

homing in

www.brighton-hove.gov.uk/councilhousing

Autumn 2009



Whitehawk residents, housing staff, and police join Maggie Smeeth on a special clear up day at their organic allotment. See full story on pages 6 and 7.

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Looking after your tenancy



Brighton & Hove
City Council

Moving forward across the board



**Councillor
Maria Caulfield**

Working families are key to the economy and vibrancy of our city.

We want to do everything we can as a council to support them, which is why we're bringing

in a pilot scheme called the Working Households Local Lettings Plan.

Many families who are providing key services in the city are struggling to pay rents because their wages don't cover the costs.

The scheme will ensure that a quarter of family homes are allocated to households where one adult is working.

Improving access to social housing shows that we understand how difficult things are for families and that we value their contribution to the city.

The new lettings policy has been strongly backed by tenants' groups and also aims to benefit older sheltered housing tenants by prioritising moves within their existing housing schemes.

Improving the quality of your homes is our top priority and the long term repairs partnering contract we've awarded to Mears looks set to make great strides towards that.

This is the first time a local authority has been able to set out such a wide range of initiatives that not only improve the repairs service, but help the local economy and protect the environment. More on that is included on page 3.

The devastating fire at Camberwell flats has highlighted yet again, how vigilant we must be to ensure that fires, once started, do not spread throughout our buildings. I cannot stress enough how important it is to keep access areas clear, so please read the advice on page 4.

We also focus on work going on around the city to tackle anti social behaviour, including some sterling work by residents in Whitehawk working with their communities.

New tenancy agreement

You should now have received your 'Preliminary Notice of Variation', outlining the proposed changes to your tenancy agreement.

This is the first step of our consultation with you about the revised

agreement and we invite you to give us your feedback. Once we have received your comments, we will make any necessary changes to the tenancy agreement, and send you the final version with a 'Notice of

Variation' which will have a date telling you when the revised agreement comes into effect.

The consultation is due to end on 18 September 2009, so please tell us what you think. You can do that by completing the

feedback form enclosed with the notice, emailing us at tenancyagreement@brighton-hove.gov.uk or contacting any of our local housing offices.

We look forward to hearing from you.

Homing In is produced by Brighton & Hove City Council's communications team and the tenant editorial board. Contributors to this issue: Barry Hughes, Chris El Shabba, Maggie Smeeth, residents of Patching Lodge, Ingram Estate, and Park Royal. If you have a story or an item to include in the next issue, please email homingin@brighton-hove.gov.uk, call 01273 291496 or write to Homing In, Communications Team, Room G11, King's House, Grand Avenue, Hove, BN3 2LS.

Council meetings

9 September Housing Cabinet Member Meeting, Hove Town Hall, 4pm

12 October Housing Management Consultative Committee, Hove Town Hall, 3pm

11 November Housing Cabinet Member Meeting, Hove Town Hall, 4pm

All council meetings are open to the public – and you can submit public questions. Call 01273 291058 for more information. View reports and decisions on our website at www.brighton-hove.gov.uk

Mears appointed to groundbreaking new repairs and maintenance contract

Mears has been awarded the ten year partnering contract to deliver repairs, maintenance and improvement services.

The appointment followed a thorough evaluation process by council staff and the Asset Management Panel, made up of tenants and leaseholders. The final decision was made by the council's cabinet in early July.

The ten year contract will make the most of available money and help close the gap on the investment needed to bring your homes up to the Decent Homes and Brighton & Hove Standard.

Investment in improvements such as new kitchens and bathrooms will be carried out alongside repairs and maintenance.

Under the contract residents can expect improved customer service, such as longer opening hours for repairs offices, including Saturday mornings and 24-hour reporting for all repairs (not just emergencies). There will be a one-stop shop approach where problems are dealt

with at the first point of contact.

A new 'supercentre' depot, run on alternative energy with a white goods recycling facility and training academy, will be set up.

