

# Tenants' Annual Report 2018-2019



the chance to get involved in decisions that affect me

a housing service that meets my needs

my neighbourhood to be a nice place to live

**I want...**

a better repairs and maintenance service

information that is clear and easy to understand

includes 2020 calendar



# You can get involved...

- Tenant Involvement and Empowerment (TIE) Panel
- Tenant Scrutiny Team
- Area Panels
- Tenants and Residents Associations
- Retirement Housing Forum
- Annual Tenants Day
- Mystery Shoppers
- Surveys/Questionnaires
- Quality Checkers
- VITAL (Virtual Involvement of Tenants & Leaseholders) / Social media
- Communications Panel / Armchair Advisors
- Focus Groups
- Chat Café
- Equality and Diversity Voice
- Youth Voice



For more information on how to get involved, please see page 22.

# introduction



## by Roger Eastwood, The Chair of the Board of Directors

Welcome to the latest annual report. 2018/19 was another very busy year. Throughout this report, we highlight some key achievements and future plans for continuous improvement.

You may recall that I reflected in last year's report, that we had seen the much heralded Housing Green Paper, which was partly in reaction to the tragedy at Grenfell Tower. It is, therefore, disappointing to note that this paper, released in August 2018 has yet to be brought into law.

You will be pleased to know that at Eastbourne Homes Limited (EHL), our delivery of Housing Services, through Homes First, continues to look at all measures to improve the management and maintenance of your homes.

One of the post-Grenfell lessons, along with putting safety at the heart of what we do, was the need to ensure we engage and involve our tenants in driving performance, setting standards and changing the way we develop services. With that in mind, we launched our new Tenant Involvement Strategy, providing a range of flexible opportunities for you to be involved in helping us to improve your housing services.

We hope you enjoy reading the rest of this report and make use of the calendar we've included.

If you'd like to let us know what you thought, please complete our short survey at: [www.smartsurvey.co.uk/s/EHLAnnualReport](http://www.smartsurvey.co.uk/s/EHLAnnualReport)



Working in partnership with Eastbourne Homes



## HOMES FIRST

Working with



Eastbourne  
Homes



### Inside...

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# january

Mon

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**1**  
• New Years Day  
Bank Holiday

**2**

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• Hampden Park  
Area Panel

**4**

**5**  
• Guru Gobind Singh's  
birthday  
(Nanakshahi  
calendar) (Sikh)

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• Langney Area Panel

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**27**  
• Holocaust  
Memorial Day

**28**  
• Old Town Area Panel  
• Central and Archery  
Area Panel

**29**  
• TIE Committee – 2pm  
Tenants Resource  
Centre

**30**

**31**

**Did you know...** We can provide free training for tenants to help you get involved. During 2018-2019 we provided training on committee skills, first aid, food hygiene and fundraising for community projects. One tenant said: "The committee skills training was a great fun afternoon and helped me to understand how the whole committee needed to work as a team." If you would like to find out more, please email: [tenantinvolvement@lewes-eastbourne.gov.uk](mailto:tenantinvolvement@lewes-eastbourne.gov.uk)



## The Tenant Involvement and Empowerment Standard – looks at how we involve you and respond to your needs

**88% of you were satisfied** with the overall service we provided during 2018-2019.

**77% of you were satisfied** with how we dealt with your enquiries.

### Did you know?

- To enable us to analyse concerns you may have with our Homes First service, we added a section to the STAR survey so you could tell us your issues, and give us a chance to investigate. During 2018-19 we resolved 80 issues raised through the survey.
- We have devised a new strategy for involving tenants, to help you, to help us, provide the best possible service for tenants across Homes First. As part of that strategy, we have introduced a new flexible menu of involvement options. Please see page 22 for more details of the options and how to get involved.
- EHL has a Board of Management which includes three places for tenants. If you would like to find out more about becoming a Board Member, please email: [chair@lewes-eastbourne.gov.uk](mailto:chair@lewes-eastbourne.gov.uk)

**82% of you were satisfied** with opportunities to get involved.

We resolved **80** issues raised through your feedback in our quarterly survey.

