# homing in

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

Autumn 2026

A major new council housing development in Moulsecoomb is creating employment opportunities for Brighton & Hove residents. Find out more on page 7.

## In this issue


Join the City Meet-up event in October

Regulator of Social Housing inspection

Be alert for scams and loan sharks

Win tickets to circus show


Brighton & Hove City Council

# Welcome to the autumn issue of Homing In

Councillor Gill Williams

Our **annual report to council tenants and leaseholders** is included with this issue.

We've been working hard to improve our council homes and services, and the report is your chance to see in detail how we've been performing.

It provides a round-up of work carried out by our housing services over last year (2025-26) and plans looking ahead.

We also have important news of a **Regulator of Social Housing (RSH) inspection** taking place this autumn.

An RSH team will be inspecting the council's landlord services and assessing progress made following a critical report in 2024. Find out more on page 3 of Homing In.

There's also news of a tenant-led **Brighton & Hove City Meet-Up** event in October.

It's an opportunity to share your views on our services with housing teams and councillors and find out about resident groups and community organisations. Find out how to get involved on page 5.

Other updates include **action to deal with damp and mould** since the introduction of Awaab's law last October. Find out how to report damp and mould issues on page 6.

And we have news of autumn events and a chance to win tickets to a circus show at Brighton Dome this Christmas.

**Councillor Gill Williams**
**Cabinet Member for Housing**

## New mediation service

**Disputes with neighbours or people you live with can be stressful and difficult to resolve.**

If you're experiencing issues and would like support, Mediation Plus is a Sussex charity offering a free, confidential mediation service to council tenants and seniors housing scheme residents in Brighton & Hove.

Trained mediators support residents with a wide range of neighbourhood disputes, including noise, parking, anti-social behaviour, gardens, boundaries and the use of outside space.

The service can also help to resolve family arguments, where a young person might be at risk of being made homeless.

Mediators help people understand each other's perspectives and work together to find practical solutions and reach their own agreements.

The process is voluntary, meaning that all parties choose whether to take part and any decisions made remain in their hands.

To find out more, visit **www.mediation-plus.org.uk**, call **01273 700812** or contact your housing officer or senior housing scheme manager.

# Regulator of Social Housing inspection

**The Regulator of Social Housing (RSH) has announced that the council's landlord services will be inspected over the next 4 months.**

The inspection team will focus on areas such as safety, quality of homes, neighbourhood management and resident engagement.

This inspection follows a critical report 2 years ago by the RSH which highlighted a number of areas for improvement.

Since then, we've taken action to tackle these issues, and made significant progress in improving the safety and quality of our homes.

This has included performance improvements in fire safety tasks, smoke alarm testing, electrical safety checks, water safety assessments and reducing the repairs backlog.

This was reflected in an increase in tenant satisfaction levels in the council's annual Survey of Tenants and Residents.

Almost three quarters (71%) of tenants who took part said they were 'very satisfied' or 'fairly satisfied' with housing services overall, up from 67% the year before.

You can read more about our progress in our annual report to council tenants and leaseholders, which is included as an insert with this issue of Homing in and available on our website at **www.brighton-hove.gov.uk/housing-annual-report**

We know challenges remain - particularly around repairs, where we've seen an increase in reports of damp and mould following the introduction of Awaab's law.

The inspection team will visit the city during the week beginning 19 October. The regulator will then consider the findings and is expected to report back by the end of January 2027.

We'll share the feedback from the inspection with you once it's been published.

# Stock condition survey

**A reminder that we're carrying out surveys on the condition of all our council homes over the next year.**

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

Our surveyors started carrying out inspections this summer. They are checking the general condition of homes, including kitchens, bathrooms, roofs, windows, doors, brickwork and any issues with damp and mould.

We'll write to you directly with full details when it's time to arrange an appointment to survey your home.

The surveyors carry ID and the letters sent to tenants include the surveyor's name and number for residents to call or text to arrange an appointment. The Housing Customer Services number and the Housing.Surveyors@brighton-hove.gov.uk email address are also on the letter for contact regarding the survey and appointment booking.

Thank you to those residents who have already had surveys carried out.

## Get involved with homing in

**Would you like to join the Homing In Tenant Editorial Board?**

We're looking for more people to join the board which reviews the content of our quarterly Homing In newsletter.

There will also be opportunities to give us your views on other housing communications.

