Our phone number is changing

From early April it has been agreed that the telephone number for all Eastbourne Homes enquiries will change to 01323 410000.

Our team of multi-skilled Customer Advisors will be on hand to answer and resolve your calls. This means you will be able to make one call for multiple enquiries. You can also email the team at customerfirst@eastbourne.gov.uk or visit www.eastbourne.gov.uk to report and track requests.
Welcome

It was a good start to the year for the Housing & Economic Development Partnership. The team has been busy helping to regenerate parts of the town and is now in the running for a top housing award. They are on the shortlist for the Outstanding New Developer of the Year category and the results will be announced at the end of April.

I’m delighted that Riverbourne House war veteran John Haydon has received a top award from the French government in recognition of his role in the D-Day landings. The French president sent his consul honoraire to present the medal at the Town Hall and The Lord Lieutenant, Peter Field, also paid a visit to John’s home to congratulate him.

Many of our residents are dog owners and I urge you not to ignore the new microchipping laws which are coming into force in April (see page 6 for more details).

Ian Fitzpatrick

Managing Director

Helping hampers

Kind-hearted residents and staff at Eastbourne Homes Limited (EHL), Mears and Eastbourne Borough Council filled eight hampers full of food, toys and gifts for the Salvation Army Christmas Tin and Toy Appeal.

Representatives from the three organisations visited the Salvation Army building in Langney Road to deliver their donations. The contents of the hampers were shared between local people who are homeless or vulnerable.

It is the fourth year that EHL and Mears have jointly donated hampers. Jane McCarthy-Penman from EHL and Matt Attrell from Mears, the firm which looks after repairs for EHL, worked together to coordinate the collections.

Left to right: Matt Attrell (Mears), Pauline Peagam (Salvation Army), Simon Teague (Mears) and Ian Fitzpatrick (Eastbourne Homes)
A Riverbourne House resident has been awarded the highest honour that the French government can give, for his role in the Normandy invasion in the Second World War.

John Haydon, who is a 94 year old veteran of the D-Day landings, received his Légion d’honneur medal from Captain Francois Jean, the consul honoraire of France, on behalf of French president Francois Hollande.

He also had a visit at his home from The Lord Lieutenant of East Sussex, Peter Field.

The French government informed the UK Ministry of Defence last year that it wanted to recognise the selfless acts of heroism displayed by surviving veterans of the Normandy landings.

John’s medal was presented by Captain Francois Jean at the Mayor’s Parlour in Eastbourne’s Town Hall. The Captain spoke about how the work of all the courageous service personnel had “rescued” France and he thanked John personally for his contribution.

John’s family and friends were in attendance to celebrate the momentous occasion.

The award was originally created by Napoleon Bonaparte and is the highest military decoration in France.
Five residents will win £100 every month under a new recycling scheme which has been launched across Eastbourne.

Eastbourne Borough Council's 'Bourne to Recycle' campaign, which began in January, offers people cash incentives to encourage them to recycle more of their household items. The aim is to build the borough's recycling rate, which currently stands at around 35%.

Bourne to Recycle, which is fully funded thanks to a successful bid to the Department for Communities and Local Government, is open to all Eastbourne households. Every home is invited to register with the Council and to commit to recycling as much as possible.

All registered homes will be entered into a monthly prize draw, with cash prizes of £100 each for five lucky winners.

As the campaign progresses, local charities and good causes will be able to benefit from quarterly awards of up to £2,000 to be spent on community projects.

Councillor Gill Mattock, Deputy Leader of the Council, said: "Recycling is now part of everyday life for most of us. This campaign reinforces that good behaviour while rewarding those who contribute towards improving our recycling rate.

“We want Bourne to Recycle to encourage people who are not yet committed to recycling to get involved and join the ‘green bin revolution’. It’s also a way of providing an extra incentive for existing recyclers to do a little more as every extra item counts.”

Registering is easy and takes just a few seconds. Simply fill in the online form at eastbourne.gov.uk/bournetorecycle or complete the paper copy available from the Council’s Customer Contact Centre at 1 Grove Road and at hundreds of shops, libraries and public spaces across the borough.

Bourne to Recycle will run for an initial nine-month period. Many households regularly recycle items such as glass bottles, tins and cans but there are items in almost every room of the house that can be recycled. These include shampoo and shower gel bottles, deodorant and air freshener aerosols, tissue boxes and plastic pots, tubs and trays.

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Do you have home contents insurance?

**Eastbourne Homes repairs service has received numerous requests to attend to leaks or minor fires within properties due to accidents.**

While we will do all we can to minimise the damage caused in such circumstances, unfortunately there have been some instances where personal items have been damaged.

