

homing in

www.brighton-hove.gov.uk/council-housing

Spring 2012

Isaac and Betty both aged 8 from St Luke's Primary School Eco Club planting the first trees at Craven Vale Orchard project.



In this issue

Manor Place moves to Whitehawk Hub

Your chance to be a reporter

It's your Estate Development Budget

Important Housing Benefit changes

City Assembly news



**Brighton & Hove
City Council**

Keeping you in the picture

In these hard economic times, we want to do more to support our most vulnerable residents. The move to a self-financing council housing budget from April helps us to do this, as we will no longer have to pay millions to the central government treasury each year. We will be investing over £90million over the next three years to refurbish your homes, build new homes and bring more empty properties back into use. And we'll be doing more to support people in financial difficulty with new services which promote financial inclusion and tackle fuel poverty.

We will continue our commitment to update your housing with more energy saving and cost efficient improvements. Environmentally friendly boilers, lighting, and new state-of-the-art lifts are currently being installed in high rise blocks across the city, (read about Tyson Place on page 7).

Tenant consultation has been at the heart of all these improvements. Involving you in how your money is spent is crucial, which is why tenant involvement is top on the agenda at our City Assembly. Come along to Hove Town Hall on Saturday 19 May, (more



Councillor Liz Wakefield

information on p 14), and find out about all the opportunities to make a difference, hear some great success stories, and meet some of our tenants that have improved community life with help from the Estate Development Budget, (see page 6). It promises to be another great success.

See you there!

Liz Wakefield
Cabinet Member for Housing

Growing together

Children from St Luke's primary school helped volunteers from Craven Vale Community Association plant the first fruit trees to create a community orchard on Craven Vale estate.

Local resident, Grant Scott, co-ordinator of the project said: "Within a few years we will have a beautiful orchard. The council has been so supportive, our thanks go to the housing officers, local ward councillors and park rangers who have been so enthusiastic and helpful all the way through."

Bryn Thomas of the Brighton Permaculture Trust, said: "This

community orchard is a great way for residents of all ages to come together and enjoy growing, harvesting and eating local fruit, as well as preserving rare Sussex varieties of apple trees for the future." The project has been made possible with funding and support from Brighton Permaculture Trust, Big Tree Plant and Harvest.

For more information contact Grant at cidarec@hotmail.com



Brighton Permaculture volunteers Stephan Gehrels and Bryn Thomas with Grant Scott (middle), and teachers and children from St Luke's Eco Club.

Under one roof!

Manor Place Housing Office is moving to the Whitehawk Community Hub, where it will be closer to the primary school, new library, medical and children's centres.

Although there will not be a cash desk at the Whitehawk Hub, there are a variety of other ways to pay your rent:

- over the internet at <https://ww2.brighton-hove.gov.uk>
- by direct debit or standing order through your bank or building society
- by phone - using our 24 hour automatic payment line 01273 291908
- by calling the Housing Income Management Team on 01273 293224 (during office hours)
- by PayPoint card at banks, post offices or other PayPoint outlets (but not for insurance payments)

- by salary deductions if you're a council employee

You will still be able to pay cash over the counter at the Lavender Street, Selsfield Drive, Oxford Street and Victoria Road housing offices. For full details about all payment options please go to www.brightonhove.gov.uk/rent or call Rent Accounting on 01273 293065.

Manor Place closes on Friday 30 March and the housing service will be available at the Whitehawk Hub from Monday 2 April 2012. If you have any queries about the move, please contact the Manor Place Housing Office on 01273 293200.

Don't forget our trained Council Connect volunteers can help you to get online and find out how to use all our services through the internet. Council Connect is available at Whitehawk Library from 10am to 1pm on Saturdays.

Pay on-line

Our secure Housing Customer Online System (COS) is up and running, allowing you to make payments online and check the balance of your accounts, 24 hours a day, seven days a week. You can also print statements and arrange payment options if you are in arrears – all in complete safety

Please go to www.brighton-hove.gov.uk/tenants-online to register.



