

homing in

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

Autumn 2023



Residents on the Ingram Crescent estate in Hove have come up with a novel idea and set up a community book swap cabinet, see page 9.

In this issue

Solar panels to be fitted to hundreds of homes

National award for Portslade flats

Advice on condensation and damp

Win theatre tickets

Welcome to the autumn issue of Homing In

In this issue we have news of work starting to fit solar panels on more council homes in the city.

The work is part of our commitment to cut carbon emissions and the solar panels will help to reduce energy bills for residents.

I'm also pleased to report that a development of 42 new council homes completed in Victoria Road, Portslade earlier this year has won a national sustainability award.

The homes – called Jay Court and Perching Court – show how far we've come in providing high quality, energy efficient homes for local people.

We also have an update on other new housing, including a Homes for Brighton & Hove partnership project nearing completion in Coldean.

Plus there's news of our Repairs and Maintenance service apprenticeship open day held in the summer. We are delighted to welcome 16 new apprentices who started their training in September.

We've got a round-up of some great community projects carried out by residents with funding from our Estate Development Budget, along with information about how you can apply for funding for a community project on your estate.



Councillor Gill Williams

There's also a chance to win theatre tickets and information about a fun sculpture trail to discover around the city this autumn.

Have a good autumn.

Councillor Gill Williams

Chair of the Housing & New Homes Committee

Do you have home contents insurance?

A lot of people think their furniture, carpets, curtains, electrical items and other belongings are covered by council insurance, but that's not the case.

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

You can choose to arrange your

insurance through any insurer.

We've teamed up with Thistle Tenant Risks which provides the Crystal Insurance Scheme. The scheme offers a choice of cover and premiums depend on the sum insured and payment method chosen.

For more information, visit www.crystal-insurance.co.uk, email crystal@thistleinsurance.co.uk, call Thistle Tenant Risks on 0345 450 7286, or ask your housing officer for an application pack.

Council Tenant Annual Conference

This year's Council Tenant Annual Conference for tenants and leaseholders took place at Hove Town Hall on 16 September, after Homing In went to print.

The conference is organised by residents and is a chance to meet other local tenants, leaseholders and councillors and council managers.

We'll have more on the conference in the next issue.

More homes to switch to solar power



Work is starting this autumn to install solar panels on more council houses and bungalows across the city.

Over the next 3 years solar panels will be installed on around 800 council homes.

Priority is being given to homes with a low Energy Performance Certificate rating of D or below, those with electric heating, and areas with a higher likelihood of fuel poverty.

Residents in homes selected for the work will be contacted in due course so that an initial survey can be carried out to determine if it is technically feasible to fit solar panels.

The potential benefits of solar panels for residents have significantly increased in the last year as electricity prices have risen. It's expected

that tenants could save up to £150 on their electricity bill and 0.5 tonnes carbon dioxide equivalent (CO₂e) per year.

The project is part of action by the council to reduce carbon emissions and become a carbon neutral city.

Everwarm Ltd has been selected as the contractor to carry out the work. The company has significant experience in solar panel installation and is certified with the national Microgeneration Certification Scheme that monitors and assures the quality of low-carbon energy technologies and contractors.

For more information, please email **HousingSustainabilityandEnergyTeam@brighton-hove.gov.uk**

National award for Portslade homes

A new development of 42 energy-efficient council homes in Portslade has won a national award.

Jay Court and Perching Court won the building/development of the year from a housing association or local authority at the first Unlock Net Zero Awards.

The development of one, 2 and 3 bedroom flats in Victoria Road is the most sustainable new council housing scheme in the city to date.

The homes are highly insulated and a ground source heat pump system supplies heating and hot water.

Electricity generated by solar panels on the roof powers lighting in communal ways and outside.

Other features include planted 'living' walls, bat boxes, bird and bee bricks to encourage biodiversity, and a communal garden for residents.

The judges said: "We were very impressed by the broad approach to sustainability across the lifecycle of the project. From the resident engagement to shape design, through to design and construction, to community learning."