To find out more and get involved, please contact our Community Engagement Team:

Email **communityengagement@brighton-hove.gov.uk**
Call **01273 291518**

# Legal action and 'No win, no fee' firms

We have been made aware of individuals approaching tenants in their homes, asking about repairs or disrepair issues and offering **legal representation** on a **'no win, no fee'** basis.

**These solicitors often:**

- **Do not adequately explain the process or risks**
- **Take a large percentage of compensation awarded (uncapped, but often around 30-50%)**
- **Lock you into contracts with hidden costs and clauses**
- **Encourage exaggerated claims, resulting in high court costs**

**Legal claims reduce the resources available for investment in your homes and neighbourhoods and can cause delays to repair work.**

Council staff will only visit your home without a prior appointment in exceptional circumstances, such as an emergency affecting your property.

If you are unsure, please do not share personal information with any visitor and contact us to verify their identity.

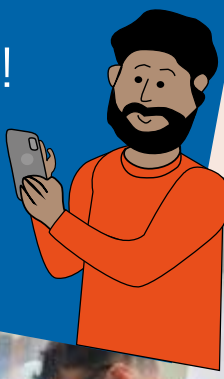
If you have concerns about repairs, please contact the council directly at **repairscustomerservices@brighton-hove.gov.uk** or call **01273 294409.** This way, any compensation for delays will be paid **directly to you.**

Your home, your city, your voice

# Come along to the City Meet-up

**Saturday 17 October**
**11am to 4pm**
drop in anytime!

**Hove Town Hall**
**Norton Road**
**Hove BN3 4AH**



**Council tenants and leaseholders are invited to attend the Brighton & Hove City Meet-up on Saturday 17 October at Hove Town Hall.**

This **tenant-led event** aims to give residents a stronger voice in the housing services that affect your daily lives.

It will bring you together with housing teams, councillors, local partners and community organisations and create opportunities for people to influence decisions, share experiences and help shape future improvements.

You'll be able to speak directly to decision-makers about the issues that matter most to you, take part in workshops and discussions, and explore service and community stalls.

Councillors attending will include Gill Williams, Cabinet Member for Housing.

Feedback gathered during the event will help inform future housing service improvements and priorities.

There'll be lots of **free family activities** including Giant Connect 4, Giant Jenga, the buzz wire game and more! We'll also have **free food** for lunch (while stocks last).

The event offers an opportunity to meet other residents and local community groups and learn more about the support and services available in your area. This includes a stand where you can talk to resident group members.

**Themes will include:**

- **Hoarding awareness**
- **Scamming awareness**
- **Money and benefits support**

**Together Co,** a loneliness and social health charity, will be taking part in the event.

Emily Daniel, the charity's chief executive, said: "Our social prescribing link workers will be there offering tailored support with social, practical and emotional issues, helping people connect with groups and services in their local community."

Emma Salcombe, a resident of Essex Place who is on the meet-up organising committee, said: **"The event is here for residents of the city to come and build relationships with the council and give their views and feedback. It's about having your voice heard and being able to say what needs to improve.**

**"It will be child-friendly and we want people to bring children – the younger generation will be living in the city for years to come, so the views of children and young people are important too."**

## Find out more

Visit **www.bit.ly/BHCityMeetUp** to check the Facebook event link or contact the Community Engagement Team – call **01273 291518** or email **communityengagement@brighton-hove.gov.uk**

# Action on damp and mould

**If you have problems with damp and mould in your home, please let us know.**

We want to make sure your homes are safe and healthy and last year set up a specialist team of damp and mould technicians to respond to concerns from residents.

Our technicians attend council homes where damp and mould have been reported and carry out detailed inspections to identify the root cause, which could be condensation, rising damp, penetrating damp or leaks.

They take immediate action, carrying out mould treatments to reduce health risks and make properties safer from the outset, and ensure follow up work is correctly carried out.

The technicians also offer practical advice and support to residents to help prevent further problems.

Alongside this team, we've invested in better tools and systems. New software is improving the way we record inspections, produce reports and track cases – helping us respond faster, maintain accurate records, and provide clear information for residents.

We've also carried out training across our housing services, so that staff in all teams can recognise risks, act quickly and support residents effectively.

Some of the team dealing with damp

This joined-up approach is making a difference and means we can identify risks earlier, respond more effectively and prioritise the health and wellbeing of residents at every stage.

Our technicians have attended more than **2,200 reports** of damp and mould since Awaab's Law came into force in October 2025.

