

homing in

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

Winter 2018



In this issue

Gearing up for winter

Win Theatre Royal tickets

Go ahead for more sprinklers

Residents celebrate opening of new homes



Brighton & Hove
City Council

Thank you!

Welcome to the winter issue of **homing in**.

This issue brings updates from across the housing service, ideas for getting out and about during the winter, plus suggestions for improving wellbeing, which might come in handy if the festive season gets a bit frantic!

I would like to take this opportunity to say thank you to all the residents I've met and worked with over the last few years.

After being Chair of the Housing & New Homes Committee since 2015 – and involved in housing as a councillor in Moulsecoomb and Bevendean for 25 years – my time as a councillor will come to an end in May next year.



Councillor Anne Meadows

Housing is close to my heart and being chair of the committee has been great, it's a role that really means you can help to make a difference to people's lives in the city.

Having a roof over your head is so important, and seeing so many new high quality council homes being built for our tenants through our New Homes for Neighbourhoods programme has been a real highlight.

The lifting of the Housing Revenue Account borrowing cap, announced in the autumn, is something we've been pushing for in Brighton & Hove and we're now looking at how it can help us speed up our building of new homes.

It's also been good to see some former council homes, sold under Right to Buy, starting to come back into council ownership through our new Home Purchase Policy.

With so many on our housing register, we can't always help everyone directly, but there are other things we do to hopefully make life a little more comfortable, such as our licensing schemes to improve standards in privately rented housing.

Meeting up with tenants and leaseholders has been the best part of the job – whether it's been at resident association meetings, area panels, community events, or just stopping for a natter in the supermarket!

People have always given me their views, and told it like it is, and I would encourage all residents to get involved in housing matters. Get in there and have your say - you can make a difference and influence decisions.

Wishing you all the best for 2019.

Councillor Anne Meadows
Chair of the Housing & New Homes Committee



Enjoying a chat at Brooke Mead Extra Care housing scheme



Marking the start of work on new homes in Kensington Street

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

Christmas can be an expensive and hectic time of year – but don't be tempted to put off paying your rent and risk starting 2019 in arrears.

We provide a variety of different ways to pay, and help is available if you are struggling with the rent.

Pay by direct debit or standing order

Avoid the worry of missing rent payments by paying by direct debit or standing order.

They are quick and easy ways to pay and mean your rent will be taken directly out of your bank or building society.

You can set up a direct debit online at www.brighton-hove.gov.uk/rent or we can arrange it over the phone.

Or you can choose to pay through a standing order, which you can set up yourself through your bank or building society.

Call us on 01273 293065 to find out more about these and other payment methods, email rentaccounting@brighton-hove.gov.uk or visit www.brighton-hove.gov.uk/rent

Other ways to pay

- 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.

Here to help

Talk to us if you are struggling to pay your rent, or worried about debt or Universal Credit. Call the Housing Income Management Team on **01273 293224**.

New court is a slam dunk with local players!



A basketball court at Saunders Park in Brighton has been given a fantastic new look.

Brighton designer Lois O'Hara (pictured right) renovated the run-down court, working with Basketball England to give it a colourful transformation.

The court has brightened up the whole park and is getting more people playing basketball.

You can turn up, take your own ball and use the court for free.



Celebrating the court opening

Brighton Cougars' and GB Under 16's player Amelia Sandie, said: "I think the court is amazing! I think it will definitely bring more of the community together now and that's really nice."