Jay Court and Perching Court are part of our New Homes for Neighbourhoods building programme, visit **www.brighton-hove.gov.uk/nhfn**



A living wall (above) at the award winning flats

STAR survey



We'll be carrying out our Survey of Tenants and Residents (STAR) in late September and throughout October.

The aim of the survey is to enable residents to have their say about their home, the services they receive, and how these could be improved in the future.

We have chosen research company Acuity to randomly contact a sample of 1,000 tenants, so you may receive a call from 01273 093939 asking if you wish to take part.

Results from the survey will help to shape service improvements.

Feedback from the last STAR survey in 2021, for example, was used as part of an anti-social behaviour (ASB) review which led to a new policy for tackling ASB.

Acuity are not allowed to use your contact details for any reason other than running this survey and conform to the General Data Protection Regulation (GDPR) and the Market Research Society Code of Conduct. Information explaining anonymity and confidentiality will be provided at the start of the survey.

We will feedback on the results in a future edition of Homing In.

Fire safety advice e-bikes and e-scooters

East Sussex Fire and Rescue Service is urging anyone with an electric bike or electric scooter to make sure they charge it safely.

This follows an increasing number of reports nationally of fires caused by the batteries of e-bikes and e-scooters.

Charging safely

- Always follow the instructions for charging. Unplug when done.
- Install working smoke or heat alarms where you charge or store your e-bike or e-scooter.
- Only charge batteries when you're awake and at home.
- Use the charger that came with your e-bike or e-scooter. Replace it if it's damaged.
- Don't cover chargers or batteries while charging.
- Don't charge or store near flammable materials.

- Don't overcharge your battery. Check the instructions for charge times.
- Don't overload sockets or use wrong extension leads.
- If there's a fire, don't try to put it out. Leave the house, stay outside, and call 999.

Storing safely

- Don't store or charge in escape routes or communal areas.
- Store in a cool place. Avoid hot or cold areas.
- Follow instructions for storing and maintaining batteries if not in use for a long time.

Buying tips

- Buy from trusted stores.
- Avoid fake electrical goods. They can cause fires.
- If buying an e-bike conversion kit, ensure it meets safety standards.

- Register your product with the manufacturer.
- Check that the products you bought haven't been recalled.

For more information, visit www.esfrs.org/guide-to-fire-safety-for-e-bikes-and-e-scooters

Use of e-scooters

Please note, e-scooters are classed as motor vehicles under the Road Traffic Act. It is not currently possible to get vehicle insurance for privately owned e-scooters which means it is illegal to use them on the road or in public spaces.

For more information, visit www.sussex.police.uk/advice/advice-and-information/rs/road-safety/advice-escooters

Apprenticeship open day

There was a fantastic atmosphere at our Apprenticeship Experience Event held in July.

More than 130 people attended the open day at the Housing Centre in Moulsecoomb to find out about apprenticeships in our Repairs and Maintenance service.

Interested applicants were offered the opportunity to undertake a range of repairs tasks, including plumbing a waste pipe, fitting door handles, wiring a light and getting messy with tiling!

It's the first time practical repairs activities have been part of one of our open days.

Feedback from attendees on the day was overwhelmingly positive and applicants said that being able to do the tasks really helped them to decide what apprenticeship to apply for.

They also enjoyed meeting the friendly Repairs Team to find out at first hand more about their work.

Organisers were delighted with the response to the open day. As a result of the event we've taken on 6 electrical and 10 property maintenance (with plumbing) apprentices, who started their training in September.

Thank you to everyone who attended.



Taking part in the apprenticeship open day

New utilities service for incoming residents

Moving home can be a tricky time, with lots to organise – so we're making sure properties still have an electricity and gas supply if they are empty between tenants.

This means power is available for any repairs which need to be carried out while the property is empty. The supply will then be available for residents from day one of the new tenancy.

Previously, tenants often experienced difficulties with accessing power on moving in day. This could be due to not knowing the energy provider, lack of meter readings, or damage to the meter equipment.

The new utilities provider, British Gas, will ensure supplies are ready for move in day and contact the incoming tenants with their new account details.

