



**BRIGHTON & HOVE  
SEASIDE COMMUNITY  
HOMES**



Tenant Panel Meeting  
July 18<sup>th</sup> 2023



# Agenda

New Possibilities Programme

Annual Report

Communication



## Updates after last meeting

- TACC Cleaner tick-sheets have been put up in communal areas
- Caretakers assigned to cover absences
- TACC have sent letters and put up signs in communal areas to all tenants about fire risk of leaving items in communal areas - immediate removal
- Pram parking area being installed in block so that prams aren't left in communal areas
- Article in Seaside News about Fire Safety and alarms



## New Possibilities Programme

**Seaside's New Possibilities Programme is designed to help break down the practical barriers that can prevent our tenants from taking part in activities or education that will have a positive impact on the happiness and wellbeing of themselves and their families.**

**Tenants can apply for up to £250 every 24 months.**



Date awarded	Amount awarded	New Possibilities: Details of award
03/04/2023	104	Maths club for her daughter
10/01/2023	75	£75 gift voucher, health and beauty spa
12/12/2022	111	Swimming lessons for her 6 month old daughter + travel assistance.
24/10/2022	225	£225 for daughters harmonica lessons at school. Total to be paid in 3 instalments, £75 per term.
15/08/2022	125	Tickets for one adult and two children to live musical Paw Patrol at the Brighton Centre. Plus one adult bus pass. Total £125
05/07/2022	58	3 days of bus passes to get her son (5 years old) to a summer camp in Brighton.
11/04/2022	208	Ballet Lessons. Agreed payment of both Spring & Summer terms + end of year show costume hire. Paid per term, first invoice Dec 2021, 2nd invoice Apr 2022
26/02/2020	180	6 months gym membership to help tenant's wellbeing
05/12/2019	147	Tickets for soft play centre for 2 young children to attend. Awarded tickets for 10 sessions + bus tickets

Only 9 applications since the programme started in 2019. A total of £1,233.



# Seaside Homes

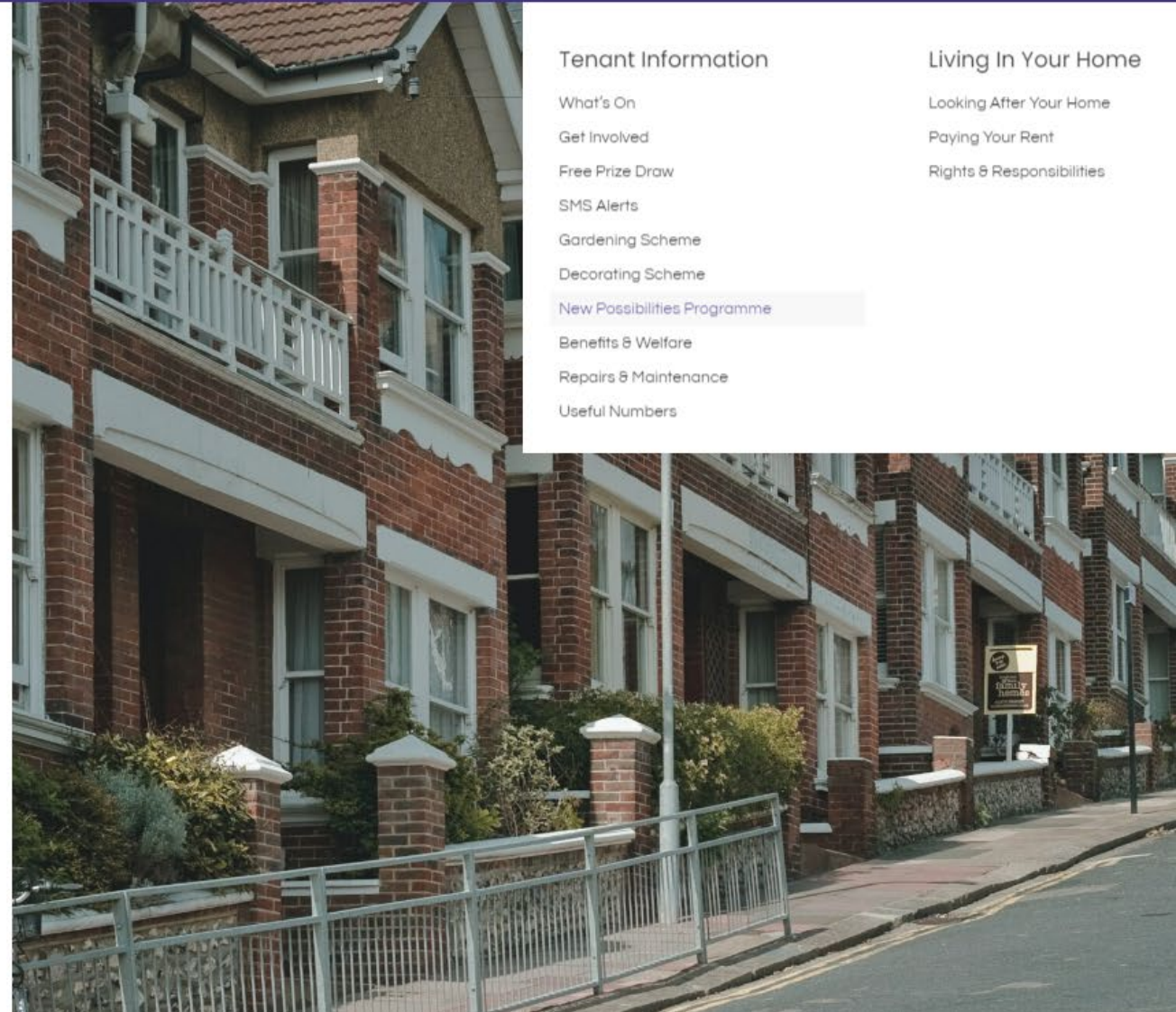
Brighton & Hove Seaside Community Homes (Seaside Homes) is a not-for-profit, independent, charitable company that raises investment to improve empty properties and provides the resulting homes to people in housing need.

