

homing in

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

Winter 2024



Children enjoyed face paints and other family activities as part of the annual tenant conference held in Whitehawk.

Find out more about the conference on page 7.

Photo: Jess Lawrence

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Brighton & Hove
City Council

Welcome to the winter issue of Homing In

We recently agreed a new 'Homes for Everyone' housing strategy, setting out the council's vision for housing services and support in the city for the next 5 years.

Our goal is to deliver accessible, affordable and high-quality homes for everyone in Brighton & Hove.

We recognise there are significant challenges to contend with. We have increasing demand for our services, ageing council home stock and a raft of new legal duties to comply with, compounded by years of lack of investment.

To face those challenges, the housing strategy and the accompanying action plan are dynamic documents.

We will be reporting annually on our progress in achieving

these aims and you can find out more about the strategy at www.brighton-hove.gov.uk/homes-for-everyone

We have already begun making progress on improving our council homes following a critical report from the Regulator of Social Housing (RSH) earlier this year.

There's an update on page 3 on our response to the RSH report and we're committed to continuing to work hard to raise standards.

There's also news in this issue of how we're setting up a taskforce to tackle issues with anti-social behaviour, which



Councillor Gill Williams

we know are a concern for many residents. You can find out more below.

With best wishes for the festive season and 2025.

Councillor Gill Williams
Cabinet Member for Housing and New Homes



Anti-social behaviour taskforce

We're setting up a taskforce to tackle issues with anti-social behaviour (ASB) on our estates and improve satisfaction rates with how we deal with it.

We'll be carrying out visits to 4 pilot areas across the city to identify possible environmental improvements and gather feedback from residents, council staff, and police community support officers.

Our aim is to focus on taking rapid action, wherever possible, although we're aware some issues will need a

longer-term approach.

We want to improve the look and feel of neighbourhoods in order to discourage ASB and initially will be considering what improvements can be made.

Feedback from residents will be important and will shape our ASB work moving forward.

We always encourage people to report ASB, please call Housing Customer Services on 01273 293030 or email Housing.CustomerServices@brighton-hove.gov.uk

Investing in your homes



Work is continuing on a number of urgent measures as part of our commitment to provide safe, good quality homes and meet new national regulations.

The Regulator of Social Housing (RSH) report earlier this year highlighted a number of areas which we need to improve.

In response, we're investing more than £15 million in making rapid and necessary improvements to our housing to reach compliance as quickly as possible. We're continuing to meet the RSH team to update them on our progress.

A key part of this is the continuing work to reduce the backlog of routine repairs.

Two specialist companies started working for us in June to complete outstanding repairs, which is continuing to reduce the number of repairs open for more than 28 days.

Other key areas of work include:

- Carrying out enhanced fire safety assessments across our blocks and prioritising work to remedy the issues identified.
- A programme of checks and installations to make sure all homes have working smoke detectors.
- Prioritising electrical checks on homes to ensure all wiring and installations are safe. We've introduced a 5 year testing cycle and are working through a programme to bring checks on all homes within this cycle.
- Carrying out water assessments in homes which have been identified as being at risk of potential problems with their water supply.

We would like to thank tenants for your patience and understanding. 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. We'll provide further updates on this work in future issues of Homing In.

We've also included the 2023/24 key tenant satisfaction measures introduced by the Regulator of Social Housing on page 11 of this issue.

Bedbugs

We are aware of some residents reporting problems with bedbugs in their homes.

We do appreciate how disruptive and distressing bedbugs can be and we will respond as soon as possible.

If you have concerns about bedbugs, please contact our Repairs Helpdesk by phoning 01273 294409 or emailing repairs.helpdesk@brighton-hove.gov.uk and we will arrange a treatment.

You will need to stay out of

your property for 3 hours after the treatment is done, after which it is safe to return. It can often require multiple treatments.

We will also provide advice on disposing belongings where needed.



Please don't put off paying your rent

We know the festive season can be a busy and expensive time, but please don't be tempted to put off paying your rent over Christmas and New Year.

There are a range of different ways to pay and help is available if needed.



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.

Other ways to pay

- Pay securely online with a debit card visit www.brighton-hove.gov.uk/pay and go to the 'housing rents' 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.
- You can also pay your rent and check you're up to date with payments using our Housing Online service. To find out more and register for a Housing Online account, visit www.brighton-hove.gov.uk/housingonline
- If you claim Universal Credit (UC) and receive housing costs within your claim, you can have your rent paid directly to the council. To set this up, contact the UC helpline on **0800 328 5644** or request this on your journal.