Photos: Basketball England

New Homes for Neighbourhoods Update

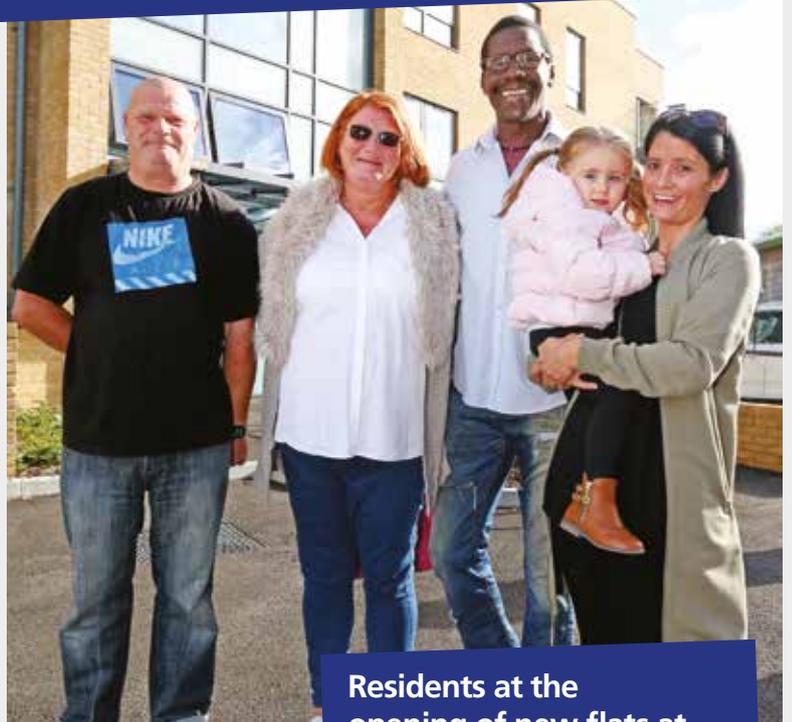
“It has been life changing for us”

Residents celebrated the official opening of 29 new council homes at Hobby Place in Whitehawk.

They joined Councillor Anne Meadows, chair of the Housing & New Homes Committee, to mark the occasion.

Hobby Place is made up of a mix of one, two, and three bedroom flats, including properties suitable for wheelchair users.

The development is on the doorstep of local amenities at Whitehawk Community Hub, including the school, library and children’s centre, and has transformed a site which stood empty for many years.



Residents at the opening of new flats at Hobby Place, Whitehawk

For some residents, moving to Hobby Place has made a big difference.

Micklos Richardson-Hodge, whose partner has mobility issues, said: “It has been life changing for us. We were previously

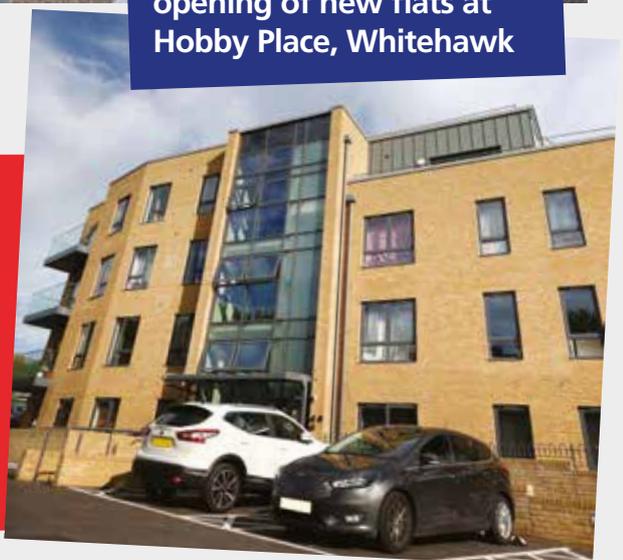
living in a basement property, which made it very difficult for my partner to go out. The flats are well designed and we’ve all got to know each other here, everybody gets on.”

Building for the future

Hobby Place is the latest development completed in our New Homes for Neighbourhoods programme, which is building new council homes for rent across the city.

So far 173 homes have been built, and more are underway. All homes are let through the Homemove choice based lettings system.

- Building work will start next month on 30 flats on the site of the old housing office in Selsfield Drive, Brighton. They will be completed in 2020.
- A planning application will be made in the new year to build four new family homes in Rotherfield Crescent, Hollingbury.
- 45 homes are proposed for Victoria Road, Portslade and 12 in Buckley Close, Hove.