Eastbourne Borough Council has insurance which covers the property for any major works following an incident. However, it does not provide cover for personal belongings or items of furniture, even if the incident has been caused as a result of a property issue, or even an issue that occurred in a neighbouring flat.

We advise all of our residents to obtain home contents insurance when they move into one of our properties as you would need to make a claim if damage is caused to your personal items due to an accident occurring.
Cheerleading squad head over heels with new floor

A top Eastbourne cheerleading squad is head over heels with its new professional practice floor, thanks to funding from Eastbourne Homes’ Old Town Area Panel and the John Jackson Charitable Trust.

Ice Fusion received £3,750 from the Area Panel and the Trust topped this up with a further £2,000.

Before the new one-piece floor arrived, the squad would have to push several mats together, which would often shift around during routines. The large single mat is safer and gives the girls more space to practise.

Carly Ansell, Ice Fusion’s head coach, said: “We’re very grateful to Eastbourne Homes’ Old Town Area Panel and the John Jackson Charitable Trust for this funding because it enables the girls to expand their experience within cheer and develop their skills using the floor. The mat replicates the sprung floor they compete on and makes a massive difference.”

Ice Fusion members will soon total 50 girls, aged between 6 and 17 years old, and new members are always welcome. The squad competes in three or four national competitions a year and were grand champions in one of last year’s contests.

Alison Adam, the Area Panel’s treasurer, said: “We were happy to fund the group as it’s good for the health of the children and to encourage them. It’s pleasing to see so many members here. My girls did gym club and a floor like this would have been good for them.”

Sheilah Roberts, Board Director at Eastbourne Homes, said: “Cheerleading is a great activity for young people to be involved in and I know this funding will make a difference to children living in our homes and neighbourhoods.”

For more information about the group, please contact Carly on 07983 335335.
New microchipping legislation comes into force on 6th April 2016 which means that all dogs in England and Wales must be microchipped and registered on an approved database by the time they are eight weeks old.

Any dog owners with a dog which is not microchipped will be served with a notice requiring them to have the dog chipped, and they will have 21 days to do this.

A microchip increases the chances of lost or stolen dogs being returned to their owners.

Poop Scoop

Poop Scoop requirements apply to all land open to the air to which the public have access, including:
- All roads, footpaths, verges, walkways and passageways
- Parks and gardens, including the woodland area of Hampden Park
- Recreation and sports grounds
- Open amenity areas including the Downland Estate
- Surface area car parks
- Beaches and promenades

You must remove any mess caused by a dog under your control. Dog mess can be deposited in the special red bins provided or taken home and placed in the dustbin if double bagged.

Local Dog Control Orders

A Guide to Responsible Dog Ownership

Eastbourne has local Dog Control Orders to promote responsible dog ownership. These cover cleaning up dog mess, holding dogs on leads and areas where dogs are banned.

Any person who commits an offence is liable to prosecution or a fixed penalty fine of £75.

There are exemptions for registered blind people and their guide dogs.

Dog bans

All Year Round

Dogs are banned for health and safety reasons from:
- Devonshire Park
- Children’s playgrounds in:
  - parks
  - recreation grounds
  - housing estates
- Picnic area in Sovereign Park

Dogs must be kept on a lead in the following areas:
- Manor Gardens
- Motcombe Gardens
- Lakeside area of Hampden Park and Princes Park
- Howard Square
- Wilmington Square
- Grassed cliff top areas adjoining King Edwards Parade
- The Crematorium and Cemetery at Hide Hollow, Langney
- Ocklynge Cemetery

Beach and Seafront

Dogs on Leads – Summer Only (1st May to 30th September)

Dogs must be held on leads throughout the entire seafront, on the promenades from Holywell to Langney Point. However, dogs need not be on leads on the Western and Middle Parades, as long as no inconvenience is caused to anyone else.

Dogs Ban – Summer Only

(1st May to 30th September)

Dogs are banned from the beach between the Pier & the Wish Tower.

Putting & keeping a dog on a lead when instructed to do so

This Control Order allows designated officers to instruct dog owners to put, and keep, their dog/s on a lead if they feel there are reasonable grounds to do so, e.g. if a dog is acting aggressively or causing a nuisance to other people in the vicinity.

This order applies to all areas which are not already covered by the dog ban or dogs on leads orders.
Struggling library given a boost

Struggling Old Town Library has been given a much-needed boost by Eastbourne Homes’ Old Town Area Panel and its repairs contractor, Mears.

The library, on the corner of Victoria Drive and Central Avenue, is in desperate need of updating so the Panel offered £12,000 to help, while Mears agreed to donate labour costs and some materials for free. This means the interior can undergo a complete refurbishment and is now set to become a community hub.

Around 1,000 libraries are thought to have closed in recent years and existing ones are having to adapt and find a new lease of life to survive.

