



BRIGHTON & HOVE  
SEASIDE COMMUNITY  
HOMES

# Annual report

## 2022-2023

## Addressing the housing crisis and fostering hope



CHRIS CARLISLE, CHAIR  
BOARD OF TRUSTEES

**Dear Supporters, Partners, and Friends,**

**It is my pleasure to present to you Seaside's Annual Report for the year 2022/23, outlining our unwavering commitment to providing safe, secure housing at sub-market rents in Brighton & Hove.**

As we navigate the ever-changing landscape of housing legislation, this report encapsulates our endeavours to meet new challenges head-on and ensures that our tenants' well-being remains at the heart of our mission.

We are operating in a context where the **housing crisis** continues to cast a long shadow over the lives of countless individuals across the UK. Skyrocketing property prices, exorbitant rents, and the shortage of affordable housing continue to result in an alarming number of households struggling to secure stable, safe, and adequate accommodation.

These long standing issues have been exacerbated by the **cost of living crisis** and a significant proportion of our society now face the stark reality of choosing between paying their rent or meeting basic necessities. This places immense strain on families, pushing many to the brink of homelessness. The alarming numbers of individuals residing in temporary accommodation underlines the severity of the crisis, and one of the most distressing consequences is the amount of time individuals and families spend in unsuitable temporary accommodation, taking its toll on mental, emotional, and physical well-being.

As a provider of Temporary Accommodation, we are keenly aware that the need for decent, self-contained units conveniently located for homeless households is more important than ever. This facilitates the preservation of community ties, allows access to vital support networks, and eases the transition back to stable living conditions. With this in mind, Seaside remains committed to providing all our housing within Brighton & Hove and capping our rents at the Local Housing Allowance so that those in receipt of benefits have their rent fully covered.

The past year has seen us increase our efforts in the direction of engagement with our tenants with the aim of empowering them with a meaningful voice that has a proper influence on the services they receive.

We have launched our new **Tenant Engagement Strategy**, a comprehensive framework designed to foster a more inclusive and participatory relationship between Seaside and the tenants we serve. This strategy reflects our unwavering commitment to enhancing the quality of housing and the overall well-being of our tenants.

We have reconstituted our **Tenant Consultation Panel**, composed of diverse tenants from across our community, to serve as a vital bridge between Seaside and our tenants. Meetings are held to provide a platform for open discussions on various housing-related matters, ensuring that the voices and perspectives of our tenants are heard and have a meaningful influence on the services they receive.

Furthermore, in line with our commitment to transparency and accountability, we have introduced **Tenant Scrutiny Groups** to meticulously evaluate our performance. These groups comprise dedicated tenants who volunteer their time and expertise to assess our services, policies, and operational efficiency. Through their diligent efforts, we are aiming for an enhanced understanding of the areas where improvements are needed, helping us to refine our operations and provide a higher standard of housing services.

The year 2023 will see the implementation of a series of pivotal legislative changes that are poised to redefine the way housing is regulated and managed across the social housing sector.

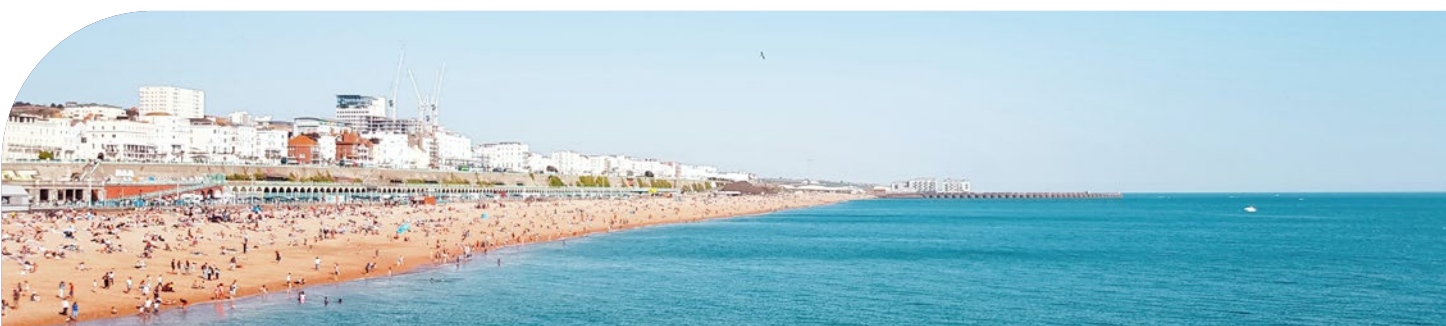
The **Building Safety Act** marks a significant shift in the way safety and accountability are approached in the realm of housing. With an increased emphasis on the assessment

and management of fire and structural risks in high-rise buildings, this Act heralds a new era of transparency and assurance for both tenants and homeowners.

**The Social Housing Regulation Act** envisions a future where social housing is not only a place to live but a cornerstone of dignity, community, and empowerment. This Act brings forth mechanisms to hold housing providers accountable for delivering high-quality services and ensures that tenants have a voice in shaping their living environments. Our report underscores our dedication to championing tenant rights and our commitment to aligning our practices with the spirit of this Act.

As we reflect on the implications of these legislative changes, we recognise the immense responsibility and opportunity that lies ahead. Our commitment to providing safe, secure, and Decent Homes remains stronger than ever. We aim to leverage these changes to enhance the lives of those we serve. We will continue to listen, learn, and adapt to the evolving needs of our tenants and as we move forward, we are excited to build upon our achievements and collaboratively create an even more positive impact on the lives of those we serve.

**Chris Carlisle,**  
**Chair of the Board of Trustees**



**“Our commitment to providing safe, secure, and decent homes remains stronger than ever.”**

## A letter from a Seaside tenant

**This letter was written by a Seaside tenant who has written several articles for the Seaside quarterly newsletter “Seaside News”. They prefer to remain anonymous but go by the pen name “Miss Print”. This letter was originally printed in our Autumn 2022 edition of Seaside News.**

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Due to unforeseen circumstances that I would never have believed if I had not been directly involved in. Such sadness and confusion, from a stable situation to emergency accommodation overnight.

### **I'm sure many readers can relate.**

Emergency accommodation has major flaws and challenges (but let's not forget some people don't have walls or a bed) so gratitude for this disjointed system is appreciated & needed as Brighton is sadly underfunded and overpopulated. Particularly at that time, Covid meant that the support workers had limited resources and there was less human interaction.


