

# homing in

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

Summer 2011

Familiar faces! Housing staff from services across the council together with tenant representatives gathered on Bristol Estate to celebrate the new Service Pledge



## Our pledge to you See inside

### In this issue

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Social inclusion is a priority

Residents making a difference



**Brighton & Hove  
City Council**



Councillor Liz Wakefield

## Introducing your new cabinet member for housing

Following the council election in early May, Green councillor Liz Wakefield is the new cabinet member for housing. Councillor Wakefield said: "Housing is a big issue in Brighton & Hove and we believe everybody has the right to a decent and affordable home. We're committed to involving you more deeply in managing your homes and I'm looking forward to working with you to improve housing for everyone in the city. I myself spent my childhood on the Knoll estate in Hove."

# Our service pledge to you

**Council tenants and leaseholders are at the heart of our services. We aim to treat you fairly and ensure that our services meet your needs and provide value for money. We will meet the national standards that all council landlords are required to meet. In addition, we've worked with residents to develop local pledges for our services that meet your priorities.**

We will:

- be easy to reach
- be clear and treat you with respect
- listen and act to get things done

### Getting involved

We will:

- provide a wide range of opportunities for you to be involved in what we do and how we do it
- involve you in setting our standards and making sure we meet them

### Looking after your home

We will:

- complete home improvement work to the Brighton & Hove Standard

- keep you informed of when work will be carried out and deliver it to agreed timescales
- make sure that all empty homes meet the locally agreed standard before they are let to new tenants

### Looking after your neighbourhood

We will:

- make sure common areas and estates are cleaned and looked after
- carry out estate inspections with residents three times a year
- provide a budget for improvements to blocks and estates that residents can decide how to spend

### Dealing with anti-social behaviour

We will:

- not tolerate acts of anti-social behaviour
- take all reports of anti-social behaviour seriously, take action and keep you informed
- offer support to vulnerable people and those experiencing anti-social behaviour



Jasmine Court residents say thank you to Mears



From left: New play area at Tavistock Down, redecorating scheme in action, party time at Elizabeth Court

### Managing your tenancy

We will:

- provide information and support to new tenants to help them settle into their home
- help tenants to understand and comply with their tenancy agreement, and enforce it when necessary
- as well as other routine visits, we will visit tenants in their homes at least once every three years to make sure that everything is okay

### Living in sheltered housing

We will:

- provide each resident with a personalised support plan, co-ordinated with other services, to organise their appropriate care and support
- call each resident personally between 8.30am and 12noon (Monday to Friday) and the most vulnerable also at weekends to check they are okay
- provide at least one social activity per week to residents who want them

### Paying your rent

We will:

- offer a range of ways for you to pay rent and other charges 24 hours a day, seven days a week
- provide an advice service for people with payment difficulties from 8.30am to 6.30pm Monday to Thursday and from 9am to 5pm on Friday
- process Housing Benefit claims for new tenants quickly

### Council leaseholders

We will:

- offer a range of payment options to make it easier for you to pay leaseholder charges
- ensure that service charge bills are sent in good time and clearly explain the charges
- carry out regular satisfaction surveys of all leaseholders to listen and respond to your feedback

### Garages and car parking

We will:

- allocate car parking spaces and garages fairly and have a priority waiting list for the most vulnerable
- visit all sites to make sure they are clear of rubbish, safe and in good working order
- make sure that people who rent car parking spaces have access to them, and take enforcement action when necessary

### Making sure we keep these pledges

We will measure our performance against these pledges and report back to you so you can see that we are meeting our commitments, for example how we have dealt with anti-social behaviour and how quickly we complete different types of repairs. We will also feed back the findings from regular customer satisfaction surveys and resident 'mystery shopping' exercises.

### We promise to share this information with you by:

- reporting on performance in our annual report to tenants and leaseholders
- articles in Homing in magazine
- regular reports to Housing Management Consultative Committee and resident groups
- including performance information in the housing pages of the council's website

### Putting things right

Letting us know what we are doing well or when something goes wrong helps us improve our services. Should we fail to meet any of these service pledges please let us know so we can apologise and do all that we can to put things right.

