

homing in

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

Summer 2023



Residents in Hangleton and Knoll are celebrating a colourful new mural created as part of a community art project. Find out more on page 8.

In this issue

Investing in the safety of your homes

Find out about apprenticeship opportunities

Have your say at Area Panel meetings

Win a family ticket to Van Gogh Alive exhibition

Meet the new Chair of Housing & New Homes

Welcome to the summer issue of **Homing In**.

This is the first issue since the local elections in May and a chance to introduce Councillor Gill Williams as the Chair of the Housing & New Homes Committee.

Gill is a councillor for the Whitehawk & Marina ward and has a wide experience of housing issues. She previously served as Chair of the Housing Committee from 2019 to 2020.

Gill said: "I am delighted to be appointed Chair and am very much looking forward to working with everyone.

"My priorities for the coming months are to look closely at

where we can improve services and customer responses. I would also like to engage more with local communities and support health and wellbeing initiatives."

Gill is looking forward to meeting tenants and leaseholders around the city.

Annual Report to Tenants and Leaseholders

Look out for our Annual Report to Tenants and Leaseholders for 2022-23 which is included with this issue.

The annual report is full of information about the range of



Councillor Gill Williams

work carried out by our housing services over the last year and plans for the coming year.

It's your chance to see in detail how we have been performing and we welcome your feedback on the report.

Have a good summer.

Change of gas contractor

We are pleased to announce PH Jones, part of British Gas, has been awarded the contract to look after all heating and hot water related repairs, maintenance and new installations.

The contract is put out to competitive tender every 5 to 9 years to ensure it provides best value for money. We would like to thank our outgoing contractor, K&T Heating, which has provided the service since 2016.

We've been working hard to make sure the changeover goes well and appointment letters have started going out to arrange the important annual gas safety checks.

All visits will be arranged in advance and text message reminders can be sent if we have an

up-to-date contact number. PH Jones engineers will have ID and be in uniform.

Yearly gas appliance servicing is carried out for your safety, and to make sure as your landlord we comply with current gas regulations. The visit can also help the boiler run more efficiently which can save on energy bills.

As we invest in more sustainable sources of heating, PH Jones has lots of expertise with maintaining ground source heat pumps and other alternative energy systems.

There will be no changes to the way tenants report a repair, call 0800 052 6140 or 01273 294409 or report online at **www.brighton-hove.gov.uk/repairs**.

Investing in the safety of your homes

We're investing £13 million in building, fire and other health and safety measures in council homes to get ahead of new national regulations expected to come in next spring.

This investment is to make sure we continue to provide safe, good quality council homes. Your safety is our key priority.

We're carrying out an ongoing review of our building health and safety to check what new measures we need to put in place around fire safety, asbestos management, gas and electrical safety, lifts and water safety.

On top of the extensive programme of fire risk assessments and ongoing door replacement programme, we will be carrying out detailed building surveys on our blocks of flats to make sure we have the most up to date information.

We hold data on asbestos across council housing and have a process in place to manage asbestos risk when work is carried out. While the asbestos risk is low in our properties, we need to improve how we store the information so it's in a single system.

We are in the process of setting up new systems to manage repairs and our data on buildings. This will link to our existing Housing Management System and allow us to hold all key information in one place.

We are also expanding our programme of regular electrical compliance tests of all council homes in line with the expected new legislation. Currently, we mainly do these in response to repair requests, home improvements and when tenancies change.

We are aiming to complete these checks within 3 years, then continue testing every 5 years.

We are also in the process of installing carbon monoxide and smoke detection in individual homes, with around 4,500 carbon monoxide detectors installed so far.

Our gas safety inspections will continue. Currently, 98.98% of homes have a valid gas safety certificate.

We will keep you updated as the work progresses, and will contact individual residents to make appointments for any work or safety inspections.

Tackling anti-social behaviour – improving our service to you

Our new policy to tackle anti-social behaviour (ASB) affecting residents in council homes is now available on our website, along with a flowchart describing how a typical ASB case progresses.

Visit www.brighton-hove.gov.uk/tenancy-management-anti-social-behaviour-policy-2023

The aim of the new policy is to improve our response to anti-social behaviour.

