

homing in

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

Autumn 2024



Volunteers are expanding a 'community library of things' which enables people to borrow items for free. To find out more see page 9.

In this issue

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Building safety update

Take part in Council Annual Tenant Conference

Win a family ticket to light show


Brighton & Hove
City Council

Welcome to the autumn issue of Homing In

In this issue we have important news of urgent measures we are taking to improve the standard of our council housing, following a critical report from the Regulator of Social Housing.

The report highlighted several areas in which we have not historically been meeting expected standards in terms of safety and quality of homes, and where improvements are needed. While we have been working towards meeting these new standards, there is still much to be done. You can find out more on page 3.

We have also received the findings of detailed structural surveys which we commissioned on 8 large panel system (LPS) high-rise blocks in the city.

These show the buildings do not meet the recently updated safety standards in relation to their ability to resist a disproportionate collapse in the case of an explosion.

We've taken action to introduce additional safety measures in the blocks and keep residents updated, there's more information on page 4.

We fully understand the concern caused by the findings of the regulator's report and the LPS survey results.

We deeply apologise to all those who have been affected.

Everyone deserves to live in safe, secure, affordable and high-quality housing and should expect nothing less.



Councillor Gill Williams

We have not met that expectation and we are committed to carrying out the urgent hard work needed to improve our housing services.

Councillor Gill Williams
Cabinet Member for Housing and New Homes



Genette Laws

New Corporate Director for Housing, Care and Wellbeing

We are delighted to announce Genette Laws will be joining the council this autumn as Corporate Director for Housing, Care and Wellbeing.

Genette will lead the new Housing, Care and Wellbeing directorate, bringing together housing services, adult services and public health to lead the way in delivering a healthy city where people thrive.

Genette said: "I'm very excited

to be joining the team at such a pivotal time. The council has a plan and vision for the city that is positive and wants to make a real difference.

"I'm looking forward to leading this diverse directorate to take on the challenges and opportunities ahead."

Genette is joining from Southwark Council, where she is Director of Integrated Commissioning.

Investing in your homes

Response to the Regulator of Social Housing report

We have reiterated our commitment to providing high-quality housing following the Regulator of Social Housing report which highlighted a number of areas in need of urgent improvement.

As you will have read in previous issues of Homing In, we have a range of projects underway as part of our commitment to provide safe, good quality homes and meet the new national regulations.

Like many councils with a largely ageing housing stock, we do face challenges in modernising our homes.

However, the findings of this report are extremely serious, and we sincerely apologise to our residents for not meeting the standards expected.

In response, we are introducing a string of urgent measures to build on the positive work already begun during the last 12 months.

These include:

- Investing more than £15 million in making rapid and necessary improvements to our existing housing supply in direct response to issues raised in the report.
- Prioritising electrical checks on homes to ensure all wiring and installations are safe. We've

introduced a 5 year testing cycle and our latest figures show we've carried out electrical safety checks in more than 55% of homes.

- A programme of record checks and installations of smoke detection to make sure all homes which need them have working smoke detectors. We've now completed more than 86% of homes.
- Carrying out water assessments in homes which have been identified as being at risk of potential problems with their water supply.
- Fast tracking fire safety assessments, particularly in properties with communal areas.
- Appointing external contractors to help clear the historic backlog of repairs and reducing response times for new requests. This has helped us reduce the number of repairs open for more than 28 days from 11,700 in April to 7,250 in July.
- Improving our collection and analysis of data to make sure future work is underpinned by more robust statistical insight and more comprehensive records are maintained.

You can read the full Regulator of Social Housing report and the actions we are taking on our website at www.brighton-hove.gov.uk/RSHreport

New Director of Housing Regeneration

Welcome to Darren Levy (pictured) who has been appointed Director of Housing Regeneration on a 12-month interim basis.

In this newly created role Darren will work collaboratively and across directorates on the regeneration of our housing stock.

Darren is currently Director of Housing with Newham Council and worked as a housing officer in Brighton early in his career.





Building safety update on large panel system blocks

We've brought in additional safety measures at 8 high rise blocks of flats following a series of recent structural surveys.

