benefits	Identified risks
<p>Replace the decorating vouchers with decorating packs and continue with the current criteria</p> <p>Keep the decorating and gardening works schemes as they are, continuing with the current criteria</p>	<p>Changing to decorating packs removes the risk of fraudulent use of vouchers</p> <p>Decorating packs provide better value for money containing all materials required to decorate a room</p> <p>No travelling for tenants- the supplier can deliver packs directly to tenants the next day</p>	<p>Tenants would have slightly less choice in the materials they can purchase i.e. wallpaper is not included</p> <p>The scheme may not be targeted at tenants who are most in need as there is no assessment of the property/financial need</p> <p>Tenants will be restricted to one supplier in order for value for money benefits to be achieved from having packs that include everything needed to decorate a room</p>
Option 3	Anticipated benefits	Identified risks
<p>The criteria, for those applying to both the discretionary decorating and gardening schemes, be changed to those aged 75+ and in receipt of HB or those on DLA/PIP or AA and in receipt of HB</p> <p>Replace the decorating vouchers with decorating packs</p> <p>Successful applications to either the decorating works or decorating packs are restricted to one award every other year</p>	<p>Changing the criteria ensures that the schemes are targeted at tenants who are most in need</p> <p>Being able to improve the inside of a property can have a positive impact on the health and wellbeing of a tenant</p> <p>Decorating packs provide better value for money containing all materials required to decorate a room</p> <p>Changing to decorating packs removes risk of fraudulent use of vouchers</p>	<p>Decreased customer satisfaction - especially from those that were previously eligible and no longer are, based on 2013/14 figures: -</p> <p>Of the 372 applications accepted 23% or 86 tenants would no longer be eligible for gardening works</p> <p>Of the 235 applications accepted 31% or 72 tenants would no longer be eligible for decorating works</p> <p>Of the 152 applications accepted 5% or 8 tenants would no longer be eligible for decorating vouchers</p>

	<p>No travelling for tenants - the supplier can deliver packs directly to tenants the next day</p> <p>Restricting successful decorating applications to every other year will enable more households to access the scheme</p>	<p>However, alternative sources of support could be investigated for these residents i.e. Age UK Help at Home service or the Royal Voluntary Service Good Neighbour Scheme</p> <p>Tenants would have slightly less choice in the materials they can purchase i.e. wallpaper is not included</p> <p>Tenants will be restricted to one supplier in order for value for money benefits to be achieved from having packs that include everything needed to decorate a room</p>
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Having considered all the information and research gathered the recommendation would be to adopt option three, as per the reasons in the benefits table.

- 4.2 The discretionary scheme budget for the current financial year is £288,390. The proposed change in criteria for the scheme would reduce the number of tenants eligible to apply but would also enable those tenants in greatest need of assistance to access this scheme. For the financial year 2015/16 it is therefore proposed to reduce the budget by £38,390 to £250,000. The table gives details of how this reduction would be applied to each of the schemes and the number of properties that would potentially be affected. Savings from the schemes will be reinvested in services to tenants and in making improvements to the housing stock.

	Current budget			Proposed budget 2015/16		
	Amount	Number of properties	Average spend per property	Amount	Number of properties	Reduction in properties from 2014/15
Decorating works	£154,060	235	£656	£122,672	187	48
Gardening works	£128,830	372	£346	£122,138	353	19
Decorating vouchers	£5,500	152	£36	£5,190	144	8
Total	£288,390	759	-	£250,000	684	75

5. COMMUNITY ENGAGEMENT & CONSULTATION

5.1 Consultation has been carried out with over 100 tenants including those that applied for the decorating schemes but were turned down. The feedback from these tenants has been used to understand how tenants feel about the current schemes and to find out what changes they would like to see. A sample of the comments we received are presented below:

Comment	Proposal
Application forms are too complicated	The application forms will be simplified and completed online; tenants without internet access will be able to speak directly to a Housing Service Advisor who will fill in the application for them.
The decorating voucher wasn't enough to do a whole room	Replace the vouchers with decorating packs. These packs will contain all materials needed to decorate the specified room.
Applied but the scheme was already full even though it had only been open a couple of months	Changing the criteria and targeting those most in need will reduce the number of applications.
Would like you to assess the need for help before accepting or refusing	The change in criteria will ensure that help is provided to those most in need.
Better communication so that access can be arranged and gardens can be made ready	The website will have a link to the garden schedules that customers can access for up to date information on the routes and dates. The Housing Customer Service Team can also provide this information directly to those residents without internet access.

5.2 The following feedback was received from discussions with the Home Service Improvement Group:

- The schemes should be promoted more widely so that all eligible tenants have equal opportunity to apply
- The application should be easy to understand and complete
- Tenants who are not over 75 years may not be able to do the decorating themselves or have any friends or family that could do it for them. Therefore, they wouldn't be able to get their properties decorated unless they are on housing benefit, would exceptions be made in certain cases?

6. CONCLUSION

The recommendations in this report will support the aim of offering discretionary decorating and gardening schemes that provide best value for money and meet the needs of vulnerable tenants in maintaining their homes and gardens and enhancing their quality of life.

7. FINANCIAL & OTHER IMPLICATIONS:

7.1 Financial Implications:

The HRA budget for 2014/15 for these discretionary schemes is £288,390. The proposals in this report would reduce the budget for these schemes for 2015/16 by £38,390 to £250,000. The changes to the eligibility criteria will reduce the number of tenants eligible to apply and will ensure that more is spent on those with the most need. This saving will be reinvested in services and improvements to tenants and will be included as part of the 2015/16 budget report to Housing Committee on 14 January 2014.

Finance Officer Consulted: Monica Brooks

Date: 12 November 2014

7.2 Legal Implications:

Although there is no legal obligation on the council to provide discretionary decorating and gardening schemes, it has sufficient power under the Housing Act 1985 to provide them. Where changes to current services are proposed, proper consultation with those affected or likely to be affected is necessary. The consultation to date has been appropriate.

Lawyer Consulted: Liz Woodley

Date: 11 November 2014

7.3 Equalities Implications:

An Equality Impact Assessment (EIA) has been carried out alongside this review to consider the impact each option might have on different groups.

7.4 Sustainability Implications:

The most sustainable method for future applications to this scheme is considered to be online. The internal decoration of properties and maintenance of the gardens is the responsibility of tenants. However, the provision of discretionary schemes to assist tenants who might otherwise find this maintenance difficult or too expensive is important to the future upkeep of our properties.

7.5 Crime & Disorder Implications:

There are no crime and disorder implications.

7.6 Risk and Opportunity Management Implications:

The main risk identified with these proposals is that tenants between the

age of 65 and 75 who are currently eligible would no longer be. However, these proposals provide the opportunity to ensure that the schemes are aimed at those who are most in need.

7.7 Public Health Implications:

Overgrown gardens can have a significant impact on a local environment. A decent environment means a better quality of life for local people, gives people pride in their area and encourages new people to move there. This report considers both tenant quality of life and the impact on the wider neighbourhood.

Corporate / Citywide Implications:

7.8 There are no corporate or citywide implications arising from this report.

Area Panels: 1 – 5 December 2014

Briefing paper: Citywide Parking Enforcement

Background and context

The Car Parks & Garages (CP&G) Team currently manages 56 of the 80 or so parking sites on Housing land. This means the managed sites have paid parking bays at a weekly charge, which are protected by enforcement.

The team has identified sites that would benefit from enforcement due to parking areas being abused by non residents. The abuse generates numerous complaints that have been difficult to resolve, sometimes prevents residents parking in their preferred parking areas close to their homes, and takes up considerable officer time.

Historically when we have received complaints from residents about parking issues on Housing land we have consulted all residents in that location, and introduced enforcement when the consultation result has requested this. Where residents have been reluctant to give up their free parking and have not opted to introduce enforcement, parking problems and neighbourhood disputes continue.

CP&G charges are increased annually based on inflation, and the city is broken down into three different charging areas with different charges for four customer groups, giving a total of 12 different charges that apply across the city. The table on the following page gives an indication of the variation in charges.

Recommendation

1. This paper recommends that the parking areas that have enforcement are increased to include all Housing land, with some exceptions. This will protect residents preferred parking and provide consistent arrangements in Housing areas.

In adopting a citywide approach, areas that fall within and on the boundaries of the corporate parking zones, as well as areas where residents are struggling to park due to non-residents parking in the area will be the first to be prioritised for enforcement. As the controlled parking areas expand throughout the city, any council housing parking sites that border on these new controlled parking areas will have parking enforcement introduced.

2. The paper also recommends introducing parking enforcement to the 99 Housing garage sites.

This will address a further problem that residents report of cars parking inappropriately in these areas, blocking access to garages. It will also encourage more people to rent

garages that are currently vacant. The cost of improved signage, as requested by residents, will be met from the Housing Revenue Account, but will be more effective with enforcement taking place at these sites.

Identifying sites

Housing continually considers areas of Housing land where there is the potential for developing new homes. Where this is not possible, the suitability for creating additional parking to meet tenants’ needs is also considered.

The table below identifies areas where there is no enforcement and that would immediately benefit from its introduction. As well as addressing the issues that arise from lack of enforcement, it will generate income to the Housing Revenue Account. The table also shows the weekly charges, and minimum and maximum potential income.

Site	Spaces	Blue badge - tenant & leasehold rate	Blue badge – private rate	Tenant & leasehold rate	Private rate	Min. weekly income	Max. weekly income
Lavender House	5	£1.99	£9.26	£9.00	£18	£9.95	£90
Newstead	5	£1.99	£9.26	£9.00	£18	£9.95	£90
Philip Court	15	£1.52	£6.54	£5.84	£11.70	£22.80	£175.70
Highcroft Lodge	10	£1.99	£9.26	£9.00	£18	£19.90	£180
Site off Southover Street	13	£1.99	£9.26	£9.00	£18	£25.87	£234
Ingram Crescent	230	£1.23	£1.67	£2.24	£4.51	£282.90	£1037.30
Manor Gardens	15	£1.23	£1.67	£2.24	£4.51	£18.45	£67.65
Ansty Close	15	£1.23	£1.67	£2.24	£4.51	£18.45	£67.65
Henfield Close	15	£1.23	£1.67	£2.24	£4.51	£18.45	£67.65
Playden Close	15	£1.23	£1.67	£2.24	£4.51	£18.45	£67.65
Flimwell Close	15	£1.23	£1.67	£2.24	£4.51	£18.45	£67.65

AGENDA ITEM 29

Byworth Close	7	£1.23	£1.67	£2.24	£4.51	£8.61	£31.57
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Next steps

All feedback will be considered and summarised for the report being presented to Housing Committee on 14 January 2015.

Once decided upon, the outcome will be and in feedback to Area Panels and published on the Housing pages of the Council's website.

Contact: Lucie Royall, Housing Customer Service Team Leader
Email: Lucie.Royall@brighton-hove.gov.uk
Telephone: 01273 296672

Area Panels: 1 – 5 December 2014

Briefing paper: Sheltered Housing Stock Review

Background

BHCC owns and manages 850 sheltered flats, studios and bungalows within 23 sheltered schemes.

The brief for the sheltered housing stock review was to examine the challenges of the physical environment and make property-based recommendations to ensure our sheltered schemes are fit for purpose.

Report Recommendations (in brief)

That area panels comment on the following recommendations, so the comments can be included in the report to housing committee:

1. Agree the converting up to 235 studios into one bedroom flats, wherever possible, subject to the required budget approvals, at the same time meeting the Lifetime Homes standard as far as possible. This proposal will be included in the HRA Capital Investment programme 2015-2018 proposals.
2. Agree the principle of de-commissioning (closing) of a small number of sheltered schemes which cannot be made fit for purpose, re-designating them for alternative clients groups, or agreeing to redevelop the sites (subject to 2.3).
3. Note that business case reports will be brought to Housing Committee on a case by case basis, where recommendations will be made on specific schemes which should be de-commissioned. Each report will include tenant consultation plans, the sensitive rehousing of tenants and the delegation to the Head of Housing to stop lettings at the scheme in question and at nearby schemes (to allow rehousing).
4. Note the creation, from 2015/16, of a 10 year cyclical programme for upgrading internal communal and external decoration.
5. Note the creation of a budget to address access issues in communal areas (e.g. ramps and stair lifts).

Process

This Item will go to the Housing Committee on 14 January 2015 for approval of the recommendations.

Resident Involvement

The Senior Housing Action Group considered the findings on 12 November 2014. Sheltered housing tenants will be consulted on the redesign of the studio flats and in the implementation of other recommendations.

Contact: Simon Pickles, Housing Stock Review Manager
Email: simon.pickles@brighton-hove.gov.uk
Telephone: 01273 292083

COMMITTEE**Agenda Item**

Brighton & Hove City Council

Subject:	Sheltered housing stock review		
Date of Meeting:	Area Panels - December 2014		
Report of:	Geoff Raw – Executive Director, Environment, Development and Housing		
Contact Officer:	Name:	Simon Pickles - Housing Stock Review Manager	Tel: 29-2083
	Email:	simon.pickles@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE**1. PURPOSE OF REPORT AND POLICY CONTEXT**

The brief for the sheltered housing stock review was to examine the challenges of the physical environment and make property-based recommendations to ensure our sheltered housing remains fit for purpose into the future and continues to support the City housing strategy.

2. RECOMMENDATIONS:

That area panels comment on the following recommendations, so the comments can be included in the report to housing committee:

- 2.1 Agrees the converting up to 235 studios into one bedroom flats, wherever possible, subject to the required budget approvals, at the same time meeting the Lifetime Homes standard as far as possible. This proposal will be included in the HRA Capital Investment programme 2015-2018 proposals.
- 2.2 Agrees the principle of de-commissioning (closing) of a small number of sheltered schemes which cannot be made fit for purpose, re-designating them for alternative clients groups, or agreeing to redevelop the sites (subject to 2.3).
- 2.3 Notes that business case reports will be brought to Housing Committee on a case by case basis, where recommendations will be made on specific schemes which should be de-commissioned. Each report will include tenant consultation plans, the sensitive rehousing of tenants and the delegation to the Head of Housing to stop lettings at the scheme in question and at nearby schemes (to allow rehousing).
- 2.5 Notes the creation, from 2015/16, of a 10 year cyclical programme for upgrading internal communal and external decoration.
- 2.6 Notes the creation of a budget to address access issues in communal areas (e.g. ramps and stair lifts).

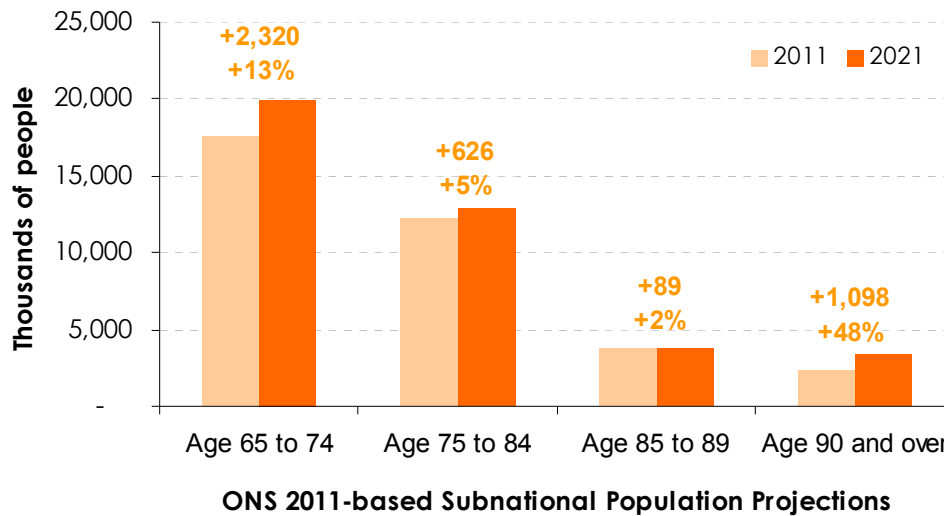
3. CONTEXT

- 3.1 Brighton & Hove City Council owns and manages 850 sheltered flats, studios and bungalows within 23 schemes. In asset terms this is a significant portfolio, providing an annual rental income of £3.2M (excluding service charges).
- 3.2 Sheltered housing plays a crucial role in promoting independent living and preventing or delaying the need for higher dependency services such as extra care and residential care. The service currently houses mainly older people with the support of a scheme manager and alarm service. The service has recently reviewed its aims, which closer aligns the service to the aims and objectives of Adult Social Care and Public Health strategies.
- 3.3 In terms of ongoing demand for sheltered housing – we know from Home-move that on 16th September 2014 there were 795 households on the housing register assessed as requiring sheltered housing.
- 3.4 The council's supply of affordable sheltered housing is supplemented by the sheltered housing managed by registered providers (housing associations) in the City. There are fourteen other registered providers of sheltered housing in the city, providing a total of 908 sheltered flats.
- 3.5 There have been major demographic changes within the sheltered housing client group (longer, fitter lives, and higher numbers of frail elderly people with complex needs). At the time of the 2011 Census there were 35,692 people aged 65 and over living in the city representing 13% of the total population. 20,038 (56%) were female and 15,654 (44%) were male, with the ratio of women to men increasing with age. There is a fairly even split between males and females aged 65 to 74 but as people grow older the ratio changes, with 69% of people aged 85 years and over being female. These ratios are expected to change over the next 10 years as male life expectancy is increasing faster than that of females. In 2021, the ratio of males to females is likely to be 38% females and 62% males

	Brighton & Hove			
	Age 65 to 74	Age 75 to 84	Age 85 & over	Total
All Persons	17,460 (49%)	12,248 (34%)	5,984 (17%)	35,692 (100%)
Males	8,537 (55%)	5,243 (33%)	1,874 (12%)	15,654 (100%)
Females	8,923 (45%)	7,005 (35%)	4,110 (20%)	20,038 (100%)

The Office of National Statistics projects that there will be a 12% increase in the number of people aged 65 or above between 2011 and 2021. Within this, there is a projected 48% increase of people aged 90 and above, with an additional 1,098 people taking the number to 3,382.