### You said, we did

You said you would like to have a new tenant-led panel, to enable tenants to be involved in decisions that affect tenants across Homes First (EHL and Lewes District Council (LDC)). We have set up a Tenant and Involvement Empowerment Panel (TIE) to represent all tenants. They will be responsible for overseeing tenant scrutiny, monitoring performance and organising the conference.



### Future Plans

- Our newly established tenant scrutiny team will start to investigate our services during 2019-2020. They will be able to interview staff and tenants and have access to our procedures and performance information to enable them to complete their investigations. They will then make recommendations to our senior managers, so that we can take action to improve our service to you.
- To improve satisfaction with our services we will be setting up a new Customer Experience Team. The team will draw together a range of resident feedback obtained from performance data and complaints, which will be used to inform decisions and improve services.
- During 2020 we will be visiting some of our estates to do a walkabout with tenants. Please see page 21 for more details.



# february

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6 • Retirement Housing Forum	7 • Hampden Park Area Panel	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25 • Old Town Area Panel • Central and Archery Area Panel	26	27 • Langney Area Panel	28	29	

## Tenants' Area Panels

We have four Area Panels representing tenants across Eastbourne. The Panels have funding for community projects. During 2018-2019, Hampden Park approved funding to provide dropped kerbs in Maywood Avenue and Hazelwood Avenue, to help wheelchair users, parents with pushchairs and others to cross the roads more easily and safely.

Pictured is a retired persons tea party funded by The Hampden Park Area Panel.



# march

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• Hampden Park area panel

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• International Womens' Day

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• Residents Voice Meeting – Eastbourne Town Hall

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• Homes First Tenants Conference – Plumpton Racecourse

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• Langney Area Panel

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• Estate Walkabout – Bourne Street area

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• Central and Archery Area Panel  
• Old Town Area Panel

## Joint Tenants' Conference

84 Homes First tenants attended the first Joint Tenants' Conference in 2019 in Eastbourne, which was a great success. The 2020 conference is being held at Plumpton Racecourse on 25th March. To find out more, email: [tenantinvolvement@lewes-eastbourne.gov.uk](mailto:tenantinvolvement@lewes-eastbourne.gov.uk)



# april

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Tue

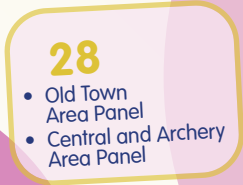
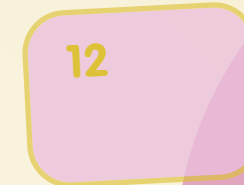
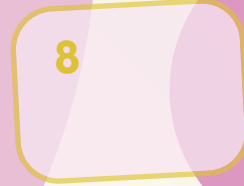
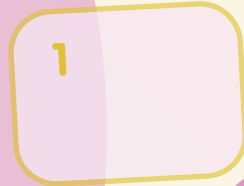
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## Did you know...

We ask all tenants to keep communal hallways and stairwells free of obstacles. This is to ensure that everyone living in the building can escape safely in the event of a fire. If we find items stored there, we will take steps to remove them.





## The Homes Standard – Looks at how we provide homes that are safe, good quality and well maintained

**83% of you were satisfied** with the standard of repairs that we carried out.

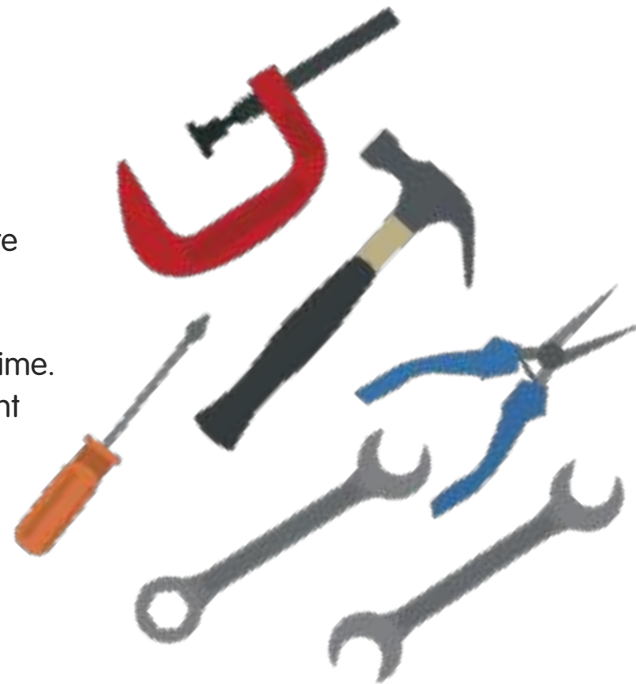
**85% of tenants were satisfied** with overall quality of their Home.