If tenants do not wish to stay with British Gas, they can switch to a new supplier immediately. All tenants need to do is advise their preferred supplier, and they will inform British Gas to make the account switch.

We'll use the tenancy sign up appointment to explain this new service in full.

Cuckooing help us protect victims

What is cuckooing?

'Cuckooing' happens when the home of a vulnerable person is taken over by a criminal or criminals.

The address can then be used to deal, store, or take drugs. The tenant is often threatened with violence or assaulted. Cuckooing is classified as serious organised crime – it often involves organised criminal networks.

We work together to support victims.

Criminals often target:

- People with mental health problems
- People with disabilities
- Lonely people
- Substance misusers
- People in debt

Sussex Police work in partnership with the council and other partner agencies (including landlords) to support victims of cuckooing, keep them safe, and help them take steps to keep their tenancy. We need to know as soon as possible if there is suspected cuckooing so we can support the victims and address the issue.

How to report if you think you or one of your neighbours is being cuckooed

If a crime is taking place or someone is in danger, always call 999.

Signs an address may be cuckooed

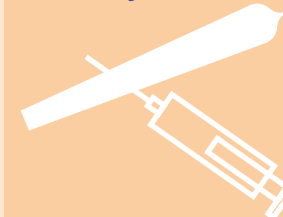
Increase in the number of comings and goings



New vehicles outside the property



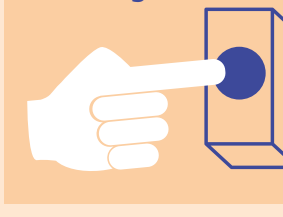
Increase in substance misuse by tenant



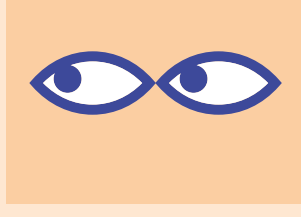
Increase in anti-social behaviour in and around the property



Not allowing support workers in or answering calls



Visits by people you haven't seen before



If you think there may be cuckooing going on, or you are a victim of cuckooing, call the police on 101 or report it on the Sussex Police website, www.sussex.police.uk

Police will share information with the council and other partners to keep victims and other residents safe.

Social Housing (Regulation) Act 2023 have your say

The government's new Social Housing (Regulation) Act came into effect in the summer, bringing with it huge changes to how social housing is provided.

As part of the act, the Regulator of Social Housing is holding consultation and seeking views from tenants on proposals for a new code of practice

and draft consumer standards which housing providers will be expected to meet.

To find out more and provide any feedback you may have, please visit www.gov.uk/government/consultations/consultation-on-the-consumer-standards.

The consultation closes at 6pm on 17 October.

Coldean development nearing completion

A major development of 242 low-cost homes in Coldean is nearing completion.

The homes in Coldean Lane are being delivered by Homes for Brighton & Hove, a partnership between the council and affordable housing provider, Hyde.

A total of 127 are council homes for rent for people on the housing register. The rest will be available through Hyde as shared ownership homes.

The development is a mix of one, 2 and 3-bedroom energy efficient flats which are due to be completed this winter.

Homes for Brighton & Hove was set up to provide much needed low-cost homes for people in the city and is an important part of



the council's ambitious programmes to build new council homes.

This is the partnership's second development. A further 104 flats were completed at Quay View in Wellington Road, Portslade this summer.

For more information, visit www.brighton-hove.gov.uk/hfbh

New supported-living scheme on the way

Work is due to start this winter on the development of a new council-run supported-living scheme providing long-term affordable accommodation for people with physical disabilities and brain injuries.

The plans for redevelopment of the Knoll House site in Ingram Crescent, Hove were approved by the Planning Committee in July.

The scheme will provide 28 apartments for independent living, together with associated communal space, and accommodation for staff to provide 24-hour care and support on-site. All the apartments will be wheelchair accessible.

The development has been designed to be energy efficient to reduce energy consumption and save residents money on bills.

It will also include a range of communal outdoor spaces for residents to enjoy.



Illustrations of the proposed scheme

Could seniors housing be for you?

If you are aged 55 or over, our seniors housing schemes could be of interest to you.



