



**Brighton & Hove  
City Council**

# Housing Management Panel

Title:	<b>Housing Management Panel: North Area</b>
Date:	<b>26 October 2017</b>
Time:	<b>7.00pm</b>
Venue	<b>The Housing Centre, Eastergate Road, Brighton, BN24QL</b>
Members:	<b>Councillors:</b> Hill (Chair), ; <b>Ward Councillors for the Area, Delegates of Tenants Association in the area.</b>
Contact:	01273 291214 greg.weaver@brighton-hove.gov.uk



**AGENDA**

<b>Part One</b>	<b>Page</b>
<b>14 APOLOGIES</b>	
<b>15 MINUTES OF THE PREVIOUS MEETING</b>	<b>1 - 6</b>
Minutes of the meeting held on 7 <sup>th</sup> September 2017 (copy attached).	
<b>16 CHAIR'S COMMUNICATIONS</b>	
<b>17 ROUND ROBIN</b>	
<i>Each association is invited to share a positive experience (for example, a success within their local group or at a Service Improvement Group meeting) and a current issue</i>	
<b>18 LEARN CREATE INNOVATE</b>	
<i>Update from Hannah Barker (Resident Involvement Officer)</i>	
<b>19 RESIDENTS QUESTION TIME</b>	<b>7 - 8</b>
Responses to items raised at the Tenant Only Meeting held on Thursday 21 <sup>st</sup> September (copy attached as 'blue pages').	
<b>20 BRIGHTON &amp; HOVE CITY COUNCIL ALLOCATIONS POLICY</b>	
<i>James Crane, Service Improvement &amp; Interim Homemove Manager</i>	
<b>21 PERFORMANCE REPORT</b>	<b>9 - 28</b>
<i>Report presented by Ododo Dafe, Head of Income, Involvement &amp; Improvement</i>	
<b>22 CITY WIDE REPORTS</b>	<b>29 - 40</b>
To <u>note</u> the minutes and reports of the following Committees and City Wide groups (copies attached):	
A. Senior Housing Action Group;	
B. Tenant Disability Network;	
C. Service Improvement Groups;	
D. New Homes for Neighbourhoods Update	
<b>23 ANY OTHER BUSINESS</b>	

## HOUSING MANAGEMENT PANEL: NORTH AREA

# BRIGHTON & HOVE CITY COUNCIL

## HOUSING MANAGEMENT PANEL: NORTH AREA

7.00pm 7 SEPTEMBER 2017

THE HOUSING CENTRE, EASTERGATE ROAD, BRIGHTON, BN2 4QL

### MINUTES

**Present:** Councillors Hill (Chair), Yates, Meadows

**Representatives:** Walter Sargison (Broadfields), John Dean (ECMTRA), Paul Wright (Coldean Tenants and Leaseholders), Jenny Simmonds (Coldean), Heather Hayes (Coldean Tenants and Leaseholders), Terrence Hill (Bates TRA), John Marchant (ECMTRA), Ray Metcalf (ECMTRA), Barbara Castleton (NMTRA), Mary Marchant (NMTA), Pete Weston (Deputy Chair East Moulsecoomb TRA)

#### **Non-Voting Delegates:**

**Officers:** Emma Gilbert (Tenancy Services Operations Manager), Hilary Edgar (Housing Service Operations Manager), Scott Lunn (General Building Manager), Jeff Tourmentin (MEARS), Keeley McDonald (Resident Involvement Officer), Gregory Weaver (Democratic Services Assistant)

**Guests:** Angela Martin, Eddie Cope, Leslie Cope, Glynis Shipley, Theresa Biggs, Hayley Smith,

#### **1 APOLOGIES**

1.1 Apologies were received from Jane Hunter, Sarah Roundtree, Peter O'Connor and David Metcalf.

#### **2 MINUTES OF THE PREVIOUS MEETINGS**

2.1 **RESOLVED** – That the minutes of the previous meeting held on 30 March 2017 be approved and signed as the correct record.

2.2 **RESOLVED** – That the minutes of the previous Special Area Panel meeting held on 25 May 2017 be approved and signed as the correct record.

#### **3 CHAIR'S COMMUNICATIONS**

3.1 The Chair gave the following communications:

*“The Housing team have requested that attendees complete a survey about their experience of today’s Area Housing Panel and send it back in the prepaid envelope provided.*”

*There is an additional report on the agenda about a proposed Home Purchase Policy. Copies will be handed out. Comments on the report should be sent to Di Hughes whose details are at the end of the report.”*

## **A HOUSING PURCHASE POLICY**

- 3a.1 Hillary Edgar presented the report highlighting the issues addressed by the report regarding the right to buy, BHCC properties put on the market, purchasing properties on the market, other opportunities and the criteria and budget including the next steps to be taken. She welcomed feedback from the panel.
- 3a.2 Councillor Anne Meadows stated that at a recent tenant rep meeting an enquiry was made regarding why BHCC can't buy back a home. She clarified that this is a policy that sets out the ground rules to buying back homes. She further noted that had the policy been in place prior, BHCC would have been able to purchase between 15 to 17 properties of the last 2 years.
- 3a.3 Councillor Daniel Yates praised the scope of being able to buy properties up to the value of £250,000. He noted that plots of land with planning permission for housing development in Bevendean were a good idea.
- 3a.4 **AGREED** – that the report be noted.

## **4 PRESENTATION BY RESIDENT INSPECTORS**

- 4.1 Keeley McDonald, Resident Inspector, gave a presentation and showed a video that outlined the role of the resident inspectors. The following points were highlighted:
- The Resident Inspectors would compare the findings in the flat to a list provided by Mears detailing the work that had been completed.
  - Mr Cope showed an example questionnaire that would be completed by the Resident Inspectors and this would then be sent to Mears.
- 4.2 In response to queries raised by the Panel Mr Cope highlighted the following:
- Serious matters, such as a water leak, would be classified as an urgent job and this would be fixed before tenants moved in to the property. Other recorded works would be reported to Mears and these would not be prioritised.
- 4.3 Councillor Meadows stated that BHCC does not make any money from void properties.
- 4.4 Cllr Yates suggested possibility of photos being taken and uploaded as proof of work having been completed.
- 4.5 Mears Officers clarified that in the case of void properties a standard within the framework designated as “lettable” constitutes the minimum order of work for tenants required, so as to be able to let the new tenant move in straight away as it is important to house people at that point, they noted that there were no situations where works are carried out on a whole property as it is too time consuming.

4.6 **AGREED** – that the report be noted.

## 5 ITEMS FROM RESIDENT ONLY MEETINGS

5.1 (Item 3 – Housing Customer Service Phone Lines)

5.2 Residents enquired the price for BHCC to have phone lines installed in the area, the further enquired in the possibility of BHCC providing a Freephone system.

5.3 Officers responded by stating all calls will be answered and noted that BHCC are moving away from a Freephone system to be replaced with a system of standard rates and good service, they further clarified that the switchboard is priced at standard rate.

5.4 **AGREED** – that the report be noted.

