

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

**7.00pm 25 JULY 2016**

**ROBERT LODGE**

**MINUTES**

**Present:** Councillors Mary Mears, Councillor Steven Bell,

**Representatives:** Alan Cooke (Craven Vale), Doreen Shepherd (Race Hill Farm), Lyn Bennet, Gerry Lewis (Robert Lodge TA), Chris El Shabba (Robert Lodge Rep), Janet Gearing (Woodingdean)

**Non-Voting Delegates:** Carmel Humphries (Racehill Farm), Irene Boyce (Whitehawk South), Bob McKenzie (Robert Lodge),

**Officers:** Jeff Tourmentin (Mears), Becky Purnell (Resident Involvement Officer), Emma Gilbert (Tenancy Services Operations Manager)

**Guests:**

**1 APOLOGIES**

**2 MINUTES OF THE PREVIOUS MEETING**

2.1 Deletion of line on Item 35.2 from previous meeting.

**3 CHAIR'S COMMUNICATIONS**

**4 RESIDENTS QUESTION TIME**

4.1 (Item 1 – Leaseholder repairs)

4.2 Residents agreed with the report.

4.3 The Chair, Councillor Mary Mears, suggested that BHCC should inspect a specific case in regards to a collapsed roof.

4.4 Officers stated that there were many possible causes to the problem, that BHCC was reasonable in dealing with the issue in terms of insurance regarding high costs and that it is the responsibility of the freeholder to act.

4.5 (Item 2 – Repairs of double glazing)

4.6 The panel was satisfied with the report.

4.7 (Item 5 – Estate Development Budget)

- 4.8 Residents stated the following concerns:
- Disputed if Mears have done the specific work
  - Enquired when Mears will begin work on fencing
  - Stated awareness of spare money in pot for use was made by an officer
- 4.9 Officers responded to resident's concerns:
- Have been in contact with Councillors and Mears to try and resolve all outstanding work
  - Stated that planned maintenance and emergency maintenance has taken up a part of the EDB budget
  - EDB last year was circulated all members, Resident Involvement Manager stated that EDB is currently under review with 4 further meetings to take place to agree principles, timing of works, comms with TRAs and other aspects. The officer stated that matters are being recorded and under review.
- 4.10 Councillor Bell noted concern from residents regarding Mears response time.
- 4.11 Resident Involvement Officer state that the report will be going in September as part of the final report for December ahead of Housing committee in January.
- 4.12 (Item 6 – Vandalism and graffiti in North Whitehawk)
- 4.13 The panel was satisfied with the report
- 4.14 (Item 7 – Parking)
- 4.15 Resident's stated that objections to double yellow lines have been submitted.
- 4.16 Chair stated safety concerns for residents was paramount.
- 4.17 (Item 8- Cleaning at Robert Lodge)
- 4.18 Residents expressed happiness with situation and stated that great improvements have been noted.
- 4.19 Three Star Items
- 4.20 (Item 1 – Central Ward – Roof repair at Highden, Westmount and Crownhill)
- 4.21 The Panel was satisfied with the report
- 4.22 (Item 2 – Communications with Leaseholders)
- 4.23 The Panel was satisfied with the report
- 4.24 (Item 3 – Resident Inspectors)
- 4.25 The Panel was satisfied with the report
- 4.26 (Item 2 – West Area Panels – Scaffolding – Pages 15 and 25)

