

homing in

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

Winter 2017

Hannah McGrath and her daughter Robyn join in the fun at a pirate themed community day in Whitehawk

Full story on page 6.



In this issue

Universal Credit update

Find out about seniors housing

Award for apprentice

Win Brighton zip wire tickets



**Brighton & Hove
City Council**

Building for the future

Welcome to the winter issue of homingin.

Building new council homes is a priority and it's great to report that tenants will soon be moving into a landmark new development of 57 flats at Kite Place in Whitehawk. Find out more on pages 4 and 5 about this and other new council housing schemes taking shape.

We are also looking at other ways of providing more homes for rent and introducing a new trial scheme to buy back former council properties, see page 3. Anything that brings us more social housing is fantastic for the city – it all adds up, and for families and others on our housing register it could mean a new home in 2018.



Councillor Anne Meadows

In this issue there's also an update on Universal Credit (below), plus a four page special on our seniors housing schemes showcasing the fantastic range of facilities and activities they offer for over 55s (page 7 to 10).

Finally, I'd like to highlight the work of our housing staff. I spent a day recently with some of our

housing officers and the Housing Customer Service Team, and was impressed by the professional way they dealt with a huge variety of calls and tasks around our estates to help tenants. Details of how to contact our teams are on page 16.

Councillor Anne Meadows
Chair of the Housing & New Homes Committee

Universal Credit latest

Universal Credit has now been introduced in the BN2 and BN3 areas of the city, and will come in for people in BN1 and BN41 from 17 January 2018.

Initially the changes only apply to anyone making a new claim for benefits or making an alteration to an existing claim.

For information about the support and advice available in Brighton & Hove around Universal Credit, including a useful guidance factsheet, go to www.brighton-hove.gov.uk/universal-credit.

Universal Credit claims are made online. If you are not confident using the internet, local libraries and Digital Brighton & Hove can help with your digital skills. Visit your local library or Digital Brighton & Hove's website at www.digitalbrightonandhove.org.uk or call and leave a message for Digital Brighton & Hove on 07475 946 084.

Help is available

If you are struggling to pay your rent, or worried about debt or Universal Credit – call the Housing Income Management team on **01273 293224**.

Don't put off paying your rent this Christmas

With Christmas around the corner it can be an expensive time of year – but don't put off paying the rent.

We provide a variety of ways to pay, to avoid starting the new year in arrears.

Setting up a monthly direct debit is quick and easy, contact us on 01273 293065 to find out more or apply online at www.brighton-hove.gov.uk/directdebits

Paying by direct debit helps us, and can help you to avoid the worry of missing rent payments.

You can also:

- **Pay online** with a debit card using our secure server at ww2.brighton-hove.gov.uk Go to the 'pay online' section.
- **Call our 24-hour automated payment line** on 01273 291908 to pay by debit card.
- **Use a PayPoint card** at PayPoint outlets. To order a payment card call 01273 293065.
- **Call 01273 293224** during office hours. Select option 2 to speak to one of our staff and pay by debit or credit card.
- **Pay by standing order** arranged with your bank.

Changes to Post Office payments

You can no longer pay your rent or other housing related charges at main Post Offices. You can still use your PayPoint card, for payments of up to £300, at any PayPoint outlet (including those which have a Post Office within the premises). Look out for the PayPoint logo or find your nearest outlet by entering your postcode on www.paypoint.com. There's also a link to the PayPoint website on our rent pages at www.brighton-hove.gov.uk/rent or call the Housing Customer Service Team on 01273 293030.

New scheme to buy back former council homes

A new Home Purchase Policy will allow the council to bring homes sold under the Right to Buy back into council ownership, increasing affordable rented housing in the city.

The scheme is being trialled for one year and will be used to buy properties where the council has the right of first refusal. Since 2005, any tenant who has bought their council home has to give the council first refusal to buy it back if they sell it within 10 years. However, until now the council has not exercised this right.

The scheme has a budget of £2 million for the trial. Homes bought back will be independently valued and must not cost more than £250,000.

Further information is available from www.brighton-hove.gov.uk/home-purchase-policy or call 01273 293030.

New tenancy agreement

We have made some changes to our tenancy agreement following consultation in the summer.

All tenants should now have received a copy of the new tenancy agreement and an explanation of the changes we've made. Your new tenancy agreement will take effect from 8 January 2018.

