

# homing in

[www.brighton-hove.gov.uk/council-housing](http://www.brighton-hove.gov.uk/council-housing)

Spring 2011



Alice, better known as 'Queenie', from Rose Hill Court sheltered housing scheme, celebrates her 100th birthday with family and friends. See page 9 for the full story

## In this issue

**Mears – The Apprentice**

Improving access for those who need it most

**Community close up on Bevendean**

New service pledges on the way



**Brighton & Hove  
City Council**

# Making homes work!

**This year national housing reforms will give local councils more power over their spending, enabling us to direct our resources where they work best.**

We are committed to no change to security of tenure or succession rights for our tenants and we will not introduce flexible tenancies in the city. We also share strong concerns raised by tenants about losing more existing council homes under the Right to Buy scheme.

We can move ahead with the 'Estates Master Plan' to build more sustainable council homes, with consultation and involvement from tenants at every stage. Potential sites have been identified for over 800 properties over the next ten years, and our current project at Ainsworth House will provide 15 family homes and a range of easy access flats when completed later this year.

## Local people given priority

Tenants have been working with us to make the most

of our housing by looking at how we allocate homes. They recommended that we increase the local connection rule from six months to two years to give more priority to local people and low income working households who contribute to our economy by working in the city but often find it the hardest to find a home. We continue to encourage tenants to downsize when the time is right, freeing up many family homes for new tenants.

## Transfer Incentive Scheme

Now that the Transfer Incentive Scheme, which offers payments to tenants who downsize, has taken off so successfully, we plan to bring the payment in line with other local authorities. The savings made will pay for up to 30 more families to be properly housed. We have also just refurbished



**Maria Caulfield, cabinet member for housing**

three two bedroom flats which had previously served as staff accommodation in our sheltered housing schemes.

## Results of feedback

In this issue you can catch up on the progress of our Mears apprentice scheme, providing local employment for young people, many of whom will be based at the brand new housing centre opening soon in Moulsecoomb, (see p4&5). You can also read the results of all your feedback throughout 2010 which has led to a set of new service pledges being launched in April (see p3), and a focus on the contribution made by our tenant run Local Action Teams, which have restored a sense of belonging and reducing anti-social behaviour significantly. In this issue, we highlight the sterling work of Bill Gandey and the Bevendean LAT on pages 6 and 7.

I hope you enjoy this packed spring issue, and don't forget to take advantage of the new eNotice Board section we are setting up - send in any future dates you want to promote for community events in your area and we will do our best to publicise them.

A handwritten signature in black ink, appearing to read 'M. Caulfield'.

**Councillor Maria Caulfield, cabinet member for housing**



**New Housing Centre at Moulsecoomb Way will be open in April**

# You said, we did!

**We're on track with our improvement plans outlined in the 2010 annual report, responding to what you told us about our performance.**

**We have already:**

- developed a Sheltered Housing Action Plan with tenant representatives to improve services and the out of hours service
- brought more homes up to the Decent Homes Standard, up from 60.5% last March to 70%
- used equalities and diversity information you provided to organise support for vulnerable residents
- improved the grounds maintenance service after the tenant-led Estates Service Monitoring Group ran five pilot schemes and resident surveys
- developed new cleaning standards to improve resident satisfaction after consulting with resident groups. These will be displayed in all the blocks we clean, along with name of the cleaner, the day we carry out the service and the sanctions for non performance
- increased value for money under the Mears partnership, reducing the average cost to repair a home in between tenancies by 14%.

We'll report back fully to you on our progress with our improvement plans in the next Annual Report.

A misprint in the last issue said that 800 new homes were due to be built by 2013 – this should have said by 2021. We apologise for any confusion caused.

## Our pledge to you!

Tenants and leaseholders have been working with the council to create a set of new housing Service Pledges which will reflect your priorities and provide clear guidance on what you can expect from us as your landlord.

Using feedback from 678 residents' questionnaires and from residents who came to our 'Tell us what you think!' consultation events last autumn, residents' working groups are busy finalising the pledges and a robust process for monitoring how well we achieve them. The pledges will start on 1 April.



