

SPRING 2017

Issue **51**

OpenHOUSE

Residents' newsletter

Rental reduction is good news for residents

The government's guidance
regarding rents for social housing
page **9**

INSIDE

Joint Transformation update	04
Residents' Conference	05
Leaseholders' Surgery	07

Visit our new website
eastbourne.gov.uk/eastbournehomes



Welcome to Open House



Ian Fitzpatrick
Managing Director

You will have seen lots of media coverage over the past few months about cuts in government funding.

Eastbourne Homes, Eastbourne Borough Council and Lewes District Council are working closely together and monitoring efficiencies, but rest assured that we still have our own sovereignty, Board Directors and councillors, so residents shouldn't notice any changes.

In this issue, we congratulate Hampden Park & Willingdon Trees Area Panel members who came up with the idea of placing CCTV in Brassey Parade to help combat crime – because it's done just that!

And finally, see inside for more information on our Residents' Conference which was held in January. I was delighted to meet so many of our residents and thank you for your feedback.

Ian Fitzpatrick

Managing Director

Get in touch

T: 01323 410000

E: ian.fitzpatrick@eastbournehomes.org.uk

W: eastbourne.gov.uk/eastbournehomes



Out of hours emergencies

Eastbourne Homes offers a 24/7 out of hours emergency service that will connect you to our contractors for emergency repairs or, if necessary, to a member of staff.

Non-urgent issues will be referred to the day team, although we are able to provide emergency tradesmen when appropriate, or arrange for items such as emergency heaters in the event of a boiler breakdown or assistance in the event of a fire.

Call **01323 410000** and **select option 1**.



This issue



Community

Remembering the holocaust	03
Housing & Planning Act at top of Residents' Conference agenda	05
Leaseholders' Surgery welcomed by residents	07
Facelift for Rush Court	07
Area Panel information	10

Lifestyle

CCTV leads to crime reduction	03
Spring into action with Bourne to Recycle	11

Business

Homes First: Joint Transformation update	04
Consultations on new housing policies	04
Eastbourne Homes joins Tpas	06
Rental reduction is good news for residents	09

Wellbeing

Fire safety visits	11
--------------------	----

What's on

In your area	08
--------------	----



Left to right: Philip Hearn (Mayor's Consort), Cllr Pat Hearn (Mayor of Eastbourne), Dorit Oliver-Wolff, Stephen Rosenberg, Carolyn Heaps (Faiths Champion), Caroline Ansell MP, Cllr Michael Ensor (Chairman of East Sussex County Council), Anna Reid (Chair of Networx), Devan Briggs (Corporate Development Officer at Eastbourne Borough Council)

Remembering the holocaust

More than 100 people attended Eastbourne's Holocaust Memorial Day (HMD) event at the Town Hall, hosted by Eastbourne's Faiths Forum.

The event, which focused on the national HMD theme 'How can life go on?', proved to be a thought-provoking and moving experience for audience members as they listened to poems, prayers, presentations and accounts read out by members of Eastbourne's Faiths Forum and others.

Dorit Oliver-Wolff spoke about being a five-year-old Jewish girl living in Hungary during the holocaust.

The event was opened by the Mayor of Eastbourne and part of the evening was dedicated to the current refugee crisis

with Eastbourne's MP, Caroline Ansell, and Anna Reid, Chair of Networx – a local ecumenical group supporting Syrian refugees – giving personal accounts of their experiences locally and overseas.

Eastbourne's Faiths Champion, Carolyn Heaps, said that it was pleasing to hear that Eastbourne residents were welcoming Syrian families into their town with open arms, helping to make a desperate situation more tolerable. She also recognised that there was still a lot more to do.

NEWS in brief

Homes First: Joint Transformation update

Eastbourne Borough Council, Eastbourne Homes Ltd and Lewes District Council are working together to share services.

See page 04



Housing & Planning Act at top of Residents' Conference agenda

Local people heard more about the Act at the conference.

See page 05



Leaseholders' Surgery welcomed by residents

The first Leaseholders' Surgery event in December was welcomed by residents.

