

homing in

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

Winter 2016

Resident Mpho Sibanda, her daughter Grace and niece Simone, taking part in a fire safety event at Essex Place with fire service education officer Darren Grover. Full story page 7.



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Work starts on more new homes

Win Albion tickets



Brighton & Hove
City Council

Staying safe this winter

This issue of Homing In has a focus on fire safety, following a number of recent fires in council properties.

In all cases investigated so far, the cause has been accidental and not caused by problems in the building but, whatever the cause, the impact is always traumatic for households involved and their neighbours.

We are working with East Sussex Fire & Rescue Service to reduce the risk of more fires and help those who have been affected. As part of this we are including a copy of our fire safety leaflet for residents with this issue. While aimed at residents living in blocks of flats, there is useful safety advice for all residents.

The fire service offers expert advice and can arrange home visits to check or fit smoke alarms, see page 6 for more details.

Also in this issue, there's news of the council's biggest new homes construction site – Kite Place in Whitehawk – where we marked the latest stage of development at a 'topping out' event last month.

Finally, you can read below about the Tenancy Fraud Amnesty we're holding before running a new

data-matching exercise early next year. We have a high demand for housing in the city and it's vital we make sure our housing goes to those most in need.

Councillor Anne Meadows
Chair of the Housing & New Homes Committee



Cllr Anne Meadows (left) at the Kite Place 'topping out' ceremony with councillors, council staff and representatives of Westridge Construction.

Is your home not your house?

It's illegal to sublet council or housing association accommodation or keep your social housing tenancy when you are living elsewhere.

During the amnesty, hand your keys back to us and no action will be taken against you for tenancy fraud.

You can hand them in at Bartholomew House, Portslade Town Hall, the Whitehawk Community Hub or the Lavender Street office.

Tenancy fraud keeps homes away from the people who need them more.

Tenancy Fraud Amnesty 1 December 2016 – 31 January 2017

We'll be carrying out a data-matching exercise in the new year and will take action against any housing fraud we uncover after January 2017.

Call Housing Customer Services on 01273 293030 for further information.

If you suspect someone isn't living in their council house or is subletting it, report it to us in confidence by emailing anti-fraud@brighton-hove.gov.uk or calling 01273 291847.

Christmas is coming – don't forget to pay your rent!

Christmas is an expensive time, but don't be tempted to put off paying your rent. It's important to keep on top of your rent, to avoid starting the new year in arrears.

You can avoid the added expense and worry of debt by paying by direct debit. We can set this up over the phone and your rent payments will 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. To find out more, call us on 01273 293065 or email rentaccounting@brighton-hove.gov.uk

You can also pay your rent:

- Online with a debit card using our secure server at www.brighton-hove.gov.uk - go to the 'pay online' section.
- Calling our 24-hour automated payment line on 01273 291908 to pay by debit card.
- Using a PayPoint card at post offices and PayPoint outlets. To order a payment card, call 01273 293065.
- Calling 01273 293224 during office hours – select option 2 to speak to one of our staff and pay by debit or credit card.

You can find more information at www.brighton-hove.gov.uk/rent

If you are having difficulty paying your rent or are worried about debt, call the Housing Income Management Team on 01273 293224 as soon as possible. They are there to help and the earlier you contact them, the easier it will be.

Help to prepare for benefit changes

Housing staff have been contacting residents as part of the Your Rent Matters campaign launched in November.

The aim is to help you prepare for national changes happening to rents and benefits. There's more information at www.brighton-hove.gov.uk/your-rent-matters or contact Housing Customer Services on 01273 293030. We'll also have an update in the next issue of Homing In.

Pay to Stay update

The government has recently announced that the 'Pay to Stay' policy will now be voluntary for councils. Following that change, Brighton & Hove City Council has confirmed it has no plans to introduce the policy at present. We will let you know if this changes in the future.



Thank you STAR survey

Thank you to the tenants who took part in the Survey of Tenants and Residents (STAR) customer satisfaction survey in the summer. As well as taking time to answer the survey, thank you for making comments on the service you receive.