5.5 (Item 4 – Estate Development Budget)

5.6 A resident state that in regards to the quote at the bottom, if it is overpriced, Mears will cover cost.

5.7 (Item 10 – Soakaways)

5.8 Residents stated the following enquiries and concerns:

- A specific issue of soakaway being clogged on a road
- West Tenant's only meeting stated the highway cleaning was not up to standard and was subsequently referred to Highways and Motorways. Why did West area's concerns get on the paper?

5.9 Officers responded to resident's concerns with the following:

- referred resident to Southern Water who are ultimately responsible for that specific issue
- Stated that there was a chairs meeting in October on uniformity and how blue pages are used.

5.10 Chair ended discussion stating the objective was to focus on issues that are both within the remit of the meeting's purpose and that needed to be solved as soon as possible.

5.11 **AGREED** – that the report be noted.

## 6 ELECTIONS TO SIGS

6.1 Votes were taken to appoint 2 representatives and 2 deputies to 5 SIGs.

6.2 Home group:

- Terence Hill – Unanimous.

6.3 Tenancy and Neighbourhood

- Pete Western (reps) Unanimous
- John Marchant (reps) Unanimous
- No deputies

6.4 Business and Value for money SIG

- No vote.

6.5 Involvement and Empowerment SIG

- Pete Weston (rep) Unanimous
- Des Jones (rep) Unanimous
- Terrence Hill (deputy) Unanimous
- No further nominees

6.6 Tenant Disability Network SIG

- Pete Weston (Rep) Unanimous

**7 ELECTION OF RESIDENT VICE CHAIR**7.1 Election of Resident vice chair

- Pete Weston 4 -1 against
- Terrence Hill 1 -1 against.

7.2 Vice Chair for North Area Panel

- Pete Weston = Vice Chair.

**8 TENANCY AGREEMENT REPORT**

8.1 Officer gave presentation highlighting work carried out by BHCC over summer in regards to changes to the Tenancy Agreement last updated in 2009. She stated various changes such as updated legislation were addressed along with actions taken by BHCC, questionnaires had also been sent out. She furthered that the new layout includes new sections along with updating of data protection and information sharing statement to be kept in line with BHCC privacy Policy.

8.2 Residents stated the following enquiries and concerns:

- Enquired as to the vagueness of passage describing what constitutes a weapon
- Asked for clarity on regarding barbecues or gas containers needed for fuelling objects

8.3 Officers responded to resident's statement and concerns with the following:

- Stated that the clause on weapons was deliberately left vague so as to encompass the different situations where an object could be considered a weapon



- Recommended people contact Housing Customer Service for Fire Services to attend and provide resident meetings.
- Confirmed this was all to come in to effect in Jan 2018.

8.4 **AGREED** – that the report be noted.

## **9 STAR ACTIONS REPORT**

9.1 Hillary Edgar presented the STAR actions report regarding reassurances for residents. She stated that there were noted drops in satisfaction levels regarding the quality of homes and neighbourhoods as a place to live.

9.2 Residents enquired what the frequency of the capital maintenance program report is

9.3 Officers responded by stating that the national report is every 2 years, she furthered that the reason for this update is as a follow up on the progress made since the last report.

9.4 **AGREED** – that the report be noted.

## **10 QUARTER 1 PERFORMANCE REPORT**

10.1 Emma Gilbert presented the Quarter 1 Performance Report outlining various findings explained in the report. She requested ideas regarding what future targets could be. She further stated that other area panels had noted that targets could be taken to EDB panel and that the panel has a discussion to make suggestions on what the targets should be.

10.2 A residents agreed that a target factor should be a consideration on EDB panel.

10.3 Officers stated that there were no arrears relating to current and former tenants.

10.4 **AGREED** – that the report be noted.

## **11 FEEDBACK ON ANY SUGGESTED AGENDA ITEMS**

11.1 Residents made the following enquiry and notice:

- Notified the panel of a new training program for the involvement and empowerment group called learn, create and innovate.
- Suggested that different items on the agenda have specific allotted times.

11.2 Officers stated that this new learning program is in this month's Homing In.

11.3 The Chair stated she was willing to test allotted times for agenda points.

## **12 CITY WIDE REPORTS**

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

## **13 ANY OTHER BUSINESS**

The meeting concluded at 21:00pm

Signed

Chair

Dated this

day of

## Items from North Area Residents meeting held on Thursday 21<sup>st</sup> September 2017

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### 1. Housing customer services phone lines

This was discussed at the Area Panel meeting. The response from Housing was:

- It would be too expensive to provide a Freephone number.
- They have looked at the phone logs and believe the service being provided is satisfactory.

The meeting felt this hadn't been addressed satisfactorily. Several further examples were given of poor service received by residents trying to phone customer services:

- One resident called customer services, selected an item from the menu, was given another menu from which they made a selection, and was then forwarded to an answerphone rather than being able to speak to customer services.
- Another resident phoned, selected the options, and then the phone went dead.
- Another example was given of a resident who got through to speak to a person, who then said they couldn't deal with the problem being reported.

Although some residents are able to contact the council online, there are still a lot of people who do not have access to the internet who depend on the customer services phone lines.

This process of making unsuccessful phone calls can be very costly to residents, especially affecting those on low incomes.

**Action: 3 stars** (👏👏👏)

The meeting agreed to submit this for the agenda of the Area Panel to request that Housing address the ongoing problems with the customer services phone lines.

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### Response from Hilary Edgar, Housing Service Operations Manager, tel: 01273 293250

I am sorry to hear that residents in the North area have had difficulty contacting the Housing Customer Service team. I was able to track back the complaint about this service that was raised at the last North Panel meeting as it included information about the time and date of the call. Unfortunately without this level of detail, it is not possible to investigate the calls described above. I would be very happy to do this, if the residents who made these comments can give me that information.

At a more general level, however, I can advise:

#### Options

Callers to the Housing Customer Service team have three options when they ring 01273 293030; 1) when pressed takes the caller through to the Mears' Repairs line – there is then no further options 2) when pressed takes the caller through to the Housing Benefit service – there is then no further options 3) for callers who want to make a rent payment – when pressed this leads to 3 further options; to make an automated payment, to speak to someone when making a payment and to be transferred to the Housing Income Management team.

## **Performance**

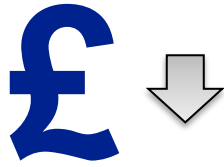
The Performance report (on this agenda) shows that in quarter 2 (from 1/6/17 to 30/9/17) the team answered 95% of their calls. This is an improvement from quarter 1 and includes the period when calls volumes were higher following the Grenfell Tower fire.

## **Services supported by the Housing Customer Service Team**

The Housing Customer Service team supports the 4 area based housing teams, the Seniors Housing service and can also answer most housing related queries. It does sometimes get calls about non Housing issues or those of a technical nature which have to be passed to specialist teams to answer. Residents have told us that this can be frustrating and, in response, the Resident Involvement Team is organising some information sessions on 'Council services and who to contact'. The first one is fully booked, but if anyone would like to attend please contact the team on 01273 294651 who will let you know when the session will be run again.

