

homing in

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

Winter 2021

The Royal Pavilion Ice Rink is one of the highlights of the festive season in the city. For a round up of local events this winter, see page 13.

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Win a year of free leisure activities



**Brighton & Hove
City Council**



Cllr David Gibson



Cllr Siriol Hugh-Jones

Repairs update

Welcome to the winter issue of Homing In

It's been another challenging year because of COVID-19 and, with energy and food prices increasing, many people are also worried about making ends meet.

In this issue there's information about advice and support available if you need it, and news of the new Household Support Fund set up to help struggling households.

Plus details of the Holiday Activities and Food programme for children who receive free school meals, supported by footballer Marcus Rashford.

There are updates from housing services, including projects to provide much-needed new council homes in Portslade, Coldean and Moulsecoomb.

We are delighted that the new Homes for Brighton & Hove council homes in Portslade and Coldean will now be at much lower rents, and also very excited by the 200 plus new council homes coming in the biggest housing regeneration scheme for many, many years at Moulsecoomb.

We've got a report on the Citywide Conference for tenants and leaseholders, and news of some great local community projects organised by residents.

There's also a chance to win a year's membership to enjoy free activities at local leisure centres!

With best wishes for the festive season and 2022.

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



We are continuing our recruitment to boost the number of staff available to carry out repairs to your homes.

Nearly half the jobs are now filled, and we hope to complete recruitment by early 2022. Vacancies are advertised on our website www.brighton-hove.gov.uk/repairs-jobs

Emergency repairs continue to be our main priority, but we would like to hear from you if your repair has changed and become more of a concern.

To get in touch, complete our online form www.brighton-hove.gov.uk/repairs or call 0800 052 6140 (or 01273 294409 if calling from a mobile).

The number of empty properties awaiting or undergoing repair, continues to reduce.

Apprenticeships

We are pleased to be offering apprenticeships again. This will start with two electrical apprenticeship positions.

Over the next three years our goal is to offer a minimum of six electrical apprenticeships and work to increase apprenticeship opportunities across a range of trades.

Paying your rent this Christmas

We know many people are facing money worries after a difficult year.

But as the festive season approaches, it's important to pay your rent and not be tempted to put it off.

There are a range of different ways to pay and help is available if you are struggling or have been affected by the pandemic.

Pay by direct debit or standing order

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

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

You can set up a standing order through your bank or building society.

To find out more about these and other payment methods call 01273 293065, email rentaccounting@brighton-hove.gov.uk or visit www.brighton-hove.gov.uk/rent.



Other ways to pay

- Pay securely online with a debit card at www.brighton-hove.gov.uk/pay 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.

Here to help

We're here to help, so if you are struggling to pay your rent or worried about debt please call the Housing Income Management Team on 01273 293224.

Extra help for essential costs this winter

Extra help is available this winter for any residents struggling to pay for food, fuel or other essentials.

The support is part of the government's Household Support Fund and is available until 31 March 2022.

The fund doesn't provide cash but can offer vouchers or other support to help you access essential goods and services.

To find out more and apply, visit www.brighton-hove.gov.uk/household-support-fund or call the council's Community Hub helpline on 01273 293117 and select option 2.

Making ends meet - Money Advice service

Expert debt and benefit advice is available from **Money Advice Plus**.

A team of local advisers provide free and confidential advice for council tenants and leaseholders.

If you are worried about rising bills and debts, they can assist with practical advice and information to help you.

Telephone appointments are available with advisors. To find out more, call the free advice line on 0800 988 7037 or visit www.moneyadviceplus.org.uk

See page 4 for information about help to reduce energy bills.

Stay warm and well this winter

Help to reduce your fuel bills

If you're worried about rising fuel bills this winter, there's help and advice available.

The Local Energy Advice Partnership (LEAP) is a free service helping people keep warm and reduce their energy bills.

LEAP works in partnership with the council and has helped lots of people in the city reduce their energy bills. Advisors can:

- help find a cheaper energy deal
- fit free energy saving kit in your home, such as lightbulbs and draught-proofing
- give practical advice on heating systems and saving energy
- arrange a free money advice consultation to help with benefits, debt and other money problems

To book a phone call or home visit, call free on **0800 060 7567** or apply online at **www.applyforleap.org.uk**



Keep warm

Heating your home to at least 18°C (65°F) is important for your health and immune system - especially if you are 65 or over, have reduced mobility, or an existing health condition such as heart or lung disease.

