

# homing in

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

Spring 2015



It's 'hats off' to Evelyn Court resident, Joan Granger, who is celebrating the transformation of her studio into a spacious, modern one bed flat. Full story on page 11.

## In this issue

Construction starts on new council homes

The new Crime and Policing Act puts the victim first

Our Income Management Team is here to help

More apprenticeship opportunities with Mears

Make sure you are registered to vote in May



**Brighton & Hove  
City Council**

# New powers for your peace

**The rights of victims are at the heart of new powers that allow the council to take swifter and stronger action to deal with persistent anti-social behaviour (page 4).**

The Anti-Social Behaviour Crime and Policing Act 2014 gives the council absolute grounds to evict tenants who make their neighbours' lives a misery.

It also introduces a 'community trigger,' which gives victims the right to a review of their case by the council or the police if they have reported three different incidents in six months and feel nothing has been done to resolve the situation.

The council and the police have extended powers to close flats or houses where tenants deal drugs,



**Chair of Housing, Bill Randall visits Whitehawk where 257 homes have had solar panels installed. More installation starts soon in Hollingdean on 70 homes**

persist in playing loud music or use threatening behaviour.

The act also gives the council stronger powers to deal with people who don't control their dogs, a growing problem on some of our estates.

The new law shifts the balance towards victims of anti-social behaviour, a move that is largely

overdue. Most of our tenants do not cause problems for their neighbours. We now have stronger powers to deal with those who do, and we will use them where necessary to allow tenants the 'quiet enjoyment' of their homes.

**Councillor Bill Randall**  
Chair of Housing

## Don't miss the next City Assembly

**The City Assembly will be back at the Housing Centre in Moulsecoomb on Saturday 16 May. The event runs from 9.30am to 3.30pm and the theme is well-being and health.**

In the morning there will be presentations on healthy and affordable eating, how to get the most out of your local NHS services and useful tips for saving money on bills. Breakout sessions will reflect these important themes. In the afternoon our Service Improvement Groups will be

**To book your place, contact the Resident Involvement Team on 01273 292112 or email [RIT@brighton-hove.gov.uk](mailto:RIT@brighton-hove.gov.uk).**



reporting on their progress so far. As usual, there will be an opportunity to visit a wide variety of local organisations in the information hall.

Free buffet lunch and refreshments will be provided.

**Carer's and travel costs available.**

## Help us with the Annual Report 2015

**We will be producing our annual report this spring which will be sent to all tenants and leaseholders.**

It's an opportunity to reflect on the past year and we'll be looking at how you've been involved in developing the service, the things we've done well and where we need to improve. We'd also like to know what you'd like to see in the report, so please get in touch with the Performance and Improvement Team with your ideas on 01273 293219 or [housing.performance@brighton-hove.gov.uk](mailto:housing.performance@brighton-hove.gov.uk).

## Here to help

**Collecting rent is just one part of the Housing Income Management Team's work. They are one of the first teams new tenants meet when they sign up for a new home, welcoming them with advice and support to help them manage their tenancy.**

The team helps new tenants with online Housing Benefit applications, advises them of the amount of rent they need to pay and offers 'financial health checks'. Income Services Manager Sue Baker said: "We want to do everything we can to make sure tenants are able to sustain their tenancies."

The team advises tenants about paying rent by Direct Debit, Standing Order or other payment methods to suit individual needs. They can also advise about basic bank accounts, and refer tenants for help with budgeting to Money Advice Community Support (MACS), who work in partnership with the council.



Tenants can also access trained energy mentors who can help save money on fuel bills.

Tenants who are interested in training for new work opportunities can be referred to the Housing Inclusion Team. The team work in partnership with education providers throughout the city offering free training to develop skills such as computing, English and maths, as well as a number of personal development options.

Our libraries offer free internet access with volunteers to help tenants get online.

Sue said: "The Housing Income Management Team is here to help. If you are struggling to pay your rent, don't bury your head in the sand or turn to a payday loan company, contact us straight away on 01273 293224 or email [housing.incomemanagement@brighton-hove.gov.uk](mailto:incomemanagement@brighton-hove.gov.uk).

## Ways to pay

**Direct Debit is the easy way to pay your rent. Your rent payments will simply be taken out of your bank or building society every month. You will be fully protected and you can stop any time if you need to. You can also choose to pay through a standing order, which you can set up yourself through your bank or building society.**

You can also pay:

- Online with a debit card using our secure server at [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk) - go to the payments section and select housing rents from the drop down menu.

