

homing in

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

Autumn 2021



Residents at Hampshire Court in Brighton with new planters provided through the Estate Development Budget.

Find out how to apply for funds for community projects in your area on page 7.

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New energy efficient council homes

Advice on avoiding scams

Win pantomime tickets



**Brighton & Hove
City Council**



Cllr David Gibson



Cllr Siriol Hugh-Jones

Welcome to the autumn issue of Homing In

The past 18 months have been challenging for everyone and our housing team are working hard to tackle the backlog of repairs from the pandemic.

We are recruiting more repairs staff to speed this up and thank you for your patience and understanding.

Work to provide more council homes is continuing and there's news of innovative projects transforming unused spaces – such as a former office and a laundry drying area – into new energy efficient flats.

These new developments, in Oxford Street and the Bristol Estate, include air source heat pumps to provide heating and hot water – one of many practical steps we are taking to clean up our air.

Last year (2020/21) we achieved 144 additional council properties, while still not enough to meet affordable housing need, this is the biggest total for over 20 years.

There are also updates from housing and other council services, including information about free and low-cost adult learning courses and discounts at local leisure centres, if you fancy trying something new this autumn.

Plus there's news of how you can join the council's Move for Change challenge and earn points to use at local shops by walking, cycling, or travelling by bus or train.

There's also a chance to win tickets to a family pantomime at the Brighton Centre!

Councillors David Gibson and Siriol Hugh-Jones
Co-Chairs of the Housing Committee

Apply for help with fuel bills

Worried about energy bills?

It is worth checking to see if you qualify for a discount.



Warm Home Discount

You may be able to get **£140** off your electricity bill this winter with a **Warm Home Discount**.

The discount scheme opens on **18 October**. To find out more, and check whether you qualify, visit www.gov.uk/the-warm-home-discount-scheme or call **0800 731 0214**.

Winter Fuel Payment

You could get a Winter Fuel Payment of between **£100** and **£300** to help pay your heating bills, if you were born on or before **26 September 1955**.

If you get the state pension, you'll usually get the payment automatically in November or December.

To find out more, visit www.gov.uk/winter-fuel-payment or call **0800 731 0160**.



Repairs service news

Over the summer more staff have been recruited to help reduce the backlog of repairs, this first phase has focused on boosting our plumbing team.

We're doing all we can to catch-up but there are still delays due to workforce shortages – if you'd like to join our team please see page 5 for more information on opportunities in the repairs and maintenance service.

We would like to say thank you to all residents for your patience and understanding with the service delays. If you have a repair or wish to provide an update, don't put it off - please still continue to get in touch by:

- Completing our online form www.brighton-hove.gov.uk/repairs
- Calling **0800 0526140** (or **01273 294409** if calling from a mobile).



Electric bike trial

Two electrical supervisors have started to trial the use of electric bikes or 'e-bikes' to travel around the city.

The electric battery provides 'pedal assist' technology which gives the rider a pedalling boost to carry out their day-to-day tasks. Look out for the bikes in your neighbourhood!

Supervisor Paul Hunt said: "Getting around to carry out inspections is significantly quicker on the e-bike compared to a van, meaning I can get more done each day, while helping reduce my carbon footprint."

This new initiative is just one of the changes the service will be making to meet our commitment to reduce carbon emissions by 2030.

Empty homes update

Our work to bring as many homes as possible back into use continues. Month by month the number of empty properties we are working on is reducing.

From April to August this year we completed 314 homes ready to be re-let. Priority has been given to the properties requiring the least repair work, to get them advertised as quickly as possible.

Some of our homes have required more extensive work and there have been issues with securing more contractor capacity to

help with this. At the time of going to print there were 232 empty council homes in the city.

Where possible, new kitchens and bathrooms are being fitted to minimise disruption for future tenants and improve standards. All completed homes will be advertised through Homemove, visit www.brighton-hove.gov.uk/homemove or call **01273 294400**.