The law sets fixed time limits for social housing landlords to deal with damp and mould and we're committed to continually improving our service to go above and beyond this standard.

## To report damp and mould

- Phone the **Repairs Helpdesk** on **01273 294409**
- Write to us at **Repairs Helpdesk, Housing Centre, Unit 1, Fairway Trading Estate, Eastergate Road, Brighton, BN2 4QL**
- Visit **www.brighton-hove.gov.uk/repairs**

# Remember to check your heating

**It's always a good idea to check your heating before winter.**

Just switch on the heating long enough to warm up the radiators or storage heaters, to make sure everything is running smoothly.

Any problems, please contact the Repairs Helpdesk online at **www.brighton-hove.gov.uk/repairs** or call **01273 294409.**

You can also report repairs using your Housing Online account if you have one, visit **www.brighton-hove.gov.uk/housingonline**

There's also help and advice with heating and hot water matters, including easy to follow 'how-to guides' with videos, on our gas contractor PH Jones' website, visit **www.phjones.co.uk**

# New homes update

## Creating opportunities for local people

**A major new council housing development in Moulsecoomb is delivering benefits for the community as well as new homes and facilities.**

Construction work is underway on the Flintfield Drive development which will provide 222 new homes and a vibrant community hub. The development is due to be completed in 2029.

The hub will include a GP surgery, pharmacy, library, youth centre, adult learning and a community cafe.

A skate park and 7-a-side 3G football pitch will also be provided nearby.

So far, the project has supported 41 new jobs, 12 work experience placements, one apprentice, and 22 careers and education events, helping local people gain skills, experience and access to employment opportunities.

Wates Residential, who are leading the development for the council, have also supported local schools, charities and community organisations through volunteering, donations and educational programmes.

Flintfield Drive development site

This includes work with Moulsecoomb Boxing Club, Moulsecoomb Primary School, and the Rockinghorse Children's Charity.

And more than £400,000 has been spent with local businesses within 20 miles of the site, helping to support the local economy.

As construction progresses, further community projects, training opportunities, and volunteering initiatives are planned to ensure it continues to deliver lasting benefits for local residents.

## New flats in Hollingbury

**Nine new council homes are due to be completed in Carden Hill, Hollingbury this autumn.**

The homes are a mix of one and 2-bedroom flats and will be let to people on the city's housing register.

They include sustainable design features, with energy-efficient glazing and air source heat pumps for heating and hot water.

Residents will benefit from private outdoor space and communal gardens. The development also includes cycle storage.

The project is part of our New Homes for Neighbourhoods building programme which is providing much-needed additional council housing. For more information, visit **www.brighton-hove.gov.uk/nhfn**

## Brickfields supported living scheme

**A new supported living scheme in Hove will welcome its first residents this autumn.**

Brickfields in Ingram Cresent will provide long-term, affordable accommodation for people with brain injuries or physical disabilities.

The scheme provides 28 apartments for independent living, with a care and support provider on site 24 hours a day.

The council's Adult Social Care Team is carrying out assessments and allocating places at Brickfields to people who need the kind of support provided.

# Stay safe – be alert for scams and loan sharks

**Please be on the alert for scams and loan sharks – it's all too easy to be caught out and there's help and advice available if you need it.**

## Signs of a scam

- it seems too good to be true – for example, a holiday that's much cheaper than you'd expect
- someone you don't know contacts you unexpectedly
- you suspect you're not dealing with a real company – for example, if there's no postal address
- you've been asked to transfer money quickly
- you've been asked to pay in an unusual way – for example, by iTunes vouchers or through a transfer service like MoneyGram or Western Union
- you've been asked to give away personal information like passwords or PINs
- you haven't had written confirmation of what's been agreed

## Top tips to be scam safe

- don't respond to any unexpected call, email or text without checking first
- if it's a call, hang up, find a number you can trust, and call back on that. If it's your bank, you can call back using the number on the back of your card
- stop and get a second opinion if you're being forced to make a decision or you feel rushed
- no legitimate organisation will object to you asking a friend, family member or colleague for an opinion and they won't object if you say no, or delay your decision

## For advice and information about scams and how to report them

- Visit **www.brighton-hove.gov.uk/consumer-advice** or call the Citizens Advice consumer helpline on **0808 223 1133.**
- If you receive a call from someone claiming to be from housing repairs which you think might be a scam, hang up and don't confirm any personal details. **Call our Repairs Helpdesk on 01273 294409** to check if someone is working for us.

