homing in

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

Summer 2026

Young people joined in the celebrations for the opening of a new youth centre for the west of the city. Find out more on page 10.

In this issue

Creating Great Homes Together action plan

More homes switch to solar power

Celebrating Our Place

Win a padel session

Brighton & Hove City Council

Welcome to the summer issue of Homing In

We're committed to becoming a great landlord and working with residents to improve our housing services.

In this issue, we're setting out our Creating Great Homes Together action plan which is shaped by your views and feedback.

Thank you to everyone who took part in workshops and our Your Voice survey last year to help draw up the action plan. You can find out more about it on page 5.

We also have other news and updates from across our housing services.

This includes information about surveys we're going to be carrying out on the condition of all our council homes, to help plan future repairs and improvements. See page 4 for details.

And there's an update on work to install solar panels on around 1,000 council homes, helping to reduce energy bills for tenants. See page 3.

We're also pleased to report that work is getting underway this summer on 3 new council housing developments which will provide a total of more than 240 new council homes, see page 7.

Councillor Gill Williams

We also have news of summer events in the city and a chance to win a game of padel at Withdean Sports Complex or Hove Beach Park.

Councillor Gill Williams
Cabinet Member for Housing

LGBTQ+ Housing Pledge

We are proud to have signed up to the LGBTQ+ Housing Pledge, a scheme delivered in partnership with the Stonewall Housing charity.

The move underlines our commitment to LGBTQ+ inclusion in all our work as a housing provider.

We'll be working closely with Stonewall Housing over the next year with the aim of achieving the charity's accreditation of 'Pledge Pioneer'.

As part of this, we'll be setting up a dedicated LGBTQ+ housing resident working group, to help inform how we move forward as a more inclusive and progressive organisation for our LGBTQ+ residents.

We'll have more information about the resident group, and how you can get involved, in the autumn issue of Homing In.

For more information about the Housing Pledge, visit **www.stonewallhousing.org/houseproudpledge/**

Annual report to tenants and leaseholders

Our annual report to council tenants and leaseholders will be included in the autumn issue of Homing In, which is published in September.

The report will include our annual Tenant Satisfaction Measures (TSMs).

The TSMs will be submitted to the Regulator of Social Housing by the end of June and published on our website this summer at **www.brighton-hove.gov.uk/housing-performance**

More homes switch to solar power

Solar panels have been installed on more than 950 council homes across the city over the last 3 years.

The work is part of action to reduce energy bills for council tenants and cut carbon emissions.

The installation programme has focussed on homes with the lowest energy efficiency ratings, particularly those with electric heating, and areas of the city with a higher likelihood of fuel poverty.

Residents are feeling the benefits, with potential savings of up to £300 a year on their electricity bills.

A local team of contractors is carrying out the installations, and the project is due to be completed this summer with an expected 1,000 installations completed in total.

It brings the total number of council homes in the city with solar panels to more than 1,400.

Solar panels are also being included in the design of new council housing developments in the city where they can bring benefits directly to residents.

Feedback from residents has been positive, with many noticing a difference in their energy bills and daily usage, reporting changes to their routines to run appliances during the day to maximise the benefits from the electricity generated.