It focuses on reducing harm for victims by preventing anti-social behaviour from occurring, and carrying out swift action where possible to resolve ASB when it does occur.

It pledges to take a victim-centred approach and keep victims and witnesses updated on action taken to tackle ASB. To report anti-social behaviour, please contact Housing Customer Services. Call 01273 293030 or email

Housing.CustomerServices@brighton-hove.gov.uk

In an emergency phone 999 and ask for the police.

Interested in a repairs and maintenance apprenticeship?

Come along to our Apprenticeship Experience Event!

Our housing Repairs & Maintenance service will be offering more electrical apprenticeships in September and a new Property Maintenance (with plumbing) course starting this October.

We'd really welcome applications from residents and will be hosting the Apprenticeship Experience Event, on Friday 14 July from 9am to 4pm, at the Housing Centre, Unit 1, Fairway Trading Estate, Moulsecoomb BN2 4QL.

Spend a couple of hours learning about being an apprentice, take part in activities as part of our recruitment process and meet some of our Repairs & Maintenance team.

If you're interested in supporting your community by carrying out repairs in their homes, come along to find out more.



Visit www.brighton-hove.gov.uk/repairs-jobs to register your interest. Or just come to the housing centre to register on the day.

Hope to see you there!

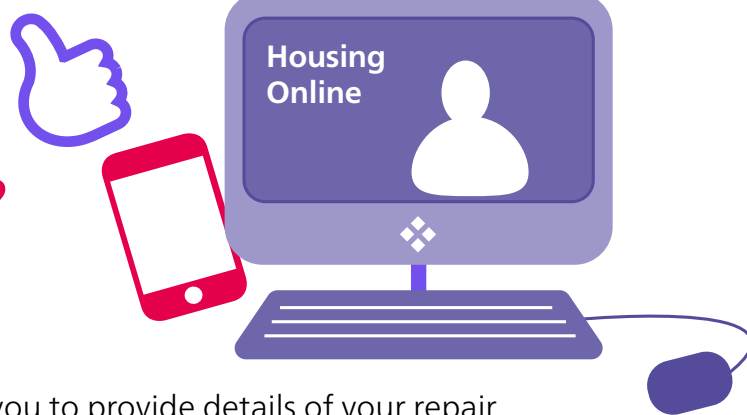
Have you heard about Housing Online and our new repairs reporting tool?

Housing Online is an online system for council tenants in Brighton & Hove. More than 2,500 people have signed up since we launched it in 2021.

You can use your Housing Online account to:

- view your rent and any other accounts you may have with us so you can check that you're up to date, download rent statements and make payments
- check and update your contact details
- view the tenancies you have with us including rent, garage and car parking accounts
- view any repairs you've logged in the last year and chase up existing repairs

We've also recently introduced an online repairs reporting tool which means you can now report repairs 24 hours a day. This will make it easier for



you to provide details of your repair.

You can also upload a photo of the issue you are reporting.

We're still developing Housing Online and in the future you will be able to:

- see your service charges if you're a leaseholder
- apply for our discretionary gardening and decorating schemes (if you are eligible to apply)
- request permission to carry out an alteration to your property

To find out more and register for Housing Online, visit www.brighton-hove.gov.uk/housingonline

Ninety-one energy efficient new council homes

Two major housing developments have been completed in Portslade this year providing a total of 91 new council homes.

Residents have moved into 49 council flats at Quay View off Wellington Road. These are the first new homes delivered through the council's Homes for Brighton & Hove partnership, with affordable housing provider, the Hyde Group.

And another 42 council flats, at Jay Court and Perching Court in Victoria Road, welcomed tenants earlier this year as part of our New Homes for Neighbourhoods building programme.

The fantastic new homes in both developments were designed to be highly energy efficient, which will help keep energy bills low for residents.

They have been let to people on the council's housing register. One family commented that their quality of life would be majorly improved by moving into their new home at Perching Court.

