

homing in

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

Autumn 2025



A colourful new mural is providing a warm welcome at a community garden in Hollingdean. Find out more on page 4.

In this issue

- Tackling damp and mould
- STAR survey results
- New Neighbourhood Officers
- Win Preston Manor tickets



Brighton & Hove
City Council

Welcome to the autumn issue of Homing In

This October a new law comes into effect setting fixed time limits for social housing landlords to deal with damp and mould.

We're ready for this important change. We're launching a campaign to tackle damp and mould and setting up a specialist team to help with tenant enquiries and reporting.

Please get in touch if you have problems with damp and mould in your home, see page 3.

Thank you to everyone who attended and organised our Council Tenant Celebration Day at Hangleton Community Centre in September.

The event was a chance to share ideas, take part in workshops and join in family activities. We hope you found it enjoyable, and we'll have a fuller report in the next issue.

Feedback from residents is always important, and there's a round-up of results from our most recent Survey of Tenants and Residents (STAR) on pages 8 and 9, along with other Tenant Satisfaction Measures.

There are lots of different ways to get involved to give your views on our housing services, see page 7.

I would also like to welcome our new team of Neighbourhood



Councillor Gill Williams

Officers who are helping to improve our estates. The team was set up in response to feedback from residents and you can find out about their role on page 5.

**Councillor Gill Williams
Cabinet Member for Housing**

Creating Great Homes Together

Earlier in the year we carried out a series of workshops with tenants and staff, to help us improve on important issues you've raised through complaints and engagement.

We are already working through some of the actions that arose, such as training staff to improve our responses to complaints, and the information we provide on dealing with bed bug infestations, as well as working with tenants to fix issues in our processes and the way they affect residents.

We are now asking for your help on how to prioritise the improvements put forward, starting with what matters most to you.

Please take 10 minutes to complete the online survey at www.brighton-hove.gov.uk/creating-great-homes-together

If you require help to complete the survey, please contact the Community Engagement Team. Email communityengagement@brighton-hove.gov.uk or call **01273 291518** or **07717 302986**.

Signing up to the Houseproud Pledge

The Houseproud Pledge is a scheme delivered in partnership with the national LGBTQ+ charity, Stonewall Housing.



Home should be a place where people can freely express their sexual orientation and gender identity without fear of inequality or prejudice.

By signing up to the pledge, the council joins a network of social housing providers, all demonstrating their commitment to LGBTQ+ equality, visibility, and support for their residents.

Over the next year we will work closely with Stonewall Housing, to help ensure we achieve the accreditation of 'Pledge Pioneer'.

Tackling damp and mould

Our Housing Repairs and Maintenance Service is preparing for the introduction of Awaab's Law from October.

Awaab's law is named after the young boy who tragically died in 2020 from prolonged exposure to damp and mould in the home his family rented from Rochdale Boroughwide Housing.

From 27 October 2025, all social landlords in England will be required to deal with damp and mould problems within set timescales. Under the law our service will be required to:

- Complete emergency repairs within 24 hours
- Carry out the first investigation within 10 working days of being made aware of a potential hazard
- Provide a written report within 3 working days of the investigation visit
- Start the repair if categorised as 'significant risk' within 5 working days of the written report
- Complete repairs relating to damp, mould and condensation within a reasonable timeframe, which will vary based on works required
- Offer alternative accommodation if repairs cannot be completed within the above timescales and the hazard poses a 'significant risk'



In June we contacted all tenants via email, SMS or letter providing guidance on how to identify and reduce damp and mould in your home.

We're here to help and if you have any issues or concerns about your health due to damp and mould, please get in touch for us to start an investigation to resolve the problem.

To report a repair, including damp and mould

- Phone the Repairs Helpdesk on **01273 294409**
- Write to us at Repairs Helpdesk, Housing Centre, Unit 1, Fairway Trading Estate, Eastergate Road, Brighton, BN2 4QL
- Visit www.brighton-hove.gov.uk/repairs

Remember to check your heating

It's a good idea to make sure your heating is working properly before winter.

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

If there are any problems, please contact the Repairs Helpdesk online at www.brighton-hove.gov.uk/repairs or call **01273 294409**.

