

homing in

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

Autumn 2018



Home sweet home!

Families are settling into new council homes in Hollingdean.

Full story on page 5.

In this issue

Win ice skating tickets

Help with work and benefits

Future of repairs service update

What's cooking at the Community Kitchen



**Brighton & Hove
City Council**

Welcome to the autumn issue of Homing In

After the long hot summer, we're gearing up for the chillier months ahead. In this issue we've got information about applying for a Warm Homes Discount, which could help you cut fuel bills, and simple tips and checks which could help if your boiler is playing up.

There's news of how we are putting new insulation on dozens of homes to keep them warmer, and reduce damp and condensation.

We have a feature on courses at Brighton & Hove Food Partnership's great new Community Kitchen, if you fancy learning new skills or rustling up some seasonal dishes this autumn.



Councillor
Anne
Meadows

Plus there's a chance to win tickets for The Royal Pavilion Ice Rink if you want to get your skates on this winter!

We've also got details of support with employment and benefits, and an update on new council homes.

We hope you've enjoyed your summer.

Councillor Anne Meadows

Chair of the Housing & New Homes Committee

Worried about water bills?

Southern Water staff will be out and about in Whitehawk this autumn to help people save water and reduce bills.

You can sign up for a home visit to get tips on reducing your household's water use, and find out if you might be eligible for financial support to save money on your bill.

It's all part of a partnership project between the council, Southern Water, Sussex University and the Consumer Council for Water.

Although the current campaign is taking place in Whitehawk, advice and home visits are available across the city.

To find out more contact waterefficiencyteam@southernwater.co.uk or call

0330 303 0277. You can also book a home water visit on Southern Water's website at www.southernwater.co.uk/home-visit

One resident who benefited from a home visit said: "The

most useful part was showing the kids how much water they are using day to day. Such as putting the plug in the sink when you are brushing your teeth so you can see how much water you are using."

Swapping a daily bath for a shower could save nearly £50 a year.

**80 litres
of water**



**35 litres
of water**

Help with work and benefits

**Have you been looking for work, training, education or volunteering?
Are you having problems with your benefits and need help?**

Since 2015 we've had dedicated support officers working directly in council housing to try to help people who need help with work or benefits.

If you've been out of work for a few years and want a bit of advice about what opportunities are available, or if you think you have been wrongly refused benefits, Sheila and Teresa in the Housing Employment Support Team might be able to help.

Here are two typical stories:

Dawn and Edward

Dawn and Edward (not their real names) are both pensioners. Their housing officer braved a visit to them during the blizzard last winter, and found they had almost no money to live on. She found out that, despite being nearly 80, Edward had never claimed a pension, and was still working part-time, while Dawn was disabled. The case was referred to housing employment support officer, Sheila Hall. The case work resulted in the couple being awarded over £13,000 a year in pension

and other benefits. They also got over £4,000 of money that was owed to them in a single payment. The referral to this service has changed their lives.

Steven

Steven (not his real name) wanted to find work after being unwell for several years. He was referred to housing employment support officer, Teresa Jabbi, who met him to see what obstacles he needed to overcome. Teresa helped him look for work and Steven was successful, getting a work trial as a mechanic.

Since 2015 the team has helped over 80 people into work, training, volunteering or education. They've helped over 300 people to challenge benefit decisions or apply for benefits they didn't realise they could get.

If you want to be considered for support from this team, call Housing Customer Services on 01273 293030.

Let's dance!

A summer dance festival was a big hit with residents of all ages in Tarnar.

The two day 'Our City Dances' event was organised by South East Dance as part of a project to encourage more people to dance.

There are lots of other local opportunities to get involved in dancing, contact South East Dance on 01273 696844 or email creative.communities@southeastdance.org.uk.

Photos: Zoe Manders/South East Dance #SEDancewelcome



Repairs and maintenance update

We've been seeking views on the council's repairs and maintenance service to tenants and leaseholders.

The 10 year partnership contract between Mears and the council comes to an end in March 2020.

The contract covers repairs, maintenance and major work, and since introduced in 2010, has allowed us to bring all council homes up to the government's Decent Homes Standard. The contract excludes gas services, lifts and some electrical work.

We're now planning ahead for 2020 and beyond.

We've been asking residents for their thoughts and experiences with the existing contract so that we can start to shape services for the future.