Proposals for new homes in Victoria Road, Portslade

Homes for Brighton & Hove

Another part of the push to provide more low cost homes is 'Homes for Brighton & Hove' – a partnership between the council and Hyde aiming to build 1000 new homes for rent and sale for lower income working households in Brighton & Hove.

Fifty per cent of the homes will be available for rent to working Brighton & Hove residents on the joint housing register, with the remaining 50 per cent available to buy through shared ownership.

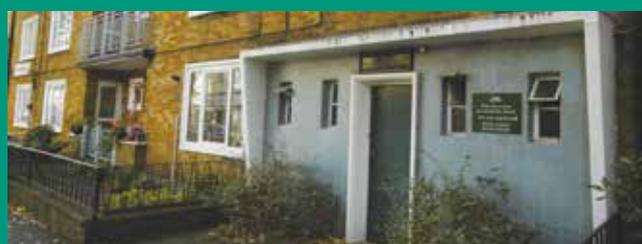
The first three sites are on council-owned land in Clarendon Place in Portslade, Coldean Lane, and north-west of Whitehawk. All have been identified as suitable for housing development in the City Plan.

Planning applications for the Portslade and Coldean proposals were submitted in November following two rounds of consultation earlier this year.

Feedback from the first round of consultation in October on the Whitehawk proposals is currently being reviewed and there will be further updates next year.

Hyde and Brighton & Hove City Council are equally funding the project.

New use for public loo



A disused public toilet block in Sackville Road, Hove (pictured) is being converted into a new lounge for residents at Woods House seniors housing scheme next door.

The work will mean the scheme's existing lounge can be converted into a new one bedroom flat, which should be ready in the spring.

Future of repairs service

We're moving ahead with plans for delivering our repairs and maintenance service when the current partnership with Mears comes to an end in 2020.

Proposals, including bringing responsive repairs and empty property services in-house, were agreed in the autumn.

The decision was approved by two council committees - Housing & New Homes Committee and Policy, Resources & Growth Committee – and took into account feedback from residents during consultation. Thank you to everyone who gave their thoughts and views about the future of the service.

We're now working hard to prepare for 2020. We've listened to what you've told us and our priority will be to provide a high-quality, responsive and value for money repairs, maintenance and improvement service.

We'll also be working to deliver excellent customer service alongside 'social value' - this means a commitment to delivering apprenticeships, working with local suppliers and delivering environmental benefits for the city.

The future plans for the service are to:

- deliver customer service and quality assurance services in-house
- deliver responsive repairs and empty property refurbishment work through an in-house team
- set up at least one contract to provide planned maintenance and improvement programmes
- set up a multi-contractor framework agreement for major capital projects
- continue to deliver specialist work, such as lifts and adaptations, through individual contracts

The council and Mears are committed to delivering a great service over the remaining 18 months of the partnership and we'll be working together to ensure that the transition is as smooth as possible.

We'll continue to keep you updated and there will be more opportunities to get involved in the process at a later date.

For more information go to www.brighton-hove.gov.uk/repairs-contract

New Homemove system

We're replacing the Homemove system which manages choice based lettings for council and housing association properties in the city.

Homemove allows tenants and prospective tenants to bid for the available properties they are interested in. The change to the new system is planned for early in the new year.

We had hoped to introduce the new system earlier this year but plans have been unavoidably held up. We apologise for the delay.

The switch will include a new Homemove website to make bidding for available properties quicker and simpler.

If you're a current member of Homemove, you don't have to do anything – your Homemove number will allow you to access and make bids on the new website as you do now. Full guidance covering the changes will be available on the website.

All available properties are advertised on the Homemove website. To bid, you must become a member of the Homemove scheme by applying to the council for housing, or for a transfer if you are a current tenant of the council or one of the partner housing associations in the city.

