

OpenHOUSE

Residents' newsletter



Homes First to host first Joint Tenants' Conference

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Visit our website
lewes-eastbourne.gov.uk/eastbournehomes



Working in partnership with Eastbourne Homes



Welcome to **Open House**



Ian Fitzpatrick
Managing Director

Welcome to our winter edition of Open House.

I'm pleased to announce our first Joint Tenant's Conference will be hosted by Homes First in Eastbourne in January and hope you will be able to join us. A leaflet with booking details is enclosed – please book early as places are limited. If you need help getting to the conference, please let us know when booking your place.

May I also bring to your attention the Sunday Funday article on Page 5 calling for volunteers to help to run this great event again in 2019.

As the year draws to a close, I'd like to take the opportunity to thank everyone involved in our Area Panels, Customer Communications and Engagement Panel and all residents for the voluntary work they do year round to keep our communities thriving. We very much appreciate your support!

On behalf of the Board of Directors, best wishes for the festive season and a happy and healthy 2019.

Ian Fitzpatrick

Managing Director



CUSTOMER CONTACT CENTRE **1 Grove Road – Tel: (01323) 410000**

Some Council services will be limited over the Christmas and New Year period. However, essential services are being maintained and the altered opening times are listed below. On 2 January 2019, all services will revert back to normal opening hours.

24 December – Open as normal

25 – 26 December – Closed

27 – 28 December – Open 10am until 3pm

31 December – Open 10am until 3pm

1 January – Closed

2 January – Open as normal

Eastbourne Homes Out of Hours & Christmas period contact information:

Our telephone number **(01323) 410000** will be in operation 24-hours-a-day, 7 days a week.

When the office is closed, the number is diverted to our out of hours call centre. This is for any emergency matters such as a water leak, loss of heating or loss of power.

When the call is answered, you will be given some options to select. This is to ensure your call is sent to the correct team so that the issue can be dealt with by the correct contractor.

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Winter update 2018

HOMES FIRST

Since the spring, Homes First has been delivering joint housing services across Eastbourne Homes, Eastbourne Borough and Lewes District councils, including housing advice, tenancy management and assets and repairs management.

An experienced staff team has been recruited who are working hard to improve specific service areas. We are currently reviewing our Sheltered Housing and Tenant Participation services to make sure we learn from the good practice in each area to help us deliver excellent services for all of our customers.

The Housing Standards team continue to work with landlords and residents to drive up the standards of private rented housing, and a new reward scheme for private landlords has been introduced to increase the number of properties available.

Following the Homelessness Reduction Act in April this year, we have also introduced new ways of working to prioritise the needs of the most vulnerable in the town and reduce the

number of rough sleepers, including a graduate trainee scheme to get more housing needs staff in place.

The Homes First team will now be overseen by our new Director of Service Delivery Tim Whelan, who was formerly the Head of Specialist and Case Services for the councils. Tim comes with a wealth of experience and a passion to drive improvement across all front line services.

Finally, we warmly invite you to join us at our first Joint Tenants' Conference on Wednesday 23 January, 10am – 3.45pm at the View Hotel in Eastbourne.

A hot lunch will be provided, along with workshops, stalls, presentations and your questions answered. Booking details are enclosed with this copy of Open House – we hope to see you there!

"I am really looking forward to working with the Homes First management team, residents, stakeholders and all the frontline staff who work with such professionalism. This is a service area that addresses the significant challenges faced by rising demand for high quality, permanent and temporary accommodation and is central to our communities. I hope to see you all at the Joint Tenants Conference in January."

Tim Whelan, Director of Service Delivery.



Paying your rent

Put paying your rent top of your Christmas list this year and don't let your spending snowball out of control.

We know Christmas puts a strain on your budget, but do think twice about delaying your rent or arrears payments. Every year, some people opt for a quick fix at Christmas – then struggle to catch up in the New Year.

If you really can't pay, contact us as soon as possible. We can help you maximise your benefits and refer you to other agencies for support and financial advice.



But if you choose not to pay, we may have to take action and you could lose your home, so....

Pay your rent before it's spent!



Season's Greetings from our **Customer Communications and Editorial Panel**

who volunteer to meet and give their input and feedback on every edition of Open House.