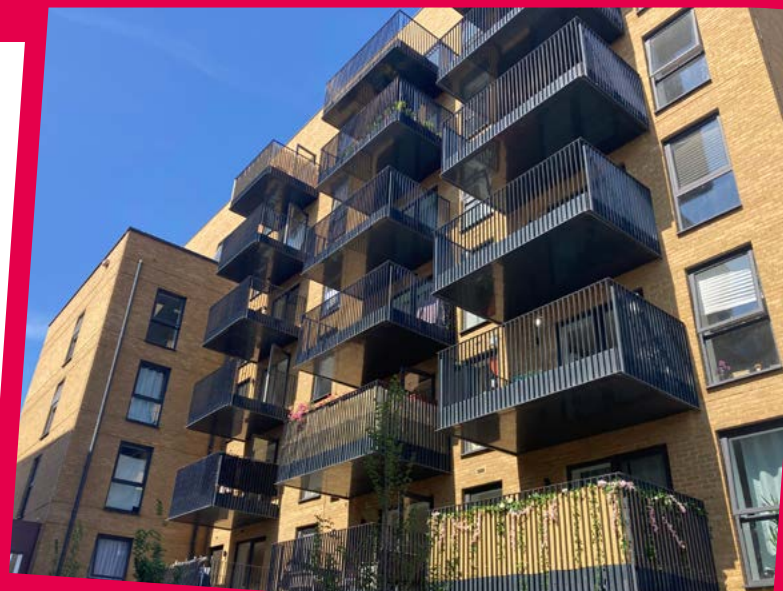
Homes for Brighton & Hove

The Quay View homes are part of a Homes for Brighton & Hove development of 104 one, 2 and 3-bedroom flats, with the other flats available as shared ownership through Hyde.

Homes for Brighton & Hove was set up to provide much needed low-cost homes for people in the city and is an important part of the council's ambitious programmes to build new council homes.

The partnership is also building 242 low cost homes in Coldean, which includes a further 127 council-rented homes. The Coldean Lane development is due to be completed this winter.

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



Top: New homes at Quay View

Bottom: New homes in Victoria Road

New Homes for Neighbourhoods

Jay Court and Perching Court is one of the largest schemes completed so far in our New Homes for Neighbourhoods building programme, which is providing new council homes for rent on council-owned land.

Smaller developments are also underway. Work has started on 4 flats in Frederick Street in the city centre, and we'll shortly be selecting the contractor to build 3 new houses in Rotherfield Crescent, Hollingbury.

Proposals are also in the pipeline for 39 new homes in Swanborough Drive, Whitehawk. An early round of consultation was carried out with local people last summer and the feedback will help shape design proposals which will be presented to residents later this year.

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

Have your say at Area Panels

We're making it easier for people to get involved in Area Panel meetings in response to your feedback.

Area Panels are a chance for residents to meet council officers and councillors to ask questions, share views, and work with the council to improve housing services.

There are 4 panels – central, north, east and west – with meetings held 4 times a year in each area.

In consultation last year, tenants and leaseholders told us how they thought the meetings could be improved.

Some said it could feel intimidating to raise an issue as a newcomer, and others thought only resident association representatives could take an active role.

People also felt there wasn't a clear way of raising an issue if they couldn't be at the meeting in person or join on Zoom.

As a result, we are making changes to make sure that there are different ways of having your say, any tenants and leaseholders can attend and take part either in person or on Zoom, and we are working on a way for people to raise questions online in the future.

Meetings will now be co-chaired by a councillor and an elected resident, who will share responsibilities and welcome new attendees who wish to take part. We'll also be working to increase the number of people involved from communities across the city, and improving digital accessibility for those who wish to play an active role in meetings online.

For dates of forthcoming meetings, see page 14.



Council Tenant Annual Conference – save the date

Saturday 16 September

This year's Council Tenant Annual Conference for tenants and leaseholders takes place on Saturday 16 September at Hove Town Hall Council Chamber from 9.30am until 4pm.

The conference is organised by tenants and leaseholders and all council housing residents are welcome.

The event is a chance to meet other local tenants, leaseholders and councillors and council managers.

This year the conference will be looking at priorities for local residents and how they can work with the council to influence and improve the delivery of housing services.

There will be stalls and displays sharing the work of local tenant and resident groups and the opportunity to speak to council officers.

The resident organising group will also be looking at how we can improve the open spaces on and around the council estates in the city.