If you are still not happy you can make a complaint to the council by completing our online complaint form at [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk), phoning Freephone 0500 291229 or writing to Standards & Complaints, Brighton & Hove City Council, Kings House, Grand Avenue, Hove, BN3 2LS.

These service pledges have been developed with residents and will be reviewed and updated regularly. Detailed pledges for each service area are available on the council's website at [www.brighton-hove.gov.uk/hm-service-pledges](http://www.brighton-hove.gov.uk/hm-service-pledges) or by contacting the service directly.

# What a trade off!

City College carpentry students are working with Mears to bring more empty council houses back to use as part of their training. Tom Dowds, college carpentry team leader, is delighted with progress. "This project has enabled the students to get a real taste of the construction industry, it's a perfect extension of what they're learning in the workshop." City College is currently recruiting for carpentry courses to start in September. See [www.ccb.ac.uk](http://www.ccb.ac.uk) for details.



City College carpentry students help to turn around an empty property



Delia Hills of Mears with Brian Balchin at Jasmine Court, which has also been fitted with new showers

## Adapting to your needs

The new easy access shower rooms at Laburnam and Broadfields are just right because residents were involved all the way through in the design and layout. If you have a disability, there are a number of ways the council can help you to live more independently in your home.

Visit [www.brighton-hove.gov.uk/adaptations](http://www.brighton-hove.gov.uk/adaptations) or contact Access Point on 01273 295555 or [accesspoint@brighton-hove.gov.uk](mailto:accesspoint@brighton-hove.gov.uk) for more information. If you're in sheltered housing, you can also speak to your scheme manager.

## Repairs priorities

The most urgent repairs are dealt with first. If your repair is an emergency we may need you to stay at home until we attend.

- Emergency – attend and complete within 24 hours
- Urgent – complete within three working days
- Routine – complete within 20 working days

When you call with an urgent or routine repair, you will be

given an appointment, either the morning (8.30am-12noon) or the afternoon (12noon-5pm). It's important that someone is at home so we can get in to carry out your repair.

Some specialist repairs such as gas or water have different priorities depending on how urgent they are. We'll always let you know how quickly these repairs will be attended to when you report them.

# DIY can cost more than you think!

**Everyone wants to make their mark on their home, but problems can arise if you don't ask the council's permission, and the property is left in a worse or unsafe condition at the end of the tenancy.**

You will have to pay for labour and materials if it costs the council money to put things right. The average cost when this happens is £600, usually for correcting unauthorised or bad DIY or clearing rubbish. Only last month a tenant faced a bill for over £2,400 for clearance. We can arrange a special collection to take your waste away at a reasonable cost, just let us know.

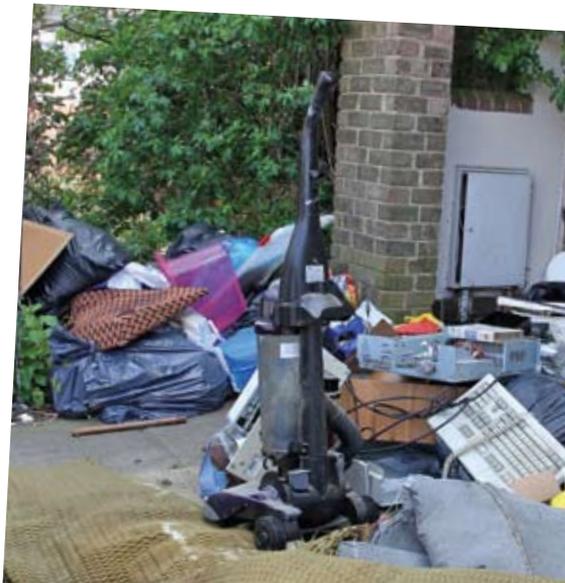
So here are a few tips to avoid these unfortunate situations. It helps us and you.

Always contact your housing officer to get written permission and arrange for an inspection before starting any alterations or improvements to your home, apart from decorating. This is for your benefit, as you will have proof of permission when you move house.