Sadly, whatever the reason to need to be assisted, we the tenants are in the same boat, same creek - oar less and definitely no compass. One day passes hopelessly into the next.

### **Eventually I got placed into a Seaside Homes property.**

I have to say, anyone lucky enough to be assisted by them is very fortunate indeed. Caring is an understatement, and unimaginable to where I began in almost a Victorian setting in the 21st century. Seaside Homes have exceeded in their module which they created in such a way that I have gone from overwhelmed, lonely and fragmented, to someone who can look forward, with a caring housing community who does their level best to not only support but respect, integrate, and welcome; helping the tenants in any way they can & do.

From a tiny cog in a huge wheel, I would like you to know the difference you have made to me and I'm sure hundreds more. Thank you.

**Miss Print**  
**Seaside Homes Tenant**



**“I would like you to know the difference you have made to me and I'm sure hundreds more. Thank you.”**

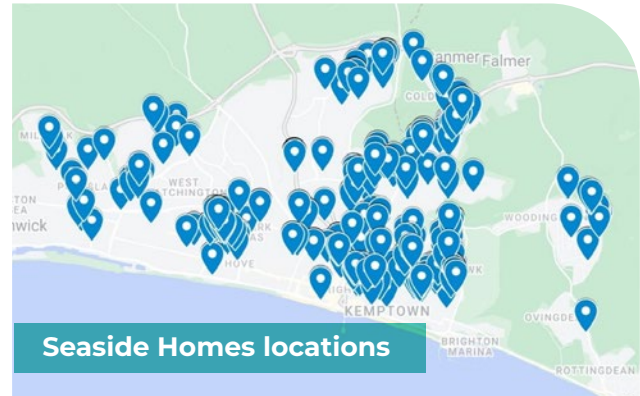
# SEASIDE HOMES

## History, present & future



**Seaside Homes was established in November 2011 as a not-for-profit registered Charity. Our mission is to provide good-quality, safe and stable accommodation as a cornerstone for people to achieve their potential. We work closely with Brighton & Hove City Council to provide homes for people owed a statutory housing duty by the Council.**

In the beginning, Seaside Homes bought the Leaseholds of 499 empty Council homes that had fallen into disrepair and disuse and that Brighton & Hove City Council could not afford to repair. Seaside secured a loan that allowed us to complete major repair works on many empty homes that had become a blight on the neighbourhood, sitting vacant and in a very poor state of repair for many years. Seaside brought these homes up to the Decent Homes Standard, and the money we paid to the Council for the Leaseholds allowed the Council to invest in bringing their other homes up to standard too. Selling the leases to us gave the Council this initial cash injection to invest in Council homes, and the long-term financial plan for Seaside Homes aims to generate surplus income for both Seaside and the Council to invest back in local housing and bring further benefits for the city.



As you can see in the map above, our homes are spread out across Brighton & Hove. Some are flats within a block where the rest are still Council homes, some are self-contained houses, and others are flats within converted street-properties where all the flats are Seaside Homes properties. The Council have 100% nomination rights to Seaside's homes.

All our homes are being used to provide much-needed housing for people facing homelessness and those in housing need. We do not charge deposits, ask for rent-in-advance, and there is no requirement for tenants to be in employment. Seaside are committed to providing homes to people in need that are accessible to people on welfare benefits or working in the low-wage economy. We set our rents at the Local Housing Allowance rate so that tenants on benefits can afford their rent without having to pay housing costs from their other benefits.

Tenants say: **“This home was a safe haven for me and my daughter for many years, we were so happy there, the flat was beautiful and the service from Seaside Homes was always great.”**

## A commitment to health and safety



**At Seaside, our foremost priority is the safety and well-being of our tenants. We recognise that a safe and secure living environment is not just a fundamental right but also a crucial component of fostering thriving communities.**

**In this section, we outline the measures and strategies we employ to maintain the highest standards of health and safety for our tenants.**

### ■ Gas safety

Gas safety is paramount to us, and we adhere rigorously to all regulations and best practices. We conduct annual Gas Safe registered engineer inspections of all gas appliances in our properties, ensuring that they are safe and well-maintained. Any issues or concerns related to gas safety are addressed promptly, with tenant involvement encouraged through open dialogue.



**We ensure all gas appliances are safe and well-maintained.**

### ■ Fire safety

To safeguard our tenants from fire risks, we work to ensure robust fire safety measures are in place. This includes regular fire risk assessments carried out by accredited professionals. All our properties are equipped with smoke detectors, and these are tested annually. Our commitment to fire safety also extends to advocating for and ensuring compliance with fire safety regulations with our managing agent.

### ■ Electrical safety

We take electrical safety seriously and conduct the legal checks of electrical installations in our properties. These checks are performed by qualified electricians to ensure that safety standards are met. We encourage tenants to report any electrical issues and promptly address them to maintain a safe living environment.

### ■ Asbestos management

Seaside has removed or, where this has been impractical, encapsulated all asbestos in our properties. We maintain an asbestos register and our managing agent ensures surveys are conducted to identify and assess any remaining asbestos-containing materials prior to any works being carried out in the property.

### ■ Legionella management

We are committed to safeguarding our tenants against the risk of legionella bacteria. We encourage open dialogue with tenants regarding water safety and provide information on how they mitigate the risks and how to report concerns to our Managing Agents so that we can take prompt action.

## Methods for maintaining safety



**Our commitment to health and safety is further demonstrated through the following methods:**

### ■ Key Performance Indicators (KPIs)

We track and report on key performance indicators related to health and safety, such as the number of gas safety inspections completed, fire risk assessment compliance rates, and more. This data informs our continuous improvement efforts. You can see our data on page 21 of this report.

### ■ Encouraging open dialogue

We actively encourage tenants to communicate their safety concerns and suggestions through tenant panel meetings, surveys, and direct communication with our office. We value tenant input and use it to inform our approach to maintaining safe homes.

### ■ Complaints procedure

Our managing agent has a well-defined complaints procedure that allows tenants to report any safety concerns confidentially, with the aim of ensuring that any issues are promptly addressed and resolved.



**We work closely with our managing agent to advocate for the highest standards of health and safety in our properties.**

### ■ Advocating with our Managing Agent

We work closely with our managing agent to advocate for the highest standards of health and safety in our properties. This includes regular communication, joint inspections, and collaboration on safety initiatives.

