



**Questions from Member of the Public
Full Council – 19 September 2016**

Sent: 30 August 2016 17:07
To: Committee
Subject: Ask a councillor a question

Dear Sir/ Madam

I am living in a flat of two bedrooms since 2006, when I had one child now I have three kids and I am eligible for three bedrooms but rent for three bedrooms is very high and most importantly the landlords are not excepting housing benefit, me and my husband with three kids are overcrowded in this property and are desperately looking for three bedrooms how can Brent council help us?

I would be looking forward for your answer

Regards

Response from the Cabinet Member for Housing

Dear resident,

Thank you for your enquiry.

The Council will consider overcrowding where applicants are lacking 2 or more bedrooms than they require, in line with the bedroom standards. As you are currently residing in a two, but need a three, bedroom property and therefore lack one bed, your application does not attract any priority on the grounds of overcrowding.

If you are currently renting in the private sector, in order to alleviate your current overcrowding issue you may wish to consider moving to a three bedroom property in the private sector. As you rightly point out, you may find that rents in Brent and London are expensive and unaffordable so you will need to consider moving out of the area. For a comprehensive advice and assistance on how you can achieve this and indeed any other housing options available to you, please contact our Housing Options Service on 0208 9372000 and select option 3 when prompted.

	<p>Alternatively, if you are a social housing tenant (your landlord is Brent Council or a Housing Association), you may wish to contact them directly. You will find their details on the tenancy agreement.</p> <p>I hope this is of some help to you.</p>
<p>Sent: 23 August 2016 20:58 To: Committee Subject: Ask a councillor a question</p> <p>Hello Sir / Madame Not sure if this question relates to your concern. I am resident at XXX Bovingdon avenue for 30 years. The middle of this road has been seems to have been totally ignored from repair. The top & the bottom part has been done long time back. The mid part is very bad, I have problems coming out of my drive as no tarmac left on the road . I will be very grateful if this can be pointed out to right department.</p> <p>Regards...</p>	<p>Response from the Cabinet Member for Environment</p> <p>Thank you for your question about the condition of the road on Bovingdon Avenue, specifically the middle section.</p> <p>Every year, officers assess the highway network to determine its current condition, using condition surveys carried out by independent consultants. They then take account of a range of factors to define relative priorities for maintenance. This includes how the road is used, e.g. Whether it is near a school or college and the risk of accidents, including statistics about accidents and collisions.</p> <p>In recent years, the council has experienced sever funding cuts and this means that we're not able to maintain our roads in the way we would like to. Bovingdon Avenue is not included in this year's programme, but condition surveys are taking place at the moment and Bovingdon Avenue will be considered, along with all roads, for inclusion in our 17/18 resurfacing programme.</p> <p>I want to make sure that our inspectors understand your concerns and if it would be helpful for one of the team to visit you to take a look at the section of road with you, please get in touch with Tony Kennedy: Tony.kennedy@brent.gov.uk And he will be pleased to organise this.</p> <p>Regards, Cllr Southwood Cabinet Member, Environment</p>

Sent: 20 August 2016 3:50 PM

To: Committee

Subject: Ask a councillor a question

My wife, aged 81, has in the last month tripped and fell in both Brondesbury and Victoria Roads.

The pavements are very uneven with many broken pavement stones and are a hazard for all ages.

When is something going to be done to rectify this dangerous situation?

Response from the Cabinet Member for Environment

I am very sorry to hear about your wife's recent falls. As I'm sure you're aware, severe cuts to our budget mean that we're not able to keep our roads and pavements in the condition we would like to. However, I'm committed to doing everything we can to make our borough safe for everyone.

I have instructed officers to visit both of these roads and inform our contractor of any defects that meet intervention level and should therefore be considered for repair. We categorise defects as high, medium and low priority and high priority defects are repaired within 7 days. Due to our financial constraints, we're only able to repair a small percentage of medium defects (less than 10%) and low priority defects are noted for future monitoring.

If there are any specific defects that you would like us to consider for repair, which aren't currently marked with white paint, please forward specific locations and a description (i.e. "broken slab in footway outside number 4 Park Lane") to Transportation@brent.gov.uk.

Regards
Cllr Southwood
Cabinet Member, Environment

Sent: 19 August 2016 9:16 PM

To: Committee

Subject: Ask a councillor a question

Hi my name is XXX and I live in XX Mitchellbrook way nw10 8pd I've been complaining about my bathroom for the last 5 years and it hasn't been changed since I moved in which was 16 years ago. It is in such a bad state. Do I not have the right for it to be changed as I have been a resident for a long time?

Response from the Cabinet Member for Housing

Thank you for contacting Brent Council with your question. You do not have a right for your bathroom to be changed by virtue of the length of time you have lived in your home, unless this is stated in the tenancy agreement.

"However, your landlord (Genesis Housing Association) should keep the property in good repair. If your bathroom is in poor condition we advise you to make a formal complaint to Genesis. Complaints can be made on their website, by email, letter, phone, fax or in person. The email address is complaints@genesisha.org.uk.