If you have concerns about an empty property in your area, whether it is council or privately owned, please see www.brighton-hove.gov.uk/emptyproperties

New homes update



Energy efficient new homes

Residents will soon be moving into ten new council flats in Oxford Street, Brighton, which have been created by converting a former housing office.

The homes (pictured) are a mix of one and two-bedroom flats and will provide temporary accommodation for people in housing need.

And on the Bristol Estate in Brighton, former drying areas and bin rooms at blocks of flats have been completely transformed to provide eight more council homes.

Work is nearly complete on the properties, which are a mix of studios, one and two-bedroom flats. They will be let to people on the local housing register.

Both developments are some of the first local council housing projects in the city with air source heat pumps, which will provide a renewable, low carbon source of heating and hot water.

The Oxford Street flats also have solar panels, provided as part of the council's EU funded Solarise project, which will provide free electricity for tenants whenever the sun shines.

The developments are part of our 'Hidden Homes' project which is giving a new lease of life to 'hidden' or empty spaces within council-owned property.

Plans for Portslade flats

We're drawing up plans to build 17 new council-rented homes in Windlesham Close in Portslade, on the site of Windlesham House.

We consulted on the proposals in October 2019 and have since updated designs in response to the feedback received.

The project gained Housing Committee approval in June to progress to a planning application, which we aim to submit this winter.

The proposed development is for a mix of one and two-bedroom flats, including two wheelchair accessible properties.

Windlesham House was previously leased to the Royal Voluntary Service, but has been empty since 2018.

The plans are part of our New Homes for Neighbourhoods (NHFN) building programme,



New homes are being planned for Windlesham Close

which is one of a range of ways we are providing much-needed council homes across the city.

A total of 227 new homes have been built since 2015 through NHFN and more are under construction or planned. Find out more at www.brighton-hove.gov.uk/nhfn

Working for our housing repairs & maintenance team

If you're looking for a role making a difference to your local community which offers a competitive salary, flexible working and access to the local government pension scheme, our housing repairs and maintenance team could be for you.

The housing repairs and maintenance service was brought in-house last year and we're now looking for enthusiastic people to join us to help improve residents' homes and deliver our customer-focused services.

Over the next few months, we'll be recruiting to a number of roles across all building trades, administrative posts and more.

We are a large, friendly team spread across administrative, managerial and trade roles.

Working from our base in Moulsecomb, we currently carry out around 3,000 repairs and refurbish 60 empty properties every month.

We'll be advertising the roles on our website at www.brighton-hove.gov.uk/repairs-jobs. Jobs will be added as they come up, so keep checking back.

If you're passionate about delivering quality services to our residents, we'd love to hear from you.



Don't risk losing benefit

If you claim Universal Credit (UC), it's important to get back in the habit of checking your UC journal and responding to all messages from the Department for Work and Pensions (DWP).

During the pandemic, conditionality requirements – agreed tasks to be completed in order to receive benefit payments – were suspended.

These have now been reinstated, so if you miss an appointment

or fail to do things that you said you would, like look for work, or take up a job, you could lose money. This is called a sanction.

The agreement you signed as part of your claim can be found by logging into your UC claim, or a copy can be sent to you by the DWP if you are claiming other benefits. If things have changed and you can no longer do the things in it, ask for it to be changed.

If you have been sanctioned, get

advice, and ask for the decision to be looked at again, giving your reasons why.

For advice and information:

Call the Welfare Rights Advice Line on **01273 291116** open Monday, Tuesday and Wednesday from 10am to 1pm or email welfarerights@brighton-hove.gov.uk

Fresh new look for playground



Youngsters in Coldean are enjoying a revamped playground.

The play area at Haig Park was completely refurbished earlier this year, and a host of colourful new play equipment is proving popular with local children.

Play features include swings, rockers, a climbing frame, slide, balance beam, and seesaw, along with a picnic table and benches.

There's also a new outdoor fitness area, with a range of gym equipment, such as a rower, sit-up bench, and 'ski-stepper', plus information on how to make the most of the equipment.