Jerry Daly is a member of the Area Panel and he also offered to design the new interior. “We’ve been looking at things we can do to keep the library alive and I was pleased to be able to design the new interior to bring it up to date. The library is set to become a focal point in the Old Town community and I’m excited to see the completed job,” he said.

A whole range of new activities are now being planned at the library, including Neighbourhood First pop-ups, Credit Union advice sessions, health checks, IT classes and arts & crafts for children.

Matt Attrell, Customer Care Officer at Mears, said: “We’re really looking forward to modernising the library. It’s a great community space which has been under-used in the past and it’s hoped that this revamp will provide a new meeting place for local groups.”

Details of the re-fit are still being finalised and the work will take place later in the year. The library is always on the lookout for new members, volunteers and donations. Please contact Kate on 07944 843671 or email oldtownlibrary@hotmail.com for more information.
Editorial Panel’s important role

This publication is brought to you with the assistance of the Customer Communications & Editorial Panel (CCEP).

The Panel was created to ensure that Open House and any other important literature sent out by Eastbourne Homes is easy to read and understand.

Members have an opportunity to ask questions, raise issues, and make suggestions about stories they would like to see in future issues of this resident newsletter.

The Panel meets every quarter and is supported by Eastbourne Homes staff. Residents who have volunteered to sit on the Panel are Ruth Bevilacqua, Robert Cooper, Geoff Gill, Pauline Harrop, Shirley McCall, Sheila Roberts and Cecile Slater.

Jane McCarthy-Penman from Eastbourne Homes joins the Panel for meetings. She said: “The members of CCEP are invaluable and I’d like to thank them for the time they dedicate. Having a group like this gives us an opportunity to check that residents are happy with what we are writing about and the way we are writing it.”

Ian Fitzpatrick added: “The CCEP group do a fantastic job and we appreciate the time that they give to help us. It’s a great way to give our residents a voice.”

Pictured below, left side from front: Geoff Gill, Pauline Harrop, Ruth Bevilacqua and Robert Cooper. Right side from front: Shirley McCall, Cecile Slater and Sheila Roberts

Your chance to get involved

Would you like to have a say in what appears in Open House? We’re always keen for residents to get involved with this newsletter and also other important documentation we produce.

We meet every quarter, usually at the Town Hall, and spend an hour or two talking about the next edition of Open House and discussing ideas for future editions. This is also our chance to discuss any other literature we’ll be sending to residents.

If it’s difficult for you to come along to the meetings and you’d prefer to look at the documents at home, that’s no problem, we’ll post or email them to you for your feedback.

For more information, or an informal chat, please call Jane McCarthy-Penman on 01323 410000.
Housing & Economic Development Partnership

Since 2013, Eastbourne Homes has been at the forefront of housing development and neighbourhood improvements through its pioneering Housing & Economic Development Partnership (HEDP) with Eastbourne Borough Council.

Core commitments are to provide good quality housing and develop vibrant, sustainable communities, with local people at the heart of the regeneration process. Read on to find out more about HEDP.

HEDP shortlisted for UK Housing Awards 2016

The winners will be revealed at a ceremony at the Lancaster London Hotel on 26th April and impressionist and comedian Rory Bremner will present the awards.

"The UK Housing Awards recognise the great work being done by housing professionals and organisations across the industry, but they also push us all to do better as a sector. We hope the achievements of our finalists will inspire others as they aim to provide the best possible services for residents and communities."

CIH chief executive, Terrie Alafat

HEDP has been shortlisted for the UK Housing Awards 2016.

The Housing & Economic Development Partnership (HEDP) is one of six left in the running for the Outstanding New Developer of the Year category at the awards, which recognise outstanding work by housing organisations to improve the lives of people in their communities.

The awards are organised by the Chartered Institute of Housing (CIH) and Inside Housing magazine. Celebrating its 20th anniversary, this year’s awards attracted more than 250 entries from all over the UK.

Cllr Alan Shuttleworth, Portfolio Holder for Housing, said: “I’m delighted that the HEDP team has been shortlisted for this award. They are doing a fantastic job of regenerating parts of Eastbourne and I look forward to hearing the results.”

A new look for Princes Park

This year, as part of the Driving Devonshire Forward vision, HEDP is investing over £900,000 of its Coastal Communities funding to improve key areas of Princes Park. There will be a new entrance linked to the seafront by a zebra crossing, making it easier for people to access the park from the promenade. The central plaza area will also be improved, and the café will be completely refurbished with new decking overlooking the lake. This is fantastic news for the park, local residents, clubs and visitors, giving these areas and the café a much-needed facelift and will make the most of the beautiful setting. An artist’s impression of the new café is shown here.