See page 07



CCTV leads to crime reduction

A community camera scheme which was the brainchild of Hampden Park & Willingdon Trees Area Panel members has helped lead to a reduction in crime.

Panel members suggested the launch of a community camera last year, in their bid for a cleaner and safer environment for residents, shoppers and shops. A fixed camera was placed in Brassey Parade and reports show this has led to 25% fewer crimes being reported, according to www.police.uk

Two further cameras were funded by all four Area Panels. They are managed by Eastbourne Borough Council and used throughout the town.



Homes First: Joint Transformation update

Eastbourne Borough Council, Eastbourne Homes Ltd and Lewes District Council are working together to share services.

Last year, both councils approved the 'Joint Transformation Programme' (JTP). This means we will work together to create shared teams to deliver services across Lewes and Eastbourne.

The two councils face huge financial challenges:

Combined budgets are currently £28.9m

Due to central government funding cuts, this will reduce by £6.6m (23%) by 2020

This is not a merger of the two councils. Each 'sovereign body' will continue to have its own budgets, councillors and committee meetings governing the work of its own organisation. Eastbourne Homes will retain its Board of Directors who will continue to meet quarterly.

Tenants and leaseholders will continue to be tenants and leaseholders of Eastbourne Borough Council (managed by Eastbourne Homes) and Lewes District Council as they are now and their tenancy conditions will not change.

A working group of Eastbourne and Lewes tenant representatives and staff and councillors from Eastbourne Borough Council, Eastbourne Homes and Lewes District Council was set up in November 2016 to explore what this might mean for current and future tenants of Eastbourne Homes and Lewes District Council, and to agree the principles of sharing housing management services. This ensures that residents have their say.

New ways of working and integrating our housing teams will deliver a total saving of £500,000. This equates to a saving of nearly 20% on the current total cost of just over £2.5m.

Ian Fitzpatrick, Managing Director of Eastbourne Homes, said: "Bringing teams together is one way to protect services to residents while reducing costs. Bringing policies and procedures in line helps us to be more efficient. Making best use of modern technology to allow customers to do more online and our staff to work closer to communities is also part of this programme."



You will recall that there was an article in the last Open House explaining this and asking residents to submit any questions or queries. We now invite any further comments that you may have.

Please contact Jane McCarthy-Penman, Governance and Compliance Manager on **01323 410000** or via email:

jane.mccarthy-penman@eastbournehomes.org.uk

Consultations on new housing policies

Eastbourne Borough Council and Eastbourne Homes have been working with Lewes District Council to look at how we can provide a single housing service for both Eastbourne and Lewes.

As part of this we are looking at our policies to see if they can be made consistent and brought up to date. This will enable our staff to work more effectively and efficiently across both areas.

Our Housing Allocations Policy explains who is eligible to join the Council's Housing Register and how applications are prioritised. It is of interest to everyone with a local connection to Eastbourne who has a housing need and wishes to apply for social rented housing in Eastbourne, or transfer to another home. The policy is for those with the most urgent housing needs and includes information on how to apply to join the Housing Register and how to bid for a home.

Our Anti-Social Behaviour (ASB) Policy outlines how we prevent, respond to and manage reports of ASB from our residents and tenants. ASB covers a wide range of unacceptable activity and can affect the quality of life of communities and disrupt the lives of many residents. The national definition of ASB is behaviour "that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household," and can include:

Vehicle nuisance or inappropriate use
Rowdy or inconsiderate behaviour
Nuisance neighbours
Littering
Street drinking
Nuisance calls

This consultation does not cover the procedure for investigating ASB as this is outlined in each council's own procedure and will remain separate. A copy of our ASB procedure is available on request.

People are invited to comment on the proposed changes to these policies between 5th May and 16th June. For more information on the changes and to make your comments, visit the Council's webpage and search for consultations. Your feedback will help us ensure that the Council's policies respond to the needs of its residents and communities.

For a copy of the consultation in paper or another format, email communitydevelopment@eastbourne.gov.uk or call 01323 415909.