The council has 24 seniors schemes across the city, ranging from small schemes with around 30 residents to the largest with over 100.

Downsizing can reduce your outgoings and you may be eligible for a transfer incentive payment.

Residents have their own flats and independence. Advice is available from a scheme manager during the day and a 24-hour emergency alarm system provides round the clock reassurance. Pets are welcome (with permission) at all schemes.

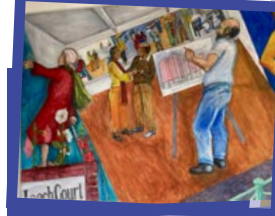
Each scheme has a communal lounge and garden and some schemes have regular activities such as art groups, fitness classes, music sessions and coffee mornings.

Friends and family are, of course, welcome to visit and many schemes have guest rooms available for short stays (additional charge).

Moving home is a big decision and, if you're interested in downsizing to seniors housing or moving to seniors housing, there's help available.

Find out more

Visit www.brighton-hove.gov.uk/seniors-housing, email seniorshousing@brighton-hove.gov.uk or ring 01273 293030 and ask for a call back from a member of the Seniors Housing Team.



Art group go large!

An artistic group of residents has transformed a plain wall into a work of art at Leach Court seniors housing scheme in Kemp Town.

A vibrant mural featuring scenes from local history is now providing a popular talking point in the scheme's common room.

The mural was created by members of the Drawing Together art group from nearby Sloane Court seniors housing scheme, led by artist and resident Janet Pavone. Other local artists and members of the local community also worked on the mural.

Residents at Leach Court followed progress on the mural as it was painted. One of them, Elaine, said: "I watched it all the way through and I think it's absolutely fantastic. It gives a lovely warm feeling to the common room and brightens it up. We're very pleased to have it."

Money for materials for the mural came from the Estate Development Budget.

Pictured above are some of the artists with Leach Court residents.

Try something new at Ageing Well Festival

A 2-week festival of celebrations and events for people aged 50+ in Brighton & Hove runs from 29 September to 13 October.

The Ageing Well Festival offers a large and varied programme of events which are a chance to join in, meet new people and try something new.

Events include a vintage bus tour, cooking with chef Momma Cheri and a sunset boat tour with the Sussex Dolphin Society.

There are also plenty of creative workshops, talks, sports, exercise, advice, music, art, dancing, and much more at venues across the city.

Many events are free

For full details visit www.ageingwellfestival.org pick up a programme at your nearest library, or call 01273 322948 for more information and booking help.

Creative ideas for community projects

Do you have an idea for improving your estate? If so, funds could be available from our Estate Development Budget (EDB).

A variety of community projects led by residents have been completed recently with EDB funding.

In Hollingdean, 2 fabulous new murals are adding a splash of colour in Brentwood Road and Davey Drive. The murals were created by local resident and artist Carl Evans.

Hollingdean Residents Association bid for EDB funds for the project. Ian Beck from the association said: "We've had lots of positive feedback from residents. These murals really brighten up previously drab and rundown and neglected areas on the estate."

In Hove, a community book swap cabinet, chess table, and snakes and ladders picnic bench have been set up on the central green of the Ingram Crescent estate, following suggestions from residents.

Ingram Crescent Community Group bid for funds for the project. Liz Morgan, part of the current group leader team, said: "It's always nice to add something new and different to the estate and the cabinet, chess table and picnic bench are already being put to good use."

On the Bristol Estate in Brighton, a new awning is providing a shady spot to sit outside the community hub.



Above: Residents enjoying a cuppa at Bristol Estate community hub and chess at Ingram Crescent



Above: The Hollingdean murals

Ben D'Montigny from Bristol Estate Leaseholders and Tenants Association, which runs the hub, said: "Residents want to make the most of the outdoor space and the awning is making a real difference on sunny days and drizzly ones!"

The hub is used for a range of activities throughout the week. EDB funds are also helping with the cost of modernising the kitchen.

How to apply for EDB funds

Estate Development Budget funds can be used for resident led community projects.

They can also be used to set up community activities, such as toddler groups or fitness classes.