## Loan sharks

Loan sharks lend money illegally and often force people to pay back much more than they borrowed. They may use threats, intimidation and violence.

Loan sharks can be hard to spot, they may appear friendly at first and could be a neighbour, friend or colleague.

### Warning signs

- **being given no paperwork**
- **having charges added**
- **having your bank card or passport taken from you**
- **being threatened or intimidated if you can't pay**

## Help and support

**The England Illegal Money Lending Team investigates and prosecutes loan sharks and supports borrowers.**

**For information and support, visit www.stoploansharks.co.uk or call 0300 555 2222.**

Fitting solar panels at St George's Hall

# Lighting up with solar power

**A local community hall is benefitting from solar panels installed by one of our housing contractors as a social value project.**

Volunteers who run St George's Hall in Moulsecoomb are looking forward to a reduction in energy bills after the panels were fitted this summer.

The hall is part of the Climate for Communities partnership of community, voluntary and social enterprise organisations working with local people to take action on the climate emergency.

Nicky Mullee, the manager of the hall, said: "One of our dreams for St George's Hall was to get solar panels and it is amazing to now have them installed, we are over the moon.

"We will be saving on our energy bills and it will help to make our community hall more sustainable, both financially and environmentally. Thank you to everyone involved in making this happen!"

Sureserve Energy Services provided and installed the solar panel system after completing a contract to install solar panels on 1,000 council homes in the city.

Our contractors provide social value community benefits as part of their contract terms and the work they do for us.

# Get involved – LGBTQ+ working group

**We're setting up a resident working group as part of our ongoing work on the LGBTQ+ Housing Pledge, a scheme delivered in partnership with the Stonewall Housing charity**

We want to bring together LGBTQ+ residents who want to make a real difference and get involved in the work that we do as a housing provider.

Your experiences, ideas and views will help us improve our services and move forward as a more inclusive and progressive organisation for our LGBTQ+ residents.

If this sounds like something you'd like to be a part of, we'd love to hear from you. Scan the QR code to register your interest or visit **https://forms.cloud.microsoft/e/YzQG5c48m5**

## Gather and Grow drop-in group

**A new Gather and Grow 50+ drop-in group for racialised minorities is being held at Leach Court seniors housing scheme in Park Street, Kemp Town.**

The sessions are a chance to make new connections, build friendships, share experiences and find out about support available locally.

The drop in is on the first Tuesday of every month from 12.30 to 3.30pm, with forthcoming sessions on 6 October, 3 November and 1 December. Buses 1, 2 and 7 all stop near Leach Court.

The group is run by Bridging Change, an independent organisation with the intention of building strong, dynamic and successful Black, Asian and minoritised ethnic groups, communities, organisations, businesses and individuals that are empowered to flourish, free from inequality and discrimination.

For more information, please visit **www.bridgingchange.co.uk/home** email **community@bridgingchange.co.uk** or call **07395 506927.**

# Dealing with hate incidents

**We've launched our first Hate Incident Policy for Housing.**

The policy sets out how we deal with hate incidents affecting tenants and leaseholders in council housing.

Key features include stronger support for victims, improvements to make it easier to report hate incidents, and senior management oversight of all cases.

The policy has been shaped in consultation with residents – thank you to everyone who took part and gave their views.

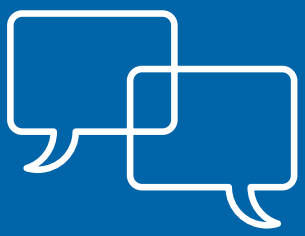
Hate incidents cover a range of behaviour motivated by hostility or prejudice based on a person's disability, race or ethnicity, religion or faith, sexual orientation or gender identity.

We're committed to ensuring residents feel safe, respected and supported in their homes and neighbourhoods and reports of hate behaviour will be met with swift, victim-centred action and support.

The policy is published on our website, visit **www.brighton-hove.gov.uk/housing-hate-policy**

If you have been affected by hate, please report it online at **www.brighton-hove.gov.uk/report-anti-social-behaviour-or-hate-incident-your-neighbourhood** or call Housing Customer Services on **01273 293030.**

**If you feel in immediate danger or in an emergency phone 999 and ask for the police.**



# STAR survey

**We'll be carrying out our Survey of Tenants and Residents (STAR) in October and November.**

The aim of the survey is to understand your views on our housing services. This includes mandatory questions set by the Regulator for Social Housing, called Tenant Satisfaction Measures which all social landlords must ask their residents.