Crew Club Grant

Whitehawk's Crew Club has received a £400 Sports and Physical Activity Grant as part of the programme of celebrations leading up to the 2012 Games. Club member, Jadey Richardson aged 19, is delighted as it will mean he can develop his skills in Boccia – one of the many sports recently championed by wheelchair users. Jadey said: "The grant will let me learn more about Boccia and it will help me go on to teach others in this sport." Go to www.brighton-hove.gov.uk/2012 for info on what we're doing to mark the games.



welcome
to Whitehawk Library
& Toy Library

The new Whitehawk hub building.



Doing what we promised

Plans to improve resident involvement and access to services have moved a long way forward since they were promised in last year's annual report.

Almost 350 communal aerial systems have been upgraded, ready for the 'Digital Switchover' in March. Residents were involved in checking the quality of the completed work and agreed that the reduction of so many individual satellite dishes has improved the appearance of our blocks.

Our resident involvement database has been used to consult on a new repairs and improvements handbook for residents and to recruit members of the new Innovation Group looking at improving resident involvement.

Residents can now access information and services at a time that suits them and cost effectively for us through our improved website.

Over 700 tenants are now using our Housing Customer Online System to check their rent account 24/7 rather than waiting for a quarterly paper rent statement, saving time, paper and postage.



Annual report to council tenants and leaseholders 2011

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.

Brighton & Hove
City Council

Visit www.brighton-hove.gov.uk/council-housing.

We want tenants to help us write our 2012 annual report. Free training! Interested? We want to hear from you! Please contact Carol Jenkins, 01273 293832, email carol.jenkins@brighton-hove.gov.uk or write to her at Kings House, Grand Avenue, Hove BN3 2LS.



People's day

bringing the city's communities together

Come to People's Day on Saturday 14 July and celebrate our differences!

The day offers a unique opportunity for community groups to get together in the heart of Brighton – in New Road, Jubilee Square and Pavilion Gardens – to

make music, watch dance performances, eat glorious foods, and generally enjoy a heady mix of our city's diverse cultures and communities.

If your community group would like to take part please visit www.brighton-hove.gov.uk/peoplesday or call Andy Tyrrell-Murphy on 01273 290548.



And ... don't forget it's also Whitehawk Festival Day!

Come along to East Brighton Park between 11am - 4pm on 14 July and enjoy a great family day out full of community spirit.

There is still time to book a table for the table-top sale Contact Maggie Smeeth on 07884 456576.

Setting the standard

85% of council homes now meet the national Decent Homes Standard. Set by the government, this means property must be warm and weatherproof, in a reasonable state of repair and have modern facilities.

Surveys are being carried out on older properties to bring them up to standard which could mean a new bathroom or kitchen which includes extra sockets and low energy lighting.

There's more information on the Brighton & Hove Standard on our website at www.brighton-hove.gov.uk/bh-standard or you can pick up a leaflet at your housing office.

The council, in partnership with Mears, aims to bring all homes up to the Decent Homes Standard by the end of 2013.



Joy Pattenden of Donald Hall Road had her kitchen replaced in 2010..

Do you know anyone selling their keys?

It is estimated that 50,000 social homes are being sub-let in England. In an effort to free up homes to people on waiting lists, the government is proposing to make this activity a criminal offence.

Brighton & Hove is an area of great housing need and a small minority of tenants are adding to the problem – cheating the system by letting out their accommodation, living elsewhere, and taking the rent for themselves, often at a large profit. Some tenants have tried to transfer or succeed a tenancy without permission or invented

circumstances to get a priority allocation.

Reports of suspected sub-letting are increasing, despite Brighton & Hove being one of the first councils to successfully prosecute a tenant for sub-letting under the Fraud Act last year. Illegal sub-letting will not be tolerated – officers will investigate any information received and legal action will be taken if tenants are found guilty.

A tenancy fraud reporting form is available on our website at www.brighton-hove.gov.uk/housingonlineforms

Alternatively, you can phone 01273 291700 and make your report anonymously. Any information will be treated in the strictest confidence. You can also email anti-fraud@brighton-hove.gov.uk



As easy as EDB

Did you know that over half a million pounds a year is available for residents to spend on environmental and community projects through the Estate Development Budget or EDB?