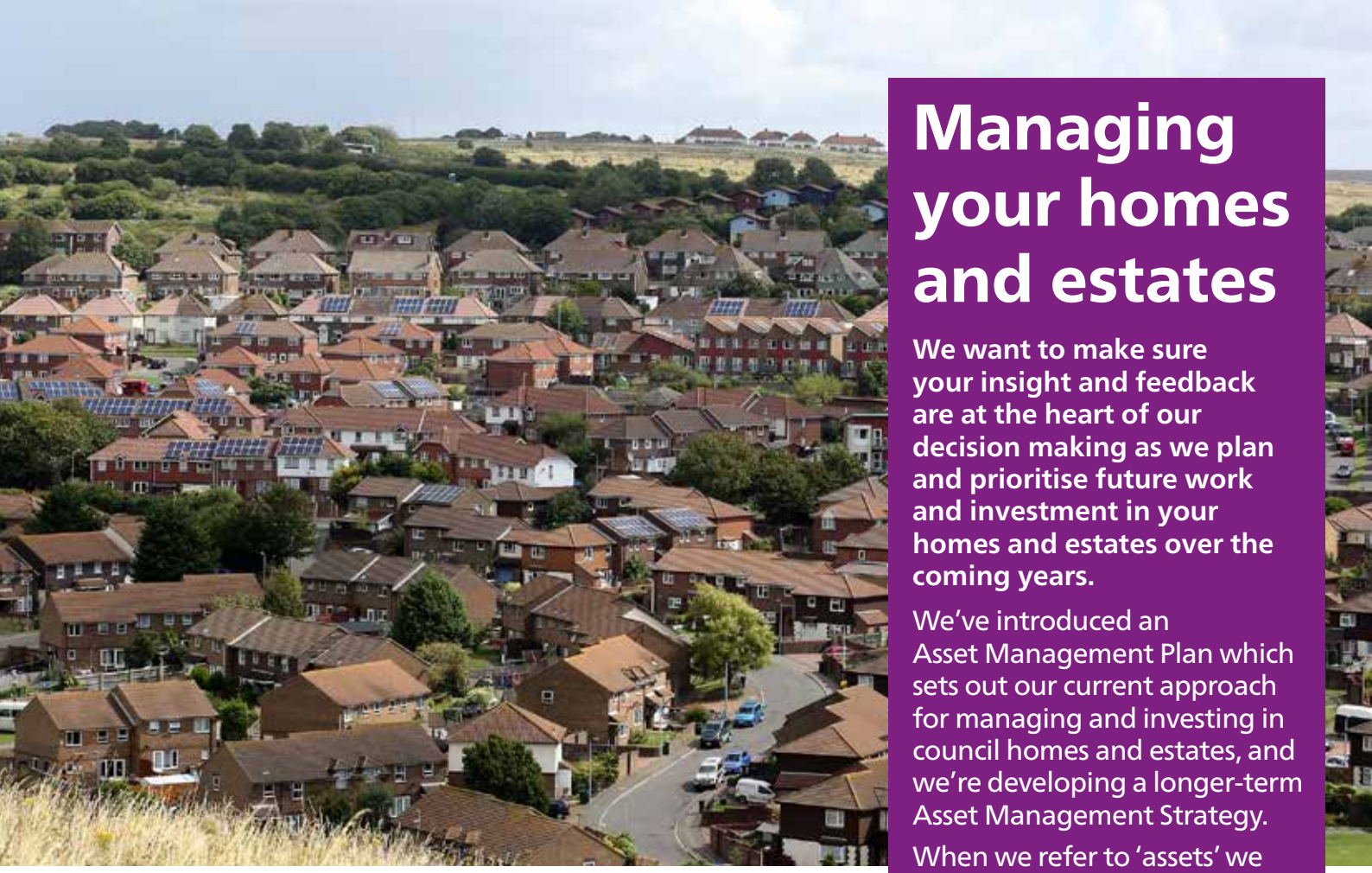
Summer holiday activities

The Holiday Activities and Food (HAF) programme is back for the summer, offering a wide range of fun, free activities during the school holidays.

HAF is for children and young people in reception to Year 11 who receive benefits-related free school meals. Those attending also receive a free nutritious meal.

Holiday activities include sports, playschemes, art, drama, family cooking workshops, intensive top-up swimming courses, cycle training and more.

For more information and to find out how to book a place, visit **www.brighton-hove.gov.uk/HAF**



Surveying your home

We will be carrying out surveys on the condition of all council homes over the next 2 years.

This will help us plan future repairs and improvements and ensure your homes remain well maintained.

What the surveys will cover:

Houses

- The internal survey will look at the condition of key areas such as kitchens, bathrooms and doors, and check for any signs of damp or mould as well as the general condition of the home.
- Outside, we'll carry out a ground level inspection of the roof and chimney, windows and doors, and the overall condition of the brickwork and exterior.

Blocks of flats

- The internal survey will look at the condition of kitchens, bathrooms, doors, signs of damp or mould, and the overall condition of the home.
- Externally, we'll inspect the roof, from ground level for pitched roofs or at roof level where it's safe to do so, as well as windows, flat entrance doors, main block doors, and the general condition of the brickwork, render and other external features.

Our in-house surveyors have started carrying out these inspections, and we are appointing additional external surveyors to support the work.

We will write to you directly with full details when it's time to survey your home.

