

homing in

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

Summer 2018



Residents celebrate the opening of a major development of new council flats at Kite Place in Whitehawk.

Full story on page 7.

In this issue

Why we like our neighbourhood

Couple saved by smoke alarm

Give your views on repairs and maintenance

Win Sea Life tickets



Brighton & Hove
City Council

Tell us what you think!

Welcome to the summer edition of **Homing In**. In this issue we're highlighting how important your feedback is in shaping the housing services we provide.

There's a chance to give your opinion on repairs and maintenance, hear how feedback on the STAR survey has been used, and find out why your complaints – and compliments! – are important.

We're working hard to improve your estates and we hear from residents about what they love about where they live. Plus there's an update on new council homes - it was great to meet residents at Kite Place in Whitehawk recently, to celebrate the opening of the biggest council housing development in the city for years.



Councillor Anne Meadows

Our annual report to tenants and leaseholders is also included. It's a chance for you to see in detail how we have been performing over the last year.

Councillor Anne Meadows

Chair of the Housing & New Homes Committee

New life for empty spaces

A former store room at Normanhurst flats in Grove Hill, Brighton, has been transformed into two new council flats.

It's all part of work to provide as many new council homes in the city as possible.

Structural work and a major refurbishment was carried out to convert the empty storage area into comfortable two-bedroom flats, after consultation with people living at Normanhurst and the local tenant association.

Similar projects to convert 'hidden' or redundant spaces into flats in other council blocks are also underway.

An office at Swallow Court in Whitehawk is being turned into three flats, and work will soon

start on two extra flats at Elwyn Jones Court seniors housing scheme in Patcham, plus an additional seniors housing flat at Woods House in Hove.



One of the new homes at Normanhurst

Buying back former council homes

We've brought back a former council house into council ownership under our new Home Purchase Policy and more purchases are planned.

This scheme was introduced last autumn for a one year trial, to enable the council to buy back council properties sold under

the Right to Buy if they come onto the market.

Homes bought back are independently valued and must not cost more than £250,000.

Find out more at www.brighton-hove.gov.uk/home-purchase-policy or call 01273 293030.

Be alarmed!

A smoke alarm saved our lives – that's the message from tenants Trevor Berry and Lance Dowling after a fire at their home in Craven Vale.

This is their story:

We would never have thought that our smoke alarm would have been a lifesaver. In January, following a fire while sleeping we were overcome by smoke fumes and unconscious. Luckily a neighbour heard our alarm and alerted 999.

We were both hospitalised with one of us being in a coma for 72 hours.

Following the trauma we would like to thank Rachelle Metcalfe, our housing manager, for securing emergency accommodation at Leach Court for three months and her continued support while our home was being refurbished.

A big thank you to Mears, the fire brigade, ambulance crew and Royal Sussex County Hospital intensive care unit staff and all at Leach Court. And a special thank you to our local neighbours for continued support. We are well on our way to recovery.

Please install and regularly check your smoke alarm as it saves lives.



Lance Dowling (left) and Trevor Berry are glad to be back home after a fire

Residents can arrange a free home safety visit and help with smoke alarms, including special alarms for people who are deaf or hard of hearing.

Contact East Sussex Fire & Rescue Service on 0800 177 7069.

Check out fire safety advice on our website www.brighton-hove.gov.uk/fire-safety-in-flats or call Housing Customer Services on 01273 293030.

Got a spare room?

If you've got a spare room, have you considered these options that are open to you:

- Moving and getting an incentive payment, help with moving and furniture recycling and possibly also help with redecorating
- Renting out a room in your home – Housing Customer Services can give you advice on how to do this, and it will provide someone with a home

- Fostering a child or young person and providing them with a safe, stable and nurturing home. You can find out more at www.brighton-hove.gov.uk/fostering or call 01273 295444

Why pay a higher rent, have higher heating bills, or live alone if you don't want to? To find out more about moving, please contact our Housing Customer Services team on 01273 293030.

Focus on neighbourhoods

Since the last Survey of Tenants and Residents (STAR) in 2016, we've been moving forward with an action plan to improve housing estates.