### Did you know?

We completed 1814 emergency repairs, 99.4% of which were within their target time. We completed 1006 urgent repairs, 97.8% of which were within their target time. We completed 6175 routine repairs, 96% of which were within their target time. We also completed 25 replacement kitchens, 15 replacement bathrooms, and 40 new double glazed windows.

- The average amount spent on responsive repairs per property was £272.09.
- The average spent on planned improvements per property was £1100.

**99% of homes** meet the Decent Homes Standard.



### Future Plans

- We are developing a strategic asset management plan, in conjunction with a review of our IT system for recording asset data. This, along with a new condition survey programme, will ensure that we have good asset data to prioritise planned major works and ensure that funding is targeted to improve the standard of Homes across Eastbourne.
- We are introducing new quarterly “Estate Walkabouts”, where agreed high priority estates and buildings will be inspected by staff and key stakeholders, including tenants. The walkabouts will produce a range of required actions and works and stakeholders will be updated on progress over the following 2-3 months.

### You said, we did

- Following feedback from tenants we have asked our tenant scrutiny team to investigate our communal responsive repairs service.
- We have involved tenant representatives in our contractor selection process. They helped with the tendering and interview processes for our new day-to-day repairs contractors and cleaning contractors.



# may

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**Tue**

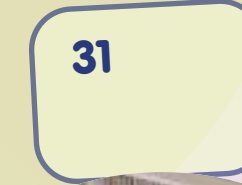
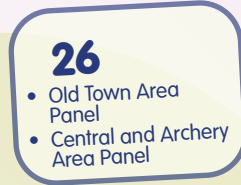
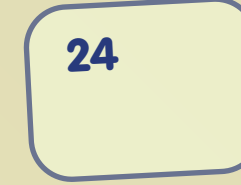
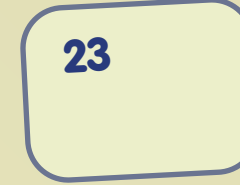
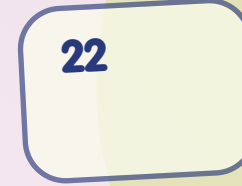
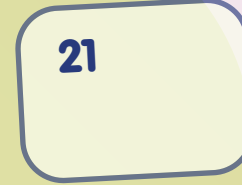
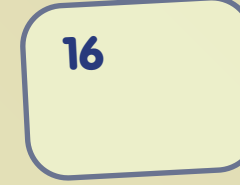
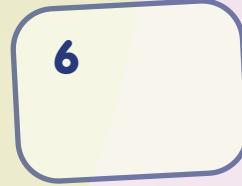
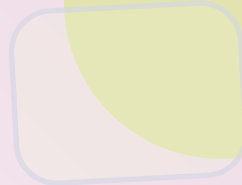
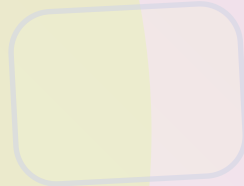
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## Did you know...

We have updated our temporary accommodation standard so that these homes are now provided with carpets and curtains.



# The Tenancy Standard – looks at how we end tenancies, manage empty properties, and allocate homes

## How are we doing?

- During 2018-2019 we re-let 127 general needs homes, 42 homes in our retirement housing schemes and 20 temporary homes. We helped 46 tenants to transfer to a new home.
- We helped 19 tenants to mutually exchange properties. Tenants can sign up to access Homeswapper, the UK's leading mutual exchange service for social housing tenants.
- Average number of days taken to re-let our empty properties was 24.8 days.

