

# homing in

[www.brighton-hove.gov.uk/council-housing](http://www.brighton-hove.gov.uk/council-housing)

Winter 2019



Santa is visiting the Volk's Railway at weekends up to Christmas. For details and a round-up of other local events this winter, see page 14.

## In this issue

Fire safety update

Universal Credit advice

Apply for community art grants

Win theatre tickets



**Brighton & Hove  
City Council**

# Welcome

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

We've got news from across the housing service, including a fire safety update.

There's information about our new in-house repairs, maintenance and improvement service, starting in April 2020, plus news of how residents are making a difference in their communities.

As Christmas approaches, we've got ideas for making the most of the festive season, and details of recycling and refuse collection dates. There's also a chance to win Theatre Royal Brighton tickets.

Wishing you all the best for 2020.



## Stock condition survey

We're carrying out a stock condition survey to help us plan for work needed in the future, such as replacement kitchens, bathrooms, windows and doors.

The survey started last month and will carry on until February 2020. Our contractor, Michael Dyson Associates, is looking at a selection of council homes and communal areas in council-owned blocks.

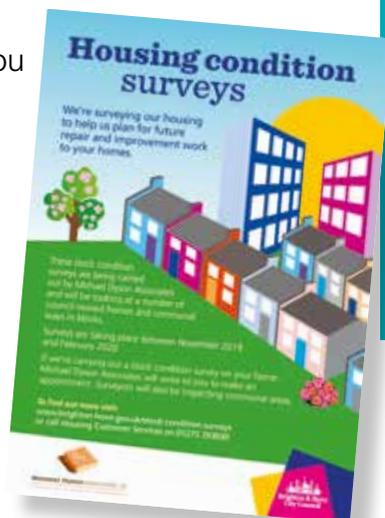
If we need to survey your home, they will write to you to make an appointment.

### What's involved?

The survey is a visual inspection of the inside and outside of your home and should take around 20 minutes.

### Why we are doing it?

The survey is being done to collect information relating to the government's Decent Homes Standard and the condition of your home in general.



Jean with her award

## Congratulations to Jean

Caring Jean Carter has won a prestigious award for her voluntary work.

Jean, 82, has run a popular knitting club at Evelyn Court seniors housing scheme in Windlesham Close, Portslade for 11 years.

The Lifelines knitting club knits blankets and clothes for premature babies at the Royal Sussex County Hospital, and raises funds for charities including the British Legion and Seafarers UK.

Jean also helps with Evelyn Court's craft group and volunteers at the Martlets Hospice.

She was presented with a Lord Levy Award for her outstanding contribution to volunteering by the Volunteering Matters charity. Jean said: "It really was quite a surprise to get the award, it was lovely."

The knitting club meets on the second Monday of each month at 2pm at Evelyn Court, and welcomes people from the local community. For more details call 01273 293395.

Any safety-related repairs identified during the survey will be forwarded to our repairs service.

If you have any questions about the survey, please call Housing Customer Services on 01273 293030 or email [housing.customerservices@brighton-hove.gov.uk](mailto:housing.customerservices@brighton-hove.gov.uk)



# Christmas is coming

## Don't forget to pay your rent!

Avoid the worry of starting 2020 in arrears by keeping up your rent payments over the Christmas and New Year period.

Even though the festive season can be busy and expensive, don't be tempted to put off paying your rent.

We provide a range of different ways to pay and help is available if you are struggling.

### Pay by standing order or direct debit

Paying by standing order or direct debit is quick and easy and means your rent will be taken directly out of your bank or building society account.

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

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

Call the Rent Accounting Team on 01273 293065 to find out more about these and other payment methods, email [rentaccounting@brighton-hove.gov.uk](mailto:rentaccounting@brighton-hove.gov.uk) or visit [www.brighton-hove.gov.uk/rent](http://www.brighton-hove.gov.uk/rent)

### Here to help

If you are struggling to pay your rent, or worried about debt, call the Housing Income Management Team on 01273 293224.

### Other ways to pay

- Pay online with a debit card using our secure server at [ww2.brighton-hove.gov.uk](http://ww2.brighton-hove.gov.uk) Go to the 'pay online' section.
- Call our 24-hour automated payment line on 01273 291908 to pay by debit or credit card.
- Use a PayPoint card at PayPoint outlets.

### Make sure you are covered

Remember to make sure you have home contents insurance, as your belongings are not automatically insured under the council's insurance.