For more information

Call **01273 293065**

email rentaccounting@brighton-hove.gov.uk or visit www.brighton-hove.gov.uk/rent

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**.



Fun free activities

The Holiday Activities and Food (HAF) programme returns this winter, offering an exciting range of sessions during the school Christmas break.

HAF provides free holiday clubs and activities for children and young people from Reception to Year 11 who receive benefits-related free school meals. Children attending these sessions also receive a free, nutritious meal.

The programme of activity sessions starts on 23 December and ends on 3 January. Eligible participants can book up to 4 HAF sessions, with one HAF booking per day.

To book a place visit www.brighton-hove.gov.uk/HAF If you don't have internet access, call our Family Hubs on **01273 293545** to find out more about HAF.



New homes update

Rottingdean Homes

We've recently purchased 21 new homes in Rottingdean to provide much needed affordable rented accommodation for households on our housing register.

This is a mix of 1, 2 and 3 bedroom flats and houses, including 4 wheelchair accessible properties.

We hope to start advertising the first properties before Christmas on our Homemove lettings service and have families move in from January.

Some of the homes could be let to existing council tenants looking to downsize, helping to free up large family homes for others.

The homes were built by a private developer as part of a development on the former St Aubyn's School site.

Increasing the supply of housing in the city is a priority for the council and the purchase is part of a range of measures to provide more council homes.



New homes in Rottingdean

Plans for homes in Mile Oak

A planning application for around 20 new council homes off Mile Oak Road in Portslade is due to be submitted in the new year.

Public consultation was held in September on initial designs for the development and we would like to thank everyone who gave us their views.

Local residents provided valuable feedback which is helping to shape the final proposals in the planning application.

Further consultation is planned, and dates were still to be confirmed at the time of going to print. Details will be provided on the council's Your Voice engagement platform, visit yourvoice.brighton-hove.gov.uk and letters will be sent to nearby residents.

New Homes for Neighbourhoods

A small car park in the North Laine is being transformed to provide 4 new council homes.

The development in Frederick Street consists of 2 studio flats and 2 two-bedroom flats.

Work is due to be completed at the end of February, and the new homes ready to let in March to people on our housing register.

The homes are designed to be energy efficient to help reduce bills for residents. Air source heat pumps will transfer heat from the air outside for heating and hot water.

The development is the latest in our New Homes for Neighbourhoods (NHFN) building programme.

More than 250 new homes have been built through NHFN since it started in 2013 and many more are in the pipeline.

These include 2 developments in Hollingbury where work is due to start in December. Nine flats are to be built on the former library site in Carden Hill, and 3 houses will be built nearby in Rotherfield Crescent on a site previously used for garages.

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



Plans for Carden Hill in Hollingbury



Gutter cleaning

Work is underway to clear and clean gutters at all our council homes.



The aim is to prevent damage and damp being caused by gutters becoming blocked with overgrown vegetation and other debris.



The work is being carried out by our contractor, Kingsley Roofing, and since April gutters have been cleared at more than 2,900 properties.

Due to the high number of gutters being cleared each day, Kingsley Roofing are not pre-booking appointments.

However, if tenants are not home to allow access, the company will leave contact information so that a convenient time can be arranged for them to return.

If you would like to find out more information on when your property is scheduled to be cleaned, email bhcc.gutters@kingsleyroofing.co.uk

Tackling tenancy fraud

Council housing is in huge demand in the city, and fraudulent use of properties keeps homes away from people on the housing waiting list who need them more.

Tenancy fraud is a criminal offence and is not a victimless crime.

Please let us know if you suspect a tenant is not living in their property and allowing others to live there.

During 2023/24 we took back 3 homes which were being sublet and 4 which were abandoned. Three homes were also returned following wrongful succession applications.

You can report in confidence. Please email anti-fraud@brighton-hove.gov.uk, visit www.brighton-hove.gov.uk/tenancy-fraud and fill in the online form, or call us on 01273 291847.

Safety first with alterations



If you wish to make an alteration to your council home, please make sure you get permission before carrying out any work.

This is particularly important if electrical or gas work is required, and this must be carried out and signed off by a qualified electrician or gas engineer.

