

BRIGHTON & HOVE CITY COUNCIL

HOUSING MANAGEMENT PANEL: NORTH AREA

7.00pm 26 OCTOBER 2017

THE HOUSING CENTRE, EASTERGATE ROAD, BRIGHTON, BN24QL

MINUTES

Present: Councillors Tracey Hill (Chair), Anne Meadows,

Representatives: John Marchant (ECMTRA Rep), John Dean (ECMTR Chair), Sarah Rowntree (NMTRA Rep), Mary Marchant (NMTRA), Andrew Hunter (East Moulsecoomb TRA), Jane Hunter (East Moulsecoomb TRA), Terrence Hill (Deputy P – Bates Estate), Walter Sargison (Broadfields), Pete Weston (ECMTRA)

Officers: Hilary Edgar (Housing Service Operation Manager), James Crane (Service Improvement Manager), Jeff Tourmentin (Strategic General Manager MEARS), Eddie Wilson (General Manager Operations – Mears), Hannah Barker (Resident Involvement Officer), Ododo Dafe (Head of Income Involvement and Improvement), Scott Lunn (Housing Stock Review Manager)

14 APOLOGIES

14.1 Apologies were received from Ray Metcalfe, Barbara Castleton and Heather Hayes.

15 MINUTES OF THE PREVIOUS MEETING

15.1 Correction of name to “Weston” on Item 6.3.

16 CHAIR'S COMMUNICATIONS

16.1 The Chair handed out hard copies of summaries and, in conjunction with Hilary Edgar (Housing Services Operations Manager), gave a brief overview of the key findings and feedback received from the survey handed out to residents at the last North Housing Management Area Panel.

17 ROUND ROBIN

17.1 Residents had the following positive statements, enquiries and concerns:

- Good use of utilities has provided good results in gardens
- A resident attended the 'Learn, Create, Innovate' workshop and gave a positive review
- A resident was pleased with City Clean's kind supply of an extra communal waste bin following its absence at a meeting
- Resident's noticed that attendance at resident's only meetings area rising
- A resident confirmed that they had successfully acquired a skip through a quick bid and managed to clear 17 gardens

- Residents expressed concerns with BHCC City Clean staff using leaf blowers to clean newly cut grass during a downpour causing it to coat resident's cars thus creating a hazard
- Residents expressed delight at Beavers, Cubs and Scouts groups using their halls to hold meetings
- A resident expressed dissatisfaction with City Clean Staff in relation to the delay in response to cleaning up posts that were requested to be cut down
- A resident emphasised the importance of keeping steps swept as it can be a hazard to mothers and children.
- A resident gave positive example where an application for a second bench was successful

17.2 Officers responded to resident's statements, enquiries and concerns with the following:

- Officers took details of areas where grass cuttings are an issue

17.3 Councillor Anne Meadows stated that in the past, residents had bought equipment through the Estate Development Budget and helped to clear and clean areas.

18 LEARN CREATE INNOVATE

18.1 Hannah Barker highlighted and summarised the aims and objectives of the workshop. She further clarified that the aim was to develop a resident's perspective on important issues. She provided feedback from the initial course and confirmed that the next workshop is over-subscribed which indicates positive progress.

18.2 The Chair confirmed that each workshop and its preceding themes were coordinated by members of the team while the contents and subjects were initially requested and subsequently formed by residents in order to address points of interest.

19 RESIDENTS QUESTION TIME

19.1 (Item 1 – Housing Customer Service Phone Lines)

19.2 Residents stated a concern regarding BHCC charging texts at premium rate.

19.3 An Officer confirmed that this will be fed to Mears.

19.4 AGREED that the report be noted.

20 BRIGHTON & HOVE CITY COUNCIL ALLOCATIONS POLICY

20.1 James Crane gave a brief summary and overview of BHCC's Housing Allocations Policy. He briefed the panel on the history of the policy and the series of changes that led to the new policy which is due to be implemented on January 1st.

20.2 Residents enquired if tenants were allowed to exchange outside of the borough

20.3 James Crane confirmed that people can exchange outside of the borough.

21 PERFORMANCE REPORT

21.1 Ododo Dafe, Head of Income Involvement and Improvement, presented the Performance report and gave a brief overview of some details. She requested if there was members had any preference on the details provided and the format in which they are presented.

21.2 Residents had the following statements, questions and concerns:

- A resident expressed approval of the new report front cover
- A resident enquired if it would be possible to just send the report out and have it taken as read at the meeting, keeping the item open for questions only as opposed to a long report presentation

21.3 Officers responded to resident's concerns and enquiries with the following:

- Ododo Dafe stressed that Area Panels exist partially for residents to scrutinise Brighton & Hove City Council's performance across the City.

21.4 AGREED that the report be noted.

22 CITY WIDE REPORTS

22.1 An officer confirmed that the Senior Housing Action Group is to take place down to 4 times every 3 months.

23 ANY OTHER BUSINESS

23.1 Residents expressed approval at the good time management of the meeting.

The meeting concluded at 21:00pm

Signed

Chair

Dated this

day of