# Area Panel summary: Housing Management Performance Report Quarter 2 2017/18

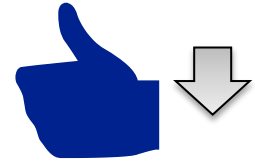
July to September 2017



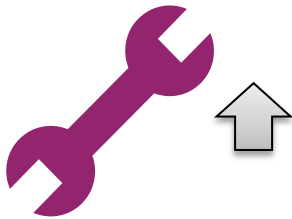
**98.97%**  
Rent collected



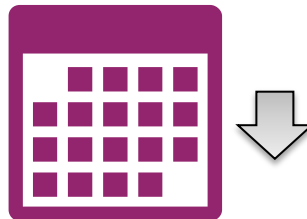
**95%**  
Calls answered



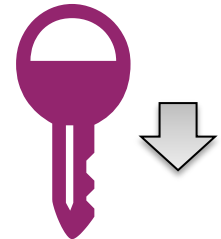
**82%**  
Satisfaction  
with ASB cases



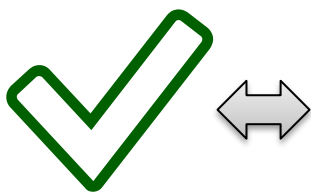
**13 days**  
Routine repairs  
completion time



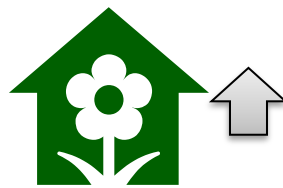
**96%**  
Repairs  
appointments  
kept



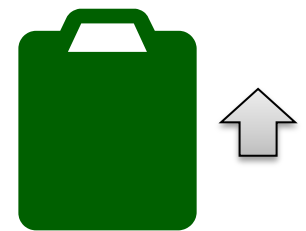
**23 days**  
Empty home  
re-let time



**100%**  
Cleaning  
inspections  
pass rate



**99.8%**  
Bulk waste  
removed within  
target time



**95%**  
Five-year  
tenancy visits  
completed

Performance since previous quarter is:



Better



Same



Worse









Brighton & Hove  
City Council



## **DRAFT Housing Management Performance Report** **Quarter 2 2017/18**

This Housing Management performance report covers Quarter 2 of the financial year 2017/18. It uses 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.

<b>Status</b>		<b>Trend</b>	
	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

A total of 45 performance indicators are measured against a quarterly target:






- 26 are on target
- 5 are near target
- 4 are below target
- 10 are to be confirmed

Explanations of performance have been provided for indicators which are near or below target.

New areas of monitoring included in the report in response to tenant feedback are Estate Development Budget (EDB) works and estate inspections.

The icons used throughout the report are sourced from [www.flaticon.com](http://www.flaticon.com) and were designed by 'Freepik.'

## 1. Rent collection and current arrears


 <b>Rent collection and current arrears indicators</b>		<b>Target 2017/18</b>	<b>Q1 2017/18</b>	<b>Q2 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
1.1	Rent collected as proportion of rent due for the year	98.40%	98.99% (£50.0m of £50.5m)	98.97% (£50.0m of £50.5m)		
1.2	Total current tenant arrears	No target	£507k	£527k	-	-
1.3	Tenants served a Notice of Seeking Possession	No target	140	132	-	-
1.4	Tenants evicted because of rent arrears*	20	0	1	-	-
1.5	Rent loss due to empty dwellings	Under 1%	0.83% (£417k of £50.3m)	0.75% (£378k of £50.3m)		
1.6	Former tenant arrears collected during the year*	25%	7.27% (£40k of £554k)	TBC	-	-
1.7	Rechargeable debt collected during the year*	20%	3.01% (£4k of £131k)	TBC	-	-

\*These Indicators are accumulative throughout the year and their targets are set for the year end. Therefore, the status and trend symbols will be applied in the Quarter 4 report, once performance for the year is known.




<b>DWP Welfare reform information</b>		<b>Q1 2017/18</b>	<b>Q2 2017/18</b>
1.10	Universal Credit – affected tenants	79 (0.7% of all tenants)	82 (0.7% of all tenants)
1.11	Universal Credit – arrears of affected tenants	£25k (6% of total arrears)	£30k (6% of total arrears)
1.12	Removal of the Spare Room Subsidy – affected tenants (under occupiers)	647 (6%)	631 (6%)
1.13	Under occupiers – arrears of affected tenants	£51k (10%)	£49k (9%)
1.14	Benefit Cap – affected tenants	46 (0.4%)	47 (0.4%)
1.15	Benefit Cap – arrears of affected tenants	£6.4k (1%)	£7.4k (1%)












### 1.16 Area breakdown of rent collected

 Rent collection area	Q1 2017/18	Q2 2017/18	Trend since last quarter
North (includes Seniors housing)	99.21% (£14.2m of £14.3m)	99.19% (£14.2m of £14.3m)	↓
West	98.99% (£10.3m of £10.4m)	98.93% (£10.3m of £10.4m)	↓
Central	98.78% (£9.0m of £9.1m)	98.76% (£9.0m of £9.1m)	↓
East	98.96% (£16.5m of £16.7m)	98.93% (£16.5m of £16.7m)	↓
All areas	99.01% (£50.0m of £50.5m)	98.97% (£50.0m of £50.5m)	↓

### 1.17 Tenants in arrears by amount










 Amount of arrears	Q1 2017/18	Q2 2017/18
No arrears	76% (8,628)	81% (9,253)
Any arrears	24% (2,742)	19% (2,113)
... £0.01 to £99.99	13% (1,489)	8% (952)
... £100 to £499.99	9% (992)	7% (901)
... £500 and above	2% (261)	2% (260)
Total tenants	11,370	11,366

## 2. Customer services and complaints

	Customer services and complaints indicators	Target 2017/18	Q1 2017/18	Q2 2017/18	Status against target	Trend since last quarter
2.1	Calls answered by Housing Customer Services Team (HCST)	90%	91% (8,160 of 8,971)	95% (8,661 of 9,146)		
2.2	Customer satisfaction with HCST (very or fairly satisfied)	87%	Next survey due Q2	TBC	TBC	TBC
2.3	Ease of effort to contact HCST (very or fairly easy to contact)	89%	Next survey due Q2	TBC	TBC	TBC
2.4	Stage one complaints responded to within 10 working days	80%	83% (71 of 86)	85% (83 of 98)		
2.5	Stage one complaints upheld	No target	40% (34 of 86)	43% (42 of 98)	-	-
2.6	Stage one complaints escalated to stage two	9.5%	15% (13 of 86)	10% (10 of 98)		
2.7	Stage two complaints upheld	17% or under	15% (2 of 13)	0% (0 of 10)		
2.8	Housing Ombudsman Complaints upheld	18% or under	0% (0 of 4)	0% (0 of 1)		

NB The targets for the complaints indicators have been amended to match those set by the corporate Customer Feedback Team.