Local residents' groups were involved in plans for the refurbishment and the choice of new amenities.

Heather Hayes, from the Coldean Independents residents' group, said:



"The new equipment is brilliant, people are saying how lovely it is in the park.

"The play equipment and gym equipment are being well used and, after all being inside for so long, it's getting people chatting and socialising."

The work was carried out with money from the council's Environmental Improvement Budget.

Improvements are also being made to Hodshrove Road playground in Moulsecoomb. The first phase of work to replace the play equipment there has been carried out, and the second phase is due to start this winter.

Downland Court playground in Portslade was revamped earlier this year from the same budget.

Welcome back to libraries in Brighton & Hove!

Did you know that we have 15 libraries across the city? You're never far from a library!

Now restrictions have been lifted, we want to invite you back into your libraries. Whether you're a student, a parent, a jobseeker, retired, an avid reader, or simply looking to reconnect with others, we have something for you!

It's free to join either online or in person – more information on what you can get for free, as well as our opening times, can be found on our website, or call the number below.

Events and activities in libraries started again in September. If you would like to organise something or meet up in one of the city's libraries, do contact us:

libraries@brighton-hove.gov.uk

01273 290800

www.brighton-hove.gov.uk/libraries

Follow us on social media for the latest libraries' updates and look out for information about libraries week in the beginning of October.

www.twitter.com/BHLibraries

www.facebook.com/BrightonandHoveCityLibraries

Citywide Conference

This year's Citywide Conference for tenants and leaseholders was held on Zoom on Saturday 18 September, after Homing In went to print.

We'll have an update and report on the conference in the next issue.

Funds for your estate

– tell us your ideas

Is there something you'd like improved on your block? Have you got an idea that will improve the quality of life of residents and benefit your community?

If so, your project could be funded by the Estate Development Budget (EDB).

The EDB already funds improvements and projects such as community gardens, bike sheds, and new footpaths.

Now we can also fund community activities. For example, if you want to start a parent and toddler

group, run a weekly activity in your community room, or organise a yoga class – we can help!

So far this year, we have funded £79,000 worth of projects across the city, from new benches and water butts, to specially commissioned murals.

We love hearing your ideas, so please get in touch to discuss how we can help make your project a reality.

For more information:

call/text/whatsapp **07717 303053**

email **communityengagement@brighton-hove.gov.uk** or visit **www.brighton-hove.gov.uk/EDB**

At **Hampshire Court** in Kemp Town, new benches and planters were provided this summer.

Resident, Patrick Pearce, said:

"The Estate Development Budget has been marvellous to us on this estate.

"The benches are being so well used, residents can sit down for a rest or a chat on their way home from shopping, and the planters are brightening up the area."

A plaque has been added to one of the benches in memory of Janice Barber, who lived at Hampshire Court for 38 years, and passed away in July.

Janice's husband Les (pictured above, left) was a caretaker on the estate for many years and she was well known to many residents. Patrick said: "Janice was a popular resident and this is a nice way for people to remember her."



Residents at **Somerset Point** seniors housing scheme in Kemp Town will be sitting comfortably on new chairs and sofas in their communal lounge.

The tenants bid for funds from the EDB and chose the seating, which was delivered this summer.

Other EDB projects agreed this year include a bid for new table tennis tables and outdoor gym equipment from **Woodingdean Residents' Association**.

Hampshire Court residents with one of the new planters



Spotlight on fraud

There has been a big increase in scams during the pandemic, with fraudsters exploiting people's isolation and fears about COVID-19.

Scammers don't just target older and vulnerable people, it's all too easy for anyone to get caught out.

Trading Standards officers are urging people to be on the alert and report any concerns.

Common scams

Fraudsters use a huge range of different methods.

Romance fraud is currently at its highest ever level in Sussex, with scammers using the pandemic as an excuse for not meeting in person.

Other current trends include COVID-19 fraud, particularly emails about face masks, relief funds, vaccines and testing.