**Guy Morton and his son Daniel talk to one of our community wardens at the 'Tell Us What You Think' event in Whitehawk in October**

Before they go to the Housing Management Consultative Committee for final consultation on 22 March, you will be able to see and comment on the draft Service Pledges by visiting [consult.brighton-hove.gov.uk/portal/servicepledge](http://consult.brighton-hove.gov.uk/portal/servicepledge)



### Summary annual report to tenants and leaseholders 2010

Our vision is to provide excellent housing management services, with our residents at the heart of everything we do

Brighton & Hove  
City Council

## It's all about you!

**How would you like to be involved in producing the next annual report, for the year ending on 31 March 2011?**

We want to report what tenants and leaseholders are achieving, working in partnership with the council, to improve our housing management services and make life better in your homes and neighbourhoods.

Contact Carol Jenkins, housing stock review manager, on 01273 293832, email [carol.jenkins@brighton-hove.gov.uk](mailto:carol.jenkins@brighton-hove.gov.uk) or write to her at Kings House, Grand Avenue, Hove BN3 2LS.

A consultation draft report will be available for comments in June, and we will send everyone the final report in September.

## Mears code of conduct

- we always aim to arrive on time
- wear uniform and produce ID
- explain the work we are going to carry out
- behave in a polite and courteous manner
- always respect you and your property
- drive and park courteously at all times
- ensure your property is secure while we are working, always storing our equipment and materials safely
- always leave the work area clean and tidy, ensuring any waste is removed
- always obtain your signature on completion of the job

If you do have any complaints about our service call us on 0800 052 6140.

## Quality finish for new housing centre



Housing Centre taking shape

A new centre for housing services will open on Moulsecoomb Way in April. Work has been carrying on apace to ensure the centre is built to meet its high spec, multi-purpose use.

Geoff Dishman, Mears contracts manager, said: "Sustainability and value for money are the hallmarks of this project. All our supplies will be stored right here, saving the council time

and money. There will be a large workshop where our range of kitchens will be built. There's also a resident zone and display areas that tenants can visit to view and choose the various products and styles for their new kitchens and bathrooms."

Mears are the council's repairs partners, a national company, with no connection to council leader Mary Mears.

## Job done!

**Are you over 65 or receiving disability benefits? You could qualify for our concessionary Gardening & Decorating schemes.**

Happy customer Edna Baker was so pleased with the help she received that she wrote in to thank us. Now aged 86, and housebound, Edna worked hard for many years as Chair of the Hollingbury Circle Tenant's Association. Edna said: "My grass is cut four times a year and hedges trimmed twice a year – and by such polite and friendly staff, which makes all the difference."

Barbara Castleton, 65, from



The team at work in Edna's garden in Hollingbury

Moulsecoomb, recently had her stairway repainted. "It's just brilliant," said Barbara, who suffers from long term health problems. "There is no way I could do this



Barbara gets her hallway painted

myself." The decorating scheme covers one room in any year.

Call 01273 669306 for more information or visit your local housing office.

# The Apprentice!

**Nine new apprentices are to start with Mears this year and they will all have the opportunity to learn trades for life in carpentry, electrics and plumbing, training on the job with qualified mentors.**

James Cryer, partnership manager for Mears, said: "Investing in our local community means people too, which is why we are aiming to attract from the city's estates and surrounding

areas. The new housing centre in Moulsecomb will be their working base, likely to be local for many. This follows Swallow Court in Whitehawk, which has been very popular with our current apprentices, some of whom live on the estate."

Lyn Drydale runs the Apprenticeships Scheme at City College. She said: "We have seen so many enthusiastic young people wanting to learn new skills.



Linda Shaw, Local Employment Scheme, with a hopeful candidate

Nick Fishlock, Local Employment Scheme, talks to candidates



Apprentices come to us one day a week for the theory and to practise workshop skills, but we also offer tutor support and guidance, building the confidence and knowledge they need to gain this highly regarded set of qualifications in their chosen trade."

Maintaining the local element in the workforce is very important for Mears and the council – in the last few months seven newly skilled workers, all from Brighton & Hove, have joined the Mears repairs and maintenance team.