### 3. Empty home turnaround time and mutual exchanges

	<b>Empty home turnaround time and mutual exchange indicators</b>	<b>Target 2017/18</b>	<b>Q1 2017/18</b>	<b>Q2 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
3.1	Average re-let time, excluding time spent in major works (calendar days)	21	21 (151 lets)	23 (140 lets)		
3.2	... as above for general needs properties	21	18 (126 lets)	17 (116 lets)		
3.3	... as above for Seniors Housing properties	30	33 (25 lets)	52 (24 lets)		
3.4	Average re-let time, including time spent in major works (calendar days)	No target	53 (151 lets, 98 major)	54 (140 lets, 78 major)	-	-
3.5	Decisions on mutual exchange applications made within 42 calendar days (statutory timescale)	100%	100% (18 of 18)	100% (37 of 37)		

## **Empty home turnaround time and mutual exchanges commentary**

Three indicators are below or near target:

### **Average re-let time, excluding time spent in major works (calendar days) – target 21 days**

The average time to re-let an empty home was 23 days during Quarter 2, missing the target of 21 days or less. This was due to a sharp increase in the Seniors housing re-let time, which increased from 33 to 52 days since the previous quarter, whilst the general needs re-let time decreased from 18 to 17 days.
















### **Average re-let time for Seniors housing properties, excluding time spent in major works – target 30 calendar days**












Performance was 52 days during Quarter 2 and missed the target, with the average re-let time sharply increasing compared to the previous quarter's performance of 33 days. Many of the 24 Seniors housing homes were 'hard to let' with only 10 accepted on the first offer – this equates to 42% of Seniors lets compared to 77% of general needs homes. This is generally because there are fewer people on the waiting list who are eligible for Seniors housing (eg because they've not been assessed for it or don't have the assessed mobility need for the property) and because many such properties are unpopular because they are small in size – works have been taking place at several schemes to convert these into larger properties.

### 3.6. Long term empty dwellings by ward (empty six weeks or more as of 1 October 2017)








Ward name (excludes those with no long term empty properties)	No. dwellings	Average days empty	Range of days empty	Comment
East Brighton	3	101	50-204	1 Seniors studio flat ready to let, 1 house ready to let and 1 house undergoing an extension.
Hangleton and Knoll	2	253	239-267	2 houses due to undergo extensions.
Hanover and Elm Grove	11	473	148-813	1 house undergoing major works, 1 house undergoing an extension, and 9 studio flats within Stonehurst Court (a decommissioned Seniors housing scheme).
Hollingdean and Stanmer	1	127	127-127	1 Seniors studio flat to be converted.
Moulsecoomb and Bevendean	3	479	43-708	1 house ready to let, 1 house undergoing an extension and 1 due to undergo an extension.
Patcham	2	134	43-225	1 Seniors studio flat to be converted and 1 house due to undergo an extension.
Queens Park	2	50	43-57	1 flat ready to let and 1 flat undergoing major works.
South Portslade	2	393	71-715	1 flat ready to let and 1 house due to undergo an extension.
Wish	1	57	57-57	1 flat undergoing major works.
Woodingdean	1	43	43	1 house ready to let.
Total	28	315	43-813	Of the 28 properties, 6 were ready to let (21%), 8 were extensions (29%), 2 were conversions (7%) 3 were in major works (11%) and 9 were due to be decommissioned (32%).

#### 4. Repairs and maintenance

 <b>Repairs and maintenance indicators</b>		<b>Target 2017/18</b>	<b>Q1 2017/18</b>	<b>Q2 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.1	Emergency repairs completed in time	99%	99.5% (2,527 of 2,539)	98.9% (2,676 of 2,705)		
4.2	Routine repairs completed in time	99%	99.4% (5,746 of 5,778)	99.6% (5,955 of 5,980)		
4.3	Complex repairs completed in time	No target	91.5% (86 of 94)	100% (82 of 82)	-	-
4.4	Average time to complete routine repairs (calendar days)	15 days	15 days	13 days		
4.5	Appointments kept by contractor as proportion of appointments made	97%	96.9% (9,835 of 10,146)	96.1% (11,429 of 11,889)		
4.6	Tenant satisfaction with repairs ('very satisfied' or 'fairly satisfied')	96%	98.4% (1,445 of 1,469)	98.5% (965 of 980)		
4.7	Responsive repairs passing post-inspection	97%	94.5% (911 of 964)	94.7% (570 of 602)		
4.8	Repairs completed at first visit	92%	86.1% (7,163 of 8,317)	87.5% (7,600 of 8,685)		

 <b>Repairs and maintenance indicators</b>		<b>Target 2017/18</b>	<b>Q1 2017/18</b>	<b>Q2 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.9	Dwellings meeting Decent Homes Standard	100%	100% (11,485 of 11,485)	100% (11,475 of 11,475)		
4.10	Energy efficiency rating of homes (SAP 2009)	65.6	66.0	66.3		
4.11	Planned works passing post-inspection	97%	100% (314 of 314)	99.7% (298 of 299)		
4.12	Stock with a gas supply with up-to-date gas certificates	100%	100% (10,038 of 10,038)	100% (10,032 of 10,032)		
4.13	Empty properties passing post-inspection	98%	100% (60 of 60)	99.0% (102 of 103)		
4.14	Lifts – average time taken (hours) to respond	2 hours	3h 35m	TBC	TBC	TBC
4.15	Lifts restored to service within 24 hours	95%	97.9% (145 of 148)	TBC	TBC	TBC
4.16	Lifts – average time to restore service when not within 24 hours	7 days	6 days (24 days, 4 lifts)	TBC	TBC	TBC



 <b>Repairs and maintenance indicators</b>		<b>Target 2017/18</b>	<b>Q1 2017/18</b>	<b>Q2 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
4.17	Repairs Helpdesk – calls answered	90%	98% (19,320 of 19,759)	97% (18,602 of 19,149)		
4.18	Repairs Helpdesk – calls answered within 20 seconds	75%	86% (16,560 of 19,320)	79% (14,643 of 18,602)		
4.19	Repairs Helpdesk – longest wait time	5 mins	5m 57s	8m 56s		
4.20	Estate Development Budget – Delivery Schedule: Completions	TBC	40% (34 of 86)	TBC	-	-
4.21	Estate Development Budget – Quality Checks	TBC	95% (40 of 42)	TBC	-	-
4.22	Estate Development Budget – Duration of Work	TBC	13 days	TBC	-	-

## Repairs and maintenance commentary

Five indicators are below or near target:

### **Emergency repairs completed in time – target 99%**

Quarter 2 performance was only 0.1% below target at 98.9%.

### **Appointments kept by contractor as proportion of appointments made – target 97%**

Performance here was 96.1% during Quarter 2 and has decreased by 0.8% since the previous quarter. Further information will follow in this report breaking down the appointments that were late.