## Did you know?

We have made changes to our Tenant Incentive Scheme to encourage tenants to down-size to a smaller property. Tenants can claim £1000 per bedroom given up and up to £500 removal costs. We can then reallocate the larger home to a family in need. For more information or advice, please visit: [lewes.eastbourne.gov.uk](http://lewes.eastbourne.gov.uk)

To support tenants who are changing over to Universal Credit, our Senior Caseworkers have been issued with IT equipment so they can meet tenants in their homes and help with applications.

## You said, we did

- Following feedback from tenants, we changed the way we do sign-ups for new tenants to improve efficiency, make the sign up process quicker and to provide better information.

## Future Improvement Plans

- We will be setting up a new Tenancy Sustainment team. The team will be solely responsible for advertising homes to be re-let, allocating those homes and assisting new tenants through their introductory tenancy period.



# june

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5 <ul style="list-style-type: none"><li>Hampden Park Area Panel</li><li>Eid-ul-Fitr (Islam) begins</li></ul>	6	7 <ul style="list-style-type: none"><li>Eid-ul-Fitr (Islam) ends</li></ul>
8	9	10	11	12	13	14
15	16 <ul style="list-style-type: none"><li>Martyrdom of Guru Arjan Dev (Nanakshahi calendar) (Sikh)</li></ul>	17	18	19 <ul style="list-style-type: none"><li>Nature Valley International Tennis Eastbourne begins</li></ul>	20	21
22	23	24	25	26 <ul style="list-style-type: none"><li>Estate Walkabout – Argyll Court/Holly Place/Sumach Close</li><li>Langney Area Panel</li></ul>	27	28
29	30 <ul style="list-style-type: none"><li>Central and Archery Area Panel</li><li>Old Town Area Panel</li></ul>					

**Did you know...** Eastbourne Borough Council is part of a partnership which runs Your Energy Sussex. Residents are encouraged to consider switching to Your Energy Sussex to pay less for their gas and electricity. The energy is generated locally to people who live in or around Sussex and profits go towards helping people who are struggling with their energy bills.



## Plastic Free Month

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• Beach Clean week begins

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• Hampden Park Area Panel

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• Beach Life Eastbourne

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• Beach Life Eastbourne

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• Old Town Area Panel  
• Central and Archery Area Panel

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• Langney Area Panel Annual General Meeting  
• TIE Committee

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### Did you know...

During 2018-19, Tenants Area Panels allocated more than £34,000 funding for projects including defibrillators, dropped kerbs, litter picking equipment, a storage container to hold sports equipment, CCTV cameras and much, much more. If you would like to know more about your local Area Panel, email: [tenant.involvement@lewes-eastbourne.gov.uk](mailto:tenant.involvement@lewes-eastbourne.gov.uk)

Pictured is the Hampden Park Community Centre defibrillator.



# august

Mon

Tue

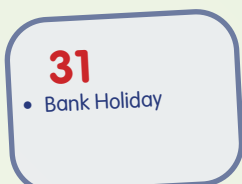
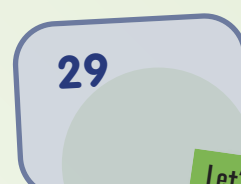
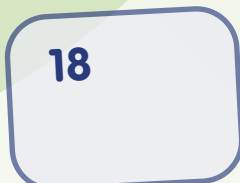
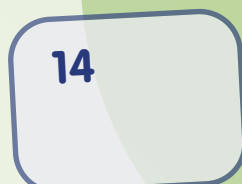
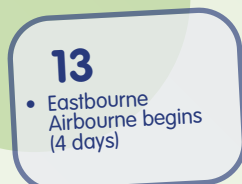
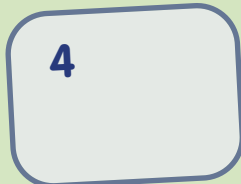
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## Did you know...

By the summer of 2018, 100 staff had taken the pledge to reduce use of single-use plastic.