From left: Robert Cooper, Sheilah Roberts, Shirley McCall, Cecile Slater, Pauline Harrop, Geoffrey Gill.



In your area... What's been happening



Our four Area Panels had a busy year last year. Here are some details of the projects they funded:

Hampden Park and Willingdon Trees

Last year, as part of the Eastbourne Heartbeat project, Hampden Park Area Panel approved funding for a defibrillator to be available for use by local residents in the event of an emergency. The panel are currently working with East Sussex County Council on dropped kerbs in the area. The local Heron Park Primary Academy benefitted from funding for sports kit, which was embroidered with the panel's name. The panel chose **Families for Autism** as their charity to benefit from their part of the proceeds from the Sunday Funday.



the panel's name. The panel chose **Families for Autism** as their charity to benefit from their part of the proceeds from the Sunday Funday.



Pictured with a representative of the Army Cadets (l to r): Alison Adam, Cecile Slater, Councillor Pat Hearn (former Mayor) and Simon Teague.



Councillor Alan Shuttleworth, Candy Vaughan (centred) and colleagues with the defibrillator.

Langney Area Panel

This panel took the lead role in running the annual Sunday Funday, images from which can be seen below. They worked with the police to help combat a spate of

antisocial behaviour in Langney village area by providing signage and lighting. Other projects they funded included, three defibrillators in Langney locations, a donation to the **Hope Woodwork project sheltered scheme**, provision of a dogs mess bag dispensing machine, bicycle hoops and a dropped kerb in Pigs Lane. This year they have already made donations to the new Langney Community Library to buy computer equipment, to Langney Primary School and to the 1st Langney Brownies.



New bicycle hoops.

Old Town Area Panel

Old Town Area Panel helped to support **Community Wise**, who, among many community services, run a very well attended lunch club, by giving them funding for new chairs. They also purchased three defibrillators for the community and gave funding to the **JPK Project**, which helps to promote independent living for local people with learning disabilities. The panel, alongside other panels, also provided match funding for a ceremonial flag for the army cadets (pictured above) and to the Probation Service.

Central and Archery Area Panel

This panel has now stopped meeting, but during last year they were still able to approve funding for three defibrillators and a dropped kerb at Princes Park.



Kevin Pearce-Biggs, Councillor Gill Mattock (Mayor), Andy Chequers and Alan Mattock.



Pauline Harrop on the Tombola stall.



Jill Parker MBE, Cecile Slater and Andy Chequers.

Area Panel information



Langney Area Panel

Email: langneyap@hotmail.co.uk
Meetings: Last Thursday of the month 6pm – 8pm
 (No meeting in December)
Venue: Langney Village Hall, Etchingam Road,
 Eastbourne, BN23 7DX
Chair: Candy Vaughan
Vice Chair/Secretary: Peter Wathern **Treasurer:** TBC

Committee members:
 Candy Vaughan, Peter Wathern,
 Kashmiro Atkins, Margaret Willoughby,
 Jason Light, Sandra Germain, Roy Elliott

Neighbourhood Officers:
 Theresa Ticehurst, Kim Barnes



Old Town Area Panel

Email: ehl.otap@gmx.com
Meetings: Last Tuesday of the month 4.30pm – 6.30pm
Venue: Please note that monthly meetings are now
 held at the JPK Project, Church Street, Old Town
 Eastbourne BN21 1HP
Chair: Cecile Slater – **Vice Chair:** Hubert Benjamin
Treasurer: Alison Adam – **Secretary:** Simon Teague

Committee members:
 Cecile Slater, Alison Adam, Hubert Benjamin,
 Monica Marchant, Simon Teague

Neighbourhood Officer:
 Lisa Cole



Hampden Park & Willingdon Trees Area Panel

Email: hpwtap2@btinternet.com
Meetings: First Friday of the month 10am – 12pm
Venue: Hampden Park Community Centre,
 Brodrick Road, Hampden Park, BN22 9NR
Chair: Andy Evans – **Vice Chair:** TBC
Treasurer: Shirley McCall – **Secretary:** Robert Cooper

Committee members:
 Andy Evans, Robert F. Cooper, Shirley McCall,
 Pat Hearn, Olive Woodall, Pamela Edwards
 Miss Angela Kirby, Val Thornton,
 Carol Carpenter, Lucy Marchant

Neighbourhood Officers:
 Rebecca Philcox / Bryony Clarke

Your Funday needs you!