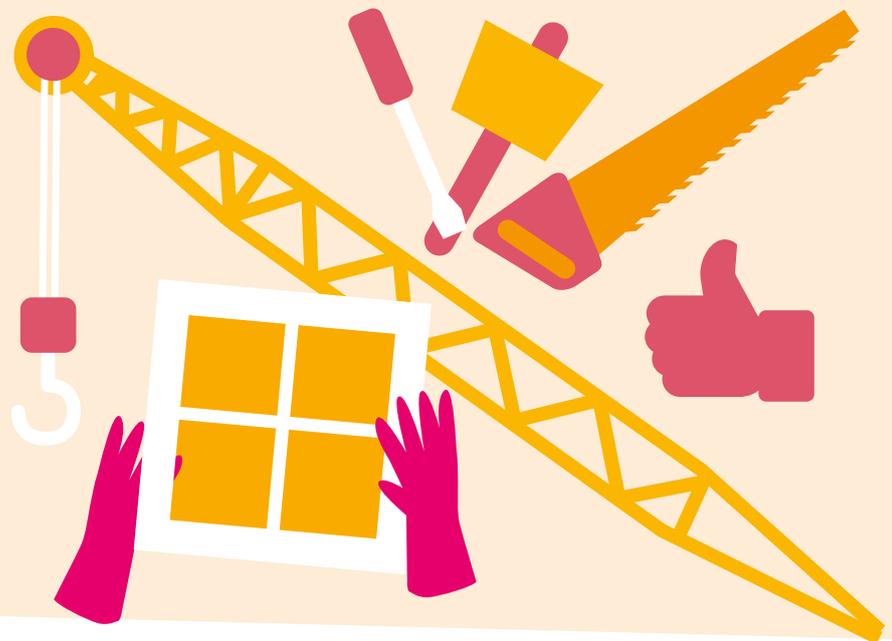
We carried out consultation in the summer, which included door-to-door surveys at more than 1,000 homes. We also held workshops at the Friends

Meeting House in Brighton for tenants and leaseholders who wanted to come along and share their views – thank you to all those who took part.

All resident responses have been analysed and brought together in a report on the contract options going to a special meeting of the Housing & New Homes Committee on 26 September. For the latest information go to www.brighton-hove.gov.uk/repairs-contract

There will be more opportunities to engage in the process at a later date. In the meantime, if you would like to give your thoughts and ideas on the future of these services, please email FutureRepairs@brighton-hove.gov.uk or write to 'Future Repairs' Housing Centre, Unit 1 Fairway Trading Estate, Eastergate Road, Brighton, BN2 4QL.

The contract will be awarded in 2019.



Warmer homes this winter

Dozens of houses in the Freshfield Road area of Brighton are being newly insulated to help prevent damp and condensation.

Contractors are removing old 'Tyfoam' cavity wall insulation, put in during the 1970s and 1980s, and replacing it with more effective insulation on the outside walls. This means the homes will be warmer in winter and cooler in summer.

Work has been carried out on around 50 homes so far, and more will be done next year. Thanks to residents involved for their understanding while work is in progress.

The project is just one of the ways we're improving our homes.



One of the newly insulated homes

New Homes for Neighbourhoods Update

New family houses in Hollingdean

Families are settling into eight new council homes in Hollingdean.

Six large houses have been completed in Salehurst Close. They are the first four-bedroom homes we've built in our New Homes for Neighbourhoods programme.

We have also completed two flats with two bedrooms in neighbouring Lynchet Close.