You can also report repairs using your Housing Online account if you have one, visit www.brighton-hove.gov.uk/housingonline



There's help and advice relating to heating and hot water, including how-to videos, on our gas contractor PH Jones' website. Visit www.phjones.co.uk



Volunteer Mel in the Two Trees garden

Colourful welcome at garden

A vibrant new mural is providing a colourful welcome at a community garden in Hollingdean.

The Two Trees garden at Tavistock Down has been run by local residents for 12 years. It's a peaceful spot to relax, get involved with gardening, and enjoy homegrown fruit and vegetables.

Now the mural is helping more people discover the garden and brightening up an adjoining wall.

It was funded by our Estate Development Budget and created by local artist Carl Evans and other local helpers.

Mel Jarvis, a volunteer at the garden, said: "The garden is a really lovely space and no-one can miss it now! We've had such positive feedback about the mural."

Two Trees is part of Growing Hollingdean, a volunteer group of residents who help develop community growing and wildlife spaces in the area, visit www.growinghollingdean.org.uk

To find out how to apply for funds from the Estate Development Budget, visit www.brighton-hove.gov.uk/EDB or call the Community Engagement Team on **01273 291518** or **07717 302986**.

Next steps for large panel system buildings

At the council's Cabinet meeting in July, councillors agreed to consult on and progress with the development of plans to renew the sites of our 8 large panel system (LPS) buildings.

This will include the demolition of the existing buildings – Dudeney Lodge and Nettleton Court in Hollingdean; Falcon Court, Heron Court, Kestrel Court, Kingfisher Court and Swallow Court in north Whitehawk; and St James's House in Kemp Town – to provide new council housing.

The decision followed a detailed review of the future options for the buildings, which also investigated strengthening and refurbishing the buildings.

However, the strengthening options would only guarantee 20 more years, at great cost and disruption, without solving the core safety issues in the longer term.

The next steps are to consult on a draft rehousing policy and the in-principle plans to redevelop the sites.

We've set up Resident Advisory Groups for the buildings and these have begun working with us to co-design the consultation questions to be used in the engagement on the rehousing policy and the redevelopment plans.

These are both due to take place in the autumn. Once the policy is agreed, the rehousing programme will begin early next year and will be phased over several years.

We are committed to supporting residents through each step of what we understand will be a disruptive and upsetting process.

New Neighbourhood Officers

A new team of Neighbourhood Officers has been created in response to feedback from residents to help improve our council estates.

The new officers are working in our housing teams and carrying out casework with residents in their homes and on our estates.

There will be 8 Neighbourhood Officers in total, 2 for each of our housing areas (north, west, east, and central).

They complement the work of the city's housing officers in helping to maintain tenancy agreement conditions and ensure our homes and estates are pleasant places to live.

Their work includes estate inspections to spot any potential neighbourhood or tenancy issues, and make sure prompt action is taken to resolve them.

They also carry out tenancy visits to residents' homes, advising on fire safety and checking on any support residents need, while also ensuring they comply with their tenancy agreement.

While out and about, the officers are linking up with resident groups to hear about any neighbourhood concerns.



Councillor Gill Williams with members of the new Neighbourhood Team

This increased presence on our estates means issues can be identified early on, and the Neighbourhood Officers are already bringing results.

This includes taking action (either themselves or by the relevant council team) to:

- **Remove drug litter and dumped rubbish**
- **Clear overgrown communal areas**
- **Resolve repairs and cleaning issues raised by residents or spotted on inspections**
- **Help mediate between neighbours over noise complaints and support vulnerable residents**
- **Bid for funds for communal areas**

Discount card for home improvements

One of our contractors, builders' merchant Huws Gray, is offering a discount of 20% or more across a wide range of products to help tenants and leaseholders with home improvements.

Firstly, you will need to order a card, this can be done by emailing HPC@huwsgray.co.uk

If you don't have access to email, please telephone **01273 751445** for assistance with accessing the catalogue and ordering.

Once your card has been delivered, products can be ordered online from the range at www.huwsgray.co.uk

At checkout there will be an option to insert the card number for the discount to be applied. All deliveries will be made to the resident's address, free of charge for orders over £50 (a £5 delivery charge will apply to orders under £50).



