

Resident Questions for Housing Area Panel

Reference: C2.2

Question Title	Essex Place: Lack of response from officers
Date question raised	19/12/2022
Week of Area Panel	13/02/2023
Area in city	Central
Star rating applied by residents	2 star – Local issue
Deadline for officer response	9am on 19 th January
Name of officer responding	Hilary Edgar
Officer job title	Housing Service Operations Manager

Resident Question

Issue:	Essex Place residents are very disappointed in the lack of response they have had from officers and Councillors when they email to report problems. This is demoralising and frustrating and is leaving residents with the impression that the Council is not very concerned about the well-being of their residents. Items 14-17 are all issues Essex Place have not been able to resolve at a local level, so they are raising them at Area Panel.
Background:	None supplied
Action requested:	What will the Council do to improve their response and work more effectively with residents?

Officer contact details:	Hilary.edgar@brighton-hove.gov.uk
Officer Response:	<p>I am sorry to hear that Essex Place residents feel they have not had responses from officers to their emails.</p> <p>I have been party to some recent correspondence with the association and individual residents about the laundry and parking and have replied to their enquiries. I am aware that repairs reported have also been raised and a new external door for the laundry is being planned.</p> <p>I suggest that Essex Place Residents' Association work with their Community Engagement Officer to detail their concerns, then invite officers to an association meeting to discuss them.</p>

	In the meantime, repairs should be reported to repairs.helpdesk@brighton-hove.gov.uk or tel: 01273 294409 and general enquiries about council housing to housing.customerservices@brighton-hove.gov.uk or tel: 01273 293030
Action:	N/A
Start date:	N/A
End date:	N/A