It could be a new carpet for the communal lounge, landscaping for shared gardens or a creative project bringing people together. You don't have to be a residents' association to submit a bid, but it helps to get their support.

The Lewes Road Consortium is a group of nine tenant and resident associations in Moulsecoomb and Bevendean. Dave Murtagh, Chair of the association, said: "It made sense to join up. We received £18,000 which went towards a number of improvements, including a series of 'clean up days' and recycling unwanted clutter for free. It made an amazing difference to the appearance of our estates, while highlighting the importance of responsible waste disposal." The Community Pay Back Team built a new storage area for communal bins in Bevendean to keep the area clear and redecorated a number of shared communal areas. Dave continued: "We still have money in the pot and plenty more work to do. Join together - I thoroughly recommend it!"

Poplar Close may be one of the smallest low rise blocks with only 16 flats, but residents have achieved a great deal with EDB funding. At the heart of this close knit community is Howard Young, a resident of over 22 years. Along with friends and neighbours, Wendy, Des, Tony and many more, bid for a new bin store, sensor-safe internal lighting, spruced up fascia boards and a fresh coat of paint on their outside railings. Howard said: "It is an advantage to be small – because there are only a few of us it is easy to contact each other. We often pop round for a cup of tea and we keep an eye on those who need a little extra help. It's very special to have such caring neighbours, which is why we all take such pride in our surroundings and the EDB money helps us to carry out our plans."

Visit www.brighton-hove.gov.uk/edb for more information about the EDB, or contact your local Community Participation Officer.



Above: Dave Murtagh with Hannah Barker, Community Participation Officer



Right: Wendy Grice, Howard Young, Tony Woolf and Des Southon with their new bin store.

Neighbourhood councils

Our Communities & Equality team have been asking residents if they would like to see Brighton & Hove set up neighbourhood councils in line with the government's Localism Bill. The idea is to create a meaningful opportunity for people to influence decisions and have a say in how resources are used in their own community. These councils could range from online discussion groups to more traditional ways to engage. A summary of the consultation results will be published in the next issue. For more information visit www.brighton-hove.gov.uk/neighbourhoodcouncils



Tyson Place residents celebrate with Liftec engineers as the new lifts are opened! Centre right, Ann Ewings, Chair of Mount Pleasant Residents' Association.

Uplifting news!

Work has now started to replace lifts at Ecclesden, Courtlands and Highleigh as part of our nine year replacement programme. New lifts have been installed at Essex Place, Tyson Place and St Johns Mount, and we have already seen a big reduction in repairs call outs which speaks for itself. A big thank you to the resident members of the High Rise Action Group who have worked on the programme throughout and will continue to review priority lift replacement.

New communal lighting is also on the way, currently being fitted at Bates Estate. The latest sensor technology saves money and energy while keeping residents safe, as lighting activates when someone enters the building late at night. Emergency battery back-up keeps lights working for up to three hours in a power cut. Coming to you soon!

Don't forget – in the event of an emergency repair always call the Repairs Helpdesk 0800 052 6140.

Changes to housing benefit

The government's Welfare Reform Bill means a lot of changes to the benefit system are planned. From April 2012, all the rates for 'non-dependent' deductions are increasing. (A non-dependent is someone who lives in your home such as an adult son or daughter or other relative). The highest rate of deduction is increasing from £60.60 per week to £73.85 per week. If you are affected by the changes, you will receive a letter from the Council's Benefits Service telling you what your new benefit is and how much rent you have to pay.

In April 2013 restrictions will be introduced on your Housing Benefit if you are working age and your accommodation is too large for your family. Pensioners will not be affected.

We are still waiting for final details of these changes, but information is available at the Direct.Gov website and the BBC News website www.direct.gov.uk

If you want to check that we have an accurate record of who is living in your property, please contact your local housing office or you can complete our online form at www.brighton-hove.gov.uk/householdchanges with the details.

You can also find out about our transfer incentive scheme if you are interested in moving at www.brighton-hove.gov.uk/TIS.

