

Resident Questions for Housing Area Panel

Reference Number: C2.1

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| Department | Housing |
| Date question raised | 24.10.2022 |
| Week of Area Panel | 12.12.2022 |
| Area in city | Central |
| Star rating applied by residents | 2 |
| Deadline for officer response | Wednesday 16h November 2022 |
| Name of officer responding | Theresa Youngman |
| Officer job title | Programme Delivery Manager |

Resident Question

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| Title of Question | Poor state of windows at Highcroft Lodge |
| Issue: | The windows at Highcroft badly need replacement. Some residents have been living for seven years or more in unacceptable conditions, unable to close or open windows and poorly fitting windows meaning significant leaks and drafts. This is leading to health problems and considerable distress. |
| Background: | This was raised at the last Area Panel, and residents were told that while the windows at Highcroft are on the major works programme, no date for works has yet been given. Proper repairs to the windows are not taking place because they are due for replacement, but with no date for this, residents are left for an unknown length of time with windows that do not function. Residents are feeling that their homes are always neglected and deprioritised in favour of other areas of the city. |
| Action requested by residents: | The Council needs to ensure that all properties in Highcroft have functioning, waterproof windows for this coming winter. If the major works is not happening in the next six months, then proper repairs must be carried out. |

Officer Response

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| Officer contact details: | Theresa.youngman@brighton-hove.gov.uk |
| Officer Response: | <p>Thank you for raising the issue regarding windows at Highcroft Lodge at the Area Panel Meeting.</p> <p>This property is not on our list for Major Works; however, we are currently formulating programmes for Planned Works across the city.</p> |

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| | <p>We will be arranging a survey of the windows within the next financial year; residents will be contacted nearer the time to arrange access.</p> <p>Please could you forward any addresses of properties that need urgent attention, and we will arrange to have these inspected by our Repairs Team.</p> |
| Action: | Survey of windows |
| Start date: | Ongoing |
| End date: | Ongoing |