For the latest updates on the switch, visit www.brighton-hove.gov.uk/homemove

Bringing back former council homes

Six former council properties have been brought back into council ownership under a scheme started last year and are providing homes for families. Three more flats are in the process of being bought.

The Home Purchase Policy aims to provide more rented homes for people on the housing register by buying back homes sold under Right to Buy.

The policy allows the council to buy back council properties sold within the last 10 years where the owner must offer it back to the council if they wish to sell it.

The scheme has also now been extended on a trial basis to include former council homes, sold over 10 years ago under Right to Buy, if the owner wishes to sell their property to the council. The trial started this month and runs until 31 March 2019.

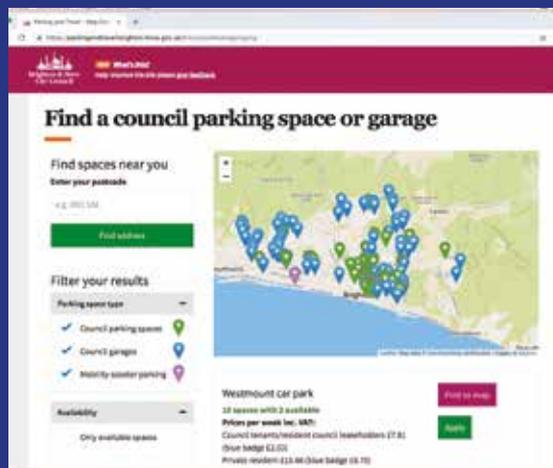
Apply for a garage or parking space online

A new way of applying online is making it quicker and easier to rent a car parking space or garage on our estates.

If you are interested in renting a space or garage, you can find out what's available near you on our website.

And now you can select, apply and pay for your space or garage online as well, speeding up the whole application process. To find out more go to www.brighton-hove.gov.uk/garages

You can also still apply by phone by contacting Housing Customer Services on 01273 293030.



Working together to shape neighbourhoods

When communities work with each other and with local services, there are more opportunities to listen, understand each other and shape services that work. It builds skills which can lead to volunteering or employment and creates a greater sense of belonging across communities and neighbourhoods.

The council's Community Equality & Third Sector Team, along with our commissioned community development organisations, has been working with communities in East Brighton, Hangleton & Knoll and Moulsecoomb & Bevendean to produce Neighbourhood Action Plans (NAPs).

The NAPs are built on information from engagement events, meetings and conversations with the residents within each neighbourhood over a period of time.



Moulsecoomb & Bevendean
Neighbourhood Action Plan (NAP)



Hangleton & Knoll
Neighbourhood Action Plan (NAP)



East Brighton
Neighbourhood Action Plan (NAP)



There has been real desire from communities to be involved. Residents have had great ideas and shared local knowledge to help improve local areas and to set up, run and deliver activities and services through support from community groups and organisations.

NAPs for Queens Park, North and South Portslade and Hanover and Elm Grove are currently being developed.

To find out more and see the plans, visit www.brighton-hove.gov.uk/naps



St James's House

Go ahead for more sprinklers

Sprinkler systems will be installed in two high rise blocks of flats in Kemp Town next year following consultation with residents.

The sprinklers will be put in communal areas of St James's House and Essex Place, such as the landings, stairs, and bin stores, and all residents in the blocks will be given the choice of having a sprinkler system in their flat.

Originally we planned to fit sprinklers in all flats, but some residents have told us they don't want to be included, so

we've amended the scheme to take their views into account.

Two years ago a sprinkler system was installed at Somerset Point seniors housing scheme in Kemp Town, as part of a joint project between the council and East Sussex Fire and Rescue.

We're also looking at installing sprinklers in more blocks of flats and will be consulting with people living in Theobald House in the city centre, and Nettleton Court and Dudeney Lodge in Hollingdean, in the new year.

Looking after our estates

‘Working together to increase the pride in our estates’ was the theme of the Citywide Conference held at Friends Meeting House in Brighton in October.

Tenants and leaseholders from across the city took part in the conference which was chaired by resident Chris El-Shabba.