We will keep you updated with the benefit changes in future editions of *Homing In*.





Use Carelink

Do you leave the taps running or the hob on?

Are you prone to falls at night?

Do you forget to take your medication?

These are just some of the concerns that Carelink Plus can help to answer.

Over 5000 users across the city benefit from the CareLink Plus community alarm service, and recent innovations in technology mean that Carelink Plus is expanding their range of telecare equipment. Products include smoke detectors, medication reminders, as well as fall and movement detectors, seizure sensors and flood detectors.

An operator is always on duty 24 hours a day, seven days a week, to answer your call and arrange help. If you would like to know more, please call CareLink Plus on 01273 673105 or email CareLink@brighton-hove.gov.uk

All residents living in Brighton & Hove City Council sheltered housing schemes automatically benefit from out-of-hours emergency call monitoring and response from Carelink Plus.

Sorted!

Billy has lived in Somerset Point for 12 years. At the age of 73 he relies on his wheelchair to get around his one bedroom ground floor flat and his mobility scooter to get out and about.

I am very happy with my life here," said Billy who is determined to stay independent. Scheme Manager Karen Over knows how important it is for residents like Billy to continue living in their own homes, and said: "Little things can mean a lot." This is why Karen came to Billy's rescue with a new microwave oven when his disability was making it difficult for him to use his cooker properly. Billy said: "It's so much easier for me to get myself a nice hot meal. A big thank you to everyone!"

Flying visit

Accomplished artist, Claire Nias (pictured right) packs her flying books up in a suitcase and has been taking them with her everywhere since 2005.

She recently visited a group of residents from sheltered housing at the new housing centre in Moulescoomb to give them a taste of her extraordinary project. Claire said: "There are currently over 100 note books which started off blank and now are full of everyone's contributions as they fly from one visit and one person to another. One of my favourites is the book of growing things which is packed with newspaper cuttings, photos, poems and gardening tips as the books are passed around. Everyone enjoys adding to them and sharing the fun."

For more information, visit flyingbooks.net

Resident, Walter Sargeson, a keen gardener himself, enjoys the books with Claire.



Brian Balchin

It is with great regret that we have to tell you of the death of Brian Balchin, tenant and sheltered housing representative for many years. Brian was a popular and respected representative and will be greatly missed. He was the chair of his local association at Jasmine Court and a very active member of both the Sheltered Housing Action Group and the Repairs & Maintenance Monitoring Group.

Brian was recognised as a tireless fighter for the rights of tenants and was actively involved up to the day before his death. Brian will be a significant loss to the tenant movement and our thoughts and sympathy go to his family at this difficult time.

Brian's daughter, Paula added: "Dad found his true passion of helping people when he moved into Jasmine Court, he was proud that he was doing something with real purpose. I hope to build on the social activities that Dad and I started together at Jasmine Court through our church, as a legacy to all his hard work."