We advise all tenants and leaseholders to take out contents insurance to provide cover against fire, theft, and water damage – to help you avoid extra expense to replace your possessions if they get damaged.

You can arrange insurance through any insurer. We recommend Crystal Insurance which offers a good choice of cover, with weekly payments starting from as little as £1.

For more information contact Crystal Insurance on 0345 450 7286 or visit [www.crystal-insurance.co.uk](http://www.crystal-insurance.co.uk)

# New homes update

## Tackling the city's housing shortage

Building more council homes is a top priority and construction of 30 new flats in **Selsfield Drive, Brighton** and 12 flats in **Buckley Close, Hangleton** is well underway.

We're also planning a range of other new developments through our New Homes for Neighbourhoods programme.

### Windlesham Close, Portslade

Seventeen flats are being proposed on the site of Windlesham House.

Thank you to everyone who took part in the consultation in the autumn. We've taken your views into account and are finalising plans which will be considered by the Housing Committee early in the new year.



Windlesham Close

### Frederick Street, North Laine



Four flats are proposed for a parking site in Frederick Street and a planning application will be considered in the new year. Thanks to everyone who came along to a public exhibition and gave feedback on the plans.

### Victoria Road, Portslade

A planning application for 42 flats on the site of the old housing office and adjacent bowls club will be considered next year.

Plans also include a new bowling green in nearby Victoria Recreation Ground for Portslade Bowls Club and a new sports pavilion for the use of the bowls club and local football clubs.



Victoria Road

### Award winning homes in Kensington Street

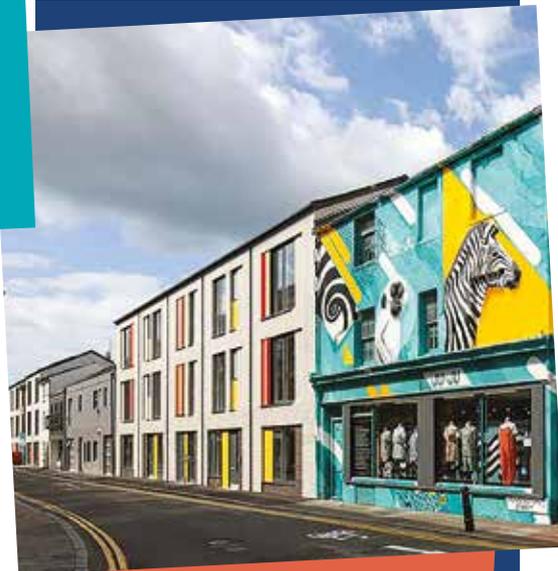
### Award for city centre homes

Newly built council homes in Kensington Street have won a top design award.

The development of 12 homes won the Best Architectural Design in this year's South East Construction Awards.

The award panel said the design recognised the unique setting of the North Laine and is helping to regenerate Kensington Street.

The homes were developed in consultation with local residents.



A total of 185 new council homes have been built through the New Homes for Neighbourhoods programme since 2015.

# Fire safety update

Following recent government fire safety guidance on balconies and external wall panels, we'll be carrying out additional checks to our buildings.

The advice is to check materials used in 'Spandrel Panels', which include window panels and infill panels used as part of external walls.

If we find any panels made of materials that need to be replaced, we will schedule this work as part of the housing capital investment programme.

## Use of balconies

We will also be checking for combustible materials used on a building's balconies.

If your home has a balcony, we'd like to remind you that a balcony shouldn't be used as a storage area.

While you are welcome to keep bicycles on your balcony, please do not leave items such as furniture, white goods, decorating materials or toys on your balcony.

As well as being unsightly, storing combustible materials on balconies can be a significant fire risk.

For the same reason, we do not allow barbecues to be used on your balconies. Smoke and smells can also disturb your neighbours.

As with anywhere else in your home, if you smoke on your balcony, always check that you've fully extinguished your cigarette.

## Grenfell inquiry report

The report of the first phase of the public inquiry into the Grenfell fire was published on the 30 October 2019. The report contains a number of recommendations on managing fire safety and we will be investigating these thoroughly.

We've been in constant contact with government since the Grenfell fire and will continue to work closely with the East Sussex Fire & Rescue Service to review all our fire safety practices in line with any new guidance.

## New homes from hidden spaces

**We're converting 'hidden' or empty spaces within council-owned property into new homes.**

Tenants have moved into three new flats in Swallow Court, Whitehawk, converted from a former office.

