

homing in

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

Spring 2017



Seniors housing resident Roger Small joins students Katharine Longhurst and Becky Williams for a woodwork workshop which is bringing two generations together. Full story page 11.

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New homes for people with dementia

Your views – housing survey results

Update on benefit changes

Win Sea Life Brighton tickets



**Brighton & Hove
City Council**

Thank you

A big thank you to everyone who took part in our survey last year to find out what you think of the housing service. More than 800 people responded and your feedback is important to let us know what we are doing well – and how we can improve.

The results are on page 7, along with information about how we are responding to your comments. We're not complacent, we are continually working to improve the service and your views are always welcome.

Also in this issue, we have news of changes in the way council homes are allocated to make sure we help residents in most need (below) and important news regarding national changes which could affect you if you receive benefits (page 3).

There's also great progress to report on new council homes being built in the city, (page 4 and 5) with families settling into new houses in Portslade, extra care housing nearing completion in Brighton, and dozens of new flats under construction in Whitehawk.

Councillor Anne Meadows

Chair of the Housing & New Homes Committee



Councillor Anne Meadows at Wellsbourne in Whitehawk where work has started on 29 new homes

Changes to allocations policy

Changes to the way council homes are allocated will help ensure the council can house residents in the greatest need.

The changes were agreed by councillors in December following a city-wide consultation last year which showed significant support on the priorities.

The new policy restricts the housing register to those most in need and those we have a statutory duty to house.

While we allocate around 700 properties a year, the housing register had grown to more than 24,000 people under the previous policy. We also have

1,400 households in temporary accommodation we have a duty to provide long-term housing for.

The new policy is being applied immediately to all new applications and lettings.

All previous applications are being reassessed under the new criteria and we will write to all those who are no longer eligible to remain on the register. Due to the number of cases, we expect this process to take around six months.

All decisions to remove applicants from the register contain a right of review. The decision letter includes information on how the applicant can take the matter further if they disagree.

The households remaining on the register will now have a more realistic chance of obtaining housing in the city.

The full policy is available on www.brighton-hove.gov.uk/homemove.

Your Rent Matters in 2017



Changes are coming – think you won't be affected? You may need to think again

We now know that Universal Credit will be rolled out to all new claimants in the city from October 2017.

If you're of working age, it's likely that Universal Credit will affect you if you claim any benefits – that includes working people who claim Tax Credits and people who are on disability benefits.

When you claim Universal Credit, you will have to wait six weeks for any money, and will need to pay us your rent from the money you receive.

Last November we contacted all of our working age tenants and knocked on over a thousand doors as part of our 'Your Rent Matters' campaign to get people ready for this change. Over 300 tenants asked for help or advice, which resulted in us making around 240 referrals for support with money, bills and general wellbeing.

It is really important that you call Income Management on 01273 293224 if you are asked to claim. We can agree a payment plan with you and make sure you are getting the right support.



Your Rent Matters – housing staff who have been visiting and calling tenants to prepare people for benefit changes

Other national changes will take effect from April this year:

• Two child limit for Tax Credits

After the first two children in a family, parents will not be able to claim Child Tax Credits for additional children born after 6 April. If a family makes a new claim for Universal Credit after 6 April, the child element will not be paid for any children after the first two.

What this means is that larger families will get less benefit money if they have another child after April this year, or if they already have three or more children and make a new claim for Universal Credit.

There are some exceptions so it is important to get advice if you are affected. Moneyworks (details below) can help you with this.

• Cuts to Employment Support Allowance

From 6 April, anyone in the Employment Support Allowance (Work-Related Activity Group) will see their benefit reduced by £30 a week. This is a big reduction and we are offering advice and support to anyone who is worried about this change.

If you think you will be affected, please contact Housing Customer Services on 01273 293030 for help.

If you are worried about money and would like advice on how to improve your financial situation, visit the **Moneyworks** website www.advicebrighton-hove.org.uk/moneyworks or call 0800 988 7037.



New Homes for Neighbourhoods



Construction work is underway at Wellsbourne

Construction starts at Wellsbourne

Building work has started on 29 new council flats at the Wellsbourne site in Whitehawk.