### **Responsive repairs passing post-inspection – target 97%**

Performance for Quarter 2 was 94.7%, which even though it remains below target, it has increased by 0.2% from the previous quarter. The reasons for jobs failing post-inspection are 20 due to poor quality work, 2 required extra work to finish the job and 10 needed corrections to the Schedule Of Rates codes used (which detail the type of job carried out and how much they cost).












### **Repairs completed at first visit – target 92%**

Quarter 2 performance was 87.5% and has improved compared to the previous two quarters results of 83.1% and 86.1%. This improvement in performance has been expected following from the introduction of the new 'Complex responsive repair' category and process in April 2017. Mears are now reviewing their van stock requirements and usage to establish if this can be improved.








### **Repairs Helpdesk – longest wait time – target 5 minutes**

The longest time that any caller has waited for their call to be answered during Quarter 2 was 8 minutes and 56 seconds. The average time that a caller waited was 21 seconds.

## 5. Estates Service

	Estates Service indicators	Target 2017/18	Q1 2017/18	Q2 2017/18	Status against target	Trend since last quarter
5.1	Cleaning quality inspection pass rate	99%	100% (125 of 125)	100% (169 of 169)		
5.2	Estates Response Team quality inspection pass rate	99%	100% (77 of 77)	100% (173 of 173)		
5.3	Cleaning tasks completed	99%	99% (13,176 of 13,356)	TBC	TBC	TBC
5.4	Bulk waste removed within 7 working days	92%	98% (898 of 912)	99.8% (1,190 of 1,192)		
5.5	Light replacements/ repairs completed within 3 working days	99%	99% (251 of 253)	100% (269 of 269)		
5.6	Mobile warden jobs completed within 3 working days	96%	97% (1,425 of 1,464)	99% (1,183 of 1,196)		
5.7	Incidents of drug paraphernalia collected	No target	23	38	-	-

## 6. Anti-social behaviour (ASB) and tenancy management

 ASB and tenancy management indicators	Target 2017/18	Q1 2017/18	Q2 2017/18	Status against target	Trend since last quarter
6.1 Victim satisfaction with the way their ASB complaint was dealt with during the year to date ('very satisfied' and 'fairly satisfied')	92%	100% (8 of 8)	82% (14 of 17)		
6.2 Tenants evicted due to ASB	No target	1	2	-	-
6.3 Closure orders obtained	No target	2	2	-	-
6.4 ASB cases closed without the need for legal action	No target	89% (47 of 53)	89% (49 of 55)	-	-
6.5 Properties taken back due to tenancy fraud	No target	5	5	-	-
6.6 Closed Tenancy Sustainment Officer cases where the tenancy was sustained	98%	100% (35 of 35)	100% (35 of 35)		
6.7 Secure general needs tenants who have had a tenancy visit within the last 5 years	90%	92% (9,404 of 10,197)	95% (9,618 of 10,171)		
6.8 Public estate inspections completed	95%	97% (75 of 77)	TBC	TBC	TBC

NB In future we would also like to report on completion of actions arising from estate inspections, and have looked into this, but don't yet have a system in place to capture this data.


## Anti-social behaviour (ASB) and tenancy management commentary

One indicator is below:


### Victim satisfaction with the way their ASB complaint was dealt with during the year to date ('very satisfied' and 'fairly satisfied') – target 92%

Performance at 82% is below target, with 14 people satisfied out of a total of 17 who were surveyed over the phone after their ASB case was closed. Dissatisfaction was primarily due to a perceived lack of action by the council. This issue has also been picked up through formal complaints and as a result officers have been recommended to maintain a minimum level of telephone contact as a set agreement with the customers so they feel they are kept informed and are made to feel safe and re-assured.




### 6.8 ASB incidents by type

 Type of ASB incident	Q1 2017/18	Q2 2017/18	Change between quarters
Harassment / threats incidents	47% 103	47% 95	-8
Noise incidents	12% 26	11% 23	-3
Drugs incidents	8% 18	11% 23	+5
Other criminal behaviour incidents	11% 25	7% 15	-10
Domestic violence / abuse incidents	5% 12	6% 12	0
Other violence incidents	5% 10	4% 9	-1
Pets / animals incidents	8% 18	6% 13	-5
Vandalism incidents	0% 0	0% 0	0
Hate-related incidents	2% 4	2% 5	+1
Alcohol related incidents	1% 3	4% 9	6
Prostitution / Sex incidents	0% 1	0% 0	-1
Total ASB incidents	100% 220	100% 204	-16

## 6.9 ASB incidents by ward

 Ward name	Q1 2017/18	Q2 2017/18	Change between quarters
Brunswick and Adelaide	0	0	0
Central Hove	2	3	1
East Brighton	32	35	3
Goldsmid	8	11	3
Hangleton and Knoll	27	24	-3
Hanover and Elm Grove	6	8	2
Hollingdean and Stanmer	25	26	1
Hove Park	0	0	0
Moulsecoomb and Bevendean	29	25	-4
North Portslade	13	9	-4
Patcham	9	5	-4
Preston Park	2	0	-2
Queen's Park	39	33	-6
Regency	0	0	0
Rottingdean Coastal	0	0	0
South Portslade	3	6	3
St. Peter's and North Laine	12	8	-4
Westbourne	1	1	0
Wish	3	4	1
Withdean	1	0	-1
Woodingdean	8	6	-2
<b>Total</b>	<b>220</b>	<b>204</b>	<b>-16</b>

## 7. Seniors Housing

 <b>Seniors Housing indicators</b>		<b>Target 2017/18</b>	<b>Q1 2017/18</b>	<b>Q2 2017/18</b>	<b>Status against target</b>	<b>Trend since last quarter</b>
7.1	Residents who have had a tenancy visit within the last 12 months	98%	97% (836 of 861)	96% (836 of 869)		
7.2	Residents living in schemes offering regular social activities	95%	100% (861 of 861)	TBC	TBC	TBC
7.3	Residents living in schemes offering regular health and wellbeing activities	65%	85% (735 of 861)	TBC	TBC	TBC
7.4	Schemes hosting events in collaboration with external organisations	90%	100% (22 of 22)	TBC	TBC	TBC

The indicator near target is:

### **Seniors Housing residents who have had a tenancy visit within the last 12 months – target 98%**

Performance was 96% at the end of Quarter 2 and has decreased by 1% since the previous quarter. Of 869 Seniors housing residents, 33 have not had a tenancy visit within the past year – 13 residents declined, two were unavailable and 18 require a visit because they are new tenants or a year has recently passed since their last visit. Most of the latter group are likely to be available and therefore will have been visited soon.