## The Neighbourhood and Community Standard – this looks at how we manage and improve your neighbourhood and deal with anti-social behaviour

**82% of tenants are satisfied** with their neighbourhood as a place to live.

We dealt with **25 cases** of high level antisocial behaviour.

### Did you know?

We offer a range of support to safeguard tenants living in our communities. For example:

- We successfully gained an injunction against a young relative of a retirement housing resident in Eastbourne. The perpetrator had been using the scheme for taking drugs, causing noise, nuisance and damage to the property.
- We continue to work with the multi-agency “Cuckooing Strategy Group” to ensure tenants are kept safe in Eastbourne. Cuckooing is when someone moves in and takes over the home of a vulnerable person and then uses it for illegal activities such as drug dealing.
- We embarked on a joint venture with the Police named Operation Synergy to tackle multiple calls to youth related anti-social behaviour and crime in the Etchingam Road area. We conducted an environmental walkabout with multiple agencies, undertook a community survey and are currently analysing the results to understand how we can potentially design out problems and improve the built environment to benefit the community. We also aim to tackle the youth issues working alongside the schools and local youth offending team.

We received **just 1 complaint** regarding our cleaning of communal areas, which was resolved.

We worked with our Area Panels to approve over **£34,000 spend** on 19 environmental improvements to communal areas.

### Future Plans

- **Just Ask**, our cleaning contractor, will be implementing a new system so that workers can log-in when they arrive on-site and log-off when they leave. They will also take photographs of the site before and after cleaning. This system will include the use of Global Positioning tracking to show the location of cleaning operatives.
- We will be introducing a new noise and nuisance process to help us to provide a more efficient system for receiving reports of anti-social behaviour and ensuring that we deal with each case systematically and report back to tenants on any progress made.



Better places, better lives

### You said, we did

We worked with tenants to complete a review of our retirement housing service and agreed a new set of service commitments. Our new Retirement Forum will be overseeing these commitments to ensure they are implemented successfully.

# september

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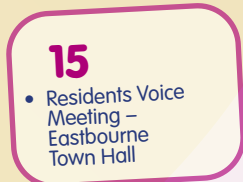
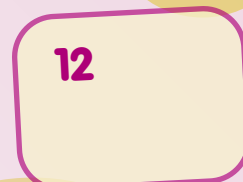
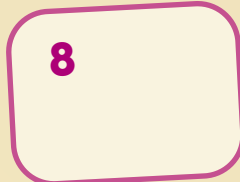
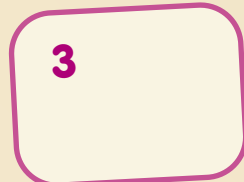
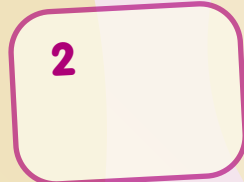
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## YOUR VOICE MATTERS

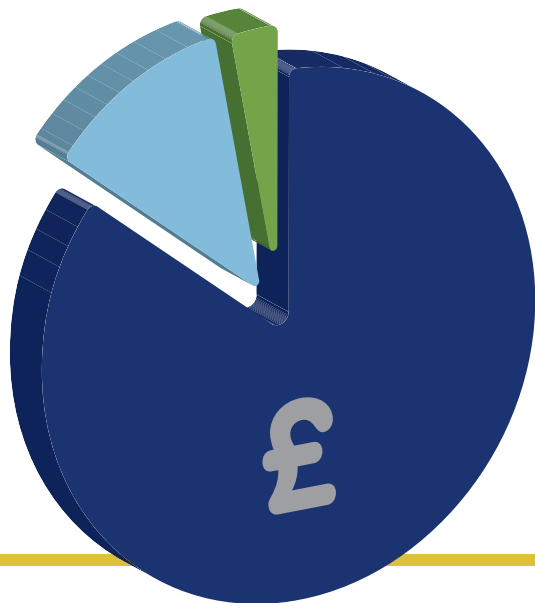
**Did you know...** Residents Voice is a tenant group which meets quarterly to review the activities of the Area Panels and performance of Homes First in Eastbourne. Getting involved is a great way to meet new people and improve services for all. If you'd like to know more about how to get involved, email: [tenantinvolvement@lewes-eastbourne.gov.uk](mailto:tenantinvolvement@lewes-eastbourne.gov.uk)