We are currently working through the results and comments and will be reporting back to Area Panels this winter and Housing & New Homes Committee in January 2017. The results and actions we'll now be taking to improve your experience of the service will be included in the spring edition of Homing In.

New Homes for Neighbourhoods Update

Topping out at Kite Place

Construction of 57 new council homes in Whitehawk reached its highest point last month.

A 'topping out' ceremony at Kite Place marked completion of the top storey of the development's concrete frame.

The development of one, two and three bedroom flats, on the former Whitehawk Library site, is the council's biggest new homes construction site.

The development is part of the New Homes for Neighbourhoods building programme, which is aiming to build at least 500 new homes on council-owned land, to provide much needed affordable rented housing.

Construction of new flats in Whitehawk has reached its highest point.

Local residents and the Neighbourhood Council – Due East – which represents communities in East Brighton, were involved in a 'Planning for Real' consultation last year to give feedback on the design for Kite Place.

The development is providing local employment opportunities, and Whitehawk youngsters have designed award winning artwork for hoardings around the construction site.

The homes include six wheelchair accessible properties and are due to be completed next autumn. All will be let to people on the Homemove housing register, including council tenants who want to move to a home that meets their current needs.

The site in Findon Road had been vacant since 2011 when the library moved to Whitehawk Community Hub.



Work starting on 29 more homes

The Wellsbourne site between the Whitehawk Hub, Whitehawk Academy and Wellsbourne Health Centre, is being cleared ready to build 29 new council flats. As with all our new build schemes, it will be registered with Considerate Constructors and Westridge Construction will minimise disruption for neighbouring residents, pupils and workers, and keep them informed of progress.



New look for the Wellsbourne site.

Our New Homes for Neighbourhoods programme has been shortlisted in the 'Housing Initiative' category of the Local Government Chronicle 2017 awards. The winners will be announced in the spring.

Ten more council homes newly completed

Tenants are excited to be moving into their new home at two other new council housing schemes shown here close to completion.

The boarded-up garages off Foredown Road in Portslade used to be a site for anti-social behaviour. Now they've been replaced by four three bedroom family houses with gardens, named **Pierre Close** after one of the founders of the Emmaus charity, which has a centre nearby. The new development has improved the neighbourhood and outlook for local residents.



Before and after – new family homes have transformed a rundown garage site in Foredown Road, Portslade.



Newly completed flats at Robert Lodge North in Whitehawk.

Robert Lodge North is the second new block of council flats to be built at Robert Lodge, off Whitehawk Road, in Whitehawk. With balconies overlooking the newly completed Robert Lodge gardens and sculpture, these six one and two bedroom flats have great views and are beautifully finished. The Robert Lodge Resident Association committee is arranging refreshments to celebrate the completion and thank the builders, who have worked really closely with them.

Coming soon

– 45 one bedroom extra care flats

Brooke Mead extra care scheme, currently under construction in Albion Street, Brighton is coming on well and is expected to open in July. This scheme is designed mainly for tenants with low to moderate dementia and to encourage independent living for as long as possible. With self-contained flats, carers based on site, a courtyard garden and community café, Brooke Mead will be ideal for older residents who need that extra help to continue living in their own home.

A show flat at Brooke Mead will be opened in the new year for prospective tenants and their relatives to visit and find out more about the scheme.

Brooke Mead Extra Care Scheme, Albion Street Show flat opening in the new year

For more information or to make a viewing appointment, contact Housing Customer Services by emailing housingcustomerservices@brighton-hove.gov.uk or calling 01273 293030.

In the pipeline

Twelve flats and houses have just received planning consent in Kensington Street in the North Laine. Their colourful design complements the unique character of this part of central Brighton.



Plans for new homes in Kensington Street.

New sprinkler system at Somerset Point

A new sprinkler system has been fitted at Somerset Point seniors housing scheme in Kemp Town in a joint project between the council and East Sussex Fire and Rescue Service.