Residents can make a 'quick bid' for smaller projects up to the value of £1,000 or a

'main bid' for bigger projects up to £10,000.

To find out more, visit www.brighton-hove.gov.uk/EDB or contact the Community Engagement Team, email communityengagement@brighton-hove.gov.uk or call 01273 291518.

Buying back former council homes

We're buying back former council homes sold under Right to Buy to provide homes for people on the housing register.

Since our Home Purchase Policy was introduced in 2017, more than 290 homes have been brought back into council ownership.

If you own a former council home, you can make an offer to sell it back to us.

- If the home was bought from the council under Right to Buy in the last 10 years, you must offer it back to the council first if you wish to sell it. This is known as the Right of First Refusal.
- If the home was bought under Right to Buy over 10 years ago, you don't need to offer us first refusal, but you can still make an offer to sell it to us.

To find out more, visit www.brighton-hove.gov.uk/home-purchase-policy, email housing.strategy@brighton-hove.gov.uk or call 01273 293055.

Changes to your home

If you have a disability or a long-term illness or health condition, you might benefit from changes to your home, adapting it to better meet your needs.

Adaptations may help make everyday activities easier for you. This could be:

- installing a handrail
- widening a door
- providing a stair lift
- replacing a bath with a level access shower



Any adaptations are carried out following a specialist occupational therapy assessment and recommendations, which are agreed with the resident. There is no charge for adaptations for council tenants.

For more information, or to ask for an assessment of what changes might help you, visit www.brighton-hove.gov.uk/changes-your-home, email AccessPoint@brighton-hove.gov.uk or call 01273 295555.

News from the Leaseholder Action Group

We have been arranging our forthcoming activities. We are looking forward to another Summit meeting for all leaseholders, early in 2024. Watch out for more details.

All leaseholders are welcome to our open committee meetings meanwhile.

The next meetings will be on 25 September at 7pm at the Vale Community Centre, Craven Vale, and 27 November at 7pm (venue to be confirmed).

We intend to have regular updates on plans and progress

with works projects, and proposals for future works. We'll also be looking at issues raised about cladding and buildings insurance, the repairs service, the Asset Management strategy, and in future the new housing computer system.

You can join all our meetings on the phone or as a Zoom video conference.

The Leaseholder Action Group (LAG) represents all the leaseholders of flats in council blocks, whether they live in their flats or not, and

those who are administering leasehold flats under power of attorney. Please do get involved in your group – let us know your views and what concerns you, so we can represent you fully.

Phone LAG on 01273 605225 (mornings or evenings best), email lag@clarend.com or look for B&H Leaseholder Action Group on Facebook. There is also a leaseholders' email discussion group - email us if you'd like to join it.

Rosemary Johnson
LAG Chairperson

Check your heating ahead of winter

Don't wait for a cold snap – it's a good idea to check your heating now to make sure it's working properly.

To make sure the boiler and heating system are running smoothly, just switch on the heating long enough for the radiators to warm up.

If there are any problems, please contact the Repairs Helpdesk online at www.brighton-hove.gov.uk/repairs or call 0800 052 6140 (or 01273 294409 from a mobile).

You can also report repairs to the helpdesk using your Housing Online account if you have one. For more information visit www.brighton-hove.gov.uk/housingonline

Having your boiler serviced regularly is important to ensure it's working safely and efficiently, and servicing is carried out as part of our annual gas safety checks for tenants.

Our gas safety checks are carried out throughout the year by our new gas contractor PH Jones, part of British Gas. All visits are arranged in advance and you will receive an appointment letter to let you know when yours is due. PH Jones engineers will be in uniform and have ID.

Boiler servicing for leaseholders

PH Jones can also arrange boiler servicing for council leaseholders. If you are a leaseholder and you would like to find out more, please call 01273 571531 or email Bhcc@phjones.com

Out of hours emergency repairs call answering service

We've updated our out of hours emergency repair call answering service.

The phone number is the same 0800 052 6140 (or 01273 294409 from a mobile), and you can now press 1 for all heating and hot water repairs or 2 for any other repairs.

Previously residents reporting heating and hot water problems had to speak to 2 different services and this change is aiming to make the process simpler.