# The Value for Money Standard – looks at how we collect rent and other charges and how we provide value for money

## This is how we raised our income...



<b>7,121,000</b>	<b>Eastbourne Borough Council</b> This is the management fee paid to Eastbourne Homes by EBC. It is funded from the rents that tenants pay.
<b>957,000</b>	<b>ESCC - East Sussex County Council</b> This is funding provided by ESCC to run STEPS.
<b>254,000</b>	<b>Other Income</b>
<b>8,333,000</b>	<b>TOTAL</b>

## How are we doing?

- Our rent arrears for 2018-2019 was 3.18%. Our target is 3%.
- 95% of tenants believe their rent represents value for money.
- The average weekly rent for an Eastbourne Homes property is £77.50 – this is the average for all properties (from bedsits to five-bedroom homes).
- The average weekly rent for a two-bedroom property, rented in the private sector in Eastbourne is £202.

## How income is spent...

How much from each £100 raised is spent on repairs, management costs, etc.

We spent £101 for each £100 of income (or £84,000 more than we received). The difference was met by using our reserves.



## Future Plans

- During 2019-20, we are working towards being able to offer both new and existing tenants Home Contents Insurance at a competitive price.

# october

## Domestic Abuse Awareness Month



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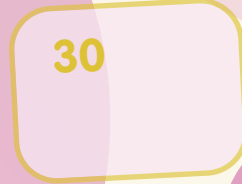
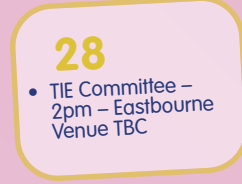
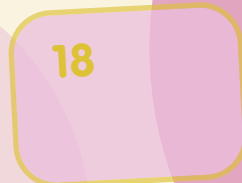
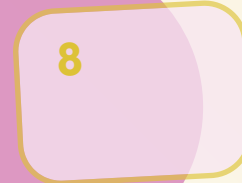
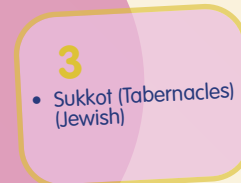
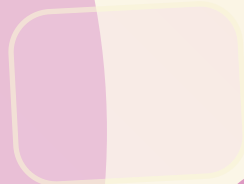
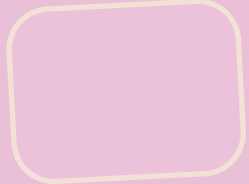
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### Did you know...

Eastbourne Homes works closely with a number of other companies owned by Eastbourne Borough Council. This includes **Eastbourne Housing Investment Company Limited**, which works to provide homes for private rent, and **Aspiration Homes**, which delivers affordable housing across Lewes & Eastbourne.



# november

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• Hampden Park  
Area Panel

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• Diwali (Divali,  
Deepavali) (Hindu &  
Sikh)

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• Old Town  
Area Panel  
• Central and Archery  
Area Panel

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• Langney Area Panel

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30  
• Birthday of  
Guru Nanak  
(Lunar calendar)  
(Sikh)

## Did you know...

Whilst power cuts don't happen as often these days, severe winter weather can still cause damage and disruption. Some qualifying households can get extra support by signing up to the Priority Services Register. To find out more, or to sign up, visit: [www.ukpowernetworks.co.uk](http://www.ukpowernetworks.co.uk) or call **0800 316 3105**.