They put forward a range of ideas for improving the communal areas on our estates and our neighbourhoods generally, and heard about resident-led projects already making a difference, such as wildflower planting on Brighton’s Sylvan Hall estate.

Residents were updated on the future of the repairs and maintenance service, and also took part in a question time session with Councillor Anne Meadows, chair of the Housing & New Homes Committee, and managers from housing, cityparks and cityclean.

The Citywide Conference is held annually and open to all council tenants and leaseholders.

To find out more contact the Resident Involvement Team, on 01273 294651 or email rit@brighton-hove.gov.uk



Citywide Conference



What will increase your pride in your estate?

What sort of communal area or environmental improvements would you like to see on your estate?

These are some of the suggestions from residents at the Citywide Conference:

- provide more recycling bins
- take more action against fly-tipping
- grow flowers, fruit and vegetables on spare land
- replace damaged trees
- cut back overgrown shrubs
- clear up litter in car parks

We would like to hear your ideas as well. If there is something you would like us to get sorted in your area, so that you can take more pride in your estate, please let us know.

Your feedback will help us to make improvements. Contact Housing Customer Services by emailing housing.customerservices@brighton-hove.gov.uk or calling 01273 293030.

Surprise, surprise!

Grateful friends and neighbours held a surprise party for long serving tenant rep Jean Davis.

Jean was chairman of Leach Court Tenant Association in Kemp Town for seven years, and represented Leach Court on the Seniors Housing Action Group for 10 years. Before that she was involved with South Hawk Tenant Association.

She’s now retired to take things a bit easier and the social club at Leach Court organised a cream tea to thank Jean for all her work.

Jean said: “It was a lovely surprise and I would like to say a big thank you to the social club for having the party, and making such a fuss of me.”

Jive time fun in Hove

A fun day at Ingram Crescent in Hove raised £214 for Age UK.

Residents enjoyed a vintage tea dance, with music provided by local DJ 'Jivin' Jim Dandy. Other attractions included a display of classic cars, children's games, and a bumper selection of homemade cakes.

The fun day was organised by Ingram Crescent Resident Association and is one of a range of annual events on the estate.

John Saward from the association said: "It is great to get everybody together. We get our regulars who come along and it is lovely to see new people getting involved as well."



Dancing in Ingram Crescent



Blooming marvellous

Even in the depths of winter, John Elias's balcony is awash with tropical colour.

John has decorated the balcony of his flat in Conway Court in Hove with an array of artificial flowers.



During the day, he enjoys the view from the balcony, and at night it comes alive with solar lights and decorations, including flamingos and butterflies.

John, who is semi-housebound, began adding blooms earlier this year when scaffolding was taken down, following work to replace windows and balcony doors at the flats in Clarendon Road.

He said: "The balcony is a very peaceful place to sit and all the flowers add a real splash of colour. It started as a bit of a funny hobby and it grew!"



In full bloom – John Elias on his balcony

Cake and a cuppa for charity

A charity coffee afternoon at Nettleton Court and Dudeney Lodge in Hollingdean raised £275 for Macmillan Cancer Support.

Residents baked a mouth-watering selection of cakes for the event which brought people from the two blocks of flats together for a cuppa, and raised money for a great cause at the same time.

Glynis Shipley, chair of the resident association, said: "It was a wonderful day. We had a lucky dip and raffle and people were popping in and out during the afternoon. Even some of those who couldn't make it left donations."

Enjoying coffee and cake for charity



Banish the winter blues!

Banish any winter blues with these wellbeing tips from Homing In readers Louella Ibekwe and Gail Peck.

Louella and Gail (pictured) helped put together a package of quick and easy ideas for colleagues at work to promote healthy living and improve wellbeing.



Here they share some simple ideas which could make a real difference.