## The old hands!

As one of our first five apprentices, Bradley King age 17 from Whitehawk, is on his way to qualifying as a fully trained multi-skilled technician, when he will be



Bradley and Nick

working alongside his Mears team mates on a variety of projects including repairs and maintenance call-outs and longer term improvements. With one day a week spent at City College for theory and workshop skills, Bradley still has four more exams to pass, but his mentor Nick Harold is very confident. "He's a good lad and a hard worker – he really wants to get out there and get on with it." Bradley explained:

"One of the great things about this scheme is working in my home patch, where I know many of the tenants – it makes me feel I'm part of something."



# Partners on parade!

**Bill Gandey is one of the big ‘movers and shakers’ in Bevendean, as chair of the Local Action Team or BLAT – set up in 2003 as a joint initiative with the council, police, local businesses and residents to improve the neighbourhood.**

Much of Bill’s work has focussed on Leybourne Parade, a row of local shops and businesses at the heart of the community. Two years ago the state of the parade became a major concern, pavements were blocked by parked and abandoned cars, fly tipping was rife, and anti-social behaviour was a constant problem.



**Bokarr Njie and Andrea Heycke-Njie of the Café Lecca on Leybourne Parade. They have lived in Bevendean for 11 years and love the community. “I can see the children’s school and our café from my house,” said Andrea. “Before I moved here we lived in the city – Bevendean is a well kept secret!”**

Bill organised a community open day and was delighted with the response. He said: “So many people genuinely wanted to make a difference, but one of the biggest hurdles was breaking down the fear of reporting anti-social behaviour. However, once trust was gained, we made great progress in reducing low level crime. Operation Alley Cat (the letters stand for Clean and Tidy) is an outstanding example of the Bevendean LAT in action. Residents adopted an alley way each and took responsibility for keeping it well lit and clear of rubbish, which resulted in a safer environment for all. Residents have regained pride in their local patch, discouraging anti-social behaviour. Anyone can report a problem now, and they do. It works!”

Over 100 bags of rubbish and three lorry loads of green waste were removed from the Leybourne Parade area on the first LAT clean up day in November. The council has installed cycle racks and tree planting is planned. Empty shop fronts boast blow up photos of the parade in the 1920s annotated with memories from community members.



Bill Gandey

“We have come a long way, but there is still so much more to do,” said Bill. “But now it will be much easier as we have such renewed community spirit – everyone is talking to each other, new friendships have formed and we are all working together for a better Bevendean!”

Bill Gandey and the BLAT recently won the South East regional community Empowerment award. If you would like to follow in Bill’s footsteps, he recommends contacting your Community Warden and your Local Community Development worker. “Their advice, guidance and support through the



**Tesh Patel, sub postmaster on the parade says: “It’s a great community here – a real mix of families, old and young.”**

# It's Allan of the A Team!

whole process of successful community engagement LAT was invaluable."

The Bevendean Local Action Group has become a respected and recognised model for all local action teams, not only across the city but also nationally. If you would like to get involved, contact Bill at [bevendean.lat@tesco.net](mailto:bevendean.lat@tesco.net)

Funding from the council supports the work of the Trust for Developing Communities across the city.

To find your local contact, visit [www.trustdevcom.org.uk](http://www.trustdevcom.org.uk)

**The council's Matt Eastel with Raymond Ridpath, Alice Howe, Joyce Hill and Tony Williams of the Bevendean Local Action Team, and chair Bill Gandey.**



**"I don't know what we would have done without Allan and Cathy – they are such a fantastic team. If you come to them with an idea they make it happen again and again," said Bill Gandey of Community Warden Allan Haryott and his manager, Cathy Bath.**

Allan has been a community warden for just 18 months and in that short time he has made such a difference that he received the council's 'Big Difference' award from Chief Executive's John Barradell for outstanding effort and results. Cathy said: "He threw himself straight in and just hasn't stopped."

Allan said: "I really enjoy meeting new people and being able to help, even in a small way. Every day is completely different!" Much of Allan's time is spent



Allan Haryott

Cathy Bath



visiting vulnerable tenants of all ages to ensure they receive the services and benefits they are entitled to. "It is quite surprising how many tenants I meet that are unaware of the practical and financial help they qualify for. Many of these benefits can be life-changing, solving so many problems, but it is all part of the job. People need to know that I am out there to make sure that they receive the service they deserve – that's my aim."

