

homing in

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

Spring 2018

Residents in Craven Vale are looking forward to growing their own fruit after planting more trees on their estate.

Full story on page 9.



In this issue

Neighbours making a difference

Tackling fly-tipping

Tenants move into new homes

Win Sussex Cricket tickets



Brighton & Hove
City Council

Celebrating community champions

Welcome to the spring issue of **homing in**.

In this issue we are celebrating the amazing community work residents do in neighbourhoods across the city.

You can find out more about the range of projects going on locally, and get ideas if you fancy playing a part, in a special feature starting on page 7.

Maybe you are thinking of taking up a new interest for spring? There's a taster of some of the variety of activities on offer locally (page 10) and information on how Digital Brighton & Hove is helping residents to improve online skills (page 15).

We're continuing to build more council homes, and there's news on pages 4 and 5 of the first residents moving into new flats at Kite Place in Whitehawk and Brooke Mead extra care scheme in Brighton.



Cllr Anne Meadows marks the start of work on new homes in Kensington Street

It's great to be able to report that by the end of this month, we'll have completed 131 new homes in a year. More are in the pipeline and work has just started on 12 homes in Kensington Street in the North Laine area.

Councillor Anne Meadows

Chair of the Housing & New Homes Committee

Updated Tenant Handbook

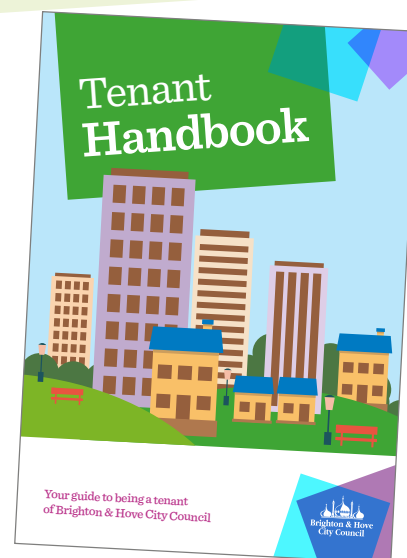
The Tenant Handbook has been updated and a new version is available on our website at www.brighton-hove.gov.uk/tenant-handbook.

The handbook contains lots of useful information about your tenancy and explains your rights and responsibilities, as well as the council's responsibilities as your landlord. It also provides a handy reference guide, with useful contact information for all the services that we provide, so you know who to get in touch with if you have any questions or concerns.

The updated version covers changes that have happened

since the handbook was last reviewed in 2013. This includes legislation such as the Localism Act, which resulted in changes to succession and discretionary succession rights about who takes over a tenancy when a tenant dies.

We are encouraging tenants to use the online version of the handbook, which can be quickly updated with the latest information if there are any more changes.



Paper versions of the handbook are available for those without internet access, and translations of the handbook are available on request. Contact Housing Customer Services on 01273 293030 or email customerservices@brighton-hove.gov.uk.

Get more for your move

Is your home bigger than you need, or getting too hard to manage? If you do an exchange or transfer, you can apply for a one-off payment of £1,000 or more if you move to a smaller home.

Moving can help you avoid under-occupation charges and frees up bigger homes for larger families who need them. And think of the money you could save each year from cheaper rent, cheaper fuel bills, and possibly cheaper Council Tax.

You can apply for a transfer through Homemove, or why not try and find another tenant to do a mutual exchange with? The money in the pot for this transfer incentive scheme is limited, so don't delay.

Julie (not her real name) exchanged from a three bedroom house to a two bedroom in 2016. Because of the move the 'bedroom tax' no longer applied, and she received £1,500 into her bank account after moving.

Julie said: "The money was a great help, it paid for carpets, flooring, two sofas and some curtains. I would recommend the scheme 100% to any tenant looking to downsize."

As well as money for moving, we've got information about redirecting your post, getting a better deal from your energy provider, and even recycling furniture you might not need when you move.

For more information call Housing Customer Services on 01273 293030 or visit www.brighton-hove.gov.uk/tis.

If you have arrears or charges against your tenancy, these will be deducted from any money you are entitled to under the scheme.



We're running another amnesty for tenancy fraud between 3 April and 31 May.

It's illegal to sublet council or housing association accommodation or keep your social housing tenancy when you are living elsewhere.