Managing your homes and estates

We want to make sure your insight and feedback are at the heart of our decision making as we plan and prioritise future work and investment in your homes and estates over the coming years.

We've introduced an Asset Management Plan which sets out our current approach for managing and investing in council homes and estates, and we're developing a longer-term Asset Management Strategy.

When we refer to 'assets' we are talking about council housing and estates across the city.

Your views will be important in helping to shape this strategy and there will be opportunities to get involved and have your say.

As a first step, we're meeting elected tenant city-wide representatives and the Leaseholders Action Group this summer to get their ideas on how they would like us to engage with residents.

We'll report back to our Area Panels in September (see page 14 for Area Panel dates) and we'll keep you updated in future issues of Homing In about how you can give your views.

The stock condition surveys being carried out over the next 2 years are all part of the work to plan for future investment in your homes.

Creating Great Homes Together

We are setting out our Creating Great Homes Together action plan which has been shaped by tenants to improve our housing services.

We've listened to your views, and the plan sets out how we're working to make improvements on the issues that matter to you most.

Priorities include reducing the need for repeat repairs visits by improving how repairs are completed, improving how we deal with complaints and making it easier to report anti-social behaviour.

The plan includes timescales and we'll provide regular updates so you can hold us to account.

We're already making progress – for example, we've improved our repairs materials supply chain, reducing the need for repeat visits, and provided more staff training on responding to complaints.

Shaped by residents

The plan was drawn up following a series of resident-led workshops last year and a Your Voice survey.

At the workshops, residents recommended ideas for improvements on key issues raised through complaints, Housing Ombudsman findings, surveys and other engagement activities.

This was followed by a Your Voice survey where residents helped to prioritise the improvements put forward.

Thank you to everyone who took part.

Area	What we will do	When
Right first time repairs	Improve repair quality, reduce repeat visits, and carry out quality checks	**2026**
Planned and major work	Publish and regularly update a clear online schedule of planned works	**2026**
Repairs feedback	Change when we contact you about your experience with repairs and follow up problems properly	**2026**
Repairs tracking	Introduce improved, digital repair tracking with better updates	**2026-2028**
Customer contact	Improve call handling, online services, and proactive updates	**2027-2028**
Anti-social behaviour	Improve advice, reporting options, training, and community information	**2026**
Every contact counts	Set standards for respectful, supportive communication	**2026-2027**
Complaints handling	Improve how complaints are handled, tracked, and explained	**2027**
Complaints information	Make it clearer how to complain and what to expect	**2027**
Tenant engagement	Create more ways for tenants to influence and scrutinise services	**2027 to 2028**

Get involved

If you would like to get involved in any forthcoming projects to help improve our housing services, please contact the Community Engagement Team.
Email **communityengagement@brighton-hove.gov.uk** or call **01273 291518.**

Summer home care tips

We are providing some top tips to help keep homes safe, healthy and in good condition during the warmer summer months.

Keep air flowing

- Open windows daily to help reduce condensation and prevent mould, and tell us if windows or doors are difficult to open or won't close properly
- Use extractor fans in kitchens and bathrooms (and report to the Repairs Helpdesk if they don't work)
- Avoid blocking air vents with furniture

Check for small plumbing problems

- Report dripping taps, leaks, or slow drains early
- Check outdoor taps or hoses (if you have them) for leaks
- Watch for leaks, damp patches, or water marks inside your home and report them early

Stay safe in warm weather

- Test your smoke alarms regularly (and report to the Repairs Helpdesk if not working)
- Keep flammable items away from heat and sunlight
- Don't prop fire doors open in communal areas

Keep outdoor areas clear (if you have one)

- Keep gardens or balconies clear of rubbish and overgrown plants – including cutting back ivy or climbing plants that are attached to the outside of your home
- Trim back plants that touch walls, doors, or windows
- Don't allow plants to block vents or drainage areas
- Never use barbecues indoors or on balconies
- Keep flammable items away from heat and sunlight

Protect against the risk of legionella infection

- Descale and clean taps, shower heads and hoses every 3 months

If you are away, or don't use a water outlet for longer than a week, before using it again you should:

- Cover the taps and shower head with a towel so you do not inhale any water spray, then run the water for a few minutes
- Close the lid on your toilet and flush it twice

Here to help

Early reporting helps prevent bigger problems and keeps your home safe.