- This scheme is solely administered and run by Huws Gray, terms and conditions apply.

Please check your tenancy agreement (section 5) and terms of lease before carrying out any home improvements. Be sure to request the correct permissions for any alterations or visit www.brighton-hove.gov.uk/alterations for information.



E-bikes and e-scooters fire safety

As e-bikes and e-scooters become increasingly popular, a reminder that it's important to reduce their fire risk by storing and charging them correctly.

What are the risks?

Most e-bikes and e-scooters use lithium-ion batteries which can be easily charged at home. While this is convenient, it can create a fire risk if not done safely.

Fires can occur from poorly designed batteries, from charging them incorrectly, or from damage to the battery.

If the battery is ignited, it could lead to a fire.

How to reduce fire risk

- Never store or charge e-bike and e-scooters in communal areas as this can block emergency exit routes and create a fire risk.
- Always follow the manufacturer's instructions.
- Unplug your charger when it has finished charging and don't overcharge.
- Ensure that you have working smoke alarms in the property. If you are concerned about your smoke alarms, please contact our Repairs Helpdesk.
- Don't charge batteries overnight while you are asleep or away from home.
- Always use the approved manufacturer's charger.
- Don't cover chargers or battery packs when charging – this could lead to overheating.
- Don't charge batteries in areas of high temperature and sunlight.



Take care when storing and charging e-scooters and e-bikes

- Don't charge batteries or store your e-bike or e-scooter near combustible or flammable materials.
- Don't overload socket outlets or use inappropriate extension leads.
- Be wary of 'DIY kits' to convert a standard bike into an e-bike.

If you suspect that you have a faulty e-bike, stop using it immediately and report the fault to the manufacturer or retailer.

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

Please note e-bikes and e-scooters are not allowed anywhere inside the 8 large panel system (LPS) blocks, including flats, communal areas and storage spaces.

This applies to Dudeney Lodge and Nettleton Court (Hollingdean), Falcon Court, Heron Court, Kestrel Court, Kingfisher Court and Swallow Court (North Whitehawk), St James's House (Kemp Town).

Alternative storage with electrical charging facilities has been provided away from the buildings to allow residents to continue using these devices safely.



Have your say ways to get involved with housing

Residents came together at our Council Tenant Celebration Day in Hangleton in September to share ideas, lead workshops, and help shape priorities for the year ahead.

The event was held just as Homing In went to print and we'll have a report on it in the next issue

The Community Engagement Team has also been out across the city - helping tenant groups, hosting events, and starting new projects that make sure residents are involved in housing decisions.



Taking part in last year's tenant conference

From door-knocking in Portslade to coffee mornings at Somerset Point, and from Resident Advisory Groups in large panel system (LPS) blocks to the Tenant Handbook review, we're listening, learning, and acting - together.

Your voice matters

There are lots of ways you can help shape your housing services and community – find one that works for you.

Area Panels - These meetings play a vital role in tenants having a say and making decisions. If you want to get involved, they're a great place to start. See page 14 for dates.

Digital - Vote in quick polls, comment on social media, or rate your experience after a repair visit. (Find out about our Creating Great Homes Together survey on page 2.)

On your doorstep - Chat with us at pop-up stalls around the estates or join an estate walk to show us what needs fixing.

Join a tenant group - Connect with your neighbours through a tenant and resident association or help start one in your area.

Focus groups - Join focus groups to discuss improving services, help shape housing policies, or get involved with estate improvement projects.

Budget decisions - Have your say on how community money gets spent through our Estate Development Budget panels.

Long-term maintenance programme - Help us plan future improvements to your homes and estates.

Tenant Editorial Board - Help us review our communications, including Homing In!

Here to help



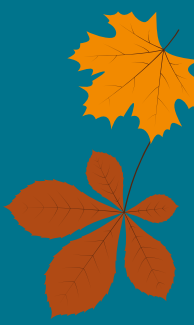
To find out more and get involved, please contact the Community Engagement Team, email community.engagement@brighton-hove.gov.uk or call 01273 291518 or 07717 302986.