# december

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4 <ul style="list-style-type: none"><li>Estate Walkabout - Cornwall Courts and Edinburgh Courts</li><li>Hampden Park A.P.</li></ul>	5	6
7	8	9	10 <ul style="list-style-type: none"><li>Residents Voice Meeting - Eastbourne Town Hall</li></ul>	11	12	13
14	15	16	17	18	19	20
21	22	23	24 <ul style="list-style-type: none"><li>Close at 3pm</li></ul>	25 <ul style="list-style-type: none"><li>Bank Holiday - Christmas Day (Christian)</li></ul>	26 <ul style="list-style-type: none"><li>Bank Holiday - Boxing Day</li></ul>	27
28 <ul style="list-style-type: none"><li>Bank Holiday</li></ul>	29 <ul style="list-style-type: none"><li>Office reopens</li></ul>	30	31	<p>Some Council services will be limited over the Christmas and New Year period. However, essential services will be maintained.</p> <p>Emergency contact can be made by telephoning: <b>01323 410000</b></p>		

**Did you know...** Some tenants prioritise Christmas shopping over paying their rent? We want all residents to have a fabulous Christmas, **but please don't forget to pay your rent.**



# Estate Walkabouts 2020

On the calendar you will see we have organised a number of estate walkabouts during 2020. All tenants living in those areas are invited to join our staff, which may include representatives from tenancy management, repairs, Neighbourhood First, Parks and Gardens and Just Ask (cleaners), as well as other stakeholders such as local councillors and police.

We will be meeting at the locations, times and dates shown below. The events will take place regardless of the weather. After each walkabout we will agree a plan of action that we will share with the tenants who attended. We will then commit to carrying out the actions agreed and publicise what we have done.



Estate walkabout area	Date and time	Meeting point
<b>Bourne Street area</b>	27 March – 11am	Outside Berwick Court
<b>Argyll Court/ Holly Place/Sumach Close</b>	26 June – 11am	Outside Argyll Court
<b>Limerick Court, Donegal Court, Kerry Court, Galway Court, Antrim Court</b>	18 September – 11am	Outside Limerick Court
<b>Cornwall Court and Edinburgh Court</b>	4 December – 11am	Outside Cornwall Court



# How to get involved...

There are many ways you can get involved in helping us to improve service to you

**Tenant Involvement and Empowerment (TIE) Panel** – Working with senior managers from Homes First, TIE members are involved in discussing issues that affect tenants across Lewes district and Eastbourne, to ensure their interests are fully considered in all aspects of strategic decision making. They also oversee the work of our tenant scrutiny team.

**Tenant Scrutiny Team** – Tenant scrutiny members are trained to carry out in-depth reviews of a service area, such as repairs. The scrutiny team makes evidence-based recommendations, from which the Homes First Senior Leadership Team will agree an improvement plan.

**Area Panels** – There are four local Area Panels in Eastbourne and a number of tenants associations across Lewes district who meet regularly to discuss local issues, and to make improvements to benefit those living in their area. They also get involved in local events and activities. All tenants living in the areas can attend.

**Tenants and Residents Associations** – There are a number of tenants and residents associations (TRAs) across the Eastbourne area. Most TRAs cover a local area and meet between four and twelve times a year. As well as discussing housing issues, TRAs look at other local issues such as improving road safety, tackling anti-social behaviour and running community activities. To help TRAs in their day-to-day running, we provide a TRA handbook with information on committee roles, access to services etc. We can also help with running costs.

**Retirement Housing Forum** – If you live within a retirement housing scheme, you may be able to represent your scheme at a Retirement Forum to discuss the views and specific needs of tenants living within the schemes.

**Annual Tenants Day** – Attend a Homes First annual event such as the tenants' conference to keep up to date about our services, meet our staff and network with other tenants.

**Mystery Shoppers** – Trained tenants who test our services to make sure they are delivering services in line with agreed standards and whether those standards are appropriate.

**Surveys/Questionnaires** – To enable us to find out what you think of your Homes First service. You can receive surveys by post, text, email or telephone.

**Quality Checkers** – Tenant volunteers who accompany staff on estate walkabouts to point out any maintenance or other issues which need addressing. They may also undertake specific quality checks following local works and services such as grounds maintenance.

**VITAL (Virtual Involvement of Tenants & Leaseholders) / Social media** – Share your views and ideas via the Web and social media, giving comments or compliments, engage in an online discussion forum or join a virtual community looking at a specific topic.