If you need our support we're here to help, please contact the Repairs Helpdesk:

Call 01273 294409

Visit www.brighton-hove.gov.uk/repairs

Or write to Repairs Helpdesk, Housing Centre, Unit 1, Fairway Trading Estate, Eastergate Road, Brighton, BN2 4QL

Hundreds of new homes on the way

Work is getting underway this summer on 3 new council housing developments, as part of our New Homes for Neighbourhoods building programme.

In Moulsecoomb, construction work is starting on Flintfield Drive which will provide more than 200 new council homes.

It's the biggest single council housing development in the city for years and will also provide a range of new community services and facilities.

These will include a GP surgery, pharmacy, library, youth centre, community cafe, skate park and 7-a-side 3G football pitch.

The development is due to be completed in 2029.

In Portslade, preparatory work is underway on 2 new housing developments, with construction due to begin in the autumn.

Flintfield Drive

Windlesham Close

A new community centre and 28 homes are going to be built on the site of Portslade Village Centre in Courthope Close.

A further 15 homes will be built nearby in Windlesham Close on the site of Windlesham House.

For more information about our New Homes for Neighbourhoods projects, visit **www.brighton-hove.gov.uk/nhfn**

Buying back more council homes

We've bought back 3 houses in multiple occupation in Moulsecoomb & Bevendean to convert into family homes, with one for use as temporary accommodation.

The properties were built as council houses between the 1930s and 1950s and previously sold to occupants through the government's Right to Buy scheme.

They are among 118 former council homes bought back into council ownership last year (2025/26) through our Home Purchase Policy.

Since the policy was introduced in 2017, we've bought back a total of more than 500 homes.

It's all part of action to provide more family homes and temporary accommodation.

If you own a former council home and are interested in selling it, please visit **www.brighton-hove.gov.uk/home-purchase-policy** for more information, or email **homepurchase@brighton-hove.gov.uk**

Please note, if your home was bought from the council under Right to Buy in the last 10 years, you must offer it to the council first if you wish to sell it.

Go ahead for redevelopment of large panel system buildings

The redevelopment of the council's 8 large panel system (LPS) buildings was approved by the council's Cabinet in March.

Our new Director of Estates Renewal, Chantelle Barker, joined the council in April and has been enjoying meeting residents and listening to their experiences, and reviewing how best to engage and collaborate with their communities in the next steps ahead.

Supporting residents through each step of the process is our priority. As such, representatives from the Resident Advisory Groups will be choosing an Independent Tenant and Leaseholder Advisor (ITLA), as additional support for residents.

The ITLA will have many years' experience of acting as a free, impartial sounding board and providing independent advice for residents of estate regeneration projects.

The resident panel will be given additional training on how to procure the ITLA company.

The 8 LPS buildings are Dudeney Lodge and Nettleton Court in Hollingdean, Falcon Court, Heron Court, Kestrel Court, Kingfisher Court and Swallow Court in north Whitehawk; and St James's House in Kemp Town.

Temporary accommodation scheme extended

A scheme to use some vacant council homes as temporary accommodation for homeless households is being extended until next year.

The aim is to improve support for families with children in temporary accommodation and reduce the numbers of households needing to be placed outside of the city.

The scheme was initially introduced as a short-term measure between January and the beginning of May this year.

Now, following consultation it is being extended until 1 May 2027.

Since January 71 homes* have been allocated as temporary accommodation, rather than being let to people on the city's housing register. (*As at 11 June)

In response to feedback, the scheme has been amended to introduce a clear overall cap of 180 properties, apply a more flexible month by month approach to respond to demand, and to exclude 4-bedroom homes. Seniors housing, housing association and mobility rated homes will continue to be excluded.

We anticipate it will involve around 20% of the council homes that become available for letting until next May.

As part of the review of the initial scheme, we carried out a 6-week consultation to get resident feedback, particularly aimed at council tenants and leaseholders, people on the housing register, and those living in temporary or emergency accommodation.

Thank you to everyone who gave their views.

Moving out of council housing

We're tightening up our end-of-tenancy process to make sure council homes are left empty and in good condition, ready for new households to move in.

This speeds up the re-letting process and reduces the cost of clearing properties.

Tenants who move out without removing or repairing something they are responsible for may be billed for the cost of work this causes, known as recharging.