Work is underway to turn the old Oxford Street housing office into ten new homes and an office in Manor Hill, Whitehawk is being converted into two flats, plus a new house will be built alongside.

A new flat at Woods House senior housing scheme in Hove is nearing completion (see page 11) and two extra flats have been completed at Elwyn Jones Court in Patcham.

If you have a suggestion for a space in your neighbourhood which might make a home, let us know. You can email [P&Ienquiries@brighton-hove.gov.uk](mailto:P&Ienquiries@brighton-hove.gov.uk)

## Christmas fire safety advice

**Take care with candles** and don't leave them burning when you're not watching. Always double-check they are completely out.

If you're using candles, make sure they are on a heat-proof surface, in a proper candle holder so they don't fall over, out of reach of children and pets, out of draughts, and away from curtains, furniture, cards, decorations or anything else which could catch fire.



**Fairy lights and heaters** that you bring out for only a few weeks a year can be a fire risk. Check the wiring is intact, make sure plug sockets are not overloaded and don't leave items on and unattended.

**Keep communal areas and common ways clear** in blocks of flats. Anything left in common ways poses a potential fire and smoke hazard and can block escape routes. Just a reminder that at Christmas, this also means that decorations and wreaths cannot be hung on the outside of flat doors.

**For more fire safety advice**, visit the fire service website [www.esfrs.org](http://www.esfrs.org) or call **0800 177 7069** to arrange a home safety visit.

# Strengthening our communities



Residents Anne Willson and Ann Packham with assistance dog Jewel at the conference

Councillor Gill Williams, chair of housing, chats with resident Eddie Cope and community development worker Graham Allen



Tenants and leaseholders from across the city got together at Hove Town Hall in September for the Citywide Conference.

The annual conference is organised by residents and chaired by Chris El-Shabba from Whitehawk.

The theme was Strengthening Our Communities, and the conference was a chance to share ideas and hear about resident-led projects which are bringing people together.

In Craven Vale, for example, the community association is setting up bee hives and planning to produce honey, while in Mile Oak a community garden has been given a fresh new lease of life (see below and page 7).

The conference also heard about the role of 'resident inspectors' who check empty properties before they are let, helping to

make sure tenants can settle into their new home and community smoothly.

There were opportunities to quiz housing managers and councillors in a question and answer session, and discuss issues such as tackling anti-social behaviour and the new repairs, maintenance and improvement service.

Chris said: "We heard about some fabulous projects that show the work and passion of our residents across the city that are making a difference to their communities".

If you would like to suggest themes for next year's conference contact the Community Engagement Team (see below).

## Here to help - Community Engagement Team

The Citywide Conference is organised with support from the Community Engagement Team.

The team, set up earlier this year, brings together Resident Involvement Officers from Housing and staff from other services, to provide a single point of contact for all residents in the city.

Staff continue to work closely with tenants and leaseholders to help improve services and neighbourhoods. They also have strong links with services across

the council, Sussex Police, East Sussex Fire & Rescue Service, and other local organisations.

If you have ideas for improving your road or estate, or are interested in setting up a resident group, get in touch with the team. Email [communityengagement@brighton-hove.gov.uk](mailto:communityengagement@brighton-hove.gov.uk) or call 01273 294651.

The team can also help you apply for funding for improvements from the Estate Development Budget. For more information, visit [www.brighton-hove.gov.uk/edb](http://www.brighton-hove.gov.uk/edb)



Neighbours James Henson, Tony Underwood and Sue Fines in the Wickhurst Rise garden in Mile Oak

## Leaseholders Action Group news

If you own a flat in a council block, you're automatically a member of the Leaseholders Action Group.

The committee holds open committee meetings, at various places around Brighton & Hove, to which all leaseholders are invited, and are welcome to raise concerns. The next ones will be:

**Saturday 14 December, 10.30am**  
at Westmount, Finsbury Road

**Monday 6 January, 6.30pm**  
at Clarendon-Ellen

**Saturday 15 February, 10.30am**  
at Tyson Place

**Monday 2 March, 6.30pm**  
at Hampshire Lodge

**Saturday 18 April 2020's Annual Meeting** will be at the Friends Meeting House – book the date now!

For more information, or to give us your ideas, contact the committee on **01273 605225** or **lag@clarend.com**  
We'd be very glad to hear from you.

## Chilling at an igloo!

Adventurous Alison Gray (pictured) enjoyed a holiday with a difference – helping to build an igloo!