- Calling our 24-hour automated payment line on 01273 291908 to pay by debit card.
- Calling 01273 293224 during office hours – select option 2 to speak to one of our staff and pay by debit or credit card.
- Using a PayPoint card at PayPoint outlets. To order a payment card, call 01273 293065.

All the information you need to make a decision is available on [www.brighton-hove.gov.uk/rent](http://www.brighton-hove.gov.uk/rent).

To find out more, call us on 01273 293065 or email [rentaccounting@brighton-hove.gov.uk](mailto:rentaccounting@brighton-hove.gov.uk).

# Acting for you

The rights of victims are at the heart of new legislation brought in to address persistent antisocial behaviour. The Anti-Social Behaviour Crime and Policing Act 2014 is intended to speed up and simplify the process of tackling anti-social behaviour and – if victims are unsatisfied with the results – they have a right to request a review.

## Highlights

**The Injunction** – previously the court would rarely grant an injunction against anyone under the age of 18. Now the age limit has dropped to ten, with the intention that a lower limit will provide more of an opportunity to change behaviour before adulthood and more serious crime.

**The Community Protection Notice** – tackles environmental issues such as litter, graffiti and persistent noise. The perpetrators are required to stop the behaviour and co-operate with the council, police and the community they have harmed to achieve resolution. Any failure to comply will be treated as an offence.

## Community Trigger

If they are dissatisfied and have reported three or more separate incidents in the last six months, victims have the right to request a review of their case. The case will be re-investigated, and if the action is found lacking, recommendations for further action will be made.



Council's Tenancy Enforcement Manager, Richard Jordan Penswick said: "This act represents a decisive shift in

approach. It is intended to allow landlords to take faster and more effective actions to stop those making victims lives a misery. It also makes clear that the impact of the anti-social behaviour on the welfare, safety and well-being of victims must be the main consideration when deciding what action to take."

## Closure Orders

The council and the police have the power to lock out tenants from 48 hours to six months if they ignore warnings and continue to behave anti-socially, such as drug dealing, noisy music or threatening behaviour.

**Absolute Ground for Possession** is granted to the council through the courts when there has been serious anti-social or criminal behaviour. Specific legal actions must have already taken place, such as a serious criminal conviction, breach of an injunction or abatement notice, or the grant of a closure order.

# Dealing with it

In 2012 Tyson Place residents successfully put an end to drug dealing from two flats in their block in Brighton. They worked with the police and the council to obtain closure orders, and a number of arrests were made. The dealers' properties were repossessed by the council and normal life restored.

Ann Ewings, Chair of Tyson Place Residents Association said: "It just takes a few anti-social people to completely ruin the lives of others. As soon as the perpetrators left we all felt such relief. Residents were determined to stop this appalling blight, and with marvellous support from the police and the council, we have our lives back and are still enjoying our neighbourhood three years on."



Tyson Place residents

## Home contents insurance for under £1 per week!

Protect your belongings against damage caused by burst pipes or other households risks like fire or smoke damage, theft or vandalism for under £1 per week.

Different premium rates apply according to your payment method. You have the option to pay fortnightly or monthly by cash, monthly by direct debit, or annually by cheque, postal order or debit card.

For more information, please visit [www.brighton-hove.gov.uk/hcinsurance](http://www.brighton-hove.gov.uk/hcinsurance).

For any enquiries, call Thistle Insurance Services directly on 0845 601 7007 (01628 586187 if you're calling from a mobile), or email [crystal@iltgroup.com](mailto:crystal@iltgroup.com).

If you need help filling in the form, Thistle can complete your application over the phone.



## Keeping you in the loop

When requesting an engineer to attend urgently, such as for a sounding fire alarm, residents will be now asked to provide their flat and phone number so that the engineer has a contact on site to explain what has happened and to ensure that access to the building is guaranteed.

The number to call to report all repairs is 0800 052 6140 (or local number 01273 294409 if you're calling from a mobile).



Smoke damage in Roedale Court in 2011



## Smoke vents a clear success

The council takes fire safety in our blocks very seriously. We have been working closely with East Sussex Fire and Rescue Service to make improvements in line with statutory obligations bought in following fires in blocks elsewhere.

One of our first actions was to fit smoke vents in the top windows of enclosed communal stairwells. The vents have not proved popular with everyone as they can reduce natural light and can cause drafts. However, the vents are a nationally recommended safety feature for a reason.

Roedale Court residents can bear this out. In a fire on the ground floor in 2011, residents had great difficulty evacuating the building because thick smoke in the stair wells penetrated and damaged upper floors, and made it almost impossible to use the stairs.