Housing & Planning Act at top of Residents' Conference agenda

Local people had the chance to learn more about the Housing & Planning Act and how it will affect them at this year's Residents' Conference.



The event, hosted by Eastbourne Homes and Eastbourne Borough Council, was held at the View Hotel in Grand Parade.

Ian Fitzpatrick, Managing Director at Eastbourne Homes, welcomed the one hundred attendees to the event prior to them learning all about the latest news and developments through a series of expert talks.

Tim Crook, Managing Partner at Housing Law Services, talked about the Housing & Planning Act, and Jackie Putland, a training consultant from PEAC UK, gave advice about being a good neighbour. IT consultant Tony Thompson gave a presentation entitled 'Scams and how to avoid them'.



Andy Chequers, Interim Head of Housing Services at Eastbourne Homes, discussed the Eastbourne and Lewes Joint Transformation Programme, which is the formation of two strong councils through the integration of management and services to reduce costs and combine skills and infrastructure across both councils.



Ian Fitzpatrick said: "The Residents' Conference is an ideal time to meet the people who use our service and talk about the issues which are important to them. It was a great day and we received positive feedback from the people who attended."

A raffle draw saw lucky winners scoop prizes including computer tablets from Mears and BSW, a £100 Sainsbury's gift voucher courtesy of FFT, a Victoria Plum tree donated by Eastbourne Borough Council and a large tub of sweets, also from BSW.



 Thank you to Fletcher Barsley, a Year 11 student at Willingdon Community School, who took the photos on this page



Eastbourne Homes joins Tpas to strengthen commitment to tenant engagement

Eastbourne Homes has joined Tpas, the largest tenant engagement organisation in the country.

Tpas is a membership organisation, dedicated to bringing tenants and landlords together to find solutions to improve services, save money and bring lasting change to communities.

By joining Tpas, Eastbourne Homes will be supporting its 4,000 tenants and staff to access membership benefits including the latest tenant engagement training practices, specialist advice, housing briefings and a free helpline.

Ian Fitzpatrick, Eastbourne Homes' Managing Director, said: "We have recently joined Tpas to help evaluate our engagement approach against national standards and access the wealth of knowledge and experience that Tpas can provide, via direct support and training opportunities.

"With the current climate and changes in housing policy and government cuts, communicating with our residents is of utmost importance. Eastbourne Homes, Eastbourne Borough Council and Lewes District Council are working in partnership, which will mean a range of joint services will be provided to residents."

Tpas Chief Executive, Jenny Osbourne, added: "Tpas are a not-for-profit organisation that has been in existence since 1988. By joining our membership network, Eastbourne Homes are not only supporting their staff and tenants to work together more effectively, they'll also be at the heart of driving the national tenant

engagement agenda along with over 150 landlords and 2.2 million social housing households across the country."

Our residents' views will help shape the future of the services we provide. If you would like to get involved, please contact sarah.roberts@eastbourne.gov.uk



The Government is offering **Help to Buy** your own home.

Register now for **Help to Buy** your own home.

Eastbourne Borough Council is building new **shared ownership** homes.

Register your interest now for information on **Help to Buy**.

helptobuyese.org.uk/help-to-buy/shared-ownership

If you are a secure council tenant and have been for at least three years, you may be eligible and feel ready to apply for the Right to Buy scheme.

For free advice or an application form, please call **01323 410000**.

You can also visit www.righttobuy.gov.uk for more information.

Asset and capital works Facelift for Rush Court



Rush Court is a multi-storey block owned by Eastbourne Borough Council and managed by Eastbourne Homes which consists of 24 flats occupied by both tenants and long leaseholders.

Eastbourne Homes undertakes a cycle of routine re-decoration and maintenance works to all blocks we manage and, as part of this, Rush Court had a makeover.

A variety of works were undertaken by our appointed building contractor John Farrington & Co Ltd and contract managed by GD Surveyors Ltd.