Eastbourne Homes Area Panels would like to thank everyone who helped to run this year's event and raise money for local charities. We really need more volunteers to run the event again next summer (June or July 2019) otherwise we will lose it, which would be a great loss for the community.

So if you can spare some time to help make this family fun day happen and bring some community spirit, please get in touch!

The Area Panels would also like to introduce a "best bloom" and "best vegetable" show for any green-fingered residents to shine in 2019!



If you can help, please email the Tenant Participation Team at: Participation@lewes-eastbourne.gov.uk or call (01323) 410000 or (01273) 487249 by Friday 14 December.

Thank you!



OUR FIRST JOINT TENANTS' CONFERENCE

HOMES FIRST



See separate flyer inside for details of how to **book** and how to nominate your **"Tenant of the Year"**

If you need help getting to the conference, please let us know when you book your place.



Wednesday 23 January 2019

10am - 3.45pm

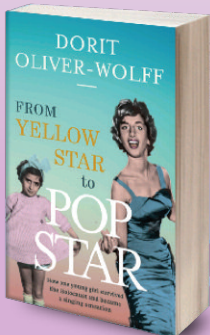
The View Hotel, Grand Parade,
Eastbourne BN21 4DN



From Yellow Star to Pop Star

4.45pm – 6.15pm,
Thurs 24 January 2019

Tennis Centre, College Road,
Eastbourne, BN21 4JJ



Local author, **Dorit Oliver-Wolff**, retells her inspirational life story of bravery and fortitude enabling her to survive the Holocaust and become a star!

Buffet served from
4.45pm for a 5.15pm start.



Eastbourne's Holocaust Memorial Event

From 6.30pm, Thurs 24 January 2019

Tennis Centre, College Road, Eastbourne, BN21 4JJ

The event will commemorate those who suffered in The Holocaust under Nazi Persecution and in subsequent genocides such as those in Cambodia, Rwanda, Bosnia and Darfur.

The event will include:

- Testimony of Rwandan genocide survivor
- Retelling of Belsen Concentration Camp liberation
- Performances by The International Voice Orchestra
- Various readings and poetry

6.30pm welcome drinks, 7pm start.

Booking for both events is essential.

Book online: lewes-eastbourne.gov.uk/HMD or call: (01323) 415694.

Please let us know if you have any access requirements.

Sponsored by:



Get online to save time!

In recent months Eastbourne Borough Council has received unprecedented levels of phone calls from customers about a huge range of issues. This has meant we have not always been able to answer these calls as quickly as we would have liked.

We are always happy to help people over the phone where there is a genuine need. However, many calls are about issues which could be solved via our website.

There are certain issues or circumstances in which we would always want you to call, such as:

- You are at risk of becoming homeless

- You are struggling to pay your rent or council tax
- You are worried about someone's safety
- You find using the internet difficult
- English isn't your first language



To help us deal with these issues as quickly as possible, we are asking residents to think about whether they genuinely need to call or whether the issue could be solved via our website:

lewes-eastbourne.gov.uk

We join organisations such as Sussex Police and the NHS in asking our residents to consider how best to access services to ensure those with the most pressing need can be prioritised.

NEIGHBOURHOOD FIRST update

Neighbourhood First comprises advisors and operational staff. They work closely with Homes First to deliver a quality housing service.

A review of the last year would not be complete without factoring in the lessons learned and initiatives undertaken in the wake of the awful Grenfell fire tragedy in London June 2017 where 72 people lost their lives.

Homes First, along with Neighbourhood First, have been advising residents about the dangers of clutter and rubbish in shared hallways. We ask you to stop using thick doormats in shared hallways and would encourage you to consider thinner non-slip mats or, ideally, no mat at all from a safety point of view.

Neighbourhood First have also installed bicycle racks where the numbers of bicycles have been an issue.