Follow these tips from the NHS to keep warm and well at home:

- keep your bedroom at 18°C all night if you can and keep bedroom windows closed
- use a hot water bottle or electric blanket in bed, but don't use both at the same time
- have at least one hot meal a day
- have hot drinks regularly
- draw curtains at dusk and keep doors closed to block out draughts

For more information, visit

www.brighton-hove.gov.uk/housing/council-housing/how-keep-your-home-warm

Check if you qualify for a discount



- You may be able to get £140 off your electricity bill this winter with a **Warm Home Discount**. Or you may be able to get the discount on your gas bill, if your supplier provides you with gas and electricity. Visit www.gov.uk/the-warm-home-discount-scheme or call 0800 731 0214.
- You could get a **Winter Fuel Payment** of between £100 and £300 if you were born before 27 September 1955. If you get the state pension, you'll usually receive the payment automatically. Visit www.gov.uk/winter-fuel-payment or call 0800 731 0160.
- If there's a seven day period of very cold weather (0°C or below), you may be entitled to a **Cold Weather Payment** of £25 if you're on certain benefits. Visit www.gov.uk/cold-weather-payment

Free school holiday activities and meals for children and teens



Do you worry about keeping your children active and well fed in the school holidays?

The Holiday Activities and Food (HAF) programme is free and offers kids fun daily activities and a tasty, healthy meal. The next one will be in the Christmas holidays.

The programme – supported by Marcus Rashford – is for children and young people aged 4 to 16 in full-time education who receive benefits-related free school meals.

Activities include fun multi-sports, dance and drama, and take place at various locations through the city.

From cooking to crafts and skateboarding skills, HAF is a chance for children to try something new and make friends.

Check out the winter Holiday Activities and Food events calendar to see what is still available, and find out more about the programme year-round, at www.brighton-hove.gov.uk/HAF

Stay safe and look out for others

Coronavirus remains a serious health risk. With it now circulating alongside flu and colds, this winter may be difficult for many.

We all need to keep doing what we can to protect ourselves and keep cases down, but please also consider the people you come into contact with and do what you can to protect them too.

- Get your first and second vaccine as soon as possible, and your booster if you're eligible – book online, call 119 or visit a walk-in session
- Find out if you're eligible for a free flu vaccine and book an appointment with your GP or pharmacy
- Take symptom-free tests regularly and report your results – order online, collect from Jubilee Library or Hove Town Hall, or pick up from pharmacies
- Book a PCR test if you have any symptoms, are a close contact or if you test positive on a lateral flow test, and isolate if required
- Wear a face covering in busy places and on public transport
- Meet outside where possible, or let fresh air in
- Wash your hands regularly

Thanks for continuing to play your part to help control the virus.

Checking on elderly and vulnerable neighbours

Please check on your elderly and vulnerable neighbours to see if they need help with getting food, medicine or care during cold weather. If you know people who need support, please contact our community hub helpline on 01273 293117 (option 2).

Get cooking!

Cookery classes and lunch clubs for local residents are on the menu at Kingfisher Court in Whitehawk.

Community rooms at the block of flats in Albourne Close have been renovated to provide a new community kitchen and meeting space/classroom.

The work was carried out as part of our **'Hidden Homes'** project in Housing which is making good use of empty or 'hidden' spaces in council-owned property.

The facilities are being leased to East Brighton Food Co-op, which was set up last year by volunteers to make it easier for local people to get fresh, nutritious food.

The Food Co-op is planning a range of activities for all ages, with lots of opportunities for socialising and learning new skills.

Bryan Coyle, from the Food Co-op, said: "It's all very exciting, the council has been amazing and we are delighted with the new facilities.

"It's a great place for the community to meet up and share the love of good food and good company."

To find out more, visit www.eastbrightonfoodcoop.uk or call 07539 635017.



Above:
Volunteer
Anne Glow
in the new
community
kitchen



Right:
Kingfisher
Court

Our Better Start Guide

Are you or do you know someone who is moving home soon?