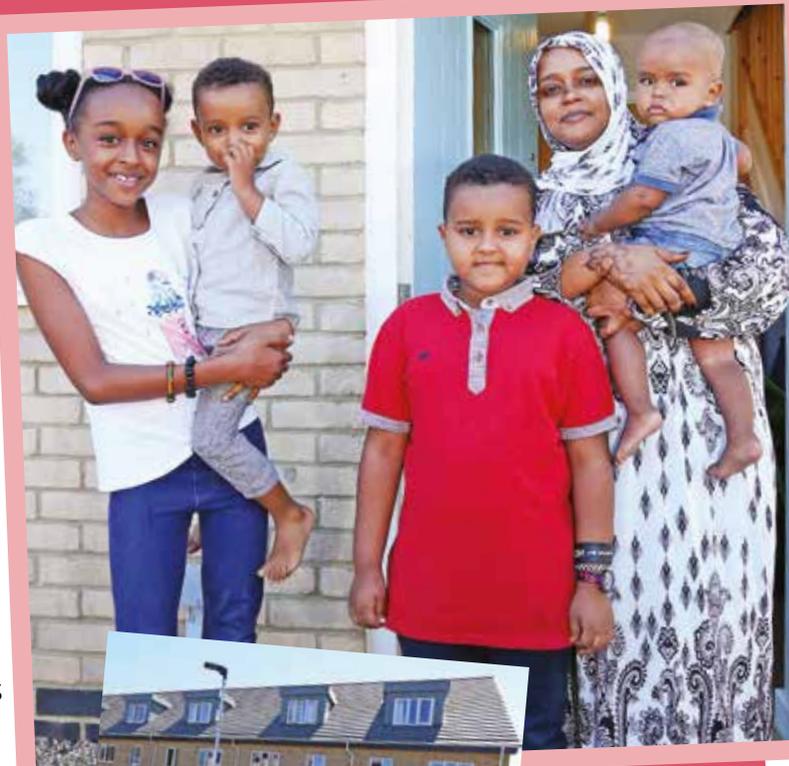
The homes are close to schools, the local children's centre and Hollingdean Park.

Pupils at the Cedar Centre school in Lynchet Close followed progress on the construction site. Headteacher Gayle Adam praised the builders and said: "The site has been a brilliant example to our students who are now interested in working as tradespeople in the future."

New Homes for Neighbourhoods is aiming to build at least 500 new council homes for rent on council owned-land. All homes are let through the Homemove choice based lettings system.

More homes take shape

Residents have moved into 29 newly built council flats at Hobby Place in Whitehawk. The flats are next to Whitehawk Community Hub, with the local school, health centre and library on the doorstep.



New family homes in Hollingdean

In the centre of Brighton, three houses and nine flats are being built in Kensington Street in the North Laine. Before work started the empty site was popular with street artists. You can see images of some of the fabulous graffiti art in a video on the council's website at www.brighton-hove.gov.uk/nhfn-kensingtonstreet

The photos are being kept at The Keep archives and historical resources centre to provide a lasting record.

Go ahead for Selsfield Drive flats

Plans for 30 council flats on the site of the old housing office in Selsfield Drive, Brighton, have been given the go ahead. Work is due to start on site later this year. The development will be a mix of one and two-bedroom homes.



How the Kensington Street homes will look



An East Sussex Fire & Rescue Service home visit

Fire safety in flats

Safety of residents is our top priority and we're working closely with East Sussex Fire & Rescue Service in response to the latest government information on fire doors.

We've had to temporarily halt the routine replacement of front doors in blocks of flats. This is because of a national agreement by manufacturers to suspend production of fire doors, after a number of doors failed to meet required standards in tests carried out after the Grenfell fire.

The advice from the National Fire Chiefs Council is that any additional risk to public safety is low, as a building's fire protection uses a range of measures. Even when not meeting full resistance standards, fire doors will provide some protection.

We've also been informed by the government that testing on fire doors made by Masterdor has

found they do not consistently meet the 30 minute fire resistance standard. We have 2,254 of these doors in our housing - 1,585 in high-rise blocks and 669 in other properties.

We've carried out additional fire risk assessments on all high-rise buildings with these doors, looking specifically at the potential impact of the doors failing within 30 minutes. The assessments have confirmed the risk remains low and, along with other housing organisations, we are awaiting guidance from the government on what further action to take.

The fire safety advice is for people to follow existing fire procedures

for their building. Residents should also test their smoke alarms regularly and make sure their flat front door is fitted with a working self-closing device.

Advice for leaseholders

Leaseholders are responsible for ensuring that their flat entrance doors meet an adequate standard of fire precaution.

We are happy to offer advice and can arrange a visit to assess the quality of your door if required. Contact Housing Customer Services on 01273 293030 or email: housing.customerservices@brighton-hove.gov.uk

If you have concerns, East Sussex Fire & Rescue Service offer free home visits to check or fit smoke alarms and offer a range of advice around home safety. Call 0800 177 7069 or visit www.esfrs.org/your-safety/home-safety-visits for more information.

For general fire safety information, go to www.brighton-hove.gov.uk/fire-safety-in-flats.