We have always encouraged residents to recycle. It is good for your environment and reduces the costs of dealing with household waste.

Neighbourhood First have been visiting children and parents in their school holiday activities at sports centres to

teach them more about reusable plastics and offering reusable bottles for use at home and school.

Between the strong sunshine and heavy rain, we would like to thank our residents for maintaining their gardens. To help those who may not own any gardening tools **there is a garden tool loan scheme**. It is free and open to Homes First tenants who have a garden. There are several packs of tools which we drop off Friday and collect the following Thursday. You can book this service via the contact centre on **(01323) 410000** or via our website.

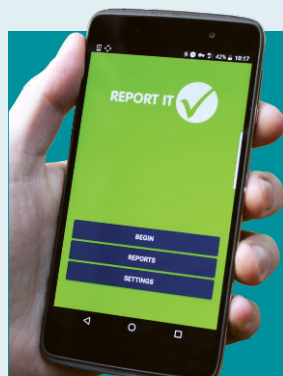
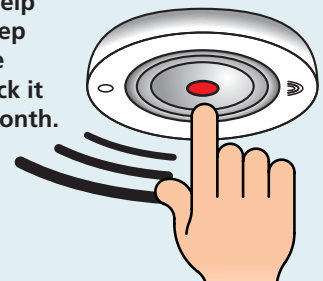
Neighbourhood First have provided volunteer opportunities to litter pick your local neighbourhood and beach,

and have provided free microchipping and health checks for dogs.

In partnership with other statutory agencies, we have delivered safety messages to most schools in Eastbourne and Willingdon. The safety messages covered stranger danger, needle finds, cyber bullying and the dangers of railway trespass.

We encourage all our residents to be safe, recycle and look after their environment. If you would like to learn more, visit our website or talk to your advisors and operations team as you see them around. **However the one thing we cannot do for you is test your smoke alarm.**

Please help us to keep you safe and check it every month.



REPORT IT to SORT IT 

Report It is the quickest way to report environmental problems to the council. Download the app for Android from the Play Store, or for iPhone from the App Store.

To find out more visit lewes-eastbourne.gov.uk/Report-It

What's on around the town

Eastbourne Homes

NOVEMBER

Residents Voice meeting

Tues 20 November 2018 10.30am, Eastbourne Town Hall

Old Town Area Panel meeting

Tues 27 November 2018 4.30pm to 6.30pm

Langney Area Panel meeting

Thurs 29 November 2018 6pm to 8pm

DECEMBER

Hampden Park and Willingdon Trees Area Panel Meeting,

Fri 7 December 2018 10am to 12pm

JANUARY

Hampden Park and Willingdon Trees Area Panel meeting

Fri 4 January 2019 10am to 12pm

Old Town Area Panel meeting

Tues 29 January 2019 4.30pm to 6.30pm

Langney Area Panel meeting

Thurs 31 January 2019 6pm to 8pm

FEBRUARY

Hampden Park and Willingdon Trees Area Panel meeting

Fri 1 February 2019 10am to 12pm

Old Town Area Panel meeting

Tues 26 February 2019 4.30pm-6.30pm

Langney Area Panel meeting

Thurs 28 February 2019 6pm to 8pm

MARCH

Hampden Park and Willingdon Trees Area Panel meeting

Fri 1 March 2019 10am to 12pm

Old Town Area Panel meeting

Tues 26 March 2019 4.30pm-6.30pm

Langney Area Panel meeting

Thurs 28 March 2019 6pm to 8pm

Other Events Around the Town

NOVEMBER

Rich Hall's Hoedown

Sat 10 Nov 2018 - Royal Hippodrome Theatre

Remembrance Sunday Service

Sun 11 Nov 2018 - 10.40am –
Eastbourne War Memorial



The Simon & Garfunkel Story

Thur 15 Nov 2018 - Devonshire Park Theatre

Seaside Bo Ho Sat 17 Nov 2018 - 3pm to 8pm



Quadrophenia

The Album: Live

Sat 17 Nov 2018

- Devonshire Park Theatre

Someone Like You - The Adele Songbook

Sunday 18 Nov 2018 - Devonshire Park Theatre

Eastbourne Beer Festival on Tour 'Closing Night'