Thank you for your feedback on the revised version. We received many comments and took those into consideration where appropriate, before making final changes to the tenancy agreement.

This is simply replacing your existing tenancy agreement - you don't have to do anything and you don't need to sign the new tenancy agreement.

If you have any questions about the changes please contact the Housing Customer Service Team on 01273 293030.

New Homes for Neighbourhoods Update

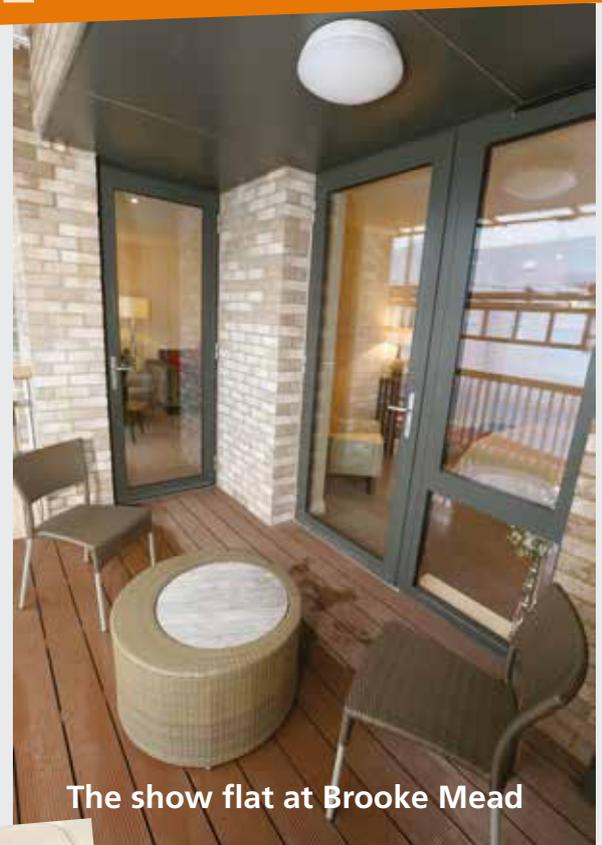
Independent living for people with dementia

A new 'extra care' housing scheme will welcome its first residents in the new year.

Brooke Mead Extra Care scheme in Albion Street, Brighton, is designed to help people with dementia carry on living independently, with carers on site around the clock if needed. The development is made up of 45 self-contained flats, including wheelchair accessible properties, plus activity rooms and a communal garden. A community café and a range of social groups and activities are being planned.

Brooke Mead is the first extra care scheme to be built and managed by the council. It's intended for people living with low to moderate dementia, and others who need a little more care and support.

If you think Brooke Mead could be suitable for you or a relative, contact the Housing Customer Service Team to find out more and organise a visit to a show home. Email housingcustomer.services@brighton-hove.gov.uk or call 01273 293030. Visit the website at www.brighton-hove.gov.uk/Brooke-Mead.



The show flat at Brooke Mead



This council managed extra care scheme joins Patching Lodge in Kemp Town and New Larchwood in Coldean, which are managed by Hanover Housing. All applicants need to be registered on Brighton & Hove's choice based lettings system and applications will have to be approved by the council's adult social care team to ensure the accommodation is suitable for each tenant's needs. You can apply through Homemove, see details on page 5.



Brooke Mead extra care scheme



Scheme manager Rupert Hensser

Flying high! 57 new homes at Kite Place

The first tenants will soon be moving into brand new homes in Whitehawk, following completion of the biggest new council housing development in the city in recent years.

Fifty-seven new flats have been built at Kite Place, a mix of one, two and three bedroom homes.

Each of the properties has a balcony or patio, some with sea views, and they are designed to be energy efficient, with communal boilers providing hot water and heating.

Six of the homes are designed for wheelchair users and their families, while the other 51 are built to the latest 'accessible and adaptable' standards, with lifts to all floors.

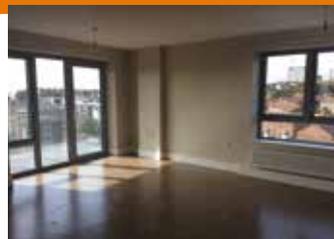
Kite Place is the largest development in the council's New Homes for Neighbourhoods building programme, which aims to build at least 500 new homes on council land to provide much needed affordable rented housing.