Alison is chair of the Tenant Disability Network and relies on a wheelchair, but she's determined not to let her disability hold her back.

She took an organised coach trip to chilly Bavaria, where activities included an igloo building workshop and seeing husky dogs in action.



Alison hopes her experience will encourage others who want to try something new.

She said: "I think some people thought I was mad when I said was going to build an igloo, but being disabled doesn't mean you can't go places or do the things you want to do. It was a great experience!"

The Tenant Disability Network is a group of residents who offer friendly support and advice to tenants with disabilities. To find out more email **tdnbhcc@gmail.com** or call **01273 292365**.

## Home grown veg for Christmas

**Families living in two blocks of flats in Wickhurst Rise, Mile Oak, are hoping to have home grown sprouts with their Christmas lunch, straight from their communal garden.**

Residents have transformed the garden over the last two years, from a drab underused space, into a welcoming area for relaxing and socialising.

They've planted fruit trees, vegetables and flowers, put in raised beds and a new table and chairs. This summer the garden produced enough to supply all 18 flats in the blocks with fresh vegetables for 12 weeks.

James Henson (pictured), from the Wickhurst Rise project, said: "It's become a garden everyone can enjoy and it brings people together. We now know the names of every resident."

"We're growing sprouts for Christmas, and our intention is to produce food for all residents all year."



Residents applied for funding from the Estate Development Budget to help pay for the improvements. To find out how to apply visit **www.brighton-hove.gov.uk/edb** or call the Community Engagement Team on **01273 294651**

# New service coming in April

Our new repairs, maintenance and improvement service starts in just over three months.

From 1 April 2020 the service will be run in-house, after our current contract with Mears comes to an end.

Look out for a full round up of information about the new service in the next issue of Homing In.

In the meantime, here are some of the key points of what's changing, and what's staying the same:

- The main change you'll see is vans will be council-branded, instead of Mears, and staff will carry council identity cards.
- Phone numbers are not changing – to report a repair you will still call **0800 052 6140** (Freephone) or **01273 294409** from a mobile.
- Urgent repairs will still be started within 24 hours and routine repairs within 20 working days.
- Individual contracts are being set up for specialist



## Residents helping with the changeover to the new service

works such as asbestos management, larger repairs, drainage, glazing repairs, and scaffolding.

- Contracts for door entry systems, lifts and gas servicing will stay the same.
- A list of approved contractors is being set up for major works and we're bringing in a process where companies can compete for contracts to ensure the council gets the best price and standard.

We're working hard to make sure the changeover goes smoothly and a resident group is helping us with this.

You can find out more about the service at [www.brighton-hove.gov.uk/repairs-contract](http://www.brighton-hove.gov.uk/repairs-contract) or email [FutureRepairs@brighton-hove.gov.uk](mailto:FutureRepairs@brighton-hove.gov.uk)

## Universal Credit update

### Confused about Universal Credit? We're here to help...

## Universal Credit (UC) was introduced in Brighton & Hove in 2017 for anyone making a new claim for benefits.

If you are already on benefits, you can carry on receiving them at the moment – unless you have a change of circumstances that means you need to make a **new claim**.

The sort of changes which **might** mean you have to make a new claim include:

- Where you are claiming income support as a lone parent and your youngest child turns five
- Where you lose a job and need to make a new claim for help with your rent and living costs

It is really important to remember that **not all changes of circumstance mean you have to claim UC**.

### Help is available

Benefits are complicated and if you think you are not getting the right amount, or you are unsure whether you need to make a new claim, ask for help. We are seeing people lose benefits they are entitled to because they are not asking for help, so the earlier we can help the better.

It's worth checking with our Welfare Rights team first, they can help with information and advice. You can call them on **01273 291116** on Monday mornings 10-1pm or email [welfarights@brighton-hove.gov.uk](mailto:welfarights@brighton-hove.gov.uk)

For more information about the support and advice available on claiming Universal Credit, go to [www.brighton-hove.gov.uk/universal-credit](http://www.brighton-hove.gov.uk/universal-credit)

If you are struggling to pay your rent or are worried about debt, call the Housing Income Management team on **01273 293224**.

# Celebrating a century of council housing

This year marks the 100th anniversary of the Addison Act, which led to councils building social housing on a large scale.

In our autumn issue we featured residents' memories of council homes over the years. Here two readers recall the redevelopment of Whitehawk in the 1970s.