Wellbeing doesn't have to be costly and take time – 15 minutes of wellbeing is 1% of your day. Our top tips are:

- 1. Keep calm and bake!** Try making a new recipe every week, such as this warming winter pudding (right).
- 2. Consider volunteering** for a local group or charity. Community Works has details of local opportunities, visit www.bhcommunityworks.org.uk, email volunteercentre@bhcommunityworks.org.uk or call 01273 234826.
- 3. Take a break from social media and try reading a book** – check out your local library if you want inspiration.
- 4. Get out and take a walk** – whether it's on your own or with a friend, a walk will help to blow away the cobwebs. Weekly healthwalks are also held across the city, visit www.brighton-hove.gov.uk/healthwalks or call 01273 294589.
- 5. Prioritise using 'power hours'** – for one hour (preferably in the morning) focus on a particular task.

Orchard Fruit Crumble

A delicious and nutritious winter pudding recipe from Brighton & Hove Food Partnership.

Ingredients - serves 4



Crumble

100 grams wholegrain flour (or 50/50 flour and rolled oats)
50 grams butter
25 grams sugar

Filling

600 grams fruit (such as apples, pears or rhubarb)
30 grams dried fruit (such as sultanas or apricots)
45 ml water
Half a teaspoon of cinnamon
2 whole cloves

Method

Filling:

1. Preheat the oven to 200C / 400F / Gas 6.
2. Peel and core the fruit and chop into chunks.
3. Put it into a saucepan with the water.
4. Bring to the boil and let it cook gently for a few minutes – the fruit should be a bit soft but not mushy.
5. Add the spices (according to taste) and place in an oven-proof dish.

Crumble:

1. Sieve the flour into a large bowl.
2. Cut the butter into chunks then rub into flour using your fingertips.
3. When it looks like breadcrumbs mix in the sugar – and some extra spices, if you like.
4. Spread the crumble topping over the fruit so that it is completely covered.
5. Place in the pre-heated oven and bake for 20-30 minutes. When it is ready the crumble should be starting to turn a pale golden brown.
6. Serve warm with custard, creme fraiche or yoghurt.

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

Gritter Garbo is ready for action!

Let's hope we don't see a return of the 'beast from the east' which brought snow and ice at the start of this year – but if we do, our gritters are ready!

The council has seven gritters, including the aptly named Gritter Garbo, Melton John and Alexander the Grit! We've also got seven ploughs, six hand spreaders, one pavement gritter and one JCB standing by, along with 1,600 tonnes of salt and 100 tonnes of grit. Priority is given to treating major roads and bus routes in severe weather to keep the city moving.



There are also 116 grit bins on housing estates for residents to use, in addition to 425 others around the city.

If there's a cold snap, please check on elderly or vulnerable neighbours to make sure they are warm and have everything they need. If you feel you will need extra support during wintry weather, please contact us on 01273 293030.

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

Try something new in 2019

Fancy meeting some new people or starting a new hobby or interest? There's lots going on around our estates this winter and throughout the year.

Joining a friendly group or club – maybe a craft session, a keep fit class, or just somewhere to have a chat – doesn't mean having to travel far. Staying local is often easier and cheaper, and a great way of meeting more people who live nearby.

Good places to check out what's happening locally:

- Libraries have information about local community groups and events, and many also hold their own activities. Hangleton Library, for example, has a 'craft and conversation' session every Thursday at 10am.
- Leisure centres offer a great choice of courses and activities, how about Singing for Health at Moulsecoomb Leisure Centre on the first and third Monday of the month at 11am. Contact your local leisure centre to find out what's on.

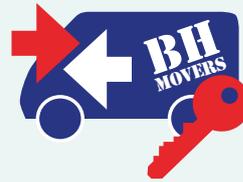
- Social activities at many of our seniors housing schemes are open to non-residents. Call the Housing Customer Service Team on 01273 293030 to find out about activities in your area or email seniorshousing@brighton-hove.gov.uk
- The Community Base charity in Queen's Road has a wealth of information about local community groups, call them on 01273 234000 or email reception@communitybase.org
- The council's Active for Life project runs local, low cost activities for all age groups. Visit www.brighton-hove.gov.uk/activeforlife or call 01273 294589.
- Also check out your nearest community centre to see what's going on.