This includes:

- Speedier removal of dumped rubbish
- Providing a helping hand for more residents who need assistance to maintain their garden, through our gardening scheme
- Changes to estate inspections – we're planning to bring together a range of services and community members to help improve areas

Go ahead for estate improvements

A total of 71 community projects suggested by residents got the go ahead in April.

The projects will bring a range of improvements to estates and, between them, will get more than £240,000 from the Estate Development Budget (EDB).

The successful bids for funding were put forward by 29 tenant and resident associations, plus 20 informal groups of neighbours, and voted for by a panel of residents. They include:

- additional lighting for pathways on the Ingram Crescent estate in Hove
- a new kitchen for the communal lounge at Ditchling Gardens seniors housing scheme in Brighton
- more plants and fruit trees for Warwick Mount in Kemp Town
- repainting of garages in Rodmell Place, Hollingbury

Is there something you'd like changed or improved on your road or estate? To find out how to apply for EDB funds visit www.brighton-hove.gov.uk/edb or call 01273 293265.



Lamees Alareqi, moved to Whitehawk last year. She said: **"I've finally got a council house after renting privately for ten years and I'm so happy. We really appreciate it, we feel settled down happily. People here are nice, I like the school and, if something is wrong with the house, the council reacts quickly."**



Dave Bailey from Whitehawk said: **"It's got community spirit, everybody will help you out. Everybody is pulling together and striving to make the community a better place for the children."**

“Everyone looks out for one another”

We’re working hard to improve community spaces and the general appearance of housing estates, and we know from your comments that many residents take a pride in their neighbourhood and love where they live.

Here is just a snapshot of people’s views:

Alan King, from Milner and Kingswood, said: “I love living on this estate because of how friendly everyone is. There are a variety of social activities and entertainment to get involved with at the Millwood Community Centre. Everyone looks out for one another here.”

Pat Cornwell, who has lived in Kemp Town for 28 years, said: “I like my flat, my neighbours are brilliant, it’s nice and central for everything and marvellous for buses, they are every few minutes.”

Tom Strachan from Whitehawk said: “Everything is within touching distance and easy to get to. We’ve got the school here, the library, and we have lovely neighbours on both sides.”



Mohammed Omer, from Whitehawk, said: **“The block of flats I live in is always nice and clean. I have good neighbours and it’s peaceful. If you need repairs, you get a response very quickly”**

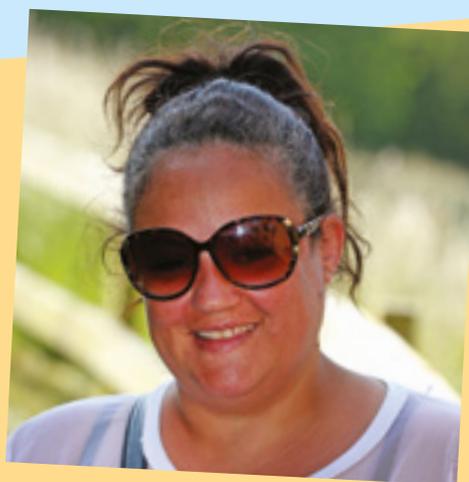


Noorullah Sharifi has lived in Whitehawk for three years. He said: **“The area is alright, people are friendly, the doctor is nice and there are a lot of shops.”**

Paul recently moved to the Bates estate. He said: “It’s nice and quiet and I’ve got a nice balcony.”

James McGuire, from Kemp Town, said: “The seaside is nice and it is a very mixed community.”

Catherine Brennan, from Whitehawk, said: “I love my neighbours and my close. It’s nice and quiet and if you run out of anything you know you can knock on their door, it is really friendly.”



Lena Balameh, from Whitehawk, said: **“Having a council property is very affordable, compared to anything else, and repairs are dealt with quickly.”**

We will feature different areas in a future edition. To tell us what you like about living in your area email homingin@brighton-hove.gov.uk, write to Homing In, Communications Team, Room 166, Hove Town Hall, Norton Road, Hove BN3 3BQ or call 01273 293030.