Advice on condensation and damp

As we move into autumn, it's worth taking steps to help reduce condensation or damp in your home.

Activities such as cooking, showering and drying clothes indoors can produce up to 20 pints of water vapour each day.

It's important to keep your home well-ventilated to remove this moisture before it forms condensation, which in turn can lead to damp.

Tips to reduce condensation:

- Dry clothes outside, where possible, or in a well-ventilated room with an open window
- Avoid drying clothes on radiators. If you need to dry clothes indoors, place an airer in a room where there is an extractor fan installed
- Cover pans when cooking or simmering
- Where fitted, use an extractor fan in the kitchen and bathroom
- Regularly wipe down surfaces where moisture settles, such as windows affected by condensation
- Avoid blocking airbricks or vents in the wall
- A moisture absorber from a DIY shop can also help
- Walls and window frames can be washed down with a weak household bleach solution to kill and remove mould

For more information, visit www.brighton-hove.gov.uk/condensation-damp-and-mould-your-home

How we've been doing

Here are some key performance results over the last quarter...

April to June 2023



Rent collection and current arrears

Our rent collection rate was 93.9%. We've now recruited to several Income Management team vacancies, which should help improve rent collection.



Repairs and improvements

The proportion of 'Decent Homes' has stayed the same at 95.8%. The Repairs Helpdesk answered an average of 248 phone calls per working day, and we completed 140 repairs per working day (a total of 8,551 during the quarter, of which 3,243 emergency and 5,308 routine).



Customer services

Housing Customer Services dealt with an average of 100 phone calls and 88 emails per working day. The most common queries were about residents' parking and tenancy issues including anti-social behaviour.



Moving home

We let 225 homes, about half of which (112) were new homes let for the first time. This is up from 128 lets during the previous quarter.



Estates service

The team completed 1,540 mobile response jobs, including lock changes and light bulb replacements, and 771 jobs to move bulky items.



Anti-social behaviour

Our officers responded to 107 new cases of anti-social behaviour.



Tenancy management

We've worked on 60 cases to support vulnerable tenants, including help with arranging benefit claims, repairs, and care packages.

Feedback about housing services

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

Please send your feedback to CustomerFeedback@brighton-hove.gov.uk or call 01273 291229.

Whether you make a compliment or a complaint, your right to receive a good quality service will not be affected.

You can also contact the Housing Ombudsman for independent advice and mediation. If your complaint has not been resolved via the council's complaints procedure the Ombudsman will then liaise with you and the council to seek satisfaction.

For details, visit www.housing-ombudsman.org.uk, email info@housing-ombudsman.org.uk or call 0300 1113000.

Check out the choice of library services

Are you making the most of your library service? Your library card is your passport to a whole range of free entertainment, education and information.

Not a member? It's free to join! You can join online or in person at any of the city's libraries.

If you want the option to visit a library 7 days per week, pop into a library on a staffed day and show two forms of ID to get a Libraries Extra card. This membership enables you to visit many of our libraries when they are unstaffed to read, relax, use the wi-fi, computers, and borrow or renew books.

With your library card, you can sign up for our free e-book and e-audiobook services online and access free magazines and newspapers too.

Brighton & Hove libraries also host a variety of exciting free and low-cost activities for both children and adults.



If you find it difficult to visit a library, owing to disability, mobility issues, poor health, or caring responsibilities, you may be eligible for a home delivery service. Home delivery volunteers bring books and audiobooks to people in their own homes for free. Call 01273 296992 or email libraries@brighton-hove.gov.uk to find out more.

For more information about library services visit www.brighton-hove.gov.uk/libraries or drop into a library.

Go ahead for new youth hub in Hove

Plans for a new net zero carbon youth centre in Knoll Park in Hove have got the go ahead.

The youth centre will offer a dedicated space for advice and support services for young people and families in the west of the city.

Funding to build the centre is coming from the government's Youth Investment Fund, following a bid by the council and the Hangleton & Knoll Project.

While the focus of the project is to improve youth facilities, net zero carbon is at the forefront of the design and construction.