The internal and external repairs have significantly improved the overall appearance of the building and the reaction from residents, the general public and Eastbourne Homes' staff has been extremely positive. Many believe the works will improve the lives of our residents, increase the attractiveness of the leasehold assets and have a wider positive impact on Bourne Street and the surrounding local area.

Leaseholders' Surgery success

The first Leaseholders' Surgery event in December was welcomed by residents.



The drop-in session at the Town Hall replaced the annual forum, following feedback from the Leaseholders' Panel. They requested a more open and informal occasion that allowed residents to discuss the parts of the service which are important to them.

Representatives from Eastbourne Homes, Eastbourne Borough Council and Mears were all on hand to answer questions.

Any questions that required further discussion could be continued at a follow-up one-to-one meeting.

Feedback from residents who attended was very positive. We appreciate all your comments and hope to hold another event in the summer. Thank you to all the residents who attended and we hope to see you at the next one.

White Ribbon

Eastbourne Homes has supported Lewes District Council and Eastbourne Borough Council in gaining its joint White Ribbon Campaign accreditation.

White Ribbon sets out to end male violence against women and girls by encouraging men and boys to take the pledge to never commit, condone or remain silent about men's violence against women. Tackling domestic abuse in all forms is a key priority for the councils. White Ribbon plays a positive role in encouraging men to campaign against violence towards women and to understand that they too have a role in stopping these issues.

Eastbourne and Lewes achieved its accreditation by developing a White Ribbon Campaign Action Plan. The plan has been produced in partnership with



Eastbourne Homes, Sussex Police, East Sussex Fire & Rescue Service and East Sussex County Council. It highlights key activities that the District and Borough are carrying out to tackle domestic abuse and promote the support available for victims.

What's on around the town

Eastbourne Homes' calendar

APRIL

Central & Archery Area Panel meeting

12th April: 10.00 am – 12.00 pm

Old Town Area Panel meeting

25th April: 6.15 pm – 8.15 pm

Langney Area Panel meeting

27th April: 6.00 pm – 8.00 pm

MAY

Hampden Park & Willingdon Trees Area Panel meeting

5th May: 10.00 am – 12.00 pm

Central & Archery Area Panel meeting

10th May: 10.00 am – 12.00 pm

Langney Area Panel meeting

25th May: 6.00 pm – 8.00 pm

Old Town Area Panel meeting

30th May: 6.15 pm – 8.15 pm

JUNE

Hampden Park & Willingdon Trees Area Panel meeting

2nd June: 10.00 am – 12.00 pm

Central & Archery Area Panel meeting

14th June: 10.00 am – 12.00 pm

Sunday Funday

18th June: 12.00 pm – 4.00 pm

Old Town Area Panel meeting

27th June: 6.15 pm – 8.15 pm

Langney Area Panel meeting

29th June: 6.00 pm – 8.00 pm

JULY

Board meeting, Town Hall

20th July: 2.30 pm – 5.00 pm

Other events around the town

APRIL

Continental Market

14th – 17th April: Middle Prom, Pier to Bandstand, Seafront

Easter Concert with Eastbourne Silver Band

16th April: Bandstand, Seafront

Easter Eggspress Eastbourne Miniature Steam Railway

16th April

Continental Market

28th April – 1st May: Middle Prom, Pier to Bandstand, Seafront

Friday Tribute Nights

28th April – 6th October: 8.00 pm, Bandstand, Seafront

Saturday Tribute Nights

29th April – 7th October: 8.00 pm, Bandstand, Seafront

Magnificent Motors (Vintage & Classic Cars, Bikes, Buses & Steam)

29th – 30th April: Western Lawns and Seafront

MAY

1812 Firework Concerts

3rd May – 27th September: Wednesdays, 8.00 pm, Bandstand

Eastbourne Sports Festival, in association with the NSPPC

15th – 21st May: Hampden Park, Cavendish & Shinewater Sports Centres, Eastbourne Sports Park