Any alterations, particularly electrical, to your kitchen or bathroom must be inspected by our council surveyor. Your safety, and that of those around you, is our priority. Never be tempted to open up a blocked off fire without permission, the consequences could be far worse than a hefty bill.

Tenants have faced charges and between £60-£90 for taking out or replacing internal doors, and up to £600 for replacement flooring, such as laminate. Wood cladding, fitted wardrobes and dividing walls have also proved expensive to put right.

Work with us from the start and all these charges can be avoided. However, if you are already facing recharges and finding it difficult to pay, call the Recharge Team on 01273 293224, or contact your housing office. It is far better to come to a mutual arrangement than face court action which may affect future tenancies.



Properties left in this state have to be paid for



## Exceptional services!

Gas serving requires a specialist service which is why PH Jones and Mears have been responsible for gas servicing your homes since 2005. PH Jones and Mears are contracted to provide your annual gas safety check as well as replacing boilers and new heating systems. If you have any queries about your regular check, please contact our Repairs Hotline on 0800 052 6140 or 01273 294409.



Anti-social behaviour  
Housing officer  
Richard Jordan  
(centre) with Fran  
Conroy and Joan Hill  
from the Tenancy  
Sustainment team

## A big thank you to John

John Stevens retires after serving tenants for over 30 years. He was one of the first residents to be actively involved in and responsible for the high level of tenant participation that the city enjoys today. John has worked tirelessly for tenants' community safety and welfare. We owe him a big thank you for his long and selfless service and wish him a long and happy retirement.



John's farewell party at Brighton Town Hall

# On the case

**The council will not tolerate anti-social behaviour and takes prompt, robust action to tackle it. Serious cases involving hate crime, harassment, drug dealing, alcohol abuse and noise have been reported and dealt with by our Anti-social Behaviour Housing Team in the last year. But some situations have been successfully resolved through support.**

The drunken and violent behaviour of a tenant's friend made life intolerable for others in a normally quiet block in Kemp Town. The team got an injunction banning the visitor for 18 months and he had to pay court costs of £2,400. Action was also taken against the tenant.

Richard Jordan, anti-social behaviour housing officer, said: "Such interventions are highly effective, the problem has stopped and neighbours feel that they have their lives back."

Harassment became a serious problem for a housing officer and the chair of the residents association, who both suffered a sustained campaign of abuse from a resident. The team were brought in and, through close liaison with the police, the tenant was taken to court and found guilty of harassment. He received a suspended sentence with a

restraining order and was ordered to compensate both victims £500 each. He also lost his tenancy

However, some tenants may appear to be obstructive when really they're just failing to cope. Our Tenancy Support Team has made an enormous difference to the lives of vulnerable tenants and their neighbours. The team was recently brought in when a tenant consistently failed to pay the rent. Poor health had left the tenant unable to manage. Richard explained: "We helped him sort out his debts, claim backdated benefits and organised a better care package for him. As result of all the help he received, he feels ready to lead a more independent life. The worst thing that could have happened would have been losing his home which has happily been prevented, and his future is looking so much brighter now."

# East Sussex Credit Union - saving you from the spiral of debt

Don't be tempted by doorstep lenders with their impossible lending rates.

The East Sussex Credit Union is a local savings and loans co-operative. A lot of people save with them, allowing them to lend to local people at sensible rates. All loan agreements include a compulsory savings plan to help you move away from debt. Savers may also receive dividend payments. There are credit unions all over the country and the more successful they are, the higher the potential dividend!

Anyone can join who lives or works in Brighton & Hove or East Sussex.

Pay them a visit to apply for membership to start saving, or simply have a chat and get further information. The main office is at Community Base in Queens Road, Brighton and they are open 10am – 3pm, Monday to Friday. They are also at City Coast Church, North Street, Portslade 11.30am-1.30pm and St George's Church, St George's Road, Kemp Town 11am-1pm on Tuesdays.

Or call on 01273 234858 Monday-Friday until 4pm.