"If you are still unhappy once the complaint has reached the final stage Genesis' procedure, you can ask a designated person to refer the matter

	<p>the Housing Ombudsman. Further details are in Genesis' Comments, Complaints and Compliments Policy on their website."</p>
<p>Sent: 19 August 2016 6:20 PM To: Committee Subject: Ask a councillor a question</p> <p>Hi my councillor Ernest have been extremely supportive with my concern of flipping in and around Alric avenue.</p> <p>I would like to Brent's plan to tackle this problem in Brent.</p> <p>I love where I live but as many more homes are been Let the standards has really declined.</p> <p>I think there should be cameras I wonder how much money is been spent on contractors who respond very quickly.</p> <p>I just want the flipping to stop please be more robust about this.</p> <p>I look forward to hearing from you</p> <p>Regards XXX</p>	<p>Response from the Cabinet Member for Environment</p> <p>Thank you for your question about the challenges of tackling rubbish that is illegally dumped on our streets. I've provided some information on what the council is doing on this issue and would be very happy to meet with you to see what more we can do around Alric Avenue.</p> <p>Like many other areas, Brent has a significant and increasing problem with illegal rubbish dumping.</p> <p>Tackling this is a priority for us and over the past year we have put in place a plan for improving things. In fact, the Council's Resources & Public Realm Scrutiny Committee met only a fortnight ago, to review progress against this plan, which includes 26 detailed actions. These actions include improved communications and education, closer working with the business and private rented sectors, improved and more robust enforcement and- most importantly- a much greater level of community engagement on the issue of rubbish dumping; and whilst there is still much to do, some good progress has already been made.</p> <p>The Council operates an Enviro-Crime Enforcement team to detect, investigate and take enforcement action against any evidenced reports of waste crime and we work closely with local residents and traders, to ensure that any intelligence they pass on is fully investigated and- where possible- results in enforcement action. To support the work of the in house team, in June the Council also embarked on a 12-month trial of uniformed litter patrols using a specialist company to target know litter and fly-tipping hot-spots and issue on-the-spot fines to anyone caught in the act of littering or dumping. The effectiveness of this scheme will be fully reviewed later this year but early indications are that it is already having an impact.</p> <p>The Council's 'Love Where you Live' campaign is also proving extremely effective, encouraging residents to take direct action by reporting any illegally dumped rubbish they see via the 'Cleaner Brent App', and working with the Council to generate a greater sense of civic pride and 'ownership'</p>

	<p>of the issues among their local community through community clean-up and litter picking days, for example.</p> <p>There is clearly still much more to do though. Our streets are coming under increasing pressure and we rely on everyone to do their bit, particularly as some people continue to show a lack of respect for their neighbours and our environment by dumping rubbish on our streets.</p> <p>The best hope we have of making a positive change is by working in partnership with residents, like yourself, who clearly care about where they live. I know that there are long-standing issues in the Alric Avenue, Bruce Road, Selwyn Road and Hazeldean Road areas, and our Environmental Improvement team has this area on its forward plan for surveillance. The team would also be very happy to meet with you on site to discuss the issues, and their plans for tackling them. If you would like to arrange this, please contact our Head of Environmental Improvement, Robert Anderton, at Robert.anderton@brent.gov.uk, or on 020 8937 5001, and he'll be happy to help.</p> <p>Thank you again for your question.</p> <p>Regards Cllr Southwood Cabinet Member, Environment</p>
<p>Sent: 19 August 2016 5:31 PM To: Committee Subject: Ask a councillor a question</p> <p>Dear sir/Madam</p> <p>I am just <i>wondering</i> about when I will be get council flat I am single father and applied two times online but council said I am a single person and I am not entitled to get flat living in Brent since last 12 years working full time and not claiming any benefits and I can afford council flat privately rent is very high that's why considering council property.</p> <p>I am 41 years old in this system in my life I don't think so I will get it.</p>	<p>Response from the Cabinet Member for Housing</p> <p>Dear resident,</p> <p>Thank you for your enquiry.</p> <p>As I understand it, you are a single applicant who has placed your name on the Council's Housing Register. You also have three children but they reside with their mum at a different address to yours.</p> <p>I am afraid that under current Council Policy and housing legislation, children can only be included in a housing application with their main carer. This is the parent/guardian that the children live with for the majority of the time, as a guide this is usually for more than four days per week. It usually</p>

Please help me out what should I do. I have three children they are living with their mum and I'm living in one single room and I can't accommodate for night stay.

Please arrange appointment are give me suggestions to sort it out this problem.

Best regards
XXXXXXXXXX

means that the applicant is in receipt of child benefit, tax credits and we will take into consideration both parents' housing arrangements to ensure that one property has adequate accommodation for the children.

Your application can therefore be assessed as a single applicant. The Council is required to assess your application and advise you of the outcome of that assessment. If you disagree with the Council's decision you have a right to ask for a review. Reviews will be carried out by a Senior member of staff at the London Borough of Brent or delegated to an appropriate officer who was not involved in the original decision.

If you need to see an officer in person, please contact the Council's Rehousing Team on 02089372000 and select option 1 when prompted. Applications are assessed by officers based on an alpha split so you can get the name of your rehousing officer when you call and give them your name.

I hope you find this helpful.