The homes are at the heart of the local community, next to Whitehawk Academy and Whitehawk Community Hub and Library.

Called Hobby Place, the development is a mix of one, two and three bedroom flats and includes homes suitable for wheelchair users.

The scheme was developed with feedback from local residents and is due to be completed early next year.

Also in Whitehawk, work is progressing well on 57 flats at Kite Place in Findon Road, which will be ready for people to move into in the autumn.

And work will start shortly on 12 houses and flats on three small cleared sites in Kensington Street in central Brighton. The area has been popular with street artists and a photographic record of graffiti on the site will be kept at The Keep archives and historical resources centre.

The council's New Homes for Neighbourhoods programme, is aiming to build at least 500 new homes for affordable rent on council land by 2020 www.brighton-hove.gov.uk/nhfn

Help for people living with dementia

Do you or a relative need extra help to carry on living independently?

If so, the new Brooke Mead Extra Care housing scheme being built in Albion Street, Brighton, could be of interest to you.

The scheme, due to open in July, is designed mainly for tenants with low to moderate dementia.

With 45 self-contained flats, some with full wheelchair access, carers based on site around the clock, a courtyard garden and community café, Brooke Mead will be ideal for older residents who need that extra help to carry on living independently.

It is not a care home – so won't necessarily be the right place for everyone with dementia – but will provide more support than seniors housing schemes.

Prospective tenants and relatives can visit a show flat to find out more. For information and show flat opening times, contact Housing Customer Services, email housingcustomerservices@brighton-hove.gov.uk or call 01273 293030. Visit the website at www.brighton-hove.gov.uk/Brooke-Mead

Applicants need to be registered on the choice based lettings system and applications will have to be approved by the council's adult social care team. You can apply through Home Move www.homemove.org.uk/onlineform/brighton. If you need help, please call 01273 294400 and select option 1.

The show flat at Brooke Mead



Update

New council homes are taking shape across Brighton & Hove as the New Homes for Neighbourhoods building programme continues apace.



Work completed at Robert Lodge



Lauren Gold is among tenants settling into six newly built flats at Robert Lodge North in Manor Way, Whitehawk.

The one and two bedroom flats were opened at the end of last year. They mark the completion of new developments at Robert Lodge, where a further nine flats were completed last March, in addition to 70 existing flats on the site.

Lauren said: "I'm very, very, very happy with the new flat and my son is too."

Construction of the flats provided apprenticeship opportunities for young people. Improvements were also carried out to Robert Lodge's communal garden to benefit new and existing tenants. Other improvements to the neighbourhood included double yellow lines to stop pavement parking in Manor Place, which blocked access for refuse vehicles and ambulances.

Thank you to everyone at Robert Lodge for your patience and understanding during construction work.



Lauren Gold with Councillor Anne Meadows, chair of the council's Housing & New Homes Committee



Pierre Close resident Sandra Banks

Families move into new homes

Sandra Banks and her family are enjoying their new house in Portslade after moving from cramped accommodation.

Sandra said: "It's great, the best thing about it is there is so much space. They haven't left anything out, all the finishing touches are there."

Four family homes have been built in Pierre Close, off Foredown Road, on the site of former garages. The three bedroom homes have helped to transform a previously underused area which had become a target for anti-social behaviour.

Pierre Close is one of three recent council developments making good use of redundant garage sites. The others were completed last year in Aldwick Mews, Hangleton and Flint Close, Portslade.

Tenancy amnesty returns six homes

Six families will be rehomed thanks to a tenancy fraud amnesty for council housing and temporary accommodation in the city.

The six homes returned through the amnesty include two three-bedroom and two two-bedroom properties, and brings the total of homes recovered this financial year to 20.

The amnesty ran throughout December and January, and offered tenants illegally subletting their homes or keeping a social housing tenancy while living elsewhere, the chance to hand their properties back to the council without fear of legal action.

A data-matching exercise is now being carried out to identify further illegal subletting and people not using their council property as their main home. Following the amnesty, legal action will be taken against anyone found to be committing housing fraud.