Mon 26 Nov 2018 - 6.30pm onwards

Meads Christmas Magic

Fri 30 Nov 2018 - 2.30pm to 7pm

Rhiannon:

The Ultimate Tribute to Fleetwood Mac

Fri 30 Nov 2018 - 7.30pm -

Royal Hippodrome Theatre



Christmas Market

Fri 30 Nov - Sun 23 Dec 2018 - Terminus Road - 10am to 6pm

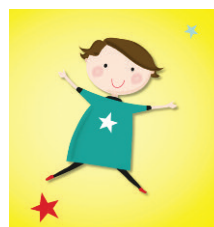
DECEMBER

Motcombe Village Christmas Fair

Sat 1 Dec 2018 - 12 noon

I'm Every Woman starring Helen Ward-Jackson

Sat 1 Dec 2018 - 7.30pm



Eastbourne Choral Society Charity Christmas Carol Concert in aid of the Children With Cancer Fund

Fri 7 Dec 2018 - 7pm

All Saints Church, Grange Road

Cinderella

Fri 7 Dec 2018 - Sun 13 Jan 2019
Devonshire Park Theatre



Michael Portillo: A Game of Two Halves

Mon 10 Dec 2018 - 7.30pm - Royal Hippodrome Theatre

Christmas Day Concert at Eastbourne Bandstand

Tue 25 Dec 2018 - 10.30am to 12.00pm

Boxing Day Concert at Eastbourne Bandstand

Wed 26 Dec 2018 - 11am to 12.30pm

JANUARY 2019

New Year's Day Concert at Eastbourne Bandstand

Tue 1 Jan 2019 - 11am to 12:30pm

FEBRUARY 2019

Disney's Aladdin Jr

20 - 23 Feb 2019 - Royal Hippodrome Theatre

MARCH 2019



Trial By Laughter

Tue 5 – Sat 9 Mar 2019 -
Devonshire Park Theatre

Showaddywaddy

Sat 9 Mar 2019 - 7.30pm - Royal Hippodrome Theatre

Circus of Horrors: Psycho Asylum

Sat 16 Mar 2019 - 8pm -
Royal Hippodrome Theatre



Dara O'Briain

Thu 28 March 2019 - Congress Theatre

Dates for your Diary 2019

4 - 5 MAY

MAGNIFICENT MOTORS

Western Lawns, Seafront

24 - 26 MAY

BEER & CIDER BY THE SEA

Western Lawns, Seafront

21 - 29 JUN

NATURE VALLEY INTERNATIONAL (TENNIS)

Devonshire Park

13 - 14 JUL

BEACH LIFE FESTIVAL

Eastern Seafront

15 - 18 AUG

AIRBOURNE: EASTBOURNE INTERNATIONAL AIRSHOW

Seafront & Western Lawns

AUG - OCT

EASTBOURNE BEER FESTIVAL 'ON TOUR'

Various locations

10 - 12 OCT

EASTBOURNE BEER FESTIVAL

Devonshire Quarter

26 OCT

BEACHY HEAD MARATHON & 10K

Western Seafront & South Downs

For more info and events listings, go to VisitEastbourne.com

EASTBOURNE
BREATHE IT IN



Funding for community projects

If you would like to apply for funding for a community project in Eastbourne, please contact our Homes First tenant participation team, so we can put you in touch with your local Area Panel Chair.

The team works for residents across Eastbourne Homes and Lewes District and can be contacted via email:

tenant.participation@lewes-eastbourne.gov.uk

or call **(01323) 410000** or the team on **(01273) 487249**.

Or why not pop along to one of your local Area Panel meetings – details on page 5.

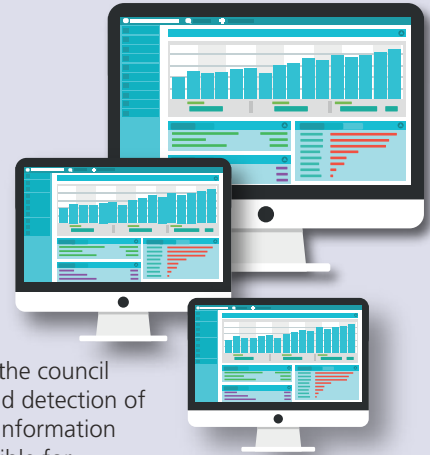
National Fraud Initiative

Eastbourne Borough Council is required by law to protect the public funds it administers. Any of the information you provide to the council may be used for the prevention and detection of fraud. The council may also share information with other bodies that are responsible for auditing or administering public funds, including the Cabinet Office.