Meeting action minutes

Meeting	<b>Senior Housing Action Group</b>		
Attendees	<p><b>Residents</b> Roy Crowhurst (Chair of SHAG, Woods House) Tony Brown, (Evelyn Court) Walter Sargison (Broadfields), Allen Davies (Rosehill Court) Jean Davis (Leach Court), Bob Spacie, Elizabeth Tinkler, John McCabe, Lawrence Fitzgerald (Laburnum Grove) Ernie Tidy (Churchill House) Anthony McCoy (Sloane Court) Patrick Kite (Hazelholt)</p> <p><b>Staff:</b> Hannah Barker (Resident Involvement Officer), Peter Huntbach (Senior Housing Manager)</p> <p><b>Partners:</b> Peter Lloyd (Healthwatch)</p>		
Apologies	Terry Weller (Evelyn Court) Ray Goble (Elwyn Jones), Mike Bojczuk (Older Peoples Council)		
Venue	<b>Leach Court</b>	Produced by	Hannah Barker
Date Time	<b>Weds 12<sup>th</sup> July 2017 10am</b>	Mins completed	<b>16<sup>th</sup> July 2017</b>

**Minutes & Matters arising - Update on actions from previous meeting**

	Description
1	Minutes agreed
2	<b>Re Repairs Handbook</b> and change in wording describing standard of repairs, from 'good' to 'reasonable' – Is this a reduction in standards? Why is it necessary to change it? <b>Action 0.1</b>
3	<b>Re Lettings policy</b> How many <b>applicants</b> for Seniors Housing were on the <b>waiting list prior to the change</b> ? Members have been given the figures for the year, but not what they wanted as want to view the scale and significance of the change. <b>ACTION 0.2</b>
4	<p><b>Re Lettings Policy 'promise' to move</b> discussion re 'contractual' offer for residents to be able to move, members at Laburnum Grove very unhappy having been unduly affected.</p> <ul style="list-style-type: none"> <li>• However, Roy had not found anything in the literature stating tenants ever had a 'right' to move.</li> <li>• Practice had in the past moved away from policy, but it was not the old policy.</li> <li>• Another member was offered a studio flat; because of sight problems needed a 1 bed and asked if he might move after, was told no, he should wait out for what he needed.</li> <li>• Peter clarified: James Crane came and listened to SHAG view re issue of impact of the new Allocations Policy on individuals at Laburnum Grove. He raised it with Senior Managers who have asked him to write a report on the unintended consequences of the local lettings plan changes.</li> <li>• Advice for residents to wait to see that report and what senior managers decide after this, and/ or utilize complaints process if not satisfied.</li> <li>• People CAN still move within scheme and from scheme to scheme within the Allocations Policy. What's different: <ul style="list-style-type: none"> <li>○ 1) Scrapped band D and band C low medical so some people are not able to move as a transfer.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ 2) The Local lettings plan prioritized band C people living within a scheme over higher applicants from outside the scheme, but this isn't live because of the Allocations Policy. People can still ask us, to be assessed, but not given any special priority now.</li> <li>○ 3) have to have a 'housing need'.</li> </ul>
5	<p><b>Re Conversion of studio flats to 1 bed project</b> – is paused due to problems with letting the properties. When advertised some people who are downsizing view the new conversion but it's not what they understand to be a 1 bed flat. Also Simon Pickles has left the council. Scott Lunn is overseeing the project currently.</p> <p><b>Q:</b> Are the funds held over? <b>A:</b> <b>ACTION 0.3</b></p>
6	<p><b>Re Homelessness Q:</b> how many homeless people go into Senior Housing?  <b>Discussion:</b> it is important to tackle stigma about homelessness, which can affect all different types of people. Also many different types of homelessness, much of which is unseen, e.g. people staying on friends sofas. Individuals cannot turn up in the city and get social housing; they have to have been living here for 5 years to go onto the council housing list. <b>A:</b> <b>ACTION 0.4</b></p> <p><b>Re Some senior's schemes listed in Home Move as "Social services nominees"</b> on advert. <b>Discussion:</b> some people are on the housing register but receive social services help to make bids for properties. Roy believes social services have their own list. This can be checked with the (public?) Housing list. Peter agreed that the council need to give SHAG an explicit answer, not give you an impression of social engineering which is morally wrong. <b>ACTION 0.5</b></p> <p>Peter voiced his concern again about stigma towards people experiencing homelessness. We understand fears and anxieties of people coming in with unsuitable behaviors – including people with a whole range of backgrounds, not just homelessness.</p> <p><b>Q:</b> If a homeless person is considered for Seniors Housing do the same age restrictions apply? <b>A:</b> Yes, always 55+.</p> <p><b>Support for people with different levels of need:</b> in terms of the transition, we could do better; we are talking to hostels, but we could do more.</p> <p><b>Example of need:</b> a member described how a new tenant was sleeping on the floor without any furniture. Eventually a charity helped furnish the flat. However the scheme managers are not support workers, they offer low level support. The tenancy Sustainment Officers in Housing offer more support. Scheme managers can help tenants with information about charitable assistance – 'Turn To Us' website has info about national and local charities.</p> <p><b>Q:</b> Is scheme manager informed of a new tenant's background? <b>A:</b> Yes, all documents are scanned and held. Residents need to be very careful not to spread what might be malicious rumors about a tenant. We do have a policy that excludes people with a criminal record from Seniors Housing. The council has a different policy for housing and rehabilitation people with an offender's profile.</p>
7	<p><b>Homemove labelling, '55+':</b> Housing Associations label equivalent sheltered housing schemes with this label, however the council does not. This can waste time for both</p>

	residents on waiting list and staff time. <b>ACTION 0.5</b>
<b>8</b>	<b>Complaint regarding removal of neighbor's furniture:</b> Furniture from a flat being cleared was thrown from a window and destroyed that could have been passed on. This is a waste and shows an upsetting lack of respect for the deceased. <b>A:</b> Peter apologized that this happened. The issue has been raised for an official response with complaints. <b>Discussion:</b> We used to have a warehouse with unwanted furniture from cleared flats.
<b>9</b>	<b>Re noise in flats Q:</b> Do Tenants have to have carpet flooring? <b>A:</b> Yes, if they are on anything above the ground floor.
<b>10</b>	<b>Consultation about new tenancy agreement</b> is finished. <b>Discussion:</b> Difference in amount of notice for going away between Seniors Housing schemes and benefits office. The service for Seniors residents includes a daily call, so we ask to be informed if you are going away to prevent any concern for your well-being or escalating action to look for you.
<b>11</b>	<b>Concerns about unauthorized persons entering schemes with swipe cards or tailgating and scams:</b> younger people holding cans seen swiping in at a scheme. Shouldn't be easy. Might be visitors or might be more suspicious. We have used security at times, who would do a sweep/ inspection of the building. If residents are concerned please raise it with Scheme manager or Carelink. <b>Q:</b> do we keep record of swipe cards/ know how many are out there? Fobs are programmable.  This shows the value of neighbourhood watch schemes. You can also ask Mears to speed up the automatic door closers. Tailgating (someone following you in when you open a door) is a big problem. Challenging people can feel intimidating, so confidence is helpful. Carers visiting residents perhaps need reminding to be vigilant against tailgating and residents should not buzz strangers into the building. The community can help with getting information out – through Association or scheme managers' meetings. Telephone scams can be terrible for residents with hundreds of calls. There is equipment available to help prevent calls getting through. Talk to your scheme manager for help. <b>ACTION 0.6</b>
<b>0.1</b>	Hannah and Roy to ask Perrin and for her to feedback to John and Bob.
<b>0.2</b>	Peter is meeting James Crane end July and will ask, How many applicants for Seniors Housing were on the waiting list prior to the change?
<b>0.3</b>	Hannah to find out if funds to Studio conversion project is being held over.
<b>0.4</b>	Peter to supply figures for the city about how many people who were homeless at the point of moving into Seniors Housing
<b>0.5</b>	Peter to find out how decisions are made about listing certain schemes as 'social services nominees' and not using '55+' label.
<b>0.6</b>	Peter will look at security scams information