Visit www.brighton-hove.gov.uk/community-engagement-diary

Follow us on Facebook and Instagram, search for 'Brighton & Hove City Council Community Engagement'.

We can provide help with transport, childcare, accessible formats, and translation services. Please talk to us if you have any specific needs.

How we're doing annual performance measures



Our annual **Survey of Tenants and Residents (STAR)** is one of many ways for residents to give us their views about their council homes and housing services.

As well as carrying out the STAR survey, we also collect a range of performance-related data for our annual **Tenant Satisfaction Measures**.

The council looks at this information to help us plan services and highlight where we need to improve.



Quality of communication

STAR survey

(Figures show the percentage of surveyed residents who were satisfied, compared with results for 2023/24 in brackets.)

- Satisfied their landlord listens to their views and acts upon them **52.6%** (2023/24 52.3%)
- Landlord keeps them informed about things that matter to them **67.3%** (64.8%)
- Landlord treats them fairly and with respect **76.2%** (73.7%)
- Satisfied with landlord's approach to complaints handling **26.2%** (29.9%)

Performance data

- Stage one complaints received per 1,000 homes **66.1** (2023/24 60.9)
- Stage two complaints received per 1,000 homes **10.3** (7.7)
- Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales **72.9%** (83.5%)
- Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales **57.3%** (49.5%)

While there is a slight improvement in us listening and responding, there is more that we need to do, particularly in terms of complaints handling.

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.

For information about the council's complaints procedure, visit www.brighton-hove.gov.uk/complaints

Quality of service delivery

STAR survey

- Proportion of respondents satisfied with the service provided by their landlord **67%** (65.4%)
- Satisfied with the overall repairs service from their landlord over the last 12 months **68%** (66.2%)
- Satisfied with the time taken to complete their most recent repair after they reported it **63.3%** (61.5%)
- Satisfied their landlord keeps communal areas clean and well maintained **66.4%** (63%)
- Satisfied their landlord makes a positive contribution to their neighbourhood **58.5%** (54.9%)
- Satisfied with their landlord's approach to handling anti-social behaviour **55.8%** (2023/24 55.4%)

Performance data

- Anti-social behaviour cases opened per 1,000 homes **65.4** (56.1)
- Anti-social behaviour cases that involve hate incidents opened per 1,000 homes **2.3** (2.8)
- Non-emergency responsive repairs completed within the landlord's target timescale **47.2%** (46.2%)
- Proportion of emergency responsive repairs completed within the landlord's target timescale **97.5%** (95.4%)

Our results show steady improvements, particularly in communal area maintenance and neighbourhood contribution. While emergency repairs are a strong point, we will continue to focus our efforts on improving non-emergency repairs performance.

We are also focusing on strengthening our anti-social behaviour responses, and deepening community engagement.

Quality and safety of properties

STAR survey

- Satisfied their landlord provides a home that is safe **69.3%** (68.8%)
- Satisfied their landlord provides a home that is well maintained **65.2%** (65.4%)

Performance data

- Proportion of homes that do not meet the Decent Homes Standard **2%** (2.8%)
- Proportion of homes for which all required gas safety checks have been carried out **99.98%** (99.9%)
- Proportion of homes for which all required fire risk assessments have been carried out **77.8%** (97.5%) *
- Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out **99.6%** (77.1%)
- Proportion of homes for which all required legionella risk assessments have been carried out **64%** (2023/24 not reported)
- Proportion of homes for which all required communal passenger lift safety checks have been carried out **100%** (100%)

* While fire risk assessments declined, this is due to an intentional delay to take a more planned approach to carrying out the assessments, and we expect to be reporting significant improvements over the next 12 months.

We've seen strong results in gas safety checks, asbestos surveys, and lift safety checks, and the proportion of homes not meeting the Decent Homes Standard has improved.

We continue to prioritise completing outstanding fire risk assessments, and the number of legionella risk assessments to ensure water safety.

Thank you to everyone who took part in the STAR survey which was carried out last autumn. A total of 1,377 residents gave their views.

For more information about our housing performance, visit www.brighton-hove.gov.uk/housing/housing-performance





News from the Leaseholders Action Group

The Leaseholders Action Group (LAG) is here to represent the interests of leaseholders and make sure your voice is heard.