All 72 flats in the 13 storey block in Somerset Street now have sprinklers fitted, along with communal areas. Every effort was made to minimise disruption to residents while the work was in progress.

We are now looking at the possibility of installing sprinklers in two more blocks of flats, St James' House and Essex Place in Kemp Town.



Somerset Point scheme managers, Ceris Hughes and Nick Aldwinckle (back) pictured with staff from Triangle Fire Systems who carried out the work.

Take care with candles

Candles are attractive but can be very dangerous. East Sussex Fire & Rescue Service has some simple advice for anyone using them.

Candles are best placed:

- on a heat-proof surface - be especially careful with night lights and tea lights, which get hot enough to melt plastic
- in a proper candle holder, so they don't fall over
- out of the reach of children and pets
- out of draughts and away from curtains, other fabrics or furniture, which could catch fire
- with at least one metre (three feet) between the candle and any surface above it
- with at least 10 centimetres (four inches) between any two candles



Never leave a candle unattended. Make sure you:

- put out candles before you leave a room and before you go to bed
- never leave a burning candle or oil burner in a child's bedroom
- use a snuffer or a spoon to put them out - blowing them can send sparks and hot wax flying
- double-check that they are completely out and not still smouldering

If you are having difficulty paying for electricity, call Housing Customer Services on 01273 293030 to discuss what support could be available.

Smoke alarms

East Sussex Fire & Rescue Service carry out Home Safety Visits to people who have a bigger chance of having a fire than others. We offer advice and safety tips, and, in some cases, can fit free smoke alarms. If you have a smoke alarm fitted, remember to test them once a week.

Find out more by calling 0800 177 7069 or visiting the website www.esfrs.org/home-safety-visits

Children play it safe

Children and parents took part in a fire safety event at Essex Place in Kemp Town, held to reassure residents after two fires at the block of flats.

Darren Grover, an East Sussex Fire & Rescue Service (ESFRS) education officer, was on hand with advice and information and organised a series of activities for youngsters living in the block.

The children impressed him with their knowledge of what to do in an emergency during a question and answer session.

The event was prompted by feedback that children were concerned after the fires, and organised by Essex Place Residents' Association and the Resident Involvement Team, with support from Essex Place Friendship Club.

Phil Ingles, residents' association treasurer, said: "It has been a really useful session. The important thing is that we all know what to do in a fire and I've learned things today along with the kids!"

If you are interested in arranging a similar event on your estate, contact the Resident Involvement Team on 01273 292112 or 294651.

Essex Place residents with fire service education officer Darren Grover.



Citywide conference

Residents got together at a Citywide Conference at Friends Meeting House in Brighton in November.

The theme of the event, which was chaired by Chris El-Shabba, was 'How your rent is spent'. Thanks to all those residents who took part and helped to plan the conference.



Homebuilders of the future

Investment in new council homes is creating employment and training opportunities in the construction industry.

Construction companies and contractors building new properties on behalf of the council are all encouraged to provide apprenticeships for young people.

Apprentices Daniel Hill, Rhys Brewerton, Cameron Reynolds from N Smith Electrical and Siavash Sodagar from Sackville Construction have all gained practical skills and experience working on new flats at Robert Lodge North in Whitehawk.

Rhys said: "I have been an apprentice with N Smith Electrical for over a year now. I really enjoy the work as it's varied and interesting. I've learnt a lot and look forward to working on more New Homes for Neighbourhoods projects in the future."

The council also works to secure apprenticeship opportunities on other major building projects in the city, such as the redevelopment of the Royal Sussex County Hospital, through the Brighton & Hove Local Employment Scheme.



Apprentices Daniel, Rhys, Cameron and Siavash during construction of Robert Lodge North earlier this year.

It is all about building for the future by providing opportunities for youngsters and developing a skilled workforce for years to come.

Improving the way we communicate about repairs

We are working with Mears to improve the way we communicate with residents who report repairs.