**Communications Panel / Armchair Advisors** – We have a tenant's panel who ensure that communications are easy to understand and jargon free for tenants. The panel uses feedback from Armchair Advisors, who review draft communications from the comfort of their homes.

**Focus Groups** – Attend a one-off, informal but structured, chat with other tenants to give your views on a specific area of service, such as our allocations service.

**Chat Café** – attend occasional, informal "drop ins", often at a local café, to chat with other tenants and Homes First staff on the issues that matter most to you.

**Equality and Diversity Voice** – Specific consultations and events where services may have a different impact because of a person's age, gender, race, ethnicity, sexual orientation, religion, or disability.

**Youth Voice** – Specific consultations and events for tenants aged 16-25 and young people aged 16-25 living in our households.

# Tenants Area Panels

Meeting dates, locations and times



## Hampden Park & Willingdon Trees Area Panel

Email: [hpwtap2@btinternet.com](mailto:hpwtap2@btinternet.com)

Meetings: First Friday of the month 10am – 12pm

Venue: Hampden Park Community Centre,  
Brodrick Road, Hampden Park, BN22 9NR



## Langney Area Panel

Email: [langneyap@hotmail.co.uk](mailto:langneyap@hotmail.co.uk)

Meetings: Last Thursday of the month 6pm – 8pm  
(No meetings in August and December)

Venue: Langney Village Hall, Etchingam Road,  
Eastbourne, BN23 7DX



## Old Town Area Panel

Email: [ehl.otap@gmx.com](mailto:ehl.otap@gmx.com)

Meetings: Last Tuesday of the month 4.30pm – 6.30pm

Venue: JPK Project, Church Street,  
Old Town, Eastbourne, BN21 1HP



## Central & Archery Area Panel

Email: [centralarchery@gmail.com](mailto:centralarchery@gmail.com)

Meetings: Last Tuesday of the month 1pm – 3pm

Venue: New Derby House, 506 Seaside,  
Eastbourne, BN23 6NP



Pictures from  
Hampden Park  
Area Panel-funded  
Afternoon Tea for  
retired residents  
during 2019.

If you are interested,  
please contact:

[tenant.involvement@lewes-eastbourne.gov.uk](mailto:tenant.involvement@lewes-eastbourne.gov.uk)

or call **(01273) 487249**

If the time and venue are  
inconvenient, let us know  
and we can rearrange things.

# Useful Contacts

## Eastbourne Borough Council and Eastbourne Homes Ltd main number: **01323 410000** then press:

- **Option 2** – For repairs, including communal repairs
  - Please note for emergency repairs after 5pm or at weekends (including heating) you will then need to also select Option 1.
- **Option 3** – Council tax queries and paying council tax – except council tax reduction.
- **Option 4** – Benefit enquiries and council tax reduction.
- **Option 5** – Planning.
- **Option 6** – for anything else then:
  - Option one – to make any payments, such as rent.
  - Option two – waste and recycling (including missed bins, unemptied public bins and fly tipping).
  - Option three – rent enquiries.
  - Or... just wait to be connected for... anything else, including grass cutting, issues with play areas, cleaning, antisocial behaviour, problems with animals, homelessness advice. Foodbank referrals (ask to speak to your Homes First Senior Caseworker).



Working in partnership with Eastbourne Homes



## Emergency numbers:

- Gas leak: **0800 111 999**
- Electricity power cut: **105**
- Mains water leaks : **0333 000 0365**
- Homelessness – After 5pm or at weekends: **01323 644422**

## Other useful numbers:

- Non-emergency police: **101**
- NHS Non-emergency **111**
- East Sussex County Council: **0345 608 0190** for:
  - highways issues such as road maintenance, pavements and street lighting,
  - adult social care,
  - mental health services,
  - schools and education services,
  - grass verge cutting.
- Citizens Advice: **03444 111444**
- StepChange – free debt management advice **0800 138 1111**
- East Sussex Welfare reform – Benefits advice **0333 344 0681**
- Age UK – **01273 4767047**
- Shelter – Housing advice **0808 800 4444**
- Samaritans – **116 123**