Universal Credit - We want to hear from you

Universal Credit (UC) has replaced most working age benefits across the city. If you are making a new claim because you are sick, unemployed, single with young children, a carer, or in low paid work, in most cases you will now need to claim UC. Disability benefits, child benefit and benefits for pensioners are still separate.

It usually takes five weeks to receive your first payment after claiming UC.

We're here to help – if you have been asked to claim UC, we'd like you to call us as soon as possible on 01273 293224. We can make sure you can get the right support. You can also visit www.brighton-hove.gov.uk/universal-credit.

John's story

We know that many tenants are struggling. One example is John (not his real name) who was having problems with his UC, but hadn't asked for help. John was visited by a housing officer who discovered he had no money and was short of food. The officer was able to get John support from our Housing Employment Support Team, who went with him to the Jobcentre. He is now receiving the money he needs.

I've been advised to claim Universal Credit, what should I do?

- Get advice if your benefits have stopped because of a medical assessment, or because you have been told you are no longer entitled to Employment and Support Allowance.
- If you do have to make a claim for UC, make sure you follow all of the instructions given to you online or by your Jobcentre Work Coach.
- Struggle to get online? Ask for help from your Work Coach.
- Tell us you are making a claim – call Housing Income Management on 01273 293224 or email housing.incomemanagement@brighton-hove.gov.uk.
- Ask for an advance if you need it – you can now get money from your estimated first payment when you claim, but you will have to pay this back.
- Make sure you also ask for a reduction in your Council Tax by completing an online form. Visit www.brighton-hove.gov.uk/ctr or call 01273 291291.
- Keep your online journal updated – if you don't keep this updated with any changes, your claim could be stopped or you could be paid the wrong amount.

UC *Universal
Credit*

New homes update

Flats plan for office site

Thirty new council flats could be built on the site of the old Selsfield Drive housing office in Moulsecoomb.

Local people gave their views on the proposals at an exhibition in February and at resident meetings.

As a result, we've made some changes to the designs - including adding extra parking spaces in Selsfield Drive.

The next step will be when a planning application for the scheme is considered by the council's planning committee later this summer.

The Selsfield Drive scheme is part of our New Homes for Neighbourhoods programme. A total of 131 new council homes for rent were completed through the programme in 2017/18 and more are being built.



New flats are proposed for Selsfield Drive

Loving life at Kite Place!

Residents joined in celebrations to mark the official opening of 57 brand new council flats at Kite Place in Whitehawk.

Kite Place is the biggest council new build scheme in the city for many years and, for some families, moving there has been life changing.

New parents Ali Gibbs and Chris Norton are delighted

with their flat. Ali has cerebral palsy and uses a wheelchair and the accessible design of the property means she can get around much more easily.

Ali said: "The move to Kite Place has been life changing for me and my young family. We can't wait to get settled into family life here."



Settling in at Kite Place, Ali, Chris and baby Otilie

Getting arty at Brooke Mead

Joan Granger and other residents showed off their artwork at the opening of Brooke Mead Extra Care scheme in Albion Street, Brighton.

They came up with the colourful designs at a graffiti workshop,

part of a choice of activities at the scheme, which has 45 flats and enables people with dementia to live independently.

Joan with Ben Hicks, from Bournemouth University, who organised the graffiti workshop.



We're here to help

This article is from Alison Gray of the Tenant Disability Network:

Do you have a disability – or maybe you just feel lonely or isolated?

If so, the Tenant Disability Network would love to hear from you.

We're a friendly group of residents who offer support and advice to tenants with disabilities.

We can help with information

about adaptations and equipment for your home which could help make life easier.

And we have a say on new housing developments and refurbishments, looking at things from the point of view of people with disabilities.

We're also here for anyone who might be vulnerable or feel isolated, and want someone to talk to. Lots of people feel lonely and we hope to set up

an informal 'buddy' system to link people up with neighbours who might want company or a helping hand – sometime it's just a chat over a cup of tea that can make all the difference.