Brighton & Hove
Age Profile Change



- 3.6 The sheltered housing service has responded by drawing up a new service offer. It is now time to modernise our sheltered housing assets to ensure their fitness for the future.
- 3.7 The accommodation that makes up our sheltered housing portfolio is varied. At one end of the spectrum we have three ‘flagship schemes’ where in the late 1980s careful attention was paid to providing a good range of communal facilities, thereby ‘future proofing’ these schemes. At the other end, in the 1960s and 70’s the council built a significant number of sheltered studio flats with shared facilities, which are now proving unpopular and hard to let. Refurbishment has already taken place to ensure all studios have their own bathrooms and will be completed in 2014/15 This leaves over 200 studios with their own bathrooms, but where the bed is in the lounge. The conversion of these studios to one bedroom flats is a major recommendation within this report.
- 3.8 However, a small number of schemes cannot be made fit for purpose cost effectively. Proposals on such schemes will be brought to future committee meetings.
- 3.9 The internal communal areas on some of the council’s sheltered schemes, despite being clean and safe, can have a tired and clinical feel. Moving forward, tenants are making good use of the Estate Development Budget system to brighten up the communal interiors and make them more homely. However, this is no substitute for a scheduled programme to upgrade decor and furnishings. Such a programme is another key recommendation of this report.

4. **BACKGROUND INFORMATION: MAIN FINDINGS OF THE SHELTERED HOUSING STOCK REVIEW**

4.1 **The need to address schemes which have studio flats**

- 4.1.1 The council still has around 350 sheltered studios flats, where the bed is in the lounge. The presence of studios is a key factor where a scheme has become hard to let. The evidence is that women expect a separate bedroom, whereas men will accept studios more readily.
- 4.1.2 However by allocating properties in sheltered schemes to a different client group (*i.e.* single vulnerable adults with complex needs) rather than to those for whom they were originally intended, we have in some instances changed the nature of the communities and inadvertently generated negative outcomes. Negative outcomes include safeguarding risks and increasing isolation, which both have a detrimental impact on the quality of life of residents and is also costly to manage. The recent Chartered Institute of Housing service review clearly identifies this problem in a number of sheltered housing schemes. Converting studios to one bedroom flats is likely to make them more appropriate and attractive to older people who need sheltered housing.
- 4.1.3 In conclusion, studios are no longer an acceptable form of sheltered accommodation and do not fulfil the objectives of a number of key council strategies, nor the 'HAPPI' all party government task force standards. HAPPI stands for Housing our Ageing Population: Plan for Implementation (see Appendix 1 for summary of the review's self-assessment). It is therefore recommended to convert 235 studios into one bedroom flats and at the same time meet the *Lifetime Homes standards where possible. The total capital requirement will be in the order of £5.9M over three financial years (see financial implications for more detail). In some instances this may result in a reduction of the number of units, which will be quantified on a case by case basis.

* Lifetime Homes standards are a set of features that make housing more functional and 'future proofed'. There are 16 key requirements and specific features. These include:

- Level or gently sloping approach to property
- Wide doorways to allow wheelchair access
- Living rooms at entrance level
- Entrance level toilet
- Low level window sills and electric sockets.

4.2 **Schemes which cannot be made fit for purpose**

- 4.2.1 There are a small number of schemes where it is not feasible or viable to make them fit for purpose. Reasons for this include: structural or serious repair problems, the absence of a lift, fundamental accessibility issues resulting from

the original design. People know they cannot stay at these schemes as they become frailer.

4.2.2 In these situations the council can consider 'de-commissioning' and designating the scheme as general needs or for fitter older people only, or consider redeveloping the schemes.

4.2.3 If Housing Committee agrees, in future, business case reports will be brought to committee on a case by case basis, where recommendations will be made on specific schemes which should be de-commissioned, including the sensitive rehousing of tenants and the delegation to the Head of Housing to stop lettings at the scheme in question and at named nearby schemes (to allow rehousing).

4.3 Develop additional sheltered housing flats on existing schemes

4.3.1 There may be opportunities in the future to create additional flats on a scheme, at the same time as improving communal areas. This would compensate for the loss of units caused by any de-commissioning of sheltered schemes which are no longer fit for purpose.

4.4. Flagship sheltered schemes

4.4.1 From the mid-1980s the council delivered high quality and well-appointed sheltered housing schemes. The range of communal facilities, including library, cafe area, hairdressing salon, is impressive. The good provision of communal facilities combined with the absence of studio flats, means they have been 'future proofed' and can be justifiably labelled as 'flagship' schemes.

4.4.2 They are: Elwyn Jones Court, Lindfield Court and Sloane Court

4.4.3 The following schemes have the potential to be flagships schemes, subject to investment that is dealt with earlier in the report:

- Elizabeth Court (studio conversions)
- Muriel House (studio conversions)

4.4.4 Where such flagship schemes are used as 'community hubs' (e.g. social or fitness activities), there will be a need for 'progressive security', whereby access to the non-communal areas of the scheme is restricted.

4.5 Accessibility of communal areas

4.5.1 There are some required improvements to communal areas such as ramps and stair lifts, which are relatively minor but which will improve tenants' quality of life. A dedicated budget would address this issue.

5. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

5.1 To develop a newbuild scheme instead of converting the studios would cost in the range of £120-£150,000 per flat, purely for the construction works (excluding fees and land). Conversion of existing schemes, where this is possible, will cost approximately £25,000 per flat.

6. COMMUNITY ENGAGEMENT & CONSULTATION

- 6.1 Tenants have been consulted on the converting of studios into one bedroom flats at Sanders House, by holding 'open house' viewings of a showflat.
- 6.2 Sheltered housing tenants will be fully consulted on the redesign of the studio flats, on the possible decommissioning of schemes (once specific schemes have been approved by Housing Committee) and on the implementation of other recommendations of the review.
- 6.3 In previous conversions (creating individual shower rooms) tenants have been able to 'opt out' and not have the works done. It is recommended that this is allowed only in exceptional circumstances and on a case-by-case discretionary basis, such as a serious illness.
- 6.4 In relation to cyclical renewal of communal furnishings, further discussions with residents at each scheme will take place to establish the residents' changing aspirations.
- 6.5 This report has been discussed with the Area Panels and the Sheltered Housing Action Group (November and December 2014).

7. CONCLUSIONS

- 7.1 Studio accommodation is not a model of best practice for sheltered accommodation in the 21st century, and the council should develop a programme of conversion to one bedroom flats. However, this will not always be feasible or viable.
- 7.2 The review recommends systems are put in place to ensure improvements to communal decorating and furnishing are cyclical, not one offs.

8. FINANCIAL & OTHER IMPLICATIONS:

8.1 Financial Implications:

- 8.1.1 It is estimated that the cost of converting the 235 flats will be £25,000 per flat, giving a total cost of £5.875 million.
- 8.1.2 The funding of the 3 year programme for sheltered housing studio conversions will need to be included in the HRA Capital Investment Programme 2015-2018 budget and funding proposals, which will be presented to Housing Committee for approval, prior to seeking Policy & Resources Committee approval in February 2015.
- 8.1.3 Home loss payments will not be required as part of the studio conversions.
- 8.1.4 The proposed budget to improve the accessibility of communal areas will be set at £25,000 per annum.

Finance Officer Consulted: Susie Allen, Principal Accountant

Date: 8/08/2014

8.2 Legal Implications:

8.2.1 The Housing Committee has wide power to manage property within the HRA. This includes the power to demolish. Recommendations 2.1. and 2.2 are therefore within the Committee's powers.

Lawyer Consulted: Joanne Dougnaglo/ Liz Woodley Date: 08/08/14

8.2 Equalities Implications:

8.2.1 Improvements to the accessibility of the buildings will be achieved through the proposed small works and conversion works.

8.3 Sustainability Implications:

8.3.1 The thermal and environmental performance of the converted flats will only marginally be improved, because internal wall insulation would reduce the size of the accommodation.

SUPPORTING DOCUMENTATION

Appendix 1: Self-assessment against 'HAPPI' standards (HAPPI = Housing our Ageing Population: Plan for Implementation)

Appendix 2: Draft sheltered lettable standard.

Appendix 1: Self-assessment against 'HAPPI' standards

Suggestions to APPG Inquiry for refinements to HAPPI criteria	BHCC position with respect to our current sheltered stock
Provide accessibility to wheelchair standards i.e., in excess of Lifetime Home Standards with lift access to all apartments	<p>Non-compliant: not all our schemes have lifts, and where they do some do not reach all parts of the building where there are flats.</p> <p>Even in our best schemes, doors in flats have to be widened through adaptations to cater for larger wheelchairs.</p> <p>All our new housing will be built to Lifetime Homes standards and 10 per cent of new housing will be designed to be wheelchair accessible or easily adaptable.</p> <p>In future, studio conversions we will seek to implement Lifetime Homes standards wherever possible.</p>
Offer a mix of space standards that exceed 'minimum' requirements and that are dictated by meeting the accessibility requirements (two bed flats at least 70m sq. and one bed flats at least 58m sq.)	<p>Non-compliant: we have over 200 studio flats that need to be converted to good sized one bedroom flats.</p>
Concentrate on typologies that are suited to older people i.e. apartments or single-storey dwellings (or dwellings which provide self-contained accommodation on one level)	<p>Compliant. New single storey accommodation does not represent good value given the land scarcity in the city.</p>
Notwithstanding proposed housing benefit reform, provide predominantly two bed apartments because of the greater flexibility that they offer	<p>Not in agreement. Our rehousing team has confirmed that 2 bedroom sheltered flats are hard to let. So, the recommendation for new flats should be predominantly larger (2 person) one bedroom flats.</p>
Incorporate communal facilities to promote social interaction. This could be limited to a single, multi-functional space with ancillary accommodation	<p>Compliant. BHCC has good range of communal rooms on its sheltered estates, some of which may need to be reconfigured to meet the needs of the new client groups of single 'younger elderly' men.</p>
Provide for high levels of energy efficiency to minimise energy costs and reduce fuel poverty	<p>Compliant. BHCC has an active sustainability programme (communal boilers/ insulation/ solar panels); One</p>

Appendix 1: Self-assessment against 'HAPPI' standards

	Plant principles.
Allow for good security arrangements	Work in progress. Evidence of good liaison with crime prevention officers.
Be located in an area which constitute a Lifetime Neighbourhood in terms of accessibility to transport, retail and other amenities and facilities that older people need	In the main compliant, accepting that much of Brighton's topography presents hills and inclines. Good access to bus routes.
Be 'age-eligible' accommodation, with a minimum age requirement that will require a lower level of parking provision	Compliant, but the Housing Needs and Rehousing teams will be flexible in exceptional cases or where flats are hard to let.
Offer a housing tenure and management regime that will ensure that some resident control is retained	Compliant. We offer the most secure social housing tenancy available and tenants are supported by an active RI structure.
Provide the ability to incorporate 'care aware' smart technology to help with future personal care and support	We are auditing our community alarm equipment in the schemes to ensure they are compatible with the latest telecare and telehealthcare add-ons (personalised equipment), taking forward the emerging technological changes that will support independence, security and wellbeing in retirement housing schemes.

Subject:	Modernising the EDB		
Date of Meeting:	EDB Panel September 2014 Area Panels December 2014		
Report of:	Benjamin Ben O'kagbue Head of Property & Investment		
Contact Officer:	Name:	Janine Healey	Tel: 29-3314
	Email:	Janine.healey@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 The purpose of this report is to consult with Area Panels about proposals to improve the delivery of Estate Development Budget (EDB) projects and to inform Area Panels of changes to EDB processes.
- 1.2 The recommendations within this report have the support of the EDB Panel.

2. RECOMMENDATIONS:

- 2.1 In order for an EDB bid to be approved, the responsibility for any ongoing maintenance requirements must be specified and agreed.
- 2.2 The main bids for the fencing programme can include up to 25% of the bid value to be unallocated to any address.
- 2.3 EDB Panel to monitor receipts for any cheque request payment to TRAs.
- 2.4 Community Payback (CP) to have an Area based budget available for materials, contributed to by each Area Panel.
- 2.5 Set up four Area based tool stores for Community Payback and EDB funded items.
- 2.6 The spend cap on quick bids to be increased from £500 to £750.

3. UPDATES TO PROCESS & PROCEDURE

The following updates to process and procedures are taking place across the current and next financial years.

- 3.1 During 2015-16 the resident involvement Service Improvement Groups look to develop a citywide fencing scheme.

- 3.2 During 2015-16 the resident involvement Service Improvement Groups look to broaden and increase the involvement of residents in proposing EDB project bids and voting on the projects to be pursued within their area.
- 3.3 Mears' approved suppliers to have funds placed on store accounts for TRAs and CP to select & collect.
- 3.4 Where appropriate, leaseholder recharging to commence in April 2015 for projects completed during 2014-15.
- 3.5 Area based budget calculations for 2015 onwards will include leaseholder dwellings as well as tenant dwellings.

4. CONTEXT/ BACKGROUND INFORMATION

4.1 Financial Framework

From Autumn 2014 the geographical boundary of the four Area Panel areas will be changing. In light of this, the EDB Panel have agreed to a "clean slate" approach to the budgets and unallocated funds for the four areas, as follows:

- 4.1.1 Funds which remain unused *and* uncommitted at the end of this 2014-15 financial year will be returned to the over-arching EDB fund for re-allocation to new bids in the new areas for financial year 2015-16.
- 4.1.2 EDB Panel to sense check the outstanding quick bids to assess whether or not the bids are still feasible and able to be delivered. Those which are not, will be cancelled and the funds returned to the over-arching EDB fund for re-allocation to new bids in the new areas for financial year 2015-16. This means that live bids will remain even if the Tenant Association has changed area.
- 4.1.3 At the end of successive financial years (April 2016 onwards) funds which remain uncommitted and unspent will be carried forward within the relevant Area's budget for the following financial year's new bids.
- 4.1.4 All live bids will remain with the TRA until delivered (the majority of which will be completed by March 2015).

4.2 Scope of Work

- 4.2.1 Discussion was had around whether it was appropriate for EDB funds to be used for cyclical maintenance such as decorating shared areas. It was agreed that EDB had always been available to bring forward the capital programme where it was a priority for residents.
- 4.2.2 There is currently a review of BHCCs Sheltered Housing stock and one of the recommendations in the draft report (due to Area Panels in December 2014) is to introduce a new ten year cyclical programme of decorating to sheltered housing communal areas. If this programme is agreed, any EDB bids already approved for this type of work will be reviewed by the EDB Panel in conjunction with the new programme.

4.3 Service Delivery Model

- 4.3.1 The benefit of having area based bids and stores for CP materials, would allow the EDB Panel to easily approve work for CP to deliver, combined with a quicker method for Mears to provide access to materials via supplier store accounts. CP would then be able to collect the materials at their own convenience and commence work on site without the need to meet a resident. This aims to address historical issues surrounding the ownership, usage and secure storage of items funded via EDB.
- 4.3.2 TRAs will still be able to have their own stores with their own tools and materials.
- 4.3.3 TRAs will still be able to place main bids for specific projects in their area for CP to deliver.

4.4 Resident Involvement

- 4.4.1 The EDB Panel will commit to requesting an article in every edition of Homing In to raise the profile of EDB across the city, by having a feature on a recently completed bid or upcoming bid.

5. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

5.1 Financial Framework

The discussions around finances and budget allowed for the following areas to be discussed and agreed:

- 5.1.1 There was the suggestion and agreement that a common-sense approach be taken with quick bids with a value of just over £500 e.g. £510. This then developed into the suggestion of increasing the cap of quick bids to £750.
- 5.1.2 There was the alternative suggestion of introducing a second round of main bids, however this was dropped due to the difficulty of timing of the Area Panels and the amount of work involved in setting up an additional round of four meetings.
- 5.1.3 It was also suggested that each Area Panel could bid for any amount of quick bid funding. At present the bid is usually £15k, it was agreed that a suggested increase of this cap to £25k in order for more quick bids to be funded.
- 5.1.4 It was agreed that in some circumstances it may be necessary to issue a cheque to a TRA, although this would be in exceptional circumstances only. Where a cheque is requested and issued, then a breakdown of items or description of the specific item must be provided to the EDB Panel.