### Items discussed, agreements and future action

#### 1) Peter Huntbach update

**Fire Safety following tragedy at Grenfell, London:** speculation in press as to causes. No

report yet. Our approach:

- Meet regularly with East Sussex Fire & Rescue with housing Leadership on fire safety.
- Inspections taken place on all high rise & letters gone to all residents with information, including 2 seniors schemes, Somerset Point & Leach Court
- We utilize ‘delayed evacuation plan’ not ‘stay put policy’
- We hold list of people who would find it difficult to evacuate – the fire service always receive these in the event of a fire.
- Annual reminder for residents to have a home fire safety visit
- Fire Safety awareness sessions took place in January, including info on equipment storage. E.g. mobile scooters can be a hazard blocking escape if stored badly.
- We are reviewing all procedures
- National Chief of Fire officer issued new guidance in May which we were already working with and looking at what improvements we need to make.
- Improved signage in all blocks clarifying fire safety information

**Issue 1:** Signage for those with disability may need to be improved to be seen. Peter will feed that back.

**Issue 2:** One member is unable to close internal fire doors (as is recommended) and be heard by Carelink properly. **ACTION 1.1**

- Trialing Stove guard
- Our cladding not yet been tested – likelihood it won’t fail as it is the more expensive type.
- At some blocks we have sprinklers.
- New program of sprinkler systems installation over next two years
- New sprinkler systems create a mist and so cause less damage to property.
- Sterile corridors are par to fire safety, as is scooter storage
- Smoke alarms are placed in hallways (fire service recommendation)

1.1	Peter will visit to understand further and will raise with fire safety if necessary.	<b>Who</b>	<b>Due</b>
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## 2) Annual Review

Discussion about the Annual review and internal form document which has space to collect bank details and direct debit information if the resident wishes it to be kept by the housing service. Normally a resident wouldn’t see the form, one member requisitioned under a freedom of information request. Not all questions would be asked, the form is intended to be used by staff to have a conversation with eh resident on how they are doing. We follow a person centered approach now and want to also collect resident’s interests and lifestyle, to help us cater for their particular interests and needs.

**Q:** How does the member of staff interpret what to ask?

Staff training issue. The basis of the questioning is well being.

**Proposal to get SHAG involved with a review of the Annual Review – agreed.**

## 3) Any other business

- **Churchill House EDB** discussion – this bid was to replace flooring. Tiles were discovered to contain asbestos. Long delay waiting for availability of inspectors. Once deemed safe to proceed the work was completed quickly.
- **Proposal for a SHAG newsletter** request for articles or ideas from members.
- **Visit to Brookmead – 9 August**

## **Update on the Service Improvement Groups**

### **Home Service Improvement Group**

#### **Latest meeting actions - 18 September 2017**

- Updates from Partnership Core Group (PCG) and Estates Development Budget (EDB) Panel
- Resident Inspectors reported on K&T Heating + empty property inspections process
- Reviewed sprinkler installation program across high rise blocks
- Reviewed fire health and safety actions since Grenfell
- Reviewed communications about fire safety since Grenfell
- Bi-annual elections to EDB panel, PCG, chair and vice chair roles.

### **Involvement & Empowerment Service Improvement Group**

#### **Latest meeting actions - 14 September 2017**

- Resident Involvement Budget update
- Review of training for residents
- Producing Tenant & Resident Association (TRA) Handbook
- Planning TRA How to make the most out of your group? Event

### **Business & Value For Money**

#### **Last meeting actions – 10 October 2017**

- Elected new Chair and Vice Chair
- Discussed development of Housing I.T. System Interface
- Looked at Sustainable Houses in Inclusive Neighbourhoods Project (SHINE)



Meeting action minutes

Meeting	<b>Tenant Disability Network (TDN)</b>		
Attendees	<p><b>Present:</b> Alison Gray, Muriel Briault, Barry Kent, Chris El-Shabba, Lynn Bennett, Martin Cunningham, Jason Williams, Ann Packham,</p> <p><b>Officers:</b> Glyn Huelin (Business &amp; Performance Manager), Sue Andrew (Adaptations), Kirsty Smeaton-Brown (Senior Housing Needs Officer)</p>		
Apologies	<b>Joe MaCrae, Sarah Potter (Adaptations)</b>		
Meeting location	<b>Hampshire Lodge</b>	Produced by	<b>Keely McDonald</b>
Date Time	<b>10 July 2017 2.00pm</b>	Minutes completed on	<b>11/07/17</b>

**Section 1 – Update on actions from previous meeting**

	Description
1	BM to drop newsletters to AP and AG, RIT to distribute where possible.
2	BM to discuss TDN membership with Sharon Terry
3	Glyn and Mears to discuss information sharing
4	Adaptations to put together list of specialist equipment installed in properties
5	GH to review repair and maintenance of specialist equipment
6	Update on wash dry toilet servicing if out of warranty

**Section 2 – Agenda items, agreements and future action**

<b>Agenda item 1 Introductions</b>			
Agreement / Decision	Keely McDonald taking minutes in place of BM Kirsty Smeaton-Brown to discuss allocations policies GH to respond to actions from previous minutes SA to update on Adaptations		
Action(s)		By Who	Deadline
<b>Agenda item 2 Previous Minutes</b>			
Agreement / Decision	<p>Item 7: Mears do not have list of what specialised equipment is installed in properties. Are now recording what equipment is in place when repairs are raised. Council is now procuring new IT system which will make it easier for repairs contractors to know immediately if specialist equipment is in place in a property.</p> <p>Alex Dickie is looking into negotiating with providers to retroactively apply lifetime warranties to equipment, repairs will be raised through warranty process ensuring the</p>		