We hold regular meetings and produce a newsletter to keep people updated about what's going on.

To find out more, contact: tdnbhcc@gmail.com or call the Resident Involvement Team on 01273 292365.

Tackling isolation

This article is from Barry Hughes of the Tenant Editorial Board:

A number of resident associations have expressed an interest in tackling social isolation in their communities. There are a number of befriending organisations in the city offering both support and volunteering opportunities and the following list names just three of the main ones.

Impetus – connecting people to reduce isolation and improve wellbeing. Impetus runs the Neighbourhood Care Scheme connecting volunteers with older people, people with physical disabilities and those with long-term health conditions and their carers. Visit www.bh-impetus.org or call 01273 775888.

Time-to-talk Befriending (TTTB) - time to talk in the company of a carefully matched volunteer befriender is proven to be a lifeline. TTTB also runs regular 'tea and company' events in partnership with St Mary's Church, Kemp Town, and Brighton College. Visit www.tttb.org.uk or call 01273 737710.

The Casserole Club – connecting those who love cooking and their communities. If you would like a friendly neighbour to deliver you a home-cooked meal, join the Casserole Club. Before sharing, all cooks are taken through a criminal records check and food-handling training. Visit www.casseroleclub.com or call 01273 431700.

Don't forget there are activities such as healthwalks,

or events planned by your tenant and resident association, or your nearest community room may have events if you do not have a local association.

Remembering Charles Penrose

Charles Penrose, who represented the interests of tenants for many years, sadly died in February.

Charles lived at Sloane Court in Kemp Town and took on many roles to support and represent his community. These included being chair of the Seniors Housing Action Group and an Area Panel representative.

He was a lovely man and very dedicated, holding housing staff to account on behalf of his neighbours, but always with good reason and a sense of humour.

We will miss him very much.

Rachel Chasseaud, Head of Tenancy Services



Royal wedding celebrations

Cheers! Residents at Leach Court seniors housing scheme in Kemp Town celebrated the royal wedding in style.

They wore floral buttonholes and toasted the new Duke and Duchess of Sussex with bucks fizz as they watched the ceremony on TV.

Afterwards they enjoyed a buffet lunch and shared photographs and memories of their own wedding days.

Eileen Esposito, from Leach Court social committee which arranged the party, said: "Everyone enjoyed the wedding and we had a great day."

Celebrating at Leach Court (left to right) Eileen Esposito, Alice Sheta and Rachele Frost



Update from the Leaseholder Action Group

The Leaseholder Action Group (LAG) membership includes all leaseholders, so if you would like to attend committee meetings as an observer, please feel welcome to do so. Contact details are below to confirm your attendance.

The LAG annual general meeting was held in April, a new committee was elected, and a number of issues raised there are being taken forward. The priorities for the coming year include involvement in consultation by the council for the new 2020 contract for responsive repairs, planned maintenance, and major works, which is currently held by Mears; consultation with the council on the asset management of council properties; and major works costs, consultation, and quality.

These topics were all discussed with the council at a leaseholders' workshop in March. This was a very positive event, identifying the ways in which leaseholder involvement and satisfaction can be taken forward in consultation with the council.

One of the key problems highlighted is that the Leaseholder Action Group has no way of providing information to leaseholders other than through the council. If you are a leaseholder and would like to receive information on LAG activity, please get in touch, contact details below.

Meeting dates:

5 Sept, 31 Oct, 2 Jan 2019, 27 Feb 2019, all 6.30 - 8.30pm in Hampshire Lodge, Hampshire Court, Upper St James' Street, Brighton BN2 1LN.

Contacts:

- Chair - David Spafford
david.spafford.9@gmail.com
- Committee - lag@clarend.com
- Resident Involvement Officer
Keely McDonald 01273 293870 or
keely.mcdonald@brighton-hove.gov.uk



Give us your views on repairs and maintenance

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'd like to hear your thoughts and experiences with the existing contract so that we can start to shape services for the future.

You can do this in several ways:

Take part in our survey online at www.brighton-hove.gov.uk/repairs-contract-survey or call 01273 293030 if you would like a copy posted to you.