There has also been a rise in doorstep crime, with fraudsters and rogue traders exploiting the fact more people are at home.

Advice and information

Remember, if something sounds too good to be true, it probably is.

The Citizens Advice consumer service provides advice and information in Brighton & Hove.

You can contact the Citizens Advice consumer helpline on **0808 223 1133** or text phone on **18001 0808 223 1133**.

For more information, including a link to report a fraud or scam online, visit www.brighton-hove.gov.uk/consumer-advice

We've had reports of a potential scam involving a caller asking if a tenant has 'any outstanding repairs to log.' We would always identify ourselves as working for the council's repairs team when calling residents. If you receive any call you're suspicious of, do not give out any details. Ask for the repairs reference number and, if in doubt, please call our repairs helpdesk on **0800 052 6140**.

Most common frauds

- 1 Telephone scams
- 2 Courier fraud
- 3 Doorstep crime (rogue traders)
- 4 Dating/romance
- 5 Scams claiming to be from HMRC
- 6 Financial abuse by a known person

Most common contact methods

- 1 Telephone
- 2 Person (doorstep)
- 3 Social media
- 4 Email
- 5 Other (including pop up)
- 6 Letter

Information from the Brighton & Hove Safeguarding Adults Board

Safeguarding is everybody's business

Everybody has a part to play in keeping children, young people and vulnerable adults safe from harm, abuse or neglect.

So if you **See Something, Say Something**

If it is an **emergency call 999**.

Concerned about a child?

If your concerns are about a child under the age of 18 please contact **Front Door for Families**

Phone **01273 290400** or email

FrontDoorForFamilies@brighton-hove.gov.uk

Concerned about an adult?

If you have any concerns about a vulnerable adult, contact **Access Point**

Phone **01273 295555** or email **accesspoint@brighton-hove.gov.uk**

For more information about safeguarding, visit:

Brighton & Hove Safeguarding Children Partnership www.bhscp.org.uk

Brighton & Hove Safeguarding Adults Board www.bhsab.org.uk

Big welcome for garden visitors

Residents involved with local community gardens in the centre and east of the city welcomed visitors at a garden trail in August.

Eight community gardens took part, including Albion Community Garden in Brighton, and Ardingly Court, Leach Court and Warwick Mount, in Kemp Town.

At Warwick Mount, residents created a colourful garden during lockdown, using lots of recycled materials and started to learn about gardening from scratch.

Resident Louise Mence said: "The large communal garden was an untouched area. We wanted a bright, cheap, cheerful area that could reflect happiness and Brighton and Kemp Town's colourful community spirit in this uneasy time.

"We have had some local residents and we've had some lovely compliments. It was nice to swap tips and get ideas from the visitors."

At Ardingly Court, David Spafford is one of around a dozen residents who help to look after the garden. He said: "We had a steady stream of visitors and there were a lot of very nice comments about our garden in the centre of the city."

He added: "We would like to thank The Trust for Developing Communities' Healthy Neighbourhood



Residents enjoying gardens at Ardingly Court (top), Warwick Mount (left) and Leach Court

Fund for the support with small grants over the years which have been a great help."

The trail was organised by members of the Albion Community Garden group.

Blooming lovely!

Resident Mark Watkinson has brightened up a communal garden with an array of colourful flowers and plants.

Mark (pictured) spent much of his spare time this summer in the garden at Livingstone House, on the Clarendon and Ellen estate in Hove, creating flower beds and an attractive area for neighbours to enjoy.

Neighbour Maria Barnes said: "Mark works tirelessly in getting the garden so beautiful and other residents have been down to the garden and donated plants. Now that's community spirit!"

Mark said: "It's fantastic to see the reaction from people and see them enjoying the garden."



Give your views on a new political map for city council

The Local Government Boundary Commission wants to hear what the city's communities think about their local area.

A consultation on proposals for the city council's electoral areas – known as wards – is running until 1 November.

The commission is the independent body that draws these boundaries, and the last review took place in 2003. Since that time Brighton & Hove's communities have changed, and population has grown.