Boiler playing up? Try these checks

Autumn often brings an increase in calls about boiler faults as people switch their heating back on.

If you're having problems with heating or hot water, it's worth carrying out a few quick basic checks – as there may be a simple solution.

- Is the meter on/off handle (adjacent to the meter) in the **on** position?

Do you have a pre-payment meter?

- If so, check there's gas credit on meter and that it says **on**.
- Does the meter say **call help** or **off** – if yes, contact your gas supplier.

Are your heating controls turned on?

- Are the lights illuminated on the time control and/or boiler? If not, is the electrical isolation switch next to the boiler switched on?
- Does your property have electricity if a pre-payment meter is fitted?
- Is the room thermostat set to maximum? If not, turn it up.

Do you have a gas cooker?

- If so, try turning it on.
- Does it work? If not, you have no gas credit or the gas meter is faulty. Please contact your gas supplier.

If you are still having problems call the Repairs Helpdesk on freephone 0800 052 6140 or our local number 01273 294409, or email BHCC.repairs@mearsgroup.co.uk

If you are a leaseholder, our contractor K&T Heating offers a range of gas services at competitive prices, including boiler servicing and cooker safety checks. A boiler service, for example costs £60, and annual cover packages (which all include a service) are available from £8.50 a month. Call K&T on 01273 571531 for more information.

Gas leaks

Remember, if you smell gas, turn off all gas appliances, then leave the property and call the National Grid immediately on 0800 111999.

Do you qualify for £140 towards the cost of winter fuel?

The cost of winter fuel can be a big worry for households in Brighton & Hove.

Heating your home to a comfortable temperature is essential for good health and wellbeing. For this reason it's a good idea to take full advantage of any schemes or grants to help protect against the winter cold.

Energy companies are currently announcing details of their 2018/19 Warm Homes Discount, which adds a credit of £140 to eligible customers' accounts. You may qualify for this extra help, but you must apply early - details of how to apply will be on your energy provider's website.



Keep warm, find out about Warm Homes Discount

The council's SHINE Project can assist tenants and leaseholders with applying for the Warm Homes Discount. If you'd like some help, email shine@brighton-hove.gov.uk or call 01273 293646.

Focus on Neighbourhoods

Blooming lovely in Hangleton!

Green-fingered Mez McSweeney's garden is a riot of colour.

Mez loves being outside in the garden at her home in Hangleton Way.

She's added to the garden over the years and the result is an eye-catching display which includes dahlias, gladioli, lilies and roses. There are even hollyhocks grown from seed given away from the Royal Pavilion gardens.

As the seasons change, flowering shrubs and trees provide year round interest.

Mez looks after the garden with her friend Rita, and also gets a helping hand from the council's gardening scheme. After having hip operations, she cannot manage heavier tasks, so several times a year gardeners help out.

Mez said: "I love getting out into the garden, it's a suntrap here and the flowers love it. Gardening is therapeutic, it's definitely good for you!"

She added: "The chaps from the gardening scheme help with the hedge, and cutting the grass, about three times a year. It's a big help – the garden is a real team effort."



"We look after each other"

We went out and about to ask people what they like about their neighbourhood. Here is a snapshot of views from people in the west of the city.

Mary Henson, from Portslade, said: "I love my flat, I would never think of moving. I have been here for 30 years and I've been very lucky with my neighbours."

Abigail Nyakudya, from Portslade, said: "It's very safe here, we've got good neighbours and we look after each other."

Daphne Julian, from Hove, said: "I'm very happy here. I've lived in this area for about 15 years and it suits me down to the ground. It's near to the buses and the shops, it's very handy."

Michael Shafik, from Hove, said: "Generally we are satisfied, they respond if there is a problem or if we need repairs."

Veda Cave, from Hove, said: "I enjoy living where I am. It's very quiet and I'm really pleased."

Katie Newson, from Hove, said: "We do have a problem with dog poo and the rubbish, it looks a real mess and the whole estate wants a good tidy. "But a good thing is the Vallance Community Centre which has a social club and all sorts of free classes and groups. We come for the computer class, a cup of tea, a chat and a laugh." The community centre is in Conway Court, Sackville Road, Hove.

Your feedback is important, you can report an issue in your neighbourhood to Housing Customer Services on 01273 293030.