Allan has helped to set up a new tenant association for the Saunders Park area and has also been working tirelessly with Bill Gandey and the Local Action Team on a variety of projects, including Leybourne Parade.

# Sundowners - a great mix!

**When Nikki Proud chose the winning name for their new over 50s social club she wasn't just thinking of the golden years.**

"We hold our meetings in the afternoons when the sun goes down, especially this time of year, but the Sundowner is also a classic cocktail mix. That's what we are – a real cross section with everyone welcome – and we still have a lot of spirit in us too!"

The Sundowners Club has already attracted members from Clarke Court, Kingsway, Ingram Estate and Portslade, who join the residents of Sanders House for the afternoon slot. Scheme manager for Sanders House, Jenny Derrick, said: "We want to share our lovely lounge. It's great to get everyone together for a good time."

Local Community Warden Don Goora, got the group off the ground. After attending a community engagement course he approached local tenant associations with the



Sundowners Nikki Proud, Sylviane Cayrol and Ann Packham with Jenny Derrick, Sanders House Scheme Manager, sitting behind Charlie the dog.

idea of setting up the club. "I come across too many isolated individuals in my job – it can make such a difference to enjoy the company of others. I could see we had all the ingredients, it just needed someone to mix it together!"

The Sundowners meet every Wednesday between 2pm and 4pm at the lounge in Sanders

House. They are busy planning a programme of fun activities and outings with the help of Community Transport.

Contact Don Goora on 01273 293381 or just come along... the more the merrier!

## Here's looking at you Leslie!

At 90 years old Leslie Looker has to be the oldest paperboy in town!

He walks up the hill to the local newsagent every morning at 6am to collect the daily papers for fellow residents at Broadfields. The cold snap didn't even stop him. Residents decided it was time to give him a big thank you and his 90th birthday was the perfect excuse. Mears provided the excellent spread for a surprise party in the lounge. Sally Savage, Scheme Manager, said: "He has



A full house for Sundowners Jean Eggleton and Karen Davis with Don Goora



Alice enjoys her trip

## Right Royal ride for Brighton's 'Queenie'

Alice, affectionately known as 'Queenie' to her friends at Rose Hill Court, celebrated her 100th birthday in style last month when tenants, family and friends organised a surprise party, including a trip down memory lane in a vintage Rolls Royce.

Scheme manager Linda Barratt said: "Alice is an amazing lady, she is still very independent and doesn't like a fuss – but there was no way we were going to let her get away with that today!"



Sally Savage and Kath Davies with Leslie

lived here for 12 years and is much loved by everyone. He is such a breath of fresh air for all of us."

# Going up!

**Residents celebrated their state-of-the-art new lift at Walter May House.**

The specially designed lift is much quieter and quicker, and much needed for the four flights of stairs. Peter Chapple, aged 64, a resident of one year, loves the voice activation service. "Such a friendly voice!" he said. "I'm finding myself in conversation already and I've only known her a week!"

Demelza Pearce, Scheme Manager, said: "Walter May deserves a touch of luxury. Not only do we now benefit from the new lift, we are also

delighted with the new carpet in our lounge, which residents applied for through the council's Estates Development Budget, and the wonderful work of the Payback Team who re-painted the lounge and cleared the grounds ready for planting out in the spring.

"It's such a positive programme, not just for the practical help but also in terms of breaking down barriers between young and old. Our residents think they are all great, and can't wait for them to come back!"

The new lift is part of an ongoing improvement programme – Rose Hill Court was fitted with a brand new lift for Christmas.



Left to Right: Vincent Beattie of Frankham Lifts with Demelza Pearce and residents on their way up!



## Positive Attitude – become a PA

“Hi, I’m Shana. I’m 31 and have Multiple Sclerosis. When I’m well enough my PA comes swimming with me. I need help getting in and out, and she swims with me for safety and helps me dress and do my hair afterwards. The help I need at home varies depending on my condition, but my PAs help me do all of the things I struggle with. We have a lot of fun together and the help they give me means I am able to live a full and fulfilling life.