HEDP is working in partnership with all stakeholders and the Friends of Princes Park to bring some exciting new events to the park once the works are completed.
Building Brighter Futures

To maximise opportunities for local people, HEDP works with its building contractors to ensure they provide jobs, training and apprenticeships via the Building Partnerships scheme.

Building Partnerships has been running since April 2015 and is funded by the government’s Coastal Communities Fund. Sussex Downs College, Amicus Horizon, East Sussex County Council and Eastbourne Borough Council are partners in the project, along with Eastbourne Homes who manage the scheme and chair the board.

Building Partnerships is working with the developers of the Arndale Centre, Aldi and Eastbourne College, among others, to ensure skills and training opportunities are given to local people. Eight local people are currently on a construction-related apprenticeship thanks to the scheme.

A Building Partnerships office has opened at 106 Seaside Road. For more information about working in construction locally, please call Nicky Woollard on 01323 410000.

HEDP is also working with the Towner Art Gallery to encourage more visitors to the town. Through its successful bid to the Coastal Communities Fund, HEDP is funding an apprentice at the gallery, Michael Eccles (pictured above).

Michael, who is from Eastbourne, is studying for an NVQ Level 3 in customer service and assists with all aspects of work at the gallery, including running art workshops, reception duties, invigilating the exhibitions and setting up arts events.

Michael said: “My time at Towner has just been mind-blowing. It’s amazing, on reflection, how much I have achieved in such a short space of time. I have worked with some amazing colleagues and I look forward to what the future holds for me.”

EHICL update

Eastbourne Housing Investment Company Ltd (EHICL), a wholly owned subsidiary of Eastbourne Borough Council, was set up last year. One of EHICL’s aims is to purchase buildings in key areas and regenerate the area through associated public spaces and community investment.

EHICL recently purchased its first property, the former Cash Converters building at 137-139 Seaside Road. The property has 12 flats and all of the tenants will stay in their homes, while the large retail space on the ground floor will be refurbished and let. This is also part of the Housing & Economic Development Partnership’s wider plans to regenerate the Devonshire Ward.

The building has been renamed Gowland Court after Thomas Stafford Gowland, who was one of Eastbourne’s leading businessmen in the late 19th century.
HEDP is bringing 44 empty properties back into use through its Empty Homes programme with funding help from the Homes and Communities Agency. Thirty-five new homes have been built in phase one of the development, which are all occupied, and 20 more will be built in the next phase.

Twenty-four properties have already been purchased and converted into modern homes, including Arch Mews, Glynde Avenue, Langney Road, St Aubyns, Bourne Street and Seaside. A further 20 conversions are planned this year in Seaside, Seaside Road and Tideswell Road.

The works in Seaside Road and Seaside have included buying and refurbishing three empty shops, as well as turning the flats above them into new homes to rent. You may have noticed that the upper façades to Elms Buildings in Seaside Road are cleaner and brighter too.

All of the Empty Homes properties were identified to help improve the neighbourhoods they’re in, and some may have remained empty for longer as they were in a particularly poor condition.

One of the new tenants at Arch Mews, Mrs Prentice, said: “I love it here. It’s so handy being by the shops and there aren’t too many stairs, which is good at my age. I have very nice neighbours and there’s a lovely bakery around the corner too. What more could you want?!”
### What’s on

#### Eastbourne Homes’ calendar

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>April</td>
<td><strong>What’s on</strong></td>
</tr>
<tr>
<td>26th</td>
<td>Old Town Area Panel meeting 6.00 pm – 8.00 pm</td>
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<tr>
<td>28th</td>
<td>Langney Area Panel meeting 6.00 pm – 8.00 pm</td>
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<tr>
<td>May</td>
<td><strong>What’s on</strong></td>
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<tr>
<td>6th</td>
<td>Hampden Park Area Panel meeting 10.00 am – 12.00 pm</td>
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<tr>
<td>7th</td>
<td>Old Town Film Club 11.00 am – 1.00 pm</td>
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<tr>
<td>10th</td>
<td>Retirement Panel meeting 10.00 am – 12.00 pm</td>
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<tr>
<td>11th</td>
<td>Central &amp; Archery Area Panel meeting 10.00 am – 12.00 pm</td>
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<tr>
<td>21st</td>
<td>Old Town Film Club 11.00 am – 1.00 pm</td>
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<tr>
<td>26th</td>
<td>Langney Area Panel meeting 6.00 pm – 8.00 pm</td>
</tr>
<tr>
<td>31st</td>
<td>Old Town Area Panel meeting 6.00 pm – 8.00 pm</td>
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<tr>
<td>June</td>
<td><strong>What’s on</strong></td>
</tr>
<tr>
<td>3rd</td>
<td>Hampden Park Area Panel meeting 10.00 am – 12.00 pm</td>
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<tr>
<td>4th</td>
<td>Old Town Film Club 11.00 am – 1.00 pm</td>
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<tr>
<td>8th</td>
<td>Central &amp; Archery Area Panel meeting 10.00 am – 12.00 pm</td>
</tr>
<tr>
<td>14th</td>
<td>Retirement Panel meeting 10.00 am – 12.00 pm</td>
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<tr>
<td>18th</td>
<td>Old Town Film Club 11.00 am – 1.00 pm</td>
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<tr>
<td>26th</td>
<td>Sunday Funday, Sevenoaks Road play area</td>
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<tr>
<td>28th</td>
<td>Old Town Area Panel meeting 6.00 pm – 8.00 pm</td>
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<tr>
<td>30th</td>
<td>Langney Area Panel meeting 6.00 pm – 8.00 pm</td>
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### Other events around the town