Detailed surveys were carried out on our 8 large panel system (LPS) high rise buildings as a key part of our work for the Building Safety Act 2022 and Social Housing (Regulation) Act 2023.

They found that the buildings do not meet the current safety standards in relation to their ability to resist a disproportionate collapse in the case of an explosion.

The buildings are Dudeney Lodge and Nettleton Court in Hollingdean; Falcon Court, Heron Court, Kestrel Court, Kingfisher Court and Swallow Court in Whitehawk; and St James's House in Kemp Town.

New measures to protect the buildings against the risk of explosion include removing vehicles from underneath the blocks, banning e-bikes and e-scooters, and putting 24 hour security in place to help monitor what's taken in.

We've held resident meetings and been knocking on doors to talk to residents, alongside tenancy visits to check whether residents need extra support and to check the homes.

It is important to reassure everyone that there is no immediate danger to the buildings. There are no gas mains in the homes and measures such as bans on gas canisters and barbecues have long been in place.

But we do need to reiterate the importance of everyone sticking to the safety measures, including keeping commonways clear at all times.

For more information, visit www.brighton-hove.gov.uk/lps-building-safety

New date for tenant conference

We're rescheduling the date of the Council Annual Tenant Conference and it will now take place on 23 October at Whitehawk Community Hub in Whitehawk Road.

The conference is organised by council tenants, leaseholders and housing staff and is open to anyone that lives in a council home.

It is a chance for housing staff to understand your experiences, for you to talk about your home, our services, and your priorities.

It takes place from 1pm to 7pm and you can stay for it all, drop in, or join online. There will be lots of lovely free food and children's activities.

To find out more, email communityengagement@brighton-hove.gov.uk or call 01273 291518.

Please get in touch to ask about help with transport, or childcare and carer costs.

Work starts on supported-living scheme

Building work has begun on a new council-owned supported-living scheme, which will provide long-term affordable accommodation for people with physical disabilities and brain injuries.

The development in Ingram Crescent, Hove, will provide 28 apartments for independent living, together with communal space, and accommodation for staff to provide 24-hour care and support on-site.

The scheme is being built on the site of the former Knoll House building and is due to be completed in 2026.

New homes update



Plans for Windlesham House, Portslade



Plans for Carden Hill, Hollingbury

We're working to provide more council homes across the city through our New Homes for Neighbourhoods building programme.

Four homes will be completed in Frederick Street in the city centre this autumn and work is expected to start in December on 3 houses in Rotherfield Crescent, Hollingbury.

Next year work is due to begin on developments which will provide a total of 82 new homes.

- In Hollingbury 9 flats are to be built on the site of the former library in Carden Hill. The library moved to new premises and demolition work is due to start this December.
- In Portslade 28 homes will be built at the former Portslade Village Centre in Windlesham Close, along with a new community centre.
- A further 15 homes will be built on the site of Windlesham House in Windlesham Close.
- In Moulsecoomb 30 studios will be provided in Eastergate Road for short-term supported accommodation for young people.

Our New Homes for Neighbourhoods developments are providing much needed homes for people on the city's housing register.

Plans are also in the pipeline for a new development which could provide 77 additional homes in the Edward Street area.

This is made up of 2 proposed schemes – one for 55 new flats next to Hereford Court and the other for 22 new flats at nearby Oakley House.

Plans are also proposed for 36 new homes and a community space in Swanborough Drive, Whitehawk.

Planning applications for these schemes are due to be submitted later this year.

Feedback from local residents is helping to shape the planning applications. Thank you to everyone who gave their views on initial proposals for the developments.

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



Eastergate Road, Moulsecoomb

Portslade Village Centre

STAR survey

Have your say



We'll be carrying out our Survey of Tenants and Residents (STAR) starting in late September and finishing in November.

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.

This includes mandatory questions set by the Regulator for Social Housing which all social landlords must ask their residents.

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.

If you don't want to take part, please email

housing.customerservices@brighton-hove.gov.uk or call 01273 293030 and include your name and address.

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.