You can also download an application form from [www.eastsussexcu.org.uk](http://www.eastsussexcu.org.uk) or email [info@credit-union.org.uk](mailto:info@credit-union.org.uk)



## Tackling inequality

We are one of only three councils in the country to be awarded 'Excellent' status under the Local Government Equality Framework for providing fair and accessible services for everyone, while combating all forms of discrimination.

To help us do this we record your age, any disability, ethnicity, gender identity, religion or belief, sexual orientation and support needs, because we know these may affect your experience of our services. This helps us to:

- provide services that respond to your individual needs, such as arranging a personal emergency evacuation plan if you need one

- respect any customs associated with your culture, religion or belief
- plan and improve our services to ensure you can use them in a way to suit you
- check we are treating you fairly through monitoring to ensure we do not discriminate against anyone

All your personal information is kept strictly confidential and protected by the Data Protection Act. We will only share it if we are required by law, or with our contractors to help you, such as to give priority in appropriate cases because of your needs.

Sometimes we will check your personal information with you to ensure we fully understand your circumstances. Do let your housing office know of any needs or preferences you think we should know about.



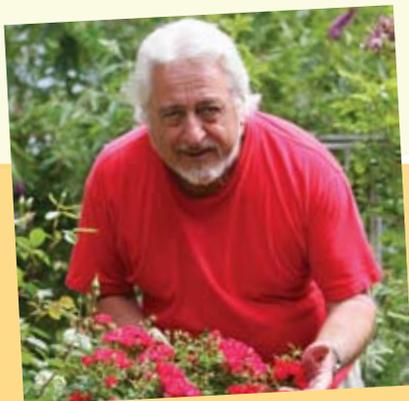
A recent Asset Management Panel meeting



## Big it up for Bevendean!

The Bevendean Local Action Team has won the government's Big Society Award in recognition of successful community achievement. Formed in 2003, this team of local residents volunteered their time to tackle the effects of anti-social behaviour in their area, improve the local environment and strengthen community spirit.

Bevendean LAT is one of 37 city-wide teams that the Partnership Community Safety Team support. For more information on the Local Action Team in your area, go to the neighbourhood section on [www.safeinthecity.info](http://www.safeinthecity.info)



Barry Hughes, chair of Sylvan Hill Residents Association with his roses

# Do you need a life line?

**CareLink Plus enables Chris Kift to lead a surprisingly busy life. Despite his disabilities, Chris, a resident of St James' House, is chair of the High Rise Action Group, tenant chair of the City Assembly and an active member of the Tenant Disability Network.**

"It is essential that I take my medication on time," said Chris. "CareLink's new telecare reminder alerts me to take it. If the alert is missed, a call automatically goes through to CareLink Plus, who ensure I am safe. I also have nominated key-holders who can be contacted by CareLink Plus in an emergency – it really is a life-line."

Emma Wills, senior manager with CareLink Plus said: "Many people don't realise that CareLink Plus is a council-run service on offer to anyone with a need. We provide a friendly service which can be tailored to individual requirements. CareLink Plus can make a massive difference to people's quality of life, allowing them to manage their lives more independently and providing reassurance to families and carers. In crisis situations we can and do literally save people's lives. Currently all additional Telecare sensors, like Chris's, are free of charge to existing CareLink Plus customers."

CareLink Plus provides services to over 5,000 people across the city. It is available for a small fee, which covers equipment rental and maintenance, call monitoring and response, to anyone living in the city. Starting from just £3.23 a week, you can have a pendant alarm and unit, and help with costs may be available following an assessment. To find out more, call CareLink on 01273 673105 or visit [www.brighton-hove.gov.uk/carelinkplus](http://www.brighton-hove.gov.uk/carelinkplus)



Emma Wills and Chris Kift with the Carelink Plus monitor

## City in Bloom 2011 Year of the Community

We are asking all last year's entrants to get their neighbours together and enter as a community! It's a great way to meet people, be part of your local community and have lots of fun. There are three categories – 'Most Attractive Urban Area' sponsored by Brighton Marina, 'Block of Flats' and 'Your Street', small and large. Judging takes place in July. Enter via [www.brighton-hove.uk/cityinbloom](http://www.brighton-hove.uk/cityinbloom) or call 01273 292929.