Smoke vents were fitted in 2012 before a second ground floor fire at Roedale. This time the smoke escaped freely through the vents, allowing the residents to escape easily and safely down the stairs. No upstairs flats suffered smoke damage.

# A new look for the discretionary gardening and decorating schemes

**We have been offering older and disabled tenants help with decorating and gardening for many years.**

Recent changes to disability benefits and the pension age prompted us to review these schemes to make sure we are using the limited budget in the best and fairest way possible. After giving careful consideration to the comments from Area Panel representatives, the following recommendations were agreed at Housing Committee and come into effect from 1 April 2015.

- The age that applicants can now apply has risen from 65 years to 70 years
- Those who are in receipt of Personal Independence Payments (PIP) or Attendance Allowance (AA) will now be eligible to apply
- All applicants must be in receipt of Housing Benefit
- Decorating vouchers will be replaced with a decorating pack
- To allow as many tenants as possible to benefit from the two decorating schemes, successful applicants will only be able to apply once every two years

The schemes consist of the following options:



## Gardening

Mears will cut the grass and hedges up to four times a year.

## Decorating work

For tenants who are unable to do the work themselves and do not have anyone to help them, Mears will decorate one room.

## Decorating packs

The packs will contain the paint and materials needed to decorate one room. This offers tenants who are able to do the decorating themselves or have someone to help, better value for money and reassurance that they have everything they need to do their decorating, with the option of free delivery from Brewers.

If you think you may qualify for the schemes, you can find out more at [www.brighton-hove.gov.uk/discretionaryschemes](http://www.brighton-hove.gov.uk/discretionaryschemes) or by contacting Housing Customer Services on 01273 293030 or [housing.customerservices@brighton-hove.gov.uk](mailto:housing.customerservices@brighton-hove.gov.uk).

## Tenant scrutiny update

**Thank you to all the tenants who responded to the latest Tenant Scrutiny Panel review of responsive repairs. The review is continuing so please keep the feedback coming!**

As part of the review, members visited the Mears Helpdesk for a day and were impressed with how well the team was managed, and how extremely knowledgeable they had to be about a wide variety of processes. Calls were responded to on time and tough targets were achieved.

We will shortly be recruiting new members for the panel. If you're interested or would like to know more, please email [tenantscrutiny@brighton-hove.gov.uk](mailto:tenantscrutiny@brighton-hove.gov.uk) or call 01273 291110.

## Just so you know

We have four new contractors working alongside Mears to maintain and improve your homes:

- Onyx Facilities Services Ltd for ventilation
- Knightguard Security Ltd for door entry and CCTV
- Allied Protection Services for fire alarms and emergency lighting
- Appello low voltage service for sheltered housing door entry and CCTV, fire alarms, emergency lighting and warden call systems

The contracts began in January and run for four years. There's no change to report repairs, so please continue to call the Mears Helpdesk.

# A bright future



**It's that time of year again and Mears are looking to recruit a new intake of apprentices. They will be holding an Open Day on Friday 24 April from 11am to 6pm at the Housing Centre in Eastergate Road, Moulsecoomb.**

Training opportunities are on offer across all trades in the construction industry and office based business administration.

Mears has trained carpenters, electricians, plumbers and gas fitters, multi-traders, painter and decorators, and business administrators.

James Cryer, Partnership Manager for Mears said: "Everyone is welcome to drop-in and have a chat with us to find out what it means to be an apprentice with Mears and the council. A high percentage of our apprentices live locally, many in the areas that we look after. Last year we had one female trade apprentice who graduated and now works as a gas engineer, and we would really like to encourage many more applications from women this year."

We've offered 85 apprenticeships so far, 25 are currently in progress and 24 of our graduated apprentices are now working full time in their chosen job with Mears. This includes 100% of the apprentices who chose office-related work.

You can register for a place on the scheme when you visit the open day or can register before the event by email.

For more information, please email [bhcc.enquiries@mearsgroup.co.uk](mailto:bhcc.enquiries@mearsgroup.co.uk).

You can also check out the Mears website at [www.mearsgroup.co.uk/working-for-mears/apprenticeships](http://www.mearsgroup.co.uk/working-for-mears/apprenticeships).

# Feeling secure

**Reports of unwanted visitors into high rise blocks, mainly in the Kemp Town area of the city have increased over the past year. The problem became such a concern that a security company were brought in to inspect the communal areas and move people on.**

One block that was experiencing a high number of unwanted visitors was chosen to take part in a three month trial to switch off the trades button on the main front door. Royal Mail were given a key fob for access to continue with postal deliveries.