Chris El-Shabba, a tenant from Whitehawk, will chair the conference. She said: "We hope as many residents as possible will come along, to meet each other and share their ideas and views with us and the council."

Residents can stay for the whole conference or just drop in for a while. It's also possible to take part online or by phone.

Lunch will be shared at 1pm with a chance to chat and meet new people.

To find out more, visit **www.brighton-hove.gov.uk/cta-conference** or call the Community Engagement team on 01273 291211 or 291518. You can also get in touch to ask about help with transport, or childcare or carer costs.

If you would like to get involved in helping to plan this year's event, or future conferences, please also contact the Community Engagement team.

Tackling waste together

A waste amnesty organised by residents in Whitehawk helped to clear loads of unwanted items.

A group of residents had the idea for the one-day event in May and worked with the council to arrange it.

The aim was to support residents who might struggle to get rid of their bulky waste and help to prevent fly tipping.

Volunteers let local people know about the amnesty and Housing and Cityclean staff went along with trucks to remove unwanted waste items and help with litter picking.

Some unwanted furniture was put to good use to help other tenants, through our furniture recycling project. Other waste collected was reused or recycled wherever possible.

Residents made sure the event had a real community feel and organised T-shirts, a barbecue and refreshments for people taking part.

Rachel Holland from Whitehawk Foodbank was one of the organisers. She said: "The amnesty was a win as it proved that we can speak out and address issues that impact our communities and



The waste amnesty day in Whitehawk



quality of life, and see community-led solutions work in hand with the action of the council to change them. It was such a lovely day. The team of volunteers and staff were so great, and the sun made it even better!"

We'd like to thank the residents in east Brighton for setting up the waste amnesty and we were very happy to work with the community to support the scheme.

If you have any unwanted furniture in good condition for our recycling project, please call the Estates Services team on 01273 294769.

Remembering Eddie Cope

Dedicated tenant representative Eddie Cope passed away earlier this year.

Eddie was passionate, forthright, and dedicated to putting the voice of residents at the front and centre of council housing.

Eddie was the chair of the Resident Inspectors for many years, an active member of the Whitehawk community, and involved in other groups.



He was particularly dedicated to the role of the Resident Inspectors, a group of residents who view empty properties before they are let to new tenants.

Eddie assessed properties from a residents' viewpoint and his sharp eye for detail helped identify issues that had sometimes been overlooked or not completed.

He was a perfectionist and expected a high standard of quality within completed empty homes. His feedback from visits over the years has helped shape the way the council looks at work required in empty properties.

Eddie was committed to improving housing services for residents and he will be much missed.

Celebrating community with festival art

A joyful celebration of art and creativity on local estates took place during Brighton Festival in May.

Community groups and residents of all ages got involved to create and showcase a range of artworks reflecting their area.

It was all part of the festival's Our Place artist in residence projects.

Say hello!

In Moulsecocomb and Bevendean residents celebrated the cultural diversity of the area.

They designed colourful decorative postcards with 'welcome' or 'hello' messages, some in different languages, to display or give to neighbours.

And they took part in screenprinting workshops to print the messages onto banners and cushions to provide a cheerful welcome in local community venues.

The project, called Say Hello!, was led by arts organisation East Side Print.



Screenprinting cushions in Moulsecocomb Library



Hearts and hands

In Hangleton and Knoll local residents joined with artist Boudicca Collins to transform a plain wall outside Hangleton Community Centre with a vibrant mural.

They shared ideas and inspiration for the project at creative workshops with Boudicca, organised by the Hangleton & Knoll Project and hosted by Hangleton Community Centre.

The result was an eye-catching design celebrating the community, incorporating hearts, hands and local features, which was unveiled at a fun day in May.

One resident who took part, Aleya, said: "It's great to see the end result, the mural looks amazing and it was wonderful to see our diverse community coming together."

ARTCLUB

In East Brighton children, young people and adults teamed up with photographer Vivek Vadoliya on a project about identity, called ARTCLUB.

They enjoyed experimenting with different styles of photography and produced a wonderful selection of photos of local places and people, which went on show in an exhibition at St Cuthman's Church in Whitehawk.