Eurovision Party

13th May: Little Big Screen Event, Bandstand, Seafront

NEW County Cricket Sussex vs Gloucestershire

Royal London One Day Cup

14th May: The Saffrons Cricket Ground

Eastbourne Night to Remember Midnight Walk

20th May: Seafront and Harbour

John Wall's Funfair

26th May – 3rd June: Princes Park

Beer and Cider by the Sea

26th – 28th May: Western Lawns

Continental Market

26th – 29th May: Middle Prom, Pier to Bandstand, Seafront

Eastbourne Sunshine Carnival

27th May: Seafront

JUNE

Eastbourne Cycling Festival

2nd – 4th June: Western Lawns and Seafront

Eastbourne Triathlon

3rd June: starts at Western Lawns

Race for Life 5K and 10K Race for Cancer Research UK

18th June: Eastbourne Sports Park

Aegon International Eastbourne tennis event

23rd June – 1st July: Devonshire Park

Eastbourne Festival

24th – 25th June: Princes Park



Rental reduction is good news for residents

Eastbourne Borough Council follows the government's guidance regarding rents for social housing.

The Welfare Reform and Work Act 2016 requires rents on social housing properties to be reduced by 1% per year for four years from 2016–17.

For 2017/18, Eastbourne Borough Council Cabinet has recommended to full council that the rents for social and affordable housing are decreased by 1%.

You will have received a letter to advise you of the new rent for your property from 3rd April 2017. If you pay a service charge for communal areas, water, heating or council tax, your letter will include the new charges for these items,

too. The letter does not include any Housing Benefit that you are entitled to.

If you receive Housing Benefit, we will let you know how much rent you will need to pay. If you have any questions about your rent or Housing Benefit, or if you feel that the increase will cause you problems, please call 01323 410000 or visit 1 Grove Road, Eastbourne, BN21 4TW.

If you rent a garage from Eastbourne Homes, we have recommended to full council that your garage rent does not increase this year. This means that your garage rent will stay the same as last year.

Pay your rent the easy way – set up a Direct Debit today!

Direct Debits are an easy, simple and convenient way to pay your rent or service charges. It means that:

You no longer have to worry about paying your rent or service charges on time

You no longer need to make a special journey to pay your rent or service charges

Direct Debit is Eastbourne Homes' preferred method of paying rent and service charges. By choosing to pay by Direct Debit, you are helping Eastbourne Homes to save money. It's cheaper to process a Direct Debit than a cash or card payment and these savings are used to improve resident services.

We offer:

Monthly Direct Debits (taken on the 1st of every month)

Fortnightly (taken on the Monday of every rent paying fortnight)

Weekly (taken on the Monday of every rent paying week)

Either download a form from www.eastbournehomes.org.uk or contact us on 01323 410000 and ask us to set up a Direct Debit.

If you don't have a bank account, you can find out about the different types of account available from any bank or building society, or from a website such as www.moneyadvice.service.com

If for any reason you cannot have a bank account, you need to talk to us as soon as possible so that we can make alternative arrangements for you to pay your rent.

Area Panel information

Langney Area Panel

Email: langneyap@hotmail.co.uk

Meetings: Last Thursday of the month 6.00 pm – 8.00 pm

Venue: Langney Community Centre, Etchingam Road, Eastbourne, BN23 7DX



Chair: Candy Vaughan

Treasurer: Reny Pulling

Secretary: Ellen Duckett

Committee members: Peter Wathen, Margaret Willoughby, Jason Light, Sandra Light, Jean Germaine

This quarter Langney has supported various projects, including purchasing laptops for Hazel Court School, a shed for Tyrone Court, some garden furniture for Cumbria Court and equipment for Little Oaks Nursery.

Old Town Area Panel

Email: ehl.otap@gmail.com

Meetings: Last Tuesday of the month 6.15 pm – 8.15 pm

Venue: Please note that monthly meetings are now held at St Marys Court, Brightland Road, Eastbourne, BN20 8BQ



Chair: Cecile Slater

Vice Chair: Hubert Benjamin

Treasurer: Alison Adam

Secretary: Kate Daly

Committee members: Jerry Daly, Monica Marchant, Simon Teague

Following a spate of burglaries at St Elisabeth's Church in Victoria Drive, OTAP has funded CCTV for inside and out. They have also joined with the other Panels in a joint project to fund Sussex Search and Rescue, the primary volunteer resource used by Sussex Police to search for vulnerable missing people.