# Growing together!

Children were entertained by the Portslade Village Funfair Play Team while members of the Wickhurst Place Residents Association got down to business. Chair of the association, Tracey Short, said: "We had a lot to discuss, and it was very important that all of us could make it, so it was great to know our children were well looked after and having fun while we discussed future plans."

The association has received Estate Development Budget (EDB) funding to create a child friendly area to grow their own produce. Tracey added: "The children will learn about planting, growing, harvesting and, of course, eating home grown food. Doing is the best way to learn."

To find out more about EDB funding, contact your local housing office.



Above: Alan Cooke with members of the association, and staff from the council and Trust for Developing Communities.

Left: Brighton Conservation Volunteers with council park ranger Paul Gorrige.



## Into the woods!

**Craven Vale Community Association ticked all the boxes for their £9,000 lottery grant to improve the wooded area just behind their estate.**

They have just one year to make all the improvements, so they are already hard at it with help from the Brighton Conservation Volunteers and others.

Alan Cooke, secretary of the association said: "The woodland has so much potential, and is popular with locals as well as walkers from across the city."

The team are improving access and replacing overgrown sycamores with Sussex varieties of fruit trees, a hazelnut coppice and new hedgerows to attract more birds and butterflies.

Brighton Conservation Volunteers need more volunteers! You just need be a lover of the countryside and enjoy working outdoors. They meet every Tuesday. Call 01273 736135 or visit [www.brightonconservationvolunteers.org](http://www.brightonconservationvolunteers.org)



**Ben Short (in front) can't wait to get digging!**

# Looking back at the Level



## Scheme managers qualify for success!

Dedicated scheme managers graduated with flying colours last month. After a year of study, they have all passed their National Certificate in Housing. Shehnaz Faulkner (far right), the scheme manager for Lavender House, said: "I feel that I have really achieved something and I know the residents will benefit too."

## Betty is pick of the bunch

Betty Reed of Lavender House is now an honorary life member of her local Royal British Legion branch in recognition of 40 years selling poppies! Betty said: "My husband served in the war and I was widowed young, but the legion ensured I was well looked after, and I have always been grateful for the good work they do. This is my way of putting something back."



Betty with her British Legion Award for 40 years selling poppies

**Residents from Lavender House have been bringing memories of The Level to life as part of a city-wide local history project exhibition at the Jubilee Library later this year. The group's stories will also be recorded as part of a fascinating sound archive to accompany the exhibition.**

Dave and Tony recalled the circus coming to The Level in the 1950s with performers parading through town on elephants and horses, and Betty remembered the rows of tanks parked under the trees during World War II. But

everyone's favourite was the famous Boxing Booths where the boys would take their chances in knock out rounds against the professionals. "It was a different world," everyone agreed.

Public consultation has been carried out for future plans to make The Level more welcoming for everyone and to restore some of its cultural heritage, celebrating the history of this popular city centre park. A final decision on the design will be made by the council during the summer. For the latest news visit [www.brighton-hove.gov.uk/thelevel](http://www.brighton-hove.gov.uk/thelevel)



Lavender House residents, Betty Reed, Tony Cutler, and David Hards with Millie Ginette, Beryl Thorne and Teresa Cairns from the Creating Timelines Co-operative



Amelie and Mable with Sally Pearson (top), Bill Rattray with his Easter card from the children (above left), and (above right) Edna Thurston with Joseph

## Say it with eggs!

Residents of Muriel House organised a bumper Easter egg hunt for children from Blueberry House nursery in Brighton as a big 'thank you' for their generous Christmas hampers delivered by the children in December. Mary Moore, chair of Muriel House Residents Association, said: "We wanted to return such a kind festive gesture and this seemed the perfect way!"

## Cheers!

Sylvia Brookshaw, a resident of Jasmine Court for 11 years, celebrated her 90th birthday in style thanks to friends and family who held a surprise party for her last month. Sylvia said: "This is one of the best birthday parties I've ever had!"