## Changing for the better

Lynn Bennett moved to Whitehawk just before the rebuilding work started and saw the estate take shape from her home in Wiston Road.



She said: "They gutted the middle of Whitehawk and ours was one of the few streets left in that area.

"The building work went on for a long time. Some of the kids thought it was great fun seeing the diggers and machinery, but some of us adults got a bit fed up with it when it was wet and muddy."

Lynn added: "In the long run it has changed for the better, a lot of the old houses were pre-war with outside bathrooms and toilets. They were replaced with modern homes, with smaller gardens, which meant there was space to build more."

Lynn now lives in Manor Way and is chair of Manor Farm Residents Association. She has been at the heart of local community life for years and said: "I got involved so that I could put my word in."

## Whitehawk memories

Caroline Siam has lived in council housing for much of her life and seen lots of changes.

The biggest was growing up in Findon Road, Whitehawk, while the estate was being redesigned and rebuilt.

Caroline (pictured) said: "Whitehawk Community Centre was just being built when we moved there in 1970, and I saw the library opened by Princess Anne.

"We saw a lot of the old houses and bungalows knocked down and people moved out, and the old buildings were replaced with new cul-de-sacs and new homes."



She previously lived in Moulsecoomb and remembers going out to play with other children at the adventure playground and Stanmer Park.

Caroline now lives in one of the council's new developments in Wellington Road, Brighton. She said: "I've got great neighbours and I love it here."

## Grants for community art projects

To mark the centenary, we're inviting residents to get together and celebrate council housing.

Grants of up to £250 are available for resident-led art projects across the city, which ideally bring people of all ages together.

Maybe you have an idea for brightening up a wall on your estate with a colourful mural, or would like to come up with an eye-catching piece of art for a community room or communal garden. To apply and find out more contact [communityengagement@brighton-hove.gov.uk](mailto:communityengagement@brighton-hove.gov.uk) or call 01273 294651.

# Don't get caught out – be on the alert for scams

**If someone makes you an offer that sounds too good to be true, it probably is.**

Scams can take place online, in person, over the phone, or through the post, by people trying to steal money or information.

They can be difficult to recognise, but there are things you can look out for. It might be a scam if:

- it seems too good to be true, for example, a holiday that's significantly cheaper than you'd expect it to be
- 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

If someone calls at your home trying to sell you something or asks for personal information, the advice from Trading Standards is to say 'no thanks' and shut the door.

Don't give out any personal or bank details.

If someone claims to be from the council or from another authority always check their ID. If in any doubt about whether the ID is genuine, shut the door and contact the Citizens Advice consumer helpline on 03454 040506.

The helpline can give you advice about what might be a scam and the steps you should take if you've been scammed.

You can also call the council switchboard on 01273 290000 to check the identity of council staff.

There's also information on our website [www.brighton-hove.gov.uk/tradingstandards](http://www.brighton-hove.gov.uk/tradingstandards)

## Stay safe and warm this winter

If we have snow and ice this winter, please check on elderly or vulnerable neighbours to make sure they are warm and have everything they need.

If you're worried about a relative or neighbour, you can contact us by calling 01273 295555 Monday to Friday from 8.30am to 5pm. If your call is an emergency after 5pm, it will be answered by our CareLink Plus alarm service.

For more information visit [www.brighton-hove.gov.uk/snow](http://www.brighton-hove.gov.uk/snow)

### Other useful numbers:

If a grit bin on a housing estate needs refilling contact the Estates Team, email [estateserviceteam@brighton-hove.gov.uk](mailto:estateserviceteam@brighton-hove.gov.uk) or call 01273 294769.

If you have a problem with your heating contact the Repairs Helpdesk, email [BHCC.repairs@mearsgroup.co.uk](mailto:BHCC.repairs@mearsgroup.co.uk) or call 0800 052 6140 or 01273 294409.

If you are worried about heating bills contact Money Advice Plus, email [info@moneyadviceplus.org.uk](mailto:info@moneyadviceplus.org.uk) or call 01273 664000.



## Christmas Day lunch

A Christmas Day lunch is being held at Hove Methodist Church, in Portland Road, for people who might otherwise spend the day alone.

If you would like to go, please contact the church office to book a place on 01273 324600 or email [office@hovemethodistchurch.co.uk](mailto:office@hovemethodistchurch.co.uk). Volunteers may be able to arrange transport for you if you live in postcode area BN3 or BN41.