5.2 Service Delivery Model

5.2.1 Discussions were also had around ongoing ownership of tools, materials and items purchased under EDB. It was agreed that if it was felt necessary to be able to identify items funded by EDB then the use of an “asset tag” would be suitable.

5.2.2 Having sought advice from HRA Finance around ownership of items, it was suggested that the items are “gifted” to CP or the TRA along with responsibility for ongoing service and maintenance. When the items are no longer functional, they can be replaced where needed by a new EDB bid or if recommendation 2.4 is agreed, with a pot of generic funding for CP tools and materials.

5.3 Resident Involvement

5.3.1 A group of officers met the council’s Communities Manager to talk about best practise within the city, when it comes to involving more residents in the EDB process, particularly around ideas for bids and voting on the bids to be carried out. It was agreed that this would be looked at in the future, led by the Resident Involvement Team.

6 COMMUNITY ENGAGEMENT & CONSULTATION

6.1 The EDB Panel have been fully involved with this review, identifying the issues within the EDB processes and working through potential solutions. The panel contributed to the content of this final report and support all the recommendations within it.

6.2 Other interested parties have also been consulted with, including Mears EDB Project Manager, Community Payback Project Coordinator and the Resident Involvement Team.

7. CONCLUSION

The recommendations within this report will support the aim of modernising the EDB and ensuring that projects are delivered in a timely manner whilst ensuring value for money and high quality.

Area Panels: 1 – 5 December 2014

Briefing paper: Update on Estates Development Budget Programme

Background and context

The Mears Estates Development Budget (EDB) Project Team have been asked by some residents and representatives on the EDB Panel to provide an update on the programme to the Area Panels. The information provided in the report was suggested by the EDB Panel and the report was written on 17 November 2014.

22 of the jobs below are EDB quick bids that were agreed at the October EDB Panel. The number of jobs increases with each EDB Panel, while the Programme Team are getting through the backlog of work. Keith Dadswell is attending the Area Panels.

EDB 2014 - 2015		
Statistics as of 17/11/14	jobs	%
2009-10	1	0.22%
2010-11	6	1.34%
2011-12	10	2.23%
2012-13	44	9.80%
2013-14	114	25.39%
2014-15	274	61.02%
Number of jobs old and new plus any quick bids to date	449	100%
Completed	272	60.58%
Outstanding work	177	outstanding
In progress	42	23.73%
Remaining	135	76.27%

Contact: EDB Projects Team
 Email: mears.edb.brighton@mearsgroup.co.uk
 Telephone: 01273 574356 or 07595 887621

Area	Bid ref	Ten Ass	Description of Works	Mears Update Update	Anticipated Start date
Central QB	12-13/C101_22	Terminus Road	3 or 4 bicycle racks in bin room	ON HOLD BY INSTRUCTION OF BHCC	TBC
Central	13-14/C102	1 & 2 St Aubyns Gardens	Bird proofing and pigeon spikes	KP to arrange site visit / KD to speak to RIO	NOV
North QB	12-13/ne101_03	27a&b Beaconsfield Villas	Flooring to lower commonway	Contractor instructed	JAN
West	14-15/W17	Abinger Court	Internal decs	Internal delivery Dee to arrange dates	DEC
West QB	14-15/W101_23	Abinger Court	Supply voucher for getting the shrubs from stanmer.	Cheque request?	NOV
North QB	14-15/NE101_17	Abinger Court	Install gate for privacy of rear area	Scaffolding in way	NOV
West QB	14-15/W101_31	Abinger Court	Weed and jet wash rear area of block		FEB
North	12-13/NE105	Albion Hill RA	Dinapore House, 2 new rear doors	Site visit by contractor awaiting price	JAN
North QB	13-14/NE101_04	Albion Hill RA	Allow £2,800 per door project to be done over two years	Mex to contact TA and agree works do not know anything	DEC
North QB	14-15/NE101_23	Albion Hill RA	Black out blind in window of 4th floor drying room plus electricity points installed		
East	14-15/E8	Amberley Lodge Residents	New street bench hill in Albion Hill opposite number 13 + 14 (under the street light)		JAN
East QB		Amberley Lodge Residents	2 x Gates at front and locks on back door	AWAITING COSTS	FEB
East	12-13/EB103	Bates Esate TRA	Storage locker		FEB
			Feasibility study -car parking spaces Seisfield Drive		FEB
East	14-15/E7	Bevendean TA	Fencing x 7 (addresses already supplied)	Priced /overbudget awaiting ta selections / SELECTION MADE 28/10/14	NOV
Central	12-13/C105	Bristol Estate CA	Gardening works NO INFORMATION AVAILABLE	Meeting with Projects Sept 14 to discuss going forward after project work	TBC
Central	13-14/C105	Bristol Estate CA	£2,500 to fund Community Payback Team work on the estate	Meeting with Projects Sept 14 to discuss going forward after project work	TBC
East QB	14-15/EB101_17	Broadfields	Supply of 50ft garden hose		DEC
East	12-13/EB109	Central Whitehawk	Parking bays	Chase copy of feasibility study	MARCH
West	13-14/W104	Churchill House	Piece of waste land changed to parking bays. Planning permission	Mears to contact TA and agree works	MARCH
West QB	14-15/W101_09	Churchill House	Shrubs		
Central	09-10/C110	Clarendon & Ellen	Security lighting to be installed on the building by the gate at the office end of churchill house	GIVEN TO JAMES PAULEY 22/10/14	NOV
Central	13-14/C111	Clarendon & Ellen	ON HOLD Nov TA confirmed the remaining £500 to be used for taps, but sure of location so asked for it to be put on hold. Community wifi pilot and PC	DS TO VISIT SITE TO LOCATE STOPCOCK	DEC
Central	14-15/C30	Clarendon & Ellen	Painting Equipment Budget Community Payback / check raised for 300	Glyn looking at possibilities	TBC
Central	14-15/C40	Clarendon & Ellen	30/4/14 Internal Notice Boards x 3 (what size)	Ongoing What size?	ONGOING DEC
Central	14-15/C44	Clarendon & Ellen	Dummy CCTV Cameras x 6 chnged to x1 cctv camera real	Details passed to Jamie Smith 12/08/14	MARCH

Area	Bid ref	Ten Ass	Description of Works	Mears Update Update	Anticipated Start date
Central	14-15/C48	Clarendon & Ellen	Remove carpeting lobbies and landings; replace with suitable coverings 27 landing s and 6 lobbies	Site visit required EDB and contractor	FEB
West QB	12-13/W101_11	Clarke Court	2 picnic tables / 30.Jan 13 requested more info from TA	Still require further info	DEC
Central QB	13-14/C101_12	Phillip Court	Better illumination	RESOURCE APPOINTED	NOV
East QB	14-15/EB101_15	Coldean Tenants and Residents Association	Three seat park bench for Haig Park. To be placed near path, facing the play area		JAN
East QB	14-15/EB101_16	Coldean Tenants and Residents Association	Fencing to make safe the play area for children using the park and keep dogs out of the play area.		DEC
East QB	14-15/EB101_01	Coldean TLA	Security lighting with motion sensors – in twitten to allotments. front & back steps to flats	GIVEN TO JAMES PAULEY 22/10/14	NOV
East QB	14-15/EB101_06	Coldean TLA	notice board		DEC
East	14-15/E3	Coldean Youth Club	Improvements to Youth Centre building: Internal (storage cupboards, heating, flooring, bathroom) / External (garden access doorway, fencing)		ONGOING
Central	14-15/C24	Craven Vale	Play Area Feasibility Study		DEC
Central	14-15/C28	Craven Vale	Additional External Lighting for Badly Lit, Darkened Stairways and Access to Buildings	JP has agreed works on site / Contractor assigned	OCT
Central	14-15/C33	Craven Vale	Replace Carpeting Craven Vale Community Centre	Dee site visit 12/9/14 / awaiting price	NOV / DEC
Central	14-15/C41	Craven Vale	Bench (concrete and wood)	Bench ordered 11/9/14	OCT
Central	14-15/C45	Craven Vale	Repainting Stairwell Hadlow Close	Dee to measure	JAN
Central QB	14-15/C10_07	Craven Vale	Masonry Paint for Painting Steps by Community Payback Team	Awaiting info poss cheque request	NOV
North QB	14-15/NE101_26	Ditchlings Gardens	Have requested a microwave for the community room		DEC
North QB	14-15/NE101_27	Ditchlings Gardens	Parasol and base and table for outside of the community room .		DEC
North QB	14-15/NE101_28	Ditchlings Gardens	Portable stereo for community room		DEC
West QB	11-12/W101_17	Downland Court	Entrance door matting / email sent to Buxtons 30/01/14		FEB
West QB	13-14/W101_11	Downland Court	Prune 2 trees in front of block 35-45	Awaiting response from MG re Tree preservation	FEB
West QB	13-14/W101_16	Downland Court	Prune Trees by 159-169 and 47-57	Awaiting response from MG re Tree preservation	FEB
East	13-14/EB111	East Central Moulseccomb TRA	Tools for gardening, funding for contractor to carry out clearance and training for volunteers / 5 Feb 14, Hannah Barker requested funds carried forward	Awaiting info from RIO / SPOKE TO RIO HANNAH 9/10/14	TBC
East	10-11/EB113	East Moulseccomb TRA	Funds for clean of Moulseccomb woods / JOB NO: 9069146 vehicles/skips/drivers/rubbish disposal. To clear rubbish from woods in Moulseccomb Way that has now been secured with 'kissing gates' funded from last round. NOT HRA LAND	WORKS AGREED TO BE STARTED IN NOV	NOV
East QB	14-15/EB101_14	East Moulseccomb TRA	Request for a notice board to be put on the green at the junction of Halland Rd + Ashurst Rd		DEC
Central	14-15/C10	Elizabeth Court	Redecorate toilets	Decs complete 15/9/14 / awaiting price for flooring / price approved contractor instructed	11/09/2014

Area	Bid ref	Ten Ass	Description of Works	Mears Update Update	Anticipated Start date
Central	14-15/C38	Elizabeth Court	New carpet communal hallway	Awaiting price	JAN
North	13-14/NE110	Elwyn Jones	Decorate kitchen and replace flooring	Decs completed / contractor assigned to flooring	FEB
North	14-15N3	Elwyn Jones	Wall art / decorations to meet fire regs plus brick planter	Cheque delivered 13/8/14 for wall art / bricks to source	JAN
North	14-15N16	Elwyn Jones	Lounge Pleated curtains for both windows / doors		NOV
North QB	14-15/NE101_14	Elwyn Jones Court	Pleated or roller blinds to be fitted to two top floor communal windows.		NOV
Central	14-15/C11	Essex Place	Completion of Stairwell Decoration x 9 Stairwells	Poss section 20 / spoke to Any Tuck 24/6 would like to wait until major works are completed	TBC
Central	14-15/C34	Essex Place	Lobby entrances deep cleaned and redecorated	Poss section 20 / spoke to Any Tuck 24/6 would like to wait until major works are completed	TBC
West QB	14-15/W101_03	Evelyn Court	New curtains in lounge 3-4		NOV
North	12-13/NE114	Four Blocks	Joint project between Holmstead and Parkmead to replace steps at back of Holmstead to provide new pathway on flatter part of garden to join up with Parkmead Work to be completed over two years.		TBC
North	12-13/NE119	Four Blocks	Work to the front of Holmstead	ON HOLD / AWAITING MORE INFO	TBC
North	13-14/NE112	Four Blocks	Continuation of project to build steps to rear of Holmstead	ON HOLD AWAITING MORE INFO	TBC
North	13-14/NE115	Four Blocks	Create plant border at front of Parkmead	Mears to contact TA and agree works /Becca to confirm requirements 29/7/14	TBC
North	13-14/NE116	Four Blocks	£3,000 towards 3rd year of project to remove coal bunkers	More info required	TBC
North QB	14-15/NE101_12	Gathering Place	Relocate existing notice board / supply and install free standing notice board	RELOCATED NOTICE BOARD Awaiting new	OCT
Central	14-15/C35	Hampshire Court	Communal Windows Washing (internal and external)	ONYX / TWO VISITS ONE SEPT AND ONE FEB / MARCH	SEPT / MARCH
Central QB	14-15/C10_30	Hampshire Court	Replace vinyl in small bin areas	CONTRACT HAS BEEN ASSIGNED TPCT	NOV
West	13-14/W115	Hangelson	Refurbishment of bike lockers at Harmsworth Crescent	Spoke to RIO still required MI to visit site	TBC
West	14-15/W8	Hangelson	Fencing behind Block 1-18 Harmsworth Crescent	KP to visit site and measure	JAN
West QB	14-15/W101_11	Hangelson	materials for payback team to paint the railings behind blocks 85-94 Harmsworth Crescent	Awaiting more info	MARCH
West QB	14-15/W101_12	Hangelson	Materials for the payback team - front elevation of block 65-74 Harmsworth Crescent needs to be jet washed or repainted	Awaiting more info	MARCH
West QB	14-15/W101_15	Hangelson	Materials for payback team - Painting the outside of the common stairwell of block 85-94 Harmsworth Crescent	Awaiting more info	MARCH
West QB	14-15/W101_16	Hangelson	Materials for payback team - 18 Harmsworth Crescent moss clean up	Awaiting more info	MARCH
West QB	13-14/W101_05	Harmsworth Cres	Tree surgery behind 1-18 Harmsworth Crescent	Awaiting response from MG re tree preservation	
Central QB	14-15/C10_31	Hereford court community association	Erect signs on all 4 gates		JAN

Area	Bid ref	Ten Ass	Description of Works	Mears Update Update	Anticipated Start date
Central	14-15/C53	Highcroft Lodge	Complete new flooring around communal areas	Awaiting price	JAN
Central QB	14-15/C10_11	Highcroft Lodge	Metal locking post (3) required for refuse bin at Highcroft lodge.	Going to use up and over hoops and chain / ordered 24/9/14	NOV
North QB	13-14/NE101_11	Highden, Westmount and Crown Hill	Replacement of tree	Mex to contact ta and agree works	MARCH
North QB	13-14/NE101_13	Highden, Westmount and Crown Hill	Pampass grass plant	Mex to contact ta and agree works	MARCH
North QB	13-14/NE101_14	Highden, Westmount and Crown Hill	new communal bin and locks	Mex to contact ta and agree works	DEC
North QB	13-14/NE101_24	Highden, Westmount and Crown Hill	500 for painting materials	Possible cheque request	DEC
East	13-14/EB120	Hodshrove Woods friends	A project working with voluntary groups including young people to help make Hodshrove Woods a space usable by the local community / 5 Feb 14, Hannah Barker requested funds carried forward	KD to price after site visit / steps and clearance / OVERBUDGET TA WOULD LIKE STEPS DONE	DEC
North	12-13/NE123	HOLLINGBURY RA	Bike Shed Conversions, Stanmer Heights		
West	14-15/W19	Ingram Crescent	2 more old bin areas to bike sheds; rear of Orchid view, between that road and Chelwood Close	Mears to contact TA and agree works	JAN
West	14-15/W28	Ingram Crescent	Continue with out line planning for community hall	KD to discuss with BHCC	FEB
West QB	14-15/W101_35	Ingram Crescent	To attach down pipes to drainage spouts in those flats where balconies are flush with the external walls		DEC
North	11-12/NE121	Jasmine Court	2 post boxes to be placed near main notice boards so that residents can respond to surveys and contact the committee		JAN
North	13-14/NE118	Jasmine Court	Door openers for existing lift (4) This work will be carried out by Stannah I have not been able to ascertain if this is possible. Stand door opener is £1,800 per door. Contacted Stannah (Will Green) 01202 476781 . 21/6/11 called again. Jan 14 - BHCC managing project waiting for asbestos removal	KD to ensure all works completed	TBC
North	14-15/N5	Jasmine Court	Funds to complete EDB project to install lift door openers / Nov, work in progress by BHCC	KD to ensure all works completed	TBC
North QB	13-14/NE101_25	Jasmine Court	Entrance from Car Park - New entrance door with over head, electric door closer operated by push door system / change over entrance bell push and install entrance / entry phone to each flat	Awaiting price	FEB
North QB	13-14/NE101_20	Jasmine Court	Refurbish lounge furniture	Awaiting price Onyx	DEC
North QB	14-15/NE101_20	Jasmine Court	Purchase and install new plastic cream / light colour blinds		DEC
East QB	14-15/EB101_07	Jubilee Court	Purchase patio set	Jubilee have put this on hold until next spring	MARCH
West	13-14/W125	Kingston Close	Flowering tree/ bush	Mears to contact ta and agree works	MARCH
North	14-15/N6	Kipling, Woodingdean	Upgrade of security door	Awaiting price	JAN
West QB	14-15/W101_24	Knoll Residents Association	Paint ledge and windowsills		NOV
North	14-15/N18	Laburnum Grove TA	Replacement vinyl (part of the same bid as the carpet)	Is this required KD to speak to TA	DEC
Central	14-15/C14	Lavender House	New carpeting	KP has assigned contractor	NOV
Central	14-15/C26	Lavender House	Paving in front of flowerbed	PROPOSAL APPROVED	NOV
Central QB	14-15/C10_22	Lavender House	Fencing for against the bins / wall		NOV