## Older People's Olympics Event

Thursday 30 June, 10am-3pm

Part of the TAKEPART Brighton & Hove Festival of Sport at King Alfred Leisure Centre, Hove.

- a day of free activities for the active and not so active
- 'Have a go' sessions include swimming, Boccia, short tennis and mat bowls
- Try a fitness class - yoga, dance or Tai Chi
- Have fun on the Wii
- Stay for lunch and enjoy an afternoon of music

For more information about the festival, visit [www.takepartbrighton&hove.com](http://www.takepartbrighton&hove.com) or contact [pauline.freestone@brighton-hove.gov.uk](mailto:pauline.freestone@brighton-hove.gov.uk)

## Sheltered Housing Action Group update

In the last three years we have made real progress working with managers to retain and recruit new on-site scheme managers, renegotiated our service pledges and improved service standards in countless ways.

We have also instituted a Multi-Agency Health & Care Working Party with council officers and councillors to ensure that our services are co-ordinated effectively with recognition for frontline staff, and ensure security and sustainability of care for the most vulnerable. We also lead on a variety of partnership initiatives with council teams for

repairs and maintenance, allocations and lettings, and health and safety.

Our new Tenant Participation Promotion Team ensures that everyone has the opportunity to get involved, gain support, and form their own tenant association if they wish. Do get in touch, or just come along to our next monthly meeting. If you would like to find out more contact Peter Huntbach 01273 293248 or email [peter.huntbach@brighton-hove.gov.uk](mailto:peter.huntbach@brighton-hove.gov.uk)

Louis Loizou, chair of the Multi-Agency Health & Care Working Party

Helping you  
do more online

# Council Connect

Now you can  
**get help**  
to access  
your council  
services online

Our **Council Connect** team will be available to help you get online, using the **free computers** in our community libraries.

We can also help you to do other things online such as shopping, applying for jobs, or contacting family and friends through email or Facebook.

**Portslade Library**  
every Tuesday 2-5pm

01273 296914

**Hangleton Library**  
every Wednesday 10am-1pm

01273 296904

**Patcham Library**  
every Friday 10am-1pm

01273 296912

**Moulsecoomb Library**  
every Friday 2-5pm

01273 296910

**Westdene Library**  
every Saturday 10am-1pm

01273 296922

**Whitehawk Library**  
every Saturday 10am-1pm

01273 296924

**Saltdean Library**  
every Saturday 2-4pm

01273 296920

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

Are you confident using computers and the internet and interested in becoming a Council Connect volunteer?

Contact [library.volunteering@brighton-hove.gov.uk](mailto:library.volunteering@brighton-hove.gov.uk) to register your interest.



Brighton & Hove  
City Council

# Access your services online

**Our new Council Connect service opens up a whole range of online council services for you. Don't be put off if you are unfamiliar with computers – we have trained volunteers in many of our libraries ready to help you learn and find your way around the internet for free.**

You will need to join the library to use the computer, so bring proof of address, and as well as getting online, you will be able borrow CDs, DVDs and of course books! For more information go to [www.brighton-hove.gov.uk/councilconnect](http://www.brighton-hove.gov.uk/councilconnect)

Our online services enable you to:

- pay your rent and leaseholder or other housing charges
- check to see if you qualify for housing or council tax benefit
- pay your home contents insurance

- report housing repairs
- report anti-social behaviour and housing fraud
- make a Homemove bid
- find and print off forms and statements

If you have a computer, check it out at [www.brighton-hove.gov.uk/housingdoitnow](http://www.brighton-hove.gov.uk/housingdoitnow)

We'll soon be introducing a secure online service where you'll also be able to check the balance on your accounts 24 hours a day, seven days a week – with more planned. If you're interested, you



can register at [www.brighton-hove.gov.uk/tenants-online](http://www.brighton-hove.gov.uk/tenants-online) and we'll get back to you with further details when the system is ready.

Don't forget there are also computers that you can use in all our housing offices.

## New homes around the corner

Work will start this summer to build Brighton's first new council houses in over two decades.

Fifteen new homes will be built on the site of a disused block of flats in Wellington Road. Work is due to begin in late July and be completed in summer next year.