We have chosen research company Acuity to randomly contact a sample of 1,000 tenants, so you may receive a call from **01273 093939** asking if you wish to take part.

If you don't want to take part, please email **housing.customerservices@brighton-hove.gov.uk** or call **01273 293030** and include your name and address.

For more information, visit **www.brighton-hove.gov.uk/star-survey**

We will feedback on the results in a future edition of Homing In.

## News from the Leaseholders Action Group

**The Leaseholders Action Group (LAG)** represents leaseholders' interests and works to ensure your views are heard.

We focus LAG's efforts on leaseholder specific issues, complementing the work of Area Panels and resident associations.

We've asked to have one point of contact in the council's Community Engagement Team which has been agreed. This should help improve communications, relations and partnership working between us.

Going forward we look forward to a constructive working relationship with this person and the Leaseholder Team.

To contact the LAG, email **LAG@maillist.cloud**, visit **www.facebook.com/groups/bhlag** or call **01273 605225.**

To contact the Leaseholder Team, email **rtbleasehold@brighton-hove.gov.uk** or call **01273 293074.**

**Chris Vine, LAG Co-Chair**

# Initial Demolition Notices to be served for large panel system buildings

**Earlier this year, the council made the decision to redevelop the city's 8 council-owned large panel system (LPS) buildings.**

The council will be issuing 'Initial Demolition Notices' to the secure council tenants of the LPS buildings in October.

This is a legal step and doesn't mean that buildings will be demolished imminently. Residents of those blocks can carry on living in their homes while we help them find suitable alternative homes.

These notices are a formal way of saying that the council intends to demolish the buildings in the future for redevelopment and it suspends any Right to Buy applications by secure council tenants living in the buildings.

The Initial Demolition Notice will last for a period of up to 7 years to allow time for future plans to be developed. During this time, a Final Demolition Notice will be issued providing a clear timeline for demolition of the block.

Supporting residents through each step of this process is our priority.

Resident representatives living in the blocks who are members the Resident Advisory Groups have received procurement training and are

progressing with 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.

We are also keen to involve neighbours in discussions on what improvements they would like to see, and how future investment can support the neighbourhood.

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.

For more information, visit **www.brighton-hove.gov.uk/lps-buildings**

# Join in budget planning sessions

**As part of our commitment to listening to your views and using your feedback to help inform future decisions about how we deliver landlord services, we'll be holding resident engagement sessions this autumn and winter to help us plan our Housing Revenue Account (HRA) budget for next year (2027-28).**

The HRA is a ring-fenced account for income and spending related to council housing. The account ensures tenants' rent is used to maintain, improve and manage housing services.

These sessions will be an opportunity to get involved in the budget planning, helping shape decisions about how we invest in council homes and services, and support tenants in the years ahead.

It's a chance to hear about the opportunities and challenges we face, ask questions and share your ideas and tell us what's most important to you. Sessions can be in-person, online or hybrid.

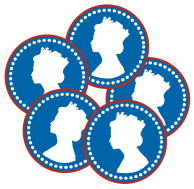
We'll also have a session at the City Meet-up event on 17 October at Hove Town Hall (see p5).

If you're interested in getting involved, please contact the Community Engagement Team to find out more. Email **communityengagement@brighton-hove.gov.uk** or call **01273 291518.**

# How we've been doing

## April to June 2026

Here are some key performance results over the last quarter…



### Rent collection

Our rent collection rate was 91.89%, down from 92.49% the previous quarter.

### Repairs and improvements

The Repairs Helpdesk answered an average of 273 phone calls per working day, down from 303 the previous quarter. We completed an average of 163 repairs per working day, up from 157 the previous quarter.

We completed 9,935 repairs in total, including 3,359 emergency and 6,576 routine repairs.

### Customer services

Housing Customer Services handled an average of 99 phone calls and 121 emails per working day, compared with 94 phone calls and 103 emails per working day in the previous quarter.

### Moving home

We let 68 homes, down from 74 the previous quarter. The number of empty homes at the end of the quarter was 150, up from 139 the previous quarter.

### Anti-social behaviour

Our officers responded to 232 new reports of anti-social behaviour, down from 239 the previous quarter.