Tenants will see faster repairs and improved security with council and contractor staff housed in four neighbourhood offices across the city with close links to local police officers.

The contract also features challenging performance targets. A failure to perform to standards set through close consultation with tenants could see the contract terminated.

The company is committed to taking on at least 200 apprentices throughout the lifetime of the contract, setting up a kitchen manufacturing workshop and encouraging more women to take up a career in the construction industry.

There will also be opportunities

for local small businesses and contractors.

As part of the council's drive to protect the environment, the contract also means Mears is committed to a series of eco-friendly measures, including measures to reduce the waste sent to landfill, and help residents lower heating bills and tackle fuel poverty.

Mears is committed to recycle as much waste as possible on-site, use locally sourced, environmentally-friendly materials and become carbon neutral by 2012.

Other commitments include Energy Performance Certificates for all properties being let and furniture and white goods recycling and purchasing.

Brighton & Hove Seaside Community Homes

A company has been set up with the council, also known as the Local Delivery Vehicle (LDV), to help bridge the funding gap to improve the standard of your homes.

We're still working with the Communities and Local Government department on developing the company. Another key focus has been developing relationships with banks, to build confidence and show the range of experience, expertise and skills held by members of the board.

This work has helped the council and the board to develop a strong company structure that will aim to secure the most amount of money possible for investing in your homes.



Judy and Dennis on cloud nine with their new kitchen!

Judy and Dennis are over the moon with the new kitchen fitted at their home in Valley Road, Portslade. They moved to Valley Road five years ago and have settled in really well. Their home has a delightful vegetable garden and the new kitchen completes the picture!

Don't junk your life

The Fire Service has been working with housing officers to tell residents of all flats how important it is to keep common way escape routes clear of bikes, rugs, plants, tables, mats, and household rubbish.

It only needs a few combustible items catching alight to cause a major fire, as with the two recent devastating fires at the Crestway and St Stephens Road in Hollingbury. It was reported that a television, a pushchair and a pile of cardboard were set on fire by arsonists at Crestway. Eleven residents had to be rescued by the Fire Service, who said rubbish in flats should always be taken to the communal bins provided, rather than being left to accumulate

as a fire hazard on landings and stairwells.

Don't be tempted to clutter the stairs and corridors of your building. Remember, when you share a building with other families, your safety and theirs, depends on everyone co-operating. If fire breaks out, we need to ensure that the Fire Service can do their job without obstacles in their way and we need your help to make sure escape routes stay clear.

John Stevens, a tenant of Leach Court, has been campaigning on fire safety issues for many years. He urged fellow residents to heed fire service advice: "You are not just putting yourself at risk. You are putting other people at risk. I would say to anyone that hasn't got a smoke



Fire damage at Crestway flats

detector, get one through your local fire service." For a risk assessment

by East Sussex Fire and Rescue Service, call 01323 462134.

Home contents insurance

- **Pay your premium when you pay your rent**
- **No claims excess**
- **No minimum security requirements**
- **Tailored cover for tenants**
- **Insure your personal belongings for as little as 78p for the over 60s and £1.17 for under 60s per week**

Can you afford not to?

The benefits speak for themselves. Contact **01273 293303** for more details and an application pack.

Let's keep crime down

Sussex Police crime prevention officers are offering residents a free Burglary Prevention Pack. This has all the information you need regarding home security and includes discount vouchers for two top DIY stores to help you update your security in the coming months. Inspector Richard Delacour, in charge of neighbourhood policing for Hove and Portslade, said: "More than a third of burglaries happen because doors or windows have been left unlocked. Burglars don't care if you have worked hard for your home and possessions."

Call freephone **0800 4561213** to order your pack now.

Don't be a noise nuisance

Problems with noisy neighbours are on the increase. New statistics have shown that the council received 2,344 complaint calls last year, an average of over six a day. Seventy-nine Noise Abatement Notices were served on tenants by the council last year. Such orders can lead to a Notice of Possession or even court action.