Boundary reviews help make sure:

- councillors represent about the same number of electors
- ward arrangements help the council work effectively
- ward patterns reflect community ties and identities.

The commission will use local feedback to help it draw up proposals for new council ward boundaries. It is interested in your views on which communities should be part of the same electoral ward.

To take part in the consultation, visit www.lgbce.org.uk/all-reviews/south-east/east-sussex/brighton-and-hove

Or write to:

**Review Officer
(Brighton & Hove),
LGBCE, PO Box 133,
Blyth, NE24 9FE**



Have your say on accessibility

The Tenant Disability Network (TDN) is planning a survey to get residents' views on the accessibility of their local surroundings and council services.

The TDN is interested in hearing from those who identify as having a disability, and carers across the city, to listen to what matters most to you!

If you would like to be involved, hear more about the TDN and how to join, or if there are issues you would like to see highlighted, please email communityengagement@brighton-hove.gov.uk or call the number below.

The TDN is one of a range of resident involvement groups which look at improving how council services are run. Find more at www.brighton-hove.gov.uk/resident-groups or call **01273 291211 or 291518**.

Keep Brighton & Hove safe

COVID-19 is still a serious health risk. Although government guidance has relaxed over the summer, you should stay cautious and do what you can to help protect yourself and others.

Everyone aged 16 and over should get both vaccine doses as soon as possible. If you've not had yours, walk-in sessions are available every day or you can book online. The vaccination centre has moved from the Brighton Centre and is now open every day in the former Topshop store at Churchill Square.

If you have any symptoms you should self-isolate immediately and book a PCR test. Some self-isolation requirements have changed. If you are a close contact of someone who has tested positive and are fully vaccinated or under 18 years and 6 months, you no longer need to stay at home but you must get a free PCR test as soon as possible.



It's also still important to:

- keep taking symptom-free tests twice a week – pick-up home-test kits from pharmacies or book a supervised test
- check into venues when you go out
- wear face coverings in crowded places and on public transport
- meet outside where possible and let fresh air in
- keep your social contacts to a minimum
- wash your hands regularly

Financial, practical or emotional support is still available for anyone who needs it.

Go to: www.brighton-hove.gov.uk/covidhelp

Or call: **01273 293117** (option 2)
Monday-Friday, 10am-4.30pm



Hands



Face



Space



Fresh Air



The walk-in vaccination centre at Churchill Square

Help getting back out there

If it's been a while since you've been out and about, you're not alone.

You may be nervous about busy streets, confused about where to wear a mask, or have lost some mobility after being less active. Many other people are feeling that way too.

If you have any questions, there are people you can talk to.

Call the **Healthy Lifestyles team** on **01273 294589** or go to www.brighton-hove.gov.uk/healthylifestyles

Aged 50+? Contact **Ageing Well** on **07770 061072** or go to www.ageingwellbh.org

(Both Monday to Friday, 9am until 5pm)

100th birthday celebration at Elizabeth Court

Seniors housing resident **Joyce Whiddett** celebrated her **100th birthday** with family in July. Joyce has lived at Elizabeth Court seniors housing scheme in Hove for 28 years.

How we've been doing

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

April to June 2021



Repairs and improvements

We completed 3,204 emergency (97.7% within 24 hours) and 4,081 other responsive repairs.



Estates Service

The team completed 96% of cleaning tasks, including handles and rails in common ways.



Tenancy management

We've helped 22 people to keep their tenancies which were at risk.



Customer services and complaints

Housing Customer Services answered 4,573 phone calls (87% of total) and dealt with 3,899 emails.



Rent collection and current arrears

We've collected 96.38% of rent and this is down slightly on the previous quarter. A quarter of households (25%) have someone on Universal Credit.



Anti-social behaviour

217 new anti-social behaviour cases were reported, up from 208 during the previous quarter.



Moving home

We re-let 108 homes in an average of 88 days.