Hampden Park & Willingdon Trees Area Panel

Email: hpwtap2@hotmail.com

Meetings: First Friday of the month 10.00 am – 12.00 pm

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



Chair: Andy Evans

Vice Chair: Shirley McCall

Treasurer: Jean Taylor

Vice Treasurer: Roy Tuohy

Secretary: Robert Cooper

Committee members: Mary Wall, Mike Hanlon, Pam Edwards, Angela Kirby, Olive Woodall

HP&WT Area Panel has bought new radiators for Willingdon Trees Community Centre, which is a vital resource for their community. They have also donated money for equipment at the Eastbourne Shed project and have joined the town-wide scheme for accessible defibrillators, by purchasing a unit to cover the East Hampden Park area.

The Panel is looking for a treasurer. If you are able to give up some time to undertake this role, we provide training and cover expenses.

Central & Archery Area Panel

Email: caap@live.co.uk

Meetings: Second Wednesday of the month 10.00 am – 12.00 pm

Venue: Gwent Court, St James Road, Eastbourne, BN22 7BX



Chair: Ruth Bevilacqua

Vice Chair: Jan Swann

Treasurer: Anne Davies

Secretary: Pat Gregson

Committee member: Fred Swann

The Panel has given a grant for another CCTV camera for the town which will be used mainly to combat fly tipping in the area. The Panel is also keen to recruit a secretary. Duties include minute taking and setting agendas. Training is given and expenses are paid.

Spring into action with Bourne to Recycle

Our recycling rewards scheme, Bourne to Recycle, offers all Eastbourne residents the chance to win cash prizes in a monthly draw. This spring we're offering a one-off prize draw of £250! Have you signed up yet?



All Eastbourne residents are encouraged to register and commit to recycle as many of their household items as possible with Bourne to Recycle. The scheme will help to increase the borough's recycling rate, which is presently at 35%. We need your help to improve it!

If you are not sure what you can and can't recycle, you can check our website. Visit www.eastbourne.gov.uk/recycling where you can find out what goes in your bin or box, when your next collection is, where your nearest recycle bank or bring site is and to find out what happens to your recycling.

As a thank you for your recycling efforts and helping to increase our recycling rate, all registered homes are entered into a monthly prize draw, with cash prizes of £100 each for five lucky winners. In April

we're offering a one-off prize draw of £250 on top of the five £100 prizes. You have to be in it to win it and all you have to do is sign-up – what are you waiting for?

Registering is easy and takes just a few minutes. Simply visit www.eastbourne.gov.uk/bournetorecycle or call Customer First on 01323 410000 and one of the team will be happy to sign you up.

Good luck!



Fire safety visits

East Sussex Fire & Rescue is working with Eastbourne Homes to help people to stay safe in their properties.

One of the ways we do this is by providing a Home Safety visit to people who are most at risk from fires. Specially trained staff will visit your home and give you advice on how to reduce the risk of having a fire.

At first contact you will be asked a range of questions to see if you qualify for a visit, or to receive a safety pack. We are also able to arrange specialist equipment for disabilities such as vibrating pads or lights for deaf residents, and can signpost to the Occupational Therapy team if necessary.

To see if you are eligible for a Home Safety visit, please call 0800 177 7069.



Fun for all the family!

Eastbourne Homes Area Panels
would like to invite you to

Sunday Funday

Sunday 18th June 2017

Sevenoaks Park

12pm - 4pm

Sevenoaks Road, Langney, BN23 7LT

Everything

50p

Fun Dog Show • Burgers
Sumo Suit Wrestling • Bouncy Castle
Hurricane Machine • Refreshments
Albion in the Community - Beat the Keeper and much more!

Free
Parking

All proceeds go to local charities

Eastbourne
Homes



www.eastbourne.gov.uk