Could you support an older or disabled person to live their life more fully? Being a Personal Assistant (PA) varies depending on the help needed. Your employer will be the person you help, through the Direct Payment Scheme. Visit Brighton & Hove Federation of Disabled People [www.bhfederation.org.uk/pa](http://www.bhfederation.org.uk/pa) for current vacancies, or if you are an employer wanting a PA.

Direct payments are supplied through the council to give people greater independence, choice and control over day-to-day living for people like Shana.

Contact Access Point on 01273 295555 or email [accesspoint@brighton-hove.gov.uk](mailto:accesspoint@brighton-hove.gov.uk) for more information.

# Hate Incidents – Don’t support it, report it

**Any incident that you perceive as motivated by prejudice based on race, ethnicity, colour or national origins, disability, sexual orientation, gender identity or religion qualifies as a hate incident.**

Unfortunately hate incidents against disabled people, their carers or family often go unreported, despite seriously affect their quality of life.

The Hate Incident Team provides an inclusive, responsive and flexible service to those who report these incidents.

Nahida, team leader, said: “It is frightening to be victimised because of who you are or what the perpetrator thinks you ‘are’. Victims often become distressed, isolated and severely depressed, fearing repeat attacks. We put the victim at the centre of our support services. With consent, we will work with other organisations

to take action and significantly reduce these hate incidents.”

A local man suffered harrassment because of his learning and physical disabilities. The team’s intervention resulted in the perpetrators apologising directly to him. Another perpetrator was taken to court and the team helped the victim rebuild his confidence and stopped any further incidents.

Three cases were won through the courts last year. Nahida continued: “The more we can encourage such a vulnerable group of people to come forward, the better chance we have of preventing and reducing these hate incidents.”

We can help victims and witnesses complete our easy-to-use report forms, and are always available to help at the centre. All reports are dealt with confidentially. Call us on 01273 292735, email [hate.incidents@brighton-hove.gov.uk](mailto:hate.incidents@brighton-hove.gov.uk) or visit [www.safeinthecity.info](http://www.safeinthecity.info)



**The Hate Incidents Team, Partnership Community Safety**  
Steve, Haroon, Lucy, Nahida and Gabriel

# Access Points in the right direction

The Access Point team is a 'one stop' shop for all your Adult Social Care needs, whether you are an existing service user or this is your first visit. Our helpful experienced and friendly team are based in the middle of the city in Bartholomew House, opposite Brighton Town Hall. We provide the best information and advice on the full range of local care packages and options, and we can offer a simple assessment process designed to resolve your needs as quickly as possible or, where a situation is more complex, we can refer you to the most appropriate team for a more detailed assessment.

The Access Point phone line is open from 9am to 5pm weekdays on 01273 295555 – outside of those hours calls go through to the Emergency Duty Service. The Minicom is 01273 296388 or you can email [accesspoint@brighton-hove.gov.uk](mailto:accesspoint@brighton-hove.gov.uk)

Access Point has been such a successful call centre dealing with around 2,500 enquirers a month, that the council is now offering drop-in and 'by appointment' sessions across the city where you can meet our care experts face to face.

Go to [www.brighton-hove.gov.uk/access](http://www.brighton-hove.gov.uk/access) for full details of the new service. To make an appointment or for more information, call the drop-in phone line between 9am and 5pm weekdays on 01273 296150, or leave a message on our 24 hour answerphone.

One of the regular drop-in sessions will be held at the Daily Living Centre in Brighton which offers expert advice and a friendly, impartial service about a wide range of daily living equipment that enables people to lead more independent lives.

**Kevin Banfield, Daily Living Centre Occupational Therapist, demonstrates a specially adapted rubber 'ferulle' which can be fitted to the end of any walking stick for extra comfort and stability.**

## Making life easier

The Housing Adaptations team and Estate Services have just launched a new scheme to speed up minor adaptations to your home, such as grab rails and stair rails.

Cabinet member for housing Maria Caulfield said: "We have launched this scheme to make sure that people who just need a straightforward minor adaptation no longer have to wait or go through a Community Care Assessment. Our Estate Response Teams are trained and equipped to assess and fit minor adaptations, which we know can make a real difference to people."

Contact your local housing office or sheltered scheme manager if you think this scheme might help you – a full list of the jobs the Estates Team can do is available at your local office.