All completed gas and electrical certificates should be sent to Electricaltesting@brighton-hove.gov.uk

There have been several recent instances of residents having new kitchens or bathrooms

installed without permission, where electrical work has fallen below standard. This causes a risk of fire or electric shock.

You can use our online form to request permission to make alterations, visit www.brighton-hove.gov.uk/alterations or call Housing Customer Services on 01273 293030 for more information.

Getting together at the annual tenant conference

Thank you to everyone who took part in our annual tenant conference at Whitehawk Library in October.



The event was organised by residents and staff, with something for everyone – from information stalls and workshops to fun family activities.

It was a chance for tenants to give feedback and ideas about their homes and estates, and share their views on important local housing issues.

Workshop topics included treating tenants with fairness and respect, building safety, the council's housing budget, and the Regular of Social Housing's report.

Staff were on hand to help, and a range of stalls provided information on tenancy matters, money advice, repairs, health and wellbeing, recycling and more.

Children's craft activities, face painting, and games were popular, and made it easy for parents and carers to drop into the event.



East Sussex Fire and Rescue Service, Sussex Police and local community groups also took part.

The event was a change from the format of tenant conferences which have been held at Hove Town Hall in recent years. We hope to hold it in a different part of the city next year.

Council staff gathered so much brilliant information from tenants, and it was good to hear about the real experiences of people living in council homes. All this information will be looked at and used to improve housing services.

Chris El-Shabba, a tenant representative from Whitehawk, chaired the conference. She said: "I think it was the best one we've had for a long time. It was well attended and we can't wait to move on to another area next year."

One resident who attended said: "I'm amazed at how helpful it has been. I thought it would be people talking at me, but it's been completely the opposite. Everyone has been so helpful and I've got so much information going round the stalls."



Activities at the conference included crafts and face painting



Photos: Jess Lawrence



If you would like to get involved in helping to organise next year's event, please contact the Community Engagement Team on 01273 291518 or email community.engagement@brighton-hove.gov.uk



Christmas fire safety advice



Fire safety is important at every time of year, and the extra distractions of Christmas make it especially important to be vigilant during the festive season.

- ★ **Never leave cooking unattended and always turn off kitchen appliances when you finish cooking.**
- ★ **Never leave burning candles unattended.** Keep candles out of the reach of children and pets and away from decorations, cards, wrapping paper, fires, lights and heaters.
- ★ **If you smoke, make sure your cigarette is fully extinguished.**
- ★ **Don't overload sockets.** Use only one plug per socket and always turn off plugs when they are not in use (except those designed to be left on, like freezers).
- ★ **Make sure you switch off inside and outside fairy lights and unplug them before going to bed or leaving the house.**
- ★ **Do not use bottled gas heaters.**
- ★ **If you are using an electric blanket or heated pad,** always read and follow the manufacturer's instructions and remember to switch them off.
- ★ **Please 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, including electrical wheelchairs, bikes and scooters. This also means decorations and wreaths cannot be hung on the outside of flat doors.

Thinking of buying an e-bike, e-scooter, or another e-device for Christmas?



The 'Buy Safe, Be Safe' campaign urges you to avoid faulty products, buy from trusted sellers, and follow safe charging practices - please don't buy cheap chargers. For more information, visit www.gov.uk/buy-safe

For more fire safety advice visit the fire service website www.esfrs.org/more-home-safety-advice or call **0800 177 7069** to arrange a home safety visit.

Music making at Brooke Mead

A celebration concert was held at Brooke Mead extra care scheme in October to mark the 10th anniversary of Music for Connection, a local community music service.



Residents joined in the event, singing and playing along to a mix of instrumental music and popular songs.

Musicians from Music for Connection have been holding weekly 'Sing and Play' sessions at Brooke Mead in Albion Street, Brighton, since the scheme opened.

They even carried on during the pandemic, performing outside in the street in all weathers. The free 'Sing and Play' sessions for people aged 50 plus are held every Friday at 11.30am. To find out more and book a place, visit www.musicforconnection.co.uk or call **01273 569096**.



Joining in the concert

Seniors housing

Brooke Mead is one of 23 council-run seniors housing schemes across the city. For more information about seniors housing, 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.

Tips for saving energy

We know heating and energy costs are a concern for many households this winter.