During the amnesty, hand your keys back to us and no action will be taken against you for tenancy fraud.

You can hand them in at Bartholomew House, Portslade Town Hall, the Whitehawk Community Hub or the Lavender Street office.

Tenancy fraud keeps homes away from the people who need them more. National figures suggest that it costs the public purse £18,000 a year for each property, in terms of accommodating a family in temporary housing.

Six families were rehomed through the amnesty we ran last winter. The six homes returned included two three-bedroom and two two-bedroom properties.

Visit www.brighton-hove.gov.uk/tenancy-amnesty or call Housing Customer Services on 01273 293030 for more information.

If you suspect someone isn't living in their council house or is subletting it, report it to us in confidence by emailing anti-fraud@brighton-hove.gov.uk or calling 01273 291847.

New Homes for Neighbourhoods Update

Work starts on new city centre homes

Work started last month on 12 new council homes in Kensington Street, in the heart of the North Laine area.

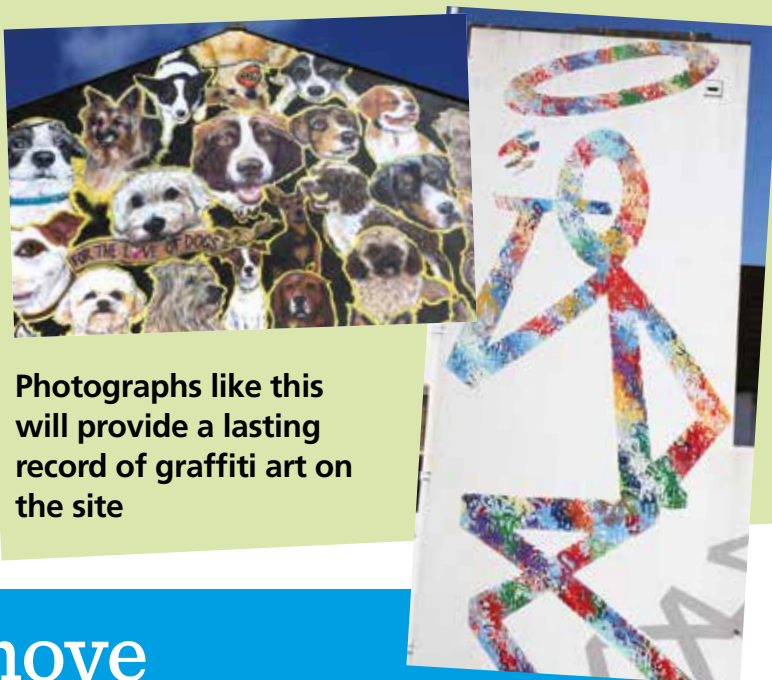
This is the twelfth New Homes for Neighbourhoods (NHFN) new build scheme and will be made up of three houses and nine flats, including a flat of specially designed for wheelchair users.

They will be completed next year and let through Homemove to households in housing need at affordable rents.

Kensington Street has been popular with street artists and photos have been taken to provide a permanent record of the graffiti art on the site. These will be kept at The Keep archives and historical resources centre. The Keep is at Woollards Way, Brighton, BN1 9BP and is on the number 23, 25, 28, and 5B (peak times only), bus routes. Visit www.thekeep.info.



How the Kensington Street homes will look



Photographs like this will provide a lasting record of graffiti art on the site

Improving Homemove

We're replacing the Homemove computer system which manages choice based lettings for council and housing association properties in the city. The change to the new system is planned for the end of May.

The switch will include a new Homemove website to make bidding for available properties quicker and simpler.

If you're a current member of Homemove, you don't have to do anything – your Homemove number will allow you to access and make bids on the new website as you do now. Full guidance covering the changes will be available on the website.

Homemove allows tenants and prospective tenants to bid for the available properties they are interested in.

All available properties are advertised on the Homemove website. To bid, you must become a member of the Homemove scheme by applying to the council for housing or a transfer if you are a current tenant.

For the latest updates on the switch, visit www.brighton-hove.gov.uk/homemove.

Home sweet home for Val and Carly

Mum and daughter Val Roche and Carly Macdonald are the first tenants to move into Kite Place in Whitehawk, the largest council new build scheme in the city for many years.