We will also be carrying out door-to-door surveys this summer as an additional way of getting your views.

And we'll be holding resident engagement workshops to further develop ideas and provide information. If you would like to be involved, please call 01273 293030.

Dates for the workshops and door-to-door surveys will be publicised through resident associations and Facebook and Twitter accounts. We'll keep you updated on twitter.com/BHCCtenants and facebook.com/tenantandleaseholder and in future issues of Homing In.

All your feedback and ideas are greatly appreciated.

Tackling tenancy fraud

Two homes were returned to the council as a result of a tenancy fraud amnesty in the spring.

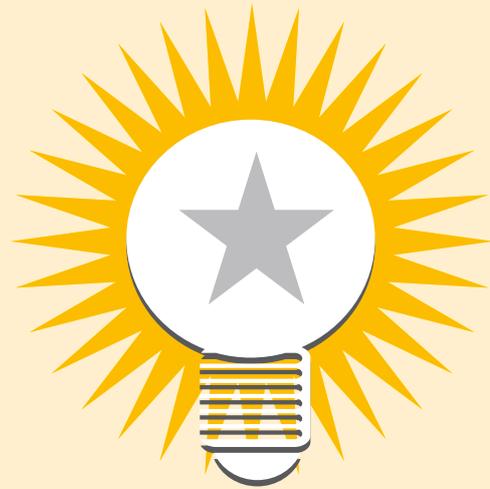
If anyone suspects someone isn't living in their council house or is subletting it, they can report it in confidence by calling 01273 291847 or emailing anti-fraud@brighton-hove.gov.uk.

£300 fine for fly-tipper

Fed up with fly-tipping? Let us know.

Prompt action after a tenant reported mattresses and rubbish being dumped in Whitehawk resulted in a £300 fine for the offender.

Fly-tipping is an eyesore for everyone. If you spot someone dumping rubbish, contact Housing Customer Services on **01273 293030** and we'll deal with it.



Are you getting the best deal on your energy?

Shopping around can help you cut your fuel bills.

It's worth comparing the gas and electricity prices different suppliers are offering to see if you can get a better deal.

One option to consider is Your Energy Sussex – a partnership of local authorities including the city council - which has set up an energy tariff scheme for Sussex residents.

Your Energy Sussex offers straightforward advice to customers and energy prices that are fair and competitive.

It's a 'not-for-profit' company, which uses surplus income to help local residents struggling to pay their energy bills.

To find out more, visit www.yourenergysussex.org.uk or call free on 0800 952 0001.

Keeping fit and having fun

You're never too old to exercise! That's 82-year-old Jean Barrey's advice after joining a weekly exercise class at Elwyn Jones Court seniors housing scheme in Patcham.

Jean suffers on and off with a knee problem, and used a walking stick for reassurance after breaking her shoulder in a fall.

Since starting the class, Jean feels much better. Her general health has improved, and she no longer uses a stick indoors.

Jean said: "I kept hearing about the benefits of exercise, so I thought 'right, get down there and get working girl!'.

"We have a laugh and people can join in at their own pace. I think everyone feels better for exercise, I certainly do!"

The gentle exercise class takes place on Tuesdays from 1.15 – 2pm and is open to non-residents. The emphasis is on having fun as well as keeping fit. For details call 01273 293227.

Whatever your age, there's a choice of exercise sessions and activities locally for all abilities – check out your local leisure centre to find out what's on offer.

Over 55s activities at many seniors housing schemes are open to non-residents. Call Housing Customer Services on 01273 293030 or email seniorshousing@brighton-hove.gov.uk to see what's happening in your area.

Jean Barrey enjoys her weekly exercise class



Online community-building in Whitehawk

Digital Brighton & Hove recently ran a series of workshops in Whitehawk on how to set up new Facebook groups, they also helped the Due East Neighbourhood Council team become 'Digital Champions' themselves.

Together, they've produced a new Whitehawk Community Notice Board using Facebook. With 129 residents already joining

the group, this is a great new online space on which residents of Whitehawk can share community activities, promote events and share other local resources.