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>April</td>
<td><strong>Eastbourne Pals: The Sacrificial Lambs, Redoubt Fortress</strong> Until 13th November</td>
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<tr>
<td>April</td>
<td><strong>Making Tracks: Eastbourne’s Bronze Age Mystery, The Pavilion</strong> Until 13th November</td>
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<tr>
<td>29th April</td>
<td><em>New</em> Vintage collectables, antiques, grocery and food market as part of Magnificent Motors, Middle Prom Pier to Bandstand</td>
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<tr>
<td>30th April</td>
<td><em>New</em> Magnificent Motors (vintage and classic cars, bikes, buses and steam), Western Lawns and Seafront</td>
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<tr>
<td>May</td>
<td><strong>Traditional Sunday afternoon concerts, 3.00 pm, Bandstand</strong> 1st May to 28th August (excluding 14th August)</td>
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<tr>
<td>May</td>
<td><strong>1812 Firework Concerts, Wednesdays at 8.00 pm, Bandstand</strong> 4th May to 28th September</td>
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<tr>
<td>May</td>
<td><strong>Friday Tribute Nights, 8.00 pm, Bandstand</strong> 6th May to 30th September</td>
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<tr>
<td>May</td>
<td><strong>The Mummy (1959) film screening and talk, Redoubt Fortress</strong> 14th</td>
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<tr>
<td>May</td>
<td><strong>Eastbourne Night to Remember Midnight Walk, Seafront and Harbour</strong> 14th to 15th</td>
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<tr>
<td>May</td>
<td><strong>Eastbourne Sports Festival in association with the NSPCC, Hampden Park, Cavendish and Shinewater Sports Centres and Eastbourne Sports Park</strong> 27th May to 4th June</td>
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<tr>
<td>May</td>
<td><strong>John Wall’s Funfair, Princes Park Beer and Cider by the Sea – Spring Beer Festival, Western Lawns</strong> 27th to 29th</td>
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<tr>
<td>May</td>
<td><strong>World Food Market, Middle Prom Pier to Bandstand</strong> 27th to 30th</td>
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<tr>
<td>June</td>
<td><strong>Eastbourne Cycling Festival, Western Lawns and Seafront</strong> 4th to 5th</td>
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<tr>
<td>June</td>
<td><strong>Beachy Head Sportive (Cycling), start Western Lawns</strong> 4th (*new)</td>
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<tr>
<td>June</td>
<td><strong>Sussex Electronic and Radio Fair, Eastbourne Sports Park</strong> 4th to 5th</td>
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<tr>
<td>June</td>
<td><strong>Eastbourne Sunshine Carnival celebrates Queen Elizabeth II 90th birthday, Seafront</strong> 11th</td>
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<tr>
<td>June</td>
<td><strong>Eastbourne Triathlon: 600m Sea Swim, 25km Road Cycle, 5.4km Run. Starts at Western Lawns</strong> 12th (*new)</td>
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<tr>
<td>June</td>
<td><strong>World Food, Village, Craft, Clothing and Accessories Market, Middle Prom Pier to Bandstand</strong> 16th to 19th</td>
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<tr>
<td>June</td>
<td><strong>Aegon Eastbourne International (WTA Women’s International Tennis) Devonshire Park</strong> 18th to 25th</td>
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<td>June</td>
<td><strong>Lark in the Park Funday, Whitley Road Recreation Ground</strong> 18th to 19th</td>
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<tr>
<td>June</td>
<td><strong>Eastbourne Feastival (Food Festival), Princes Park Race for Life 5km Race for Cancer Research UK, Eastbourne Sports Park</strong> 18th to 19th</td>
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<tr>
<td>June</td>
<td><strong>Tour of Sussex Cycle Race (2nd/3rd July Eastbourne Stage). Start/finish at King Edwards Parade, opposite Chesterfield Road</strong> 19th</td>
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<tr>
<td>June</td>
<td><strong>Best of British Food and Craft Market, Middle Prom Pier to Bandstand</strong> 30th June to 3rd July</td>
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*Information correct at the time of printing but may be subject to change*
Eastbourne Borough Council has been following the government’s guidance for rents for social housing since December 2001.