Graham Page, who heads up the anti social behaviour housing officer team, works closely with the environmental health team to deal with noise nuisance from inconsiderate neighbours. Graham said: "The actions of a few inconsiderate neighbours can have a serious impact on the quality of people's lives. If residents who cause noise nuisance ignore warnings to moderate their behaviour, we will take enforcement action and can seize sound equipment. If the resident is a council tenant, we will serve possession notices which could result in them

losing their home."

One tenant was evicted from her home in Brighton earlier this year after ignoring all the notices from the council. Housing officers followed this up with a 'Notice of Seeking Possession' and were granted an outright possession order in court resulting in the tenant being evicted.

The noise patrol is one way in which the council can gather evidence about noise nuisance.

Environmental health officers can speak to those making the complaint, install recording equipment, and call at any time without notice.

Our noise patrol operates office hours and on Friday and Saturday nights between 10pm and 3am – call 01273 293541. The emergency number for the out of

What we can do

If the noise proves bad enough to qualify as a statutory nuisance we can:

- serve an abatement order
- prosecute the offender
- seize sound equipment

What you can do

- identify where the noise is coming from
- keep an accurate noise diary
- if noise is coming from next door, talk to your neighbour politely first – they may not be aware that they are disturbing you

hours service is 01273 292229 or email ehl.environmental.protection@brighton-hove.gov.uk

You can also call the Brighton & Hove Independent Mediation Service for their free and confidential helpline for residents on 01273 700812 or email mediation@bhims.org.uk

Rent reduction

All tenants should have received a letter giving information about reductions in rent, following the government's decision to revise the calculation to reflect the drop in inflation since September 2008. In Brighton & Hove, this means the average rent rise of 5.5% set in April has been reduced to an average rise of 2.4%. These changes will be backdated to 6 April 2009.

Details of your new weekly rent are included in the letter and your account will show an adjustment for the rent weeks charged since 6 April. Unfortunately, we can't give refunds. It would be very expensive due to the numbers involved and this would not be

a good use of your rent money. We recommend that you reduce your next payments to offset the credit – further details of this are included in the information we sent you.

If you pay by direct debit, your future payments will be adjusted for you. If you are receiving Housing Benefit it will reduce by the same amount as your rent. Any previous over payments of housing benefit will remain the same, and you should continue to repay them as usual.

This reduction only affects your rent – any other charges such as heating bills will remain the same as they have been since this April.

Sowing the seeds of a safer community



It all started ten years ago when Maggie Smeeth organised an amnesty day for BB guns by offering water pistols in exchange. “It was one of the best days of my life,” said Maggie. “Everyone was laughing and getting wet – it was such a breakthrough to see young lads squirting each other with water and having fun while we also attracted a lot of publicity about the danger of BB guns on the estate.” Maggie’s friend, Chris El Shabba, joined the campaign to ‘Stop BB Guns’ which was backed by the council’s trading standards team and the police. Confident with such support, the pair began visiting local markets to educate traders against selling the guns.

In 2005 the Home Office recognised their hard work and made a community award of £1,000 under the ‘Taking a Stand’ scheme, which recognises the efforts of people like Maggie and Chris. They both went on to become ‘community crime fighters’ within the government ‘Respect Task Force’. The project offers training and grants for communities to fight crime and disorder through neighbourhood initiatives.

Maggie, aged 67, has lived in Whitehawk for 40 years and is a

Council contractors join the clean up day at the organic allotment



Chris and Maggie admiring the runner beans

mother of four, grandmother to 15, and great-grandmother to nine. She has transformed a neglected area of land into an impressive organic allotment garden. Maggie insists: "It would not have been possible without the government funding and the support of residents, the council and the Sussex Probation Service's community payback team who cleared the ground, dug out the vegetable beds and fenced off the area."