The centre will be highly energy efficient, powered by renewable energy sources and use the latest low carbon technology.

It will be a modular building, constructed away from the site and then delivered to the location.

Plans for the youth centre were developed following feedback from local young people who took part in public consultation and an information event last year. Planning permission was granted in June.

It's hoped that the new centre will be up and running by next summer.

Images: Architecture 00





A baa-riliant adventure!

Look out for much much-loved children's character Shaun the Sheep and his friends in an art trail around the city this autumn.

More than 40 individually designed sculptures are being displayed around Brighton & Hove's streets, parks and other public areas from early September until 5 November.

The trail is highlighting the work of Martlets in Hove and the sculptures will be auctioned in aid of the hospice afterwards.

For more information, visit www.shaunbythesea.co.uk

Wellbeing event

A free wellbeing event is being held by the Hangleton and Knoll Project on Saturday 14 October from 10.30am to 1pm at St Richard's Community Centre, Egmont Road, Hove, BN3 7FP.

A variety of health services including blood pressure checks, drop-in physio advice, and hand massage will be available. Free lunch available – this must be booked in advance. For more information, please contact Claire on 01273 410858 or email claire.hines@hkproject.org.uk

Dates for your diary

Area Panels

Area Panel meetings are a chance for residents to meet council officers and councillors to ask questions, share their views, and work with the council to improve housing services.

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

Central 7pm, Tues 12 December, Brighton Town Hall (committee room 1), Bartholomew Square, Brighton, BN1 1JA

East 6.30pm Tuesday 5 December, Bristol Estate Community Room, 146a Donald Hall Road, Brighton, BN2 5DJ

West 6.30pm Wednesday 13 December, Hove Town Hall (council chamber), Norton Road, BN3 4AH

North 2pm Monday 4 December, Housing Centre (conference room), Unit 1, Fairway Trading Estate, Eastergate Road, Brighton BN2 4QL

These will be held in person, with the opportunity to also take part online on Zoom or join in by phone.

For more information contact the Community Engagement Team, email communityengagement@brighton-hove.gov.uk or call 01273 291518.

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

City events

Autumn at the Booth Museum
23 September to 29 November –
Booth Museum of Natural History

Celebrating the season at the museum with pop-up decorations, trails and activities.

London to Brighton Veteran Car Run
5 November – Finishes on Madeira Drive

Family Day Take Part event
11 November –

Brighton Museum and Brighton Dome
A day celebrating multi-cultural arts and heritage.

Find out about forthcoming events in the city at www.visitbrighton.com/whats-on and www.brightonmuseums.org.uk

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 Theatre Royal Brighton tickets

Enter our free draw for a chance to win tickets to see the hit musical **Everybody's Talking About Jamie** at Theatre Royal Brighton.

The winner will receive two tickets to see the show on 31 October 2023 at 7.45pm.

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

- Which development of homes in Portslade won a national award?
- How many council homes in the city are due to be fitted with solar panels over the next 3 years?
- How old is the character Jamie, in *Everybody's Talking About Jamie*?

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.**

Hangleton and Knoll job club

A weekly drop-in job club is running at St Richard's Community Centre, Egmont Road, Hove, BN3 7FP on Tuesdays from 10am to 12 noon.

The free and friendly sessions offer help and support with looking for jobs or training, updating your CV and learning new IT skills.

The club is run by the Hangleton and Knoll Project. For more information call or text 07742665761 or email hakit@hkproject.org.uk. One-to-one free employment support is also available, contact Lizzie Beckett on 01273 410858 or email lizzie.beckett@hkproject.org.uk



Photo: Matt Crockett



About the show

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

For more information, visit www.atgtickets.com/brighton

The closing date for entries is 17 October 2023. 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.

Congratulations

Thanks to everyone who entered our summer competition to win tickets to the Van Gogh Alive exhibition. The winner was Michael Garrett 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

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.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

Leaseholder Action Group

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

Online services

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

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

Go to the Housing Online system at
www.brighton-hove.gov.uk/housingonline

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

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Housing Committee Meeting Wednesday 15 November 2023 at 4pm

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

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

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

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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