The scheme is just part of the Housing Adaptations Service initiative to help more people stay in their homes by improving access to all adaptations over £1,000. Find out more by calling Sarah Potter at the Housing Adaptations Occupational Therapy Team on 01273 290789.



# Making it clear

**The fire service have 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. 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.



## Take cover with our Home Contents Insurance

**We strongly advise all tenants and leaseholders to take out household content insurance.**

Many council tenants and leaseholders believe that we automatically insure their furniture, belongings and decorations against theft, fire, vandalism or burst pipes, but this is not the case.

Unfortunately, many people only realise this after the damage has been done.

You can insure your contents through your own private arrangements or through our scheme, which is only available to council tenants and leaseholders.

It's simple, straightforward, affordable and is payable weekly (and you can pay by standing order).

You can insure your personal belongings on a specially tailored scheme for as little as 95p a week or 63p a week for the over 60s, with no policy excess and no minimum security requirements.

The lowest amount that can be insured is £6,000 for people over 60 and £9,000 for everybody else – all you have to do is pay your premium when you pay your rent.

To find out more go to our website at [www.brighton-hove.gov.uk/hcinsurance](http://www.brighton-hove.gov.uk/hcinsurance), ask at your local housing office or call the rent accounting section on 01273 293303.

## Rent a van



Hourly van rental is now available from Brighton & Hove's largest car club.

City Car Club, which has 50 self-service cars available by the hour from reserved parking bays, has added vans to its fleet.

Available 24/7, members can rent for an hour, day, or as long as they need, and simply book online or by phone.

With rates inclusive of comprehensive insurance, joining the club is perfect if you need access to a vehicle occasionally, but don't want to own one.

The two vans, located opposite Jurys Inn, Brighton Station and in Tisbury Road, Hove, are already proving extremely popular.

Join City Car Club and get £20 free credit by quoting CNP237 – go to [www.citycarclub.co.uk](http://www.citycarclub.co.uk) for more information.

## homemove

### choice-based lettings in Brighton & Hove

If you are applying for a council or housing association home or are a current tenant waiting to move, we advertise properties fortnightly in our free magazine and online. For more information go to [www.brighton-hove.gov.uk/homemove](http://www.brighton-hove.gov.uk/homemove)

# Make the right move!

We all know how difficult and costly it can be to dispose of old white goods such as fridges and washing machines. But the YMCA can help. The new Retail and Recycling Centre in Portslade will collect and repair donated electrical items, furniture and bikes for resale.

Drop off your donations to the Retail and Recycling Centre on Mile Oak Road, Portslade, open Monday to Friday, 8.30am-4.30pm, or call 01273 885505 for our free collections service for bulky items.

All profits from the sale of your donated items support the charity which aims to create a brighter future for children, young people and families across Sussex.