We already send a text to remind people when their repairs appointment is due to take place.

We are now also sending an initial text to confirm the repair has been booked, plus a follow-up text after work has been completed to get your feedback.

This allows us to pass on good feedback to the team, and respond quickly if anything goes wrong.

If you don't have a mobile phone and you need to feedback to the repairs team, you can call the repairs desk on 0800 052 6140.

Investing in your homes

Work on projects to invest in safe, good quality homes for all tenants continues apace.

More than £20 million is being invested in existing council homes in the city this financial year (2016–17).

Projects range from major works, such as the external refurbishment of high rise blocks on the Clarendon estate in Hove, to window replacements which will start on homes in Woodingdean in the spring.

Other work taking place includes installation of new lifts and replacement of kitchens.

Safety and security are key investment priorities, as agreed with residents.

Programmes such as improving fire safety, and installing secure doors, are now well underway to help keep all residents safe.

Details of the council's capital investment programme for 2016-17, and provisional plans for the following three years, are available on our website at www.brighton-hove.gov.uk/hm-investment-programme.

New activity groups for men

A new men's model-making group is taking off at Manor Paddock seniors housing scheme in Manor Road, Kemp Town.

The group, which includes Manor Paddock residents and people from the local community, gets together weekly to make model aircraft and socialise.

David Dunsford from Manor Paddock, who attends the group, said: "I enjoy learning from the expert model builders and I enjoy the social aspect of the group."

Men's woodwork workshops also started in the autumn at

Leach Court seniors housing scheme in Park Street, Kemp Town. The workshops are for beginners and experienced makers to learn new skills, share knowledge and meet new friends.

Peter Huntbach, the council's Older Persons Housing Manager, said: "Traditionally, a lot of social activities in our seniors schemes tend to appeal more to women, so we are starting some different groups with men in mind.

"It's all part of helping to reduce isolation among older men and provide opportunities for socialising."



Model-making at Manor Paddock (left to right) David Dunsford, group leader Mick Wynne, Dave Earp, and Chris Martin from Volunteering Matters.



Inset: Mick Wynne with a model of a Mosquito aircraft.

Hens are a hit with young visitors!

Nursery school children enjoyed a visit to Rose Hill Court seniors housing scheme to meet residents – and their hens!

Children from the nearby Wise Owls Nursery School made cakes for residents at the scheme in Rose Hill Terrace and joined them for a sing song.

They also helped to feed the chickens, which residents look after in the garden at Rose Hill Court, as part of a joint venture between the council and the Equal Arts charity 'Henpower' project.



Nicola Benge from 'Henpower' with some of the young visitors.

Help to get moving

Over 250 people attended the 'Get Moving' event in September held at the Friends Meeting House, building on the success of the previous Swap Shops.

The event provided information for council and housing association tenants interested in moving to a different sized property, plus advice for people in emergency and temporary accommodation interested in finding rented private or social housing.

Swap Shops have helped over 50 council tenants move since 2014.

The next event will be in the spring – if you would like to be notified of the date, contact housing.customerservices@brighton-hove.gov.uk or call them on 01273 293030.

Important information for leaseholders - thinking of altering or subletting your flat?



Alterations

As a council leaseholder you can redecorate inside your flat and replace fixtures and fittings. However, if you want to carry out structural alterations you need to get consent in writing before starting work.

Email or write to the leasehold team (see details below), giving as many details as possible about the work you want to do.

Leaseholder Survey

Council leaseholders are represented by the Leaseholders Action Group (LAG), which offers an opportunity to meet and share concerns, and represents views to the council.

Like all residents, leaseholders, want a safe, secure, warm and comfortable home to live in and a safe and well-maintained block in nice surroundings.

LAG is looking into the repairs and maintenance services - from small fixes to big projects such as roof or lift replacements - and how to ensure that both tenants and leaseholders get the best service and the best value for money.