- 4.27 Chair has raised issue with Nick Hibberd with regards to help find revenue to store scaffolding.
- 4.28 Officers clarified that issues around scaffolding being left for long times have been addressed with a surcharge to contractors within 2 weeks of the job being completed.
- 4.29 The Panel was satisfied with the report
- 4.30 (Item 3- Scaffolding and Disabled access)
- 4.31 The Panel was satisfied with the report
- 4.32 (Item 4 – Damp)
- 4.33 The Panel was satisfied with the report
- 4.34 (Item 5 – Estate Inspections)
- 4.35 The Panel was satisfied with the report
- 4.36 (Item 6 – Role of EDB Panel)
- 4.37 Residents noted that no further information has been received regarding quick bids that have been submitted
- 4.38 Resident Involvement Officer agreed to speak to Keely to clarify response.
- 4.39 (Item 1 – North Ward Panel – Setting start and end dates for repairs and improvements)
- 4.40 Residents stated the following concerns:
- Enquired when new windows will be installed in Bexhill Road in Woodingdean
  - Stated issues regarding doors that do not lock on specific estates
- 4.41 Officers responded:
- Agreed to look into times and dates for new windows to be installed
  - Agreed to liaise with rough sleepers team to check for people sleeping in doorways.
- 4.42 The Chair requested this be solved as a matter of urgency.
- 4.43 (Item 3 – Estate Development Budget Fencing)
- 4.44 Councillor Steve Bell enquired if fencing would come under health and safety or EDB budget.
- 4.45 Officer stated the every case is individual.
- 4.46 (Item 5- Pricing Policy)
- 4.47 The Panel was satisfied with the report

4.48 (Item 6 – Washing Machines)

4.49 Residents stated concern that people's laundrette has significantly declined in use.

4.50 Officers agreed to probe issue and find a response.

4.51 (Item 7 – Future of Homing In)

4.52 Officers confirmed that nobody has stated that anything is being removed.

4.51 (Item 8 – Subcontractor Overcharging)

4.52 Glynn Huelin stated that the adopted measured approach employed may promote a feeling of slow progress however he confirmed that all money has been paid back.

## 5 QUARTER 1 PERFORMANCE REPORT

5.1 The Head of Income Involvement & Improvement introduced the report and explained that it was a brief report due to the despatch times of the agenda. It was agreed that the residents would be informed when the full report was available on the website and hardcopies could be sent to residents who did not have internet access. The following points were highlighted:

- Rent arrears had reduced and it was believed this was due to the welfare reform work that had been completed.
- The phone line issues with the Customer Services & Complaints team had been resolved and the figures had therefore been improved since the last performance report.
- The letting time for properties had been improved; however, there had been problems with senior housing lets. It was explained that current work was being completed and this had brought down the average turnaround time for senior housing.
- A high number of repairs had been completed and there had been an improvement with appointments being kept with Mears and tenants.
- There had been two cases of antisocial behaviour where legal action had been sought.
- Work was being done to prevent tenancy fraud and two properties had been re-let in the last quarter. Residents were encouraged to report suspected fraudulent cases and these would be investigated. The Head of Tenancy Services added that 37 properties had been returned to the Council in the last year.

5.2 In response to queries from the Panel the Head of Income Involvement & Improvement clarified:

- Data collected from the estate inspections could be included in the next Quarter Performance report.
- The Officers agreed to look into including the satisfaction of the EDB Budget in a future Quarter Performance report; however, noted that it would be difficult to gather the data.

5.3 **RESOLVED** – That the Panel agreed to note the report.

**6 DRAFT CODE OF CONDUCT**

6.1 The Resident Involvement Manager introduced the report and stated the following:

- The Code of Conduct was developed as part of the Everyone Counts report that was agreed by the Housing Committee in December 2012.
- The Code of Conduct had not been rewritten; however, a shorter set of ground rules for meetings had been developed, which was similar, to make them more user friendly.
- The residents should decide whether a section in the constitution should be added to include the protocol for when a resident behaves poorly at a number of meetings.
- Residents had added a section called “Length of Withdrawal from Resident Involvement” after a previous breach.

6.2 **RESOLVED** – That the Panel agreed to note the report.

**7 CITY WIDE REPORTS**

7.1 **AGREED** – to note the reports.

7.2 Head of Income, Involvement and Inclusion confirmed the wrong report was provided.

**8 ANY OTHER BUSINESS**

8.1 An election was held to appoint panel to attend Home Service Improvement Group.

8.2 Lynne Bennett unanimously voted for.

The meeting concluded at 21:15pm

Signed

Chair

Dated this

day of