Area	Bid ref	Ten Ass	Description of Works	Mears Update Update	Anticipated Start date
Central	14-15/C3	Leach Court	Curtains for Community Room	Chase price 9/10/14	DEC
Central QB	14-15/C10_32	Leach Court	£500 for Garden supplies		DEC
East	14-15/E9	Lewes Road Consortium	Improvements to look of LRC area – Continuation of previous Clean Up project	AWAITING LISTS OF ELIGIBLE PROPERTIES	TBC
North	14-15/N19	Lindfield Court & Burwash Lodge	To provide floor covering and fit as per plan	Site visit by contractor 27/10/14	DEC
North	12-13/NE143	Mayflower Square	Resurfacing of car park, work to be match funded by Carparks and Garages team		NOV
North	12-13/NE144	Mayflower Square	Removal of poles and paving slabs to make a 5th bay Left hand side of ambulance bay to include visitors bay. This will then require tarmacing		NOV
North	12-13/NE138	Milner and Kingswood	Larger bin storage area, bins sheds need to be expanded to hold more bins. City clean to approve prior to undertaking this work Possible alterations to existing layout to increase number of recycling bins Sept 12 survey with City clean, no additional bins needed. Passed back through EDB panel	KD to discuss with TA and RIO	DEC
North	13-14/NE125	Milner and Kingswood	£5000 contribution towards playground renovations / Feb 14, Tony Silsby requested money is carried forward	KD to discuss with TA and RIO	FEB
North	13-14/NE127	Milner and Kingswood	Create buggy storage area	KD to discuss with TA and RIO	FEB
North	14-15/N10	Milner and Kingswood	Replacement / upgrade to the refuse area outside Kingswood flats and Milner	KD to discuss with TA and RIO	DEC
North	14-15/N34	Milner and Kingswood	Entry gate at the Northern end of Kingswood Block. Relocation of existing fencing and gates		DEC
North	14-15/N36	Milner and Kingswood	New flooring in the northern most turret of the Kingswood block	KD to discuss with TA and RIO	FEB
North	14-15/N37	Milner and Kingswood	Improved lighting both at Kingswood and Milner	Contractor has been instructed	OCT
North QB	14-15/NE101_24	Milner and Kingswood	Signs - Design and print for alternative dog walking routes		DEC
Central	14-15/C4	Mount Pleasant RA	Landscaping Tyson Place	Works agreed on site awaiting price	NOV
Central	14-15/C42	Mount Pleasant RA	CCTV Upgrade Tyson Place and St John's Mount	Details passed to jamie smith 12/08/14	MARCH
Central	14-15/C46	Mount Pleasant RA	Landscaping St John's Mount	Works agreed on site awaiting price	NOV
Central	14-15/C50	Mount Pleasant RA	Rear Tyson Place bespoke-built enclosure fencing and chicken wire to catch rubbish	KD to discuss with Anne / H&S issues doing this	TBC
Central QB	14-15/C10_33	Mount Pleasant RA	Front porch sign		JAN
Central QB	14-15/C10_34	Mount Pleasant RA	Sign to say "St Johns mount"		JAN
Central QB	14-15/C10_35	Mount Pleasant RA	Sign to say "Tyson place"		JAN
West	14-15/W35	Muriel House	To designate and adapt the fire door at the rear of the building on west side as an alternative entrance plus a security light	KD to visit site with BHCC H&S	JAN
West QB	13-14/W101_09	Muriel House	Water supply changes /	Plumbers	JAN
West QB	14-15/W101_25	Muriel House	Fit spikes to hoppers & downpipes	Beta pest control	DEC
West QB	14-15/W101_26	Muriel House	Get the current tap capped and add a new tap	Plumbers	DEC
West QB	14-15/W101_33	Muriel House	Two flip seat chairs with arms in the lobby between main door and inner door		FEB

Area	Bid ref	Ten Ass	Description of Works	Mears Update Update	Anticipated Start date
West QB	14-15/W101_34	Muriel House	Wood like to purchase 25 cushions for the armchairs in the communal lounge		JAN
North	14-15N11	Nettleton and Dudney	Carpet to area in front of lifts between the two fire doors, 14 floors	NETTLEDON FEB / DUDNEY AFTER LIFT REFURB AUGUST NEXT YEAR	'2015
North	14-15N29	Nettleton and Dudney	Upgrade of signage around the exterior of both blocks	Dee to order	DEC
North QB	14-15/NE101_22	Nettleton and Dudney	Fencing at front of Dudney	KP TO VISIT SITE TO MEASURE	DEC
East QB	12-13/EB101_10	North Whitehawk TA	Cost of fitting sink	Mex to contact ta and agree works	DEC
West	14-15/W2	Northerlea	New front and back doors	KD to visit site with Rio	JAN
West	14-15/W11	Northerlea	Modifications to be made to the front entrance walkway which has a protracted ramp and high walls.	KD to visit site with Rio	FEB
West	14-15/W20	Northerlea	Carpet in hall ways and stairs	KD to visit site with Rio	JAN
North	14-15N12	Norwood	Upgrade all front security doors to blocks (4)	Awaiting price	MARCH
North	14-15N22	Norwood	Safe play area for the children who live at Norwood. Fenced off with a gate	To be measured	DEC
North	14-15N30	Norwood	x2 benches and bases	Location to be agreed	DEC
North	14-15N35	Norwood	Install railings outside all 4 blocks (handrails)	Materials ordered	DEC
West QB	14-15/W101_29	Philip Court	EDB quick bid north area , approved at EBD board meeting 24/9/14	KP to procure	DEC
West QB	14-15/W101_30	Philip Court	2 x beech effect book cases Argos Cat ref 610/9531 £44.99	Onyx awaiting price	DEC
Central	13-14/C146	Queens Park CA	Cleaning of lounge carpet 10 x 10M	Awaiting more info from RIO / Spoke to BM 9/9/14 she is going to speak to TA	TBC
Central	13-14/C147	Queens Park CA	Estate clean up	Awaiting more info from RIO / Spoke to BM 9/9/14 she is going to speak to TA	TBC
North QB	14-15/NE101_13	Rose Hill Court	Community art project with young people on the estate		
West QB	14-15/W101_27	Sanders House	Purchase raised planters & parasols & parasol base	Beta pest control	JAN
Central	14-15/C37	Sloane Court	Put netting on 2 balconies	Quote received / contractor instructed 8/10/14	JAN
Central QB	14-15/C10_06	Sloane Court	New Carpet Level 7		
Central QB	14-15/C10_16	Sloane Court	Dummy CCTV Cameras in Laundry Room	Details passed to jamie smith 12/08/14	
Central QB	14-15/C10_17	Somerset point	Procure barbeque	Out of stock 27/10/14	NOV / DEC
Central QB	14-15/C10_28	Somerset point	Purchase plants	Possible cheque request	NOV / DEC
Central QB	14-15/C10_28	Somerset point	Deliver a pine/beach colour table (sturdy with gloss finish)		TBC
East	13-14/EB130	South Hawk TA	Community clear up day	Requires clear and tidy poss planting / Martin 07817992619 / SHARON TERRY	DEC
East	13-14/EB132	Southeast and East Whitehawk Lowrises	NO INFORMATION AVAILABLE FROM TA		
East QB	14-15/EB101_02	Southeast and East Whitehawk Lowrises	Continuation of fencing around Sanderstead and Kingsfold	Awaiting list	
East QB	14-15/EB101_02	Southeast and East Whitehawk Lowrises	Feasibility study – closing several coal bunkers		FEB

Area	Bid ref	Ten Ass	Description of Works	Mears Update Update	Anticipated Start date
Central QB	14-15/C10_37	St James House	Modify the locking mechanism so that it is at a suitable for all (approx 1 metre above floor level)		JAN
Central	14-15/C5	St James House & Ardingly Court	Resurface and Recover Community Room Flooring	To be completed after new door installed	JAN
Central	14-15/C18	St James House & Ardingly Court	New Door for Community Room	Awaiting price from Thomas doors 15/9/14 / contractor instructed end Nov	NOV / DEC
West	14-15/W15	Stanley Court	Door entry system / block only has 3 flats	details passed to jamie smith 12/08/14	TBC
West	14-15/W24	Stanley Court	Non slip vinyl flooring in hall ways and stairs	awaiting price	JAN
West QB	13-14/W101_08	Stanley court	3 pieces of metal wall art	MORE INFO REQUIRED	JAN
North	12-13/NE147	Sylvan Hall	Continuation of redecoration programme / WORK ON HOLD WAITING FOR WINDOW REPLACEMENT Continuation of redecoration programme Firbank,Chestnuts,Willows, Poplars	ON HOLD MAJOR PLANNED WORKS BEING DISCUSSED	TBC
North	14-15/N14	Sylvan Hall	Redecs to the Pines Block communal areas and 4 stairwells	ON HOLD MAJOR PLANNED WORKS BEING DISCUSSED	
North	14-15/N31	Sylvan Hall	Improvements to communal areas Holly Bank, Rowan House	ON HOLD MAJOR PLANNED WORKS BEING DISCUSSED	
Central	13-14/C156	Theobald House	New carpet and lower ceiling of the community office / carpet has been done (paid of by tenant) / ceiling urgent (plaster or false) / stuart tel 07879006741 / Mr dee to contact / hardcheese11@gmail.com	RM has met on site and works are being programmed	NOV / DEC
East QB	14-15/EB101_12	Walter May Sheltered Scheme	Cheque payment - garden furniture from IKEA (the same table as the one they had previously + 2 arm chairs + Bench seats £355) Code:49898478)		DEC
East QB	14-15/EB101_13	Walter May Sheltered Scheme	Cheque payment - 12 stackable chairs	Sent email to Elaine with proposed chair 9/10/14	DEC
Central	14-15/C7	Warwick Mount RA	Door Entry Phones with Mute Switch	Details passed to Jamie Smith 12/08/14 / pass section 20 / Quotation received passed to Gary Gurr for section 20 review 22/9/14	TBC
Central QB	14-15/C10_23	Warwick Mount RA	Replace the dead box plants with two new pittosporum tenuifolium plants	Awaiting costs	NOV / DEC
North QB	14-15/NE101_03	Wellington Road	Buy and plant bush outside 1-6 Morley Lodge		MARCH
North	14-15/N25	Wellington Road	Create Level disabled paved access around the Estate. Incl Upvc door	Awaiting RIO info	NOV
North	14-15/N32	Wellington Road	Securely built bike racks.	Awaiting RIO info	NOV
West	14-15/W6	Wickhurst Rise	Enclose the entrances to blocks 41-63 and 65-83 and fit intercoms	Details passed to Jamie Smith 12/08/14	TBC
West	14-15/W25	Wickhurst Rise	Install a natural play area on the green between the first block and the wildflower planting	KD to discuss with BHCC / Plans Approved by TA / follow up meeting planned Nov 14	FEB
West QB	14-15/W101_08	Wickhurst Rise	Install security light on block 41-63	GIVEN TO JAMES PAULEY 22/10/14	NOV

Area	Bid ref	Ten Ass	Description of Works	Mears Update Update	Anticipated Start date
Central	14-15/C8	Wiltshire House RA	CCTV Upgrade Wiltshire House	Details passed to Jamie Mmith 12/08/14 / poss section 20	TBC
Central	14-15/C22	Wiltshire House RA	Bike Racks	WORKS AGREED TO BE STARTED IN NOV	NOV
North	12-13/NE152	Woodingdean TRA	Continuation of the door replacement programme at Kipling and Lockwood flats	Awaiting price	MARCH
North	13-14/NE134	Woodingdean TRA	Allow £3,800 per door	In progress	OCT
North	13-14/NE135	Woodingdean TRA	Funds for fencing and handrails	Awaiting info	TBC
North	14-15N15	Woodingdean TRA	Funds to target areas for clear ups and bulk refuse collection		OCT / DEC
West QB	12-13/W101_08	Woods House	Budget for fencing / plus additional for handrails		FEB
West QB	14-15/W101_32	Woods House	Entrance carpet in main entrance / email sent to Buxtons 30/01/14	Is this required KD to speak to TA	JAN
			New tv and 16' ariel lead		

Items from Tenants Only Meeting held on Wednesday 04/11/14

1. Mears response to complaints about repairs

Jenny said that an elderly resident in Coldean has had problems for years with a cold backdraft from her extractor fan. When Jenny spoke to the Mears' liaison officer about this she was told that she should phone the repairs line. However, when Mears' did come out it was found that a part of the original fan had not been fitted properly, which was the cause of the problem.

Those at the meeting felt that the Mears' liaison officers should be available to listen to issues raised by reps and take action where appropriate.

It was also felt that the most effective way of resolving matters is to make a complaint directly to the council, rather than going through Mears' complaints procedure.

Action: Ray to raise this at the Area panel meeting and ask for clarification on how reps can raise ongoing repairs issues

Response from Perrin Horne, Partnership & Resident Liaison Manager, 01273 294641

We are very pleased that the situation with the elderly resident was resolved following a repair being carried out.

Mears Resident Liaison team (RLT) are always available to speak to tenant representatives regarding repair issues, however, if a repair has not been previously reported, then it is best to start with the repairs team in the first instance. Mears RLT are not only resident liaison officers, but they also supervise the repairs team.

If a repair has been previously reported and is still outstanding then the repairs helpdesk staff are the best people to discuss this with in the first instance.

If a tenant is still unhappy with the response from the repairs helpdesk then resident representatives can use the Resident Representatives process which was set up specifically for elected reps:

Beyond speaking to the repairs team, reps can call the Property & Investment Team on 01273 293427 or email P&Ienquiries@brighton-hove.gov.uk and they can help look into the matter on your behalf.

If reps are still unhappy with the response from Property & Investment then resident representatives can contact the Standards & Complaints Team on 01273 291070 or email complaints@brighton-hove.gov.uk

The process for tenant representatives has been in place since 2012. It was developed with residents in the Repairs and Maintenance Monitoring Group (a precursor to the

current Home Group). At the time tenant representatives had expressed their frustrations were frustrated at not being able to contact anyone else other than the repairs helpdesk when they had issues with ongoing repairs issues. Resident Representatives who use the process feedback very positively.

2. Mears completion of multi-trade jobs

There has been an ongoing problem with jobs that require more than one trade. When one trade signs off their part of the job, the whole job is then considered to be completed and the rest of the work doesn't get done. Tenants are then often left having to chase up the job for a long time before it gets finished.

This has previously been reported to Mears, but there have not been any improvements.

Action: Ray and Bob to raise at Area Panel and ask Mears for information on what action is being taken to remedy this problem.

Response from Perrin Horne Partnership & Resident Liaison Manager 01273 294641

This issue was raised recently at the Home Service improvement Group and Mears prepared a presentation and attended to answer questions raised.

Mears have put a lot in place to try to prevent this issue. They have a surveyor who works on larger multi-trade repairs projects managing them through to completion. They also have improved the communication from the operatives back to the office by changing the further works form they submit after attending a repair. This now includes an area for other trades along with an estimated time to complete and any materials that have been ordered in readiness. They are also updating the jobs with referral notes across teams such as 'once roof leak has been fixed advise plastering team as the ceiling will need to be repaired', 'after bath install pass job to specialist team for wall tiling to be redone', 'after WC pan and WHB has been renewed raise further works for the bathroom flooring to be removed and replaced'.

It would be really helpful if Mears could have the job numbers or addresses that the issues have been flagged on as that way Mears can continue to improve this aspect of the service, see if there are any weak areas they need to focus on and try to identify any training needs for staff members or contractors.

3. Permission for tenants to carry out internal modifications and improvements

When tenants want to carry out work to the inside of their homes they have to ask for permission in writing. However, they are then given a verbal response, and therefore have no evidence that they were given permission if this is queried in the future.

Two examples were given:

- John McCabe asked for permission to put up shelves in his flat. An asbestos survey was carried out, but he was not informed of the results. When he chased it up he was told that there wasn't considered to be any asbestos and it would be fine for him to put up shelves. However, this was not confirmed in writing.*
- Heather Hayes asked for permission to replace two internal doors. She was told that she could do this as long as she keeps the doors that she removes, but this was not confirmed in writing.*

Action: Ray and Bob to raise at Area Panel and ask for a change in practice to be considered to ensure that when tenants are given permission to carry out internal works it is done in writing rather than verbally.

Response from Janet Dowdell, Housing Customer Services: – 01273 293191

You do not need permission to decorate the inside of your home or to carry out minor improvements such as tiling. Both installation of shelving and changing internal doors would be classed minor improvements and the tenants' responsibility. A written response would not be provided as requests about these would not be required.