It's situated off Whitehawk Road, on the site of the former Whitehawk Library which moved to new premises. There are good bus services on the doorstep, plus cycle storage, and a car club vehicle will also be based at the site. The first tenants in each of the flats will receive free car club membership for two years.

Another 29 new council flats are nearing completion in Whitehawk at Hobby Place, next to Whitehawk Community Hub. The one, two, and three bedroom homes are due to be finished in the new year.



New homes at Kite Place



Remembering Ann Ewings



It is with sadness that we share the news of the death in November of Ann Ewings.

Ann was Chair of Mount Pleasant Tenants' & Residents' Association, a board member of Seaside Homes and

many other groups representing residents and her community. In every role she held, Ann put residents first and worked tirelessly on behalf of others. Ann was a passionate animal lover and often started her days in Queens Park, feeding the birds. In her earlier life Ann worked for a Member of Parliament for 25 years and had a career in the fashion industry where she worked as a model and window dresser.

We will miss her very much.

Rachel Chasseaud, Head of Tenancy Services

Homemove

Kite Place and Hobby Place will bring the total number of new council homes completed under the New Homes for Neighbourhoods programme since 2015 to 136, with many more in the pipeline.

They are being let through Homemove. Visit www.homemove.org.uk/onlineform/brighton. If you need any help, please call 01273 294400 and select 'Option 1'.

Family fun at community day

Shiver me timbers!

A pirate theme added a splash of fun to a community day in Whitehawk.

Children took part in a treasure hunt and staff and helpers wore fancy dress at the Whitehawk Market Day at Whitehawk Community Hub.

The event was a chance to find out more about a wide range of council and other local services, from housing, health and children's services to apprenticeships, training, and sports and leisure activities.

Residents also gave comments and suggestions on what they like about their estates, and what improvements they would like to see.

Face painting, games and competitions were a big hit with young visitors to the event. Ruby Taylor was the lucky winner of the treasure hunt, winning an Xbox 360 donated by Mears.

Ruby Taylor



Stalls were set up in Whitehawk Library, Roundabout Children's Centre and Wellsbourne Health Centre and organisations taking part included Albion in the Community, Brighton Housing Trust, Crew Club, Digital Brighton & Hove, Mears, Race Hill Orchard, Southdown Housing, and many more.

For further information contact the Resident Involvement Team on 01273 292112 or email RIT@brighton-hove.gov.uk

Resident Involvement Officer Sharon Terry (left)



Fancy dress and face painting were all part of the fun at Whitehawk Market Day



Helen Brightey, Caz Liddall and Lucy Hyde from the Roundabout Children's Centre



Young visitors test their reactions on the Active for Life stand

Seniors Housing Special

Welcome to a special four page feature putting the spotlight on the city's senior housing schemes and all they have to offer for over 55s.

Planning ahead for your future

Are you in your fifties or older, and maybe starting to think ahead about your future housing?

Or perhaps you have a relative, friend or neighbour, whose needs are changing.

If so, it's worth finding out more about the council's senior housing schemes, which are spread across the city.

A common misconception is that seniors schemes are for 'elderly' people, when in fact they are vibrant, active communities open to over 55s.

The council has 22 seniors schemes, ranging from small schemes with around 20 residents to the largest, which has 108 residents.

Communal gardens and lounges mean there are lots of opportunities for socialising, while still having the privacy of your own home, with your own space and your own front door.

At the same time there is support on hand if needed to provide peace of mind, with a scheme manager available during the day and a 24 hour emergency alarm system.

Seniors housing isn't care or nursing home accommodation and staff are there to enable people to live as independently as possible.

Find out more in this special update on seniors housing, which includes details of how you can join in an activity at one of our schemes, drop into an open day (see page 10), or call for a chat. Or simply pull out and keep this guide for future reference. It's worth planning ahead to make the most of older age, rather than putting it off and waiting until the last minute.

Home sweet home for Val

Val Adams moved to Hazelholt seniors housing scheme in Portslade earlier this year and hasn't looked back since.

She moved from a larger flat to be closer to her sons and enjoys the security of knowing that scheme manager, Kathy Boyce, is at hand if she needs her.