Val, who moved from Hove, said: "The flat is absolutely perfect for us, I love the open plan kitchen and living room and we have a lovely balcony. A lot of thought has gone into everything, even the corridors and landscaping of the grounds are amazing.

"I have two other children living in Whitehawk, so I am much nearer to them now. I can see my daughter's house from here!"

Kite Place is made up of 57 flats, built to 'accessible and adaptable' standards, with lifts to all floors.

Tenants also benefit from economical and efficient heating and hot water from communal boilers.

Also in Whitehawk, 29 new flats are being let at Hobby Place. The homes are a mix of one, two and three bedroom flats, located close to Whitehawk Academy.



Settling into their new home - Carly (left) and Val with their dog Misty.

A total of 165 new council homes for rent have been built under the council's New Homes for Neighbourhoods programme since 2015.

This includes 131 new homes completed in 2017/18 alone, and more are in the pipeline.

Amazing new homes for people living with dementia

People moving into the council's, cutting edge Brooke Mead Extra Care scheme in Albion Street, Brighton are settling into their new homes.

The scheme (pictured) is designed to help people with dementia carry on living independently, with self-contained flats and carers on site 24 hours a day, providing peace of mind for residents and their families. Residents have use of a lounge and social activity rooms, a laundry, courtyard garden and community café.

There's information about some of the activities taking place at Brooke Mead on page 11.



Fly tipping – the cost to everyone

Every year the council spends thousands of pounds clearing items that have been fly-tipped on our estates.

That's money which could be much better spent on improving homes and neighbourhoods.

During 2017 we cleared a staggering 4,130 fly-tipped items from communal areas and bin stores, ranging from a car engine and parrot cage to sofas and mattresses.

Removal and disposal of these dumped items cost the council more than £80,000.

It's not just the financial cost which is a concern. Keeping hallways, communal areas and fire exits clear of fly-tipped items is vital for safety reasons.

And rubbish dumped around communal bins can make them difficult to access and empty.

Everyone can help to keep our estates tidy for all to enjoy and we are grateful to residents who already dispose of their unwanted items responsibly.

Penalties for fly-tipping

Communal areas and bin areas across the city are regularly fly-tipped by people leaving furniture or other bulky items alongside bins. This is an

offence and can result in a penalty fine of £300.

If you know someone is dumping their rubbish, or you want to report fly-tipping, please call Housing Customer Services on 01273 293030

Some of the thousands of fly-tipped items cleared from estates

Most fly-tipped items last year

- 816 mattresses
- 466 chairs
- 430 sofas



Recycling centres

There are recycling centres in Hove (off Old Shoreham Road) and Brighton (Wilson Avenue). If you don't drive, do you have a friend or neighbour who does and can help you dispose of your unwanted items properly? For more information visit the website www.brighton-hove.gov.uk/recyclingcentres.

There are many ways to dispose of unwanted household goods, electrical items and furniture

Cardboard

Boxes and pieces of card can be easily recycled in your own recycling bin or at one of the recycling points across the city.

Bulk removal service

Cityclean have a bulk removal service which offers discounts to people over 60 and those who are on certain benefits. Call 01273 608142 to arrange a collection.

Furniture recycling

The Estates Services team runs a recycling project and can collect unwanted household items in good

condition. These are used to help people in need, for example, to provide furniture for residents whose property has been damaged by a flood or fire.

White goods such as fridges are in high demand, but unfortunately cookers can't be recycled at present.

To donate items call 01273 294769.

Charities

Many charities also welcome donations of furniture and will often collect.



Les Barnes (left) and Ivor Johnson from Estates Services at the furniture recycling project

Getting Involved Special

Welcome to a special four page feature putting the spotlight on how residents are making a difference – and how you can play your part.

Making a difference in your community

Getting involved in your neighbourhood can make a real difference.

Across Brighton & Hove tenants and leaseholders are getting together and doing great things in their communities.

From children's clubs and community cafes, to gardening groups and film nights, people are organising all sorts of social activities to bring neighbours together. And practical projects, such as makeovers for communal gardens, new bike stores, paths and benches are improving the quality of life for the local community.

If there is something in your street or your estate you would like to focus on, it's easy to get involved.

It doesn't have to be a big commitment, or mean attending formal meetings or signing up for a committee if you don't want to – you can put in as little or as much time as you like.