We focus LAG's efforts on leaseholder-specific issues, complementing the work of Area Panels and resident associations.

Our priorities this year

- **Fire and cladding safety**
Supporting improvements and the council's use of the Building Safety Fund.
- **Transparency of service charges**
Pushing for clearer, more accurate repair costs.
- **Leaseholder education**
Helping you understand your rights, responsibilities, and the Section 20 process.
- **Lease extensions and reform**
Urging the council to provide clear guidance on upcoming changes.

Get in touch

visit [facebook.com/groups/bhlag](https://www.facebook.com/groups/bhlag)

email lag@maillist.cloud

call **01273 605225**

Keith Marston and Chris Vine, LAG Co-chairs

Stay safe from loan sharks

Help and support are available if you are concerned about loan sharks.

A loan shark is someone who lends money illegally without authorisation from the Financial Conduct Authority.

They often force people to pay back much more than they borrowed, and can use threats, intimidation and violence.

Loan sharks can be hard to spot

They might appear friendly at first and could be a neighbour, friend, or colleague. Warning signs include:

- **being given no paperwork**
- **having charges added**
- **having your bank card or passport taken from you**
- **being threatened or intimidated if you can't pay**

The England Illegal Money Lending Team (Stop Loan Sharks) investigates and prosecutes loan sharks and supports borrowers across the country.

If you or someone you know is affected by illegal money lending, contact Stop Loan Sharks for free confidential support by calling **0300 555 2222** (available 24/7) or use the Live Chat facility at www.stoploansharks.co.uk

Reducing the impact of being transferred onto Universal Credit

As the rollout of Universal Credit (UC) continues, many residents receiving benefits such as Income Support, income-based Jobseeker's Allowance, income-based Employment Support Allowance, Housing Benefit, Child Tax Credit, and Working Tax Credits will soon be asked to transition to UC.

If you're affected, you'll receive a 'Migration Notice' letter from the Department

for Work and Pensions giving you a deadline to apply for UC, usually within 3 months. Things to consider:

- The letter will contain your deadline and instructions.
- It's important to apply before the deadline. If you apply in time, you may be eligible for transitional protection to ensure your income doesn't drop suddenly.
- Update your rent details. UC includes housing costs, so make sure your rent information is accurate when applying for housing costs.

Missing the deadline could mean your current benefits stop, which may affect your ability to pay rent.

If you need support, Citizens Advice can help you with the early stages of your UC claim. You can speak to an adviser on **0800 144 8444**.

If you're concerned about your rent or property charges, please contact the Housing Income Team, we may be able to help and offer support. Call us on **01273 293224** or email housing.income@brighton-hove.gov.uk



Great expectations at Elizabeth Court

A new tenants' group is flourishing at Elizabeth Court seniors housing scheme in Hove.

It's called the Elizabeth Court Social Group and we have lots of fun ideas for future events including outings, quiz nights and cream tea afternoons.

We already have regular activities including bingo, musical exercises and crafts, and hope to apply for Estate Development Budget funding for more.

We really want to make all the residents here welcome at Elizabeth Court to join in.

From Sarah Warner, Secretary of the Elizabeth Court Social Group.

- If you would like help to set up a residents' group, please contact the Community Engagement Team. Email communityengagement@brighton-hove.org.uk or call **01273 291518** or **07717 302986**.



Lunch party at Lindfield Court

Celebrating new look lounge

Residents at Lindfield Court seniors housing scheme in Hollingdean celebrated a makeover of their communal lounge at a lunch party in August.

The tenants' association bid for funds from the Estate Development Budget to pay for improvements to the lounge.

The result is a welcoming new look and layout, with fresh decor and colourful new armchairs and sofas.

They also received a grant from the Paley Trust, a charity which supports older people in Brighton & Hove, for some of the new furnishings.

More people are using the lounge since the refurbishment and it's a popular meeting spot for informal get-togethers and regular activities, including a weekly art group.

Keen gardeners at Lindfield Court are also making improvements to the communal garden.

Abdul, one of the residents, said: "We've done our communal room completely afresh, it looks absolutely lovely, and our garden is doing brilliantly."