Maggie continued: "The allotment brings people together in a way that promotes mutual respect and a sense of belonging. Some young people can become attracted to crime when they have nothing to do. We hope that taking part in this allotment will provide a positive distraction, building their confidence and improving their relationships with other residents on the estate." In order to be truly

inclusive Maggie, with the help of the community payback team, has built a raised bed with wheelchair access and a special children's bed with mini watering cans to keep the little ones amused while parents and carers are busy gardening.

Chris, aged 59, has lived in Whitehawk for over nine years. She runs the Tuesday Lunch Club at Robert Lodge. "The club is as much about the socialising as the food," says Chris, who has also developed a safe garden for residents with raised beds, special planters and new fencing, again with the help of the community payback team.

Stephen Berry, Sussex Probation placement sourcing officer, said: "Maggie and Chris have been the main drivers for community payback work at the estate. Both have helped to advise our groups and obtain facilities for offenders to use through the day. They

Don't put young people at risk

The council's community safety team is running a campaign highlighting the dangers of underage drinking.

There have been many cases where excessive drinking by young people has led to a night in A&E or left them vulnerable to crime.

Most of those young people will have obtained their alcohol from adults. As well as being illegal, we want to make people aware of the damage it can cause.

The message is simple – don't buy alcohol for underage people.

have been the key to our work at Whitehawk, where offenders have completed some 3,000 hours of community payback work so far this year. It's our aim to work closely with the community in directing the work offenders carry out and Maggie and Chris are shining examples of this."

Maggie and Chris are active members of the Brighton & Hove Crime Prevention Forum which unites the council, Sussex Police, Sussex Probation Service, and other agencies to reduce local crime and disorder.

Are you interested in growing your own food locally? If so, we would like to hear from you.

Contact Tamsin Dye on 01273 293425.

Dealing with it together

Residents were at their wits' end with the behaviour of two tenants in their normally peaceful block. One, a recovering addict, was checking in with the drug and alcohol outreach team until drug dealers moved into her flat. The other, although not a dealer himself, let dealers operate from his flat.

Brave residents spoke to the council's anti social behaviour housing team, who responded to the call as part of a joint operation with the police, the drug and alcohol team, social workers and housing officers. They worked with the tenant association to develop a plan to deal with the behaviour and

provided support for the residents affected, while the community warden became the 'ears and the eyes on the estate', checking the block and reassuring residents about what was being done.

The anti social behaviour housing team gathered evidence through the witness diary sheets kept by residents. Armed with these, the police carried out a series of successful raids on both properties.

The first tenant was re-housed by the tenancy sustainment team, while her empty flat was secured to prevent unwanted visitors, and residents were advised not to allow visitors in via the intercom. The drug dealers were flushed out of the second flat, and the tenant was told of the criminal risk he had run by harbouring them. In fact all residents received letters explaining the serious consequences of anti social behaviour such as drug dealing.

Graham Page, manager of the anti social behaviour housing team, said: "As a result of residents providing information, partner agencies were able to take a co-ordinated approach, resulting in the drug dealers fleeing. Had the problems continued, action would have been taken on both tenants. This wasn't needed as the situation was resolved quickly thanks to the co-operation of the residents and the organisations working together."

If you're having trouble with anti social behaviour, please contact your housing officer at your local housing office.



Making an impression at Normanhurst

'Seven Deadly Sins' was the work of Drain Pipe Dreams, a group of socially excluded young artists. Jo Bates from the council's youth offending team, which works with the young people, said: "This project aimed to raise awareness of untapped talent, reaching those who may not have the confidence to develop their hidden potential. Normanhurst was an ideal venue, allowing us to display the work in a domestic setting, highlighting the 'everyday' occurrence of the seven sins."

Seven Deadly Sins was part of the Youth Arts Fringe in May. Over 30 youth organisations staged exhibitions or live events to highlight the talents of young people in the city. For more information on the Youth Arts Fringe, contact Hazel Welch from the Youth Arts Project on 07968 424708. For more information on Drain Pipe Dreams, contact Jo Bates, Youth Offending Team, on 01273 296169.