National figures suggest that tenancy fraud costs the public purse £18,000 a year for each property. With the high costs of housing people in temporary accommodation in the city, the savings for Brighton & Hove are likely to be significantly more.

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



Staff donate to food bank

Regular donations of groceries are being made to Brighton Food Bank by K&T Heating staff based at the housing centre in Moulsecoomb.

Pictured are Julian Haddow and Sara Hider from Brighton & Hove City Mission, which runs the food bank, with Ryan Potter (centre) from K&T Heating.

Changes to your tenancy agreement

This spring we will be consulting with all tenants on changes to your tenancy agreement.

The tenancy agreement was last reviewed in 2009. It needs to be brought up-to-date and we need to ensure it provides you with clear information about your and our tenancy responsibilities.

We've worked with the Tenancy and Neighbourhood Service Improvement Group to see where changes may be

made, and we'll be providing tenants with a range of ways to give us your views including online, by paper survey and at a city-wide event.

Full details will be included when we write to you. Once we've received your comments, we'll work with the Service Improvement Group to make any final changes to the new agreement. It will then go to the Housing & New Homes Committee for agreement and, once agreed, we'll write to you again.

STAR survey – your views

Thank you to everyone who responded to the Survey of Tenants and Residents (STAR).

Overall satisfaction with your housing service is up from 78% to 81%. It's great you feel the service is improving, and we'll continue to work hard to meet your needs. We're particularly pleased 85% of respondents said customer service is good (up from 81%) and 70% said that we listen and act on your views (up from 64%).

Repairs and maintenance

Satisfaction with your last repair is up from 76% to 81%, but satisfaction with the overall quality of your home has decreased from 80% to 79%.

Repairs – you told us:

'We were not informed about planned work'

'Keep tenants informed of delays'

'We need more advice about preparing for works'

- We want to keep you better informed – information about our provisional four year programme is available at www.brighton-hove.gov.uk/hm-investment-programme and was featured in the last issue of Homing In
- We are looking at how we can help you prepare better for work in your home
- We are reviewing the Contractors Code of Conduct
- We've worked with Mears to improve tracking of repairs

Responding to your comments

Some people told us they don't feel much attention is paid to their comments – we want to put this right and respond to some of the frequently expressed views in the survey.

Home and neighbourhood

Satisfaction with **seniors housing** remains high at 93%, but satisfaction with your **neighbourhood** as a place to live is down from 84% to 80%. Satisfaction with the **grounds maintenance** service is down from 69% to 64%. We have already made some changes to improve the services you receive and more are planned in response to your feedback.

Satisfaction with the ability to **move or swap** home has increased from 42% to 46%. We've improved the practical and financial support we offer to help people move and held regular swap shops.

Online services

'Stop thinking everyone has access to the internet'

'Improve the website, make it easier to find information'

- We'll continue to provide alternatives for people who don't have internet access, **Housing Customer Services is first point of contact on 01273 293030**
- We'll provide support for people who do want to get online
- We want to make it easier to find information and do transactions online and we will keep talking to ensure we make changes that work for you. Email housing.performance@brighton-hove.gov.uk or call 01273 291582 if you want to be involved

For the full results of the survey, go to www.brighton-hove.gov.uk/star-survey or Housing Customer Services can provide a copy.

Join the inspection team!

Fancy getting involved and having your say on local housing matters?

You could become a 'resident inspector', and be part of a group of tenants who give their feedback on a range of work and projects.

Last year, for example, resident inspectors checked out newly converted seniors housing flats at Jasmine Court in Brighton. They came up with suggestions to make things easier for tenants moving in – such as a light pull cord to use from bed.

The inspectors regularly inspect work carried out before empty properties are let to new tenants.

Eddie Cope, chair of the resident inspectors group, said: "We are trying to get more residents involved. We are really a second pair of eyes and we can pick up things that might have been missed – things have got to be right for people when they move in."



Resident inspectors pictured at Jasmine Court (left to right) Ray Goble, Martin Cunningham, Sarah Khelifi, Eddie Cope, and quantity surveyor Liam Dickenson

Picture by Lesley Cope

This year, for the first time, inspectors will be able to shadow staff from Mears and K&T Heating for half a day, to inspect their work and survey how other residents feel about the repairs or services received.