Neighbourhood views – flats in Hove

Homes in Portslade



Mez McSweeney in her glorious garden

Do you need help with your garden?

We can't promise it will look as good as Mez's, but you might be entitled to some help to look after your garden.

The scheme is open to council tenants who are :

- Aged 70 and over
- Or receiving either Attendance Allowance, Personal Independence Payment (PIP) or Disability Living Allowance (DLA) and Housing Benefit.

Help with decorating is also available through the same scheme.

To apply, or find out more, visit www.brighton-hove.gov.uk/gardening-and-decorating or call Housing Customer Services on 01273 293030.

The amount of money available each year for this scheme is limited. We close applications to the scheme once we reach the maximum amount.

Planning for shared houses and flats

Planning permission has been refused for an application to use a flat in Southmont, Hollingdean as a small house in multiple occupation (HMO).

The application followed a complaint to the council's planning enforcement team that the property was being rented out as an unauthorised HMO. Permission was refused due to the accommodation being too small to be of an acceptable standard for the proposed number of residents.

Planning permission is not usually required to convert family homes into HMOs for up to six people. However, in five wards of the city, the council has an 'Article 4 Direction' in place which removes permitted development rights.

This means that within Hanover & Elm Grove, Hollingdean & Stanmer, Moulsecoomb & Bevendean, Queen's Park and St Peters & North Laine, planning permission is required to change the use of a home to a HMO for three to six people. This covers flats as well as houses. This rule aims to address the impact of high numbers and concentrations of HMOs in the areas on issues such as noise, rubbish and parking.

All HMOs for seven or more people require planning permission.

If you think a flat or house is being used as an unauthorised HMO, you can report it to the council's planning enforcement team.

For details and more information about planning rules for HMOs, go to www.brighton-hove.gov.uk/hmo-planning-information.

Big welcome at seniors housing open day

Bunting and balloons welcomed visitors to an open day at Hazelholt seniors housing scheme in Portslade.

The event was a chance for people to find out more about what seniors housing has to offer.

Residents showed visitors around and chatted over coffee in the garden and communal lounge, and pupils from Mile Oak Primary School provided musical entertainment.

Hazelholt is one of 23 seniors housing schemes in the city, ranging from small schemes with around 20 residents to the largest with more than 100.

They are open to over 55s and designed to help people continue to live as independently as possible.

Many hold activities which are open to people living nearby. For example Hazelholt, in Chalky Road, has yoga, craft and crossword groups.



Welcoming visitors at Hazelholt open day

Hazelholt resident Stephen Bowers (pictured left) said: "The open day was absolutely fantastic. It was lovely to welcome so many people and for people to realise the scheme is for over 55s, it's not an old people's home."

Interested in finding out more about seniors housing or looking around a scheme?

Call 01273 293030 or email seniorshousing@brighton-hove.gov.uk.

Residents sign up for high tech pilot project

New sensor technology is helping residents in Leach Court in Kemp Town check the temperature and humidity in their homes.

Around 30 tenants at the seniors housing scheme in Park Street chose to sign up to a pilot project the council is carrying out. Each has a small box containing a sensor fitted to a wall in their flat.

Information from the sensors will help the repairs team pinpoint where maintenance work and

improvements are needed. For example, if heat is being lost through a particular part of the building, it could highlight a need for better insulation.

Residents taking part in the project can use the internet to check temperature levels inside and outside, and humidity within their homes.



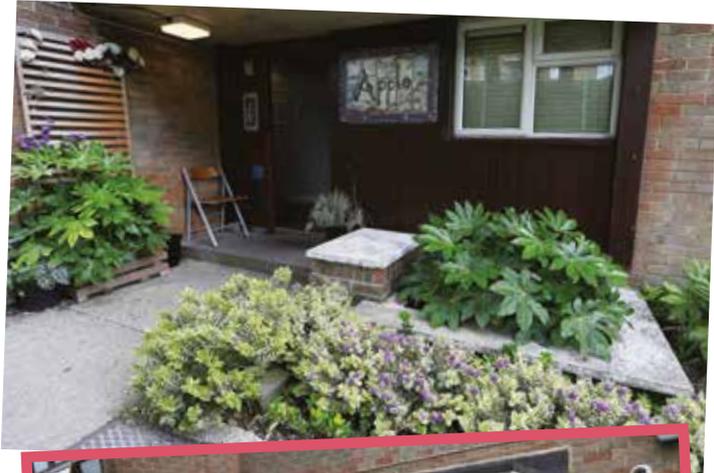
Fitting the sensor to the wall

A mobile phone app is also being developed, which will enable residents to see up to date information about their property wherever they are. If the pilot project is successful, the scheme could be extended elsewhere.