Pictured are the artist Oska de Rocha with his painting, other members of Drain Pipe Dreams, and Hazel Welch

We love our Patch!

When the original Patching Lodge closed, Valerie Cole, 70 this year, and her best friend Beatrice Hamilton, aged 83, happily relocated with the council's help to sheltered housing just minutes away. Three years on they have moved into the new £13 million Patching Lodge where they now live next door to each other in spacious, bright flats affording some of the best views in the city.

Valerie was born nearby in Jersey Street and spent 34 happy years in Hereford Court, which she can see from her windows. "The view is spectacular," she says. "I could spend all morning watching the world go by!" Beatrice, who has been living in Brighton for 16 years, added: "The views may be wonderful, but neither of us really have the time to spend looking. We are far too busy!"

Team manager Neil Bain explained: "Many tenants from the original Patching Lodge were happy to stay where they were, but five, including Valerie and Beatrice, have returned and are delighted with these apartments which are designed to make life as convenient as possible, with



Beatrice and Valerie

easy access bathing and cooking facilities. They also know that should they need it they can rely on our 'Extracare' service, which is available to all tenants providing 24-hour care on-site should they require it."

Patching Lodge is the second 'Extracare' scheme to be built by the council in partnership with Hanover Housing Association, the first being New Larchwood in Coldean. 'Extracare' services allow older people to live independently in the knowledge that they can receive extra support if and when they need it.

Join in the National Conversation!

The Tenant Services Authority (TSA) will be the new independent regulator for homes provided by the council from next spring. To have a look at the work done so far or what is currently planned, go to www.nationalconversation.co.uk.

Alternatively, you can call the

TSA on 0845 230 7000 and ask for a copy of the phase one findings and the discussion paper summary. If you are not already involved with your local resident association, it's a good time to start as the TSA will become increasingly important in our work.

City Assembly

The autumn City Assembly meeting will be held in November.

The City Assembly is where your elected resident representatives come together to discuss city-wide issues, and you are entitled to be there, join in and ask questions even if you are not currently involved with your local association.

If you would like to attend, please contact your local resident association or telephone John Austin Locke on 01273 291008, so we have an idea of numbers. This will only be the third time that the City Assembly has met in this way so please come along to meet other tenants and leaseholders and join in the discussions.

What a turn-around!

Ingram Estate residents would not have considered using Stoneham Park a few years ago when it was a haven for anti social behaviour, but today it's buzzing with people of all ages enjoying the newly landscaped space, taking refreshment at the café, and generally having a good time.

The transformation is down to local residents and the Trust for Developing Communities working together to achieve government and council investment of £33,000 in 2007 to improve the park. Every year since, the prestigious Green Flag has been awarded for the park's quality, cleanliness and safety.

As part of this year's summer festival in the park, Ron Gurning, from Wish Court, arranged the first mobility scooter race on the behalf of the Ingram Estate Resident Association with help from the council's TAKEPART grant scheme.

Winner Julie Fosberry has relied on her scooter for the past nine years: "I would be absolutely lost without it – it's a lifesaver," she says. Despite her own disabilities Julie works tirelessly to help others, and is organising the annual open day for disabled people and their carers at Muriel House on the Ingram Estate on Saturday 5 December.

If you want to know more, call Julie on 01273 279074.



Under starters orders: left to right, Neil Tideswell, Kathleen Roach, Julie Fosberry and Patricia Pratchett
All Ingram Estate residents



Julie takes the lead in a tense competition with Patricia

Farewell to Phil!

Phil Weaving, Head of Repairs & Maintenance, retired in August after an impressive 37 years at the council!

Housing Management Assistant Director Nick Hibberd said: "Phil has been a great asset and was very popular with residents and colleagues alike – he'll be greatly missed. I'm sure I speak for us all in wishing Phil a long and happy retirement."

Get involved!