An ARTCLUB newspaper featuring the pictures was produced, and local residents and their children helped to deliver the paper locally to enable more people to share in the project.

Many of those involved want to continue taking pictures and some hope to set up a local photography club.



A young photographer taking part

Welcome to residents at seniors housing scheme

We've added another seniors housing scheme to our range across the city.

Charles Kingston Gardens, a block of 18 flats in Patcham, was transferred from Clarion Housing Association to the council in April.

It means we now have 24 seniors housing schemes, providing independent living for people aged 55 and over.

Residents at Charles Kingston Gardens were consulted about the change and, following positive feedback, they have now become council tenants.

Charles Kingston Gardens is next door to one of our existing seniors housing schemes, Elwyn Jones Court, and residents will benefit from the facilities and community activities offered there too.

Approval for the transfer of Charles Kingston Gardens was agreed by the Housing Committee in November 2022.

Our seniors housing schemes provide independent living, with advice available from a scheme manager during the day and a 24-hour emergency alarm system to provide round the clock reassurance.

To find out more, visit www.brighton-hove.gov.uk/seniors-housing, email seniorshousing@brighton-hove.gov.uk or ring 01273 293030 and ask for a call back from a member of the seniors housing team.



Coronation party

Cheers! Residents, family and friends enjoyed a party at Elwyn Jones Court seniors housing scheme to celebrate the Coronation.

A group of residents at the scheme in Patcham organised afternoon tea and decked out the lounge with bunting, balloons and flags for the occasion.

Resident Marion Brooke said: "It was lovely for people to get together and we had a great time. We raised a glass to the King at the beginning and we all had a good old sing song at the end!"

Residents at Charles Kingston Gardens were also invited to the party.

Happy 100th Birthday!

Congratulations to seniors housing residents Joan Roberts (left) and Ivy Dey (right) who both recently celebrated their 100th birthdays.

Joan and Ivy each enjoyed parties with family and friends to mark their special day.

Joan moved to Leach Court seniors housing scheme in Kemp Town when it was built in 1974 and has lived there ever since. Over the years she's



helped with the scheme's social club, run keep fit sessions and a knitting club, and welcomed many new residents.

Ivy has lived at Manor Paddock seniors housing scheme in east

Brighton for around the same time. She moved to Brighton as a child, has lived in the city ever since and joined the Women's Land Army at Roedean during the Second World War.



Help provide a home from home for Ukrainian guests

Could you provide a safe haven for someone fleeing the war in Ukraine?

Around 300 local households have already opened their homes to Ukrainian guests as a part of the Homes for Ukraine scheme.

Now the council is looking for more people to become hosts, as many Ukrainians who arrived last spring are nearing the end of their time with their original host.

Hosts receive a thank you payment ranging from £350 per month and should be able to provide accommodation for 6 months. Hosts also receive advice and support.

If you have a spare room, and are interested in welcoming a Ukrainian guest, please contact the Housing Customer Services team.

There are requirements in council tenancies to be aware of and the team can help you to avoid any potential issues. Email housing.customerservices@brighton-hove.gov.uk or phone 01273 293030.

To find out more, visit www.brighton-hove.gov.uk/become-a-host



Suzanne and Ulya

Suzanne, a host for over a year, said:

“I would absolutely encourage everyone out there, if you have the space and you also have a family around you that are all up for the same thing, to host someone from Ukraine.”

Ulya, Suzanne’s guest, said:

“Home for me is in Ukraine, and I really miss Ukraine, but it’s very lovely to have this family and just be here. They’re the most amazing people I’ve ever met.”

News from the Leaseholders Action Group

As the summer weather warms up, and as Covid lockdowns recede into history, we are seeing more activity in the council’s works programme. The Leaseholder Action Group (LAG) is hearing more from leaseholders about works affecting them. We shall continue to monitor progress.

We are planning our programme of meetings and other activities for the year. As well as works plans, we are looking into safety of blocks with cladding, insurance issues, and the future of circular economy plans.

We look forward to meeting the new councillors

on the Housing & New Homes Committee and working with them in the future. Please do get in touch if you have any comments or concerns, or any topics you’d like us to raise. All our committee meetings and other events are open to all leaseholders - so please do come along and join us!