Her newly refurbished flat at the scheme in Chalky Road has a kitchen/lounge, bedroom and a wet room.

Val said: "It's lovely here, everybody is really friendly. I'm out and about quite a bit, but when I'm around I join in activities like French bowls, which is great fun. If I come back after an afternoon out and there are people in the lounge, it's nice to sit and have a cup of tea together, rather than sitting in my flat on my own." She added: "It was a big step coming here from a larger place, but I have no regrets. I'm so glad I did it."



Val Adams in her new home at Hazelholt

Seniors Housing Special



Elizabeth Court residents (left to right) Shirley Gibbs, Susan and Steven Nye, with Bill Bamber

Benefits of seniors housing

Find out what our schemes can offer

There's a wide choice of council-run seniors housing schemes in Brighton & Hove, offering a range of benefits.

- Schemes are located across the city, close to local amenities and bus services
- There's lots of choice available, making it easy to stay close to where you have lived before – or somewhere different if you fancy a change
- Residents have their own flats and independence, while a scheme manager can help if needed
- An alarm scheme provides round the clock reassurance
- A range of social activities are organised, and the friendship and company of other residents reduces loneliness or isolation
- Each scheme has a communal garden – so residents can enjoy being outside, without having to worry about gardening (although many schemes have gardening clubs for residents who do enjoy it!)
- A seniors flat is easier to look after, and cheaper to heat, than a larger property
- Guest rooms are available for visiting family and friends
- Laundry facilities are provided
- Pet are welcome at some schemes
- You may be eligible for a transfer incentive payment of £1,000 or more if you are moving into a seniors flat from a larger council property (see page 10).

Keeping active

Fancy learning a new skill, polishing up a few strictly-style dance moves, or pursuing a favourite hobby?

A huge variety of activities and social gatherings are on offer across our seniors housing schemes. From film clubs, dance sessions and gadget workshops to art groups, cookery sessions and woodworking, there is something to suit most people. There are also plenty of traditional favourites, from fish and chip suppers and coffee mornings, to card games and bingo.

Outside activities are popular. For example, a group of residents at Elizabeth Court, in Wilbury Road, Hove, joined in a Memory Walk along the seafront in the autumn for charity, and in the summer a group from Woods House in Sackville Road, Hove, enjoyed the Pride parade.

Many schemes also hold fitness classes and organise visits from chiropodists and hairdressers, and some enjoy visits from dogs and other animals as part of 'Pets as Therapy' sessions.

However, there's no pressure to get involved in activities – residents can join in as much or as little as they choose.

Back up if you need it

Ian Smith (right) has lived in Elwyn Jones Court in South Woodlands, Patcham, for four years and likes knowing he has 'back up if you need it'.

He said: "You have got the support of the scheme manager, and people around you. They are a friendly bunch and good neighbours."

Activities at the scheme include regular visits by Hilary Carrington and her dog Oscar (pictured) as part of a charity called Pets as Therapy. Ian said: "Having the little dog here makes it feel like home."

Something for everyone

Elizabeth Tinkler moved to Laburnum Grove seniors housing scheme in Hollingdean around 10 years ago, while she was still working.

Now she is retired and has time to enjoy the range of activities at the scheme in Burstead Close. She also represents her scheme on the citywide Seniors Housing Action Group, which promotes the interests of tenants, and helps to produce a Laburnum Grove newsletter.

She said: "We have a wide age group of tenants, it's a good mix, and there are lots of activities for people who want to become involved. We have a new art group, which is very sociable and brings people in from outside as well, and we have exercise classes, bingo, barbecues, outings, and films."



Elizabeth Tinkler (left) and members of the Laburnum Grove art group



Woods House residents Mal Parker (right) and Sandra Coney with scheme manager Michael Logue, watching this year's Pride parade



Join in an activity

Social activities at many of our schemes are open to non-residents.

Coming along to join in is a great way to see at first-hand what our schemes are like and meet new people. For example:

Craft Group

Churchill House,
Hangleton Road,
Hove
01273 293389
Every other
Wednesday
10am - noon

Gentle Exercise

Evelyn Court,
Windlesham Close,
Portslade
01273 293395
Tuesdays
10.30 - 11.30am

Singing Group

Elizabeth Court,
Wilbury Road, Hove
01273 293394
Fridays
11am - 1pm,
Organised by Sing
for Better Health
£3 per session
(Book in advance)

Bingo

Walter May House,
Whitehawk Road,
Whitehawk
01273 687799

Wednesdays

10am - noon
(This is a popular
session, call for
further info).