# New lease of life for public loo!

**A former public toilet in Sackville Road, Hove, has been transformed into a new communal lounge for residents at Woods House seniors housing scheme.**

The new lounge has more space for social activities, plus a kitchen area, and is enabling residents to set up their own breakfast club so they can get together for a cooked breakfast.

Woods House residents applied to the National Lottery Community Fund for money to set up the club, with the help of scheme manager Michael Logue.

They received a £10,000 grant which paid for a cooker and other kitchen appliances, along with a chef to run the club for a trial period of six months. After that, volunteers will take over.



Enjoying the new lounge and, left, how the exterior used to look

Roy Crowhurst, chair of the Woods House tenants association, said: "We're delighted with the new community lounge, you would never know it used to be a toilet! Our old lounge is being converted into a new flat, so it is a win-win all round."

He added: "We know a lot of people skip breakfast, that's why we decided to set up a breakfast club. If it's a success we hope to hold afternoon teas as well."

The breakfast club will start in the new year and will also be open to older people in the local community. For more information call Woods House on **01273 293405**.

The old toilet block next to Woods House had been out of use for many years and residents came up with the idea of turning it into a lounge.

## Blooming lovely at Jasmine Court



**Peter Otto, chair of the Paley Trust (left) with Jasmine Court residents, scheme manager Amanda Hunter, and seniors housing team manager Elisabeth Neighbour**

**Residents at Jasmine Court are looking forward to a splash of spring colour after planting bulbs and shrubs in their communal garden.**

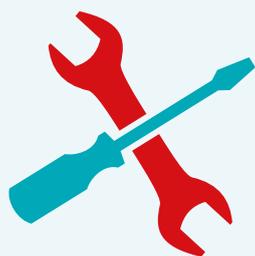
New paving is also being provided in the garden, thanks to a £1,000 donation from the Paley Trust charity.

As well as improving the garden, the money is being used for a Christmas lunch and other social activities at the seniors housing scheme in Patchdean, Brighton.

# How we've been doing

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

## July to September 2019



### Repairs and improvements

We completed routine repairs in an average of 11 days and kept 97% of appointments made.



### Tenancy management

We've helped 38 people to keep their tenancies which were at risk, and taken back two properties due to housing fraud.



### Estates service

The team completed 82% of bulk waste removals within seven working days, down from 85% last quarter.



### Customer services and complaints

The Housing Customer Service team answered 91% of calls and 64% of complaints were responded to within 10 working days.



### Moving home

We re-let 115 homes in an average of 20 days (excluding properties requiring major work), an improvement compared to 25 days during the previous quarter.



### Anti-social behaviour

90% of people surveyed (9 out of 10) were satisfied with the way their anti-social behaviour complaint was dealt with.



### Rent collection and current arrears

We've collected 97.19% of rent and this is down slightly on the previous quarter.

## Scots you

**Could a mobility scooter make it easier for you to get out and about for shopping trips and other tasks? For example, if you live in a flat without space to store a mobility scooter of your own.**

The Shopmobility service rents out a range of electric mobility scooters and wheelchairs from 10am to 4pm for £5 a day.

The service is run locally by the Possability People charity and volunteers provide advice and training on how to use the scooters – you don't need a licence.

One user said: "It's been an absolute godsend, the scooter has coped with the hills, the long days and the shopping bags!"

Scooters need to be booked in advance and can be picked up from the Shopmobility office in Churchill Square car park. Volunteers can also sometimes deliver scooters to people at home.

For details call **01273 323239**, email [shopmo@possabilitypeople.org.uk](mailto:shopmo@possabilitypeople.org.uk) or visit [www.possabilitypeople.org.uk](http://www.possabilitypeople.org.uk)

# Win Theatre Royal Brighton tickets!

The winner will receive two tickets to see the show on the evening of 6 April 2020.

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

- Where was the Citywide Conference held?
- How many new flats are proposed in Windlesham Close, Portslade?
- Which EastEnders actor is in Everybody's Talking About Jamie?

Send your answers by email to [homingin@brighton-hove.gov.uk](mailto:homingin@brighton-hove.gov.uk) or by 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 **6 January 2020.**

The winner will be notified and their name published in the next issue of Homing In. The competition is open to all households who receive Homing In by email or post.



## About the show

Everybody's Talking About Jamie stars Layton Williams and EastEnders' Shane Richie, who have both appeared in the London production of the show.