In conclusion, our dedication to tenant safety remains unwavering, and we continually strive to improve and enhance our health and safety practices. We understand that maintaining safe and secure housing is a shared responsibility, and we are committed to working collaboratively with our tenants, staff, and partners to achieve this goal. Together, we aim to ensure that every individual who calls our properties home can do so with confidence and peace of mind.

**“Our dedication to tenant safety remains unwavering, and we continually strive to improve and enhance our health & safety practices.”**

## Risk management

**Seaside's board of trustees has ultimate responsibility for ensuring that the charity operates effectively and achieves its objectives, including meeting our legal and regulatory obligations. Day-to-day management of compliance and risks is delegated to the Chief Executive.**

The board ensure that procedures are in place that effectively identify risks that might prevent Seaside achieving its objectives and that these procedures manage such risks and mitigate their effects. Seaside has management arrangements, resources, skills, and systems that are appropriate to the circumstances, scale and scope of its operations and ensures that its activities are backed by proper systems of assurance for internal control.

Seaside's risk management and risk identification activities provide assurance that the charity is focusing on and identifying the key risks that threaten the attainment of its business objectives. Activities comprise:

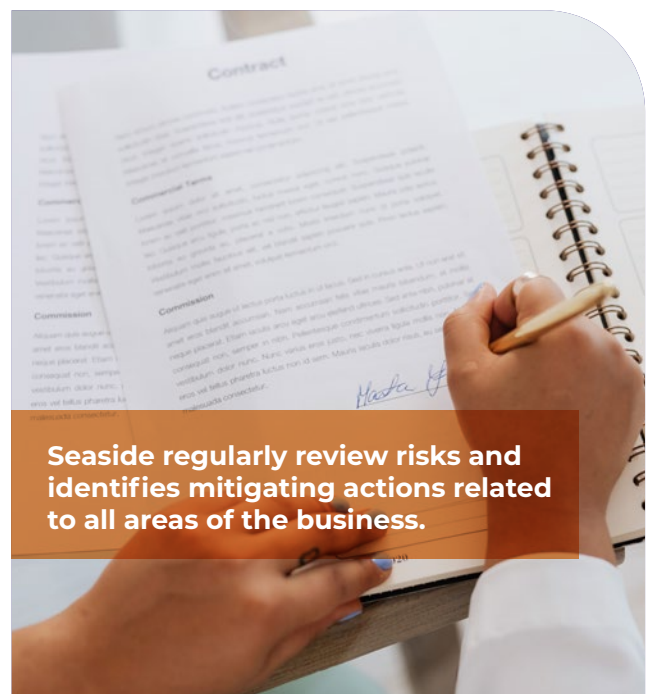
- the maintenance of a risk register
- an annual review of financial controls
- a quarterly review of the principal risks and uncertainties that the company faces;
- the establishment of policies, systems, and procedures to mitigate those risks; and
- the implementation of procedures designed to minimise or manage any potential impact on the company should those risks materialise.

These activities have identified that the key financial risk for Seaside is meeting its loan covenants set out in its Facility Agreement.

The key element of managing this risk is close monitoring and review of the company's performance against the financial model agreed with its lender, by senior management and financial advisors, ensuring that there are sufficient funds to cover Seaside's future financial commitments.

Attention has also been focussed on non-financial risks arising from Health & Safety responsibilities, particularly in relation to Seaside tenants. These risks are managed by monitoring the performance of the managing agent through key performance indicators to ensure compliance with Health & Safety legislation. Specifically focussing on Gas Safety, Electrical Safety, Fire Safety, Asbestos Management and Legionella Management.

Additionally, Seaside regularly review risks and identifies mitigating actions related to all areas of the business including, External economic conditions; Customer service, Compliance with laws and regulations; Information security and People.



**Seaside regularly review risks and identifies mitigating actions related to all areas of the business.**



## Finances

Since we began trading in 2011, Seaside has raised £33m of commercial finance and leased, refurbished, and tenanted 499 formerly empty properties in Brighton & Hove.

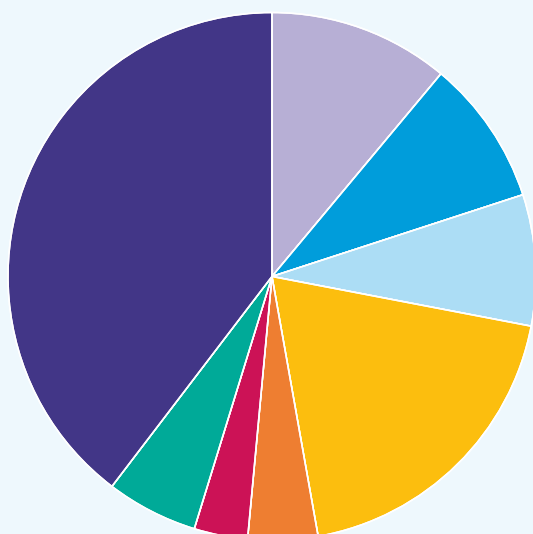
Seaside has a long term plan which is underpinned by a detailed financial model over a 40 year period. This includes the repayment of the commercial loan we have taken out with Santander over a 30 year period. Seaside's income is effectively fixed, as the rental income is guaranteed by Brighton and Hove City Council (BHCC), providing financial stability and security. The current model shows a surplus at the end of the contractual period which will be shared between BHCC and Seaside for further investment in achieving our charitable aims.

The cost base of Seaside is largely predictable as the management fee is subject to fixed contractual increases. In addition the interest rate in the commercial loan is currently fixed meaning Seaside is largely protected from volatility in inflation and interest rates.

**499**  
properties  
refurbished  
and leased

**£33m**  
commercial  
finance raised

### How income was spent 2022/23



- Interest payable
- Responsive repairs
- Cyclical maintenance
- Management
- Major repairs
- Salaries
- Other overheads
- Capital repayment

### Per property costs:

**£775**

Housing  
management

**£1,068**

Responsive repairs  
and void works

**£2,714**

Major and  
cyclical works

## Tenant engagement

**Seaside launched a brand-new Tenant Engagement Strategy this year, focused on amplifying tenant voices and creating new opportunities for tenant influence and empowerment.**

We significantly enhanced the allocation of resources to this department, including hiring a new **Tenant Engagement Co-ordinator**, Niamh, with an increased scope of duties. Starting as we meant to go on, we invited all our tenants to a face-to-face meeting in Brighton, to collaborate on the Strategy's evolution and finalisation. The thirteen attending tenants provided insightful and astute contributions, and their input was integrated into the final Strategy. The Strategy was then approved by the Seaside Homes Board of Trustees and we began putting the words into actions.