Get Involved! is a new project from the Federation of Disabled People which aims to get disabled people involved in helping change the local community for the better, by working with public authorities to

improve the way services are delivered.

The Get Involved! team runs regular group meetings where disabled people and representatives from the council and the health service identify

ways for disabled people to participate equally in their community.

You can also participate by joining the online forum at www.bhfederation.org.uk. or call them on 01273 208934.

Alec's green vision



It's a dog's life at Park Royal flats since a neglected area of frontage has been transformed into an attractive patio. Alec Green, secretary, and Enid Pheasey, chair of the resident association, made a successful bid

to the council's Estate Development Budget to fund the improvement. Alec saw his idea come alive as the council concreted, fenced off nearby bins, and planted potted palms in a major makeover.

Enid and Alec are joined for breakfast by Michael and his Basset Hound Oshii.

"The patio has become a social hub for residents," says Alec, who has lived at Park Royal for five years. "Many people who were once just faces are now friends. This is a very special space – people bring a pot of coffee out to share and get to know each other in a really spontaneous and relaxed way."

Enid helped to organise a residents' barbecue to celebrate, and found that

ticket sales exceeded all expectations. She said: "We gained permission to use the adjoining car park for the night, tables and chairs were provided by our local pub, The Montpelier, and raffle prizes were donated from Waitrose, Marks and Spencer and The Argus. Everyone had such a great night that we can't wait to do it again!"

The next resident association barbecue will be held in September.

Details will be available on notice boards at Park Royal.

Fresh ideas please

We all know how important it is to encourage our children to play outside. The council is spending over £1 million from government funding to improve play spaces across the city by March 2011. Playing outdoors offers opportunities to use imagination and have adventures in the fresh air instead of sitting at home on the computer.

The council is committed, through the 'MyPlaySpace' project, to provide fun and challenging play for all children in the city, including those who are disabled or have specific needs. We need your views and suggestions to make it work. This is why we will be arranging meetings to discuss improvements throughout the year.

To find out the latest information about your local play area visit www.brighton-hove/myplayspace or call 01273 292929.

Play areas to receive makeovers this year include Blakers Park, Carden Park, Dyke Road Park, Greenleas Recreation Ground, Knoll Recreation Ground, Mile Oak Recreation Ground, Preston Park, Queen's Park, Saunders Park, St Nicholas Playground, Warrior Close, William Clark Park and Woollards Field.

Play areas to receive makeovers in 2010: Aldrington Recreation Ground, Barn Rise, Westdene, Bexhill Road Play Area, Woodingdean, Brighton Park, Easthill Park, Haig Avenue, Coldean, Happy Valley,



Woodingdean, Hodshrove Wood, Mackie Avenue, St Ann's Well Gardens, Saltdean Oval, Stoneham Park, Swanborough Drive, Whitehawk Way, Tarnerland, The Level.

A Day in the Life of Colin Sayers, Community Warden

1 Colin has made housing his career, having worked for a number of local authorities until taking early retirement in 2004, but he just couldn't stay away!

Just over 18 months ago, a good friend persuaded him to apply for a community warden job with the city council. "Housing is in my blood," says Colin. "It's a great job, every day is different and you know you are doing something worthwhile."

Colin has noticed many positive changes since he started with the council. "Improved systems make my role much better defined now, and I can be more proactive. I have more time to visit new and vulnerable tenants. Last week, one of our cleaning team was concerned about an elderly tenant. I was able to help her in with her shopping and then found myself emptying her bin, winding up her clock, and sorting out her telephone bill!"

2 There is no typical day. Colin resolves an emergency situation with a tenant who has mislaid his door keys. "People know me now. Tenants are not afraid to ask for help and advice about noisy neighbours, uncollected rubbish, overgrowing shrubs, illegally parked cars - you name it, I am quite the Mr Fixit! And if I can't I know a person who can!"