It tells the story of 16-year-old Jamie New who lives on a council estate in Sheffield and doesn't quite fit in. Supported by his mum and friends, Jamie overcomes prejudice and bullies to step into the spotlight.

## For more info

Everybody's Talking About Jamie, Theatre Royal Brighton, 6 to 11 April 2020.

Call **0844 871 7650\*** or visit [www.atgtickets.com/brighton](http://www.atgtickets.com/brighton) (booking fees)

\*Booking fees apply. Calls cost up to 7p per minute, plus your phone company's access charge.

## Congratulations!

Thanks to everyone who entered our autumn competition. The lucky winner was Mel Parker from Hove who won Sea Life Centre tickets. Mel said: "I'm thrilled to bits, I'm looking forward to taking my granddaughters."



## Bag it and bin it

Please don't flush wet wipes down the loo – they can block the toilet and it's bad for the environment.

Repairs staff have been called to deal with lots of blockages recently caused by wet wipes and other items that should not go down the toilet.

Southern Water says thousands of tonnes of wet wipes end up in the sewers every year – along with a surprising range of other things including false teeth, toys and mobile phones.

Even wipes described as 'flushable' can cause blockages in the toilet, sewer or wastewater treatment works.

# Gingerbread Biscuits

Try this seasonal recipe from Brighton & Hove Food Partnership



## Ingredients

|  |                             |
|--|-----------------------------|
| 350g plain flour                             | 1/2 teaspoon salt           |
| 1 teaspoon bicarbonate of soda               | 125g butter                 |
| 2 teaspoons ground ginger                    | 175g soft light brown sugar |
| 1 teaspoon ground cinnamon                   | 1 large egg                 |
| Makes around 20 biscuits (depending on size) | 4 tablespoons golden syrup  |

## Method

- 1 Mix together the flour, bicarbonate, ginger, cinnamon and salt.
- 2 Cut the butter into cubes and add to the flour mix. Rub the butter and flour between your fingertips until it resembles breadcrumbs.
- 3 Stir in the sugar.
- 4 Lightly beat the egg and golden syrup and add to the bowl. Briefly knead the dough until smooth and then wrap in cling film. Chill in the fridge for around 20 mins.
- 5 While the dough is chilling, line 2-3 trays with parchment paper and pre heat the oven 180c/160c fan/Gas 4.
- 6 Roll the dough to approximately 0.5cm thick. Use a little flour to dust if it is sticky and ensure the under side is well floured as this will make it easier to transfer the cut biscuits.
- 7 Using cutters, cut out the dough and then transfer to the trays. Be sure to leave a few centimetres gap between the biscuits as they will spread out a little as they bake.
- 8 Bake for 12-15 minutes or until lightly golden brown. Once baked let them cool a little on the tray to firm up and the transfer to a wire rack to finish cooling.

## Royal icing

|                   |  |
|-------------------|--|
| 170g icing sugar  | Combine all ingredients using an electric hand whisk. On a medium to high speed whisk until it forms soft peaks. This will take around 4 minutes. The consistency can be adjusted with a little water or by adding more icing sugar. |
| 1 egg white       |  |
| 1 tsp lemon juice |  |

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

## Dates for your diary

### Area Panels

The next round of Area Panels will be held in 2020 as follows:

#### Central 12 February

2pm at Hampshire Lodge, Hampshire Court, Brighton

#### East 10 February

7pm Venue to be confirmed

#### North 13 February

7pm at the Housing Centre, Moulsecoomb

#### West 11 February

2pm at St Richard's Community Centre, Egmont Road, Hove

The agenda and minutes of meetings are available at [www.brighton-hove.gov.uk/area-panel-meetings](http://www.brighton-hove.gov.uk/area-panel-meetings)

For more information contact the Community Engagement Team, email [communityengagement@brighton-hove.gov.uk](mailto:communityengagement@brighton-hove.gov.uk) or call 01273 294651.

### City events

**Santa Express** 14, 15, 21, 22 December  
10.30am to 2.30pm  
Volk's Railway, Brighton seafront.



Booking recommended, visit [www.volksrailway.org.uk](http://www.volksrailway.org.uk) or call 01273 292718 for more info.