### ■ Tenant Panel

One of the first things we established as part of the new Strategy is a Tenant Panel. The Panel is at the beating heart of our tenant engagement model and it was essential that we make the Panel accessible to all our tenants. The terms of reference and code of conduct for the Panel were co-created with our tenants, with the involved tenants voting to approve the final terms. Together we decided that due to the nature of Temporary Accommodation, where tenants might only stay with Seaside a short while before moving on to permanent accommodation, we will not have a closed Panel with a fixed group of participants. Instead, all Panel Meetings will be open to all Seaside tenants, and people can attend as many or as few as they choose. That way, even people staying with Seaside for a shorter period, can still get involved without a

long-term commitment. Tenants also decided that the Panel will meet quarterly at face-to-face meetings in Brighton. People expressed that face-to-face meetings help to create more of a community feel and are more engaging than online methods of communicating, especially in this post-lockdown era.

The Panel have met 3 times so far and have covered a range of topics, including Fire Safety, Communal Areas, and Seaside's tenant offers. We were really pleased that the recommendations that the Tenant Panel made regarding communal cleaning and fire safety were swiftly actioned by our Managing Agents, leading to an improvement in communal cleaning regularity, thoroughness, and record keeping, with commitments from our Managing Agent to provide cover where staff are absent to ensure consistency. We look forward to an engaged and productive relationship between Seaside, our involved tenants, and our Managing Agents.



**Tenant Engagement Co-ordinator Niamh (left) with Seaside tenant Gary (right) at a Tenant meeting.**

The Panel have also set up a Scrutiny model that will allow involved tenants to take a close look at different areas of Seaside Homes and produce evidence-based recommendations that will improve services, increase efficiency and provide robust assessment. Seaside is excited to embark on this journey with tenants and we welcome the impact and improvements that this independent resident-led process will bring to the organisation!

The Tenant Panel and Scrutiny model feed directly into our governance with reports from the Panel and Scrutiny presented to our Board of Trustees.

Seaside encourages all our tenants to let us know if they have any areas of concern so that we can address this. Our Tenant Panel has autonomy to choose their Panel meeting topics, request information from Seaside, as well as raising a topic for scrutiny.

**Tenants say: "Seaside as a rule are extremely transparent with the tenants, this gives reassurance in a very hidden industry."**

## ■ Niamh, Tenant Engagement Co-ordinator, says:

"It has been a really exciting time to join Seaside Homes and launch a new Tenant Engagement Strategy which opens up so many more opportunities for tenants' voices to be at the heart of what we do and how we do it. It's been so lovely getting to know the amazing people living in Seaside Homes and hearing more about their inspiring stories and unique journeys.

I've had the privilege of facilitating really interesting sessions where tenants brainstorm, problem solve, and come up with excellent ideas and solutions to the issues that matter most to them. It's really rewarding to see these ideas come to fruition, and I have been grateful to work alongside brilliant colleagues on the Temporary Accommodation Team who are open and receptive to evolving and refining in response to tenant feedback and proposals.

Looking ahead to the coming year, I am keen to further expand our methods for engagement, ensuring I am reaching those who are unable to attend face-to-face meetings. I am also excited to deep dive into our Scrutiny Groups! It's vitally important that we are actively listening to our tenants. No one should ever feel neglected or ignored by their Landlord, and being a part of Seaside's mission to prioritise tenant's voices fills me with pride.

The importance of tenant engagement cannot be underestimated. We have all seen the dangers of failing to act on tenants' voices in a timely way, with some heartbreaking disasters and deaths in the housing sector in recent years.

I am proud of Seaside's dedication to creating effective and supportive tenant engagement approaches that ensure tenant's voices are heard and valued. It is my firm belief that through genuine listening and collaboration, we can foster a positive and empowering experience for all those we serve at Seaside Homes."



## Community investment



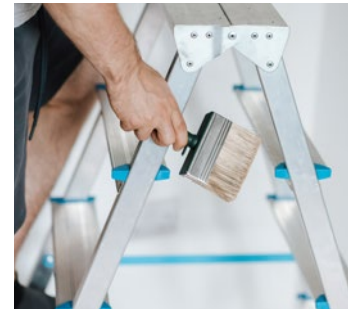
Seaside Homes is proud to offer three community investment offers to tenants:

### ■ Decorating

We offer decorating vouchers to tenants throughout their tenancy so that they can buy paints and equipment to put their own personal touch on their home, or to keep their home feeling fresh. We also offer support with painting for those who are physically unable to do this themselves.

**“Seaside Homes were very kind in offering a decorating scheme where I was able to choose a room to be painted. A very kind and respectful scheme. Thank you.”**

**“The decorator did an excellent job and I am very pleased with the result. I feel happy every time I go up and down the stairs.”**



**We supported 20 tenants this year with decorating**

### ■ Gardening

We offer gardening tools to those who have their own garden to help them make the most of their outdoor space. We also offer a one-off garden clearance for those physically unable to do this themselves.

**“I feel very supported by Seaside Homes who went out of their way to help me by providing a gardener who achieved a complete transformation of my garden. I am now able to maintain it and spend more time outside”**

**“The gardening scheme has really helped out a lot. I would not of been able to access the tools that have been provided”**



**We supported 21 tenants this year with gardening**

### ■ New Possibilities

Breaking down the practical barriers that might prevent tenants taking part in activities or education that will have a positive impact on the happiness and wellbeing of themselves and their households.

**“My issue was dealt with professionally, promptly, followed up and sympathetically to my family needs. I had cross referrals to other benefits and schemes which I wouldn’t have found out about unless the advisor has gone out of her way as she has done.”**



**We supported 7 tenants this year with New Possibilities**

**48 offers in total**



## OUR VALUES

# Fostering values, driving impact



**As we reflect on the progress we've made over the past year and ready ourselves for the challenges ahead, we wanted to share with you a glimpse into the values that fuel our mission, to provide good-quality safe and stable accommodation as a cornerstone for people to achieve their potential; underscoring the significance of these values and our commitment to them.**

### ■ Anticipation

At Seaside, we believe that every challenge presents an opportunity for growth. Our anticipation of the evolving needs of our residents and potential hurdles they face drives us to be proactive, seeking solutions before issues arise. As we anticipate the evolving housing landscape, we stand ready to adapt and innovate to ensure our interventions remain effective and relevant to resident's needs.