Residents and housing staff welcomed neighbours, members of local community groups and partnership organisations at the buffet lunch, to see the new look lounge and show them around the scheme.

For information about how to apply for funds from the Estate Development Budget, see page 4.

To contact the Paley Trust about grants for older peoples' groups and organisations, email PaleyTrust@outlook.com or call **01273 500439**.



Some of the Elizabeth Court social group

Find out about seniors housing

We have 23 council-run seniors housing schemes across the city, providing independent living for people aged 55 and over.

To find out more about our 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.

New homes update

Plans for 76 new council homes

Planning applications have been submitted for 76 new council homes in Edward Street in Brighton.

The applications are for 2 proposed new housing developments – one for 53 flats on the car park near Hereford Court and the other for 23 flats at Oakley House.

Consultation was carried out on initial proposals for both developments last year and feedback from local residents helped to shape the planning applications.

Two public exhibition drop-in events were held nearby at Leach Court in August to show people the designs before they were submitted.

There will be an opportunity for people to comment on the proposals as part of the planning process.

The proposal for the car park site is for 2 new blocks, one made up of seniors housing flats and the other a mix of one and 2 bedroom flats.

The proposal for Oakley House is for a mix of one, 2 and 3 bedroom flats.



Proposed development for Edward Street car park site

New Homes for Neighbourhoods

The proposed developments in Edward Street are part of our New Homes for Neighbourhoods (NHFN) programme, which is building new council homes on council-owned sites.

Projects currently in progress include:

- **Moulsecoomb Housing and Community Hub** Groundworks are starting this autumn on the development of more than 200 council homes and a multi-use community hub building.
- **Hollingbury** 9 flats are under construction in Carden Hill.
- **City centre** 4 flats are nearing completion in Frederick Street.

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

New use for garden site

A 2 bedroom family house in Martin Road, Hove, is the latest built through our Hidden Homes project.

The new home is built on land previously part of the garden of a neighbouring council house.

When the house became vacant, the garden was divided to provide the additional home.

The Hidden Homes project is putting small or 'hidden' spaces on our housing estates to good use, to provide more council homes.

The project has delivered 30 new homes since it began in 2019, including a 3 bedroom house in Bevendean also built on a converted garden plot.



New council home in Martin Road

For more information, visit www.brighton-hove.gov.uk/city-regeneration/hidden-homes



Food waste recycling

from kitchen to compost



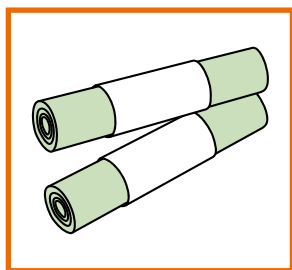
Food waste recycling is coming to Brighton & Hove from this autumn.

Weekly collections are beginning in September in parts of the the east of the city and will be extended to all other areas by March next year.

Every home will get



Grey food waste indoor caddy for your kitchen



Starter pack of compostable caddy liners

If you have a wheelie bin, you will get an outdoor caddy to put out for collection. If you use shared bins, you will get a food waste bin for you and your neighbours.

We'll let you know when your caddy will arrive and when collections will start in your area.

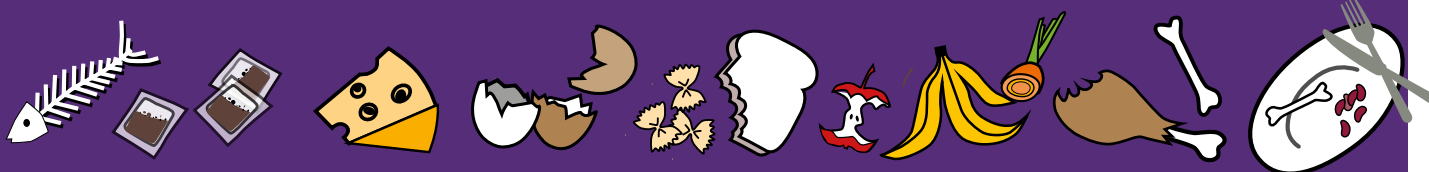
Currently, more than a third of household rubbish in the city is food waste. When you receive your caddy, please use it for all cooked and uncooked food.