Sub-letting

If you are thinking of letting your flat, there are various things to be aware of:

- Sub-lets need to be well managed to meet legal obligations and ensure any problems are dealt with quickly.
- You don't need the permission to rent out your flat, but you do need to notify the council within a month of the property being sub-let. You can do this online at www.brighton-hove.gov.uk/leaseholder-contact-details or we can send you a form.
- You will still be responsible for paying the service charge and the ground rent.
- You need a formal tenancy agreement with your tenants.

For further information, contact the leasehold team by emailing rtbleasehold@brighton-hove.gov.uk or calling 01273 293074.



We'd like your input!

Can you spare a few minutes to give the Leaseholders Action Group your views on housing repairs and maintenance?

If you have internet access, please go to www.clarend.com/survey to complete their online survey or email lag@clarend.com. Otherwise, call 01273 605225, leave a message and someone will call you back.

Go go gadget!

Gadget workshops are helping residents at seniors housing schemes to get online.

Sessions have been held at Leach Court, Somerset Point and Lavender House, and other schemes, for residents who want advice on how to make the most of their mobile phone, computer or tablet device.

It's all part of a campaign by Digital Brighton & Hove, a new partnership that aims to make it easier for people of all ages to do things online. Volunteers were on hand to give tips and answer questions.

Eileen Esposito from Leach Court, in Kemp Town, said: "I have found it really useful to learn how to create posters more easily, as I produce posters for events that happen at this scheme."



Resident Eileen Esposito is one of those learning new skills.

Digital Brighton & Hove partners run a range of other sessions listed on www.digitalbrightonandhove.org.uk, and most libraries also have Council Connect volunteers who provide free coaching

Open day at Brighton & Hove Recovery College



Recovery College trainers and staff.

A range of free courses are on offer at Brighton & Hove Recovery College for people living with mental health challenges.

Workshops and courses cover everything from art, cookery, creative writing, dance and outdoor activities, to managing anxiety and depression. Courses are held at venues across the city and are also open to carers and family members.

There's a chance to find out more at an open day being held at the Brighthelm Centre, in North Road Brighton, on 12 January from 11am to 3pm.

The Recovery College is run in partnership by Southdown Housing Association and the Sussex Partnership NHS Foundation Trust.

For further information, visit the website www.southdownhousing.org, email recoverycollege@southdownhousing.org or call 01273 764917.

New year, new job?

If you have been unemployed for some time or want to go in a new career direction, we have an employment support service to help you.

The housing team's Work & Learning Co-ordinator, Teresa Jabbi, helps people to look at their job prospects, upgrade skills, and overcome any barriers to work or learning.

Advice and information is also available for people interested in doing voluntary work.

Whatever your age, experience or ability, we can help you work towards meeting your interests, aspirations and skills.

For more information, call 01273 293718 or email housingemploymentsupport@brighton-hove.gov.uk



Taking care of your home this winter

Here are a few tips to take care of your home over Christmas and this winter

- **Fairy lights and heaters** that you bring out for only a few weeks a year can be a fire risk. Check the wiring is intact, make sure plug sockets are not overloaded and don't leave items on and unattended.
- **Candles look lovely and are popular at Christmas** but keep cards and decorations out of their way and don't leave them burning when you're not watching.
- **Frozen pipes cause thousands of pounds of damage.** Make sure you have contents insurance that covers damage to your belongings. The council has negotiated a competitive deal for tenants with Crystal Insurance. To find out more, go to www.brighton-hove.gov.uk/hcinsurance.

- **It's getting darker, people are out and presents are under the tree.**

Keep burglars away by locking doors and windows. Keep valuables and expensive present boxes out of sight.

- **Check in on elderly or vulnerable neighbours.**

In case of a cold snap – make sure they're warm and have food supplies in.

- Finally once Christmas is over **make sure that rubbish is disposed of properly** and that you recycle your Christmas tree – further details can be found on page 15.