The tenant would be responsible for the removal of shelves and making good the walls and replacing internal doors when and if they move out, and this is in the Tenancy Agreement. Failure to do so could result in a recharge to the outgoing tenant. Tenants must not fit polystyrene (or similar material) ceiling tiles or coving as they are a fire risk. If they did they would need to pay for the cost of their removal.

The council encourages tenants to carry out improvements to their homes but asks that they seek permission before starting work when the improvements are not minor. Tenants that are on an introductory tenancy are NOT permitted to undertake alterations, unless they have prior agreement with a member of the Housing Customer Services Team to apply.

We will not normally refuse permission for work unless it is likely to affect the safety of the building, cause a future maintenance problem, or cause a nuisance to your neighbours. Sometimes, we may attach conditions to the permission, such as insisting that the work is carried out by a competent contractor and to a satisfactory standard, but this will depend on the alteration request type.

All requests need to be in writing to the Housing Customer Service Team and there is an application form for this purpose. The team will provide a written response and keep a detailed record of all requests on the tenancy file for future reference.

4. Pigeons

There are a lot of pigeons around Laburnum Grove and residents regularly have to clean the bird mess from their window sills. This presents a potential hazard to residents if they become affected by the bacteria or diseases that are present in bird mess.

Action: Ray and Bob to raise at Area Panel and ask what the council's policy is on installation of pigeon deterrents.

Response from Perrin Horne Partnership & Resident Liaison Manager 01273 294641

We will liaise with the scheme manager to understand the specific issue in more detail at Laburnum Grove.

We will then look at whether we can address the issue by either discouraging feeding of the birds by tenants or looking at prevention measures to the block as a whole.

In most cases residents are responsible for ensuring their homes are pest free. However, we understand that prevention measures are necessary in some cases, but these are dealt with on an individual basis and the situation is looked at as a whole when reported. In the majority of cases we will only deal with infestation issues for communal areas and not individual flats or dwellings. We unfortunately no longer repair the nets or install them as a matter of course. In the recent past Housing has turned down an EDB bid for netting on a roof as birds can get trapped and this then has implications.

The Estate Development Budget is available for residents to apply for improvements to their blocks. In this case it may be possible to provide pigeon spikes (or similar) to deter them from roosting.

Please speak to your Resident Involvement Officer for guidance about how to apply bid via EDB if pigeons are causing a nuisance for whole block.

5. Lift replacement programme

Laburnum Grove residents have been waiting for a new lift for a long time, and have not been told how soon the work will be done. There is now water seeping into the lift when there is heavy rain, which causes an awful smell and could be hazardous if it comes into contact with the electrics.

Action: Ray and Bob to raise at Area Panel and ask for a copy of the lift replacement programme, showing the dates on which the remaining lifts will be fitted.

Response from James Deamer, Lift Engineer, Contract Compliance Team – 01273 295994

Laburnum Grove lift replacement is currently programmed for the financial year 2016-2017. It was originally earmarked for replacement in 2019-2020. I cannot confirm actual dates other than it will take approximately 12 weeks and take place between May 2016 and March 2017.

We are aware of the water ingress into the lift pit. The cause is the design of the existing lift combined with what is thought to be rising and falling ground water levels. The water level has been monitored over the past year and has reached a maximum depth of 150mm. The water would have to be approximately 900mm in depth before contact would be made with any electrics, these electrics are protected by fuses and/or circuit breakers.

A solution commonly adopted with water ingress would be to install a “sump pump” where the water would be pumped out to a local drain every time a predetermined water level was reached. Unfortunately a sump pump solution cannot be implemented at Laburnum as the water in the lift pit is contaminated with hydraulic oil and cannot be disposed of into the sewers. A decision has been made to resolve the water ingress issue during the lift replacement works in 2016-17.

6. Water fountain in sheltered housing schemes

Laburnum Grove has a water fountain in the garden, and when the pump broke down they applied for an EDB grant to replace it. As a result the Housing Officer visited with a Health and Safety Officer, and the decision was made that the water feature could become a host of Legionnaires disease and that the water fountain should be drained.

It has now been reported in the Argus that the water feature at Elwyn Jones Court may also have to be drained and filled in.

The residents at Laburnum Grove were not informed that the Health and Safety Officer would be visiting, or invited to be present during the visit. They were further upset when they were not informed of his decision, but that the local MP was.

The meeting felt that this ruling was incorrect and unfair for the following reasons:

- *Legionnaire's disease occurs in warm water that is left to stagnate, which was not the case with the Laburnum Grove water feature.*
- *The same rule is not applied to public fountains in central Brighton*

Action: Ray and Bob to raise at Area Panel and ask:

- ***Why the residents of Laburnum Grove were not informed of the decision regarding their water fountain***
- ***Why sheltered housing fountains are being treated differently to the fountains in the Old Stein.***

Response from Rosie Wakley, Mechanical & Electrical Manager, Property & Investment: – 01273 293348 and Peter Huntbach, Older Peoples Housing Manager :- 01273 293248

Following the EDB bid submission it was identified that water features sometimes put in by tenants on housing land weren't being controlled in our current safety measures.

Housing's sheltered schemes have residents that fall in the demographic profile of those who are most vulnerable to infection from water-borne viruses which means that the regime applied to manage the risks is much more stringent than in other areas.

Adrian Day, the Mechanical & Electrical teams' specialist contractor for water safety, did speak directly with Bob Spacie and Bridget Dubeau, Scheme Manager, to explain the risk of legionella, E.coli and other waterborne bacteria due to the lack of maintenance of the water feature at Laburnum Grove.

Around the same time Adrian had also spoken to Elwyn Jones Court residents about the same issues. The majority of residents had agreed that due to the risk, they would remove the water feature at their scheme. Following the Argus article these residents changed their mind and said they wished to keep it.

At time of writing Adrian Day and Rosie Wakley are finalising extensive risk assessments and cost implications of safe maintenance of all water features across sheltered housing. We will assess the implications of cost and practicality, balance these against the wishes of residents, and come up with a plan going forward.

If reasonable measures can be taken to maintain the facilities (which may not be the case) it's likely that site-specific responsibilities will have to be shared by the scheme managers and residents as well as M&E. Where the cost falls for this will also have to be determined.

After this is finished, Adrian is happy to attend a tenants meeting to explain in person the whole picture for the future of these features

With regard to public fountains: Housing's M&E team have no involvement in the management of these – they are managed by the corporate M&E team and will be subject to a maintenance regime as recommended under the HSE's legionella approved code of practise, L8.



High Rise Action Group



Annual General Meeting, 7pm Thursday, 4 September 2014 Friendship Club, Essex Place

Present:

S. Bartlett (SB), Carl Boardman (CB), Clare Bononno (CB) Dave Croydon (DC), Ann Ewings (AE), Alan Hale (AH), Linda King (LK), Rita King (RK), John Lanceley (JL), R Magee (RM), Lawrence McAllister (LA) Mike McRory-Wilson (MM-W), John Melson (JM), Margaret Nash (MN), Valarie Paynter (VP), Pauline Pike (PP), Glynis Shipley (GS), Bernie Sullivan (BS), Andy Tuck (Chair) (AT), Jason Williams (JW),

Officers:

Sharon Terry (Resident Involvement Officer), Hannah Barker (Resident Involvement Officer), Rosie Wakley (Mechanical & Electrical Manager) and James Deamer (Lift Consultant).

Apologies: Adebisi Adebayo, Ted Chapman, Antony Gunn, James Hamilton, Ian Rigby, Maria Rigby & Tony Worsfold.

Rita King

1. Welcome and introductions

1.1 AT - welcomed those present and opened the meeting.

2 Minutes from 2013 AGM & Matters Arising.

2.1 Page 2 Action Point 1. VP –the wording of the first action point is incorrect. It reads 'investigate whether the four lifts at Conway Court have CCTV cabling' but, should say 'is there room behind the four lifts at Conway Court to take the trunking needed to house CCTV cabling.'

She then asked if the investigation had taken place.

RW –no, not yet

Action: James Deamer will contact VP to arrange a time and date for a site visit.

- 2.2 AE – proposed the minutes of the 2013 HRAG AGM be agreed. JM –seconded the proposal.

A vote was taken and the minutes were agreed.

3 Chair's Report - Andrew Tuck

- 3.1 AT – it has been a difficult year for HRAG. With changes to the Area Panels coming into force from September and the loss of HMCSC being responsible. The loss of HMCSC in particular has removed one of our main routes by which we could voice our concerns on issues effecting residents living in high rise properties. It was also a valuable means by which we could speak to councillors. He then gave an overview of the work the committee had been doing during the past twelve months.

- 3.2 AT – then mentioned HRAG have been working closely with the council's ASB team on providing better security, ASB issues and how best to deal with the problem of rough sleepers. The work is ongoing.

- 3.3 AT – other issues HRAG have been working on include communal aerial service charges, re-wiring homes and the maintenance of communal ways, balconies and windows.

- 3.4 AT – there are a number of other issues outstanding. The outgoing committee will be passing these onto the incoming committee for them to pursue.

- 3.5 MM-W – asked what tenants could expect post re-wiring of their property.

AT – a Mears visit probably from James Pauley.

- 3.6 RK – what are the council intending to do about trade buttons in blocks where residents want the timings changed.

RW – we have spoken to Housing Customer Services. The policy on trade buttons is that when a request is received asking to change the timing all residents living in the block will be consulted and the decision will be based on the wishes of the majority.

- 3.7 VP – how are costings for communal aerals affected if the equipment is stolen as was the case at Clarendon House.

JM –the council's insurance doesn't cover items under the value of £10000 so it is the resident's responsibility.

- 3.8 AH – raised a point of order and asked that the meeting kept to the agenda.

- 3.9 For a full version of the chairs report please see appendix 1.

4 Treasurer's Report - Linda King

4.1 LK – said that as the AGM was being held at the beginning of September this year. She has been advised by the Resource Centre who are holding the books at present that HRAG year is not complete until the end of September so the books would not be closed for this AGM. When the Resource Centre returns the books they will be handed over to the new treasurer.

4.2 LK – at the time of the AGM in 2013 the HRAG account held £195.93. At present there is £159.95 in the account. The £35.98 spent for 2013-14 was for stationary costs. A photo copy of the books and bank statement is available on request for anyone wishing to see them.

JM – proposed and VP seconded the proposal that the treasurer's report be accepted.

A vote was taken and the treasurer's report was agreed.

5 Lift Programme - Rosie Wakley

5.1 RW – circulated copies of a hand out of the proposed lift replacement programme for 2015-16 and gave an overview of where the council is with the programme at present. Giving details of current works and those for the rest of the financial year 2014-15 and for the financial year 2015-16.

5.2 RW – to date 29 of the 92 lifts identified as being in need of replacement have been replaced. This is a milestone as we are now almost a third of the way to completing the replacement programme.

5.3 RW –we are currently replacing lifts at:

- Leach Court - 4 lifts in blocks 2 and 3
- Hereford Court – 2 lifts
- Nettleton Court – 2 lifts
- Dudeney Lodge – 2 lifts
- St. James House – 2 lifts
- Wiltshire House – 2 lifts

As an addition to this year's programme work is due to start on replacing the lifts at Highcroft Lodge and Philip Court after Christmas.

5.4 RW – due to the success to date of the programme which started in 2012 and was scheduled to take ten years to complete it has been truncated into a 7 year programme. This means the programme for the financial year 2015 –16 differs from that first published and now will be:

- Bristol Estate –(7 Flower Blocks)

- North Whitehawk – (Kestrel Court - 2 lifts, Kingfisher Court - 2 lifts and Swallow Court - 2 lifts)

- 5.5 RW – criteria used to decide the order the lifts are replaced include age of equipment combined with the number of breakdowns reported within a given time. The 2015-16 programme is dependent on budget approval and leaseholder consultation being passed unchallenged. If additional funding for financial year 2015-16 is provided the remaining 4 lifts in North Whitehawk (Heron Court & Falcon Court) will be added to that year's programme. The budget decision and updated programme once agreed will be available to view on the council's website. The programme is reviewed annually and may be subject to alteration.
- 5.6 RW – since Liftech started to replace lifts in 2012 the old lifts have been working better. This is because we now have spares from the lifts being replaced.
- 5.7 RW – we have been asked to look into ways of further reducing the time span of the programme and it is hoped to make it a 5 year programme which will then end late 2017 or early 2018. If this is to happen the yearly budget will need to be increased and the schedule of works revised. The proposal needs Housing Committee approval to be adopted.
- 5.8 VP –has a date been set for Housing Committee consent?
RW – no, not yet.
- 5.9 VP – are Brighton and Hove lifts the same?
JD – there are similarities but, not in all cases.
- 5.10 RW – we are harvesting parts where possible.
VP – where are the parts being stored?
JD – some in the lift room at Hereford Court and other lift rooms across the city. Liftech have a warehouse in Dartford but, it means a half day delay in getting parts.
- 5.11 RK – asked it be minuted that RW and JD be thanked for their work in getting the lifts replaced at Nettleton Court and Dudeney Lodge.

6 Elections

- 6.1 JM – thanked AT and LK for their work on behalf of HRAG during the last year.
- 6.2 The chair and committee stood down and handed the meeting over to ST (Resident Involvement Officer) to conduct the elections.
- 6.3 ST – explained the process to those present and then asked for nominations to the following posts:
- Chairman – there were none offered.
 - Secretary – there were none put forward

- Treasurer – Mike McRory-Wilson put himself forward and was seconded by Jason Williams

No further nominations were offered so a vote was taken and MM-W was elected treasurer.

- 6.4 ST – then asked for nominations for committee members saying that seven committee members were needed.

Nomination for committee:

- Ann Ewings put herself forward and was seconded by Jason Williams
- Jason Williams put himself forward and was seconded by Ann Ewings

No further nominations were received so votes were taken and AE and JW were elected to the HRAG committee.

- 6.5 ST – HRAG needed to elect a representative to a new task and finish group being set up to look at ways to strengthen the Area Panels. She then asked for nominations for a representative to represent HRAG on the new task and finish group.

- 6.6 JM – said as there had not been enough people elected to form a committee then no further elections could be held at this time.

- 6.7 At this point MM-W asked that a city wide meeting be called to elect the HRAG committee.

- 6.8 VP – believed there had been confusion over the meeting and that there needed to be a letter sent to all high rise residents explaining the role of HRAG and to invite them to the next meeting. A HRAG newsletter would also be of benefit.

BS – agreed and felt people didn't know what is involved in running HRAG.

- 6.9 JM – proposed the AGM be adjourned and reconvened in six weeks.

VP – seconded the proposal.

A vote was taken and the majority voted in favour of agreeing the proposal.

- 6.10 JM – at the next meeting we need to decide if there is a need for HRAG to continue.

- 6.11 HB – said HRAG is guided by its own Terms of Reference and that it didn't need to elect a chair and secretary to continue; it is a resident led group.

JM – asked HB if she had read the Recognition Policy and felt that if she hadn't she should before making any further suggestions.

- 6.12 VP – HRAG meetings used to be held at different venues maybe always holding them at Essex Place has affected attendances?

LK – attendances at Essex Place are higher than at other venues.

6.13 AT – it has been difficult chairing HRAG. I have felt alone as there is little support for HRAG from residents.

VP – the changes are responsible for a split between tenants and the council.

6.14 AH – asked that at the next meeting the roles of HRAG officers be explained to those who attend.

6.15 VP – the previous chairman set up a HRAG website but, it can't be edited as the password has been lost.

AT – the website still exists and can be edited as the password has been re-set. I was shut out of Facebook and didn't receive much of a handover from the previous chairman. However, the information is now stored on a memory stick and can be handed over to the new committee.

6.16 MM-W – we need to get as much assistance as possible from the council before the next meeting to ensure it is a success. The meeting needs to be before the last week in October as the clocks go back and dark nights and bad weather effect attendances.

ST – will liaise with the council and Bernie Sullivan, John Lanceley, Alan Hale, Ann Ewings, Jason Williams and Mike McRory-Wilson over the arrangements for the next meeting,

CB – proposed Thursday 23 October as the date for the reconvened AGM.

6.17 RK – felt tonight's meeting had been a waste of time and that at future meetings councillors and other guests should be invited to sit on the top table.

MM-W -disagreed

6.18 Meeting closed.

Leaseholder Action Group (LAG) 'Working for Council Leaseholders across the city'

Minutes of LAG Committee Meeting

Monday 8 September 2014, 6.00pm to 8:00pm
Hampshire Lodge

1. Present: Linda Shaw, Tony Worsfold, Muriel Briault & Dee Howland

Officers: Dave Arthur (BHCC), Simon Pickles (BHCC), Hilary Edgar (BHCC) and Becky Purnell (BHCC)

2. Apologies: Were offered from Keely McDonald and Becca Mann

Introductions were given and the chair opened the meeting.

3. Update on Resident Involvement –How do leaseholders fit into the new arrangements? (Hilary Edgar & Becky Purnell)

3.1 HE –gave an overview on the changes to Area Panels that take affect from September 2014. She has written a paper on Changes to Area Panels (copies were circulated) that went to the last round of Area Panels.