Our online Better Start Guide could help prepare for the change and remind you of all the things that are involved when moving home.

There are separate pages which explain about a tenancy agreement, plus what the tenant and landlord are each responsible for.

It includes information about things to

consider when moving home like pets, furniture and decoration. As well as reporting repairs or other problems.

The Better Start Guide touches on managing your money, paying your rent and managing your home in a cost-effective way.

It also contains contact details for a range of organisations who can offer support or advice.

Have look at www.brighton-hove.gov.uk/better-start-guide.



Conference focus on becoming carbon neutral

'Becoming a carbon neutral city by 2030' was the theme of annual Citywide Conference for tenants and leaseholders in September.

The conference was organised by residents and chaired by Chris El-Shabba, a tenant representative from Whitehawk.

Chris said: "By listening and working together, we can do the best we can for tenants and leaseholders in the city."

Councillor Siriol Hugh-Jones, co-chair of the Housing Committee, highlighted action the council is taking to cut carbon emissions and make homes more energy efficient.

This will include putting solar panels on hundreds more council homes and installing our first ground source heat pump system to heat new flats being built in Victoria Road, Portslade.

Rachel Sharpe, Executive Director for Housing, Neighbourhoods & Communities, gave updates from across housing services and residents put questions to her and other speakers.

A range of speakers featured local community projects helping the environment, and shared ideas for making a difference.

For example, Brighton Permaculture Trust is planting fruit trees and creating community orchards on estates around the city. (Visit www.brightonpermaculture.org.uk)

And Brighton Repair Café is giving a new lease of life to broken and damaged items. (Visit www.brightonrepaircafe.wordpress.com)

Get involved

The conference was held online due to COVID-19. It's hoped next year's will be held in person and if you would like to get involved in the group planning the event, email communityengagement@brighton-hove.gov.uk or call 01273 291211 or 291518.



Residents are helping to care for trees planted by Brighton Permaculture Trust



Repairs services staff with an electric bike

Electric vehicles to travel around the city

As part of ongoing action to reduce emissions by 2030, the repairs service is now using six electric powered vans to travel around the city. We also have two electric bikes which our electrical supervisors are using to carry out their tasks.

New homes update

New homes are taking shape as part of action to provide more housing in the city.

Work is underway on 42 new council flats in Victoria Road, Portslade, behind Portslade Town Hall.

The steel frame for the development was erected in November. The homes, a mix of one, two and three-bedroom flats, are due to be completed next autumn.



An image of how the new flats in Victoria Road will look

The development will be the first new council housing project in the city with a ground source heat pump system to provide heating and hot water for residents, as part of action to cut carbon emissions.

Other sustainability features will include solar panels and high levels of insulation.

There will also be a communal garden with a small orchard, plus living green walls watered with recycled rainwater.

The development is part of our New Homes for Neighbourhoods building programme.

To find out more, visit www.brighton-hove.gov.uk/nhfn

Homes for Brighton & Hove

A total of 242 low cost homes are being built in Coldean Lane, Coldean, in a development by Homes for Brighton & Hove - a partnership of the council and housing association, the Hyde Group.

And 104 homes are being built in Wellington Road, Portslade, on the site of the former Belgrave Day Centre.

The developments will both include one, two and three-bedroom flats. There will also be some studio flats in Wellington Road.

The homes are due to be ready early in 2023. Half will be available for rent from the council, the others will be available to buy through a shared ownership scheme with Hyde.

To find out more, visit www.brighton-hove.gov.uk/hfbh

Moulsecoomb housing and community hub proposals

Plans are progressing for a new community hub and more than 200 council homes on a number of underused sites in Moulsecoomb.

The proposals are to develop a community building and new homes on land currently used by the Moulsecoomb north and south hubs, and the 67 Centre and the surrounding area.

In early 2020, we held a series of 'planning for real' sessions, using a 3D model of the area to give a hands-on way for residents to have their say. More than 200 residents attended and gave constructive feedback on the proposals and any potential concerns.

Feedback was given on the facilities and activities residents would like to see in the hub, the type of housing, transport and the public realm.