Tenant Panel Meeting July 18th!

Contact Us



[Cost of Living Crisis Information](#)



## Tenant Information

- [What's On](#)
- [Get Involved](#)
- [Free Prize Draw](#)
- [SMS Alerts](#)
- [Gardening Scheme](#)
- [Decorating Scheme](#)
- [New Possibilities Programme](#)
- [Benefits & Welfare](#)
- [Repairs & Maintenance](#)
- [Useful Numbers](#)

## Living In Your Home

- [Looking After Your Home](#)
- [Paying Your Rent](#)
- [Rights & Responsibilities](#)



## Prize Draw

Seaside tenants can enter our free monthly prize draw! Answer the quiz question correctly and be in with a chance of winning one of 4 prizes!

SMS service! Stay in the loop about local events and opportunities, pick and choose what topics you want to hear about

Seaside Homes offers a Gardening Scheme to provide a little help to those tenants with private gardens

We offer B&Q Decorating vouchers to tenants who want to keep their homes looking fabulous



## Tenant Handbook

Everything you need to know about being a Seaside Tenant



## Seaside News

Seaside Homes quarterly newsletter. Click to read the latest edition!



## What's On

Local low-cost and free events, opportunities, training and more!



## New Possibilities Programme

In one easy step, apply for Seaside Homes funding for an event, course, day-out, hobby, or anything else you think will boost your wellbeing!





# New Possibilities Programme

**Seaside's New Possibilities Programme is designed to help break down the practical barriers that can prevent our tenants from taking part in activities or education that will have a positive impact on the happiness and wellbeing of themselves and their families.**

The programme reflects the national "Five Ways to Wellbeing" campaign that has been adopted locally by the NHS and Brighton & Hove City Council.

Tenants are invited to apply for funding to cover the cost of an activity that is linked to the "Five Ways to Wellbeing". There will be four funding rounds per year with each round open for a period of one month.



# Questions

- 1. Did you know about the New Possibilities Programme?**
- 2. What do you think is putting people off from applying?**
- 3. How can we get more tenants to apply?**



# Annual report

An Annual Report is a publication directed at tenants, stakeholders and the public which summarises an organisation's performance, finances, and activities.

This promotes transparency, accountability, and resident involvement.

# Guidance

## **TPAS set out guidance for a good Annual Report:**

The organisation engages with residents to produce an appropriate and meaningful Annual Report which should include resident satisfaction measures; performance against its stated commitments; how income is being spent, complaints trends, impact from resident engagement and comparisons of the organisational wage structure and management costs.

**The Housing Regulator** requires the provision of timely and relevant performance information to support effective scrutiny by tenants of their landlord's performance in a form which registered providers seek to agree with their tenants. Such provision must include the publication of an annual report which should include information on repair and maintenance budgets

# Key Performance Indicators

Anti-Social Behaviour Cases

Homes that do not meet the Decent Homes Standard

Repairs completed within target timescales

Gas Safety Checks

Fire Safety Checks

Asbestos Safety Checks

Water Safety Checks

Lift Safety Checks

Electrical Safety Certificates

Properties with EPC rating of C or above

Complaints received / responded to within timescales

Number of properties re-let

# Finances

Cost per property: Housing Management

Cost per property: Responsive repairs and void works

Cost per property: Major and cyclical works

Percentage of rents collected

Overhead costs

Reinvestment

Operating margin



# Resident Involvement

Feedback from Annual Satisfaction Survey

Tenant Panels

Scrutiny Training

Surveys





# Communication

Website  
SMS  
Facebook  
Handbook  
Newsletter





## [Tpas Connect: Sign Up](#)

Join the digital community exclusively for Tpas members

This platform has been built with you in mind. It's a place you can post questions and share information with your peers across the country.

The platform hosts a national housing staff group and a national tenants group. It also has subgroups that are open for both staff and tenants to join too.

It's a place where you can:

- Create discussions
- Ask questions
- Upload and download documents
- Poll opinions
- Get feedback
- Post videos/images/documents
- Make connections



Thank you

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