Feedback about housing services

We want to know what you think about the service you receive, so that we can build on our successes and make improvements where they are most needed.

Please send your compliments and complaints to the council's Customer Feedback Team at CustomerFeedback@brighton-hove.gov.uk or on 01273 291229. If you do make a complaint your right to receive a good quality service will not be affected.

The Housing Ombudsman service can give independent advice to tenants on how to make complaints, and options available if you have exhausted the council's complaints procedure and remain unsatisfied with the outcome. For details, visit www.housing-ombudsman.org.uk email info@housing-ombudsman.org.uk or call 0300 1113000.

News from the Leaseholders Action Group

The Leaseholders Action Group represents leaseholders with flats in council blocks. We've been working with councillors and council staff on bills for major works. We are exploring a range of further payment options for leaseholders. If, as a leaseholder, you have any comments or enquiries concerning major or planned works please contact the council by emailing PandIEnquiries@brighton-hove.gov.uk

We're planning a Leaseholders Reunion, combining our AGM and reconvening the summit held at Hove Town Hall in 2020. This is likely to combine face-to-face meeting, telephone access and online Zoom, details to follow. Hope to see you all there!

To contact the Leaseholders Action Group, phone 01273 605225 or email lag@clarend.com



Powering up electric vehicles

Rewards for active travel!

Join the Move for Change challenge and earn rewards for walking, cycling, or taking the bus or train.

The council campaign enables you to collect points for active and sustainable travel in and around the city.

Points can be redeemed at local shops or businesses or you can donate them to local charities.

There's also a chance to win prizes in weekly draws.

Move for Change is powered by a free mobile app called **BetterPoints**. For more information visit www.moveforchange.betterpoints.uk

The campaign is part of action to cut toxic emissions and protect the environment.



As electric vehicle ownership grows and we work towards becoming a carbon neutral city by 2030, we are expanding our network of charging locations.

There are more than 270 on-street electric vehicle charging points across the city, and more are being added.

We've also recently installed three rapid charger hubs for taxis for fast charging at Preston Park and Ashton Rise in Brighton, and Victoria Road, Portslade. At present these can be used both by residents and taxi drivers with electric vehicles.

To check the location of charging points in the city, visit www.electricbrighton.com/charging or call **0330 111 0078**.

For further information, visit www.brighton-hove.gov.uk/electric-vehicles-and-charging

Work underway to regenerate the Black Rock site

If you have been along the eastern end of the seafront recently, you will have seen a hive of activity at Black Rock.

After consulting with residents, work has started on the first phase of a large scale project to transform the eastern end of the seafront.

This includes putting in a children's play area, seafront classroom, temporary sports court, and temporary BMX 'pump' track.

Other work will include providing new toilets, seating and lighting; improving access to the area; planting wildflowers, and renovating two historic seafront buildings - The Old Reading Room and Temple.

There will be further consultation with residents about how the future of the eastern seafront from the pier to the marina should be regenerated in the autumn.

Over the coming years there will be further improvements to the Black Rock site and a masterplan is being prepared for the ongoing regeneration of the area.

The council is leading the scheme with funding from Coast to Capital Local Enterprise Partnership.

For more information, visit www.brighton-hove.gov.uk/black-rock-rejuvenation



Adult Education training and courses

September 2021 to July 2022



Free and low cost courses for adults this autumn/winter

Whether you are unemployed, have been made redundant or looking for a career change, an adult learning course could help you achieve your goals.

A wide range of day and evening classes are available, free or low-cost, for age 19+ residents. All courses are free if you are unemployed or earn less than £17,004.

Courses offer both face-to-face and online teaching and include Level 1 & 2 industry recognised qualifications.

Course topics include:

- IT and digital skills
- Maths and English
- English for speakers of other languages
- Supporting children and teenagers
- CV and interview skills
- Starting a business
- Dealing with stress and anxiety
- Creative writing
- Makaton and sign language

The full prospectus is online at www.brighton-hove.gov.uk/adult-education-prospectus or call **01273 292828** for more information.