For example, recharges could be made for:

- **Damage caused deliberately or by misuse**
- **Removing items left in shared areas and fire routes**
- **Removing furniture and appliances**
- **Changing locks due to lost keys**
- **Removing graffiti**
- **Clearing untidy gardens and dumped rubbish**
- **Work needed to address unauthorised alterations**

Tenants who have made any changes or improvements to their property should also check if it needs to be returned to its original state before moving out.

Help and advice is available for tenants before they move. We know budgets are stretched for households and we take individual circumstances into account when making any recharges.

For more information, visit www.brighton-hove.gov.uk/recharges or email Housing.Recharges@brighton-hove.gov.uk

Growing success of community garden

What used to be a patch of bramble in Whitehawk is now a thriving community garden.

The Crew Roots Community Garden was set up next to the Crew Club in Coolham Drive by artist Victoria Melody, with funding from the Estate Development Budget.

It has quickly become a valued space for local residents where children plant, grow and harvest vegetables and proudly take them home to eat.

The project is led by Victoria alongside market gardener Adam, who runs weekly sessions at the garden for children and adult volunteers.

The impact goes beyond just food, and the garden has become a place where people connect.

One resident said: "This is the only place I properly talk to my neighbours." A child at the garden said: "Planting trees is the best thing I've ever done in my life."

Estate Development Budget

Our Estate Development Budget (EDB) provides money for ideas that make a positive difference to local neighbourhoods on our council estates.

To find out more about the EDB and how to apply for funds, visit **www.brighton-hove.gov.uk/EDB**, email **communityengagement@brighton-hove.gov.uk** or call the Community Engagement Team on **01273 291518.**

Welcome at new youth centre

A new youth centre for the west of the city was officially opened in Knoll Park in Hove in April.

The Weller Youth Centre provides a welcoming space for local children, young people and families.

Young people were at the heart of shaping plans for the centre and named it in honour of local resident Pat Weller MBE and her late husband David. Pat is the founder and chair of The Hangleton & Knoll Project (HKP).

Pat said: "It's a wonderful centre and I'm really proud for the community and my family."

At the opening event, a youth 'Unsung Hero' award for services to the community was presented to Meghan Gregory by Councillor Amanda Grimshaw, who was mayor at the time, on behalf of HKP (pictured above).

The centre was funded through the Department for Culture, Media and Sport's Youth Investment Fund, following a successful bid from HKP and the council.

To find out about activities at the Weller Youth Centre, visit **www.hkproject.org.uk/what-we-do/youth-work** or call **07519 279483.**

Full fibre broadband

Work is continuing to install full fibre optic broadband at blocks of council flats across the city.

This is part of a national upgrade and will provide a faster, more reliable broadband connection.

Installation work at our blocks has mainly been done by BT Openreach so far. Two other companies - City Fibre and Virgin Media - will also be installing their infrastructure. The companies will contact you separately when work is scheduled for your block.

Each company will offer its own packages, providing a greater choice of prices and services for residents.

You can continue to use your existing copper wire-based system for broadband if you wish. Full fibre will eventually replace copper wiring, but this won't happen for a while.

Houses and bungalows are not part of this work and full fibre companies will contact residents of these properties directly.

News from the Leaseholders Action Group

Many thanks to the numerous leaseholders who attended our recent Annual General Meeting Summit in March.

This year, focus was given on allowing more time for leaseholders to interact and raise their questions directly with the various Brighton & Hove City Council teams' staff from all departments. There was also the opportunity to attend various workshops.

Further information concerning the topics of the summit has been posted on our Facebook page.

To contact the Leaseholders Action Group (LAG), email **Lag@maillist.cloud**, visit **www.facebook.com/groups/bhlag** or call **01273 605225.**

Chris Vine, LAG Co-Chair

Residents Alla and Shirley in the gardens

Blooming marvellous!

Gardens at Elwyn Jones Court are blooming thanks to a dedicated group of residents at the seniors housing scheme in Patcham.

Keen gardeners Sally, Pauline and Shirley are outside most days, whatever the weather, keeping the grounds looking lovely for everyone at the scheme to enjoy.

Features include a rose garden, a beach-themed area, raised flower beds and a sensory garden full of scented plants.

Sally said: "We all play a part. We aim to make sure there's something of interest in the gardens all year round and we plant things that are hopefully going to get bigger and better each year!"