How we've been doing

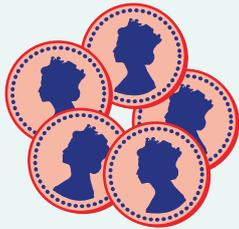
Here are the highlights of our performance over the last quarter...

July to September 2018



Moving home

We re-let 138 homes in an average of 25 days (excluding major work), and completed 100% of mutual exchange applications within target.



Rent collection and current arrears

We've collected 98.31% of rent and this is down slightly on the previous quarter, as Universal Credit continues to affect tenants' arrears.



Estates service

Our cleaning team completed 97% of their tasks (13,629 done in total).



Repairs and improvements

We completed an average of 132 repairs per working day, kept 97% of appointments made, and answered 66% of calls within 20 seconds.



Anti-social behaviour

81% of people surveyed (10 out of 12) were satisfied with the way their anti-social behaviour complaint was dealt with.



Customer services and complaints

The Housing Customer Service Team answered 85% of calls, and 73% of complaints were responded to within 10 working days.



Tenancy management

We've helped 23 people to keep their tenancies which were at risk, and taken back eight properties due to housing fraud.

Don't put up with hate crime

Housing staff and police are raising awareness of the impact of hate crime and how to report it.

Officers took part in a joint initiative in the autumn as part of National Hate Crime Awareness Week.

Hate crimes are incidents where people are targeted because of their disability, ethnicity,

religion, sexual orientation, or transgender identity. They can include verbal abuse, assault, damage to property, graffiti, hate mail and abuse on social media.

If you have experienced or witnessed hate crime, you can report it by calling the police on 101 or Housing Customer Services on 01273 293030. In an emergency call 999.

Win tickets to Ghost – The Musical



Enter our free draw for a chance to win tickets to see Ghost – The Musical at the Theatre Royal in Brighton.

The winner will receive two tickets to see the show, adapted from the hit 1990 film, on the evening of 19 February 2019.

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

- Which Brighton park has a new look basketball court?
- How many gritters does the council have for treating roads in winter?
- Who starred in the film Ghost?

Send your answers by email to homingin@brighton-hove.gov.uk or 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 2018**.

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 show

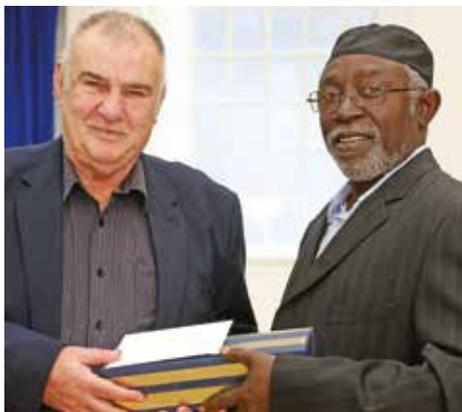
The movie Ghost, which starred the late Patrick Swayze, Demi Moore and Whoopi Goldberg, was one of cinema's biggest hits. It won an Oscar for screenwriter Bruce Joel Rubin who adapted his screenplay for this musical.

The musical features The Righteous Brothers' Unchained Melody, alongside songs co-written by Dave Stewart of the Eurythmics.

For more information call into the box office in New Road, or visit www.atgtickets.com/brighton (booking fees).

Congratulations to Susan Dore from Whitehawk who won Royal Pavilion Ice Rink tickets in our autumn competition.

Seaside Homes chairman stands down



Roy Crowhurst with fellow council tenant and Seaside trustee Mbye Sohna.

Tenant Representative Roy Crowhurst is standing down as a trustee of Brighton & Hove Seaside Community Homes.

Roy played a big part in setting up Seaside Homes and has been chairman since 2014.