The Cabinet Office requires councils to participate in data matching exercises to assist in the prevention and detection of fraud. Councils are required by law to provide particular sets of data to the Cabinet Office for this purpose and cannot refuse to hand over this data.

Further information can be found on the Government's website under the Cabinet Office "National Fraud Initiative privacy notice", see here:

www.gov.uk/government/publications/fair-processing-national-fraud-initiative



Survey launched over demand for electric vehicles

Eastbourne residents are invited to express their views on the current and future demand for electric vehicles.

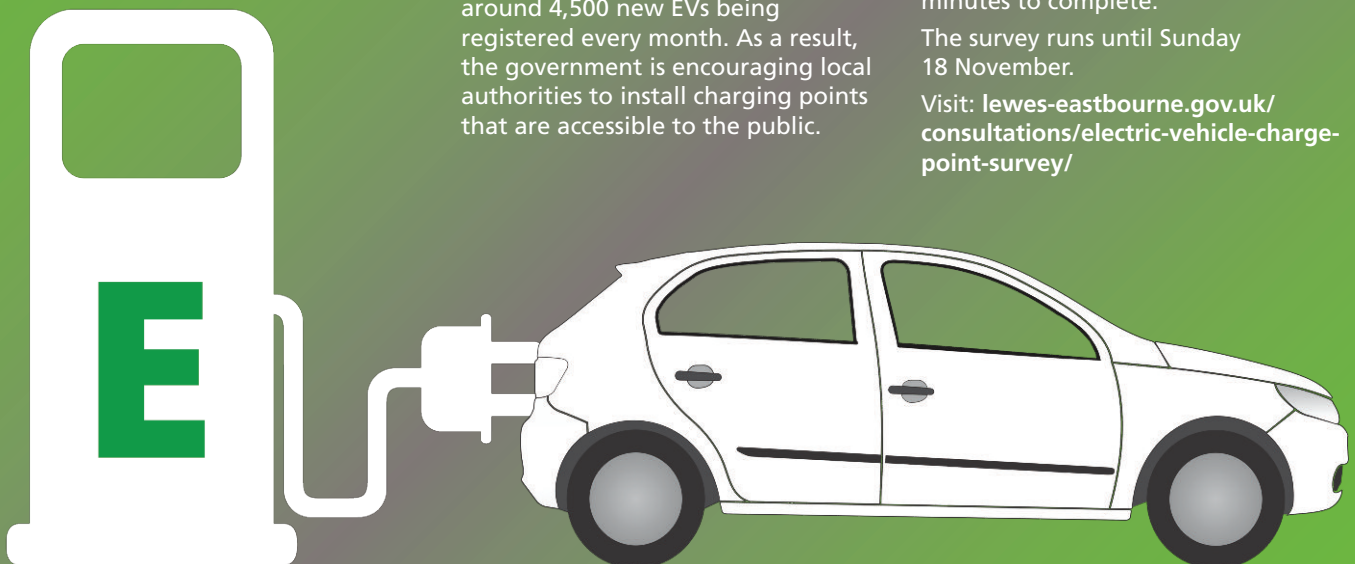
Eastbourne Borough and Lewes District Councils are conducting the survey as part of a joint initiative with district and borough councils across East Sussex.

The number of electric vehicles (EVs) on UK roads is increasing, with around 4,500 new EVs being registered every month. As a result, the government is encouraging local authorities to install charging points that are accessible to the public.

Councillor Jonathan Dow, Eastbourne Borough Council's Cabinet member for Place Services, said: "We would like to hear from anyone who lives here, works here or visits this area – whether they own an electric vehicle or not. The survey takes just a few minutes to complete."

The survey runs until Sunday 18 November.

