

BRIGHTON AND HOVE CITY COUNCIL
HOUSING MANAGEMENT PANEL: CENTRAL AREA
MINUTES – 13.06.2023

Attendees:

Residents: Jason Williams (Chair), Pippin Boardman, Norman Williams, Theresa Mackey, Rosemary Johnson

Officers: Francis Mitchell, Hannah Barker, Justine Harris, Janet Dowdell, John Evans, Geof Gage

Councillors: Cllr Goldsmith,

Press: Sarah Booker-Lewis

1 – WELCOME, APOLOGIES & INTRODUCTIONS

1. There were apologies from Cllr McLeay, Grant Ritchie, Martin Reid, Sam Warren, Alan Cooke and Linda King.

2 – RATIFICATION OF COUNCILLOR CO-CHAIR

1. This item was not heard.

3 – PREVIOUS MINUTES AND ACTIONS

- 3.1 Norman Williams raised concerns about ASB in front of Essex Place, citing individuals drinking alcohol and questioned at what meeting changes to the EDB took place, and how they were agreed.
 - a. **ACTION** – Community Engagement to contact Norman Williams with information on at which meetings changes to the EDB took place, and how these changes were agreed.
- 3.2 Janet Dowdell stated that action is being taken to prevent individuals drinking outside Essex Place and invited Norman Williams to report this behaviour to Housing Customer Services.
 - a. **ACTION** – Geof Gage to contact Norman Williams regarding laundry room reviews and replacements to laundry room doors.
 - b. **ACTION** – Justine Harris to check in with cleaner at Essex Place to ensure cupboard is cleared.
- 3.3 Geof Gage stated that it was not possible to alter the door opening/closing system at Essex Place.
 - a. **ACTION** – Geof Gage to arrange for Jamie Smith to contact Norman Williams and Pippin Boardman regarding the doors at Essex Place.
- 3.4 Theresa Mackey commended the cleaners at Highcroft Lodge.

4 – WARD BOUNDARY CHANGES AND THE IMPACT ON AREA PANEL MEMBERSHIP

- 4.1 Justine Harris delivered a verbal update on this item, referring to information on page 35 of the agenda.
- 4.2 Theresa Mackey expressed that some individuals are not happy with the ward boundary changes.

5 – RESIDENTS QUESTIONS

Communal Laundries:

- 5.1 Geof Gage clarified that the review of laundries, as seen in question C3.1, would be delivered to area panel meetings in September.

Residents not getting email responses from officers:

- 5.2 Norman Williams raised concerns regarding the efficacy of the telephone switchboard.
- 5.3 Janet Dowdell stated that the switchboard has a target to resolve 80% of queries at the time of an initial phone-call.
- 5.4 Rosemary Johnson expressed that it appeared a perverse incentive mechanism was in place, stating that as switchboard operatives were incentivised to not pass customers to their colleagues through their 80% resolution target, customers were not being appropriately transferred to the most suitable officer and suggested that this be looked into.
- 5.5 Justine Harris outlined that the points raised would be looked into as part of the Tenancy Services Review.
 - a. **ACTION** – Housing Customer Services to be looked at in more detail as an agenda item at a future meeting.

Craven Vale Windows:

- 5.6 Rosemary Johnson raised concerns regarding the quality of the windows being installed in Craven Vale. Rosemary Johnson also raised concerns regarding the contractor being commercial, rather than residential, citing behaviours that may be appropriate on building sites but not in peoples homes.
 - a. **ACTION** – Geof Gage to attend the next core group meeting with the contractor to directly raise concerns regarding contractor behaviour and report back to the next area panel meeting.

6 – SOCIAL HOUSING BILL PRESENTATION

- 6.1 Justine Harris delivered the presentation on this item.
- 6.2 Theresa Mackey raised concerns regarding accessibility for individuals who won't be able to engage with the webpage and questioned how the council will reach those people. Justine Harris stated that there would be a focus on improving technology and processes to facilitate in person meetings with officers for those less able to engage online.
- 6.3 Norman Williams highlighted the importance of posting information to residents as well as it being provided online.

7 – HOUSING COMMITTEE WORKPLAN PROGRESS UPDATE AND HOUSING PERFORMANCE Q4 2022/23

- 7.1 Justine Harris delivered the report for this item.

8 – AOB

- 8.1 Pippin Boardman expressed apologies that Theresa Mackey was moving from central area to north area.
- 8.2 Theresa Mackey expressed concerns regarding scaffolding being left standing after work has been completed.