The residents helped complete an evaluation and said they felt safer during the time the trades button had not been in use. A report is going to Housing Committee in March recommending that we consult with residents before trades buttons are switched off.

# Charlie's angle!

**Charlie Reed, aged 22 from Brighton, works full time for Hankinsons, one of Mears's local partner firms. Charlie wants to build her own home one day. She is very determined to get all the necessary skills under her belt, having already completed two apprenticeships, at the Queen's Hotel and City College where she learned decorating. Next she wants to train as a plumber.**

There are apprentice opportunities with a variety of Mears's partners. Find out more at the open day!



Charlie repainting railings at St Cuthman's Close, Whitehawk

# New homes for neighbourhoods

Building work is starting on 29 new council homes at five sites across the city, with around 200 more in the pipeline. All will be advertised and let through Homemove. Our Estate Regeneration Team has been working with residents to make best use of under-used council land and buildings as sites for new homes in this time of high need. Below is a summary of some of the schemes...

## 15 new affordable rent flats at Robert Lodge

Work has started to build 15 new flats on the site of the former Manor Place housing office at Robert Lodge, Whitehawk Road. Nine one-bedroom flats in the first block will include a fully wheelchair accessible flat and a lift. The flats are expected to be finished in early 2016.

The Robert Lodge Resident Association has been very involved right from the start and designs were revised to meet some concerns raised by residents. Robert Lodge residents are helping to plan new landscaping in the communal garden, and will also have the opportunity to rent new stores for mobility scooters.

## Two new wheelchair accessible family bungalows for affordable rent on Preston Road

Former temporary accommodation prefabs in Preston Road will be rebuilt as two new three-bedroom fully wheelchair accessible bungalows with private gardens. Completion is expected this summer.

## 12 new family houses at affordable rents on three former garage sites

Having consulted with local residents, Hangleton Residents Association and the West Area Panel, 12 new family houses are being built on three former council garage sites at Foredown Road and Flint Close in Portslade and Hardwick Road in Hangleton. The houses are expected to be completed early next year.

## 45 new extra care flats at Brooke Mead

Former temporary accommodation at Brooke Mead in Albion Street is being demolished to build 45 new extra care flats with community facilities.



Westridge Site Manager Terry Cox, Director of Westridge Steve Smith, Senior Architect Catherine Whitby, Programme Manager Sam Smith, and Chair of Housing Bill Randall on site for the new build at Robert Lodge

## 20 affordable rent homes on the former Selsfield Drive housing office site

Bates Estate Resident Association has been consulted on initial drawings for 20 new flats on the site of the former housing office near Moulsecoomb. These designs incorporate balconies, green terraces and food growing areas.

The association will continue to be involved as plans develop and full consultation with residents will start after further design.

## Five new affordable rent homes on Ardingly Street car parking spaces

Plans for five one and two-bedroom council homes in Ardingly Street, Kemp Town, including a two-bedroom wheelchair accessible flat, are awaiting planning consent. We have involved the local resident association from the start of the project and carried out wider consultation with local residents.

## Design competition

We're holding a competition for architects to design new council homes at former or under-used garage and parking sites at Hinton Close, Rotherfield Crescent, Natal Road and Frederick Street.

## New Homes for Whitehawk

**We are holding a drop-in consultation day on Tuesday 24 March at the Whitehawk Hub in Whitehawk Road between 10am and 6pm**

There will be a model of two development sites at Findon Road (the former library site) and the Wellsbourne site on Whitehawk Road. Residents will be able to comment on the proposals before the plans are finalised.

Sam Smith, Westridge Site Manager David Sinden, Councillor Bill Randall, Senior Architect Stephen Toomey, and Steve Smith, on site at Preston Road where the new bungalows will be built



The Neighbourhood Council – Due East – will also be there to listen to your views about what is important to you in Whitehawk.

## For more information

There's more information on the New Homes for Neighbourhoods council webpage at [www.brighton-hove.gov.uk/nhfn](http://www.brighton-hove.gov.uk/nhfn), including regular updates and links to planning documents.