The Area Panels now follow ward boundaries and as a result some of the Tenant Associations are now members of different Area Panels. The biggest change being to the East Area Panel which now has 7 Tenant Associations. Central has 20 Tenant Associations, North 16 Tenant Associations and West 13 Tenant Associations.

3.2 HE – the changes will have an effect on the membership of the Service Improvement Groups (SIGs) as representatives elected from Area Panel to these groups may now be in a different area to the one they were elected originally to represent. They will stay as members of the group as they were elected to serve for two years. We will try to fill vacancies on the SIG's through elections at September's Area Panel's.

3.3 HE- the Area Panels are currently chaired by a councillor from the Wards, they held an internal election. After the local elections they will be chaired by a member of the Housing Committee.

3.4 HE – the changes also affects the Estates Development Budget, and at the start of the next financial year 2015-16 each of the four areas budgets will be re-calculated based on the number of homes in the areas.

Leaseholder Action Group (LAG)

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3.5 HE –we are setting up a task and finish group to meet 3 or 4 times to look at ways to strengthen Area Panels and would like a representative from each of the four city wide groups together with one member from each of the Area Panels to join the two members (Chris El-Shabba & Ann Ewings) already selected from the Involvement & Empowerment SIG to make up the group.

Agreed: After a discussion it was decided Tony Worsfold would be LAG's representative on the group and that Linda Shaw the deputy and attend if he was unavailable.

The group will be looking at whether the city wide groups should have representation at the Area Panels. The Tenant Disability Network is elected from the Area Panels and high rise and sheltered are present through associations; but leaseholders could be under-represented.

3.6 TW –asked if HE's paper was going to any other groups for discussion. HE –no but, the recommendations from the group may go to Housing Committee for consideration.

3.7 TW – does LAG need representation on all four area panels?

HE –this is an issue for LAG.

LS –having a representative on all four panels would make it easier to report back to LAG.

DA – these are issues for the working group. Maybe LAG should consider changing their Terms of Reference.

3.8 BP –the Task and Finish group will be considering the merits of having one city wide Area Panel looking at policies with the others being local Area Panels.

TW – a city wide Area Panel could almost be another City Assembly.

3.9 TW – thought it would be easier if the city wide group's constitutions were the same as Tenant Associations.

BP – The city wide groups are tenant led and it is for them to agree their constitution.

3.10 TW- has there been any feedback from the other city wide groups.

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HE – not yet but, it is an agenda item for Wednesday's Sheltered Housing Action Group meeting.

3.11 BP –on 18 November (to be confirmed) there will be free social media training available (for Facebook & Twitter) at Jubilee Library if anyone was interested.

LS will attend for LAG.

Action: BP will email LS details for the training.

3.12 BP- does LAG want voting rights at Area Panel.

Agreed: The group agreed that they did.

3.13 BP – Tenant Only or Resident Only meetings are facilitated by the Resource Centre. Each Area Panel has its own TO or RO meeting where residents raise items for the blue pages for officers to respond to; however it is always quicker to make a complaint or enquiry rather than wait for a meeting..

3.14 BP –the minutes from the last LAG meeting ask that a copy of the Resident Involvement Officer's job description be made available. She then went through their roles as set out in the job description.

LS –this was asked for so we know which issues they can help us with.

Action: A copy of the RIO job description will go out with the minutes.

3.15 HE –asked how often LAG met?

LS –six times a year.

4. Consultation on the new Asset Management Strategy -Simon Pickles (Housing Stock Review Manager).

4.1 SP –provided those present with a hand out that gave an outline of the major issues for leaseholders from the 75 page report that went to Housing Leadership on the proposed new Asset Management Strategy. The aim of the strategy is to make the best use of the housing stock and identify opportunities for new builds on HRA land.

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4.2 SP – there are three key objectives and these are:

- Make best use of housing assets –properties, residents and staff
- Step up engagement –to gain a shared understanding of what is important to residents and encourage people to get involved
- Raise the standard of both external and internal communal areas – by making them tenure neutral

The Property and Investment Team is determined to be outward looking and it is now time for the council to decide what they want their estates to look like in future. Ultimately, in the next 20 years, we would like them to be 'tenure neutral' so it is difficult to differentiate between council and private sector estates.

The new structure of the strategy is broken down into 4 sections: Buildings, Places, Land and People.

Buildings

4.3 SP – there are 3 leasehold related strategic principles for buildings those being:

- Investment will be guided by the results of the stock review survey (10 to 15% of the stock), unless there are good local and business management reasons for investing in other properties
- Future programmes to be transparent –delivering efficiencies for client and contractor
- Continue the cost effective strategy of targeting medium and high rise blocks for refurbishment and thermal efficiency upgrades.

If scaffolding has been erected we will look to carry out as many scheduled works as possible at the same time to affect a cost saving.

4.4 DH –asked if this was in operation at present as the railings at Chates Farm Court were not painted when the scaffolding was up.

SP- were you given a timescale for the painting of the railings?

DH –no.

LS –forward planning has always been contentious.

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4.5 TW –mentioned he lived in Warwick Mount and had received a planning application.

DA – a planning application is needed for buildings being cladded (change of appearance). Mears architect arranges planning consent before the council consult leaseholders.

Places

4.6 SP- again there are 3 leasehold related strategic principles for places. They are:

- Raise the standard for external and internal communal areas –making them tenure neutral
- Design in community safety and design out crime and ASB
- Adopt a maintenance free component replacement policy –use UPVC where and whenever possible to prevent the need for painting

4.7 SP –planned actions are to be put in place to help achieve the strategic principles. Cyclical redecoration, lighting and flooring programmes for blocks will be introduced. Major works -community and corporate colleagues will be consulted on hard and soft landscaping and opportunities to improve bike storage.

4.8 LS – cyclical maintenance programmes used to be carried out every 7 years. The reality is that they are not being done and there are some internal communal decoration works that have not been done for 40 years.

SP – Mears are now doing the cyclical redecoration programme but it won't be every 7 years. We are now looking at every 10 years.

DA – external works normally need doing more often than internal works.

Land

4.9 SP – 4 leasehold related strategic principles have been identified for land:

- The potential to create accommodation within existing buildings –e.g. proposals to convert the unused communal kitchen at St. James House into 3 flats, and elsewhere we are considering converting bin stores to flats

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SP- this could have a positive impact for leaseholders –additional tenants in a block could mean lower service charges.

LS – having bins outside will make estates untidy.

SP –we will ensure there is proper containment. The aim is to convert 5 bin rooms a year.

- Create accommodation within an expended envelope –by building outward and upward –building 3 or 4 extra floors on medium rise blocks
- Rank estates for regeneration based on; asset data, deprivation statistics, development potential and neighbouring regeneration projects
- Consider disposal of land and buildings –if it is in the council's best interest as the asset has become a financial liability

There are planned actions –we will propose to members the disposal of the freehold of blocks where we have no tenants as we still have management and maintenance liabilities but, only cover our costs. A review is planned of the current policy of selling loft spaces to top floor leaseholders.

4.12 MB – what will happen to the new Asset Management Strategy if there is a change in administration after next year's council elections?

SP –said it would depend on the new administration and what their policies and priorities were'.

4.13 SP – mentioned developers had asked to buy the land between Warwick Mount and The Stag but we are advising against it. We are looking to buy general fund sites to develop and the NHS has sites we may be able to buy to develop.

4.14 SP – we will only dispose of HRA buildings in exceptional circumstances.

People

4.15 SP – we will put people at the centre of Asset Management by improving our feedback data gathered from residents, giving us a better understanding of the long-term needs of tenants and leaseholders in different property types and geographic areas.

4.16 SP –there are two leasehold related strategic principles for people:

- To justify maintenance costs to leaseholders

Contact: [Linda Shaw \(Chair\)](#) 07807 560711 / 01273 819312
[Keely McDonald \(Resident Involvement Officer\)](#) 01273 293870

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- Ensure Property and Investment team has necessary skills to reduce the need to use external consultants and speed progress.

4.17 SP- planned actions for the above strategic principles include:

- Supplying technical and financial advice to leaseholders to help facilitate the efficient collection of charges
- Use leaseholder feedback to amend specifications or methods of operation on site
- Support leaseholders concerns when proposing environmental improvements
- Use urban designers and landscaping specialists on major works projects –giving them a less municipal feel

4.18 TW – asked when it was hoped the new Asset Management Strategy would be approved?

SP – housing committee will not approve unless we have consulted widely. It will need to go to the Housing Leadership team again and then housing committee for approval, but hopefully by March 2015.

5. Minutes from the AGM and matters arising.

Page 1 Point 4.5 DA – has checked and the LAG minutes are on the council's leaseholder web page. He made changes as some of the information was out of date. He also proposed that the committee may wish to look, at the next meeting, at what was actually up on the website, and propose any changes of amendments they might want to see.

LS agreed.

Page 2 Point 5.6 LS – there are some outstanding issues following meeting with Eve Hitchens over the role of Neighbourhood Officers and their participation with estate inspections.

DA –if you have specific questions we can get you the answer.

LS –could we ask Robert Keelan for a copy of the Neighbourhood Officers job description and could he let us know who is responsible for ensuring the actions identified on estate inspections get done.

DA – Yes. However, we have a one stop shop now. So if there are actual issues like cleaning not being done, for instance, or disrepair, if you call Housing Customer Services they will take up the case and forward it to

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whoever is responsible for dealing with it. In that way, leaseholders shouldn't have to be bothered with having to track down the team that actually does it.

BP –dates of estate inspections can be found on the council website.

Page 4 Point 4.8 DA –it is LAG's web page so you can post what you like on it.

Page 5 Point 5.7 LS – one of the leaseholders at Sylvan Hall received a letter from the council regarding her not replacing her front door with a fire safety door and I have spoken to a solicitor on her behalf.

DA – the fire safety door replacement programme has been ongoing for a number of years. Leaseholders were given 12 months to get their doors replaced otherwise legal enforcement action is taken. She will have received the letter being one of the next batch of leaseholders identified who have not complied.

LS –can payment be staggered for people on a low income?

DA – No, because the council aren't providing the service. The council have arranged for Mears to provide quotes but, leaseholders can get them fitted cheaper if they can. It is entirely the leaseholders responsibility. In Hove, you will need to apply to the council for consent if you wish to fit your own door. This can be done by contacting the Leasehold Team.

Minutes – Agreed as a true record

6. Update on providing information or repairs costs billed in the Certificates of Expenditure -DA

DA - thanked the committee for its input and good ideas at the previous meeting. He has worked up some examples of what a Certificate would look like with a note to say that further information about repairs, if desired, were available on request from the Leasehold Team. Also a revised breakdown of repairs, ordered by completion date and also with a note to say that original job summaries on which payment is demanded from BHCC for any individual jobs were also available on request.

The Committee expressed satisfaction that progress had been made on this issue.

7. Reports and Feedback from LAG representatives on committees or consultative groups

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7.1 DH – has been to two Tenancy SIG meetings. At the first meeting there was a speaker who spoke about ASB. His main message was to keep reporting ASB, get crime numbers and don't give up.

At the last meeting we began a project to look at making improvements in other areas and paid a visit to Buckley Close in Mile Oak.

8. Any Other Business

8.1 MB –the next City Assembly is on 15 November from 9.30am until 3.30pm and will be held at Clarendon Villas in Hove. It will cost £400 to hire but, this includes a PA system and they will set the rooms up for us.

BP- the venue was a school but is now a church.

9. Next Meeting.

9.1 3 November 2014, 6pm -8pm at Hampshire Lodge

Minutes of the Sheltered Housing Action Group Annual General Meeting

Held on Wednesday 10 September 2014 10.00am-12.30pm
Leach Court, Park Street, Brighton.

Present: Roy Crowhurst (Chair) (RC), Paul Agius (Evelyn Court, West) (PA), Joyce Bean (Elwyn Jones Court, North) (JB), Peter Bentley (Lindfield Court, North) (PB), Tony Brown (Evelyn Court, West) (TB), Jean Carter (Evelyn Court, West) (JC), Alan Davies (Rose Hill Court, North) (AD), Jean Davis (Leach Court, Central) (JD), Kath Davis (Broadfields, North) (KD), Tony Ferguson-Cutler (Lavender House, Central) (TFC), Bette Lewis (Jasmine Court, North) (BL), Peter Lloyd (Pensioner Action) (PL), Ron Lunn (Broadfields, North) (RL), Mary Moore (Muriel House, West) (MM), Tomm Nyhuus (Somerset Point, Central) (TN), Charles Penrose (Sloane Court, Central) (CP), Walter Sargison (Broadfields, East) (WS), Ernie Tidy (Churchill House) (ET), Elizabeth Tinkler (Laburnum Grove, North)(ETi), Colin Vincent (Brighton And Hove Older People's Council)(CV), Marian Walker (Leach Court, Central) (MW), Jonathan Woolven (Jubilee Court, East) (JW)

Officers: Hannah Barker (Resident Involvement Officer) (RIO) (HB) Chantel Cooper (Resident Involvement Assistant – Minute Taker) (RIA) (CC), Peter Huntbach (Older Persons Housing Manager) (PH)

Councillors:

Apologies: Cllr Bill Randall (Chair of Housing BHCC), Cllr Jarrett, Rachel Chasseaud (Head of Tenancy Services), Beryl Snelling (Sloane Court, Central), Tom Whiting (Observer).

1. Welcome and introductions

2. Minutes of the last meeting

- 2.1 Chair queried that, since this was an AGM, shouldn't the group have a copy of the minutes from the previous AGM?

HB: Yes, she apologised, this was an oversight on her part

(HB printed off copies of the previous AGM during the meeting and distributed to the group).

- 2.2 Matters Arising from Minutes of the last AGM on 11 September 2013

- 2.2.1 (p8) Muriel House. Regarding batteries for entry fobs

It was asked whether this issue was ever resolved.

A – PH: There is no supply of these kept in the Scheme Managers' offices as far as he knows.

Action: PH to check in the Scheme Manager's office here at Leach Court during the break.

AGENDA ITEM 34C

One of the group commented how his Scheme Manager changed the battery in his on the one occasion that it's needed it.

Another member of the group advised yes, some people's Scheme Managers have changed theirs but charged them £0.60p for the battery.

Action: PH to clarify whether tenants should be charged for replacement entry-fob batteries where these have been supplied by their Scheme Manager.

Post-break Up-date: PH rang the Repairs Desk. It's the tenant's responsibility to replace entry-fob batteries. The whole issue however, became a moot one when one of the group advised that Mears service the doors annually and, when they do, they issue tenants with a new fob which has a new battery in it and these batteries should last a year, taking them up to the next annual service and issue of new fobs. Another member of the group advised that everyone gets given two fobs so, if the batteries of one fob run out within the year, the tenant can use the other fob as a spare. So the problem is solved.

However, if, in the rare instance, the batteries of both fobs a tenant was supplied with run out within the year between services and fob renewal, it *is* the *tenant's responsibility* to replace them.

2.3 Matters Arising from the Minutes of the Last Meeting 9 July 2014

- 2.3.1 (p7 5.4) Further to under-the-counter fridges: the same group member who advised that her fridge-freezer was difficult to defrost because the plugs were located underneath the work surface and you had to pull the whole thing out in a limited space to get at them, added that this is *after* a new kitchen had been fitted at the beginning of 2013.

Chair commented that he had spoken to Mears about this previously and understood that plug sockets would be *above* the work surface in all replacement kitchens.

So how do we now get this issue sorted?

A – **Action:** PH will refer it to Mears to get it sorted out.

Minutes – both sets of minutes were agreed as an accurate record.

3. Chair's Communications

- 3.1 Chair advised that Rose Haines, former S.H.A.G rep for Sanders House and S.H.A.G. stalwart has died. She will be sadly missed. The group held a one minute silence for Rose.

4. Elections

AGENDA ITEM 34C

4.1 Group agreed to swap this item with Peter's update as HB, the presiding officer at this election needed to leave today's meeting early.