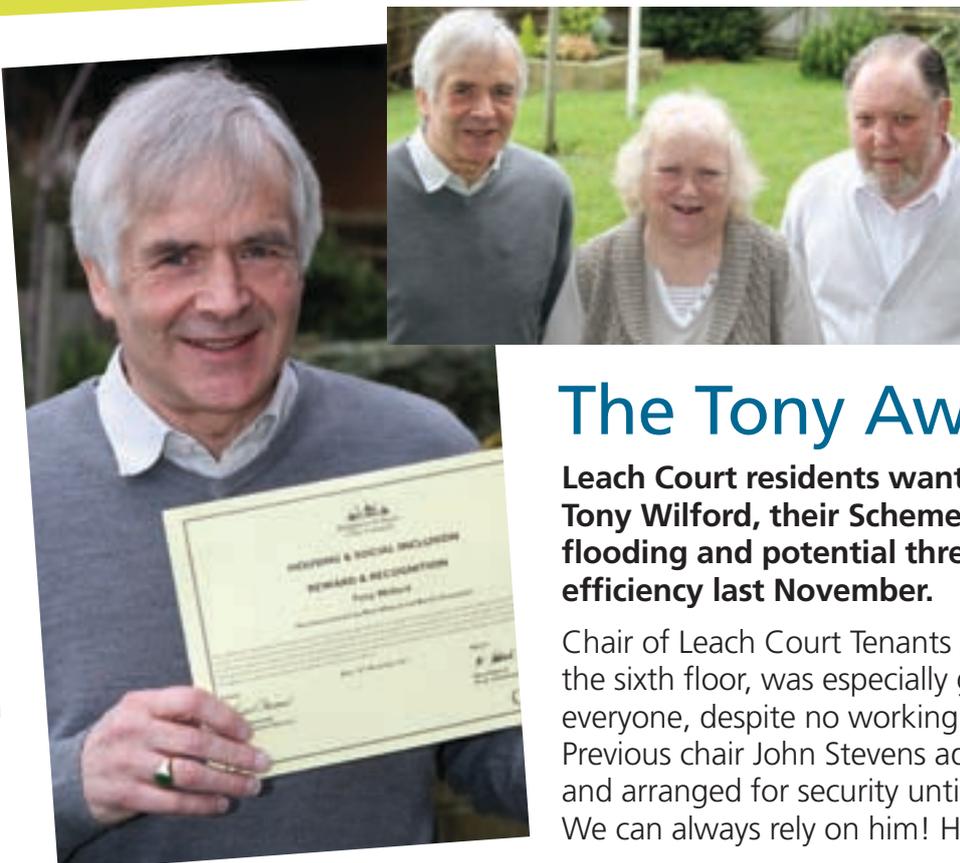


Safe scooter storage

Are you thinking of buying a mobility scooter? Do you have enough space to store it safely? Suitable storage space within our sheltered housing schemes is often very limited. Fire safety is a top priority and scooters can pose a potential hazard if left in common ways where they can block escape routes. They are also made of combustible materials and charged by mains electricity, so early warning in case there's a problem is vital. Scooters must only be stored in areas that have been assessed to be safe and that have hard-wired smoke detectors fitted.

Please speak to your scheme manager before making your decision and ensure you have safe space available. If you have mobility or other issues that might make it difficult for you to evacuate your home in case of a fire, please ensure that you have a personalised emergency evacuation plan (PEEP). Speak with your scheme manager if you're not sure.

For a copy of the full advice and guidance notes please ask your scheme manager or email: sheltered@brighton-hove.gov.uk



The Tony Award!

Leach Court residents want to say a big thank you to Tony Wilford, their Scheme Manager, who handled serious flooding and potential threat of fire with great calm and efficiency last November.

Chair of Leach Court Tenants Association Jean Davis who lives on the sixth floor, was especially grateful. She said "Tony and Dan visited everyone, despite no working lifts, bringing torches and reassurance." Previous chair John Stevens added: "Tony made sure we were safe and arranged for security until power was restored 24 hours later. We can always rely on him! He's a great guy!"

A problem shared ...

The council has been awarded over £200,000 from the European Regional Development Fund to help local communities and families tackle addiction over the next three years.