Phone LAG on 01273 605225 (mornings or evenings best), email lag@clarend.com or look for B&H Leaseholders Action Group on Facebook. There is also a leaseholders’ email discussion group - email us if you’d like to join it.

Rosemary Johnson, LAG Chairperson

Keep cool and stay safe

Last year's record-breaking temperatures highlighted the importance of keeping cool in hot weather.

As temperatures rise, these tips for coping in hot weather are from the NHS.

- Keep out of the heat if you can. If you have to go outside, stay in the shade especially between 11am and 3pm, wear sunscreen, a hat and light clothes, and avoid exercise or activity that makes you hotter.
- Cool yourself down. Have cold food and drinks, avoid alcohol, caffeine and hot drinks, and have a cool shower or put cool water on your skin or clothes.
- Keep your living space cool. Close windows and curtains during the day and open windows at night when the temperature outside has gone down. Electric fans can help if the temperature is below 35 degrees. Check the temperature of rooms, especially where people at higher risk live and sleep.
- Look out for signs of heat related illness. Call NHS 111 if you need medical help or in an emergency dial 999

Please also check in with any friends, family or neighbours who may be more vulnerable in the hot weather to make sure they have the support they need.

For more information, visit www.nhs.uk/heatwave



FREE Summer holiday activities

The Holiday Activities and Food (HAF) programme offers FREE activity clubs with a meal for school-aged children, from Reception to Year 11, who receive benefits-related free school meals.

There's something fun for everyone, including sports, performing arts, coding, playschemes and more.

Each eligible child can attend up to 16 HAF sessions this summer. Availability is limited, so please book early!

Everything can be booked online at www.eequ.org/brightonhovehaf

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

Summer kit bags

The Hangleton and Knoll Project youth team has 50 'Safe in Summer' kit bags to give away to local young people aged 11 to 19 living in council housing or receiving free school meals.

Bags contain sun cream, a sun cap, water bottle and summer safety information. They are also available for young people up to the age of 25 with special educational needs or disabilities.

To find out more email youth@hkproject.org.uk or pop into St Richard's Community Centre in Egmont Road, Hove, and ask for the youth team.

How we've been doing

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

January to March 2023



Rent collection and current arrears

Our rent collection rate was 94.02%, a decrease of 0.1% since the last quarter but one which has been slowing. To improve this a recovery plan has been implemented.



Repairs and improvements

The proportion of 'Decent Homes' has slightly decreased, from 96.8% to 95.8%. The Repairs Helpdesk answered an average of 294 phone calls per working day, and we completed 139 repairs per working day (a total of 8,778 during the quarter, of which 3,303 emergency and 5,475 routine).



Customer services

Housing Customer Services dealt with an average of 93 phone calls and 99 emails per working day. The most common queries were about residents' parking and tenancy issues including anti-social behaviour.



Moving home

We let 128 homes, down from 142 during the previous quarter. The number of empty homes increased from 144 to 180 although this included 35 new build homes completed in March.



Estates service

The team completed 1,544 mobile response jobs, including lock changes and light bulb replacements, and 755 jobs to move bulky items.



Anti-social behaviour

Our officers responded to 86 new cases of anti-social behaviour.



Tenancy management

We've worked on 65 cases to support vulnerable tenants, including 20 tenancy sustainment cases involving help with arranging benefit claims, repairs, and care packages.

Feedback about housing services

We want to know what you think about the service you receive so we can build on our successes and make improvements where they are most needed.

Please send your feedback to CustomerFeedback@brighton-hove.gov.uk or call 01273 291229.

Whether you make a compliment or a complaint, your right to receive a good quality service will not be affected.

You can also contact the Housing Ombudsman for independent advice and mediation. If your complaint has not been resolved via the council's complaints procedure the Ombudsman will then liaise with you and the council to seek satisfaction.

For details, visit www.housing-ombudsman.org.uk, email info@housing-ombudsman.org.uk or call 0300 1113000.

Revamp for playgrounds

Exciting refurbishments begin on 8 playgrounds across the city this summer.