	<p>contractor has the correct tools/knowledge. This will be the process until new IT system is in place.</p> <p>Mears trained four plumbers but were denied access to specialist parts by manufacturers.</p> <p>SA providing Mears with reports from current IT system OHMS, as Mears do not have access.</p> <p>Similar issues with hoists and stair lifts. Hoists will be attended by lift contractor operatives.</p>		
Action(s)	Confirm Mears are receiving OHMS reports	By Who SA	Deadline 30/08/17
<b>Agenda item 3 Allocations Policy</b>			
Agreement / Decision	<p>Key changes in the council's allocations policy: From 'open' to 'closed' Housing Register.</p> <p>Applications from those not from Brighton and Hove are not considered, unless specific exceptions.</p> <p>Local connection must now be five years.</p> <p>There are built in protections for those with additional needs on a case by case basis.</p> <p>Assessments will be made if there are ASB convictions.</p> <p>Most who buy their property through Right To Buy will not be considered for the Housing Register unless they meet specific circumstances, such as the property cannot be adapted to their needs.</p> <p>The council works closely with the East Sussex Fire Service to provide opportunity for residents to raise concerns as well as receive a free visit and personal evacuation plan. This is for all residents, not just those in high rise.</p> <p>Residents can also register appliances for Product Safety Recalls, this will alert you if a product you own has ever been recalled.</p> <p>The Allocation Team has a medical officer, a mobility officer and an under-occupation officer to work with Occupational Health to assess need.</p> <p>Residents of Hampshire Court on top floors who have experienced reduced mobility over the years have recently been told that they can't move to ground floor flats through the Housing Register. The housing stock is too low to guarantee a move, however this may be possible through Homemove.</p> <p>Local Lettings Plans are to be reviewed and will go to Housing Committee. A report of this review will be made public.</p> <p>Brighton Lions provides medical alert stickers for emergency personnel.</p>		
Action(s)	Product Safety Recall info to go to newsletter Raise Local Lettings Plans at Area Panel Raise Local Lettings Plans with Housing Committee before decision is made.	By Who LB MC BM	Deadline 01/08/17 07/09/17
<b>Agenda item 4 Adaptations</b>			
Agreement / Decision	<p>Thank you to AG for her help with the Adaptations Framework. The tender deadline for this is now closed. There are now 7 returns being processed.</p> <p>Housing Adaptations Equality Impact Assessment review has identified that it needs to a) collect some missing data, b) carry out more analysis e.g. around</p>		



	<p>BME households, what customers tell us and access to service. Sarah Potter is working with the Autistic Spectrum Condition Equality Group on this. The council's annual Adaptations budget remains at £1.15m for 2017/18. Carrying out specialist Occupational Therapy assessments plus: Simon Pickles has left Brighton Council and Scott Lunn will be taking over his role. Working with Scott on the Improving Communal Access Project. Working on new builds to include accessible/wheelchair user homes. Working with Property &amp; Investment on door replacement programme. Carrying out service and maintenance of equipment and collating a list of all clos-o-mats, also obtaining a quote for service contract and/or extended warranties. Dedicating Occupational Therapist to accompanied viewings with disabled people offered council homes, as well as working with Homemove to help shortlisting for mobility rated properties.</p>		
Action(s)		By Who	Deadline
<b>Agenda item 5 Newsletter</b>			
Agreement / Decision	<p>CareLink Plus interviewing AG for their new leaflets about the TDN newsletter. Please send any articles to AP and JW. TDN requested that Resident Involvement Team distribute newsletter to resident associations across the city regularly, and to libraries. Also inform people that A£ size is available for people with vision impairments. Suggest an offer of 20 per association with the opportunity to request more. Agreed newsletter to be published every three months. Possibility People have a newsletter available with contact information.</p>		
Action(s)	<p>Provide information on Possibility People for next Newsletter publication Send copy to SA</p>	<p>By Who BK  AG</p>	<p>Deadline</p>
<b>Agenda item 6 Next Agenda</b>			
Agreement / Decision	<p>Adaptations Adaptations Tender Feedback Newsletters Invite Lilly Storey from Possibility People</p>		
Action(s)	<p>Invite Lilly Storey</p>	<p>By Who BM</p>	<p>Deadline 15/09/17</p>
<b>Agenda item 7 AOB</b>			
Agreement / Decision	<p>Illegal parking has been reported at Robert lodge, blocking dropped kerb and preventing Cityclean from emptying bins. Police to be contacted if on public land. Handrail needed at Stonery Close. To reduce fire risk, council will now remove and hold any items in communal hallways. Hold for 28 days and dispose of if not collected, this includes mobility scooters. Residents must inform the council if they plan to buy one, as well as provide info on size and storage details.</p>		

	<p>If you see scooters stored in common ways, please inform Housing Customer Services.  Scooter storage has been changed to include a variety of motorised personal vehicles, this reduces space for necessary items.</p>		
Action(s)	<p>Assist with Cityclean in resolving collection issues at Robert Lodge</p> <p>Contact Access Point re. handrail</p> <p>Clarify use of previous 'scooter storage'</p>	<p>By Who GH</p> <p>MB</p> <p>BM</p>	<p>Deadline</p>

### Section 3 – Agenda for next meeting

1	Welcome/Introductions
2	Minutes of last meeting
3	Housing Adaptations
4	Adaptations Tender Feedback
5	Invitation to Lilly Storey 'Possibility People'
6	TDN newsletter
7	Agenda Planning
8	AOB
9	Date of next meeting

# New homes for neighbourhoods Update



October 2017

Brighton & Hove City Council's New Homes for Neighbourhoods programme is building much needed new council homes on council owned land. We aim to deliver at least 500 new homes across Brighton, Hove and Portslade.

102 new council homes will be completed over the next couple of months. Another 37 are currently under construction. 34 new council homes at seven sites have already been built and let since July 2015 under this programme, all on underused council housing 'infill' sites. Many more new homes are in the pipeline.

All new council homes are let to households on the Homemove housing register.

## **Brooke Mead – 45 extra care council flats in Albion Street**



The constructors are now finishing off the Brooke Mead extra care scheme, designed to help people with low to moderate dementia to live independently for as long as possible.

Prospective tenants can visit the show flat. Contact 01273 29 30 30.

## **Kite Place – 57 new council flats in Whitehawk**



Also close to completion are the two blocks at Kite Place. Applicants have started bidding for and viewing the flats, which include six homes designed for wheelchair users and their families.

All 51 other one to three bedroom flats are built to the latest 'accessible and adaptable' standards and there are lifts to all floors.

## **Hobby Place – 29 new council flats in Whitehawk**

The brickwork is now finished on these two blocks of one to three bedroom council flats, which are on track to be completed in January.

These new council homes are also designed to 'accessible and adaptable' standards, with lifts to all floors and three flats for wheelchair user.



Like Kite Place, this large scheme will have communal boilers for economical and efficient heating and hot water for the future tenants and solar panels on the roof.

## **Lynchet Close – 8 new council homes in Hollingdean**

The foundations of six new four bedroom houses and two new two bedroom flats are now being laid on this site opposite Hollingdean Park.

Prospective tenants are already making enquiries. The new homes are expected to be advertised for bidding on Homemove next spring and be completed early summer.



## **Rotherfield Crescent, Hollingbury**

Residents around the underused garage site off Rotherfield Crescent are being consulted on the latest plans for four family homes on this land, worked up by winning architects from our Design Competition with the Royal Institute of British Architects.



## **For more information on New Homes for Neighbourhoods**

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Phone: 01273 290591

Post: Estate Regeneration Team, Brighton & Hove City Council,  
1<sup>st</sup> Floor, Hove Town Hall, Norton Road, Hove BN3 3BQ

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