Introduction sessions are being held on 30 March and 9 May. If you're interested in attending, please call 01273 296639.

Natural new look for garden



A communal garden in Hove is to get a nature-friendly makeover.

Residents in Ingram Crescent plan to transform the space into a permaculture garden – with a polytunnel for herbs, a new raised flowerbed, fruit bushes, a bird bath and 'bug's corner' to encourage wildlife.

The aim is to improve the garden and encourage more people to enjoy it.

Ingram Crescent Residents Association is organising the project and has received funding from West Hove Forum. It has also put in a bid for money from the Estate Development Budget.

Residents are starting work this spring.

Zoe Sheppard, treasurer of the residents association, said: "Permaculture is basically about working with nature, rather than fighting against it, and we want the garden to be somewhere people of all ages use throughout the year."

Get involved in Hollingdean

Hollingdean Tenants Association is on the lookout for new members.

The group is enjoying a new lease of life, taking up a range of issues raised by residents.

A paved bin stand has been provided at Tavistock Down to reduce flytipping, improvements have been made to refuse collections, and 'visibility stripes' are being painted on steps in communal areas. New community noticeboards will also go up soon.

Des Jones, chairman of the association, said: "We welcome people from across Hollingdean. It's a great way of getting involved in the local community and getting your voice heard."

The association meets on the third Thursday of the month, venues vary. Contact Keely McDonald on 01273 293870 for more details.

Neighbours making a difference

Residents of Pett Close in Whitehawk are getting together to make a difference to their community.

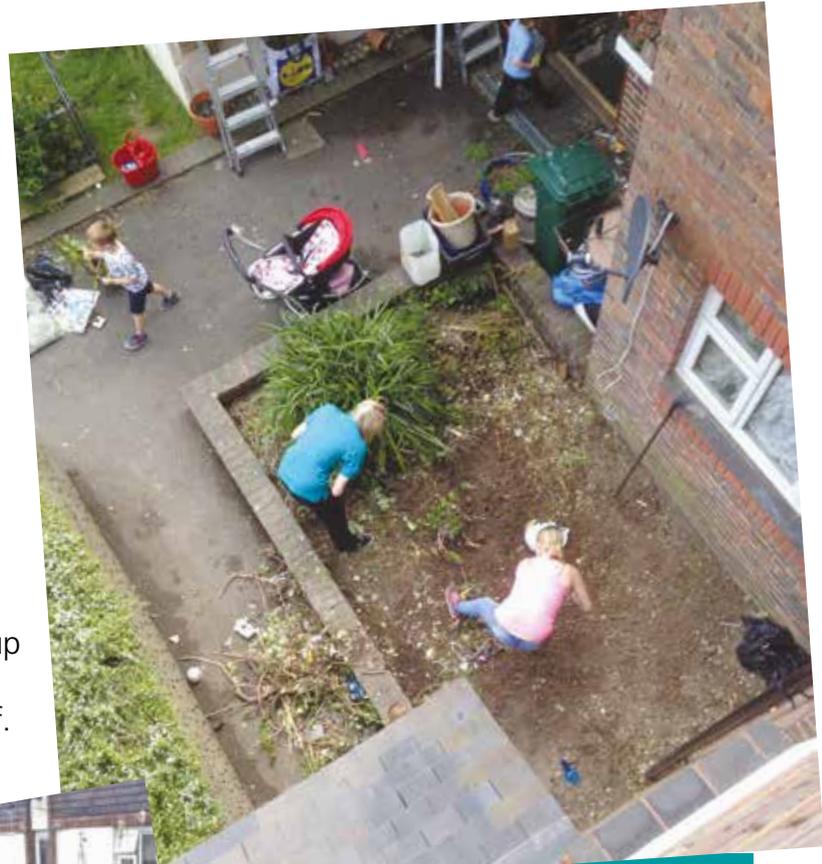
Neighbours started a residents association last year and have put in a huge amount of work, clearing weeds, litter and overgrown areas.