**Royal Pavilion Ice Rink**  
Until 19 January

**Santa Dash**  
14 December Hove Lawns

**Brighton's Christmas Makers and Street Food Market**  
14 December BRIGHTHELM CENTRE

**Burning the Clocks**  
21 December Parade through city centre to Madeira Drive

**Floating Worlds: Japanese Woodcuts exhibition**  
Until 12 January  
Brighton Museum & Art Gallery

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

# Christmas & New Year recycling & refuse collection dates

Your collection days are changing over Christmas, so please put your refuse and recycling out on...

| Usual day             | Collected on...      |
|-----------------------|----------------------|
| Monday 23 December    | Monday 23 December   |
| Tuesday 24 December   | Tuesday 24 December  |
| Wednesday 25 December | Friday 27 December   |
| Thursday 26 December  | Saturday 28 December |
| Friday 27 December    | Monday 30 December   |
| Monday 30 December    | Tuesday 31 December  |
| Tuesday 31 December   | Thursday 2 January   |
| Wednesday 1 January   | Friday 3 January     |
| Thursday 2 January    | Saturday 4 January   |
| Friday 3 January      | Monday 6 January     |
| Monday 6 January      | Tuesday 7 January    |
| Tuesday 7 January     | Wednesday 8 January  |
| Wednesday 8 January   | Thursday 9 January   |
| Thursday 9 January    | Friday 10 January    |
| Friday 10 January     | Saturday 11 January  |

**Collections return to your usual days from Monday 13 January**

To check your collection days in 2020 and download your collection calendar, if you have fortnightly recycling, visit [www.brighton-hove.gov.uk/cityclean](http://www.brighton-hove.gov.uk/cityclean) and put in your postcode.

## Recycle this Christmas!

### Food and drink

Plastic bottles can go straight in your recycling box or bin, washed and squashed. Rinsed drink cans and food tins can also go in your recycling, along with egg boxes, cardboard sleeves for food packaging and all tin biscuit boxes.

Please keep all glass bottles and jars in a separate recycling box so glass doesn't contaminate the other materials.

### Christmas trees

Christmas tree recycling sites across the city will be open from **Friday 27 December** until **Friday 10 January**.

Please remove all decorations and the pot before leaving your tree.

To find your nearest site visit [www.brighton-hove.gov.uk/christmas-tree-recycling](http://www.brighton-hove.gov.uk/christmas-tree-recycling)



### Wrapping paper and cardboard

Please only recycle wrapping paper - foil or paper covered in glitter can't be recycled. Flatten any cardboard boxes and paper bags to make space in your recycling bins and boxes. You can also take your recycling to a community recycling point or one of the city's two household recycling centres.

Visit our A-Z of recycling at [www.brighton-hove.gov.uk/recycling](http://www.brighton-hove.gov.uk/recycling)

## Useful contacts

### Housing Customer Services

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

### Repairs Helpdesk

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

### Housing Income Management Team

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

### Housing Benefit

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

### Community Engagement Team

For information about tenant and leaseholder groups  
communityengagement@brighton-hove.gov.uk  
01273 294651

### Access Point for adult social care

AccessPoint@brighton-hove.gov.uk  
01273 295555

### Moneyworks Brighton & Hove

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

### Citizens Advice Bureau

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

### The Portal

(advice and support for survivors of domestic or  
sexual abuse or violence)  
www.theportal.org.uk Freephone 0300 323 9985

### Brighton & Hove Independent Mediation Service

www.bhims.org.uk  
01273 700812

### Noise Nuisance

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

### Leaseholders Action Group

lag@clarend.com  
01273 605225

## Online services

Visit the council housing website to check out  
all housing online services at  
[www.brighton-hove.gov.uk/council-housing](http://www.brighton-hove.gov.uk/council-housing)

Pay online at [ww2.brighton-hove.gov.uk](http://ww2.brighton-hove.gov.uk)

Go to the Housing Customer online system at  
[www.brighton-hove.gov.uk/housingcos](http://www.brighton-hove.gov.uk/housingcos)

Information about money matters, tax, benefits  
and more [www.gov.uk](http://www.gov.uk)



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## Housing Committee Meeting

**Wednesday 15 January 2020**

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.

Agendas, minutes and webcasts of council  
meetings are available at  
[www.brighton-hove.gov.uk/council-meetings](http://www.brighton-hove.gov.uk/council-meetings)

If you have any comments or suggestions  
for future articles, email  
[homingin@brighton-hove.gov.uk](mailto:homingin@brighton-hove.gov.uk) or write  
to **homingin**, Communications Team,  
Room 166, Hove Town Hall, Norton Road,  
Hove, BN3 3BQ or call 01273 293033.

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the Tenant Editorial Board.

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of **homingin** and we'll email you when it is  
available on our website.