

Actions from West Area Panel meeting 17.08.22

Deadline for staff to respond: 14.09.22

Action	Officer(s) Responsible	Response	Date of Completion
Grant Ritchie to provide a written response to Muriel regarding the cumulative costs for guttering repair.	Grant Ritchie	I have investigated the property history available, and I do not have records of previous roof work. However, having spoken to the Supervisor who oversaw the most recent works he estimates that the pitched roof was probably in excess of 10yrs old. The cost of the most recent repair was £3408 + VAT.	September 2022
Geof Gage to confirm that an investigation of residents contaminated water supply has been actioned.	Geof Gage	The issue that was identified has been satisfactorily resolved and there are no ongoing matters.	September 2022
Sam Warren to ensure administrative error in getting actions to relevant officers is resolved before next meeting.	Sam Warren	Earlier this year the Engagement Team and Housing agreed a new process for ensuring that Actions from Area Panel were attended to and answered clearly for residents. We apologize that some items were dropped as the new process was adopted. To ensure that all Actions (and Residents Questions) are responded to and answered, Housing have a dedicated admin team who now check all action logs are completed. We hope that this will mean that nothing is dropped again.	September 2022

Laszlo Gera to come back to a future meeting with details on improvements to bin collections in Greenleas Park and to answer resident's questions.	Laszlo Gera	The residents asked for a bigger bin to be put in GreenLeas Park near to Hangleton Way entrance. The council only maintain our smaller size dog bins in the Parks. Anything bigger (normal size litter bins) will belong to City Parks. A verbal update will follow.	N/A
Keely and Rosemary to understand what information is being requested by Alison and respond to her list of questions.	Keely McDonald/Sam Warren	In progress – being followed up through the EDB Task and Finish Group. Alison had asked about the 2016 EDB audit. This was discussed at the EDB Task and Finish Group and most of the group agreed that there was very little that could be resolved about the accuracy of the audit as many of the staff that were involved have now left Brighton and Hove Council. It was resolved that the group would focus on the future and any changes to the EDB processes would be delivered because they are seen to be appropriate now.	N/A
Grant Ritchie to speak to Aaron Burns to confirm that tenants of non-Council owned social housing will be informed who to contact for emergency repairs.	Grant Ritchie	I have contacted colleagues as requested and confirmed that tenants are advised of the numbers to call in the event of a repair. In some case this may be Repairs & Maintenance and in some cases, this may be the Building Owner.	September 2022
Grant Ritchie to investigate tenants financial costs due to	Grant Ritchie	We do provide a letter for tenants who have had significant water leaks to confirm that this is the case that can be used when questioning any bill	September 2022

delays to repair and the water costs for Alison's specialist toilet caused by such waiting times.		increase with their water provider. These are usually provided on request but I have asked the team to be proactive in offering letters where appropriate. Please can any tenant concerned about additional cost due to a leak, email repairs.helpdesk@brighton-hove.gov.uk	
Justine Harris to contact Patricia Weller regarding weed growth on her estate	Justine Harris	To follow up with Estates.	October 2022
Discussion between Community Engagement, Tenancy Services and Residents regarding improvements to Clarendon Road Estate.	Sam Warren & Justine Harris		October 2022
Resident asked for further clarification about EIP and EDB. Residents would like to know how local people can put forward ideas, what projects have been funded over the last 3 years, how much money has been spent, what consultation is expected. EDB – residents are concerned that EDB	Justine Harris Keely McDonald	Please see resident answers papers for the full response.	September 2022

budget is decreasing and feel that they should have a larger budget to manage directly to continue having genuine tenant lead decision making with the aim of improving tenants' quality of life.			
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