Play areas at Queens Park, Hollingdean Park, Woodingdean Central Park, Whitehawk Way, Knoll Park, Woollards Field (Maggie's Corner), Saltdean Oval Park and Rottingdean Recreation Park will be refurbished over the coming months.

It's the latest phase of a £3 million programme to improve park play areas in the city for everyone to enjoy.

Some of the playgrounds may need to be closed during the summer holidays, but every effort will be made to minimise disruption. This is to ensure the weather doesn't impact the installation of new equipment and new safety surfaces being laid.

In total 45 play areas are being upgraded, with half already completed, including Carden Park, Easthill Park and Preston Park.

Residents took part in consultation to help shape designs for the new look playgrounds. Thank you to everyone who gave their views.

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



A new play and fitness area was completed in Carden Park last year

Climate action hub

Be part of the city's climate action for a cleaner, healthier and fair future.

Check out the Climate Action Hub on our website to find out how the council is working to cut carbon emissions, and ways you can help protect our city and our planet.

There are ideas for getting involved and taking action to save resources and protect nature - from joining a community composting scheme to volunteering with a conservation group, for example.

There's advice about reducing and reusing waste, including a round-up of places to recycle and donate unwanted items.

And information for businesses about becoming more sustainable and reducing their impact on the environment.

To find out more, visit www.brighton-hove.gov.uk/climate-action

Take part in our biosphere!

Did you know Brighton & Hove sits at the heart of a UNESCO* biosphere reserve called The Living Coast?

The biosphere recognises our internationally important natural environment, stretching from the Downs to the sea and between the rivers Adur and Ouse.

It aims to connect people and nature and you can get involved in events, activities and volunteering opportunities.

The Living Coast Partnership is planning for the next 10 years. If you'd like to take part and share your thoughts on past highlights or future wishes for the biosphere, please visit www.thelivingcoast.org.uk. An online survey is available in July.

The partnership is made up of more than 40 conservation, education, business, voluntary and local government partners, with the city council as a lead partner.

*UNESCO is the United Nations Educational, Scientific and Cultural Organisation.



Photo: Murray Ballard/The Living Coast

Adult education courses

Interested in learning a new skill? The Adult Education Hub's latest prospectus is available now.

The choice includes English, maths, digital skills, English for speakers of other languages (ESOL), employability, and leisure courses.

If you're looking for ways to improve your own and your family's health and wellbeing,

there are also workshops and short courses to help with a range of topics, including building resilience and dealing with anxiety.

All courses are free if you are unemployed or earn less than £20,319.

For more information, visit www.brighton-hove.gov.uk/adult-education or call 01273 292828.

Help with job hunting

Help and support with looking for work or training is available from the Hangleton and Knoll Project.

The project provides free one-to-one free employment support and runs a weekly Job Club at St Richard's Community Centre in Egmont Road, Hove.

For more information, contact Lizzie Beckett on 01273 410858 or email lizzie.beckett@hkproject.org.uk

Check out the toy library

Did you know you can borrow toys from some of our local libraries?

Whitehawk Library offers a selection of more than 300 high quality toys and games to borrow for free.

There are also smaller toy collections at Coldean and Portslade libraries.

Toy libraries are a great way to provide different toys for your child to enjoy without breaking the bank!

Lots of libraries hold activities for children and families, such as 'baby boogie', storytime and other play sessions.

To find out more about local libraries and how to join, visit www.brighton-hove.gov.uk/libraries, ring 01273 290800 or call in at a library.

Dates for your diary

Area Panels

Area Panel meetings are a chance for residents to meet council officers and councillors to ask questions, share their views, and work with the council to improve housing services.

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

Central 7 – 9pm, Tues 12 Sept, Barnard Centre, St John's Mount, Mount Pleasant, Brighton, BN2 0JP

East 2 – 4pm, Thurs 7 Sept, Whitehawk Hub (Library ground floor meeting room), Whitehawk Road, BN2 5FL

West 2 – 4pm Wed 13 Sept, Portslade Town Hall, Victoria Road, BN41 1YF

North 6.30 – 8.30pm, Tues 5 Sept, St Richard's Hall, Beal Crescent, Hollingdean, BN1 7BU

These will be held in person, with the opportunity to also take part online on Zoom or join in by phone.