Check out the noticeboard on Facebook by searching for Whitehawk Community Notice Board.

If you would like to improve your digital skills or become a digital champion, please contact the



Digital Brighton & Hove team at digitalbh@citizenonline.org.uk, call 07475 946 084 or ask at your local library.

A list of venues providing free internet access and digital support across the city is also available at www.digitalbrightonandhove.org.uk



Summertime, and the living is easy!

Summer's here time to get outside and make the most of everything the city has to offer!

When the sun's shining the beach and seafront are perfect for relaxing, paddling, swimming or just people watching.

With seven miles of beaches, stretching from Hove to Saltdean, we're spoilt for choice.

Head to Rottingdean for some rock pooling or stay central and soak up live music, or enjoy an impromptu game of volleyball on the seafront.

Local parks are great for lazy days and picnics, from the wide open spaces of Stanmer Park to the pirate themed play area at Hove Lagoon.

Or why not hop on a Breeze Up bus to the Devil's

Dyke or Ditchling Beacon to get out into the countryside and feel the wind in your hair?

For rainy days, the city's museums are hard to beat and organise all sorts of family events during the summer, or visit your local library for books and a whole lot more.

For ideas and information visit www.visitbrighton.com or call VisitBrighton on 01273 290337

City events

Paddle Round the Pier	7 and 8 July Hove Lawns
Luna Beach Cinema	Until 15 July Madeira Drive
Our City Dances Festival	21 July Turner Festival in Turner Park
	22 July Various locations around Turner
Pride	4 and 5 August Various locations
Snailspace Martlets sculpture trail	15 September onwards (to mid November) Various locations

Check out our Summer Fun guide for children's activities at www.brighton-hove.gov.uk/summerfun, find out about other forthcoming events at www.brighton-hove.gov.uk/events or www.visitbrighton.com/whats-on

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



Checkout the Snailspace sculpture trail in September

Win Sea Life Brighton tickets!

Enter our free draw for a chance to win tickets to Sea Life Brighton.

The winner will receive four tickets to the aquarium. Simply answer the following questions, based on information in this issue:

- How many new flats are proposed for Selsfield Drive?
- How many community projects were given the go ahead for Estate Development Budget funding in April?
- How many creatures are there at Sea Life Brighton?

Send your answers by email to 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 27 July 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.



About Sea Life Brighton

Take a fascinating journey inside the world's oldest operating aquarium and come nose-to-nose with over 3,500 mesmerising creatures including jellyfish, sharks and seahorses.

For more information visit www.visitsealife.com/brighton or call 0871 226 6770.

A taste of Italy

For a tasty summer lunch, try this traditional Italian dish of bruschetta.



A bit like a mini pizza made with fresh crusty bread, tomatoes, garlic and basil, this recipe from Brighton & Hove Food Partnership is great to try with kids. It is quick and easy to prepare, with very little cooking.

Ingredients – serves four

- 4 medium tomatoes
- 8 tablespoons olive oil
- 4 teaspoons lemon juice
- 4 pinches chopped fresh basil
- 4 pinches chopped fresh oregano
- 8 slices of crusty bread
- 4 cloves garlic

Method

- Cut the bread to the desired size.
- Cut the garlic clove in half and rub it over the surface of the bread.
- Brush with olive oil and grill until golden brown.
- Chop the tomatoes up into chunks and place in a bowl.
- Add the remaining oil, lemon juice and herbs and mix in.

To serve: Place the tomatoes onto the toasted bread and enjoy!

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

Congratulations to Ivor Darby from Hove who won Sussex Cricket tickets in our spring competition.

How we've been doing

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

January to March 2018



Tenancy management

We've helped 31 people to keep their tenancies which were at risk, and taken back eight properties due to housing fraud.

Rent collection and current arrears

We've collected 98.66% of rent and this is down slightly on the previous quarter. Arrears have increased by £66,000 in the past three months, and anyone facing difficulties with their rent can contact us for help.