Art group

Laburnum Grove,
Burstead Close,
Hollingdean
01273 550845
Thursdays 2 - 4pm
Call the Trust
for Developing
Communities for
info: 07480 113773

If you are interested in finding out about seniors housing activities in your area, call the **Housing Customer Service Team on 01273 293030.**

You can also email seniorshousing@brighton-hove.gov.uk

Seniors Housing Special

Find out more...

Have a chat with us to find out more about seniors housing.

Open Days

If you'd like to come along, we're holding open days after Christmas, to give people a chance to look around some of our schemes. If you are interested in attending call the Housing Customer Service Team on the number below.

Get in touch

Call the Housing Customer Service Team on **01273 293030**. They can also arrange visits.

You can also email **seniorshousing@brighton-hove.gov.uk**

Visit the website **www.brighton-hove.gov.uk/seniors-housing** for a full list of schemes and amenities.



Fancy a dance?

Have a dance at weekly sessions at Leach Court in Park Street, Kemp Town.

The informal sessions are open to people of all abilities. Pat Piper, who lives in Leach Court, said: "It's very relaxing and people can join at their own pace."

The next session is **Wednesday 13 December 2-3.30pm** and more will be held in the new year.

The sessions are part of a South East Dance project to encourage people in Tarnar and the surrounding area to get dancing. If you would like to attend call Linzi or Emily on 01273 696844 or email creative.communities@southeastdance.org.uk



Katie Dale-Everett and Tricia Long (above) and Pat Piper and Anne Colvin (below) get in the swing



How to apply for seniors housing

You can apply for seniors housing through Homemove, our choice based lettings system. There is more choice of seniors housing available than other types of council homes in the city, so more chance of getting a seniors flat in your preferred area.

See our website for more information about how to use Homemove, or call 01273 293030.

Practicalities

Our seniors housing flats are unfurnished, consisting of a living area, kitchen, bathroom and bedroom, providing space for you to keep your favourite furniture and personal possessions around you.

If you are downsizing from a larger property, you might not need all the furniture you currently have. Various local charities can help by collecting any items you might not need, to give it a new lease of life and benefit a community cause.

Transfer incentives

You may be eligible for a transfer incentive of £1,000 or more if you are downsizing from a larger council home into seniors housing (or any other smaller accommodation). You might also be interested in some practical help with things like moving your energy supplier, redirecting your mail, and making decisions about your furniture.

Incentives are available to help free up family homes. To find out more contact Homemove on 01273 294400, and select option 1 or visit www.brighton-hove.gov.uk/tis

Update from the Leaseholder Action Group

If you own a flat in a council block, you're automatically a member of the Leaseholder Action Group (LAG).

We recently submitted comments on the council's newly introduced Home Purchase Policy and we will be watching progress of this pilot scheme to re-purchase former council homes.

LAG will represent leaseholders in any further developments so if you are concerned that this may affect you - or would welcome the opportunity - please get in touch.

Get involved in Hollingdean

News from Hollingdean Residents Association

Hollingdean Residents Association has been working to improve the area for two years. Success can be seen throughout the area, such as new picnic benches, steps painted to make them more visible, new planting beds, and notice boards where residents can be kept updated on the association's progress.

The committee is eager for more people to get involved and would welcome more volunteers.

The association's goals for the year:

1. Involve more people in the association
2. Make Hollingdean a cleaner place
3. Improve parking
4. Improve maintenance of public spaces, such as grass areas

The residents association meets in Hollingdean Community Centre, Thompson Road, on every second Wednesday of the month at 6pm.

Are you interested in finding out more? Maybe you can help your association meet its goals?

If so, please come along to a meeting. If you are unable to attend, feel free to contact Resident Involvement Officer Keely McDonald by email at keely.mcdonald@brighton-hove.gov.uk or call on 01273 293870.

Our next meeting will address plans for the 2018 STAR Survey of Tenants and Residents, and how to make sure it truly reflects our views and experiences. All leaseholders are welcome to attend.