For more information contact the Community Engagement Team, email communityengagement@brighton-hove.gov.uk or call 01273 291211 or 291518.

Agendas and minutes of meetings are available at www.brighton-hove.gov.uk/area-panel-meetings

City events

Brighton Kite Festival

15 to 16 July - Stanmer Park

Pride

5 to 6 August - Various locations

Brighton Triathlon

10 September - from Hove Lawns

Find out about forthcoming events in the city at www.visitbrighton.com/whats-on

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

Win tickets to Van Gogh Alive

Enter our free draw for a chance to win a family ticket to the Van Gogh Alive immersive exhibition at Brighton Dome's newly restored Corn Exchange and Studio Theatre.

This unique experience combines sound, visuals and even the aromas of Provence to bring Vincent Van Gogh's work to life.

The prize is a family ticket for 2 adults and 2 children (under 16) for a midweek date (Tuesday to Friday) of the winner's choosing, subject to availability.

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

- Which community centre has a colourful new mural?
- What is the date of Apprenticeship Experience Event?
- What nationality was Van Gogh?

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



Photo: David McHugh/Brighton Dome

Van Gogh Alive runs until 3 September. The experience explores the life and work of the Dutch artist and more than 3,000 images are presented in stunning detail, including iconic works such as Sunflowers and lesser-known paintings. For more information, visit www.brightondome.org or call 01273 709709.

Please include your name, address, postcode and phone number.

The closing date for entries is 25 July 2023. The winner will be contacted and their name published in the next issue of Homing In. The competition is open to all households who receive Homing In by email or post.

Volunteering opportunities

If you are interested in trying something different, meeting new people and learning new skills, volunteering could be for you.

The Community Works charity can help with information about a wide range of volunteering opportunities available with local community groups. To find out more visit www.communityworks.org.uk/volunteering or call 01273 234826.

Thank you to everyone who volunteers.

Congratulations

Thanks to everyone who entered our spring draw to win a family ticket to an exhibition at the Royal Pavilion called A Right Royal Spectacle: The Coronation of George IV. The winner was Jennie Christian from Hove.

Useful contacts

Housing Customer Services

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

Repairs Helpdesk

Report online at www.brighton-hove.gov.uk/repairs
0800 052 6140 (local line 01273 294409)

Housing Income Management Team

housing.incomemanagement@brighton-hove.gov.uk
01273 293224

Housing Benefit

housing.benefits@brighton-hove.gov.uk
01273 292000 or 01273 290333 for people
with speech or hearing difficulties

Community Engagement Team

For information about tenant and leaseholder groups
communityengagement@brighton-hove.gov.uk
01273 291518 or 291211

Access Point for adult social care

AccessPoint@brighton-hove.gov.uk
01273 295555

Noise Nuisance

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

Other useful contacts

Moneyworks Brighton & Hove

www.advicebrighton-hove.org.uk
0800 9887037 or 01273 809288

Citizens Advice Bureau

www.cabrightonhove.org
0300 330 9033

Help with domestic violence and abuse

www.brighton-hove.gov.uk/domestic-abuse-help
Freephone 0300 323 9985

Brighton & Hove Independent Mediation Service

www.bhims.org.uk
01273 700812

Leaseholders Action Group

lag@clarend.com
01273 605225
www.facebook.com/groups/bhlag

Online services

Visit the council housing website to check out all housing services at
www.brighton-hove.gov.uk/council-housing

Pay online at www.brighton-hove.gov.uk/pay

Go to the Housing Online system at
www.brighton-hove.gov.uk/housingonline

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

 Follow us on twitter.com/BHHousing

 Like us on facebook.com/BHHousing

Housing Committee Meeting

Wednesday 20 September 2023 at 4pm

The meeting will be held 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.

Agendas, minutes and webcasts of council meetings are available at
www.brighton-hove.gov.uk/council-meetings

If you have any comments or suggestions for future articles, email homingin@brighton-hove.gov.uk or write to **Homing In**, Performance & Improvement, Housing Centre, Unit 1, Fairway Trading Estate, Eastergate Road, Brighton BN2 4QL or call 01273 293030.

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

Save paper and get Homing In online!

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