- If you are warm enough, try turning down your thermostat by one degree to save around £145 a year. (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.)
- Keep a gap between radiators and furniture
- Turn off lights when leaving a room
- Avoid overfilling the kettle

For more tips, visit www.energysavingtrust.org.uk

For advice on staying warm and well this winter, visit www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well

Local Energy Advice Partnership (LEAP)



LEAP is a free service that helps people keep warm at home and reduce their energy bills. To book a free energy advice phone call or home visit, phone **0800 060 7567** or apply through the website at www.applyforleap.org.uk

Brighton & Hove Fuel Payment

Extra support is available this winter if you are of pensionable age and struggling to pay your energy bills because you no longer receive a Winter Fuel Payment.



We can help with:

- providing one-off direct financial support if you are struggling to heat your home or pay your energy bills
- checking your eligibility for Pension Credit and Winter Fuel Payments and help to make an application
- energy advice on keeping warm in an affordable way this winter

If you need extra support this winter, visit www.brighton-hove.gov.uk/request-help-and-support or call our Community Hub helpline on **01273 293117 (option 2)**. The Community Hub helpline is open from 10am to 4.30pm Monday to Friday.

NHS 111 offering crisis mental health support

People experiencing a mental health crisis can now benefit from support through the NHS 111 phone line.

People of all ages who are in crisis or concerned family and loved ones can call 111, select the mental health option and speak to a trained mental health professional.

NHS staff can guide callers with next steps such as organising face-to-face community support or facilitating access to alternatives services.

During busy periods, you may need to wait for someone to answer your call. If you would prefer not to wait, you can use the free 24/7 crisis support text messaging service instead.

Text the word **SUSSEX** to **85258** for a confidential text-based conversation with a trained volunteer.

The NHS continues to advise people to call **999** if there is a serious risk to life.

For more information about mental health support, visit www.sussexpartnership.nhs.uk/your-mental-health/getting-help/sussex-mental-health-crisis-line



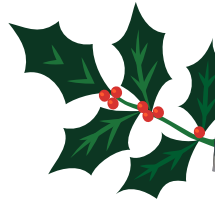
Have your say on the City Plan

The council has launched a consultation to hear people's views that will help shape future development in the city over the next 15 to 20 years.

The City Plan 2041 consultation is asking for opinions on a wide range of issues, such as:

- How can we increase the number of new homes that are built in the city? Is building taller one answer?
- Should we develop park and ride sites to service the city centre?
- Do you think there are certain areas of the city where short-term lets are more appropriate than in other areas or wards?

You can give your views on areas such as housing and accommodation; amenity spaces; transport and roads; sustainability and the natural environment; supporting a sustainable economy; and building a healthy city.



The consultation runs until 20 January. Find out more and take part at yourvoice.brighton-hove.gov.uk

Copies of the consultation document are available in all libraries and council customer service centres. These give details of how you can comment by email or post, if preferred.

Council officers will be available in person to answer questions at a drop-in session at Jubilee Library in Jubilee Street, Brighton, on 9 January from 1pm to 4pm.

News from the Leaseholder Action Group

The next Leaseholder Summit is now being planned. This will be in a similar format to the previous 2 years. We hope to see all leaseholders there. We are planning on 8 February 2025 at Hove Town Hall. Please book the date now.

We also hope to arrange a demonstration of the Housing Online system and see what it can do for us as leaseholders.

Please watch out for mailings about these.

If you have not yet asked for a breakdown of the costs included in your annual Certificate of Expenditure, please do so. And please do check through the breakdown, and query anything you do not recognise or understand.

The Leaseholders email group has recently moved to a new platform. All subscribers have been transferred to the new list.

If you wish to join, or get involved in the Leaseholder Action Group, email lag@clarend.com or phone 01273 605225 (mornings or evenings best).

Rosemary Johnson
LAG chairperson



Housing performance – how are we doing?

The Housing Service collects a large range of performance-related data. This allows us to measure how well we're doing in delivering different elements of the service and is used to make decisions on service improvement.

In this issue, we are including a list of the key tenant satisfaction measures for 2023/4 introduced by the Regulator of Social Housing.