### ■ Relationships

We understand that meaningful change stems from strong relationships. Whether it's our connections with residents, the local authority or third-sector partners, fostering relationships built on trust, respect, and empathy remains a cornerstone of our work. It is through these relationships that we seek to make a lasting impact.

### ■ Openness

Openness is at the heart of our approach. We value transparency in our operations, decisions, and communication. By being open and honest, we seek to build trust and create an environment where collaboration thrives. This openness extends to our willingness to embrace new ideas and understand where we are falling short of resident's expectations.

### ■ Challenge

Challenges are not obstacles; they are opportunities to excel. We thrive on pushing boundaries and confronting difficulties head-on. Our commitment to facing challenges fuels our determination to find meaningful solutions to the issues our residents face.

**"Fostering relationships built on trust, respect, and empathy remains a cornerstone of our work."**

## ■ Creativity

Creativity was the spark that launched Seaside as a charity with the objective of raising finance to bring empty homes back into use. We continue to seek to release the creativity of all colleagues in the organisation, encouraging our team to embrace new approaches to the challenge of providing additional new homes.



## ■ Progression

Our journey is one of continuous progression. We celebrate milestones but never lose sight of our vision, to create opportunities and build communities. As we progress, we strive to refine our processes, increase our impact, and remain adaptable in an ever-evolving housing landscape.



## ■ Results

Our efforts are not just measured in intentions but in tangible results. We take pride in the positive outcomes we achieve for residents in providing self-contained, Decent Homes within in their communities and we're committed to ensuring that our actions speak volumes about our dedication to our mission.



## ■ Excellence

Striving for excellence is embedded in everything we do. From the services we provide to the partnerships we nurture; we aim to surpass expectations. Our pursuit of excellence seeks to ensure that Seaside residents receive the services they deserve.

As we look ahead, in the context of the legislative changes that seek to improve residents' rights to quality services and safer homes, we are keenly aware of the government's intention to hold landlords to greater account in the provision of their services. Our shared commitment to our values will help to propel us forward to ensure residents are fully aware of their rights and that we are properly fulfilling our responsibilities as a housing provider.



## Annual satisfaction survey

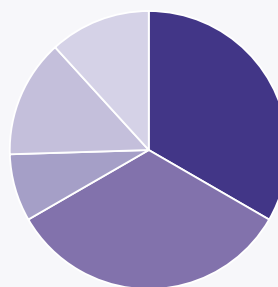
**In February 2023, as the Financial Year was heading towards a close, we sent out a link to an online Satisfaction Survey to all our tenants.**

Where requested, we also sent out paper surveys by post. The survey was designed to match the perception section of the new Tenant Satisfaction Measures as set out by the Regulator of Social Housing. These Satisfaction Measures didn't come into force until April 2023, with Landlords obliged to publish their results at the end of the 2023-2024 Financial Year, but we decided to get a head start and check how satisfied Seaside tenants were for the Financial year 2022-2023. Seaside are dedicated to transparency and accountability, and as well as helping us to see where we are performing well, and where we may have challenges, the survey also supports effective tenant engagement as our involved tenants can use this data to see how well we are performing as a Landlord and this helps our tenants to hold us to account.

Once the measures come into force, all applicable Landlords will start publishing their Satisfaction Survey results and we will be able to compare our results with other Landlords. For now, we have provided comparisons with the results of our previous annual satisfaction surveys. As we changed the questions this year to match the new measures, we don't have comparisons available for every question, but we hope this still helps to show some of the trends emerging.

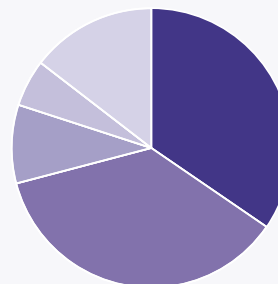
We received 55 responses to our survey, giving us a response rate of nearly 12%.

### How satisfied or dissatisfied are you with the overall quality of your home?



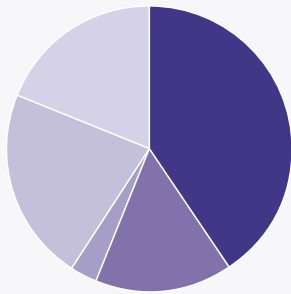
- Very satisfied: 33.33% (17)
- Fairly satisfied: 33.33% (17)
- Neither satisfied nor dissatisfied: 7.84% (4)
- Fairly dissatisfied: 13.72% (7)
- Very dissatisfied: 11.76% (6)

### Taking everything into account, how satisfied or dissatisfied are you with the service provided by Seaside's Managing Agent (Brighton & Hove City Council Temporary Accommodation Team).



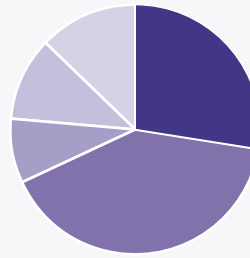
- Very satisfied: 34.55% (19)
- Fairly satisfied: 36.36% (20)
- Neither satisfied nor dissatisfied: 9.09% (5)
- Fairly dissatisfied: 5.45% (3)
- Very dissatisfied: 14.55% (8)

■ **How satisfied or dissatisfied are you with the overall repairs service from Seaside Homes' Managing Agent over the last 12 months?**



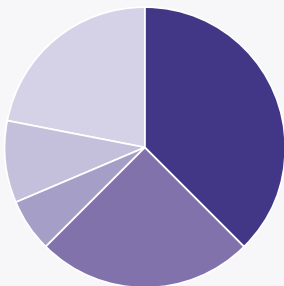
- Very satisfied: 40.63% (13)
- Fairly satisfied: 15.63% (5)
- Neither satisfied nor dissatisfied: 3.13% (1)
- Fairly dissatisfied: 21.88% (7)
- Very dissatisfied: 18.75% (6)

■ **How satisfied or dissatisfied are you that Seaside Homes provides a home that is well maintained?**