Local children have planted flowers and shrubs, and a children's learning area has been created in a communal garden.

New lighting and a gate are helping to reduce anti-social behaviour in alleyways, graffiti has been removed, and bids are being made for money to install a secure bike rack and relocate a bin storage area.

Committee member Robin Roberts helped to set up the group with his partner Gordon, who is chair of the association, other residents and housing staff. Robin said: "The changes in the close are a vast improvement, in a short time there have been lots of positive results."

The Resident Involvement Team helped residents set up the group and apply for funding from the Estate Development Budget. If you would like to do something similar, call the team on 01273 294651.



Above: Pett Close residents in action
Left: Gordon Roberts helps to clear an overgrown area



Robin Roberts with his neighbour Sarah and her daughter

Thank you from Santa!

A group of Moulsecoomb friends, known as the Likely Dads, raised £1,261 at Christmas for Tourettes Action.

Pete Weston, a tenant involved with East Central Moulsecoomb Residents Association, dressed as Santa. The group, including Brett Salvage, Dickie White and Trevor Horn, toured Moulsecoomb, Bevendean, Coldean, Hollingdean, Hollingbury and Whitehawk with a sleigh. Pete said: "We got an amazing reaction. Thank you to everyone who contributed."

Meet the Estates Service team



Keeping our estates clean and tidy is all in a day's work for the Estates Service team.

The team aims to provide a high quality service for residents, dealing with the everyday issues that can affect the quality of life for residents.

What do we do?

- Estates assistants are responsible for cleaning the common ways of all blocks of council flats, including entrance lobbies and picking up litter around the buildings.
- Estates response staff are responsible for a wide range of tasks, including removing

flytipping, removing graffiti from internal communal areas, making safe any potential hazards, and minor repairs and adaptations.

- We are a flexible and adaptable team who can be rallied during emergencies.

Looking after all the council's blocks of flats is a tall order for the team!

- We sweep, vacuum or mop approximately 35,000 square metres of flooring and stairs every week - the equivalent of almost five Wembley football pitches.



Estates assistants Graham Chamberlain (top) and Stuart Nodes



Gas and electric services for leaseholders

Maintaining your boiler is important for safety reasons, and it can help to keep bills down by ensuring it is operating efficiently.

Our contractor, K&T Heating, can provide gas services for leaseholders at competitive prices.

K&T offer a range of services, from boiler servicing and cooker safety checks, to

heating installation. A boiler service, for example costs £60, and annual cover packages (which all include a service) are available from £8.50 a month. Call K&T on 01273 571531 for more information.

Mears offer competitive prices for Myson Finesse electrical heating. Contact Mears on 0800 052 6140 for more information.

In 2016 the Estates response team:

- dealt with 8,659 jobs
- carried out 4,040 repairs
- cleared 3,080 items of bulky waste
- changed 1,539 light bulbs in communal areas
- fitted 201 key safes
- fitted 45 safety grab rails

If you spot a problem, email housing.customerservices@brighton-hove.gov.uk or call 01273 293030.

Seniors go back to college!

Woodwork workshops are bringing two generations together at Brighton College.

Residents from seniors housing schemes in Kemp Town have teamed up with students at the college for regular carpentry sessions in their design and technology department workshop. It is all part of a creative scheme, called Men In Sheds, which aims to encourage people to get together to 'make and meet'.

Traditionally a lot of social groups in seniors housing schemes appeal mainly to women, so the woodworking sessions have been organised with men in mind.

The group has been working on a range of different craft projects, including making bird boxes, bookends, a toolbox, plus new shelving for the communal kitchen at Leach Court seniors housing scheme.

John Walmsley, a retired carpenter from Somerset Point seniors housing scheme, said: "I come along for two reasons, to make things and to meet people. It gets you out and about."

Roger Small, from Leach Court, said: "It is as much about the social side as the activity."

More sessions are planned over the coming months. If you'd like to find out more, call 01273 778646.



(Left to right) Seniors housing residents John Walmsley and Roger Small with Brighton College students Katharine Longhurst and Becky Williams

Storing mobility scooters safely

Mobility scooters are becoming a popular choice to increase independence for some people with limited mobility.