We are also involved with councillors and officers in a group looking at better ways of working with leaseholders, and we held a meeting with the team reviewing the Mears contract.

Our AGM will be held on 14 April 2018 (venue to be confirmed). I hope to see you there. For more information, or to give us your ideas, contact the committee on 01273 605225 or lag@clarend.com. We'd be very glad to hear from you.

Rosemary Johnson, Secretary LAG

Award for outstanding apprentice

Trainee gas engineer Jack Dykes is celebrating an Apprentice of the Year award

Jack, 22, is a local apprentice with our gas contractor, K&T Heating. He won the award in a national ceremony organised by K&T's parent company, Lakehouse.

Apprenticeships with the council and its contractors are providing a range of training and career opportunities for young people.

Winning apprentice Jack Dykes with Miren Rawlings and Bob Holt, Lakehouse Executive Chairman. Miren's late husband Steve Rawlings founded Lakehouse after beginning his own career as an apprentice.



How we've been doing

Here are the highlights of our performance over the last quarter...



Seniors housing

96% of residents have been visited at home within the last year and 100% of residents live in a scheme offering regular social activities.



Repairs and improvements

We completed an average of 133 repairs per working day, kept 96% of appointments made, and answered 79% of calls to the repairs helpdesk within 20 seconds.



Customer services and complaints

The Housing Customer Service Team answered 95% of your calls and 42 out of 98 of your complaints were upheld, with 85% of complaints responded to within 10 working days.

July to September 2017



Tenancy management

We've helped 35 people to keep their tenancies which were at risk and taken back five properties due to housing fraud.



Estates service

100% of inspected cleaning tasks and mobile warden jobs (eg changing locks on empty properties) passed their quality inspections.



Moving home

We re-let 140 homes in an average of 23 days (excluding major work), and completed 100% of mutual exchange applications within target.



Anti-social behaviour

We successfully concluded 55 cases and 82% of people surveyed were happy with the way their anti-social behaviour complaint was dealt with.



Rent collection and current arrears

We've collected 98.97% of rent, down from the previous quarter when we collected 98.99%. Arrears have increased from £507k to £527k.

New home for Hollingbury Library

Hollingbury Library has moved to new premises at Old Boat Corner Community Centre in Carden Hill. The library is open seven days a week - Monday to Friday 9am to 2pm and Saturday and Sunday 10am to 3pm.

A library service will also be available at Hollingbury and

Patcham Children's Centre at Carden Primary School in the new year, with a special emphasis on books and services for young children and families in the area.

For more information, visit www.brighton-hove.gov.uk/libraries or call 01273 290800.

Learn, Create, Innovate workshops

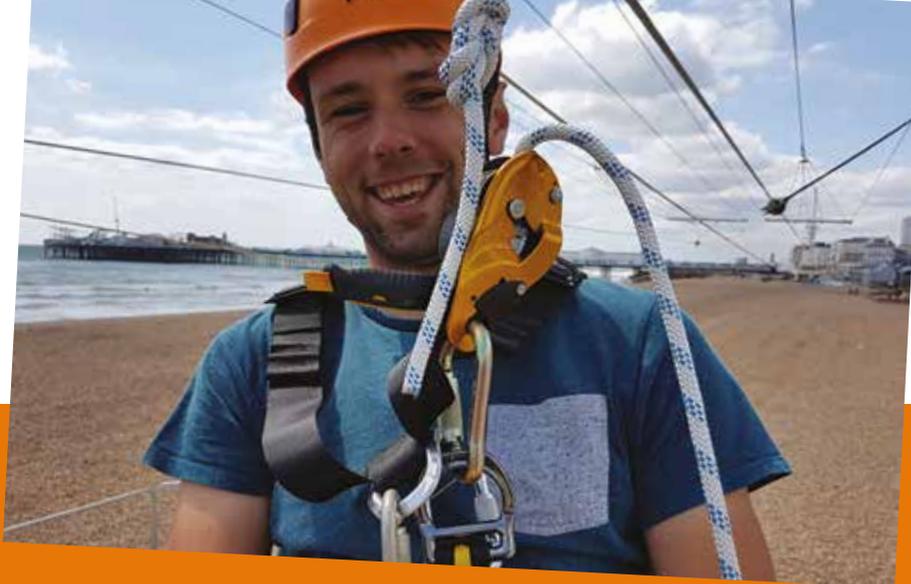
Four workshops are being held in the new year for tenants and resident leaseholders.