4.2 Group were offered the option of a secret ballot but chose to have an open ballot.

4.3 **S.H.A.G AGM Election Results 10 September 2014**

Position	Nominee (s)	Nominator	Seconded by	Elected
Chair	Roy Crowhurst	Jonathan Woolven	Kath Davis	Roy Crowhurst
Vice-Chair	Charles Penrose	Jean Davis	Roy Crowhurst	Charles Penrose
North Area Representative	Kath Davis	Roy Crowhurst	Jean Davis	Kath Davis
East Area Representative	None			VACANT
Central Area Representative	Jean Davis	Charles Penrose	Roy Crowhurst	Jean Davis
West Area Representative	Jean Carter	Mary Moore	Jean Davis	Jean Carter
Area Panel Task and Finish Review Group Representative	Roy Crowhurst	Charles Penrose	Jean Davis	Roy Crowhurst
Home Service Improvement Group Representative	Tomm Nyhuus	Self	Charles Penrose	Tomm Nyhuus
Home Service Improvement Group Deputy	Elizabeth Tinkler	Self	Roy Crowhurst	Elizabeth Tinkler
Neighbourhood & Community Service Improvement Group Representative	Jean Davis	Self	Jonathan Woolven	Jean Davis
Neighbourhood & Community Service Improvement Group Deputy	None			VACANT
Tenancy Service Improvement Group Representative	Jean Carter	Mary Moore	Charles Penrose	Jean Carter
Tenancy Service	Mary Moore	Jean Carter	Charles Penrose	Mary Moore

AGENDA ITEM 34C

Improvement Group Deputy				
Involvement & Empowerment Service Improvement Group Representative	Charles Penrose	Self	Jean Davis	Charles Penrose
Involvement & Empowerment Service Improvement Deputy	Allan Davies	Self	Charles Penrose	Allan Davies
Business & Value for Money Service Improvement Representative	Roy Crowhurst	Jonathan Woolven	Charles Penrose	Roy Crowhurst
Business & Value for Money Service Improvement Deputy	None			VACANT

5. Update from Peter Huntbach on Policy

- 5.1 Thanked this group's reps for their work over the last year.
- 5.2 Updated the group on where we were this time last year and where we are now.
- 5.3 We now have a draft policy.
- 5.4 Scheme Managers

CP interviewed two last week, one of which was offered the job and is just going through routine employment checks.

We have gone from staff putting in 777 hours per week (equating to 21 Scheme Managers) overall last year to 829 hours per week overall.

2 more Scheme Managers are being recruited.

However, even with these 3 new members of staff, we will still be 59 hours per week under par (the equivalent of 1.5 Scheme Manager posts' worth).

So, although more Scheme Manager hours are being put in than before, we will still be 59 hours per week short.

Group suggested that the new members of staff should be invited along to a SHAG meeting. PH was happy with this.

5.5 Lettings

Project plan been agreed by leadership.

Senior Manager is Sylvia Peckham.

Project Manager is Satti Sidhu – she would like to re-visit a SHAG meeting to give lettings input as soon as possible.

The aim of the project is to make the lettings process better for tenants - to make it more 'human' - and to simplify it for BHCC staff.

700 have currently expressed an interest in Sheltered Housing – all in A, B, C or D priority bandings (with Band A being the highest priority). However, still too many are bidding for properties but not accepting those offered – this incurs costs, not least lost rent monies, and involves administration.

There's a trade-off between getting places re-let quickly and getting them re-let to the right person.

120-150 sheltered properties become vacant a year.

5.6 Questions and Comments

Q – Theoretically-speaking, is it possible to move from Sheltered Housing to Patching Lodge?

A – PH: Yes. Moves from Sheltered Housing to nursing or residential homes where extra care is available do happen. PH is working in association with the NHS, looking at how to support the most frail.

The 'Better Care Strategy' – PH is considering inviting the Better Care Strategy along to a SHAG meeting.

5.7 Stock Review Report

Chair is disappointed that the Stock Review report has not yet been published or seen. It's been far too long.

The review is an important part of what we're doing in SHAG. It's a *vital* component of everything which this group wants to do. The delay in its publication makes it feel like it's being 'kept' from the group.

PH apologised for this delay. He has chased this with Rachel Chasseaud and management, stressing SHAG's keenness to see the report and the fact that it's not been seen yet leads to rumour and speculation.

Chair will chase Rachel Chasseaud himself.

A group-member suggested that if the delay is due to problems, it should be sent to the group as group 'has the heads' which could help solve these problems.

Q – CV to PH: Would it be helpful if Brighton and Hove Older People's Council raised the issue of the delay in the Stock Review Report at their business meetings and public meetings?

A – Chair: Yes, it would be worth looking at using this forum.

Interval

6. Change of Name

- 6.1 Feedback from 13 August's Tenant Only meeting regarding the proposed name change of the Sheltered Housing Service and of this group re-ignited discussion on the subject.
- 6.2 Majority preferred 'Seniors Independent Living' in some shape or form or 'Seniors Housing Independent Living'.
- 6.3 CP: Is keen that the new name should be something which retains the acronym 'S.H.A.G.' because it is an acronym which gets people's attention.
- 6.4 Chair is keen somehow to include the 'Independent Living' element and stress this aspect of the service because this is key.
- 6.5 PH: 'Senior Housing' has a different 'feel' to it to 'Older Person's Housing'. The word 'senior' has a positive connotation when talking about age whereas the phrase 'Older Persons' does not, and is more in keeping with the ethos of the new Draft Service Offer.
- 6.6 CP: What about 'Senior Housing Action Group', so the 'S.H.A.G.' acronym is retained, with 'Independent Living' underneath as a strap-line?

(This suggestion provoked some discussion as to whether 'Independent Living' was a bit of a misnomer because the schemes have scheme managers, which in turn prompted some discussion as to whether the job title was a bit of a misnomer too – the Scheme Manager is there to support and advise, not manage.

Chair: Yes, but there are two ways of looking at it: the Scheme Manager manages the building.

CP: But not the people.

Chair: The Scheme Manager is there if you need them, like a GP, so effectively you *are* living independently. Besides, one would query whether someone was suitable for 'Sheltered Housing' if they couldn't live independently – this is why face to face interviews with potential sheltered housing residents would be useful, to ascertain whether they might be better off going into a residential or a nursing

home instead.

PH: Originally, sheltered housing was for those who could live independently and make plans for themselves (with some low level, preventative support) but, over time, lines have got blurred and sheltered housing has begun to be seen more as supportive housing – hence the confusion. Name therefore needs to reflect where we're going policy-wise as a service i.e towards more independent living.

6.7 PL: We need somehow to get the community aspect of sheltered housing in there – either in the name or the strap-line – there're a lot of older people living independently in the city who live alone and don't see anyone one day to the next and so are lonely. With sheltered housing, you get a community, so community is an important aspect of sheltered housing too.

6.8 PH: We need a name and a strap-line.

CP proposed dropping 'Sheltered' from the service's name and replacing it with 'Senior' so that the group becomes the 'Senior Housing Action Group' and retains the acronym 'S.H.A.G.' JD seconded this.

The group **agreed**.

RC proposed 'Independent Community Living' as a description of the service and its strap-line.

The group **agreed**.

So the service is now 'Senior Housing – Independent Community Living'.

6.9 Final comment

PH: Eligibility for the newly re-named Senior Housing service (i.e via age) still needs to be looked at.

7. Guest Room Bids

7.1 Sloane Court: approximate cost £100. 3x twin bedding sets, 6x single sheets.
Agreed.

7.2 Elwyn Jones Court : approximate cost £375 (revised down from £780.00):

3x Lamp-shades
3x touch lamps
3x electric kettles
6x mugs

3x chairs
3x pictures
3x bathroom bins
3x notice boards

3x desk fans

Notice-boards were queried/ declined. The council supplies notice-boards.

Mugs were queried – couldn't these be borrowed from the kitchen at Elwyn Jones Court?

Pictures were queried - PH suggested that these could be supplied by Fabrica.

Desk fans were queried – are these really required? A – JB: Yes! The guest-rooms at Elwyn Jones Court are like saunas and they get a lot of use. One fan is required per room (There are 3 rooms).

Deferred: to be revised and re-submitted. Revised bid, without the notice-boards, pictures and mugs to be resubmitted next round. Elwyn Jones Court to seek assistance from Jayne Halls and Peter Huntbach in the Sheltered Housing Team if required.

PH: With these bids, value for money is always foremost in one's mind. As the group pointed out, sometimes there's better ways to get hold of some of this stuff e.g pictures could be supplied by Fabrica etc.

It was suggested that the guidance on what the Guest Room Bid budget was for should be dug out for Elwyn Jones Court to refer to.

Action: PH will do this.

7.3 Elwyn Jones Court: approximate cost £431 (revised down from £1066.00):

12x duvet sets

12x fitted sheets

12x mattress protectors

6x pillow protectors

8x single headboards

It was queried why so many sets of bed-linen were required. Existing bed-linen is faded due to wear and tear and doesn't go with the new colour scheme.

It was asked whether all 3 of Elwyn Jones Court's guest rooms needed to be updated at once?

A – PH: The guest-rooms at Elwyn Jones Court *are* heavily used. But it *is* up to the group whether they are all renovated at once.

Deferred: bid to be resubmitted, split into three, one bid per room, just in case.

JB: The residents of Elwyn Jones Court had wanted all the guest-rooms done at once, particularly as they've all just been painted.

JW: It would be daft to renovate them one at a time if they've all just been painted. Should do all three together. If you are going to have a guest room, you should make it nice.

PH: Suggested that guest-rooms should be discussed at a future meeting.

8. Round Robin

8.1 MM: Muriel House – garden is all overgrown and out of hand. Would like to get a gardener in to tidy it up, will pay out of TA funds. She has a man coming today to make an estimate.

PH: Is happy, in principle, for additional gardening work to be done however, the following should be done first:

- Ensure that BHCC grounds maintenance staff are doing what they are supposed to be doing at Muriel House.
- Should speak to the Scheme Manager about their intentions

Action: PH will speak to Nina Elderfield, the Scheme Manager at Muriel House.

Once this has all been checked into, MM will need to take the estimate she has obtained to her committee so she can request funds.

8.2 ET: Is there an update regarding the installation of solar panels at Churchill House?

A – PH: Solar panels are being put in. Programme is going to the Scheme Managers.

8.3 CV: The Older Person's Council (OPC) has a public AGM on 23 September 2014, 10am, Jubilee St Library. 2 senior officers from the Care Unit will there giving a presentation on the new Care Act. There will be an update on the changes in the provision of care which are due to take place in the city.

8.4 WS: Possible for a shrub-shredder to be purchased for Broadfields via EDB? Is worried this might not be permitted on the grounds of Health and Safety.

A – PH: This is a local decision for Broadfields, not a decision for the central Sheltered Housing Team. Advised WS to talk to his SM about how this might be done safely.

8.5 BL: The Payback Team have taken to leaving sacks of garden rubbish at the back of Elwyn Jones Court, where they are piling up whereas before they used to take the rubbish away.

A – PH: Go back to the Payback Team or Chris, the Scheme Manager at Elwyn Jones Court.

A – BL: Chris has been told.

Action: PH to follow up on and resolve behind the scenes.

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- 8.6 PH: Promoted a free event at Fabrica Art on 11 September 2014
- 0. **Next meeting will be held on Wednesday 12 November 2014, 10am-12.30pm, Leach Court, Park Street, Brighton.**



Minutes of Tenant Disability Network Meeting

Held on Monday 11 August 2014 2pm-4pm
Hampshire Lodge, Hampshire Court, Brighton

Present: Alison Gray (Chair) (AG), Muriel Briault (MB), Joe MacRae (JM), Jason Williams (JW).

Officers: Chantel Cooper (Resident Involvement Assistant (RIA) – Minute Taker) (CC), Darrel Clews (Local Authority Designated Officer) (DC), Hilary Edgar (Housing Service Operations Manager) (HE) Keely McDonald (Resident Involvement Officer (RIO) – Observer) (KM). Rebecca Mann (Resident Involvement Officer (RIO) (RM), Robert Nayan (Housing Strategy and Performance Officer) (RN), Sarah Posey (Head of Collections, Interpretation and Learning)(SP)

Observers: Barry Kent (BK), Arlene MacRae (AM)

Apologies: Sue Andrew (Adaptions Technical Team Admin), Trish Barnard (Observer), Jean Davis, Sarah Potter (Operational Manager, Housing Adaptions).

1. Welcome and introductions

2. Minutes of the last meeting

- 2.1 (p1 2.1) AG spoken to Welfare Rights: they are awaiting a response from TDN regarding the group's requirements.

Action: RM to chase Welfare Rights regarding a tailor-made training session for AG.

- 2.2 (p2 2.2) Monica Brooks' e-mail regarding mobility scooter charges

AG again queried why there was a flat rate for these charges, not varying, individual charge rates based on the differing build/conversion costs of the storage units concerned as a result of differing needs.

A – HE: Finance calculated the mobility scooter charges on the following basis:

The 4 scooter stores across the city were built between 2010 and 2013 as part of a project set up to address the issue of fire risk caused by scooters being stored in the communal areas of flats.

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The cost to build the 4 different stores varied depending on whether they were purpose built or the conversion of an existing facility.

In setting service charges for the stores BHCC has considered the project costs as a whole, rather than basing them on the actual cost of developing and maintaining each store.

This is the same method of setting charges that the council uses for other services, especially where the level of service being given is the same wherever you live. We calculate individual service charges per block for those services where the level of service varies from block to block such as grounds maintenance, cleaning and common ways electricity.

In the case of mobility scooters the total costs of build, borrowing costs, maintenance, electricity and administration are pooled together. This ensures there is consistency of charges and that each store is offered at a reasonable rate. If costs were set per store, the charge for the purpose built stores would be higher than the converted stores and this was deemed to be unfair given that all sites offer the same service – a store for the mobility scooter.

The variation in charges for car park and garage spaces is due to their location in the city rather than cost of construction – those that are close to the town centre where demand for spaces is higher, are more expensive than spaces towards the fringes of the city and are linked to the market rates in the City.

Councillor Randall has made a commitment to review the charge for mobility scooter stores after 6 months and this will happen in the autumn. This will look at the electricity consumption and assess whether the charge needs to be varied based on costs to date.

Action: HE to go back to Monica Brooks to check Robert Keelan's points.

- 2.3 (p3/4/5) The Chair gave a brief resume of Carelink's visit to the previous TDN meeting for the benefit of those group-members who were unable to attend, describing some of the 'gadgets' Carelink had talked about and how the Carelink system works.
- 2.4 (p6 3.18) **Action:** RM to chase Joel Caines, Carelink Plus regarding contacting Paula Harte, Operations Manager of Adult Social Services about possibility of Adult Social Care fund being used to fund Carelink for certain individuals who had been assessed, as part of BHCC's 'duty of care'.
- 2.5 (p7 3.18) **Action:** RM to chase Joel Caines for his promised article for the TDN newsletter
- 2.6 (p10 9.1) The Chair clarified that actually a survey had been conducted at Essex Place regarding mobility scooter storage and there was found to be no demand for it: there is no point in building something if there is no demand for it.

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2.7 (p10 9.2) JW still awaiting response from his RIO re mobility scooter storage at Hereford Court. Chair advised that he could address this with Robert Nayan, one of today's guests, who is the Project Manager for mobility scooter storage, instead. Robert's contact details will be provided later in these minutes.

2.8 (p11 3) Anti-scam booklets.

Action: RM to ask the Police to send some of these to TDN for distribution.

Minutes – agreed as an accurate record.

3. Scooter Storage (Robert Nayan)

3.1 RN is BHCC's Project Manager for the mobility scooter storage project.

3.2 RN has a list of areas where a risk assessment has identified that a mobility scooter storage area is required. He then meets and consults with the Tenants' and Residents' Association concerned. After this, he will either seek planning permission for a new build or contact individuals affected if the collective view is that some garage space should be converted to mobility scooter storage.

3.3 Chair stressed the importance of making that initial contact with people and consulting with them regarding mobility scooter storage. She cited a fellow group member's experience where the first she heard about the intended conversion of what had been 'her' garage to mobility scooter storage was the 'notice to quit' she received. Understandably, said group-member was quite upset about this.

RN: Apologised for the above. It was not intentional. Mistake was taking the collective view. Next time will consult with the individual concerned, after the collective view has been determined (ideally before said individual receives their 'notice to quit').

3.4 Chair is aware that BHCC's funds 'pot' set aside for the mobility scooter storage project has not been all used-up. So, it's about alerting people to the existence of this 'pot of money' and sign-posting people to it.

3.5 Robert's contact details are as follows:

Robert Nayan, Project Manager Mobility Scooter Storage

Tel: 01273 293021

Mobile: 07771 389430

E-mail: Robert.nayan@brighton-hove.gov.uk

4. Darrel Clews and Sarah Posey, guest managers

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- 4.1 DC explained why he and Sarah were visiting TDN today. It is a response to the results of a BHCC staff survey, where it was felt that senior management needed to get more in touch with the grass-roots of the organisation, how it works in partnership with other bodies, how it engages with residents and how it 'lives' and applies its values. It is BHCC looking forward to changing how senior management operate. BHCC has directed that some senior managers should attend community group meetings like TDN to see how people work in partnership with one another and discover what senior management might learn from this in terms of devising policies etc. To this end, they would like to ask the group a few questions and get some feedback from it.

There are 2 other senior managers in their group. Plan is to write up feedback received, present it to the other two managers and then take two of the topics raised to work on.

- 4.2 DC introduced himself and gave the group a brief background of himself. His is a statutory role in safeguarding children. Basically, he helps BHCC deal with child protection allegations made against adult workers within the city eg within local schools, playgroups etc and works in conjunction with Ofsted and the local Safeguarding Children board etc. His colleague and 'opposite number' for safeguarding (vulnerable) adults is Michelle Jenkins, the Head of Adult Safeguarding.