For more information

Visit www.brighton-hove.gov.uk/star-survey

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

Do you want to shape how we deal with hate incidents in the future?



We want to hear what you think of our draft Hate Incident Policy for Housing so we can strengthen our response to hate incidents.

You can read the draft policy and have your say on Your Voice, the council's consultation and engagement platform by visiting

yourvoice.brighton-hove.gov.uk/projects/draft-hate-incident-policy-housing

The questions are available in 'easy read' format and there is an option to translate the questions online.

If you require assistance with translation, alternative formats or you would prefer to take part by speaking to someone, please contact Housing Customer Services on 01273 293030 or email housing.customerservices@brighton-hove.gov.uk.

If you have reported hate incidents to us before, there is also an option to tell us more about your experience.

The consultation is open until 11 November.

If you have been affected by hate or anti-social behaviour, please do report it online at www.brighton-hove.gov.uk/asb-housing or by contacting Housing Customer Services.





Reporting repairs

We would like to give you early notice that we will be pausing the reporting of routine repairs early in the new year for around 3 weeks, while we transfer IT systems.

We will confirm the dates in the next issue of *Homing In* and we apologise in advance for the inconvenience.

Reporting of emergency repairs will not be affected.

Buying back former council homes



We're buying back homes previously sold under the Right to Buy scheme at a rate of more than one a week.

During the last financial year, we used our Home Purchase Policy to buy back 62 homes.

That pace shows no signs of slowing, with a further 16 purchased between April and September this year and more on the way.

Once we have purchased a home, it is made available to residents most in need of housing or currently on our housing register.

If you own a former council home and are interested in selling it, please get in touch to find out more. Please note, if your home was bought from the council under Right to Buy in the last 10 years, you must offer it to the council first if you wish to sell it.

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

New electrical apprentices

Welcome to 8 new electrical apprentices who joined our Electrical Testing and Compliance Team in September.

The apprentices (pictured) will be learning their trade through a mix of study and practical training led by our skilled electrical staff.

As their apprenticeship progresses they will help make a difference to the local community, helping to carry out a range of repairs for tenants in their homes.

The new recruits join other apprentices already working in the team.



Solar panels installed on 350 homes

Solar panels have been installed on more than 350 council homes in the city so far this year.

And up to 450 more council houses and bungalows will be fitted with solar panels over the next 2 years.

The installation of solar panels is part of action to reduce energy bills for council tenants and cut carbon emissions.

Battery storage systems

In a separate trial project, battery storage systems have been fitted in 22 council homes that have solar panels.

The council is working in partnership with EDF on this project, called Sunshine Saver, and successfully bid for funding from the Department of Energy Security & Net Zero to install the batteries.



Installing solar panels on a council home

Each battery will store any surplus electricity generated by the solar panels that is not used by residents living in the property.

This excess electricity will then be sold to the national grid at times of highest demand, with the resident credited through their EDF tariff.

The project is one of 5 trials being led by EDF across the country to test out new flexible electricity tariffs and energy storage solutions.

Check your heating – don't wait for a cold snap!

It's a good idea to check your heating is working properly before the winter.

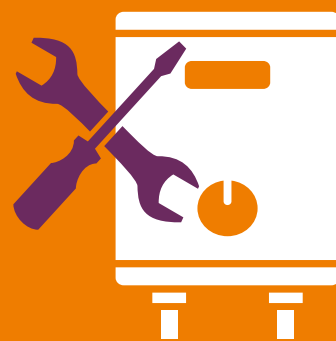
To make sure the boiler and heating system are running smoothly, just switch on the heating long enough for the radiators to warm up.

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

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



Boiler servicing for leaseholders

Our gas contractor 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 them on 01273 571531 or email Bhcc@phjones.com

Brighton Borrowers take to their bike



To find out more

Visit www.brightonborrowers.co.uk

Or drop in to see the Brighton Borrowers

- Sundays 11am to 1pm at Planet Brighton, Brighton Open Market
- Tuesdays 4pm to 5pm at Brightstore, Hollingdean Community Centre
- Mondays 2pm to 4pm, Fridays 10am to 11.30am, and Saturdays 10.30am to 12 noon at The Wood Store, Edward Street

A community 'library of things' is expanding, thanks to pedal power!