Last summer’s Budget included several policies that have significant implications for social housing. These included the announcement that rents on social housing properties will be reduced by 1% per year for four years from 2016-17.

For 2016-17, Eastbourne Borough Council Cabinet has recommended to full council that the rents for social housing and affordable housing are decreased by 1%.

You will receive a notice to advise you of the new rent for your property from 4th April. If you pay a service charge for communal areas, water, heating or council tax, your notice will include the new charges for these items too. The notice does not include any Housing Benefit that you are entitled to.

If you receive Housing Benefit, the Housing Benefit office will let you know how much rent you will need to pay.

Tracy Evans, Head of Housing, said: “We are very sorry that the County Council has had to make the decision to withdraw this funding. We are proud of the sheltered housing that we offer and we know that residents value the service they receive. Access to our staff and the Lifeline alarm service makes them feel safe and secure in their homes.

“I was pleased to meet with a large number of residents at all our sheltered schemes to listen to their views as part of the consultation process. The consultation for our sheltered residents closed in February and we will be feeding back on the preferred option shortly. We will also be providing advice to residents to ensure that they are claiming any benefits they are entitled to,” she said.

Eastbourne Homes manage over 300 homes in 11 sheltered housing schemes and the County Council currently funds around £137,000 per year towards the support service.

We have worked hard to mitigate the impact on residents of the loss of funding from the County Council and are seeking their views on three options. While the options will mean residents have to pay more for the service they receive, all three options include Eastbourne Homes part-funding the loss of income, and all the options involve keeping the on-site co-ordinator service.

Eastbourne Council has also agreed to reduce sheltered housing rents by 1% from 1st April, despite the recent announcement that these rents could be increased.

Eastbourne Borough Council has been following the government’s guidance for rents for social housing since December 2001.

If you have any questions, please call 01323 410000 or visit 1 Grove Road, Eastbourne, BN21 4TW.

If you are a garage tenant, you will also have received a rent increase notice. This means that your garage rent has been increased this year by the Retail Price Index as at September 2015 plus 1%, giving you an increase of 1.8%.

If you feel that this rent increase will cause you problems, please contact us on 01323 410000.

Suspect fraud is being committed in your neighbourhood?

Call the Fraud Hotline on 0800 731 7039 or email corporatefraud@eastbourne.gov.uk
Summary of the Government’s Housing and Planning Bill

Although the Bill is not finalised we want all our residents to know what the key points currently are. Some of the detail could change before the Bill becomes law.

Pay to Stay
From April 2017, if your household income is over £30,000 per year you will have to pay a higher rent, depending on how much you earn. Any additional rent charged will be returned by the council to the Treasury.

Fixed term tenancies
All new tenancies offered by us will have to be fixed term tenancies that last two to five years. This doesn’t affect existing tenants unless they want to move home and take up a new tenancy.

Succession rights
The government wants to make all tenants’ rights to succession the same. It is proposed that only a spouse or partner will be able to succeed a tenancy. Landlords may be able to have some wider discretion but only to give a fixed term tenancy.

Selling ‘high-value’ council homes
The government wants councils to make more efficient use of their housing and to sell higher value properties when they become vacant with the proceeds being returned to the Treasury. This doesn’t apply to tenanted homes. The proceeds will be used to fund the Right to Buy for housing association tenants as well as building new homes.

Starter homes
A new type of housing is being introduced that will be sold at a 20% discount on market value to first time buyers under 40 years old.

The figures and details in the Bill could change – the Bill is being discussed at report stage in the Lords from 11th April and you can keep in touch with what happens here:

http://services.parliament.uk/bills/201516/housingandplanning.html

We are carefully considering the implications of these changes and will keep you updated in the next newsletter and via Area Panel meetings.
Leasehold news

Estimated accounts

Your estimated account for 1st April 2016 to 31st March 2017 will be sent to you shortly. Estimates are calculated based on the actual charges from the previous five years and include any known or predicted increases or decreases in costs.

Your estimated invoice is due for payment in two equal instalments. The first instalment should be paid by 1st April 2016, and the second instalment by 1st October 2016. If you pay by Direct Debit, you can pay over 12 monthly instalments.

Leaseholders Panel

As advised in the last issue of Open House, we can gladly confirm that the new Leaseholders Panel has been formed.

One of the Panel members, Linda Fuller, had to resign from the Leaseholders Panel due to other commitments, which therefore created an exciting opportunity for a new member to be appointed and become part of a Panel that seeks to represent the leaseholders of Eastbourne Borough Council and help drive continuous improvement.