You can put in fruit and vegetable peelings, plate scrapings, meat and bones, fish, cheese, bread, pasta, eggshells, tea bags and coffee grounds - just make sure to remove all packaging.

The food waste collected will be put to good use and turned into soil improver for farms.

When are food waste recycling collections starting in my area?

Saltdean, Rottingdean, Ovingdean, Woodingdean, Brighton Marina	September 2025
Coldean, Moulsecomb, Bevendean, Patcham, Hollingdean, Hollingbury, Withdean, Preston Park	October 2025
Westdene, Hangleton, West Hove, Aldrington, Portslade, Mile Oak	November 2025
Queens Park, Hanover, Kemp Town, Whitehawk, Central Brighton, Seven Dials, Roundhill, Central Hove	March 2026



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



Enjoying an event at a previous Ageing Well Festival

Celebrate age at the Ageing Well Festival

Celebrate your age at the Ageing Well Festival, a vibrant event for people aged 50 and over. This year's theme - Celebrate Ageing, Challenge Ageism - highlights the value of ageing and promotes positive change.

From 26 September to 10 October, 125 free and discounted events will take place across the city, from creative workshops and nature walks to cooking classes and sports activities. It's a great opportunity to try something new, meet others, and enjoy yourself.

The festival is organised by Impact Initiatives in partnership with the council, local businesses, and voluntary organisations. Programmes are available in local libraries and community centres.

Find out more, visit www.ageingwellfestival.org or call 0808 175 3234.

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 on the following dates.

Venues are still to be confirmed.

North 2pm Tuesday 18 November

East 6pm Wednesday 19 November

Central 2pm Tuesday 25 November

West 6pm Wednesday 26 November

For more information contact the Community Engagement Team, email communityengagement@brighton-hove.gov.uk or call 01273 291518 or 07717 302986.

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

City events

Brighton Makers Market
4 October – Jubilee Square

'Passion, Power and Protest' exhibition
Opens 25 October and ongoing – Brighton Museum & Art Gallery

London to Brighton Veteran Car Run
2 November – finishes on Madeira Drive

Family Day Take Part – free celebration of arts, culture and heritage
15 November – Brighton Dome

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

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



Win tickets to Preston Manor

Enter our free draw for a chance to win 2 tickets to Preston Manor in Brighton.

The manor is the former home of the Stanford family and a new visitor experience enables people to explore the 'upstairs-downstairs' world of Edwardian society.

The manor is open from Friday to Sunday until 30 November and the tickets will be valid for a visit during this time.

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

- How many Neighbourhood Officers will there be in total?
- Which seniors housing scheme has a new look lounge?
- Preston Manor is the former home of which family?

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.



Visitors can wander through elegant rooms, gardens, and servants quarters, and discover fascinating stories of the family and staff.



The closing date for entries is **15 October 2025**. The winner will be notified and their name published in the next issue of Homing In.

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

For more information about Preston Manor, visit brightonmuseums.org.uk or call 03000 290900.

Computer drop-in sessions

If you need some help navigating a computer or finding something online, free computer drop-in sessions are held 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 form filling, NHS app support, looking for employment, volunteering or training.

You can also find out about banking, shopping and paying bills online.

Sessions are held on Tuesdays from 10am to 12 noon (these are quieter) and Wednesdays from 10am to 12 noon, 1pm to 3pm and 3pm to 5pm. No need to book, just turn up.

Congratulations



Thanks to everyone who entered our summer draw to win all-day unlimited rides wristbands for Brighton Palace Pier. The winner was Patricia Prior 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
01273 294409

Housing Income Management Team

Housing.Income@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
07717 302986 or 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

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

Leaseholders Action Group

lag@maillist.cloud
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

f Like us on facebook.com/BHHousing

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

You can find your local councillors at
www.brighton-hove.gov.uk/councillors

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**.

Homing In is produced by Brighton & Hove
City Council's communications team and the
Tenant Editorial Board.

Save paper and get Homing In online!



Email housing.customerservices@brighton-hove.gov.uk
to stop receiving a paper copy of **Homing In** and we'll
email you when it is available on our website.