We did it!

Residents celebrate their new garden

A neglected open space has been transformed into a community garden by residents on Brighton's Bristol Estate.



Rob Anthony in the new community garden

Neighbours in Apple and Peach blocks on the estate – where all the flats are named after fruit or flowers – were fed up with looking out onto a bare patch of land.

They got together to plant seeds and cuttings, and even recycled a bin and old bed frame to make containers and planters.

The group bid for money from the Estate Development Budget and this summer took delivery of hundreds more plants to add to the garden.

Residents are now growing a mix of flowers, herbs and vegetables and the garden is a popular spot for people to meet for a chat and a coffee.

Resident Rob Anthony said: "We wanted to provide somewhere nice for elderly and disabled people in the building to enjoy, and all the feedback has been really positive. The garden has been a real ice-breaker and got people chatting."

"A lot of people chipped in and contributed, and everything came together really well. There was nothing here and now we have got a garden – it just shows what can be done!"

Rob is happy to chat to other residents' groups about how they got the project off the ground. To contact him, or find out more about the Estate Development Budget, call the Resident Involvement Team on 01273 294651 or email rit@brighton-hove.gov.uk.

Citywide Conference

1pm - 4pm, Friday 19 October

Friends Meeting House, Ship Street, Brighton, BN1 1AF

The theme of this year's Citywide Conference is 'looking after our environment', focussing on recycling and rubbish and what we can all do to help keep our neighbourhoods clean and tidy.

Everyone's welcome, so please get in touch if you have a question or issue to raise. To book your place or ask about help with transport, childcare or carer costs, call the Resident Involvement Team on 01273 294651 or email rit@brighton-hove.gov.uk.

You can also visit www.brighton-hove.gov.uk/citywide-conference.

Win Royal Pavilion Ice Rink tickets!



Enter our free draw for a chance to win tickets to The Royal Pavilion Ice Rink.

The winner will receive a family ticket for a skating session at the rink this winter (valid for two adults and two children, or one adult and three children).

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

- **What is the date of the citywide conference?**
- **How many new council homes have just been completed in Hollingdean?**
- **When does The Royal Pavilion Ice Rink open?**

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

The closing date for entries is 19 October 2018. The winner will be notified and their name published in next issue of Homing In.

The competition is open to all households who receive Homing In by email or post. The prize can be taken during the dates the ice rink is open, subject to availability.

About The Royal Pavilion Ice Rink

The most beautiful winter rink in the South East, The Royal Pavilion Ice Rink opens for its ninth year from 3 November to 13 January. With 880 square metres of real ice plus a cosy rink-side bar and kitchen, and 40 metre terrace next to the ice, the rink is a truly magical experience. www.royalpavilionicerink.co.uk.

Congratulations to J Burke from Hove who won Sea Life tickets in our summer competition

Hook to help Sylvie get online



Grandmother Sylvie, 88, is taking her love of crafts to a new level after a getting a helping hand with online skills.

Sylvie (pictured) finds it hard to get out and about. So instead of going to a craft group, she's using her iPad to check out knitting and crochet patterns and watch online 'how to' videos to help her.

She's also enjoying keeping in touch with her family online, emailing and making video calls to her grandchildren

Sylvie is one of many helped by gadget drop-in sessions

at 23 seniors housing schemes, organised by Digital Brighton & Hove.

She said: "My sessions have given me more interests, more contact and taken away loneliness. I think the internet is amazing!"

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

Cook up a storm this autumn!

Fancy brushing up your cooking skills this autumn or trying out some different recipes?

It's worth checking out Brighton & Hove Food Partnership's Community Kitchen in Queen's Road, by the junction of North Road, which opened earlier this year after a crowdfunding campaign.

The kitchen hosts a cookery school where people can cook, have fun learning new skills and enjoy food together.

It offers a range of low cost cookery classes and community courses to appeal to different interests. For example, the kitchen has linked up with Jamie Oliver's 'Ministry of Food' and is currently running a Wednesday morning cookery course for adults of all ages, full of tips for healthy, tasty food.