You can contact the Estate Regeneration Team by:

**Email** [estate.regeneration@brighton-hove.gov.uk](mailto:estate.regeneration@brighton-hove.gov.uk)

**Phone** 01273 290591

**Post** Estate Regeneration Team, Brighton & Hove City Council, Room 506, Kings House, Grand Avenue, Hove BN3 2SR



Chair of Housing Bill Randall at existing Robert Lodge buildings where new roofs and extra insulation are being installed

# How we've been doing

June to  
September  
2014/15

## Rent collection and current arrears

Forecasted rent collection rate of 98.24% for the end of the financial year

### Rent collection rate

**1.76%**

Rent outstanding



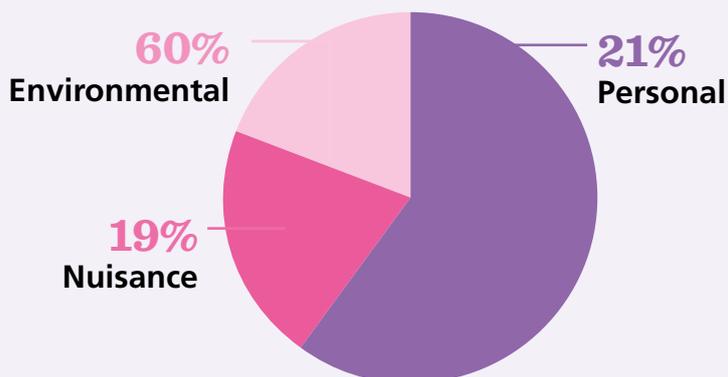
## Estates Service

- 99% of cleaning tasks completed (13,422 total tasks during the quarter)
- 99% of bulk waste removed in time
- 99% of light replacements/repairs completed in time

## Anti-social behaviour (ASB)

- 190 open cases at the end of the quarter
- 93 cases closed
- 1 ASB eviction during the quarter
- 1,081 incidents reported to staff

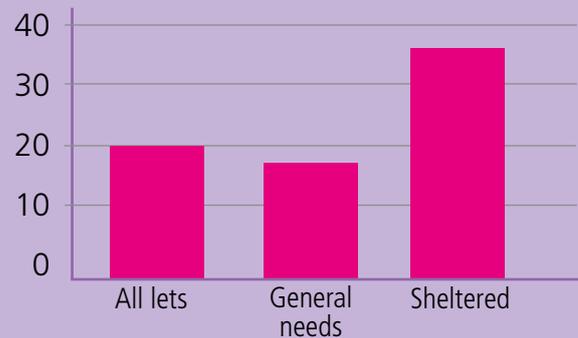
### ASB incidents by type



## Empty home turnaround time and mutual exchanges

- 159 homes let, taking an average of 20 days (or 38 days including major works)

### Average re-let time in days



- 100% of decisions on mutual exchange applications made within 42 days, up from 92% last quarter

## Property & Investment

- Overall energy efficiency rating of council dwellings continues to improve
- 70% of calls to the repairs helpdesk answered within 20 seconds

### Energy efficiency rating (SAP 2009) of council homes





## My space!

Joan with Sheltered Housing Team Manager Amit Arora in her new flat

Evelyn Court resident Joan Granger is celebrating the transformation of her studio accommodation into a spacious, freshly decorated one bedroom flat with a new open plan kitchen and wet room. Her flat is the first of 13 to be updated and converted, and she has been happy to show it off to the other residents.

Joan said: "The staff are a real team and always on hand to help, and now I have this lovely home - it's just what I wanted. I couldn't be happier."

Peter Huntbach, Older Persons Housing Manager, said: "We hope to convert any remaining sheltered studios into one-bedroom flats within the next three years, budgets allowing. Tenants will be fully consulted on any plans that affect their scheme, with top priority given to their comfort and choice during the conversion work." Please ask your scheme manager for information.

## Out of the Woods!

Woods House resident Sue Nye thought it was about time to set up a group Facebook account for their scheme. Sue said: "It's such a great way to communicate with each other especially if residents in other schemes create their own."

Laura Gibson, housing's social media officer, helped Sue to get the site off the ground within an hour. Laura said: "It's easy and secure – nobody can have access to the page unless they have been invited by Chair of the Residents Association Roy Crowhurst, who is the site's moderator and checks everything before it gets posted."

If you'd like to find out about setting up a Facebook group for your scheme, contact Laura on 01273 293757 or email [laura.gibson@brighton-hove.gov.uk](mailto:laura.gibson@brighton-hove.gov.uk).



Back row: Roy Crowhurst, Steve Nye, Ken Bailey, Sue Nye, Laura Gibson, Scheme Manager Michael Logue and David Chapman

## Sharing and shaping

Local community arts organisation Fabrica has been getting creative with residents of Elywn Jones Court over the last few weeks, with fantastic results! Fabrica artist Helen Goodwin said: "So much more was

gained than the purely practical. Everyone enjoyed the company and the stimulation of something new. The group produced some amazing pieces in clay which are now on display. It went so well that we are planning

sessions at more schemes in the future."