Brighton Borrowers was started by a group of residents on the Sylvan Hall estate, to enable people to borrow items for free when they need them.

Since then, it has grown quickly and offers a wide range of items, from household goods and gardening tools, to games and baby equipment.

The group is run by volunteers and is based at The Wood Store, with weekly pop-ups at the Open Market and Hollingdean.

Now the Borrowers plan to expand further with a new cargo bike and trailer, funded by our Estate Development Budget, making it easier to transport items for collection.

Chris Ferguson from the Borrowers said: "We're hoping to open pop-ups in Bevendean and Whitehawk now we have the bike, which will make it so much easier to transport items. We're keen to hear from anyone who would like to volunteer in these areas."

If you would like to volunteer with the group, email info@brightonborrowers.co.uk

Apply for Estate Development Budget funds

Do you have an idea for improving your community? If so, help is available for you to apply to our Estate Development Budget (EDB).

A variety of community projects and activities led by residents have recently received funds from the EDB.

These include IT for community rooms, murals, garden equipment, estate signage, yoga sessions, drama clubs, and craft and coffee mornings.

There is still funding available which must be spent by the end of the financial year, so don't miss out!

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 call the Community Engagement Team on 01273 291518.



Home contents insurance

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

We insure the building you live in, but it's your responsibility to insure your home contents and personal belongings. Contents insurance is designed to help protect your possessions and covers such things as a fire, theft, flood, water damage and more.

For example, even the smallest leak from a washing machine or dishwasher can cause significant damage to your home, or your neighbour's home.

We've teamed up with Thistle Tenant Risks, who provide the Crystal Insurance Scheme. This is a specialist Tenants Contents Insurance policy, with different ways of paying, including pay as you go.

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

New youth hub

Plans for a new partnership youth centre for the west of the city are moving ahead with the appointment of a contractor to build the centre.

The West Area youth centre development in Knoll Park is funded through the Department for Culture, Media and Sport's Youth Investment Fund, following a successful bid from The Hangleton & Knoll Project and the council.

It is anticipated that the build will happen early in 2025 and the centre will open sometime next summer.

An information event will be held this autumn for anyone interested. To sign up to get updates, please contact joanna.martindale@hkproject.org.uk or call 01273 706469.

News from the Leaseholder Action Group

Around 40 leaseholders recently met with the council's Leasehold Team to consider issues with annual Certificates of Expenditure, and how to improve them.

At present, these show outline costs - we have to request detailed cost breakdowns. All present wanted the breakdowns sent automatically - this may not be possible for everyone; a list of leaseholders who want breakdowns every year may be.

We strongly recommend all leaseholders to request their costs breakdown, and query anything they do not recognise.

Other issues that came up: improving the process for credits where the actual costs were less than expected; sending explanations of the terms/acronyms with the breakdowns, and how the general items were costed; warranties covering faults on new items; improving communications with Major or Planned Works Teams so faults in the works are not billed as repairs; a general improvement in email communications.

Leaseholders are not charged for repairs to vandalism damage - please check your repairs breakdown and challenge any charges for vandalism.

Future meetings will have an update; plus news on the housing computer system, buildings insurance, and plans for forthcoming works.

Rosemary Johnson
Leaseholder Action Group (LAG) Chairperson
01273 605225
lag@clarend.com

Picture perfect!

Paintings by resident Ian Prince are adding a splash of local colour to the newly decorated communal lounge at Leach Court seniors housing scheme.

Ian took up oil painting in lockdown and has gone on to paint a variety of Sussex views.

Managers at the scheme in Kemp Town saw Ian's artwork and were so impressed they asked if he would like to paint some pictures for the lounge.



Paintings of Queens Park, Stanmer Park and Shoreham Harbour are now displayed for all the resident to enjoy.

Ian said: "I enjoy painting and it's nice to see the pictures up in the lounge and hear people's comments."