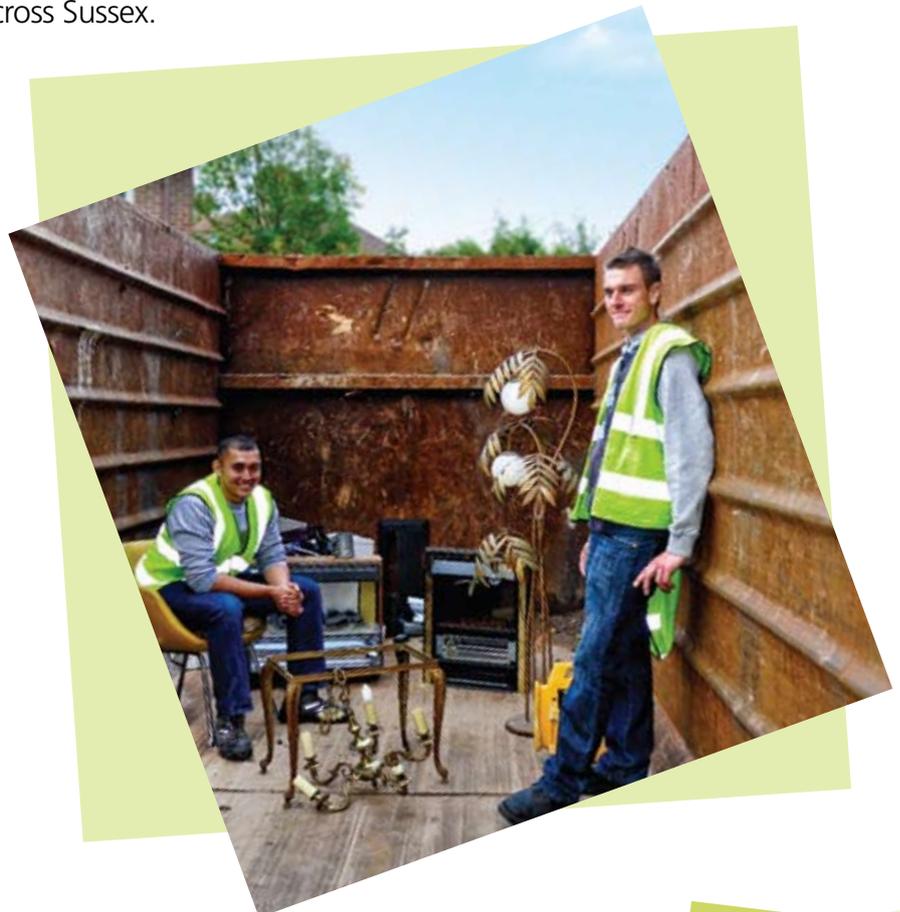
Every year Sussex Central YMCA recycles, restores and resells:

- 9,000 items of household furniture
- 10,000 electrical items
- 15,000 items of clothing and bric-a-brac

As well as the new Portslade Centre we have four shops in Brighton & Hove:

- George Street, Hove
- Blatchington Road, Hove
- London Road, Brighton
- Hove Amenity Site

For more information, including volunteering opportunities, go to [www.sussexcentralymca.org.uk](http://www.sussexcentralymca.org.uk) or call 01273 222550.



## Barry's New Year Resolution



Barry talking to Community Warden Colin Sayers on the Sylvan Estate, where he is chair of the resident association

In February it will be five years since we set up the online Brighton & Hove Tenants' and Residents' Forum, and to date there have been well over 800 editions!

The debate is sometimes lively and the exchange of views and information always useful but in those five years we have only recruited 80 members – and if I could have a New Year's resolution it would be to have ten times the current membership by the end of the year.

Go to [groups.yahoo.com/group/bhctrf](http://groups.yahoo.com/group/bhctrf) and read all about it. Join the discussion and share your views.

**Barry Hughes**

## Growing tribute for Peter and Mary

On New Year's Day members of Ardingly Court Resident Association gathered to pay tribute to much missed tenants and friends, Peter and Mary Rhodes. Peter sadly died in the summer and Mary now lives in residential care. Residents decided to plant a memorial tree in their communal gardens to celebrate Peter and Mary's time spent at Ardingly Court.

Fellow tenant, Kirk Bridge said: "Mary tended a patch of ground in the gardens where she planted beautiful roses from her mother-in-law's garden. Peter and Mary travelled the world together, drawn by their love of nature, and in particular trees, which they cheerfully admitted to hugging, which is why this memorial tree seemed so appropriate."



## Are you switched on?



### Digital switchover of all terrestrial TV channels is due take place in our region in 2012.

As a landlord we are obliged to upgrade our existing communal analogue aerials in time for the switchover to ensure tenants can continue to enjoy watching TV.

There are around 6,500 properties affected, and we hope to start work in March and complete it by early 2012. We will need to access all homes in blocks with

communal aerials to install aerial points and will be contacting tenants when a contractor is appointed.

As with any service of this kind, there will a small charge to tenants involved of around 50p a week to cover the cost of installation and future maintenance.

Eventually, this will also help reduce the number of satellite dishes on blocks of flats, as residents will be able to plug into the communal system.

# Your City Assembly needs you!

Come along to the resident organised and led City Assembly on Saturday 21 May at Hove Town Hall.

Be part of the discussions with your tenant representatives, or give your views on your experience of the first year of the ground breaking new repairs and maintenance contract with Mears. We will also be talking about tenant work on energy efficiency issues. Book your place by calling David Waggott on 01273 290518. As well as some interesting debate there will



also be workshop sessions and the opportunity to influence future policy.