If you would like to know more about Fabrica's creative activities, call them on 01273 778646, email [clare.hankinson@fabrica.org.uk](mailto:clare.hankinson@fabrica.org.uk) or visit [www.fabrica.org.uk](http://www.fabrica.org.uk)



# The Care Act in Brighton & Hove

There will be some changes to care and support in the city from April 2015.

## Getting the right care and support

We will be making some improvements to how we assess your needs to ensure you are involved in the process. If you are already receiving care you do not need to do anything.

## Planning for care home costs – deferred payment agreements

If you own a property and are eligible, we can help pay your care home bills on your behalf. You can repay us either when you choose to sell your home or once your home has been sold after your death. We will now charge for this service.

## Supporting carers

We will assess your needs as a carer and look at how we can help you. When you register with us, you will receive a carer's card and may join our carers' emergency backup scheme.

Find out more at:

[www.brighton-hove.gov.uk/careact](http://www.brighton-hove.gov.uk/careact)  
or call 01273 295555.



# All talk and no votes!

To vote in the  
2015 national  
and local  
elections you  
must register by  
20 April.

Register online now at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)

Electoral Services, Brighton & Hove City Council

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

[electors@brighton-hove.gov.uk](mailto:electors@brighton-hove.gov.uk)

01273 291999





Ray with Kate Chapman, who helped him master his accounting needs through tailored one-to-one training

## How resourceful!

### Where can you hire a candy floss machine, print your flyers and find out how to get funding for your event?

Tenant and resident associations have been making use of the Resource Centre's highly competitive printing and equipment hire for nearly 30 years and, with support from the council, the centre also offers advice, training and support to associations as and when they need it.

Ray Metcalf from East Central Moulsecoomb Tenants & Residents Association visited the centre for advice when he took on the role of treasurer. Ray said: "If you are looking after money for your association, you want to be sure you are doing it right.

I got clear, straightforward information on how to keep good accounts. I know I can always go back if something comes up I'm not sure about, even if it's something quite small. It's very reassuring to know this support is there."

The Resource Centre specialises in helping groups run by volunteers, and has a long history of working closely with resident associations in the city. The current trustees of the centre are all council tenants, elected by the small community groups who make up the centre's membership.

You can contact the centre by calling 01273 606160, emailing [info@resourcecentre.org.uk](mailto:info@resourcecentre.org.uk), or visiting [www.resourcecentre.org.uk](http://www.resourcecentre.org.uk).

## John Melson

It is with sadness that we announce John Melson, formerly of Wiltshire House, passed away in early January. A man of strong and passionate views about the rights of tenants, John was an active resident representative for many years in his local association and at a city-wide level. John often tested officers and members during discussions on housing issues in the council chamber. Chair of Housing Councillor Bill Randall said: "I was sorry to hear of John Melson's death. Although he and I sometimes crossed swords, he campaigned long and hard for tenants' rights and the welfare of his neighbours. He will be missed."

## Make your move!

### Do you have spare rooms?

Are you finding it a struggle to pay the government under-occupation charge? You could join the 100 or so households who have swapped their council homes in the last year through a mutual exchange. Downsizing not only saves on rent, it saves on energy bills and general maintenance – and releases a family home to those who are living in overcrowded conditions.

### The next Mutual Exchange swap shop is being held at the Whitehawk Valley Social Club, 12 noon to 2pm on Friday 1 May.

Come along to find out if it's for you. To advertise your home now, or to find out more, call Nick Kitson on 01273 293354.

You can also register for a mutual exchange by going to [www.exchangelocata.org.uk](http://www.exchangelocata.org.uk).

If you find someone to exchange with, you'll need to complete a mutual exchange application form to get permission for the exchange from the council.



### Make Your Move

Nick Kitson, Welfare Reform Project Officer, arranges the swap shops.

# Walk the talk!

To support estate inspections, the housing team has implemented a 'don't walk by' standard for all housing staff and Mears. They will be expected to report any obvious problems when they are out and about around council homes.

Residents are always welcome to attend inspections in their own neighbourhood.

If you are able to spare the time and want to get involved, you can find details of your local inspection at [www.brighton-hove.gov.uk/estate-inspections](http://www.brighton-hove.gov.uk/estate-inspections), or you can call 01273 293030.

We want residents to report problems when they see them rather than wait for an estate inspection. Some of the most common problems include faulty lights, overgrown shrubs, untidy gardens, dumped rubbish or neglected areas.

Later this year, we will be introducing satisfaction scores for blocks of flats in the city ranging from poor to excellent. This information will be displayed on window stickers in all blocks across the city by the summer.