Gearing up for wintry weather

The council is gearing up for winter, with **1,500 tonnes of salt and 400 tonnes of grit stockpiled to keep the city moving.**

Our six gritting lorries are on standby, with crews from Cityclean ready to take to the streets if ice and snow are forecast.

Priority is given to gritting major roads and all bus routes. With more than 350 miles of roads in the city, unfortunately it is not possible to grit every street.

There are 420 grit bins around the city for local residents to use, plus an additional 116 grit bins on housing estates.

For more information, visit www.brighton-hove.gov.uk/snow.

If you feel you will need extra support during a cold snap, please contact us on 01273 293030.



Win Albion match tickets!

Enter our free draw for a chance to win tickets to watch Brighton & Hove Albion in the new year.

The winner will receive two tickets to cheer on the Albion at a home game at the club's American Express Community Stadium.

Tickets will be provided by the club for a match of the winner's choice, subject to availability.

Simply answer the following questions, based on information in this issue:

- How much salt is stockpiled to spread on roads this winter?
- What's the new development of council flats currently being built in Whitehawk called?
- How much is being invested in existing council homes this financial year?
- What is the name of Albion's stadium?



Celebrating at the Amex.

Send your answers by email to homingin@brighton-hove.gov.uk or by post to Homing In competition, Performance & Improvement, Housing Centre, Unit 1, Fairway Trading Estate, Eastergate Road, Brighton BN2 4QL. Please include your name, address, postcode and phone number.

The closing date for entries is **31 December 2016**. The winner will be notified and their name published in next issue of Homing In.

The competition is open to all households who receive Homing In by email or post.

For information about Albion's forthcoming fixtures, visit www.seagulls.co.uk or call 0344 324 6282.

Congratulations to **Samantha Pollard** from Hove, the winner of the competition in our autumn issue. Samantha wins tickets for the British Airways i360.

Boxing Day Bubble & Squeak

Bubble and Squeak is especially handy after Christmas due to the amount of food left unfinished and you can change the recipe can to suit what you have. Put an egg on top to make it a hearty meal!

Serves four

Ingredients

- 1 tbsp butter
- 4 rashers of free range streaky bacon, chopped
- 1 onion, finely sliced
- 1 garlic clove, chopped
- 15-20 cooked Brussels sprouts, sliced, or leftover boiled cabbage, shredded
- 400g cold leftover mashed potatoes or cold crushed boiled potatoes

Method

1. Melt the fat in a non-stick pan. Allow it to get nice and hot, then add the bacon. As it begins to brown, add the onion and garlic. Next, add the sliced sprouts or cabbage and let it colour slightly. All this will take 5-6 mins.
2. Next, add the potato. Work everything together and push it down so the mixture covers the pan – allow the mixture to catch slightly on the base of the pan before turning it over and doing the same again.
3. It's the bits of potato that catch in the pan that define the term 'bubble and squeak', so be brave and let the mixture colour. Cut into wedges and serve.

For more Love Your Leftovers recipes and tips on reducing your domestic food waste, please visit www.bhfood.org.uk/love-food-hate-waste.

Fly-tipping - why should it matter to you?

It may surprise you to know that last year the council's housing team spent £55,000 clearing items that had been fly-tipped on our estates.

That's money that could have been spent on improving your homes and estates.

Dumped rubbish ranged from pieces of metal to double beds. Below are a few examples of some of the items removed in 2015:

- 407 mattresses
- 180 televisions
- 144 armchairs
- 137 pieces of carpet
- 89 fridges



Fly-tipping is an eyesore and costly to remove.

It's not just the financial cost – fly-tipping is an eyesore, making an area look untidy, which can lead to more rubbish dumping.

It can also block access to communal bins and prevent them being emptied, and create a safety hazard by blocking communal ways or fire exits.

Everyone can help to cut fly-tipping by disposing of unwanted items responsibly, and encouraging friends and neighbours to do the same.

Anyone caught dropping litter, fly-tipping or allowing their dogs to foul in public spaces can be given fixed penalty notices with on-the-spot fines between £75 and £300. The fine depends on the type of offence.