This was fed in and a number of changes were made to the progressing designs, including moving the community hub into the heart of the development.

We've gained approval from the Housing Committee to go to the planning stage and aim to submit the application early next year.

You can find more details on our website at www.brighton-hove.gov.uk/mhchp.

Turning heads at Holmstead!

A vibrant mural has transformed a block of flats in Upper Lewes Road, Brighton.

Residents at Holmstead flats came up with the idea of fencing in refuse and recycling bins to prevent fly-tipping and commissioned a colourful mural to deter graffiti.

They got approval and funds from the Estate Development Budget to carry out the project.

The result is an eye-catching artwork of hummingbirds which is proving popular with Holmstead residents and passers-by.

Local artists Mowgli and Humor painted the mural and residents were involved in the choice of the design. Even the bins have been painted to blend into the background!

Mo Ali from Holmstead Residents' Association said: "The feedback has been fantastic. The mural adds a splash of colour and brightens up people's day."

Do you have an idea for a community project in your area? If so, you can apply for funds from our Estate Development Budget.

To find out more visit www.brighton-hove.gov.uk/EDB, email communityengagement@brighton-hove.gov.uk or call 01273 291211 or 291518.



Mo and Mowgli with community engagement officer Hannah Barker

Creative idea from residents

Another mural is being planned nearby for a wall on the edge of the Sylvan Hall estate.

Local residents, led by the Round Hill Society, are behind the project which aims to help prevent graffiti on a long stretch of wall in Upper Lewes Road and Wakefield Road, Brighton.

They are gathering views from

the local community and working with artists on a design for the mural, which will include natural Sussex features and wildlife.

The cost of the mural will be funded from the Environmental Improvement Budget and work is likely to start in the new year.

Below is an image of how the mural might look, the design is still being finalised.



What improvements would you like to see on your estate?

What improvements would you like to see made in your area through our Environmental Improvement Budget (EIB)? EIB has funded more than £960,000 worth of projects so far.

We will be running a survey to get your ideas. To take part visit brightonandhove.commonplace.is or contact the Community Engagement Team. Email communityengagement@brighton-hove.gov.uk or call 01273 291211 or 291518. More surveys are coming soon, get in touch to find out more.



News from the Leaseholders Action Group

We are the representative voice of all leaseholders with flats in council-owned blocks.

The council's Housing Committee has discussed reports about issues we've raised - notably payment options, lease extensions, works and consultation procedures. At the time of going to press, we are awaiting the outcome of the November meeting.

A Leaseholder Reunion is being planned, combining a follow-on from the pre-pandemic Leaseholder Summit and our AGM.

We hope this will be a face-to-face meeting plus ability to phone in or log in online.

Topics will include major and planned works, consultation processes, and meeting housing councillors and staff.

LAG has been working with the council to ensure that any defects left after major works are sorted out. If you've had any works and there are any remaining problems, please contact the Property & Investment Team on pandienquiries@brighton-hove.gov.uk or 01273 293098 citing Major Works Defects. Please let LAG know too.

To contact us or join our email discussion group, phone 01273 605225 or email lag@clarend.com.

Help at hand from Resource Centre

If you are involved in running a tenant or resident association, or interested in setting one up, the Resource Centre can help.

The centre is a charity serving community groups across Brighton & Hove. It receives funding for its work with council tenant and resident groups from the council.

Staff at the centre can help you design and print newsletters and other publicity, and they have equipment you can hire to use at your events.

They are always happy to provide support and advice on any issue to do with running your group, from support with accounts to tips on chairing meetings or planning activities.

Muriel Briault from North Portslade Residents' Association said: "They are always smiling, always friendly, and always there to help! I couldn't manage without them."

To find out more visit www.resourcecentre.org.uk or call 01273 606160



Disabled person's bus passes

A reminder that if you have a disabled person's bus pass, it can now be used any time, seven days a week, on Brighton & Hove Buses, Big Lemon, Compass Travel and Stagecoach services in the city.

To find out more, visit www.brighton-hove.gov.uk/disabled-persons-bus-pass or call 01273 291924.



Tenant Disability Network

If you're interested in joining the Tenant Disability Network, please contact the Community Engagement team, email communityengagement@brighton-hove.gov.uk or call 01273 291211 or 291518.