Visit: lewes-eastbourne.gov.uk/consultations/electric-vehicle-charge-point-survey/



National housing consultations

The Government has recently carried out a series of consultations about the future of social housing.

The Social Housing Green Paper proposes necessary change to ensure social housing provides a safe, well managed service for all who need it.

Following the tragic events at Grenfell Tower in June 2017, the Government is considering how to improve relationships between residents and landlords to make sure issues are resolved swiftly and residents' voices are heard. There is likely to be more emphasis on involving and communicating with tenants, streamlining the complaints process and a new approach to the regulation of housing services.

In Eastbourne, we have already carried out an extensive tenant and leaseholder consultation to develop a new strategy for involvement to make sure that residents are at the heart of all we do. We already have a good track record of working with residents and are looking forward to developing this further.

Earlier this year, the government also carried out a consultation on options to alter the rules governing the money raised from Right to Buy sales, to make it easier for councils to build more homes.

We have responded favourably to this consultation and will keep you updated about any local developments resulting from changes to national housing policy and legislation.



Get ready for winter!

The UK's gas and electricity supply is more reliable than ever before, but severe winter weather can still cause damage and disruption.

Here are some steps you can take to be prepared in case you have a power cut or gas emergency:

- **Know your free emergency numbers.** In a power cut call **105** or, for a gas emergency, call **0800 111999**.
- **Prepare your home.** Keep a torch handy and get your appliances serviced by a Gas Safe registered engineer to prevent carbon monoxide poisoning. If you are an Eastbourne Homes resident, these checks will automatically be completed as part of your annual gas safety checks carried out by BSW who can be contacted on **0800 142 2761**.
- **Check your heating.** Your home (and those of your elderly relatives and neighbours) should ideally be at least 18°C. During cold spells, keep your windows closed at night as this could cause a severe drop in the temperature indoors.
- **Keep your eyes open.** Keep an eye on the weather forecast and, if you have a power cut or a gas emergency, check on your neighbours.

A handy checklist on preparing yourself, your home and your car for winter can be found on the Met Office website:



www.metoffice.gov.uk/barometer/advice/about-get-ready/winter-readiness-checklist

Direct Debits are an easy, simple and convenient way to pay your rent.



It means that:

- You no longer have to worry about paying your rent on time.
- It costs nothing to set up and can be cancelled by you at any time.
- It costs Eastbourne Homes less to collect, and any money we save means there is more money available to help improve the service you receive.

We offer:

- Monthly Direct Debits, taken on the first of every month.
- Fortnightly Direct Debits, taken on the Monday of every rent paying fortnight.
- Weekly Direct Debits, taken on the Monday of every rent paying week.

Pay your service charges by Direct Debit and get £10 credit!

Eastbourne Borough Council tenants and leaseholders who switch to Direct Debit for the first time and pay their service charges by Direct Debit continuously for three months, are eligible for a one-off credit of £10.

This applies to the first Direct Debit on your account only. If your Direct Debit bounces or is cancelled within three months, the credit will be removed.

Contact us on **(01323) 410000** to set up a Direct Debit over the telephone or go to:

lewes-eastbourne.gov.uk/payments/pay-your-rent/ to download a form.



CHRISTMAS TREE RECYCLING

From 3rd January to 24th January 2019

real Christmas Trees that will not fit inside a garden waste bin can be taken to one of the *Christmas Tree Bring Sites* across Eastbourne, details listed below:

Parks: Hampden Park, Princes Park, Gildredge Park and Archery.

Council Car Parks: Atlantic Drive, Fisherman's Green, Treasure Island, Holly Place, Sevenoaks Road and College Road.

Stores: ASDA, B&Q, Homebase, Langney Shopping Centre and Tesco (Lottbridge Drove)

There are fenced off areas with signs indicating that real Christmas trees may be left there.

St. Philips Avenue Recycling Centre BN22 8NB
Opening times:

Monday to Thursday: 9am to 4pm

Friday: 9am to 3.30pm

Saturday and Sunday: 8am to 12noon

Christmas Eve & New Year's Eve: 9am to 1pm

Closed: Christmas Day, Boxing Day and New Year's Day.

CUSTOMER FIRST