Letters were issued on the 18th March 2016 to all leaseholders requesting expressions of interest by the 8th April 2016. We hope to update leaseholders on the progress of the new members’ appointment in the near future.

The Panel are keen to hear from you as to what you feel are the key and important issues that need to be addressed for leaseholders in general.

Contact us

We are here to help with general leasehold enquiries, payments and balance enquiries. Please call 01323 410000.

Don’t forget

You can view your account online via the self-service portal. To register, please go to www.eastbournehomes.org.uk/ssp

The first meeting of the Leaseholders Panel was on the 14th January 2016, and the Panel will then convene quarterly. The date of the next Panel meeting is the 21st April 2016. The Panel will provide feedback to all leaseholders on the progress of key issues being considered and changes that may affect you as a Leaseholder.

The Panel would propose to keep you informed of progress firstly by email and via Eastbourne Homes’ website at www.eastbournehomes.org.uk.

If you would prefer to receive reports by post or need to provide updated contact details then please return the slip within the letter sent dated the 17th December 2015, which was sent to all leaseholders, and return to Mr Nathan Thompson at Eastbourne Homes, 1 Grove Road, Eastbourne, East Sussex, BN21 4TW.

The Panel members can be contacted via email at EHL_LeaseholdPanel@eastbournehomes.org.uk.

Eastbourne Homes are currently working to provide a telephone contact number that will divert to an answer machine facility that can be managed by the Leaseholders Panel, which we hope to have in place in the near future. You will be further notified once this facility becomes available.
Messages from East Sussex Fire and Rescue Service

Tumble dryer alert

East Sussex Fire and Rescue Service is adding its weight to calls for people to check their tumble dryers and whether they've been recalled.

In East Sussex, since April 2009 they have attended 110 fires involving tumble dryers, while nationally there have been a larger number with one recent incident resulting in a fatality in the West Midlands.

Director of Prevention and Protection, Andy Reynolds, said: “I would encourage everyone to register any household appliances they have bought in the last 12 years at www.registermyappliance.org.uk to ensure the manufacturer can contact you if a safety repair is needed.

“It’s also worth checking out this link www.electricalsafetyfirst.org.uk. The website contains a list of electrical products that currently have a recall notice on them. These links can also be accessed by our website.”

Hotpoint, Indesit and Creda Tumble Dryers are all affected – find out more at www.electricalsafetyfirst.org.uk

Home Safety Visits

We are committed to helping people stay safe in their homes. One of the ways we do this is by carrying out Home Safety Visits, which are offered to people who are most at risk from fires in their homes.

Our specially trained staff will visit your home and give you advice on how to reduce the risk of having a fire. Please contact us if you or someone you know would like to find out more.

What will happen when you contact us?
You will get through to one of our members of staff who will ask you a number of questions to find out if you are eligible for a visit.

What sort of questions will we ask you?
We ask a range of questions including:
- whether there are people over 65 or 80 in the property
- if there is anyone in the premise who uses oxygen/air flow mattresses
- is there anyone in the premises with any reduced mobility/disabilities?
- is there anyone in the premises with hearing/sight impairments?
- is there anyone who smokes in the property?

Can you contact us on behalf of someone else?
Yes – we would ask that you get their permission first and let them know that we will ask them a number of questions.

Why don't you give everyone who calls a Home Safety Visit?
We have limited resources and so need to prioritise those most in need. We send out information packs to those who do not get a visit.

Do we fit free smoke alarms?
In some cases, yes, we will fit free smoke alarms.

Apply for a Home Safety Visit
To see if you are eligible for a Home Safety visit, please call us on 0800 177 7069
Panels team up to tackle parking and speed dangers

Langney Area Panel, Eastbourne Borough Council and Langney Primary School have teamed up to fight against car parking congestion in Etchingham Road.

Staff and parents were concerned about student and parent safety due to the congestion at peak times outside the school.

The car park at the Scout Hut on Priory Road has been cleared by Eastbourne Borough Council and Neighbourhood First, and fencing has been replaced to provide a safe space for teachers to park.

Langney Area Panel has funded A-board signs for Langney Primary, West Rise and Shinewater Schools, to encourage parents to park sensibly around their schools.

So far they have been a great success and the Panel is looking to introduce the scheme to other schools across the town.

Community Safety Partnership

Central & Archery Area Panel (CAAP) has been excited to be involved in supporting the Eastbourne Community Safety Partnership, funding the printing of posters drawn by local schools to help raise speed awareness in the Lottbridge Drove area. Representatives are looking forward to joining the Eastbourne Fire Service at the presentation to the winning children.

Match funding was agreed with neighbouring housing association Saxon Weald to help highlight the correct parking at New Derby House, and further to residents’ requests a new scheme sign was commissioned.