Active Communities project

A range of free community-led activities, workshops and events for disabled people and unpaid carers in Brighton & Hove are being held over the next few months by Scope, the disability equality charity.

You could access training around campaigning, community organising, or take part in free wellbeing workshops, for example. For more information contact harriet.cavanagh@scope.org.uk or call 07436 830 997.

Join the parks volunteers



Ranger volunteers pictured in Stanmer Park with Councillor Amy Heley, Chair of the Environment, Transport and Sustainability Committee

Fancy getting back to nature and meeting new people? If so, the CityParks Ranger volunteers could be for you.

Each week a team of volunteers help with conservation projects in parks and nature reserves across the city, from tree planting to hedge laying.

No experience is needed and it's a chance to get outside, do something different – and hopefully have fun at the same time!

Sessions are held every Wednesday and Friday at 10am at different locations. You can attend as little or as often as you like. Volunteers need to be 18 or over.

Park Ranger Neil Doyle said: **“Everybody’s welcome, if a lot of us do a little bit, that gets a lot done! If you’re interested, come along and give it a go.”**

One volunteer said: “It’s good to feel like you’re helping the local community, visiting new places and learning new skills.”

To find out more, visit www.brighton-hove.gov.uk/volunteer-conservation-groups or email cityparks.volunteers@brighton-hove.gov.uk

Natural wonders from our city

As most of our wildlife tucks up for winter or migrates off to warmer climes, it's the perfect time to see starlings amass in whirling, twirling, twisting aerial displays.

These gatherings are called a murmuration and are a hypnotic natural spectacle, understood to help confuse and protect against predators.

They happen just before dark during the dusky winter skies, when large numbers of the birds take to the air before coming into mass roost – safety and warmth in numbers.

We are lucky to share our city with starlings, a chatty and sociable bird that makes a repertoire of calls from the tops of blocks of flats, or when hopping about feeding on the ground in communal grass areas across our city. Their feathers are a beautiful iridescence changing from purples to greens as the sunlight catches. Keep your eyes out for their magical movements this winter.



Enjoy a guided Healthwalk

Healthwalks are a great way to get active and improve health and wellbeing.

Regular walks are held throughout the year, varying from under a mile, to up to five miles in local parks and green spaces.

All ages and abilities are welcome. To find out more, visit www.brighton-hove.gov.uk/health-walks or call 01273 294589.

How we've been doing

July to September 2021

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



Repairs and improvements

The proportion of 'Decent Homes' increased from 91.9% to 92.9%, since kitchen and bathroom replacements resumed under new contracts.



Estates Service

The team completed 99% of cleaning tasks, up from 96% previously, including handles and rails in common ways.



Tenancy management

We've helped 31 people to keep their tenancies which were at risk. This included helping vulnerable tenants with arranging benefit claims, repairs, and care packages, as well as decluttering their homes.



Moving home

We let 103 homes, including 5 new homes. This is higher than during the same period last year, when 67 homes were let. We are taking on additional resources so more empty homes can be repaired ready for letting.



Customer services

Housing Customer Services dealt with an average of 80 phone calls and 86 emails per working day. The most common queries were about the housing waiting list, residents' parking and communal areas of council estates.



Anti-social behaviour

At the end of September, our officers were working with 158 victims/witnesses and 125 perpetrators of anti-social behaviour.

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.



Christmas fire safety advice

Take care with candles
Don't leave candles burning when you're not watching and 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 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 or call 0800 177 7069 to arrange a home safety visit.



Gritters ready for action

Keeping the city moving safely during the winter is a priority, and gritters are on standby 24 hours a day, seven days a week.

The council's winter highways service includes salt gritting, snow ploughing, pavement clearing and filling grit bins for residents to use.

During severe weather we try to keep clear all major roads

and prioritise bus routes and access to local hospitals.

For more information, or to report an on street grit bin which needs refilling, visit www.brighton-hove.gov.uk/snow

If a grit bin on your housing estate needs refilling contact the Estates Team, email estates Serviceteam@brighton-hove.gov.uk or call 01273 294769.