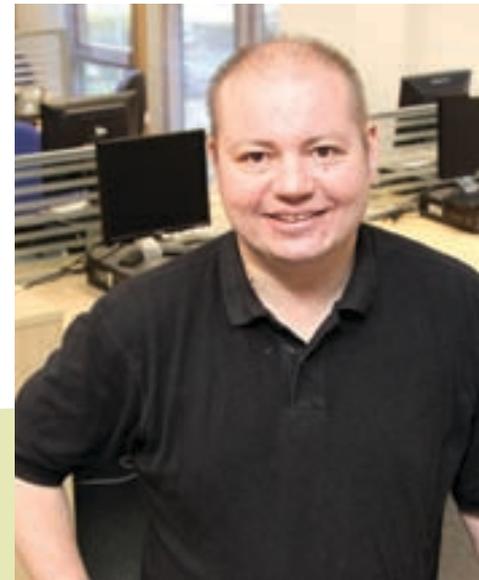
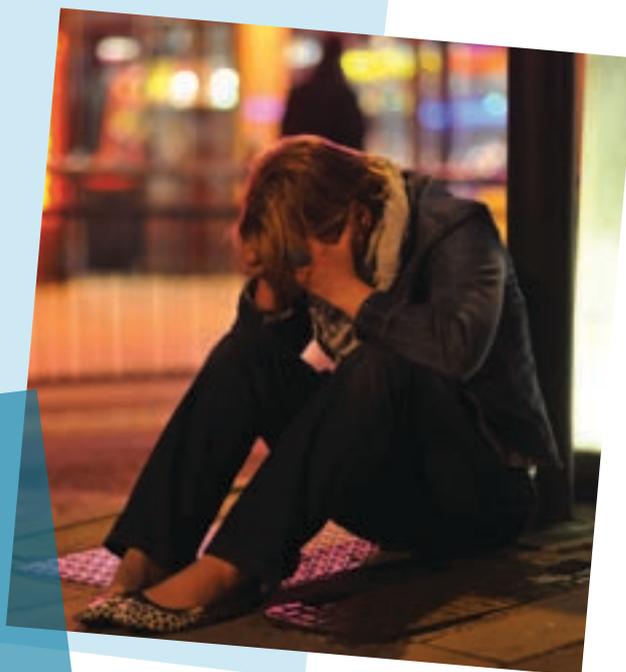


Liz Wakefield, Cabinet Member for Housing said: "This is much needed money that will go a long way to addressing the problems faced not only by the substance user themselves, but by their family and the surrounding community, who need just as much support to achieve and maintain recovery."



The project, known as CAFTA – Communities & Families Tackling Addiction – will link young people, families, communities and local services to shape project activities, including a pilot scheme for young people, training for individuals either personally or professionally involved with the effects of addiction, and work in local communities to reduce the harm caused by substance misuse.

If you would like to find out more about CAFTA and how you can get involved please visit the website www.brighton-hove.gov.uk/cafta or contact Steve Hartley on 01273 292961.



The home visit is at the heart of our work.

James said: "Many people living alone become isolated and don't want to go out, so it is essential that we go to them. We cannot gather a proper picture of the problems that the person is facing unless we can see how they are living and have a chat in a relaxed atmosphere."

"We will work intensively with the tenant to establish why it is they are struggling and how we can offer the best help and support. Some cases are complex and we will bring in other agencies to tackle their issues such as, the Substance Misuse Service to help with drugs and alcohol problems, the Learning & Disability Team, Social Services and so on according to the need."



A day in the life...

of a Tenancy Sustainment Officer. James Pemberton has been helping tenants to keep their homes for the past three years, with 25 cases on his books at any time, and as one of a team of four with equal caseloads, that's a lot of vulnerable people needing extra support across the city.



"Today I am visiting Julie for a general catch up. She previously lived in supported accommodation, but has decided to live more independently in recent years. She was finding it a struggle at first but since we have been supporting her she has regained her confidence and is making a real go of it."

"Our main priority is to keep tenants living independently and safely in their homes. Poor mental health, substance misuse and anti-social behaviour tend to be the main causes of tenancy problems, usually the tenant will live alone with little or no support. We do also work with couples and families, often where a family member has learning difficulties, and are in need of extra support."



Julie said: "James has made such a difference, he is so reassuring and supportive. I am so much better at going out now and dealing with life."



Residents of Poplar Close, Hangleton are grateful grit is close at hand



Three individual policies have been developed in tandem as part of Rate Your Estate - Neighbourhood, Grounds Maintenance and Action for Adverse Weather - all designed to improve surroundings and keep residents safe.

Tenants have agreed these priorities:

- cleaning standards will be displayed in all communal areas
- more training and support for residents to increase participation
- more tenant involvement, planting for wildlife conservation, and a review of charges for improved communal green areas
- more grit bins and a map of where to find them on the council website, as well as snow clearing equipment for tenant and resident associations

This work can only continue with your help – if you would like to take part in our regular estate walkabouts, join one of our resident groups, or receive a copy of the full policies, please contact Trevor Jones by email trevor.jones@brighton-hove.gov.uk or telephone 01273 294651.