Please help us to continually improve the local environment and our homes by letting us know about any issues.

## You can do this in the following ways:

- Call repairs helpdesk on freephone 0800 052 6140 (or 01273 294409 if calling from a mobile)

## Bay watch!

Proposals to extend the parking enforcement to cover all of housing's car parks and garage sites were approved by Housing Committee in January.

The changes will make it easier for residents with a licence to park closer to their homes, and will introduce penalties for people who park in bays and areas they do not pay for.

The council currently has a contract with Ethical Parking Management to provide enforcement on most of the parking sites, and this will now be extended to include all 80 sites.

Bays will be clearly marked to warn motorists that they will be fined for parking there, just as if they parked on the street and did not pay in a controlled zone.

Problem with your estate?



Send a photo to [Neighbourhoods.Team@brighton-hove.gov.uk](mailto:Neighbourhoods.Team@brighton-hove.gov.uk) and we'll sort it!

Want to inspect all of your estate - just let us know...

You can also call Housing Customer Services on 01273 293030

Brighton & Hove City Council

- Email repairs to [BHCC.repairs@mearsgroup.co.uk](mailto:BHCC.repairs@mearsgroup.co.uk)
- Send a picture message to [neighbourhoods.team@brighton-hove.gov.uk](mailto:neighbourhoods.team@brighton-hove.gov.uk)
- Complete our online reporting form by visiting [www.brighton-hove.gov.uk/estates-service](http://www.brighton-hove.gov.uk/estates-service)
- Tweet us @BHCCtenants
- Post on our facebook page [www.facebook.com/tenantandleaseholder](http://www.facebook.com/tenantandleaseholder)

## Looking for something free and active for your children to do?

We have the answer - free swimming for under 16s is available to all children who live within the Brighton & Hove City Council's boundaries on:

- Monday-Friday from 3.30pm during state school term time.
- School holidays (including inset days) and bank holidays.
- Saturday and Sunday all day at the King Alfred Leisure Centre, Prince Regent Swimming Complex and St Luke's Swimming Pool.

For more details on how to apply or swimming times, please visit [www.brighton-hove.gov.uk/free-swimming](http://www.brighton-hove.gov.uk/free-swimming) or call 0845 803 5519.

## A spring in your step!

If you'd like to get outdoors more, get some gentle exercise and make new friends, why not try a healthwalk this spring? The council's healthwalks service has been going for 12 years, and thousands of local people have taken part. All the walks are free, on bus routes and led by trained volunteer healthwalk leaders, so you don't need to worry about getting lost!

There are 17 weekly walks for all ages and abilities in parks and local countryside across the city, as well as a calendar of special one-off walks including 'Walk & Reads' (which finish in libraries for a cuppa and a browse) and wildlife walks.

Latest research has shown that being inactive is twice as dangerous to health as being overweight. The good news is that reversing this risk is as simple as doing a brisk 20 minute walk each day.

So take a look at [www.brighton-hove.gov.uk/healthwalks](http://www.brighton-hove.gov.uk/healthwalks) and try a Healthwalk for yourself. The new Spring-Summer 2015 programme will be out in May and you can find it on the website, or ask for a printed copy by calling 01273 292564.