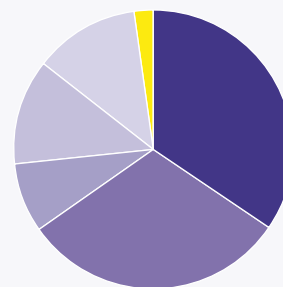
- Very satisfied: 26.53% (13)
- Fairly satisfied: 38.78% (19)
- Neither satisfied nor dissatisfied: 8.16% (4)
- Fairly dissatisfied: 10.20% (5)
- Very dissatisfied: 12.24% (6)

■ **How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**



- Very satisfied: 37.50% (12)
- Fairly satisfied: 25% (8)
- Neither satisfied nor dissatisfied: 6.25% (2)
- Fairly dissatisfied: 9.38% (3)
- Very dissatisfied: 21.88% (7)

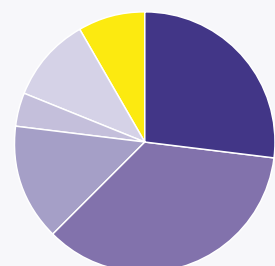
■ **Thinking about the condition of the property or building that you live in, how satisfied or dissatisfied are you that Seaside Homes provides a home that is safe?**



- Very satisfied: 34% (17)
- Fairly satisfied: 30% (15)
- Neither satisfied nor dissatisfied: 8% (4)
- Fairly dissatisfied: 12% (6)
- Very dissatisfied: 12% (6)
- Not applicable/Don't know: 2% (1)

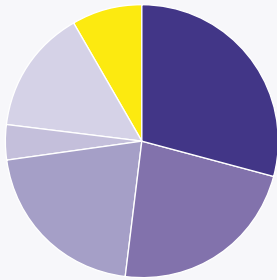
■ **How satisfied or dissatisfied are you that our Managing Agent, the Council's Temporary Accommodation Team, listen to your views and act upon them?**

- Very satisfied: 26% (13)
- Fairly satisfied: 34% (17)
- Neither satisfied nor dissatisfied: 14% (7)
- Fairly dissatisfied: 4% (2)
- Very dissatisfied: 10% (5)
- Not applicable/Don't know: 8% (4)



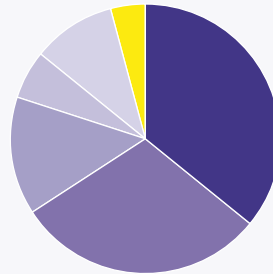


■ How satisfied or dissatisfied are you that our Managing Agent keeps you informed about things that matter to you?



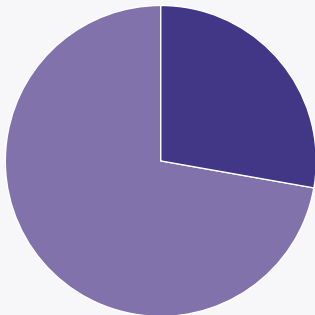
- Very satisfied: 28.57% (14)
- Fairly satisfied: 22.45% (11)
- Neither satisfied nor dissatisfied: 20.41% (10)
- Fairly dissatisfied: 4.08% (2)
- Very dissatisfied: 14.29% (7)
- Not applicable/Don't know: 8.16% (4)

■ To what extent do you agree or disagree with the following: "The Council's Temporary Accommodation team treat me fairly and with respect?"



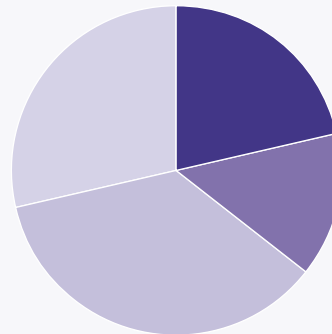
- Strongly agree: 36% (18)
- Agree: 30% (15)
- Neither agree nor disagree: 14% (7)
- Disagree: 6% (3)
- Strongly disagree: 10% (5)
- Not applicable/Don't know: 4% (2)

■ Have you made a complaint to our Managing Agents in the last 12 months?



- Yes: 28% (14)
- No: 72% (36)

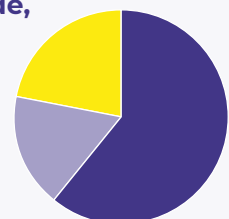
■ How satisfied or dissatisfied are you with our Managing Agent's approach to complaints handling?



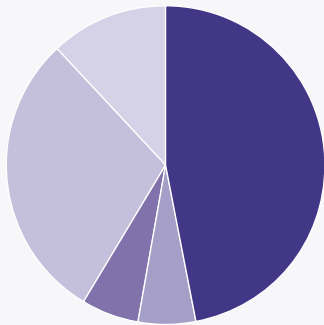
- Very satisfied: 21.43% (3)
- Fairly satisfied: 14.29% (2)
- Neither satisfied nor dissatisfied: 0% (0)
- Fairly dissatisfied: 35.71% (5)
- Very dissatisfied: 28.57% (4)

■ Do you live in a building with communal areas, either inside or outside, that our Managing Agents are responsible for maintaining?

- Yes: 60.86% (14)
- No: 17.30% (4)
- Don't know: 21.73% (5)

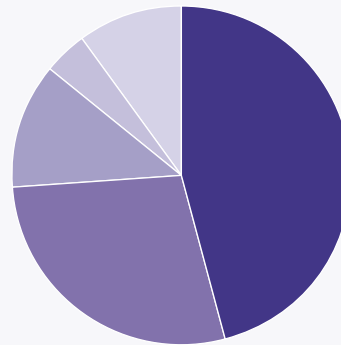


■ How satisfied or dissatisfied are you that our Managing Agents keep these communal areas clean and well maintained?



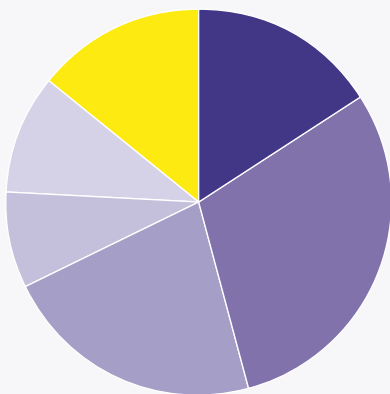
- Very satisfied: 47.05% (8)
- Fairly satisfied: 5.88% (1)
- Neither satisfied nor dissatisfied: 5.88% (1)
- Fairly dissatisfied: 29.41% (5)
- Very dissatisfied: 11.76% (2)

■ How satisfied or dissatisfied are you with your neighbourhood as a place to live?