We have 24 council-run seniors housing schemes across the city, providing independent living for people aged 55 and over.

To 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 the Seniors Housing Team.

Happy 103rd birthday

Congratulations to seniors housing resident Joyce Whiddett who celebrated her 103rd birthday in July.

Joyce has lived at Elizabeth Court seniors housing scheme in Hove for 32 years and ran the scheme's residents' committee for 15 years.

She celebrated with her daughter and granddaughter and marked the occasion with cakes for residents at the scheme.

Joyce joined the Royal Navy as a civil servant in 1939, at the age of 18, and spent many years travelling and seeing the world.

She said her secret to a long and healthy lifestyle, is to eat good food, rest if you can get it and enjoy good company!

Singing together



Residents at 2 seniors housing schemes got together for a musical afternoon in June.

A group of singers from Leach Court (pictured) entertained residents at nearby Brooke Mead Extra Care housing scheme with songs from the Sixties and Seventies.

The singing group at Leach Court is run by Sing Well, a local community organisation, with National Lottery funding.

Sing Well also has groups at other seniors housing schemes and online. Sessions are free and the emphasis is on singing for health and wellbeing, no experience is needed.

For more information visit www.singwellmusic.co.uk or call 07440 381840.

How we've been doing

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

April to June 2024



Rent collection and current arrears

Our rent collection rate was 92.3%, down from 93.5% the previous quarter.

Repairs and improvements

The proportion of 'Decent Homes' has increased from 97.2% to 97.9%.

The Repairs Helpdesk answered an average of 239 phone calls per working day, and we completed 133 repairs per working day (a total of 8,352 during the quarter, of which 2,931 emergency and 5,421 routine).



Moving home

We let 126 homes, which includes 16 new homes let for the first time. The number of empty homes increased from 137 to 149.



Anti-social behaviour

Our officers responded to 184 new reports of anti-social behaviour from victims and witnesses, up from 130 the previous quarter.



Tenancy management

We've worked on 86 cases to support vulnerable tenants, including help with arranging benefit claims, repairs, and care packages.



Customer services

Housing Customer Services dealt with an average of 94 phone calls and 102 emails per working day. The most common queries were about residents' parking and tenancy issues including anti-social behaviour.

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.



Universal Credit migration – what do I need to do?

Universal Credit is replacing the following benefits and tax credits:

- Housing Benefit
- Working Tax Credit
- Child Tax Credit
- Income Support
- Income-related Jobseeker's Allowance
- Income-related Employment & Support Allowance

This means if you receive one or more of these benefits, you will get a letter from the Department for Work and Pensions before December 2025 telling you to claim Universal Credit (UC).

The letter is called a 'Migration Notice' and will tell you when you must claim UC by, it's usually 3 months from the date on the letter.

It's important that you claim within the 3 month deadline.

If you do not make a claim then your Employment and Support Allowance (ESA) will be stopped. Other benefits dependent on your ESA claim, such as Housing Benefit, will also be stopped and you will run the risk of falling into arrears with your rent.

If you cannot claim UC by the deadline, you should contact the UC Migration Notice helpline 0800 169 0328 or go to your local Job Centre.

A lot of people are already on Universal Credit and this is the final phase of moving people over to UC.

If you are worried about paying your rent, contact the Housing Income Management Team on 01273 293224. Our Income Advisors can help you maximise your income and access money advice.

Help available

Find out more about Universal Credit at www.gov.uk/universal-credit

You can get help to claim UC from Citizens Advice. Visit their website www.citizensadvice.org.uk or call 0800144 8444.

New look for 12 playgrounds

Families can check out a choice of newly refurbished play areas across the city this autumn.

Colourful new play equipment was recently installed in 12 play areas, from Mile Oak to Ovingdean.

It's all part of work to improve playgrounds and provide accessible and enjoyable play spaces for children and young people.

The new look play areas are at Hove Lagoon, William Clarke Park, Stanmer Heights, Kingswood flats, Milner flats, Mackie Park, Wolseley Road, Hollingbury Park, Ovingdean, Manor Road, Happy Valley and Mile Oak Recreation Ground.