Other residents at the scheme also help to look after some parts of the gardens, including Alla.

Games night celebration

Tenants at Woods House seniors housing scheme in Hove celebrated a year of hosting games nights in May.

Organised by resident Karl, several different games are played each week. Between 6 and 13 people usually attend and these popular nights are the highlight of the week for those who join in.

Happy 1st birthday to games night! Thank you Karl for organising them, and here's to many more fun nights to come.

From Woods House tenants

Seniors housing

We have 23 seniors housing schemes across the city for people aged 55 and over.

For more information about seniors housing,

visit **www.brighton-hove.gov.uk/seniors-housing**

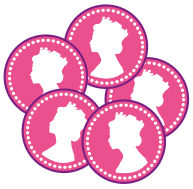
email **seniorshousing@brighton-hove.gov.uk**

or ring **01273 293030** and ask for a call back from a member of the Seniors Housing Team.

How we've been doing

January to March 2026

Here are some key performance results over the last quarter…



Rent collection

Our rent collection rate was 92.5%, up from 92% the previous quarter.

Repairs and improvements

The Repairs Helpdesk answered an average of 303 phone calls per working day, up from 279 the previous quarter. We completed an average of 157 repairs per working day, down slightly from 162 the previous quarter.

We completed 9,865 repairs in total, including 3,414 emergency and 6,451 routine repairs.

Customer services

Housing Customer Services handled an average of 94 phone calls and 103 emails per working day, compared with 73 phone calls and 107 emails the previous quarter.

Moving home

We let 74 homes, down from 122 the previous quarter. The number of empty homes at the end of the quarter was 139, down slightly from 144 at the start.

Anti-social behaviour

Our officers responded to 239 new reports of anti-social behaviour, up from 216 the previous quarter.

Tenancy management

We've worked on 117 new cases to support vulnerable tenants, compared with 131 the previous quarter, including 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.

For information about the council's complaints procedure, **visit www.brighton-hove.gov.uk/complaints**

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.**

Photos Claire Leach/ Brighton Festival

Celebrating Our Place

Residents joined in art projects and community celebrations as part of Brighton Festival.

In Moulsecoomb & Bevendean, they took part in an artist in residence project with puppeteer Darren East, creating puppets and masks for a performance at a fun day at Moulsecoomb Place.

In Whitehawk, residents collaborated with a land artist called LEO to create art and sculptures for a local art trail, finishing with a community celebration at Middle Park.

And in Hangleton & Knoll, a creative community lunch with a performance of puppetry and music was held at St Richard's Hall, in partnership with The Hangleton & Knoll Project.

The projects marked 10 years of the festival's Our Place community events.

Tackling hoarding

Hoarding is a complex issue, it's often caused by trauma and is recognised as a mental health issue.

It has a significant impact on people who are hoarding and often leads to isolation and feelings of shame for them and their families.

It can also impact the neighbourhood, become unsightly and unhygienic, and pose a risk to building and fire safety.

We're committed to supporting people who hoard to make their homes and neighbourhoods safe.

We have provided training to housing staff so that they understand what hoarding is, the effect it can have on individuals and communities and how to report it.

We are working closely with East Sussex Fire and Rescue Service (ESFRS) in our high-rise blocks to deal with any concerns about hoarding.

Our Tenancy Sustainment Team provides support to people with hoarding, working with them to agree a plan to manage it and reduce the risks it poses.

We are also working with colleagues in Adult Social Care, Mental Health services and ESFRS on how we manage particularly challenging cases.

And we have started a new service to declutter and clean properties in a sensitive and supportive way.

Get in touch

If you would like support with hoarding or are concerned about a relative, friend or neighbour, please email **Housing.CustomerServices@brighton-hove.gov.uk** or call **01273 293030.**

For further information about hoarding, visit **www.hoardinguk.org**

www.nhs.uk/mental-health/conditions/hoarding-disorder

www.mind.org.uk/hoarding

Free dance workshops for young people

Free dance and performance sessions for young people of all abilities are being held in Moulsecoomb.

The sessions, run by Vincent Dance Theatre, are a chance to get creative and develop new skills.

They take place at Moulsecoomb Hall on Lewes Road during term time and food is available beforehand so young people can attend straight from school.