If you live in a block of flats and you have a mobility scooter, or are thinking of getting one, it is important to make sure it is stored safely.

As your landlord we are responsible for ensuring fire risks are reduced in buildings and shared areas and emergency exits are kept clear of all items, including scooters.

As a result permission is required to store a scooter in all council blocks – call us on us on 01273 293030 to discuss safe storage options. If you have visitors who use a mobility scooter, please also try to ensure they park in a safe place.

There are alternatives to purchasing a scooter, which may be worth considering, depending on your circumstances. A local charity, Possability People hires scooters to use for shopping for example. For further details, visit www.possabilitypeople.org.uk, call 01273 323239 or email shopmo@possabilitypeople.org.uk

How we've been doing

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

October to December 2016



Repairs and improvements - we completed 7,681 repairs, kept 97.3% of appointments made, and answered 82% of calls to the repairs helpdesk within 20 seconds.



Rent collection and current arrears - we've collected 98.8% of rent, down slightly from the previous quarter when we collected 98.85%. Arrears have increased from £586k to £615k. Arrears are typically at their highest after Christmas, and the rent collection rate is expected to improve by the end of the financial year.



Customer services and complaints - Housing Customer Services answered 89% of your calls and nine out of 36 of your complaints were upheld.



Tenancy management - we've helped 36 people to keep their tenancies which were at risk and taken back eight properties due to housing fraud.



Moving home - we let 122 homes in an average of 20 days (excluding major work), and completed 100% of mutual exchange applications within target.



Anti-social behaviour - we successfully concluded 33 cases, and 90% of people surveyed were happy with the way their anti-social behaviour complaint was dealt with.



Estates service - a record high of 98.8% of cleaning tasks were completed and 100% of inspected tasks passed their quality inspections. Also 100% of Estates Response Team jobs passed their quality inspections.



Seniors housing - 97% of residents have been visited at home by housing staff at least once within the last year and 99.8% of residents live in a scheme offering regular social activities (eg afternoon tea, coffee mornings, and games).

Planning a community event?

Did you know that there are housing community rooms all over the city which are available for residents to use? Many of these rooms have regular events and classes to enjoy but they can also be easily booked through your local residents association.

Do you have a skill you'd like to share with

your community, or perhaps a fund raising event you'd like to host? The community rooms are suitable for a wide range of activities.

If you would like to know more about these rooms or book one for an event, please contact the Resident Involvement Team on 01273 293870 or email RIT@brighton-hove.gov.uk

Fostering – ‘the best decision I’ve ever made’



Foster carer
Stella Letanka-Jeffs

Got a spare bedroom? Kids maybe flown the nest? If so, why not think about becoming a foster carer?

Stella Letanka-Jeffs fosters for the council, and has described it as the best decision she has ever made. Stella said: “I love working with children and I love having little children around. Fostering is so rewarding. You see them developing and the change is very noticeable. When you see that smile when they achieve something, or when you’ve given them the best Christmas they’ve probably ever had, it’s just the best feeling. I’ve loved every

minute of it, and the support I’ve had from the council’s fostering team and from other foster carers has been amazing.”

Almost anyone can be a foster carer. You can be single or in a relationship, old or young, straight or gay. All you need is a spare room and some experience of working with or looking after children. Financial allowances of up to £1,400 per month are available for every child or young person you foster.

To find out more:

- phone the council’s fostering team for a chat on **01273 295444**
- email **fostering@brighton-hove.gov.uk**
- visit **www.brighton-hove.gov.uk/fostering**

Do more online

“Why wait in a telephone queue when simple-to-use online services can save you time?”

That’s the message from public services across the board – from benefits to GP appointments, passports to parking permits, it’s quicker and cheaper to do it online.