Other courses coming up include 'healthy heart cookery' for adults with learning disabilities, starting on 30 October, and a dementia-friendly cookery group, starting on 25 October.

For Bake Off fans, there's a bread making class with Real Patisserie on 11 October, which costs £10 for people on means tested benefits.

In addition to low cost community courses, the kitchen also runs some classes with local chefs which cost more.

A bursary scheme is available to offer places to those who can't afford to pay the full or concession rates.

To find out more about the community kitchen and apply for



Evelyn O'Rourke and Carolyn Whiteman from the Community Kitchen

classes, visit www.bhfood.org.uk/events, email info@bhfood.org.uk or call 01273 431700.

Interested? Here's what people have said about past courses:

"Takes the pain out of cooking!"

"It's been friendly and healthy and the recipes are easy to try at home"

"Nice way to meet people"

Autumn omelette

For a quick and easy lunch or supper dish, using fresh seasonal ingredients, try this recipe from Brighton & Hove Food Partnership.

Ingredients – serves 4

- 125 grams French beans – steamed and chopped
- 6 eggs
- 200 grams squash or pumpkin – diced and steamed
- 1 onion
- 100 grams grated cheddar cheese
- sunflower oil (two tablespoons)
- salt and pepper to taste

Method

- 1 Heat a large frying pan on a medium heat and add 1 tablespoon sunflower oil.
- 2 Chop the onion and cook for 5 minutes.
- 3 Add the French beans and pumpkin, and cook for 2 more minutes.
- 4 Break the eggs into a bowl and beat well with a fork.
- 5 Add the contents of the pan to the eggs and season with salt and pepper.
- 6 Wipe the pan and reheat it (medium heat) with a tablespoon of oil.
- 7 Add the egg and vegetable mixture to the pan and cook for 3 minutes or until it starts to set.
- 8 Sprinkle the cheese over the omelette and place under a hot grill for 2 minutes more, or until the cheese melts and starts to brown. (If the pan has a plastic/rubberised handle, keep it away from the element or flame and keep the grill door open.) If you don't have a grill, you will have to turn the omelette.

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

How we've been doing

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



Repairs and improvements

We completed an average of 139 repairs per working day, kept 97% of appointments made, and answered 68% of calls within 20 seconds.



Customer services and complaints

The Housing Customer Service team answered calls in 29 seconds on average, and 70% of complaints were responded to within 10 working days.



Anti-social behaviour

83% of people surveyed (10 out of 12) were satisfied with the way their anti-social behaviour complaint was dealt with.

April to June 2018



Tenancy management

We've helped 33 people to keep their tenancies which were at risk, and taken back five properties due to housing fraud.



Estates service

100% of inspected cleaning tasks and 99% of inspected mobile warden jobs passed their quality checks.



Moving home

We re-let 147 homes in an average of 21 days (excluding major work), and completed 100% of mutual exchange applications within target.



Rent collection and current arrears

We've collected 98.56% of rent and this is down slightly on the previous quarter. During this time the number of tenants on Universal Credit has increased from 498 to 699. Anyone facing difficulties with their rent can contact us for help.

Kite Place and Hobby Place update

The summer heatwave caused problems with the lifts at Kite Place West in Whitehawk.

Both lifts stopped working because the lift shafts got too hot after prolonged high temperatures.

The lifts are now back in operation, and we've taken action to make improvements to solve the problems.

Extra ventilation grilles have been added, and heat

reflective film installed on glazing in the lift lobbies and staircases of the building, to reduce heat gain and keep the temperature down.

While the lifts were out of action, housing staff called on residents and delivered letters to keep people updated, and provide any help and assistance needed.

We'd like to apologise to all residents affected and thank

everyone for their patience and understanding.

In a separate issue, high water pressure from the mains supply lead to burst pipes which affected some households at Kite Place and Hobby Place.

Pressure release valves have now been installed into the systems in both buildings to prevent a repeat of the problem. Again, we would like to apologise to all residents involved.

Work starts on major transport schemes

Work is taking place on two big local transport projects this autumn.

Construction started this month on the first two phases of the **Valley Gardens** project, to redevelop the area from St Peter's Church down to Edward Street.

The aim is to simplify the road network, to make it easier and safer for drivers, cyclists and pedestrians to get around. The gardens will also be improved to provide a much more attractive open space for everyone to enjoy.