CAAP has joined with other Panels in earmarking funds for a Neighbourhood First project to provide a mobile CCTV unit to help combat fly-tipping in the town.

The Panel’s support of youth activities in the area have continued with the funding of Eastbourne Edge Hockey. An inline hockey rink has been installed at My Skate World in Maple Road which will create a centre of excellence for rollerskating sports in Eastbourne.

Boards have also been purchased by CAAP for the new properties in the area at Longstone Road, Seaside Road and Allfrey Road.

Panto sell out!

Once again, Old Town Area Panel had an overwhelming demand for pantomime tickets and, despite buying more than ever before, there were still some residents who were disappointed. The tickets sold out in less than 15 minutes! Cecile Slater from the Panel said: “The pantomime, as always, was brilliant and enjoyed by all.”
Central & Archery Area Panel has spent its money as follows:

- £10,000 to Shinewater School to put in CCTV to increase security and purchase emergency equipment following the fire.
- £7,000 towards an enclosed rink for Edge Skate Hockey Club. This will enable the club to compete in Eastbourne.
- The funding of noticeboards for new properties at Longstone Road, Seaside and Coventry Court, costing £291.
- The printing of speeding signs for a primary school competition at a cost of £194.
- New signage at New Derby House totalling £925.
- CCTV match funding with the other Panels to purchase a CCTV unit for Neighbourhood First to combat fly-tipping (£2,000).

Hampden Park & Willingdon Trees Area Panel has approved donations to these projects:

- A poly tunnel for growing vegetables at Hampden Park Academy, costing £800.
- A banner to advertise the Panel at £55.
- The replacement of rotary washing lines for £1,100 at Northumberland Court.
- £640 towards four A-boards for schools to combat parking.
- Paying £550 for white lines to re-mark Midhurst Road car park.
- CCTV match funding with the other Panels to purchase a CCTV unit for Neighbourhood First to combat fly-tipping (£2,000).
- £7,000 towards an enclosed rink for Edge Skate Hockey Club. This will enable the club to compete in Eastbourne.
- The funding of noticeboards for new properties at Longstone Road, Seaside and Coventry Court, costing £291.
- £7,000 towards an enclosed rink for Edge Skate Hockey Club. This will enable the club to compete in Eastbourne.
- The funding of noticeboards for new properties at Longstone Road, Seaside and Coventry Court, costing £291.

Old Town Area Panel has:

- Given £12,500 towards the refurbishment of Old Town Library with Mears (see page 7).
- They have also funded new blinds at the Old Town Community Centre at a cost of just under £760.

Langney Area Panel has spent its money as follows:

- £10,000 to Shinewater School to put in CCTV to increase security and purchase emergency equipment following the fire.
- CCTV match funding with the other Panels to purchase a CCTV unit for Neighbourhood First to combat fly-tipping (£2,000).
New equipment a hit with Owlets children

Youngsters at Owlets Nursery School are having fun exploring new science and technology equipment bought by Langney Area Panel.

The nursery, based at the football ground in Priory Lane, asked for just under £1,000 to pay for sensory objects including a large sit-on light cube and a light tent which is pitch black inside. Children treat it as a magical den and take torches inside to make shadows.

The nursery is open all day during the week and has 35 children on its books, aged between two and five years old.

Sam Roddick, Nursery Manager, said: “We are so grateful to Langney Area Panel for helping us to provide such wonderful equipment for our nursery children to enhance their play and learning opportunities.

“This new science equipment adds a whole new dimension to learning about light, shadows and technology in general.”

It’s the second time the nursery has asked the Panel for funding and Chair Candy Vaughan said they were delighted to help again.

“The nursery has very little money to purchase new equipment to cover the curriculum and that’s why we agreed to fund these items. You can see that the children really benefit from using it,” she said.

Back row (left to right): Langney Area Panel members Kash Atkins, Reny Pulling and Candy Vaughan. Front row: Nursery Manager Sam Roddick with some of the children

Members of Hampden Park Area Panel took a table at the local Christmas Fair to raise money for charity. Mary Wall, Jeanne Taylor (both pictured) and Shirley McCall collected prizes and manned the table, raising just over £90 for You Raise Me Up, a charity which offers financial and emotional support to families who have lost someone aged between 16 and 25 years old.
Eastbourne Homes Area Panels
would like to invite you to

Sunday Funday

Sunday 26 June 2016

Sevenoaks Park 12pm - 4pm
Sevenoaks Road, Langney, BN23 7LT

Everything 50p

Fun Dog Show • Plate Smash
Bouncy Castle • Cake stall • Burgers
Albion in the Community
Fun packed arena • Tombollas • Raffle
and much much more!

All proceeds go to local charities

eastbournehomes.org.uk