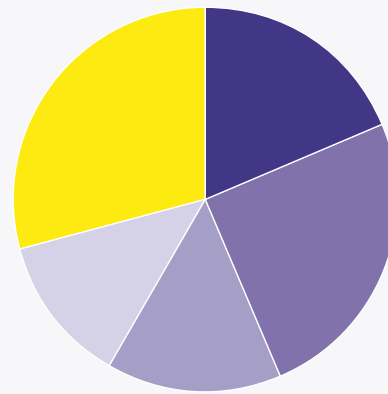
- Very satisfied: 46% (23)
- Fairly satisfied: 28% (14)
- Neither satisfied nor dissatisfied: 12% (6)
- Fairly dissatisfied: 4% (2)
- Very dissatisfied: 10% (5)

■ How satisfied or dissatisfied are you that our Managing Agent make a positive contribution to your neighbourhood?



- Very satisfied: 16% (8)
- Fairly satisfied: 30% (15)
- Neither satisfied nor dissatisfied: 22% (11)
- Fairly dissatisfied: 8% (4)
- Very dissatisfied: 10% (5)
- Not applicable/Don't know: 14% (7)

■ How satisfied or dissatisfied are you with our Managing Agent's approach to handling anti-social behaviour?

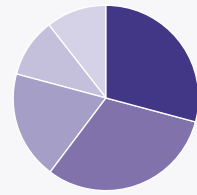


- Very satisfied: 18.75% (9)
- Fairly satisfied: 25% (12)
- Neither satisfied nor dissatisfied: 14.58% (7)
- Fairly dissatisfied: 0% (0)
- Very dissatisfied: 12.50% (6)
- Not applicable / Don't Know (29.17% (14)

**How satisfied or dissatisfied are you that our Managing Agents (Brighton & Hove City Council's Temporary Accommodation Team) are easy to deal with?**

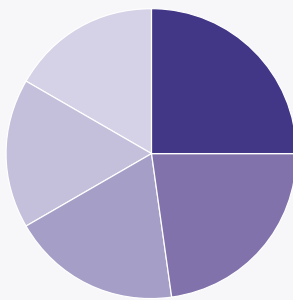
- Very satisfied: 29.17% (14)
- Fairly Satisfied: 31.25% (15)
- Neither satisfied nor dissatisfied: 18.75% (9)

- Fairly Dissatisfied: 10.42% (5)
- Very dissatisfied: 10.42% (5)



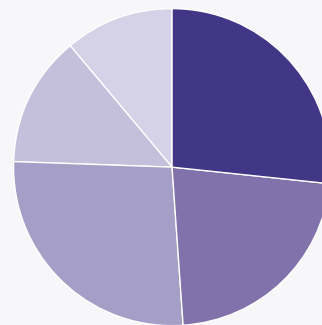
**How satisfied or dissatisfied are you that your rent provides good value for money?**

- Very satisfied: 25% (12)
- Fairly satisfied: 22.92% (11)
- Neither satisfied nor dissatisfied: 18.75% (9)
- Fairly dissatisfied: 16.67% (8)
- Very dissatisfied: 16.67% (8)



**How satisfied or dissatisfied are you that your service charge provides good value for money?**

- Very satisfied: 25.53% (12)
- Fairly satisfied: 21.28% (10)
- Neither satisfied nor dissatisfied: 25.53% (12)
- Fairly dissatisfied: 12.77% (6)
- Very dissatisfied: 10.64% (5)



**“Our involved tenants can use this data to see how well we are performing as a Landlord. This helps tenants to hold us to account.”**

## ■ Comparisons with the Annual survey conducted in 2020

Below are the comparisons with the Annual survey conducted in 2020. Overall satisfaction with the service being provided by Seaside's Managing Agents (BHCC) has improved, and satisfaction with the neighbourhood as a place to live, and the maintenance of communal areas has improved as well. However, there has been a drop in satisfaction in other areas, including the overall quality of the home, value for money, timeliness of repairs, and handling of complaints and anti-social behaviour. This helps us to identify where we need to improve, and we invite our tenants to co-create solutions and action plans with us through our Tenant Panel and Scrutiny Groups to ensure that tenants are at the heart of our future plans.

Survey Question	Year	Satisfied		Dissatisfied	
Taking into everything into account, how satisfied or dissatisfied are you with service being provided by Seaside's Managing Agents?	2020	67.4%	↑	12.3%	↓
	2023	70.91%		20%	
<b>How satisfied or dissatisfied are you with the following?</b>					
The overall quality of your home?	2020	69.4%	↓	24.5%	↓
	2023	66.7%		25.5%	
Your neighbourhood as a place to live?	2020	71.4%	↑	24.5%	↑
	2023	74.0%		14.0%	
That your rent provides value for money?	2020	63.3%	↓	22.4%	↓
	2023	47.9%		33.3%	
That our Managing Agent listens to your views and acts upon them?	2020	63.2%	↓	8.1%	↓
	2023	60%		14%	
That your service charges provide value for money?	2020	60.5%	↓	18.8%	↑
	2023	46.8%		23.4%	
The overall repairs service	2020	56.6%	—	30.0%	↓
	2023	56.3%		40.6%	
The time taken to complete your most recent repair after you reported it	2020	70.9%	↓	26.0%	↓
	2023	62.5%		31.3%	
<b>How satisfied or dissatisfied are you with our Managing Agent's approach to the following:</b>					
Anti-Social Behaviour (ASB)	2020	59.2%	↓	12.2%	—
	2023	43.8%		12.5%	
Complaints handling	2020	57.2%	↓	14.3%	↓
	2023	35.7%		64.3%	
That our Managing Agents keep communal areas clean and well maintained	2020	51.1%	↑	27.7%	↓
	2023	52.9%		41.2%	

## Performance

We share our performance against key targets in each of our quarterly newsletters, and in this section we will summarise how we performed across the full Financial Year.

### ■ Anti-Social Behaviour

#### Totals for 2022/23

- 21 ASB cases throughout the year (16 perpetrated by Seaside tenants, 5 where Seaside tenants were the victim)
- 2 of these cases were hate incidences
- During 2022/23 officers investigated 21 cases of anti-social behaviour (ASB), 19 of which were successfully resolved and the tenancy maintained.
- Anti-social behaviour officers work closely with social services, the police and other partner agencies to help prevent and tackle anti-social behaviour. By employing a combination of preventative measures, mediation and tailored support they are often able to address disputes before they escalate.