Work is expected to take two years and every effort is being made to minimise disruption and keep traffic moving.

A public consultation on a design option for phase three of the project – the area from the Old Steine to the Palace Pier roundabout on the seafront – will start on 10 October, subject to approval by the Environment, Transport and Sustainability Committee.



Improving Valley Gardens

Check out the website www.brighton-hove.gov.uk/valleygardens for information.

In **Lewes Road**, improvement work started in July and will continue for the rest of the year. New junctions, pedestrian crossings, and improved cycle lanes, are being added in phases to a section from Queensdown School Road junction to Coombe Road junction.

The work is being carried out ready for new developments at Preston Barracks and the University of Brighton's Moulsecoomb campus. The development includes 369 new homes, and 1,338 purpose built student bedrooms in managed halls of residence.

Dates for your diary...

Area Panels

Central	17 October 2pm	Hampshire Lodge, Hampshire Court
East	15 October 7pm	Vale Community Centre, Hadlow Close
North	25 October 7pm	Housing Centre, Moulsecoomb
West	16 October 2pm	Sanders House, Ingram Crescent West

The agenda and minutes will be available on www.brighton-hove.gov.uk/area-panel-meetings

City Events

Brighton Digital Festival	until 13 October	Various venues
Snailspace Martlets sculpture trail	until 18 November	Various locations
Brighton Chocolate Festival	13 and 14 October	Hilton Brighton Metropole Hotel
Brightona event	14 October	Madeira Drive
The Snowman™ exhibition	20 October – 6 January	Brighton Museum
Brighton Lions firework display	4 November	Brighton Racecourse

You can find out about forthcoming events in the city at www.brighton-hove.gov.uk/events or www.visitbrighton.com/whats-on

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

Online services

Visit the council housing website at www.brighton-hove.gov.uk/council-housing

Pay online at ww2.brighton-hove.gov.uk

Go to the Housing Customer online system at housingcos.brighton-hove.gov.uk

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

Homemove website www.homemove.org.uk

Check out all housing online services at www.brighton-hove.gov.uk/housingdoitnow

Follow us on twitter.com/BHCCtenants

Like us on facebook.com/tenantandleaseholder

Useful contacts

Housing Customer Services

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

Housing Benefit

housing.benefits@brighton-hove.gov.uk
01273 292000

Housing Income Management Team

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

Repairs Helpdesk

BHCC.repairs@mearsgroup.co.uk
0800 052 6140 (local line 01273 294409)

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

theportal.org.uk
Freephone 0300 323 9985

Carelink Plus Alarm Service

CareLinkPlus@brighton-hove.gov.uk
01273 673105

Citizens Advice Bureau

www.citizensadvice.org.uk/brightonhovecab
0845 120 3710

Tenant Disability Network

tdnbhcc@gmail.com 01273 292365

Noise Nuisance

www.brighton-hove.gov.uk/noise
01273 292929 or
01273 292229 for out of hours emergencies

Brighton & Hove Independent Mediation Service

www.bhims.org.uk 01273 700812

Housing & New Homes Committee Meetings

Wednesday 14 November

The meeting will be held at 4pm in the Council Chamber, Hove Town Hall, Norton Road, Hove BN3 3BQ

All council meetings are open to the public, and you can submit public questions.

You can view webcasts of all council meetings on www.brighton-hove.public-i.tv/core/portal/home

The agenda and minutes will be available on www.brighton-hove.gov.uk

If you have any comments or items, email homingin@brighton-hove.gov.uk or write to Homing In, Communications Team, Room 166, Hove Town Hall, Norton Road, Hove, BN3 3BQ.

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

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Translations

Translation? Tick this box and take to any council office

ترجمة؟ ضع علامة في المربع وخذها إلى مكتب البلدية. Arabic

অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান। Bengali

需要翻譯? 請在這方格內加別, 並送回任何市議會的辦事處。Cantonese

ترجمه؟ لطفاً این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید. Farsi

Traduction? Veuillez cocher la case et apporter au council. French

需要翻译? 请在这方格内划勾, 并送回任何市议会的办事处。Mandarin

Źłmaczenie? Zaznacz to okienko i wróć do któregoś z biura samorządu lokalnego (council office). Polish

Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office). Portuguese

Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz. Turkish

other (please state)

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