Fellow tenant trustee, Mbye Sohna, said: 'Roy has made an invaluable contribution to Seaside Homes and was instrumental in ensuring that tenants' views and interests were considered.'

Seaside Homes is a not-for-profit, independent, charitable company, which was set up by the council to

raise investment to help improve homes to meet the government's Decent Homes Standard.

Seaside Homes has three council tenant trustees. If you are interested in replacing Roy as a trustee, please contact Hilary Edgar on 01273 293250.

Seaside Homes welcomes interest from everyone, and is particularly keen to encourage interest from women, Black and Minority Ethnic (BME), and LGBT communities as these groups are currently under-represented on its board of trustees. Training and support is available.

Getting online in food banks

Do you need help getting online but are never quite sure where to find it?

On top of libraries and a range of local community venues (see digitalbrightonandhove.org.uk for a full list), friendly support from Digital Champions is now available in some food banks in Brighton & Hove.

As part of a pilot run by Digital Brighton & Hove in collaboration with the Food Banks and Emergency Food Network, you can now find some digital skills support in a selection of local food banks.

In Bevendean for instance, the food bank – which doubles up as an advice drop-in – is open every Wednesday from 9am to 12 noon and includes free wi-fi and volunteer-led digital support. Whether you have a query about claiming benefits online through Universal Credit or are just wondering how to set up WhatsApp on your phone, friendly Digital Champions are there to help you! The food bank is at the hall, Holy Trinity Community Church in Norwich Drive.



Digital Brighton & Hove is a partnership which helps people of all ages to do things online. If you would like to improve your digital skills, email digitalbh@citizenonline.org.uk, call 07475 946 084 or ask at your local library.

Dates for your diary...



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

Central

2pm, **20 February** at the Barnard Centre, St John's Mount flats

East

7pm, **18 February** at the Bristol Estate Community Room

North

7pm, **21 February** at the Housing Centre, Moulsecoomb

West

2pm, **19 February** at Sanders House, Ingram Crescent West

City events

Burning the Clocks	21 December	Parade through city centre to Madeira Drive
Santa Express	Various dates	Volks Railway
Father Christmas	Various dates	Preston Manor
Christmas grotto	20 - 24 December	Brighton Marina
The Snowman™ exhibition	Until 6 January	Brighton Museum
Classic car show	6 January	Stanmer House



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 24 December	Monday 24 December
Tuesday 25 December	Thursday 27 December
Wednesday 26 December	Friday 28 December
Thursday 27 December	Saturday 29 December
Friday 28 December	Monday 31 December
Monday 31 December	Wednesday 2 January
Tuesday 1 January	Thursday 3 January
Wednesday 2 January	Friday 4 January
Thursday 3 January	Saturday 5 January
Friday 4 January	Monday 7 January
Monday 7 January	Tuesday 8 January
Tuesday 8 January	Wednesday 9 January
Wednesday 9 January	Thursday 10 January
Thursday 10 January	Friday 11 January
Friday 11 January	Saturday 12 January

Collections return to your usual days from Monday 14 January

To check your collection days in 2019 and download your collection calendar, if you have fortnightly recycling, 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, washed and squashed. Rinsed drink cans and food tins can also go in your recycling, along with egg boxes, cardboard sleeves for food packaging and all tin biscuit boxes.

Please keep all 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 **Thursday 27 December** and **Friday 11 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 take your recycling to a community recycling point or one of the city's two household 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 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)

The Portal (advice and support for survivors of domestic or sexual abuse or violence)

theportal.org.uk
Freephone 0300 323 9985

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@gmail.com 01273 292365

Noise Nuisance

www.brighton-hove.gov.uk/noise
01273 294266 or
01273 293541 for out of hours

Brighton & Hove Independent Mediation Service

www.bhims.org.uk 01273 700812

Housing & New Homes Committee Meeting

Wednesday 16 January 2019

The meeting will be held at 4pm in the Council Chamber, 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 3BQ.

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 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

Źłumaczenie? 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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