Leisure Card discounts

Interested in trying out a new sport this autumn? You may qualify for a Leisure Card which gives discounts of around 40% on selected activities at seven leisure centres across the city.

The card is available to Brighton & Hove residents, aged 18 and over, who receive certain state benefits.

These include Jobseekers Allowance, Pension Credit, Income Support or Universal Credit.

Any children (aged 16 and under) whose parents or guardians apply for a Leisure Card can also apply for their own card.

Discounts are available at King Alfred Leisure Centre, Prince Regent Swimming Complex, Withdean Sports Complex, Moulsecoomb Leisure Centre, Stanley Deason Leisure Centre, St Luke's Swimming Pool, and Portslade Sports Centre.

Activities available at a discount depend on the centre, they include swimming, squash, badminton, table tennis and access to fitness suites.

For more information, visit www.brighton-hove.gov.uk/leisure-card or call in at one of the leisure centres.



Free swimming

Don't forget that all children aged 16 and under who go to school in Brighton & Hove can register for a free swimming card.

The card can be used at the **King Alfred, Prince Regent and St Luke's swimming pools.**

For details of how to register for a card, visit www.brighton-hove.gov.uk/free-swimming or pick up an application from reception at the pools.

Win pantomime tickets!



Enter our free draw for a chance to win a family ticket (four people total) to the opening night of **Aladdin** at the Brighton Centre on Wednesday 22 December 2021 at 7pm.

Performed by a West End cast, the festive family panto promises a mix of dazzling costumes, stunning sets, and magical special effects, with lots of chances for the audience to get involved!

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

- How many libraries are there across the city?
- How many new council flats are there in Oxford Street, Brighton?
- What is the name of this year's Brighton Centre pantomime?

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 **1 November 2021**.

The winner will be contacted 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.

The pantomime runs from **22 to 27 December**.

For more information about the show, visit www.brightoncentre.co.uk or call **01273 290131**.

Area Panels

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

West	2pm 12 October
East	7pm 12 October
Central	2pm 13 October
North	7pm 13 October

These will be online meetings on Zoom, and you can also join Area Panels by phone. For more information contact the Community Engagement Team, email communityengagement@brighton-hove.gov.uk or call **01273 291211** or **291518**.

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

Congratulations

Thanks to everyone who entered our summer competition to win wristbands for rides on Brighton Palace Pier. The lucky winner was Linda Miles from Brighton.

Useful contacts

Housing Customer Services

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

Repairs Helpdesk

Report online at www.brighton-hove.gov.uk/repairs
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 291518 or 291211

Access Point for adult social care

AccessPoint@brighton-hove.gov.uk
01273 295555

Noise Nuisance

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

Other useful contacts

Moneyworks Brighton & Hove

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

Citizens Advice Bureau

www.citizensadvice.org.uk/brightonhovecab
0300 330 9033

Help with domestic violence and abuse

www.brighton-hove.gov.uk/domestic-abuse-help
Freephone 0300 323 9985

Brighton & Hove Independent Mediation Service

www.bhims.org.uk
01273 700812

Leaseholders Action Group

lag@clarend.com
01273 605225
www.facebook.com/groups/bhlag

Online services

Visit the council housing website to check out
all housing online services at
www.brighton-hove.gov.uk/council-housing

Pay online at www.brighton-hove.gov.uk/pay

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



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Housing Committee Meeting

Wednesday 17 November 2021 at 4pm

The meeting will be held at Hove Town Hall. There
will be restrictions on the number of people able
to attend in the public gallery due to COVID-19,
and the meeting will be available to view online.

Agendas, minutes and webcasts of council
meetings are available at
www.brighton-hove.gov.uk/council-meetings

If you have any comments or suggestions
for future articles, email
homingin@brighton-hove.gov.uk or
write to **Homing In**, Performance &
Improvement, Housing Centre, Unit 1,
Fairway Trading Estate, Eastergate Road,
Brighton BN2 4QL or call 01273 293030

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