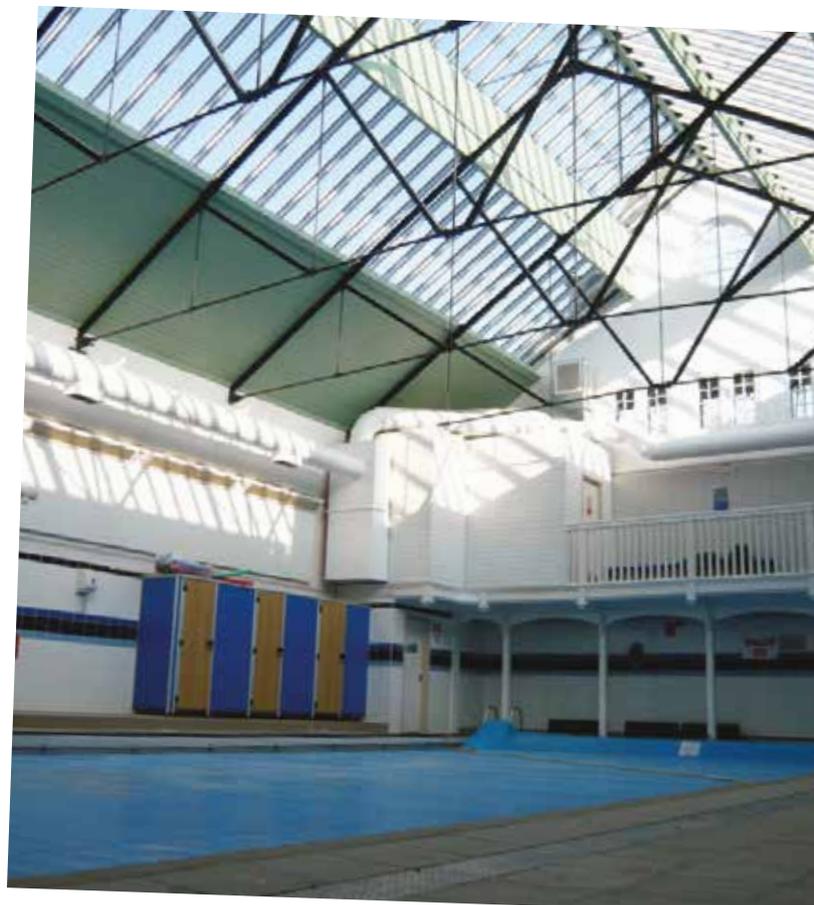


## In the swim again!

Residents in the East Brighton and Queens Park area will be delighted to know that St Luke's swimming pool is now open again after serious storm damage last year and a subsequent major refurbishment.

You will notice the difference as soon as you walk in. The false ceiling has been removed to reveal the original Victorian vaulted roof letting in a flood of light. The pool is open seven days a week and continues to provide free swimming for under 16s as part of the council's city-wide free swimming scheme.

For more information and opening times, go to [www.freedom-leisure.co.uk](http://www.freedom-leisure.co.uk) or call 01273 602385.



# Online services

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

Pay online at [www2.brighton-hove.gov.uk](http://www2.brighton-hove.gov.uk)

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

Information about money matters, tax, benefits and more [www.gov.uk](http://www.gov.uk)

Homemove website [www.homemove.org.uk](http://www.homemove.org.uk)

Check out all housing online services at [www.brighton-hove.gov.uk/housingdoitnow](http://www.brighton-hove.gov.uk/housingdoitnow)

## Useful contacts

### Housing Customer Services

[housing.customerservices@brighton-hove.gov.uk](mailto:housing.customerservices@brighton-hove.gov.uk)  
01273 293030

### Housing Benefit

[housing.benefits@brighton-hove.gov.uk](mailto:housing.benefits@brighton-hove.gov.uk)  
01273 292000

### Housing Income Management Team

[housing.incomemanagement@brighton-hove.gov.uk](mailto:housing.incomemanagement@brighton-hove.gov.uk)  
01273 293224

### Repairs Helpdesk

[BHCC.repairs@mearsgroup.co.uk](mailto:BHCC.repairs@mearsgroup.co.uk)  
0800 052 6140 (local line 01273 294409)

**Rise** (charity helping people affected by domestic abuse)

[www.riseuk.org.uk](http://www.riseuk.org.uk)  
01273 622822

### Carelink Plus Alarm Service

[CareLinkPlus@brighton-hove.gov.uk](mailto:CareLinkPlus@brighton-hove.gov.uk)  
01273 673105

### Citizens Advice Bureau

[www.citizensadvice.org.uk/brightonhovecab](http://www.citizensadvice.org.uk/brightonhovecab)  
0845 120 3710

### Tenant Disability Network

[tdnbhcc@yahoo.co.uk](mailto:tdnbhcc@yahoo.co.uk)  
01273 936934

### Noise Nuisance

[www.brighton-hove.gov.uk/noise](http://www.brighton-hove.gov.uk/noise)  
01273 292929 or  
01273 292229 for out of hours emergencies

## Housing Committee Meetings

Wednesday 17 June 2015

Wednesday 23 September 2015

Meetings will be held at 4pm at the Friends Meeting House, Ship Street, Brighton, BN1 1AF.

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

You can view webcasts of all council meetings on [www.brighton-hove.public-i.tv/core/portal/home](http://www.brighton-hove.public-i.tv/core/portal/home)

**The agenda and minutes will be available on [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk)**

If you have any comments or items, 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.

## Save paper and get Homing In online!

Email [housing.customerservices@brighton-hove.gov.uk](mailto:housing.customerservices@brighton-hove.gov.uk) to stop receiving a paper copy of Homing In and we'll email you when it is available on our website.

## 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? 請在這方格內加剔, 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

需要翻译? 请在这方格内划勾, 并送回任何市议会的办事处。Mandarin

Źłmaczenie? Zaznacz to okienko i zwróć do któregoś z 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)

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