### Tenancy management

We've worked on 140 new cases to support vulnerable tenants, up from 117 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.**

# Discount card for home improvements

**One of our contractors, builders' merchant Huws Gray, offers a discount of 20% or more across a wide range of products to help tenants and leaseholders with home improvements.**

This includes, for example, painting and decorating items, cleaning products, bathroom products and materials for small DIY projects.

You can order a discount card by emailing **HPC@huwsgray.co.uk** Once your card is delivered, products can be ordered online from the range at **www.huwsgray.co.uk**

At checkout there will be an option to insert the card number for the discount to be applied. Purchases will be delivered to your home free of charge for orders over £50. A £5 delivery charge will apply to orders under £50.

If you don't have access to email, please telephone **01273 751445** for assistance with accessing the catalogue and ordering.

- This scheme is solely administered and run by Huws Gray, terms and conditions apply.

**Please check your tenancy agreement (section 5) and terms of lease before carrying out any home improvements. Be sure to request the correct permissions for any alterations or visit www.brighton-hove.gov.uk/alterations for information.**

# New lease of life for games areas

**Games areas at Knoll Park and Hangleton Park have been refurbished using good-as-new recycled surfacing and fencing.**

The recycled materials were previously installed at Moulsecoomb multi-use games area which was removed as part of the new council housing and community hub development (see page 7).

The Moulsecoomb development will include new sports facilities.

# Mixed recycling collections

**You'll soon be able to recycle cartons and foil in with your mixed recycling collection.**

Look out for more information in the next issue of Homing In about when this change will be introduced.

In the meantime, for more information about recycling visit **www.brighton-hove.gov.uk/recycling**

Emma Bailey Photography/Amaze

# Explore the Story Trail

**Discover a free, fun, family-friendly sculpture trail around the city this autumn.**

The Story Trail is a city-wide gallery of more than 30 'BookBenches', shaped like open books and featuring designs by talented local artists.

Local schools and community groups added their own chapters to the trail by decorating a collection of smaller benches.

The trail is organised by local charity, Amaze. It opened on 12 September and runs until 1 November.

For more information, visit **www.amazesussex.org.uk/thestorytrail**

**African Night Fever present Family Day Take Part at Brighton Dome Corn Exchange (see City events)**

## 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:**

**North** **2pm Tuesday 17 November**
The Skep, Moulsecoomb Place, Brighton, BN2 4GA

**East** **6pm Wednesday 18 November**
Bristol Estate Community Room, 146a Allamanda, Donald Hall Road, Brighton, BN2 5DJ

**Central** **2pm Tuesday 24 November**
Venue to be confirmed

**West** **6pm Wednesday 25 November**
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.**

Agendas and minutes of meetings are available at **www.brighton-hove.gov.uk/community-engagement-diary**

### City events

**Ageing Well Festival**
**25 September to 9 October -** various locations

**Coles fireworks**
**31 October -** Preston Park

**African Night Fever present Family Day Take Part -** free celebration of arts, culture and heritage
**7 Nov -** Brighton Dome Corn Exchange

**London to Brighton veteran car run**
**1 November -** finishes on Madeira Drive

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 circus spectacular

Damien Bredberg/Brighton Dome

**Enter our free draw for a chance to win a family ticket to a show at Brighton Dome this Christmas.**

We have 3 family tickets to Duck Pond which runs from 23 to 28 December.

The show turns the story of the Swan Lake ballet into a circus spectacular, with aerial acrobatics and humour. It is recommended for ages 5 plus.

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

- **What is the date of the Brighton & Hove City Meet-up event?**
- **How many reports of damp and mould have our technicians attended since Awaab's Law came into force last October?**
- **Which ballet is the Duck Pond show a Brighton Dome based on?**

The ticket is for 4 people and can be used for a performance 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 **21 October 2026.** The winner will be notified and their name published in next issue of Homing In.

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

For more information about the show, visit **www.brightondome.org**

## Congratulations

Thanks to everyone who entered our summer draw to win a game of padel. The winner was Karen See from Hove.

# New Albion gallery

**A new gallery celebrating 125 years of Brighton & Hove Albion Football Club opened this summer at Brighton Museum & Art Gallery.**

Brighton & Hove Albion: Stand or Fall includes objects, memories, sights and sounds from the club's past and present.

The exhibition is ongoing, for more information please visit **brightonmuseums.org.uk**

# 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**

# 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**

## Mediation Plus
www.mediation-plus.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.**

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