There's a network of formal tenant and resident associations and city-wide groups who all do a fantastic job. There is also a range of ways you can share your views or suggestions about council housing services.

But if you just want to get stuck in at a more local level, there are plenty of informal groups of neighbours who get together to focus on projects on their doorsteps or have fun through social events, such as bingo and quiz sessions.

There are all sorts of benefits from getting involved – it's a great way to get to know your neighbours better, make new friends and learn new skills.

Whatever your interests, there is a way for you to get in on the act in your community. Interested? Find out how you can get in touch with us on page 10.

'I like that my voice can be heard'

Sarah Rowntree from North Moulsecoomb decided to go along to a local resident association meeting after hearing about it from her housing officer.

She found it a great way to meet neighbours and find out more about what's going on, and is now leader of the local Beaver Scout group, vice chair of North Moulsecoomb Tenants' and Residents' Association and an area panel rep.

Sarah said: "I got involved because I have an interest in the local community and was keen to help in any way that I could.

"I found it interesting because until attending the meetings my knowledge of the local area and what is done in the community was very basic. I have learnt a lot and like that my voice can be heard on different matters."



Sarah (left) and Kate Page, from the Resource Centre, which offers training, resources and advice for residents groups

Getting Involved Special

Residents in action!

When neighbours in Ingram Crescent, Hove, want to get together they head to their own log cabin.

The cabin is the bright idea of residents who form the local association, who were fed up with social events being washed out by the British weather!

It was put up as part of a makeover of the estate's communal garden, led by resident Zoe Sheppard. John Saward, from the association, said: "It's absolutely fantastic, the cabin has become a focal point and it really helps to bring people together."

The cabin is one of many imaginative and practical ways resident groups are building community spirit.

At **St James' House** and **Essex Place** in Kemp Town tenants have turned community spaces in their high rise blocks into thriving social areas. Volunteers at St James' House turned the community room into a café, which opens six days a week. All money raised is used to benefit residents.

Chris Row, secretary of St James' House Community Association, said: "Money raised so far has allowed us to improve the community room and organise parties and celebrations for residents."

Essex Place Friendship Club has a packed social calendar, including weekly bingo sessions and a kid's club three times a week. Tracie Murray, who organises the club, said: "If the lights are on, and we're in, you're invited to come and join us for a chat, get to meet other tenants, have a coffee."

In **Wickhurst Rise, Portslade** a new gardening group is taking root, and on the **Bates Estate, Brighton**, residents have converted a disused shed into a secure cycle store.

Many of these projects received council funding through the Estate Development Budget. Find out about how you could make use of this funding on page 9.



St James' House neighbours enjoy a birthday celebration



Ingram Crescent residents get together at their new cabin

Remembering Becky Purnell

Becky Purnell, who was our Resident Involvement Manager, very sadly died at the end of last year.

Much of the resident involvement work described in this supplement was inspired and led by Becky. Becky passionately believed that residents must be heard

at every opportunity and be at the heart of housing services. A view she developed as a Community Development Worker in the Tarner area and carried into her work within housing. Becky is greatly missed by her colleagues and those she worked with.



Digging in at Craven Vale!

Residents in Craven Vale in Brighton are looking forward to picking their own fruit.

Craven Vale Community Association and Brighton Permaculture Trust planted eight plum trees earlier this year. In recent years they have planted 74 trees in a variety of different species.

Money from the Estate Development Budget was used to pay for the trees and a new footpath. Resident Justine Hall, who helped to plant the trees, said: "I'm looking forward to seeing the fruits of our labours!"

The association organises a range of activities, including a popular weekly breakfast club run by volunteers. (See below right)

Alan Cooke, secretary of the association, said: "The whole point of the association is to create community and we have lots of events for residents. There's yoga, Thursday coffee mornings, and the breakfast club every Wednesday."



Tree planting at Craven Vale

Bid for funds to benefit your community

Is there something you'd like changed or improved on your road or estate, or in your block? Have you got an idea that will benefit your community?

If so, your project could receive money from the council's Estate Development Budget (EDB).

Last year 90 projects benefited, including a cycle store, improvements to communal gardens and new furnishings for communal lounges.

In 2018/19 around £350,000 will be spent on community projects. Applications can be made for projects in 2019/20 between June and November this year, with funds going to projects voted on by panels of residents next April.