Top rate

Rate Your Estate in Moulsecoomb and Bevendean has been such a success that the tenant led Estates Service Monitoring Group has voted that the inspections should go city-wide. Volunteers are needed – this could be your chance to make a difference. Rate Your Estate Assessor Dave Murtagh said: "This is a great opportunity for residents to be actively involved in improving services on our estates, while acknowledging the council's commitment to clean, well-maintained and safe homes and estates where communities can thrive, which is what we all want."

Abandoned

Animal shelters are inundated, says Izzie Blanden, animal welfare officer for the council, "There is an increase in people breeding dogs, especially staffies and other bullbreeds, and in this economic climate people are struggling to look after them. We urge people to carefully consider the possible results of breeding these dogs. We can offer support and advice on neutering cats and dogs, which is the best way of ensuring that breeding does not get out of control." If you are thinking of keeping a pet read the guidelines on responsible pet ownership in your tenant handbook first. Contact the Animal Welfare Team for information on 01273 292446.

Don't miss Dog Days at the Crew Club, Whitehawk. 21 & 22 March
Wednesday 2-5pm or Thursday 2-6pm

The RSPCA in partnership with the council's Animal Welfare Team offers a free dog care day. Included are training & pet care tips, low cost Staffie and bull breed neutering vouchers and much more.





Say no to noise

At your wits' end with noisy neighbours? Call the Environmental Protection Team. Mylene Hayward and her colleagues investigate over 3,000 complaints a year, with 14 prosecutions since last April.

Mylene said: "Most people report loud music and barking dogs, although DIY and car alarms are high on the list."

Mylene suggests keeping a noise diary, which can be used to resolve a dispute informally. "Often neighbours are not aware that they are disturbing others, but if you are afraid do not try to tackle the problem yourself. Loud noise is unacceptable and our team works to help residents live in a reasonable peaceful environment."

The team has a legal responsibility to investigate all noise complaints, with some inevitably leading to Noise Abatement Orders which, if breached, can see offenders facing eviction, fines up to £5,000 and receiving a criminal conviction.

To make a complaint call 01273 292929 during office hours or email ehl.environmentalprotection@brighton-hove.gov.uk

The Noise Patrol operates on Friday and Saturday nights between 10pm and 3am – you can call them on 01273 293541. Officers can also attend residents meetings or Local Action Teams to talk about noise nuisance.

Looking good...

Over a third of 3,000 randomly selected tenants took part in our latest Tenants Satisfaction survey. Early results show an overall satisfaction with our housing services. Here are few initial key statistics.

83% of tenants are generally satisfied with housing services, a 11% rise since the last survey in 2008.

94% of tenants aged 65 and over are happy with services as compared to 71% of tenants aged 18-44.

76% of tenants are generally satisfied with repairs & maintenance.

75% of tenants think our services are good at keeping them informed about things that affect them as residents.

Percentages are taken from the sample of 1,251 responders.



Penelope Patterson of Leach Court with Geraldine English of Whitehawk Way, two of three people to win £50 M&S vouchers from the survey prize draw, (the other person preferred to remain anonymous).

A huge thank you to everyone who completed the survey.

Final full results will be published in March and will be available on our website at www.brighton-hove.gov.uk/council-housing

Improving resident involvement

City Assembly
Saturday 19 May
from 9.30am – 4pm
Hove Town Hall

be part of it!

All council
tenants and
leaseholders
welcome

Crèche
available

Free
sandwich
buffet

Join in via live
webcast, twitter,
post questions on
the live blog

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

twitter@
cityassembly

Contact us by 1 May to book your place (and if you need a crèche place), tell us any special requirements and any questions you'd like raised.

Tel 01273 294651, email cpt@brighton-hove.gov.uk
or write to Community Participation Team,
Housing Centre, Unit 1 Fairway Trading Estate,
Eastergate Road, Brighton, BN2 4QL



**Brighton & Hove
City Council**



All inclusive means what it says!

Innovation means involvement at the City Assembly

The Innovations Group has been meeting every week since November to explore ways to get more residents involved in the decisions about their housing and communities.