3 In discussion with Barry Hughes, chairman of Sylvan Hall Residents' Association. "Barry



and I always keep each other in the loop," says Colin. "It is so important to keep communicating

with our tenants, and making sure that their voice can be carried through to the council."

“It’s a great job, every day is different and you know you are doing something worthwhile.”



4 “Fly tipping is one of the biggest bug bears for our council estates,” says Colin. “The cleaning team find furniture dumped on landings and stairwells which can be a serious fire hazard. Sylvan Hall is relatively clear though, in fact, its grounds are so attractive that I have been known

to politely redirect non-residents to go and ‘chill’ elsewhere in one of our many city parks.”

5 Colin checks for abandoned cars. “Occasionally I find illegally parked vehicles and arrange for them to be taken away, but it is becoming less of a problem.”

6 At the end of another busy day, Colin finishes his shift by tying up loose ends in the office. But even after he clocks off, he never stops working. “Walking home I can’t help but notice problems such as uncollected rubbish or graffiti, and I will be on to it the next day.”

Petal Power at Sylvan Hall!



Pat, far left, seen tending her hanging baskets, has always been a keen gardener but this is the first year she has entered the City in Bloom competition.

Rene, left, looks after Jean’s pots when she is unable to herself – after all, that’s what friends are for!

Run for RISE...

Join RISE on Sunday 11 October in celebration of 15 years as the local charity to stop domestic abuse. They hope to raise at least £15,000 on their annual run along the undercliff path from Rottingdean to Brighton Marina and back. The money raised will go towards funding a new helpline worker and children's worker.

Runners of all levels of competence, walkers and wheelchairs welcome – the only qualifier is to be female, minimum age of 15 and willing to pay a non-refundable entrance fee of £12. You do not have to be sponsored to enter but it would be appreciated.

For an entry form, or further information, e-mail info@riseuk.org.uk The closing date is 30 September. Please note that no entries are accepted on the day.

You can also help by donating or sponsoring someone at www.justgiving.com/womensrefuge/raisemoney

RISE is a registered charity offering advice, advocacy, support and crisis accommodation for children, young people and women affected by domestic abuse. Call their helpline on 01273 622822, open weekdays 9.30am to 4.30pm.

Here to help

If you are having difficulty paying your rent, you should contact the Housing Income Management Team as soon as possible. All cases will be dealt with in complete confidence. We are here to help you, and the earlier you contact us the easier it will be for us to do that.



We can:

- maximise household income by offering advice about Housing Benefit and other benefit entitlement
- carry out a financial assessment and agree a realistic and affordable repayment plan to clear any arrears in a reasonable time
- offer a fast track referral to a CAB Money Adviser

There are a variety of ways to make payments, including:

- **Swipe card** – pay at any post office or 'PayPoint' outlet and at any of the council's cash offices.
- **Direct Debit** – the easiest way for most people with a bank account to pay. When you make regular payments by direct debit you will be entered into our £100 monthly tenant reward scheme. Simply contact the Rent Accounting Team on 01273 293065.
- **Telephone** – pay by debit card at any time by calling our 24 hour service on 01273 2919008 or by contacting the Housing Income Management Team on 01273 293224 between 8.30am and 6.30pm.
- **Online** – go to www.brighton-hove.gov.uk and follow the 'pay' link.

Contact the Housing Income Management Team on 01273 293224 or e-mail: housing.incomemanagement@brighton-hove.gov.uk

The digital TV switchover and you

TV in the UK is going digital, and the existing analogue TV signal will be switched off here in early 2012. The switchover means that almost everyone will be able to receive digital TV through their aerial.

If you live in a block of flats or a sheltered scheme, it is likely you are connected to a communal TV aerial system. We will be upgrading all of these aerials and you will receive a letter about this.

Many of our tenants who live in houses or low rise flats will be responsible for their own aerial. This means that if there is any problem with the aerial or if it needs replacing, this will be down to the tenant. There are a number of options for converting to digital TV and many factors to consider including cost and the service that you would like.

Let's dance!