- January – Supporting your neighbours to get help they need
- February – Universal Credit
- March – Video editing on your Android or iPhone
- April – Gardening

For further information visit the website www.brighton-hove.gov.uk/housing-learning or call the Resident Involvement Team on 01273 294651.

Win a ride on the Brighton Zip!

Enter our free draw for a chance to experience the seafront's newest attraction.



The winner will receive a ticket for a dual ride on the Brighton Zip, the longest and fastest zip wire on the south coast.

The attraction boasts a 300 metre long dual zip wire, with a hair-raising 24 metre drop zone. The dual ride prize means the winner and a friend can race against each other.

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

- What age group are the council's seniors housing schemes open to?
- Which postcode areas will Universal Credit be introduced in on 17 January 2018?
- How many new flats have been built at Kite Place in Whitehawk?
- How long is the Brighton Zip?

Send your answers by email to homingin@brighton-hove.gov.uk or by post to

homingin 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 2017.**

The winner will be notified and their name published in next issue of **homingin**. The competition is open to all households who receive **homingin** by email or post.

About the Brighton Zip

Residents in postcode areas BN1, BN2, BN3, and BN41 are eligible for discounts for walk-up tickets for Brighton Zip, with proof of address.

Find out more, including frequently asked questions about using the zip wire, at www.brightonzip.com Call 01273 671405 or email info@brightonzip.com

Congratulations to S Manferrari from Brighton who won Holiday on Ice tickets in our autumn competition.

Winter warmer! Leek & Potato Soup

This recipe from Brighton & Hove Food Partnership is easy to make and just what's needed on a cold day.

Serves four

Ingredients

- 1 medium onion
- 250g potatoes
- 30g butter
- 2 large leeks
- 900 ml vegetable stock
- 60 single cream (optional)



Method

1. Peel and chop the onion.
2. Melt the butter in the soup pot and sweat the onion over a low heat for 8 – 10 minutes without colouring.
3. Peel and chop the potatoes, and stir in for a couple of minutes.
4. Trim the leeks using a sharp knife and board, cut lengthways through the green section of the leek.
5. Holding the leek upside down, run cold water between the layers to ensure that all the mud and grit washes away.
6. Then slice the leeks thinly crosswise, and add to the pan.
7. Stir in and fry until the leek is soft.
8. Gradually add the stock and turn up the heat to bring to the boil.
9. Turn heat to low and cover the pan then simmer until the potatoes are soft – this will take about 10 minutes.
10. (Optional) blend the soup using a hand blender then add the cream.
11. Serve with crusty bread or croutons.

For more local food news, events, and delicious seasonal recipes, check out the Brighton & Hove Food Partnership website or sign up for their fortnightly e-newsletter: <http://bhfood.org.uk/sign-up>

Getting ready for winter

Whatever the weather, stay safe and warm this winter

- **Take care with candles** Don't leave candles burning when you're not watching and always double-check they are completely out. If using candles, make sure they are on a heat-proof surface, in a proper candle holder so they don't fall over, out of reach of children and pets, out of draughts, and away from curtains, furniture, cards, decorations or anything else which could catch fire. The advice from East Sussex Fire and Rescue Service is to have at least one metre (three feet) between the candle and any surface above it.
- **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.
- **For further fire safety advice** visit the fire service website www.esfrs.org or call 0800 177 7069 to arrange a home safety visit.
- **Check in on elderly or vulnerable neighbours.** In case of a cold snap – make sure they're warm and have food supplies in. If you feel you will need extra support during wintry weather, please contact us on 01273 293030.
- **Take extra care on roads and pavements.** The council has 1,500 tonnes of salt and 400 tonnes of grit ready for snow and icy weather, with priority given to treating major roads and bus routes. There are 116 grit bins on housing estates, in addition to 420 others around the city, for residents to use. For more information, visit www.brighton-hove.gov.uk/snow



Dates for your diary...