You can apply for a 'quick bid' for funding smaller community projects costing up to £750 at any time of the year.

To apply for EDB funds, get more information, or check on progress on successful bids visit www.brighton-hove.gov.uk/edb or call 01273 294651.

Activities for teenagers

We want to find out what after school activities 13-16 year olds would like in their area, and are planning sessions to get their ideas. If you have teenagers in this age group who'd like to be involved, please contact us on 01273 293265.

Big appetite for breakfast club

A hearty cooked breakfast, a cuppa and a chat are on the menu at the Craven Vale breakfast club.

Fancy it? Why not pop along any Wednesday to the Vale Community Centre in Hadlow Close between 10.30am and 12 noon. Everyone is welcome.

Resident Tina James said: "It's very friendly and the breakfasts are lovely. It is a lovely atmosphere and gives people a chance to socialise. It's a brilliant idea."

Breakfast is served! Community association member Nick Wood helps with cooking at the breakfast club



Getting Involved Special

Find out more...

Get in touch to find out how you can get involved in your local community.

Whether you are interested in getting together informally with neighbours, or want to get involved in influencing decisions that affect your community, our Resident Involvement Team can help.

And if you have an idea for an activity, but no space to hold it, they can help you find a local community room.

The team regularly meets residents on our estates, at community events and meetings, as well as keeping in contact by phone.

Give them a call on **01273 292112** to have a chat about opportunities in your area or email **RIT@brighton-hove.gov.uk**

There's lots of information on our website **www.brighton-hove.gov.uk/resident-involvement**

You can also check out our Facebook page **www.facebook.com/tenantandleaseholder**

Join in, try something new!

Find out more about what's going on in the city

Fancy taking up a new hobby, getting more active, meeting new people, picking up new skills or getting involved with a community project? There's a huge amount going on in the city, here's a taster:

Community groups

SPIN is a network of single parents in Brighton & Hove and surrounding areas. Website <http://groupspaces.com/SPINBRIGHTON> email SPIN@live.co.uk.

Time to Talk Befriending

helps to reduce loneliness and isolation by building friendships between generations. For more information, visit www.tttb.org.uk.

Sports and activities

Weekly **healthwalks** are held across the city, many are wheelchair and buggy friendly. Visit www.brighton-hove.gov.uk/healthwalks or call **01273 292574**.

To try something new, check out the council's **Active for Life** programme which covers everything from Tai Chi to Zumba. Visit www.brighton-hove.gov.uk/activeforlife call **01273 292724**.

Leisure centres offer a great choice of courses and activities – how about Singing for Health at Moulsecoomb Leisure Centre, or a 50-plus sports session at the King Alfred in Hove. Contact your local leisure centre to find out what's on offer.

Get back to nature

Volunteer at **Racehill Community Orchard**. Friendly drop-in sessions are held most Sundays at the orchard in Whitehawk from 11am



Healthwalks on the Downs

to 3pm, along with events and activities throughout the year. The orchard is accessible from Swanborough Drive and Wilson Avenue via a path which runs next to Racehill allotments. Visit www.brightonpermaculture.org.uk/orchards/racehill or call **01273 431700**.

A **workshop** on creating and sustaining a community garden is being held at Ingram Crescent rose garden in Hove on 12 April from 11.30am to 1pm. The free event is part of the tenant learning programme called Learn, Create, Innovate. To book a place, call **01273 294651**. Visit www.brighton-hove.gov.uk/housing-learning.

Pop into libraries or visit the council website for lots more ideas and information for great things to do www.brighton-hove.gov.uk/events.

Launderette update

New replacement washing and drying machines have been installed in launderettes at 14 blocks of flats.

The machines are operated with tokens, available from Hove, Whitehawk, Moulsecoomb and Jubilee libraries. As part of their service to local communities, local shops near all launderettes (except Napier House which is currently under negotiation) are now also selling tokens. We are making arrangements with more local shops and businesses, and will keep residents informed of where tokens are available through tenant and resident associations and notices in the laundry rooms.

We appreciate the switchover to new machines has caused disruption for some residents and apologise for any inconvenience.

Changes were needed following the end of the previous contract for operating the launderettes,

and an operator could not be found to continue running the facilities.

To make sure we can keep the launderettes open, the council is now leasing washing and drying machines. A switch to payment tokens was prompted by residents' concerns that cash-operated machines could be a target for vandals.