- **Dance improvisation**
  Mondays 4.30pm to 6pm for ages 11 to 16
- **Dance performance training**
  Wednesdays 5pm to 6.30pm for ages 14 to 24

To find out more or sign up, WhatsApp Vincent Dance Theatre on **07525 233965.**

For more information about Vincent Dance Theatre, visit **www.vincentdt.com**

Ageing Well Festival

A celebration of events and activities for people aged 50 and over is being held from 25 September to 9 October.

The Ageing Well Festival is a chance to try different activities and meet new people, with events across the city.

This year's theme is 'Explore more, connect more, enjoy more'.

The festival is produced by Impact Initiatives, working alongside the council, as well as voluntary organisations and local businesses.

The programme will be available later this summer. For more information, visit **www.ageingwellfestival.org** or call **0808 1753234.**

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 on the following dates.

North **6pm Tuesday 8 September**
Venue to be confirmed

East **2pm Wednesday 9 September**
Venue to be confirmed

Central **6pm Tuesday 15 September**
Venue to be confirmed

West **2pm Wednesday 16 September**
Hove Town Hall, Norton Road, Hove BN3 4AH

For more information contact the Community Engagement Team, email **communityengagement@brighton-hove.gov.uk** or call **01273 291518** or **07717 302986.**

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

City events

March of the Mermaids
4 July, Hove Lawns

Brighton & Hove Pride
1 and 2 August, various locations

LagoonFest
5 September, Hove Lagoon

Brighton & Hove Triathlon and Multisport Festival
6 September from Hove Lawns

The Story Trail sculpture trail
12 September to 1 November, around the city

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 a padel session

Enter our free draw for a chance to win a game of padel and equipment hire for 4 people.

The hour-long session can be taken at the city's new covered padel courts at Withdean Sports Complex or at the seafront courts at Hove Beach Park.

Don't worry if you haven't played padel before, this popular game is easy to pick up!

The courts are run by Game4Padel in conjunction with the council, and in conjunction with Freedom Leisure at Withdean.

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

- **What is the name of the new youth centre in Knoll Park?**
- **Where is the new Flintfield Drive housing development?**
- **Where are the city's new covered padel courts?**

The session can be taken on a date of the winner's choice, subject to availability.

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

The closing date for entries is **27 July 2026.** The winner will be notified and their name published in the next issue of Homing In.

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

Further information

To find out more about the padel courts, visit **www.game4padel.com** and search for Withdean Sports Complex and Hove Beach Park.

Thanks to everyone who entered our spring draw to win a family ticket for Volk's Electric Railway.

Paddling pools open this summer

Children can enjoy cooling off this summer at paddling pools at Hove Lagoon and Saunders Park, and a water feature at The Level.

The 2 pools are open daily from 10am to 6pm until 13 September. The Level water feature operates from10am to 1pm and 2pm to 6pm until the same date.

The King's Road paddling pool on the seafront won't be open this summer while essential strengthening work takes place on the King's Road arches.

For latest information about paddling pools in the city, visit **www.brighton-hove.gov.uk/paddling-pools**

Useful contacts

Housing Customer Services
housing.customerservices@brighton-hove.gov.uk
01273 293030

Repairs Helpdesk
Report online at **www.brighton-hove.gov.uk/repairs**
01273 294409

Housing Income Management Team
Housing.Income@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
07717 302986 or **01273 291518**

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

Citizens Advice Bureau
www.cabrightonhove.org
08082 787815

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@maillist.cloud
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 at **www.gov.uk**

Follow us on **x.com/BHHousing**

Like us on **facebook.com/BHHousing**

Council meetings

Brighton & Hove City Council has a Leader & Cabinet decision-making system. The Cabinet is responsible for day-to-day decision making on most council services, including housing.

The Cabinet meets monthly, with a break in August. Meetings take place in the Council Chamber, Hove Town Hall, Norton Road, Hove BN3 4AH.

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**

You can find your local councillors at www.brighton-hove.gov.uk/councillors

If you have any comments or suggestions for future articles, please 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.

MIX Paper | Supporting responsible forestry FSC® C015177 www.fsc.org

carbon footprint
www.carbonfootprint.com
Brighton and Hove City Council INV4687961 / INV4687962
Printed on carbon neutral paper from Elliott Baxter & Co Ltd

8602 Brighton & Hove City Council Communications Team