Area Panels

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

Central

3 January 2018 - 2pm at Hampshire Lodge

21 February 2018 - 2pm at Barnard Centre

East

8 January 2018 - 7pm at Bristol Estate Com Room

19 February 2018 - 7pm at The Vale Community Hall

North

4 January 2018 - 7pm

at the Housing Centre, Moulsecoomb

1 March 2018 - 7pm

at the Housing Centre, Moulsecoomb

West

2 January 2018 - 2pm

at Sanders House, Ingram Crescent West

20 February 2018 - 2pm

at St Richard's Community Hall

City events

Christmas at the Royal Pavilion – From now until 2 January 2018

Christmas Open Day at The Dome – Family activities 9 December 11am - 4pm

Burning the Clocks (Madeira Drive) – Winter solstice parade 21 December 6.30pm

Brighton Museum – Basecamp children's activities 21 to 24 December and 27 to 31 December

Brighton Science Festival (Various venues) – 10 to 18 February 2018

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

Christmas & New Year recycling & refuse collection dates

Your collection days are changing over Christmas, so please put your refuse and recycling out on...

Usual day	Collected on...
Monday 25 December	Wednesday 27 December
Tuesday 26 December	Thursday 28 December
Wednesday 27 December	Friday 29 December
Thursday 28 December	Saturday 30 December
Friday 29 December	Tuesday 2 January
Monday 1 January	Wednesday 3 January
Tuesday 2 January	Thursday 4 January
Wednesday 3 January	Friday 5 January
Thursday 4 January	Saturday 6 January
Friday 5 January	Monday 8 January
Monday 8 January	Tuesday 9 January
Tuesday 9 January	Wednesday 10 January
Wednesday 10 January	Thursday 11 January
Thursday 11 January	Friday 12 January
Friday 12 January	Saturday 13 January

Your collections return to the usual days from **Monday 15 January 2018**. To check your collection days in 2018 and find all you need, visit www.brighton-hove.gov.uk/cityclean and put in your postcode.

Recycle this Christmas!

Food and drink

Plastic bottles can go straight in your recycling box or bin. Give them a quick rinse and remove lids. Drinks cans and food tins can also go in your recycling box or bin, along with egg boxes, cardboard sleeves for food packaging and all tin biscuit boxes. Please keep your glass bottles and jars in a separate recycling box or bag so glass doesn't contaminate the other materials.

Christmas trees

Christmas tree recycling sites across the city will be open between Wednesday 27 December and Friday 12 January.

To find your nearest site visit www.brighton-hove.gov.uk/christmas-tree-recycling

Wrapping paper and cardboard

Please only recycle wrapping paper - foil or paper covered in glitter can't be recycled. Flatten any cardboard boxes and paper bags to make space in your recycling bins and boxes. You can also visit a community recycling point or one of the city's two recycling centres.

Thank you for recycling!

www.brighton-hove.gov.uk/cityclean

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 Service Team

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 292229 for out of hours emergencies

Brighton & Hove Independent Mediation Service

www.bhims.org.uk 01273 700812

Housing & New Homes Committee Meeting

Wednesday 17 January 2018

The meeting will be held at 4pm in the council chamber at Hove Town Hall, Norton Road, Hove, BN3 3BQ.

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

If you have any comments or items, email homingin@brighton-hove.gov.uk or write to **homingin**, Communications Team, Room 166, Hove Town Hall, Norton Road, Hove, BN3 4AH.

Homing In is produced by Brighton & Hove City Council's communications team and the Tenant Editorial Board.

Save paper and get homingin online!

Email housing.customerservices@brighton-hove.gov.uk to stop receiving a paper copy of **homingin** 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 وحدها إلى مكتب البلدية.	Arabic <input type="checkbox"/>
অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান।	Bengali <input type="checkbox"/>
需要翻译? 请在表格内划勾, 并送回任何市议会的办事处。	Cantonese <input type="checkbox"/>
ترجمه؟ لطفاً این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید.	Farsi <input type="checkbox"/>
Traduction? Veuillez cocher la case et apporter au council.	French <input type="checkbox"/>
需要翻译? 请在表格内划勾, 并送回任何市议会办公室。	Mandarin <input type="checkbox"/>
Źłumaczenie? Zaznacz to okienko i zwróć do któregośkolwiek biur samorządu lokalnego (council office).	Polish <input type="checkbox"/>
Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office).	Portuguese <input type="checkbox"/>
Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz.	Turkish <input type="checkbox"/>
	other (please state) <input type="checkbox"/>

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