Innovations Group member Samantha Murphy said: "We are quite a diverse group, which is what we want to encourage in terms of resident involvement. It's great because we all bring new ideas and different experiences. One thing we all agree on is the need to involve more diverse groups and a wider age range of people in ways and at times that are good for them, social media being one of the great communication tools for reaching out to everyone."

Chris Kift, Chair of the City Assembly welcomes the Innovations Group to the assembly, where they will be presenting their ideas. He said: "The City Assembly wants to include as many people as possible – even if they can't make it in person, they can take part and hear the debate thanks to modern technology. We will be making more time to answer questions from our live twitter feed and, of course, will have blogs and webcast again as well as Facebook. It just gets bigger and better!"

Goodbye to two valued colleagues

**John Austin-Locke
Policy & Performance Manager**

Over the 23 years that John Austin-Locke worked for the council he made tenant participation his priority. Both directly and with the help of the Community Participation Officers, John played a key role in supporting and expanding resident involvement in its many forms. John was well regarded as a frequent contributor at area panels and a variety of tenants and resident meetings and working groups. More recently, he was a driving force behind establishing and later playing a leading role in the City Assembly, the most successful yet.

**John Bain
Community & Participation Officer**

John Bain joined us in the late 1990's having previously worked for Lambeth and East Sussex County Council. His calm and considered approach won him many friends in the tenant movement. Many resident leaders benefitted from John's wise words and he will be missed and remembered by colleagues and residents alike.

We wish them both a long and happy retirement.



John Bain

John Austin-Locke

Online services

Visit the council housing website at www.brighton-hove.gov.uk/council-housing

Pay online at ww2.brighton-hove.gov.uk

Go to or register for the Housing Customer online system at <https://housingcos.brighton-hove.gov.uk>

Information about Money Matters, Tax and Benefits www.direct.gov.uk/en/MoneyTaxAndBenefits

Homemove website www.homemove.org.uk

Check out all housing online services at www.brighton-hove.gov.uk/housingdoitnow

Useful contacts

Housing Benefits

housing.benefits@brighton-hove.gov.uk
01273 292000

Housing Income Management Team

housing.incomemanagement@brighton-hove.gov.uk
01273 293224

Repairs Helpdesk

BHCC.repairs@mearsgroup.co.uk
0800 052 6140

Rise (Charity supporting those suffering Domestic Abuse)

www.riseuk.org.uk
01273 622822

Carelink Plus Alarm Service

CareLinkPlus@brighton-hove.gov.uk
01273 673105

Citizens Advice Bureau

www.citizensadvice.org.uk/brightonhovecab
0845 1203710

Job Centre Plus

www.jobseekers.direct.gov.uk
0845 604 3719

Noise Nuisance

www.brighton-hove.gov.uk/noise
01273 292929 or
01273 292229 for out of hours emergencies)

Council & Tenant Meetings

Housing Management Consultative Committee meetings:

Monday, 19 March, at 3pm
Monday, 30 April at 3pm

Housing Cabinet Member meetings:

Wednesday, 29 February at 4pm
Wednesday, 11 April at 4pm

All meetings will be held in the Council Chamber, Hove Town Hall.

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

The agenda and minutes will be available on the council website, www.brighton-hove.gov.uk/council-housing

If you have any comments or items, e-mail 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.

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Translations

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

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

অনুবাদের ব্যবে টিক চিহ্ন নিয়ে কাউন্সিল অফিসে নিয়ে যান। Bengali

需要翻译？请在表格内勾选，并取到任何市政局办事处。 Cantonese

ترجمة؟ ضع علامة في المربع وتأخذها إلى مكتب البلدية. Farsi

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

需要翻译？请在表格内勾选，并取到任何市政局办事处。 Mandarin

Humaczenie? Zaznacz to klikienko i zwróc do ktoregoko wiek biura samorządu lokalnego (council office). Polish

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

Teröümesi için karşyi işaretleýiniz ve bir semt belediye bürosuna veriniz. Turkish

other (please state)

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