

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28/06/2022
Date of Area Panel	17/08/2022
Area in city	North
Star rating applied by residents	3 star – city wide issue
Deadline for officer response	25/07/2022
Name of officer responding	Justine Harris
Officer job title	Head of Tenancy Services
Title of Question:	Field Officers
Issue:	Tenants and residents on Council estates are receiving very limited service from field officers, and it is not possible to contact them.
Background:	At Area Panel, residents were told that field officers would be reappointed to carry out quarterly estate inspections in neighbourhoods. Residents welcome the reintroduction of field officers in their areas. No such field officers have been seen or been in touch with residents' association reps
Action requested by residents:	<ol style="list-style-type: none"> 1) When will field officers begin work in their areas? 2) How do tenant and resident reps get in touch with field officers to arrange estate inspections?
Officer Response:	Justine Harris
Officer contact details:	justine.harris@brighton-hove.gov.uk
Response:	<p>In May, a Housing led Estate Walkabout pilot started. This will run until the end of August. The walkabouts will help establish a schedule of improvements and budget allocation. Following the review of the pilot the Estates Walkabout schedule will be published for the year and promoted with ward councillors, lead councillors and residents.</p> <p>The review will include working with the Field Officers to agree their input with Estate Walkabouts going forwards.</p>
Specific Action:	

Action:

Share the outcome of the Estate Walkabout review, including the role of the Field Officers at the next Area Panel.

Timeline:**Start date:**

N/A

End date:

October 2022