

Spotlight on Brent Housing

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July 2021

Hello,

I am Hakeem Osinaike, the Operational Director for Housing at Brent Council.

Welcome to 'Spotlight', our new way of keeping Brent residents informed on the topics that matter to you.

Each month we will focus on a theme and bring you the latest updates on what we here in Brent Housing Management are doing to improve services for you and your experience as a tenant or leaseholder.

Whilst the Country has been in lockdown over the past year, outside space has become more important than ever. Most of us also spend more time at home than ever before.

This created some challenges such as increased litter, waste and fly-tipping.

For this edition of Spotlight, we will focus on estates and how together we can make these outdoor spaces clean, safe and green for all.

Yours

Hakeem Osinaike



Focus on Fly Tipping

In Brent, we take a zero tolerance approach to people who fly-tip".

Our borough, including our estates, should be places that people can enjoy outside spaces free from the eyesore of dumped mattresses or broken furniture.

To tackle this, Brent Housing Management is working closely with the Council's Environmental Services to become more proactive when it comes to enforcement against people who fly-tip.

We are purchasing new cameras to increase surveillance, which we will be testing out in areas we know are hotspots to catch these few individuals.

To increase our chances of capturing people who fly-tip, we need your help.

If you see any fly-tipping, please try to give us as much information as possible such as:

- **a picture showing the type and amount of waste**
- **registration number (number plate) of vehicle**
- **time of incident**
- **location and description of waste**
- **description of people dumping the waste**

Please do not approach anyone who you witness dumping rubbish.

Visit <https://www.brent.gov.uk/services-for-residents/transport-and-streets/keeping-the-streets-clear-and-clean/illegal-rubbish-dumping/> for more information.

Download the **Cleaner Brent App** to your phone. The app recognises your exact location and you can add a photo meaning our teams can assess the rubbish and arrange a clearance.

You can also make an online report using the form on this page or call us on **020 8937 5050**.

People found fly-tipping could face an on-the-spot fine of £400 or up to £50,000 or 12 months imprisonment if convicted in a Magistrates' Court.



Bins and Waste Management

In 2020, Brent Housing Management completed an audit of all bins on estates. The bin audit identified blocks where capacity was under or over the requirement for each estate. From the information we gained, we are working with Veolia to deliver £300,000 worth of additional bins to estates who are under capacity.

The first phase of the delivery began on the 24 May 2021 and is due to be completed by the 09 July 2021 this year with 299 new bins being delivered creating additional capacity and replacing some old broken bins.

This means all estates will have the correct bin capacity for the number of homes.

We know this will make a difference but we still have more to do to combat fly-tipping, contaminated waste and missed collections.

Three ways you can help

1. **Recycle as much packaging as possible**
2. **Separate out your food waste (you can order a food caddy on our website)**
3. **Report a missed bin collection via our website**

Go to:

<https://www.brent.gov.uk/missed-collection/lookup>



The Estate Caretaking Service

In September 2019, we transferred the estate caretaking service from Wettons back into the Council's management after you told us you wanted a greater say over the service they delivered.

Since then, we have been working hard to improve the standard of service that you receive.

We have analysed whether the changes we have made are working, and under Wettons, the average number of days it took to resolve an issue was 76 days compared to now under Brent, where cases are resolved in just 11 days.

There is always more to do, but we are incredibly proud of the hard work our caretakers have put in to improving standards, especially during the challenges of the Covid-19 pandemic.



working across 630 blocks of flats, housing approximately 8,000 residents. As a service, they are responsible for:

- **Scheduled weekly cleaning of communal areas**
- **Weekly litters picking**
- **Removal of fly-tips and bulky items**
- **Annual deep cleaning**
- **Window cleaning**
- **Reporting low level ASBs, repairs, refuse miss-collections, abandoned vehicles**
- **Cleaning of communal areas**
- **Sweeping hard surface areas**
- **Washing floors, stairs and entrances**
- **Cleaning lifts**
- **Removing unwanted graffiti.**

Our Estate Caretaking team is growing, so if you or someone you know would like to, we have a number of roles, which will be advertised on the Brent Council website soon. These include:

- **1 x Estate Services Quality Coordinator**
- **4 x Caretaking Team Manager**
- **11 x Caretakers**
- **1 x Programmed Work Caretaker**

Go to: www.brent.gov.uk/jobs for more information.\

If you have any feedback regarding the Estate Caretaking Service please email us at Email: HousingFeedback@brent.gov.uk

Meet the Team

Each edition, we will introduce you to members of the team who support Brent Housing by ensuring a range of services are delivered to our residents.



Emily-Rae Maxwell

Head of Neighbourhoods

Emily-Rae Maxwell is the Head of Housing and Neighbourhoods for Brent Housing Management. She is responsible for overseeing the Tenancy and Neighbourhoods Service, including Estate Caretaking, Income Collection, Home Ownership and Resident Experience.

Dawn Martin

Income, Support and Home Ownership Service Manager

Dawn is responsible for managing the Housing Income, rents and service charges into the Council. She also manages our Home Ownership Team and our financial support team, dealing with our suppliers.



Mahmut Aydogan

Tenancy & Neighbourhood Manager

Mahmut is responsible for our Estate Cleaning service and maintenance programme and managing our Housing Officer & Neighbourhoods Team, who deal with all aspects of tenancy management.



Sue Richards-Cullen

Customer Experience & Resident Engagement Manager

Sue Richards-Cullen is responsible for overseeing our Contact Centre, Apprentices Housing Portal and Estate Projects, and liaising with our Residents Groups and developing our engagement strategy.



Spotlight of Brent Senior Leadership Team

Tuesday, 6 July 2021, 5:30pm – 6:30pm

If you would like to hear more about how your feedback is making a real difference to the housing service, why not join our live Q&A session.

Email: HousingFeedback@brent.gov.uk to book your place at this virtual event.

Join Hakeem Osinaike (Operational Director for Housing), Phil Porter (Strategic Director for Community Wellbeing) and Councillor Southwood (Lead Member for Housing and Welfare Reform) at a virtual meeting as we shine a spotlight on Brent Housing Management.