Playground refurbishments at Stanmer Heights, Kingswood and Milner flats (pictured) were funded from the Housing Revenue Account (HRA). The HRA also helped fund the Mile Oak improvements.

For more information about the playground refurbishment programme, visit www.brighton-hove.gov.uk/playgrounds

Stanmer Park – Much needed resurfacing work will be carried out on the access road through Stanmer Park from 14 October for 5 days. The park will still be open, but the road will be closed and vehicle access and parking will be limited.



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:

North 2pm Tuesday 19 November, Housing Centre (conference room), Unit 1, Fairway Trading Estate, Eastergate Road, Brighton BN2 4QL

East 6pm Wednesday 20 November, Whitehawk Library meeting room, Whitehawk Road, Brighton BN2 5FL

Central 2pm Tuesday 26 November, Brighton Town Hall (committee room 1), Bartholomew Square, Brighton, BN1 1JA

West 6pm Wednesday 27 November, Hove Town Hall (council chamber), Norton Road, Hove BN3 4AH

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

Wildlife Photographer of the Year
From September until 16 March 2025
Brighton Museum

Over 100 photographs from around the world in an exhibition from the Natural History Museum in London.

Pumpkin Picking
18 to 31 October - Preston Manor

Family Day Take Part event
19 October - Brighton Dome

A day dedicated to celebrating multi-cultural arts and heritage

London to Brighton Veteran Car Run
3 November - finishes on Madeira Drive

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

Ageing Well Festival

A festival of celebrations and events for people aged 50 and above takes place from 27 September to 11 October.

The Ageing Well Festival is an opportunity to join in, meet new people and try something new.

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

The festival is produced by Impact Initiatives, working alongside the council, as well as voluntary sector organisations and local businesses.

For more information, visit www.ageingwellfestival.org, pick up a programme at local libraries, or call 01273 322948.

West area health event

A west area community health event is being held on Saturday 12 October from 10.30am at St Richard's Community Centre, Egmont Road, Hove BN3 7FP

A wide range of services will be attending, and there will be free refreshments and wellbeing treatments. For more information call Claire on 01273 410858 or email claire.hines@hkproject.org.uk

Win a trip to The Brighton Lights

Enter our free draw for a chance to win a family ticket to The Brighton Lights.

We have a family ticket, for 2 adults and 2 children up to 16, to the winter light show at One Garden Brighton in Stanmer Park.

The winner will be able to enjoy a glowing trail of festive lights around the gardens, curated by local artists.

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

- Which month does the Survey of Tenants and Residents start?
- How many new apprentices have just joined the Electrical Testing and Compliance Team?
- Where are The Brighton Lights held?

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, full address, postcode and phone number.**

The Brighton Lights are held on 7, 8 and 11 to 23 December. The winner will be able to go on a date of their choice, subject to availability. For more information, visit www.thebrightonlights.co.uk

The closing date for entries is 21 October 2024. The winner will be notified and their name published in next issue of Homing In.

The draw is open to all households who receive Homing In by email or post.

Computer drop-in sessions

Free computer drop-in sessions are held every Tuesday from 10am to 12 noon, at St Richard's Community Centre, Egmont Road, Hove, BN3 7FP.

The friendly sessions are organised by the Hangleton & Knoll Project and can help with general IT, form filling, health/NHS App support, employment, volunteering or training. No booking is required and everyone welcome.

Call David on 07422 665761 or email hakit@hkproject.org.uk for more information.

Congratulations

Thanks to everyone who entered our summer draw to win tickets to the Level Up soft play area at Withdean Sports Complex. The winners were Joanne Smith from Hove and Sandra Matheson 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
08082 787815

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 at www.gov.uk

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Council meetings

Brighton & Hove City Council has a Leader & Cabinet
decision-making system. The Cabinet is responsible for
day-to-day decision making on most council services,
including housing.

The Cabinet meets monthly, with a break in August.
Meetings take place in the Council Chamber, Brighton
Town Hall, Bartholomew Square, Brighton, BN1 1JA.

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, please 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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