Estates service

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

Repairs and improvements

We completed an average of 154 repairs per working day, kept 97% of appointments made, and answered 69% of calls within 20 seconds.



Moving home

We re-let 117 homes in an average of 22 days (excluding major work), and completed 100% of mutual exchange applications within target.

Customer services and complaints

The Housing Customer Service team answered 97% of calls (8,068 out of 8,371) and responded to 86% of complaints (69 out of 80) within 10 working days.



Anti-social behaviour

We concluded 48 cases, and 83% (29 out of 35) of people surveyed were satisfied with the way their anti-social behaviour complaint was dealt with.

Dates for your diary...

Area Panels

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

- Central** 5 September 2pm Venue to be confirmed
- East** 3 September 7pm Bristol Estate Community Room, Donald Hall Road
- North** 6 September 7pm Housing Centre, Moulsecoomb
- West** 4 September 2pm St Richard's Community Hall, Egmont Road

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

How your complaints help us get things right

Got a complaint – or maybe even a compliment? Please tell us!

There are many different housing teams and services which all, in some way, have an impact on your lives.

It's important for us to know what you think about our services – whether it's a team you contact directly, such as customer services, or one that makes a difference to the 'feel' of where you live, like grounds maintenance.

Your feedback helps us to make improvements. Whether you think what we do - and how we do it - is good, bad or somewhere in between, we really want to know!

How to get in touch

We strive to provide the best service to you, but sometimes things can go wrong. If they do, please **tell us there and then**, and we'll do everything we can to put it right. Call Housing Customer Services on 01273 293030 and we'll get it sorted.

If, however, you have reported a problem and are still not happy with the outcome, you may want to use the council's **formal feedback procedure**. You can make a complaint online www.brighton-hove.gov.uk/complaints or write to Customer Feedback Team, Hove Town Hall, Norton Road, Hove, BN3 3BQ, or call 01273 291229.

As well as responding to your feedback, staff check whether there are any lessons to be learned and improvements made. For example, after a tenant complained he was given poor advice when querying an overpayment, refresher training was provided for staff.

Our staff care about the service they provide and want to do a good job – so don't hold back, let us know how we are doing.



Here to help -
Housing Customer Services staff

Thank you to those tenants who take the time to get in touch when something has gone well – it's always great to your compliments as well as complaints.

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 Service Team

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

brighton-hove.gov.uk

01273 293224

Repairs Helpdesk

BHCC.repairs@mearsgroup.co.uk

0800 052 6140 (local line 01273 294409)

Rise (charity helping people affected by domestic abuse)

www.riseuk.org.uk 01273 622822

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 292229 for out of hours emergencies

Brighton & Hove Independent Mediation Service

www.bhims.org.uk 01273 700812

Housing & New Homes Committee Meeting

Wednesday 19 September

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

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Translations

Translation? Tick this box and take to any council office

ترجمة؟ ضع علامة في المربع وحددنا إلى مكتب البلدية.	Arabic	<input type="checkbox"/>
অনুবাদ? মার্কেট টিক করুন এবং আমাদেরকে স্থানীয় কাউন্সিল অফিসে নিয়ে আসুন।	Bengal	<input type="checkbox"/>
¿Traducción? Marque la casilla y lleve a una cualquiera repartición de poder local (council office).	Chinese	<input type="checkbox"/>
ترجمه؟ لطفاً تیک این مربع را علامت‌گذاری کنید و آن را به هر یک از دفاتر شهرداری ارائه دهید.	Farsi	<input type="checkbox"/>
Traduction? Veuillez cocher la case et apporter au council.	French	<input type="checkbox"/>
অনুবাদ? মার্কেট টিক করুন এবং স্থানীয় কাউন্সিল অফিসে নিয়ে আসুন।	Mandarin	<input type="checkbox"/>
Humaczenie? Zaznacz to okienko i zwróć do któregośkolwiek biura samorządu lokalnego (council office).	Polish	<input type="checkbox"/>
Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office).	Portuguese	<input type="checkbox"/>
tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna varınız.	Turkish	<input type="checkbox"/>
	other (please state)	<input type="checkbox"/>

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