Dates for your diary

Area Panels

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

West

2pm Tuesday 14 December
2pm Tuesday 15 February

East

7pm Tuesday 14 December
7pm Tuesday 15 February

Central

2pm Wednesday 15 December
2pm Wednesday 16 February

North

7pm Wednesday 15 December
7pm Wednesday 16 February

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

City events

Brighton Christmas Festival

Daily until 31 December
Valley Gardens, Brighton

Christmas at the Royal Pavilion

Until 2 January

The Royal Pavilion Ice Rink

Until 9 January

Burning the Clocks

21 December, Parade from New Road to Madeira Drive

Find out about forthcoming events at www.visitbrighton.com/whats-on

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

Win a year of free leisure activities

Enter our free draw for a chance to win a year's membership to enjoy activities at local leisure centres and swimming pools.

The pass will give one person free admission to activities – such as exercise classes, gym sessions and swimming – at sports facilities managed for the council by Freedom Leisure.

It will be valid at the King Alfred Leisure Centre, Prince Regent Swimming Complex, Withdean Sports Complex, Moulsecomb Leisure Centre, Stanley Deason Leisure Centre, St Luke's Swimming Pool, and Portslade Sports Centre.

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

- **What was the theme of the Citywide Conference in September?**
- **Which block of flats has a mural of hummingbirds?**
- **Which local swimming complex is named after a prince?**

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 10 January 2022. 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.

- For more information about leisure centres and swimming pools, including details of free swimming for children and Leisure Card discounts for people on benefits, visit www.brighton-hove.gov.uk/leisure-centres-and-sports-facilities or call in at your local leisure centre.

Congratulations

Thanks to everyone who entered our autumn competition to win a family ticket to see Aladdin at the Brighton Centre. The lucky winner was Denise Allen from Brighton.

Improving Hanover and Tarnar

Plans are being developed to reduce traffic cutting through residential streets in Hanover and Tarnar.

The project could also help to open up streets for more community use and green space.

Thank you to all residents who gave ideas for improving the area at community events in the autumn.

Your feedback is helping to shape the plans, which will be put out for formal consultation in the new year.

The Hanover and Tarnar Liveable Neighbourhood project will be a trial scheme and more could follow in other parts of the city.

For more information, visit www.brighton-hove.gov.uk/liveable-hanover-tarnar, email transport.projects@brighton-hove.gov.uk or call 01273 290390.

Christmas & New Year recycling & refuse

As Christmas Day, Boxing Day and New Year's Day all fall at the weekend, kerbside recycling and refuse collections will be on your usual days.

Please leave your recycling and refuse out by 6am on your scheduled day.

Garden waste collections stop over Christmas and new year. The last collection will be on Friday 17 December, with the service resuming from Monday 3 January.

To check your collection days in 2022 and download your collection calendar if you have fortnightly recycling, visit www.brighton-hove.gov.uk/cityclean and put in your postcode.

Recycle this Christmas!

Christmas trees

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

Don't leave trees on the pavement, road or beside a communal bin as this is fly-tipping and you could be fined.

Wrapping paper and cardboard

Please only recycle wrapping paper and plain Christmas cards - foil or paper covered in glitter can't be recycled.

Flatten all your cardboard boxes and paper bags to make space in your recycling bins and boxes.

Batteries

Recycle used batteries at your local supermarket or our household recycling sites.

Please do not put batteries in your household waste or recycling.

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 bottle/ jars in a separate recycling box so glass doesn't contaminate the other materials.

Household recycling sites

You can also take your recycling to a recycling point or one of the city's two household recycling sites.



Recycle your old tech!

If you have old electrical items you no longer use, recycle them through Tech-Takeback.

Almost 27,000 electrical items have been collected since the service launched its RevaluElectricals doorstep collection service last November.

The service collects devices such as mobile phones, computers and small appliances in a fully electric van with the aim of giving items a second life.

Donations are securely wiped clean of data before being refurbished and prepared for re-use or recycled.

A total of 5,463 items have been redistributed, including more than 2,000 household electricals going to new homes and 294 laptops to schools, charities and families.

Find out more at www.techtakeback.com

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 988 7037 or 01273 809288

Citizens Advice Brighton & Hove

www.cabrightonhove.org
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 19 January 2022 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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