Tenant Satisfaction Measures for 2023 to 2024

- Non-emergency repairs completed within 28 calendar days **46%**
- Emergency repairs completed within 24 hours **95%**
- Dwellings that meet the Decent Homes Standard **97%**
- Proportion of homes for which all required fire risk assessments have been carried out **97.5%**
- Proportion of homes for which all required gas safety checks have been carried out **99.9%**
- Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out **77.1%**
- Proportion of homes for which all required legionella risk assessments have been carried out - not reported in 2023/24 *
- Proportion of homes for which all required communal passenger lift safety checks have been carried out **100%**
- Number of stage 1 complaints received per 1,000 homes **60.9**
- Proportion of stage 1 complaints responded to within target timescales **83.5%**
- Number of stage 2 complaints received per 1,000 homes **7.7**
- Proportion of stage 2 complaints responded to within target timescales **49.5%**
- Number of anti-social behaviour cases opened per 1,000 homes **56.1**
- Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes **2.8**

*Due to challenges in collecting and verifying the accuracy of our water-related performance data, we were unable to publish information for 2023/24. We know our performance in this area has been below expectations and we're working hard to improve this.

For more information about our housing performance, visit

www.brighton-hove.gov.uk/housing/housing-performance-how-are-we-doing



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.



Tea and trees!

Neighbours enjoyed a 'Tea and Trees' afternoon at a community orchard on the Bates estate in Brighton.



Weeding around the fruit trees

A dozen fruit trees were planted on greens on the estate during lockdown and are now flourishing.

A group of residents got together to weed around the trees at the event in October, organised by the Bates Estate Community Association.

They also took part in a quiz

about the trees, which include a mix of cherries, pears, and Sussex apple varieties.

The afternoon was rounded off with refreshments prepared by a local resident, apple juice and a cuppa! Julia (Jools) Voce, one of the residents involved, said: "It was a really nice way to spend a Sunday afternoon, on our doorstep and creating connections between neighbours."

Another 'Tea and Trees' event is planned for January.

Festive winter fayre ★

Enjoy festive community entertainment at Brighton Winter Fayre, a new event taking place at St Peter's Square in York Place, Brighton, in December.

The event promises a mix of creative workshops, children's activities, a Christmas grotto, makers market, live performances, music nights, plus a variety of free local entertainment. The fayre will be open ★ each Thursday to Sunday in the run up to Christmas from 10am to 11pm.

For more information and to find out about ticketed events and workshops at the fayre, visit www.brightonwinter.org

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:

East

- **2pm Wednesday 12 March**
Whitehawk Library meeting room, Whitehawk Road, Brighton BN2 5FL

Central

- **6pm Tuesday 18 March**
Venue to be confirmed

West

- **2pm Wednesday 19 March**
Hove Town Hall council chamber, Norton Road, Hove BN3 4AH

North

- **6pm Wednesday 19 March**
Housing Centre conference room, Unit 1, Fairway Trading Estate, Eastergate Road, Brighton BN2 4QL

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

Burning the Clocks 21 December

Winter solstice parade through the city centre, finishing on Brighton beach.

Royal Pavilion Ice Rink Daily until 5 January

Christmas Mice at Brighton Museum and Hove Museum Spot mice around the museums' galleries until 2 January.

Find out about 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, email homingin@brighton-hove.gov.uk or call Housing Customer Services on 01273 293030.

Win a visit to the Royal Pavilion

Enter our free draw for a chance to win a family ticket (for 2 adults and up to 4 children) to the Royal Pavilion.

The winner will be able to enjoy the Regency splendour of the Pavilion, which was constructed as the seaside pleasure palace of King George IV and discover more about its history.

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

How many new homes have we recently purchased in Rottingdean?

Where was the annual tenant conference held in October?

Who was the Royal Pavilion built for?

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 closing date for entries is 13 January 2025. 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.

More information

The Royal Pavilion is open daily throughout the year (except 25 and 26 December). For more information, visit brightonmuseums.org.uk or call 03000 290900.

Congratulations

Thanks to everyone who entered our autumn draw to win a family ticket to The Brighton Lights. The winner was Sylvie Kinnear from Brighton.



New seafront park takes shape

A new skatepark, pump track and roller area are now open on Hove seafront.

The wheeled sports area is part of Hove Beach Park, a new park being created stretching from Hove Lagoon to the King Alfred Leisure centre.

When finished, the park will also feature gardens, a sand sports area, tennis and padel courts, an outdoor sports hub, and improvements to the croquet area and the facilities at Hove Lagoon.

Hove Beach Park will be formally opened in the spring. To find out more, visit www.brighton-hove.gov.uk/hove-beach-park



New gritters ready for action

We have 3 new gritters ready to roll out when road temperatures drop this winter. We've also got 350 tonnes of grit, with 1,000 more on standby.