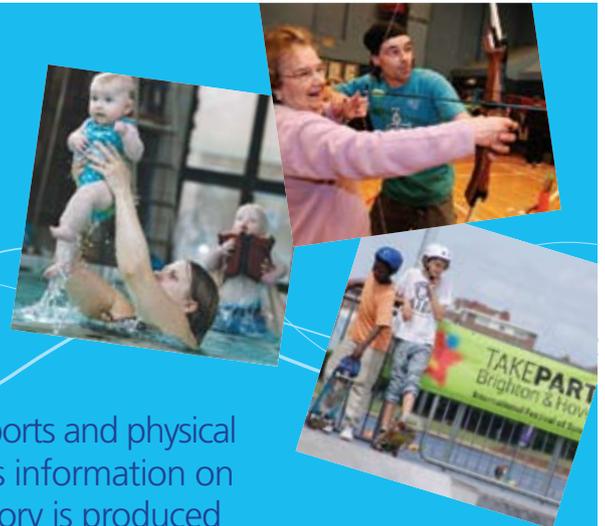
See you there!  
Chris Kift,  
Tenant Chair, City Assembly

## New **Active for Life** Directory 2011/12 - out now!

This free, easy to follow guide provides an A-Z of sports and physical activities for **everyone** across the city. It also gives information on how to improve health and well being. The directory is produced by Brighton & Hove City council's Sports Development Team.

Pick up your free copy from any council office, sports venue or community library in Brighton & Hove.

Or visit [www.activeforlife.org.uk](http://www.activeforlife.org.uk)  
Or phone 01273 292724.



  
Brighton & Hove  
City Council

## Useful contacts

Dial 01273 unless code is specified

### Housing Offices

**Central (Lavender Street) 293260**

Community Participation Officer  
Jane White **293265**

### Brighton East

**Whitehawk (Manor Place Office) 293200**

**Moulsecoomb (Selsfield Drive) 293171**

Community Participation Officer  
Peter Mustow **296639**

### West

**Victoria Road, Portslade 293377**

Community Participation Officer  
Myfan Jordan **293374**

### North and East

**Oxford Street 293230**

Community Participation Officer  
John Bain **292365**

**Repairs Hotline 0800 052 6140**

Local number **01273 294409**

or text 'repairs' to **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) 622822**

**Victim Support 234009**

**Community Resource Centre 606160**

**Community Grants 296746**

**Estates Service 293170**

**Abandoned vehicles 292929**

**Sheltered Services 293255**

## Council & Tenant Meetings

### Housing Management Consultative Committee meetings:

Monday 7 March at 3pm in the Council Chamber,  
Hove Town Hall.

Tuesday 22 March at 2pm in the Council Chamber,  
Hove Town Hall

### Housing cabinet member meetings:

Tuesday 22 March at 4pm in the Council Chamber  
Hove Town Hall.

All council meetings are open to the public – and  
you can submit public questions.

Call 01273 291058 for more information. View  
reports and decisions or watch meetings live or on  
archived webcasts at [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk)

If you have any comments or an item to  
include for our community notice board  
in the next issue of homing in, please  
email [homingin@brighton-hove.gov.uk](mailto:homingin@brighton-hove.gov.uk)  
call 01273 291496 or write to homing in,  
Communications Team, Room G10,  
Kings House, Grand Avenue, Hove BN3 2LS.  
homing in is produced by Brighton & Hove  
City Council's communications team and  
the Tenant Editorial Board.

## Translations

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

ترجمة؟ ضع علامة في المربع وخذها إلى مكتب البلدية. Arabic

অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান। Bengali

需要翻譯? 請在這方格內加劃, 並送回任何市議會的辦事處。Cantonese

ترجمه؟ لطفاً این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید. Farsi

Traduction? Veuillez cocher la case et apporter au council. French

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

Źłumaczenie? Zaznacz to okienko i zwróć do któregokolwiek biura samorządu lokalnego (council office). Polish

Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office). Portuguese

Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz. Turkish

other (please state)

**This can also be made available in large  
print, Braille, or on CD or audio tape**