- 4.3 SP introduced herself and gave the group a brief background of herself. She is the Head of Collections, Interpretation and Learning. She oversees the Royal Pavilion, the city's museums and art galleries (Preston Manor, the Booth Museum, Brighton's Art Gallery and Hove's Art Gallery) and local museum services. She is looking at reaching out to the local community via creative projects, hosted within the various venues and improving accessibility in venues to those with disabilities via consultation of advisory groups. Consultation like this has recently resulted in improved venue access for blind and deaf visitors. This is where TDN could come in....

Chair keen for TDN to get involved with this. Was involved in the Housing Adaptions Framework. Chair herself has been able-bodied and now is not so she can see things from both perspectives. As a disabled person she looks at things with different eyes to an able-bodied council officer so can spot things which they can't.

Echoed by another group-member who observed that when she was in a wheelchair for a short time as a result of a foot operation, suddenly everyday things which an able-bodied person takes for granted became difficult and people looked at her in a whole different light – some people just don't (or pretend not to) see you and some cut-across you as if you weren't there.

- 4.4 Question 1a) What is working well where collaborating with other partners (e.g. BHCC, Mears etc) is concerned?

- 4.4.1 Chair gave examples of where collaboration/partnership has worked well:

- The Adaptions Framework
- The Adaptions Leaflet

TDN have had someone from Allocations come in to talk to them. She would like to see properties which are suitable for conversion to accommodate a disabled person (e.g. ground floor flats) first advertised to people with disabilities when they become available.

Conversely, Home Move says that the Bristol Estate is disabled-friendly, it is *not*. It's up a steep hill and your mobility scooter batteries pack up before you get to the top. Moreover, the buses only run every 30 minutes.

4.4.2 Question 1b) What bits work well? The information received? Being listened to?

A – Chair: Being listened to. Being able to put one's own spin on things. Cited an example where BHCC was having trouble contacting a particular elderly tenant. This was because the elderly tenant concerned doesn't answer her phone and doesn't 'do' e-mail. Chair became this tenant's contact.

4.4.3 Question 1c) What is working well with this meeting/group?

A – Chair: Group started about 10 years ago. In past it looked at things like trying to get drop – kerbs put in etc but these things were outside its control because it had no control over planning laws, so now the group focuses on things it can change.

It's about 'opening the eyes' of the able-bodied in the council and influencing them.

RM: role of the group is to help shape/influence housing from the perspective of the disabled.

Chair would like TDN newsletter to go out to all those listed as disabled on the Housing database, OHMS.

Chair advocated a 'buddy system'.

4.4.4 Question 1d) What is this group's relationship with councillors like?

A – Chair: Not good.

4.4.5 Question 1e) Issues which TDN reps have encountered?

Issue 1: BK is a Resident Assessor. He inspects void properties and the work done on them before they are re-let. Several times he has seen instances where carers or social services could've reported back to BHCC things they've spotted in people they've visited's flats which might be indicative of some kind of problem e.g. empty bottles lying around, a tenant's flat steadily filling with rubbish - a potential health and fire hazard – and not having done so. So BHCC is often unaware that these things are an issue until the property becomes void and is visited.

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Issue 2: Chair advised that has been known for BHCC to go in and ‘un-adapt’ a property which had been adapted for the use of a disabled tenant on said tenant’s death. This is crazy! Considering the cost, first of adaption and then of ‘un-adaption’ – a waste of money. Would make more sense to re-allocate the property to another disabled person.

4.5 Question 2: SP: What are the top 3 challenges to progressing this group’s aims?

A – Chair/BK: Communication, communication and communication. For example telling TDN/ disabled tenants when properties which are suitable for adaption e.g. ground floor flats become available. TDN are happy to help BHCC identify such properties.

MB: added that BHCC needs to get the word out to disabled tenants that there are areas/ways in which they can get involved with things e.g. via Homing In.

Chair: suggested setting up a ‘buddy system’, particularly in high-rises whereby a vulnerable or disabled person’s ‘buddy’ phones their charge once a week to check in on them and helps them with practical things e.g. helping them with their rubbish – getting them to leave their rubbish out for their ‘buddy’ to collect and take down to the bins for them. JM has done this for a neighbour and received a ‘thank-you’ card from her.

4.6 Question 3: DC: What do you think BHCC could do better in this current climate to improve for the future?

A – Chair: would like to see a more pro-active and speedier response from Adult Social Care. She cited an example where she acted as a ‘Dignity Champion’ on behalf of a vulnerable, elderly resident who was being taken advantage of by an unscrupulous person over a sustained period of time. She reported it to Adult Social Care on several occasions but didn’t feel that they were taking it seriously.

She also cited another example, where it had taken Adult Social Care *two weeks* to come back to her about a potential problem with her medication, during which time she resolved the issue herself (meanwhile something could’ve happened in the interim...).

Action: DC and SP to send group their presentation once it is finished and to invite themselves back, perhaps with their two colleagues, to feed back their findings to the group.

5. Chair’s feedback from Trafford Hall training

5.1 Chair was very enthusiastic about her recent tenant-training experience at Trafford Hall, Cheshire. This was her first experience of Trafford Hall and she can’t speak highly enough of it.

5.2 What is Trafford Hall?

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Trafford Hall is a government and national lottery funded institution, located in Chester, set-up to provide training to tenants and community groups.

5.3

The Resident Involvement Team has a 'pot of money' assigned to funding these residential courses and travel to/from them. Chair urged her fellow tenants to sign up for a course 1) because they are very good and useful and 2) over the previous 2-3 years, the budget set aside for this purpose has not been used. This is because it has not been well publicised, except at meetings and people tend to forget about it after the meeting. It needs to be publicised better.

Courses are £15 for tenants, including accommodation and meals, breakfast, lunch and dinner.

If you are travelling up the day before (which she did and which you would need to do if you were travelling long distance e.g. from Brighton to Chester) an extra night's bed and breakfast is available at £20 per person. They also make you a sandwich lunch. (She went up on the Sunday before her course and came back on the Tuesday).

Chair took her carer with her (carer had to pay £15.00 too, to cover accommodation and food).

Getting there: Train Brighton to London Victoria, Virgin train Euston to Chester, taxi Chester railway station to Trafford Hall. She booked her train tickets 3 months in advance to get as cheap a rate as possible – it cost £133.00 for two return tickets for her and her carer, Brighton-Chester.

5.4

Her report on Trafford Hall:

5.5

- It was very good.
- It was very disabled-friendly. There are two wet-rooms there which are allocated on a needs basis.
- Courses run 9am-5pm.
- There is wi-fi.
- She met other tenants from all over the country there and found out what tenants/local authorities are doing elsewhere.
- Seating is 'cabaret-style' so you can mix with and meet other people.
- She learned how to use 'Survey Monkey' as a tool to get feed-back from tenants who want to get involved but don't want to attend meetings. It's easy to set up.
- She also learned how to set up a web-site and how to set-up a Facebook page.
- At the end of a course, you receive a small grant application form for up to £500.00 which must be used for the course specified on the form and can only be used once by each group.

Trafford Hall also does courses on the following subjects, amidst others:

- Money mentoring

- Energy Saving
- Gardening
- Courses for young people – suggested the group encourage younger tenants in their respective areas to sign up to one of these courses to recruit some ‘young blood’ to the tenant movement’s cause and reinvigorate it.

5.6 She is doing another course with them in September, on anti-social behaviour (ASB).

RM suggested that she should speak to November’s City Assembly about ASB after attending this course.

She is also doing a course on ‘Engaging Your Local Community with them in September.

She has booked another member of this group, AP, on to a course there.

She urged the group to have a look at Trafford Hall’s web-site (details below) and ‘go’.

5.7 Trafford Hall’s contact details:

Web-site: www.traffordhall.com

Telephone: 01244 300246

E-mail: info@traffordhall.com

6. Newsletter

6.1 Chair reiterated that she is no longer prepared to produce it on her own. This means either:

- People help
- Or, newsletter is scrapped
- Or, have an editorial sub-group, perhaps including BK and AP (Ann Packham) amongst others.

Basically she needs people to do articles, she can’t do it all herself.

6.2 RM: For the benefit of visiting senior managers, DC and SP: this newsletter exemplifies how Resident Involvement have empowered BHCC residents. This newsletter is tenant-led. There is no officer involvement. The Resource Centre print it for them. (The Resource Centre is a voluntary body, which BHCC pay to print of this newsletter on behalf of their residents).

6.3 RM: Suggested that JM, who has a wealth of nursing knowledge and a nursing background which could be drawn on (e.g. observations, and anecdotes, stories from his experience) could have a column.

JM: Trouble is, has too much on plate already.

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BK: A small article?

JM: Sorry, no time. Too much on. Doesn't want to let people down.

Chair: This is the whole problem. People say they don't have time.

6.4 Chair: Just need the information, the copy to put in the newsletter.

MB: Advised that when she is out and about, she tends to size the places she visits up from a TDN perspective and gather information about them.

RM: Asked MB whether prepared to write an article in that case.

MB: Yes. Will write an article and pass on to Chair.

6.5 Chair reminded the group that generic contact details for TDN are provided on the newsletter. An answerphone picks up messages left on the group's mobile which 'pings' an e-mail across to the group's generic g-mail account to notify the group about said message. She advised that everyone in the group needed to get themselves set up with a g-mail account. With generic contact details, it doesn't matter whether individual group-members for whatever reason are unable to respond to messages or move-on, others within the group can pick them up and action them.

6.6 Chair asked what the group thought of the idea of having an editorial sub-group for the TDN newsletter.

The group supported this idea. BK, JW and MB volunteered to be on this group. It was suggested that AP (who was absent from today's meeting) should join them. Group will self-facilitate via the Resource Centre.

6.7 Newsletter meanwhile will be on the agenda of each meeting.

8. **Any other business**

8.1 Repairs

Further to the action on p11 (11.1.2) of the previous meeting's minutes, James Cryer, Mears could not be present at this meeting. Tracy Horner, Mears, however has provided the following statement: there is no policy on repairs for the disabled, each case is assessed on its own merit.

8.2 Light-bulb replacement

A hand-out on light bulb replacement was distributed to the group. To summarise it:

- As per p7 of the Tenant's Guide to Repairs, replacement light bulbs are, and always have been the tenant's responsibility.

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- Agreed that Mears will install new 2D bulbs in kitchens and bathrooms where a bulb is under warranty (less than a year old).
- Estates Services will supply and fit a new bulb for residents identified as living in sheltered housing, elderly, vulnerable or disabled (there may be a minimal charge of £5 for the cost of the bulb for this if the resident doesn't have a spare bulb).

You therefore need to let Mears know that you are disabled so that they can put it on your record.

- Communal lighting bulbs are still replaced by Mears and BHCC (unless they are individual security lights which tenants themselves have had fitted, in which case it is the tenant's responsibility).

8.3 TDN Web-site

Action: RM to set up a meeting one Friday between Chair and Alex Allsworth, BHCC's Social Media Officer to help her set up TDN web-site

0. **Next meeting will be held on Monday 6 October 2014 at Hampshire Lodge, Hampshire Court, Brighton between 2pm & 4pm**

Home Service Improvement Group 12 August 2014

- discussed the New Design Guide Workshop where residents contributed ideas on improving the building of future homes
- added lift maintenance and encased bathroom fittings (2D lights) to action plan
- request to be involved in upcoming procurement process for low voltage electrical works contract
- discussed how Mears manage multi trade repairs and how they are aiming for greater cohesion and improved communication
- updates from Estate Development Budget (EDB) Panel reps
- visit to the repairs desk visits for Home Group members arranged
- looked at the 'Tenant representative's repairs reporting procedure'

Neighbourhood & Community Service Improvement Group 18 Sept 2014

- Recharges Policy; how Housing currently charges tenants for property damage/ changes/ neglect
- discussed current processes and considered possible changes into the future, through a number of scenarios.
- Scenarios – the costs implications of:
 1. electrician turned away from pre booked rewire
 2. parking on grass verges due to lack available space
 3. tree damaging pavement is not maintained in 20 years vs 1 year
 4. contractors unable to conduct annual boiler service due to state of kitchen
- tenants made aware of potential recharges through the tenant welcome pack
- group felt recharges should be made case by case, but because of time this takes there needs to be a standard approach
- suggestion to have a standard rule, allowing for extenuating circumstances
- staff time before or after a tenant alters a property should be rechargeable
- Do vulnerable people get special dispensation? Housing would have to pay the costs therefore less money available for other tenants

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- What warnings, if any, should tenants receive before a fine? Support to find alternative solution should be offered where necessary, but repeat offenders should be sent one warning letter, then re-charged.

Tenancy Service Improvement Group 24 September 2014

- project to address fly tipping continues
- recap following site visit in August
- Resident Involvement Officer & Neighbourhood Officer feedback from door knocking – positive community feel, support for Estate Development Budget (EDB) bid ideas
- planning leafleting / door knock to advertise a local meeting for Buckley Close residents to float idea of amnesty day (Community Clean Up day) and to discuss EDB
- suggestion to publicise the Estate Services furniture recycling service in Homing In
- discussed positive ways to discourage people from fly tipping
- began to think about the upcoming City Assembly breakout group about anti-social behaviour that they will be running

Involvement & Empowerment Service Improvement Group 2 Oct 2014

- Model Constitution and Recognition Policy agreed by Housing Committee's September meeting. Both now sent to Chairs and Secretaries of TRAs.
- City Assembly Sub-Group have been working on City Assembly being held on 15 November. Posters advertising the City Assembly with the agenda now sent.
- working with Resident Involvement Team to use Homing-in, Facebook, @BHCtenants #resident involvement Twitter account, TRA contacts, leaflets, posters etc to launch recruitment campaign, inviting residents to get involved in Service Improvement Groups
- working on calendar of city events to raise profile of resident involvement - will work with PCSOs, community development workers, community and voluntary sector organisations to identify key dates
- working with the Black and Minority Ethnic Community Partnership to tag resident involvement information session onto their Friday drop-ins

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- gathering case studies of 'what works, what doesn't work' in resident involvement from residents attending I&E breakout session at City Assembly – use this information to market 'ideas that work' to encourage further involvement
- recruiting residents at the City Assembly to join the I&E group to work on a new 'resident involvement hand book'
- Agreed meeting dates for the year ahead: Monday 8 December 2014, Thursday 12 March 2015, Thursday 11 June, Thursday 10 September. All 10am - 12noon at the Housing Centre.

Business & Value for Money Service Improvement Group 29 October 2014

- received an update on the budget workshop held on 1 September.
- report on Resident's Associations Newsletters was given and the group was given the opportunity to present possible suggestions to improve the operation of newsletters in the future.
- an example of the Council's 'Standard Letter' format was discussed, the group gave views on content, style and tone.
- discussed the Council's Quarter 1 Performance Report
- discussed the upcoming City Assembly and topics to discuss at the breakout group.



Brighton & Hove Seaside Community Homes

Latest Information – 13th November 2014

Since Seaside Homes went live in November 2011, we have leased a total of 416 properties and the partnership has now generated just over £21.5 m for the HRA to continue the decent homes work.

Having completed the batch 8 transfer in March, there are no further transfers scheduled to take place until the 1st of September 2015.

Property Details

Property Type	Batch 1 1 st Nov 2011	Batch 2 1 st Feb 2012	Batch 3 30 th Mar 2012	Batch 4 1 st June 2012	Batch 5 1 st Aug 2012	Batch 6 1 st Oct 2012	Batch 7 27 th Mar 2013	Batch 8 17 th Mar 2014	Total
Studio	5	1	5	3	6	8	11	4	43
1 Bedroom	19	21	20	12	27	23	32	29	183
2 Bedroom	20	17	12	18	16	18	13	27	141
3 Bedroom	14	9	3	2	6	3	2	5	44
4 Bedroom	3	0	1	0	1	0	0	0	5
Total Properties	61	48	41	35	56	52	58	65	416

The following tables provide a breakdown of the number of refurbished and un-refurbished properties received in each batch and progress made on refurbishment works.

Table 1	Refurbished Properties	Un-refurbished Properties
Batch 1	44	17
Batch 2	8	40
Batch 3	0	41
Batch 4	0	35
Batch 5	3	53
Batch 6	0	52
Batch 7	2	56
Batch 8	43	22
Total	100	316

Table 1 - the breakdown of properties leased to date:

At the time of handover Seaside Homes receives a mix of properties some of which have already undergone refurbishment and are ready to be tenanted and others for which refurbishment is about to commence.

Refurbishment – Progress to date:

Table 2	Refurbishment Works COMPLETED	Refurbishment Works Incomplete
Batch 1	17	0
Batch 2	40	0
Batch 3	41	0
Batch 4	35	0
Batch 5	53	0
Batch 6	52	0
Batch 7	56	0
Batch 8	22	0
Total	316	0

Table 2 – 316 properties were transferred to Seaside as un-refurbished.

The refurbishment programme for batch 8 was completed on the 13th August with the final three properties being handed over almost a month ahead of schedule.

All 416 Seaside properties are now complete and tenanted.