In some blocks the number of washing machines has been reduced to keep costs down. We will review use of the machines and increase the numbers, if there's enough demand to cover the cost.

The launderettes are at Dudeney Lodge, Essex Place, Hampshire Court, Kestrel Court, Mayflower Square, Napier House, Nettleton Court, Orchid View, Philip Court, Robert Lodge, St James House, Theobald House, Tyson Place and Wiltshire House

This doesn't affect laundry facilities at seniors housing schemes.

Calling all leaseholders!

This article is produced by the Leaseholder Action Group:

If you own a flat in a council block, you're a leaseholder, and you're automatically in the Leaseholder Action Group.

We're holding our Annual General Meeting for all leaseholders soon, and we'd love to meet as many of you as possible. Please do come along, hear what's going on in the leaseholder world, and let us - and the council - know of your thoughts and experiences. No need to book in advance - just turn up.

We'll also be hearing about councillors, officers and leaseholders working together, the future of the Mears contract, and the leaseholders' disputes

procedure. Various of the housing teams will be having stalls, to give information or help with individual issues.

We'll also be electing a new committee and reps to various consultative groups. Please do think whether this might be you - contact us for more details of what's involved.

Date: Saturday 14 April, Friends Meeting House, Ship Street, Brighton. Starts 9am, registration and tea/coffee.

Contact us on lag@clarend.com or 01273 605225.

Activities at Brooke Mead

The newly opened Brooke Mead Extra Care scheme in Albion Street, Brighton, is a hive of activity!

A range of different organisations are helping to organise activities and events, which so far have included music and dance sessions, tea afternoons, a graffiti workshop, and LGBT rainbow café.

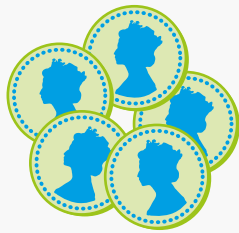
More are being planned including belly dancing and flamenco. Many activities are open to non-residents as well as residents.

Visit the website www.brighton-hove.gov.uk/seniors-housing to find out more about our seniors housing schemes or call 01273 293030.

How we've been doing

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

October to December 2017



Rent collection and current arrears

We've collected 98.79% of rent and this is down slightly on the previous quarter. Arrears have increased by £100,000 in the past three months, and anyone facing difficulties can contact us for help.



Tenancy management

We've helped 31 people to keep their tenancies which were at risk, and taken back two properties due to housing fraud.



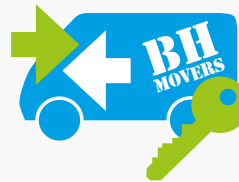
Estates service

100% of inspected cleaning tasks and mobile warden jobs passed their quality inspections.



Repairs and improvements

We completed an average of 165 repairs per working day, kept 97% of appointments made, and answered 75% of calls within 20 seconds.



Moving home

We re-let 131 homes in an average of 19 days (excluding major work), and completed 100% of mutual exchange applications within target.



Customer services and complaints

Housing Customer Service Team answered 97% of calls, and 82% of complaints were responded to within 10 working days.



Anti-social behaviour

We successfully concluded 72 cases, and 81% of people surveyed were satisfied with the way their anti-social behaviour complaint was dealt with.

New windows for hundreds of homes

Windows are being replaced at hundreds of homes across the city.

New windows were fitted last year at 172 homes in Bexhill Road, Woodingdean, as part of an ongoing window replacement project. The work was brought forward following concerns raised by residents about the condition of the existing frames.

Homes in Florence Avenue and Hallyburton Road in Hove and Wiston Road, Whitehawk, have also had new windows fitted.

Work is underway this spring at 100 properties in Cowley Drive, Ravenswood Drive and Stanstead Crescent, Woodingdean and more will be carried out in Hove and Portslade this year.

Feedback about work carried out has been positive, and the council's Property & Investment team and Mears would like to thank residents for their patience and help.

Win Sussex Cricket tickets!



Enter our free draw for a chance to win tickets to an action-packed Sussex Sharks cricket match this summer.

The winner will receive two tickets for the T20 match against Gloucestershire at the 1st Central County Ground in Hove, on Wednesday 1 August, at 7pm.