Of the cases investigated during 2022/23 they included 2 neighbour disputes, 8 cases involving loud music, shouting and abusive behaviour, 2 cases of racial abuse, 3 cases of bullying and harassment, 4 cases of drug or alcohol related behaviour, 1 case of domestic violence and 1 case of severe ASB including criminal damage.

**“Anti-social behaviour officers work closely with social services, the police and other partner agencies to help prevent and tackle anti-social behaviour.”**

### ■ Complaints

Complaints are managed by our Managing Agents, Brighton and Hove City Council. Tenants submit their complaints through the Council's Corporate Complaints Procedure. This year we received two complaints; both complaints were not upheld. This is a reduction on the previous year, when we received three complaints.

- Q1 – 1 complaint June 2022
- Q2 – none
- Q3 – none
- Q4 – 1 complaint March 2023

We also received one disrepair claim this year, which was upheld, and the tenant was awarded costs.

We encourage you to raise a complaint when something has gone wrong, so that we can make things right and learn from our mistakes.

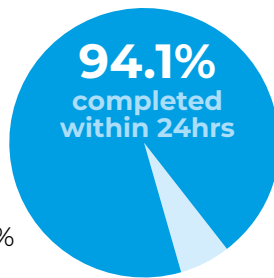
### ■ Decent Homes Standard



## ■ Repairs

### Totals for 2022/23

- 457 Emergency Repairs Completed during 2022/23 = 94.1% completed within 24-hour target
- 493 Routine Repairs Completed during 2022/23 = 51.3% completed within 20 working days target
- 90.5% of all repairs completed on first visit
- 97.7% customer satisfaction with repairs
- All repairs to Seaside Homes properties are undertaken by our managing agents, Brighton & Hove City Council's in-house repairs service. Despite the employment of additional operatives, routine repairs continue to be impacted by the backlog of routine jobs caused by the pandemic.



## ■ Fire Risk Assessments

### 2022/23 = 100% compliance

As the Freeholder, Brighton & Hove City Council have a duty to ensure that Fire Risk Assessments are carried out for all premises that contain 2 or more domestic dwellings.

The frequency of these Fire Risk Assessments is set out in BHCC's policy as being:

- High Rise Blocks: Annually
- Low Rise Blocks: Three Yearly

As the landlord, Seaside Homes retains a copy of all Fire Risk Assessments for blocks containing a Seaside dwelling. As at the 31st March 2023 all required Fire Risk Assessments had been completed.



## ■ Gas Compliance

### 2022/23 = 99.39% compliance

- As of 31st March 2023, there were 3 properties with an overdue gas (LGRS) certificate.
- In two cases the gas certificates had gone past the renewal date due to tenants failing to give access. The gas contractor had attended each property on three occasions but had still been unable to gain entry to the property to complete the annual inspection. Following assistance from housing officers, the inspections were finally completed on the 12th and 13th of April.
- The third property was overdue as it was found to have been abandoned. To gain access to the property we were required to follow the formal abandonment process before taking possession of the property and capping the gas supply on the 26th of May.



## ■ Asbestos

### 2022/23 = 100% compliance

Asbestos surveys have been completed for all properties and Seaside Homes maintain an asbestos register.



## ■ Water Safety Checks (Legionella)

### 2022/23 = 99% compliance

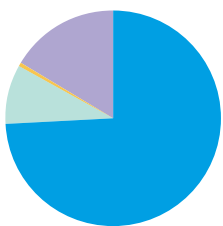
Water risk assessments are carried out for both blocks of flats with shared water systems and Individual dwellings. Seaside currently holds certificates for all but 5 of the individual dwellings where we have encountered access issues. We continue to seek access to these dwellings.



## ■ Re-Lets

**Total for 2022/23: 124 departures of which 104 were a positive move:**

- 92 moved to a permanent council property
- 11 transferred to another TA (Temporary Accommodation) property (often due to needing another bedroom)
- 1 accepted an AST offer
- Of the remaining \*20 departures (1 was evicted for severe rent arrears, 6 tenants passed away, 3 abandoned the property, 2 relinquished the tenancy and the remaining reasons for departure are unknown)
- 1 Eviction during 2022/23 due to severe rent arrears (eviction action began just before the pandemic and took until January 2023 to go to court)
- 140 properties re-let



- Moved to council property: 92
- Transferred to other TA (temp accommodation): 11
- Accepted AST offer: 1
- Other reasons: 20 (\*see above)



## ■ Lift Safety

**2022/23 = 100% Compliance**

All lifts are inspected six monthly in line with the Lift Operating and Lifting Equipment Regulations 1998. Seaside currently holds inspection certificates for all blocks in which we have a leased property.



## ■ Electrical Safety

**2022/23 = 97.39% Compliance**



In line with the Electrical Safety Standards, we are required to carry out an electrical safety inspection every five years. As at the 31st March 2023, we were 97.39% compliant with 13 properties overdue as the result of access issues.

At the time of writing, we are pleased to confirm that 11 of these inspections have now been completed. The 2 remaining properties are currently empty and will have a new electrical certificate issued prior to letting.



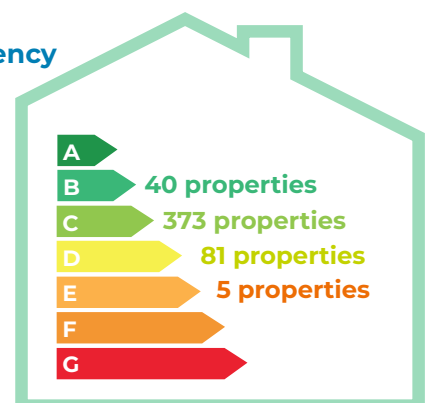
## ■ Energy Performance Certificates

**EPCs with a rating of C or above = 82.77%**

EPCs are a widely used measure of the energy performance of buildings and a key tool in promoting energy performance improvements. Since April 2018 private rented properties in England and Wales must have an EPC rating of E or above.

Of the Seaside Homes properties, 82.77% have an energy efficiency rating of B or C. With just 5 properties having an E rating.

### Energy efficiency ratings of our homes:





**BRIGHTON & HOVE  
SEASIDE COMMUNITY  
HOMES**

**[seaside-homes.org.uk](https://seaside-homes.org.uk)**

Seaside Homes is a registered charity, no. 1133436.

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