Eleven year old Shivani Joshi from Carlton Hill Primary School performs Indian classical dance at the annual Turner Festival. She has been practising for three years now, and hopes that next year her brother will be joining her in the dance.

Turner Festival is organised by the Turner Area Partnership, which covers the Carlton Hill area and Kingswood & Milner Flats.

Through an aerial (Freeview)

By purchasing and using a Freeview box (receiver) you will be able, in 90% of the cases, to receive Digital TV using your existing aerial.

Through a satellite

Through a satellite dish by choosing a monthly subscription service (Sky) or a one-off fee for the equipment.

Through a cable or phone line

You may be able to access digital TV through a cable or phone line such as Virgin Media or BT Vision.

Further information is available from digitaluk.co.uk or by calling 08456 50 50 50.



Keep your shower head clean!

If you have a shower, we recommend that you regularly de-scale and clean the shower head to protect against the risk of legionella. This is a quite simple process that most people can do themselves.

If you are going on holiday or away from your home for longer than a week, take off the shower head and place it in a bowl of diluted disinfectant or suitable approved cleaning agent for showered heads.

On your return, run the shower without the spray head for a few minutes and then refit the shower head.

By following this process regularly, you can easily and safely reduce the risk of contamination of your shower water supply delivery.





Choice-based lettings

If you are applying for a council or housing association home or are a current tenant wanting to move, homemove will give you more choice about where you want to live. Available properties are advertised fortnightly in a free magazine and on the homemove website.

www.brighton-hove.gov.uk/homemove



Useful contacts

Housing Offices

Central (Lavender Street) **293260**
Community Participation Officer
Trevor Jones **293265**

Brighton East

Whitehawk
(Manor Place Office) **293200**
Moulsecomb
(Selsfield Drive) **293171**
Community Participation Officer
Peter Mustow **296639**

West

(Victoria Road) **293377**
Community Participation Officer
Jane White **293374**

North & East

(Oxford Street) **293230**
Community Participation Officer
John Bain **292365**

Repairs Hotline **0800 052 6140** or
text 'repairs' to this number: **07786 204352**
There is a voicemail option for
tenants calling out of hours

Carelink **673105**
Housing Benefit **292000**
Housing Income Management Team **293224**
Noise Patrol **293541** (operates weekends Fri/
Sat & Sat/Sun between 10pm & 3am)
Noise Nuisance **292929** (or out of office
emergency **292229**)
Police **0845 6070999**
Community Safety Team **291099**
RISE domestic abuse helpline **622822**
Victim Support **234009**
Community Resource Centre **606160**
Community Grants **296746**
Estates service **293170**
Abandoned vehicles **292929**

Translations

Translation? Tick this box and take to any council office.

ترجمة؟ ضع علامة في الربع وخذها إلى مكتب البلدية	Arabic	<input type="checkbox"/>
অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান।	Bengali	<input type="checkbox"/>
需要翻譯? 請在這方格內加刷, 並送回任何市議會的辦事處。	Cantonese	<input type="checkbox"/>
ترجمه؟ لطفاً این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید.	Farsi	<input type="checkbox"/>
Traduction? Veuillez cocher la case et apporter au council.	French	<input type="checkbox"/>
需要翻譯? 請在這方格內划勾, 并送回任何市议会的办事处。	Mandarin	<input type="checkbox"/>
Tłumaczenie? Zaznacz to okienko i zwróć do ktoregokolwiek biura samorządu lokalnego (council office).	Polish	<input type="checkbox"/>
Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office).	Portuguese	<input type="checkbox"/>
Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz	Turkish	<input type="checkbox"/>
	other (please state)	<input type="checkbox"/>

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Did you know we have available garages and car parking spaces for rent in your area?

For price and availability, please contact...

The Car Park & Garages Team

Tel 296646 or email
parking.domestic@brighton-hove.gov.uk

Please note that these are not free spaces and must be used for parking vehicles only