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

- Where have residents planted new fruit trees?
- How many new council homes are being built in Kensington Street?
- How much was spent last year clearing and disposing of fly-tipping?
- Where do Sussex Sharks play their home matches?

Send your answers by email to homingin@brighton-hove.gov.uk or by post to

homingin competition,
Performance & Improvement,
Housing Centre, Unit 1, Fairway
Trading Estate, Eastergate Road,
Brighton BN2 4QL.

Please include your name, address, postcode and phone number.

The closing date for entries is **13 April 2018.**

The winner will be notified and their name published in next issue of **homingin**. The competition is open to all households who receive **homingin** by email or post.



Sussex Sharks star George Garton celebrates a wicket

About Sussex Sharks

Sussex Sharks is your local team in the Vitality Blast, the fast-paced T20 cricket tournament featuring some of the best players in the world. The Sharks play their matches at The 1st Central County Ground in the middle of Hove, where the family-friendly atmosphere, exciting action on the

pitch and fantastic entertainment around the ground make for the perfect summer's afternoon or evening out. The action starts on Friday 13 July and tickets for each of Sussex Sharks' seven home matches are on sale now. A Blast Pass season ticket is also available.

For more information visit
www.sussexcricket.co.uk



Congratulations to J Burke from Hove who won Brighton Zip tickets in our winter competition.



Help to get fit this spring

If you are looking to get fit this spring, but worried about the cost of sports activities and exercise classes, help may be available.

The council's Leisure Card, for residents on certain state benefits, offers up to 40% discount on membership and 'pay as you go' activities.

This includes swimming, badminton, squash, table tennis, using the gym and attending exercise classes.

The card is valid at all seven city leisure centres operated by Freedom Leisure - Withdean Sports Complex, King Alfred Leisure Centre, Prince Regent Swimming Complex, Portslade Sports Centre, Moulsecoomb Community Leisure Centre, Stanley Deason Leisure Centre and St Luke's Swimming Pool.



To find out more visit the website www.brighton-hove.gov.uk/leisure-card or ask at your local leisure centre.

Free home energy advice visits

Are you interested in saving money on your energy bills and reducing carbon emissions at the same time?

Houses and flats are responsible for 40% of all carbon emissions in Brighton & Hove, and an estimated 16,000 households in the city are living in fuel poverty and struggling to meet the costs of keeping their home warm.

The council is taking part in a project called SHINE to tackle these issues and bring energy efficiency advice to council tenants.

We are offering free home visits to give tips on how you can save energy, and you will also be

offered the chance to have some small energy saving measures installed.

We are also looking for a team of volunteers to help spread energy saving information and advice among their friends, family and neighbours.

No experience is needed as volunteers will get information, guidance and support. This is a good opportunity for anyone looking to broaden their skills and knowledge, at the same time as helping others in their local community.

If you can spare some time to volunteer, or if you want energy efficiency advice to cut fuel bills,

Improving energy efficiency in council homes

SHINE energy efficiency project for tenants and leaseholders

Want to save money on your fuel bills? Perhaps you would like to reduce your CO2 emissions? Interested in helping others?

If your answer is yes to any of these, the SHINE project for council tenants and leaseholders is here for you.

We can offer

- Advice on improving energy efficiency
- Tips on how to conserve energy
- Information on how to switch tariffs or suppliers
- Assistance with managing fuel debts
- Training to become a volunteer 'energy expert'

For more information on how we can help or to make a referral, get in touch with us at shine@brighton-hove.gov.uk or call 01273 293646.

www.brighton-hove.gov.uk/shine

Interreg
2 Seas Mers Zeeën
SHINE

Brighton & Hove
City Council

email Shine@brighton-hove.gov.uk or call 01273 293646.

SHINE stands for Sustainable Houses in Inclusive Neighbourhoods and is a European Union initiative.

Digital Brighton & Hove



Helping patients use GP online services

Did you know you can book doctor's appointments and order repeat prescriptions online?

Digital Brighton & Hove have recently run a successful pilot in some local GP surgeries, with the aim of increasing awareness and uptake of online services.

Out of 250 patients surveyed, only 14% were already using online services and about 50% were unaware that they could get repeat prescriptions online.

An impressive 84% were interested in signing up to GP surgery online services, after being shown how easy it was to use.

Why sign up to the free GP online services?