Recycling

The Estates Service Team run a recycling project where furniture in good condition can be collected for free and given to people in need. Call 01273 294769.

Many charities across the city welcome donations of furniture and will often collect. There are also recycling centres and recycling points across the city.

Waste collection

Cityclean offer a bulk waste collection service, with discounts if you are over 60 or on certain benefits.

Community clean up days

Some tenant groups have arranged community clean up days to clear fly-tipping, and planted flowers and shrubs to prevent it from happening again. If you are interested in doing this in your area, the Resident Involvement Team can help.

Further information

Visit www.brighton-hove.gov.uk/estates-service or contact the Housing Customer Services Team by emailing housing.customerservices@brighton-hove.gov.uk or calling 01273 293030.



Estates Service staff Brian Bennett and Simon Stride clearing up fly-tipped rubbish.

Christmas & New Year recycling & refuse collection dates

We will be collecting refuse and recycling on all weekdays over the Christmas and New Year, including **Monday 26 December and Monday 2 January**.

Please put your bins and boxes out on your usual collection days.

If we miss you, please leave your collection out and we'll pick it up as soon as we can.

If you have kerbside collections, you can check your pick-up days at www.brighton-hove.gov.uk/cityclean.

Please recycle all your wrapping paper (but not foil) this Christmas!

And all your card, tins and cans (rinsed), plastic bottles (rinsed, lids removed) and glass bottles and jars of course. Please remember to keep your glass in a separate recycling box or bag so it doesn't contaminate the other materials. **Thank you for recycling!**



Christmas tree recycling sites across the city will be open between **2 January to 14 January 2017** – to find your nearest site go to www.brighton-hove.gov.uk/christmas-tree-recycling



Dates for your diary...

Area Panels

The next round of Area Panels will be held as follows:

Central 31 March 2017 2pm (Venue to be confirmed)

East 27 March 2017 7pm (Robert Lodge)

North 30 March 2017 7pm (St George's Hall) There will also be a session from 6.30pm to 7pm for residents to bring their individual issues to staff.

West 6 Dec 2pm (Philip Court) and 4 April 2017 2pm (Venue to be confirmed)

City events

Santa Dash (Hove seafront) 10 December

Artists Open Houses Christmas Festival (various locations) 10 and 11 December

The Fairy Tale Fair - Christmas craft fair at the Open Market, London Road 11am – 4pm 11 December

Burning the Clocks (Madeira Drive) winter solstice parade 21 December

Royal Pavilion ice rink from now until 15 January

Holiday on Ice (Brighton Centre) 4-8 January

Many schools hold Christmas fairs – get in touch with your local school to check!

You can find out about forthcoming events in the city at www.brighton-hove.gov.uk/events or www.visitbrighton.com/whats-on

If you have an event you'd like us to promote, please email the details to homingin@brighton-hove.gov.uk or call Housing Customer Services on 01273 293030.

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 the Housing Customer online system at housingcos.brighton-hove.gov.uk

Information about money matters, tax, benefits and more www.gov.uk

Homemove website www.homemove.org.uk

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

Follow us on twitter.com/BHCCtenants

Like us on facebook.com/tenantandleaseholder

Useful contacts

Housing Customer Services

housing.customerservices@brighton-hove.gov.uk
01273 293030

Housing Benefit

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 (local line 01273 294409)

Rise (charity helping people affected by 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 120 3710

Tenant Disability Network

tdnbhcc@yahoo.co.uk
01273 936934

Noise Nuisance

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

Housing & New Homes Committee Meetings

Wednesday 18 January 2017

The meeting will be held at 4pm in the council chamber at Hove Town Hall, Norton Road, Hove, BN3 4AH.

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

The agenda and minutes will be available on www.brighton-hove.gov.uk

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Translations

Translation? Tick this box and take to any council office

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

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

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

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

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

需要翻译? 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 któregokolwiek biura samorządu lokalnego (council office). Polish

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

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

other (please state)

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