Our gritting teams are on call 24 hours a day from November to April and can treat around 156 miles of roads around the city.

Priority is given to key routes and those that keep the city moving, including bus routes and roads that lead to hospitals and the city centre.

The teams have access to the latest technology, including new road sensors monitoring temperatures across the city and weather forecasting information.

Using the data collected, they can then choose the most appropriate routes to treat and how much grit to use.

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



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

Improving refuse and recycling services

It's been another busy year for our waste and recycling teams.

In the last 12 months, we've added a new afternoon waste collection round which means we can catch up on any missed collections quickly.

We've also begun to roll out new in-cab technology to improve the reliability and efficiency of the service. It's helping our drivers to navigate around the city, report any problems they come across and even help notify residents of any issues with things like contaminated recycling bins.

Earlier this year we added 55 new orange carton recycling bins and 21 pink waste electrical and electronic equipment containers at our recycling points.



Plans are also in the pipeline to introduce plastic pots, tubs and trays to our recycling collections, as well as collecting food waste. We'll be sharing more about this in the new year!

You can do your bit to help by making sure you put your recycling in the right recycling container and make sure your refuse and recycling is put out on the correct day for collection.

Please see details on page 15 for changes to collection days over the festive period and information about Christmas recycling.

Christmas & new year recycling & refuse collection dates

Your collection days change over Christmas and new year. Please put your refuse and recycling out by 6am on...



Usual day	Collected on...
Wednesday 25 December	Friday 27 December
Thursday 26 December	Saturday 28 December
Friday 27 December	Monday 30 December
Monday 30 December	Tuesday 31 December
Tuesday 31 December	Thursday 2 January
Wednesday 1 January	Friday 3 January
Thursday 2 January	Saturday 4 January
Friday 3 January	Monday 6 January
Monday 6 January	Tuesday 7 January
Tuesday 7 January	Wednesday 8 January
Wednesday 8 January	Thursday 9 January
Thursday 9 January	Friday 10 January
Friday 10 January	Saturday 11 January

Collections return to your usual days from Monday 13 January

To check your collection days in 2025 and download your collection calendar if you have fortnightly recycling, visit www.brighton-hove.gov.uk/cityclean and put in your postcode.

Garden waste collections stop over Christmas and new year. The last collection will be on Friday 20 December, with the service resuming from Monday 6 January.

Recycle this Christmas!

★ Christmas trees ★

Christmas tree recycling sites will be open from **Monday 30 December until Friday 31 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

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

★ Food and drink

Plastic bottles can go straight in your recycling box or bin, washed and squashed with lids, pumps and triggers on. Rinsed drink cans and food tins can also go in your recycling, along with egg boxes, and clean cardboard from food packaging.

Recycle all glass bottles and jars (washed, with metal lids back on) separately in your black box or glass bin so it doesn't contaminate the mixed recycling.

Cartons and tetrapak for juices and alternative milks, as well as gravy tubs and crisp tubes, can be recycled using our orange lidded carton bins at recycling points, visit www.brighton-hove.gov.uk/recycling-points

★ Wrapping paper and cardboard

Please only recycle wrapping paper and plain Christmas cards – shiny 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. Please keep all paper and cardboard dry!

★ Batteries & electrical items

Recycle batteries at your local supermarket or at our household waste recycling sites at Old Shoreham Road, Hove, and Wilson Avenue, Brighton.

Recycle electrical items that can't be reused or repaired, including old tech, cables and chargers, in our pink lidded bins at a number of recycling points in city or at the 2 household waste recycling sites. Batteries, vapes and electrical items can and do cause fires, never put them in your household recycling or rubbish. Please return to retailers.

For all you need to know about recycling in Brighton & Hove, visit www.brighton-hove.gov.uk/recycleright

Useful contacts

Housing Customer Services

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

Repairs Helpdesk

Report online at www.brighton-hove.gov.uk/repairs
01273 294409

Housing Income Management Team

email: Housing.Income@brighton-hove.gov.uk
01273 293224

Housing Benefit

email: 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

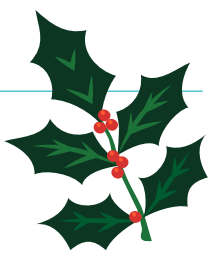
www.brighton-hove.gov.uk/domestic-abuse-help
Freephone 0300 323 9985

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

✕ Follow us on x.com/BHHousing

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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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