- Book or cancel appointments with a GP
- Order repeat prescriptions
- View your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results
- And much more

How can I start using GP online services?

Simply take photo ID and proof of address to your doctor's surgery and fill in a short registration form which you will be given.

Need help to get online?

Ask at any library to find out about free courses and one-to-one digital skills coaching, or visit the website www.digitalbrightonandhove.org.uk

Dates for your diary...

Area Panels

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

Central	23 May 2pm	To be confirmed
East	21 May 7pm	Robert Lodge Community Room, Whitehawk Road
North	22 May 7pm	Housing Centre, Eastergate Road, Moulsecoomb
West	24 May 2pm	Sanders House, Ingram Crescent West, Hove

The agenda and minutes of meetings are available on www.brighton-hove.gov.uk/area-panel-meetings

City events

Collectors Choice	until June 26	Star Wars display of vintage toys and memorabilia Hove Museum
Brighton Marathon Weekend	13 - 15 April	Including kids and teens 'mini mile' event at Preston Park on Saturday and the marathon on Sunday.
Brighton Festival	5 - 27 May	Various locations
Brighton Fringe	4 May - 3 June	Various locations
Historic commercial vehicle run	6 May	Madeira Drive
Foodies Festival	5 - 7 May	Hove Lawns
Brighton & Hove Book Fayre	12 May	All Saints Church, The Drive, Hove

You can find out about forthcoming events in the city at www.brighton-hove.gov.uk/events or www.visitbrighton.com/whats-on

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

Online services

Visit the council housing website at www.brighton-hove.gov.uk/council-housing

Pay online at www2.brighton-hove.gov.uk

Go to the Housing Customer online system at housingcos.brighton-hove.gov.uk

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

Homemove website www.homemove.org.uk

Check out all housing online services at www.brighton-hove.gov.uk/housingdoitnow

Follow us on twitter.com/BHCCtenants

Like us on facebook.com/tenantandleaseholder

Useful contacts

Housing Customer Service Team

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

Housing Benefit

housing.benefits@brighton-hove.gov.uk
01273 292000

Housing Income Management Team

housing.incomemanagement@brighton-hove.gov.uk
01273 293224

Repairs Helpdesk

BHCC.repairs@mearsgroup.co.uk
0800 052 6140 (local line 01273 294409)

Rise (charity helping people affected by domestic abuse)

www.riseuk.org.uk 01273 622822

Carelink Plus Alarm Service

CareLinkPlus@brighton-hove.gov.uk
01273 673105

Citizens Advice Bureau

www.citizensadvice.org.uk/brightonhovecab
0845 120 3710

Tenant Disability Network

tdnbhcc@yahoo.co.uk 01273 936934

Noise Nuisance

www.brighton-hove.gov.uk/noise
01273 292929 or 292229 for out of hours emergencies

Brighton & Hove Independent Mediation Service

www.bhims.org.uk 01273 700812

Housing & New Homes Committee Meeting

Wednesday 13 June

The meeting will be held at 4pm in the Council Chamber, Hove Town Hall, Norton Road, Hove BN3 3BQ.

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

You can view webcasts of all council meetings on www.brighton-hove.public-i.tv/core/portal/home

The agenda and minutes will be available on www.brighton-hove.gov.uk

If you have any comments or items, email homingin@brighton-hove.gov.uk or write to **homingin**, Communications Team, Room 166, Hove Town Hall, Norton Road, Hove, BN3 4AH.

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

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Translations

Translation? Tick this box and take to any council office

ترجمة؟ ضع علامة في المربع وخذها إلى مكتب البلدية. Arabic ☐

অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান। Bengali ☐

需要翻譯? 請在這方格內加劃, 並送回任何市議會的辦事處。Cantonese ☐

ترجمه؟ لطفاً این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید. Farsi ☐

Traduction? Veuillez cocher la case et apporter au council. French ☐

需要翻译? 请在这方格内划勾, 并送回任何市议会的办事处。Mandarin ☐

Źłumaczenie? Zaznacz to okienko i zwróć do któregośkolwiek biur samorządu lokalnego (council office). Polish ☐

Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office). Portuguese ☐

Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz. Turkish ☐

other (please state) ☐

This can also be made available in alternative formats, eg large print, Braille, audio or BSL. Please contact us to discuss options.