There will be eight two-bed flats, four one-bed flats and three four-bed houses. Homes will be allocated to local people on the waiting list.

Six car parking spaces will be provided on site along with covered cycle parking and refuse and recycling storage.

There are two fully wheelchair-accessible flats. All will be built to 'lifetime homes' standards and there is parking space for mobility scooters.

The development is eco-friendly with solar panels generating electricity and heating water, plus efficient gas boilers and rainwater collection. The Tenant Working Group has played a key role in the design and development of the project and will be helping to select the builders.

Costing £1.6m, the project is partly funded by the Homes and Communities Agency, plus borrowing by the council against income from future rents.



## What a first!

Our first annual report to you has been held up as an example of 'how to get it right' by four national tenant organisations.

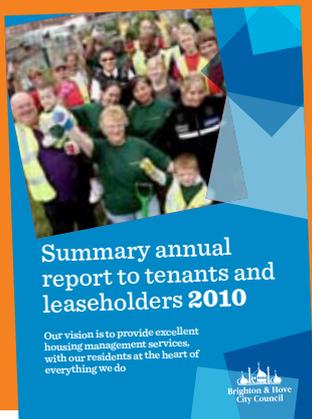
Out of 257 annual reports that they reviewed, ours stood out as a comprehensive and honest service assessment to help you check on our performance. Reviewers were impressed that tenants were heavily involved in developing the report, with input from resident groups and information based on wide consultation, and they liked the quotes from residents about levels of service.

So our thanks to all residents who were involved. With your help, we hope to do even better this year!

If you'd like to contribute to the next annual report, contact Carol Jenkins on 01273 293832 or 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.

You will be able to see and comment on the consultation draft for the 2011 annual report on our website at [www.brighton-hove.gov.uk/council-housing](http://www.brighton-hove.gov.uk/council-housing) or from your housing office or resident

association from late June to 24 July.



## New members are an asset!

**Sue Hansen, Frankie Stanton and Amanda Pulman attended their first Asset Management Panel at the new Housing Centre in Moulscomb last month.**

Members meet six times a year to work with the council and its partners to improve and develop service standards and repairs and maintenance, as well as playing a key role in the creation of new council housing in Brighton & Hove. Sue Hansen, of Bates Estate, said: "Participation is the key to improving and developing services – it's the best way to be heard."

If you want to make a difference contact your local community participation officer and find out about all the opportunities on offer.

We will be featuring the new housing centre in the next issue of Homing In.

## How to write right

Our mystery shoppers have been busy checking the quality of our written replies to complaints. The shoppers agreed they were looking for sympathetic, well presented, accurate and clear responses which made the person feel heard. The majority of letters passed the test but to ensure we keep to this standard,

we are carrying out a new programme of training followed up with regular quality checks for all staff involved in handling complaints.

For more information on the council's complaints procedure, visit [www.brighton-hove.gov.uk/complaints](http://www.brighton-hove.gov.uk/complaints) or ask at your housing office.

# Another successful City Assembly

Tenants, leaseholders and their local representatives gathered at the May City Assembly to discuss the first year of partnership working with Mears and the progress made by the energy efficiency working group.

A series of well attended workshops were held covering decent homes, estate improvement ideas, and the development of the out of hours services.

Bill Randall, the leader of the council and Liz Wakefield, the new cabinet member for housing, both emphasised their continuing support for the crucial strategic role direct customer involvement plays in scrutinising, influencing and developing performance and policy across all services. The next City Assembly will be held in November.



## People's day

bringing the city's communities together

Saturday  
**18 June**  
10am-6pm  
New Road  
Jubilee Sq

A community event to **celebrate** and promote all the diverse communities that make our city so vibrant

- live music • dance • play zone • local history • food stalls
- demonstrations • sport activities • exhibitions
- healthy living • treasure hunt • information

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

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**

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 13 June at 3pm in the Council Chamber, Hove Town Hall.

### Housing cabinet member meetings:

Wednesday 6 July 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? 請在這方格內加別, 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 któregośkolwiek biur 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**