For instance, did you know you can get 24/7 access to your rent account? Register for the customer online system on the council’s website **www.brighton-hove.gov.uk** to keep an eye on your rent payments. Or why not help the environment by going paperless

with your Council Tax bill? Opt in at **www.brighton-hove.gov.uk/counciltaxpaperless**

Many people now have internet access at home, from their phone, a tablet or a laptop. But there are other options – all libraries have computers and scanners that are free to use, and there is help available if you get stuck or want to learn more. Ask at any library to find out about free IT classes and one-to-one coaching in your area, or visit **www.digitalbrightonandhove.org.uk**

Digital
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Alternatives are still available if you prefer to use the phone.

For housing enquiries, contact Housing Customer Services on 01273 293030.

Win Sea Life Brighton tickets!

Enter our free draw for a chance to win tickets to the Sea Life Brighton.



Claws!

The Japanese spider crab (left) and hermit crab (above) are among the stars of Sea Life Brighton's new exhibit.



The winner will receive four individual tickets to the aquarium, worth £76.

The prize celebrates the opening this Easter of Sea Life Brighton's brand new exhibition, Claws!

Visitors can discover the armoured division of the marine world, learn about the amazing anatomy of crabs and find out what makes them one of the most powerful predators of the sea bed!

The Claws exhibit hosts different crustaceans from around the world and features a Japanese spider crab, the largest arthropod in the world, with legs that can reach 12-feet across when fully grown.

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

- When is Universal Credit being rolled out in Brighton & Hove?
- What is the name of the extra care scheme being built in Albion Street?
- How many square metres of flooring and stairs do the Estates Service team clean every week?
- What is the name of the world's largest arthropod which will be part of the new Claws attraction at Sea Life Brighton?

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 13 April 2017. The winner will be notified and their name published in next issue of Homing In. (Terms and conditions apply)

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

For more information about Sea Life Brighton visit www.visitsealife.com/brighton or call 0871 423 2110.

Congratulations to Tina Kinch from Brighton, the winner of the competition in our winter issue. Tina won Albion tickets



Easter Egg Bread

Planning to make painted eggs this Easter?

Here's a tasty recipe from Brighton & Hove Food Partnership to use up the leftover raw eggs, and it's easy to make with the little ones. Covered raw eggs keep in the fridge for up to two days.



Easter egg bread

Ingredients

- 2 eggs
- A splash of milk
- 2 tablespoons oil or butter
- Pinch of salt
- 4 slices bread (stale/old bread is best)

Method

- Add the raw egg liquid into a shallow bowl, add the milk and beat with a fork.
- Heat the oil in a frying pan.
- Cut the bread into triangles, dip both sides into the batter and carefully put into the hot oil.
- Turn the heat down to medium, and fry until the bread is golden brown.
- Turn the bread over and fry on the other side.
- Great as a savoury snack, or sprinkle with a little sugar, cinnamon or honey for a sweet treat.

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

Dates for your diary...

Area Panels

Central

31 March 2pm (Barnard Centre, St John's Mount)
12 April 2pm (Housing Centre, Moulsecoomb)
Voting on Estate Development Budget (EDB) bids

East

27 March 7pm (Vale Community Hall, Hadlow Close)
10 April 6.30pm (Housing Centre, Moulsecoomb)
Voting on EDB bids

North

30 March 6.30pm (St George's Hall, Newick Road)
20 April 6.30pm (Housing Centre, Moulsecoomb)
Voting on EDB bids

West

4 April 2pm (St Richard's Church and Community Centre, Egmont Road)
18 April 2pm (Housing Centre, Moulsecoomb)
Voting on EDB bids

Citywide Conference

8 July 9am to 2pm, Friends Meeting House, Ship Street, Brighton

City Events

Constable and Brighton exhibition 8 April – 8 October Brighton Museum & Art Gallery

Brighton Marathon 9 April

Foodies Festival 29 April – 1 May Hove Lawns

Brighton Festival 6 – 28 May Various locations

Brighton Fringe 5 May – 4 June

Historic Commercial Vehicle Run 7 May
Madeira Drive

TAKEPART Festival of Sport and Physical Activity 17 June – 2 July Various locations

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 14 June

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 Homing In, Communications Team, Room 166, Hove Town Hall, Norton Road, Hove, BN3 3BQ.

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

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Translations

Translation? Tick this box and take to any council office

ترجمة؟ ضع علامة في المربع 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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