

## Members' Library Service Request Form

Date of Document	23/01/13
Originator	Executive Director (Services For Communities)
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Document Title	Proposals to Increase Council House Rents - Consultation Exercise

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Cabinet
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Additional information:

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Designation	Exec. Director (Communities)
Date	23/01/13

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COMMUNITY HOUSING SERVICES					
FEEDBACK FROM RENT INCREASE LETTER - DECEMBER 2012 - 18TH JANUARY 2013					
Date	Name	Address	Tele No.	Method of contact and comment	Action
10.12.12	Details withheld			Message on free phone - tenant stated that she was quite happy but wanted someone to telephone her back	AB forwarded message to DP. Phoned back, tenant advised happy with increase and has completed and returned survey form. DP 10.12.12
10.12.12	Details withheld			Message on free phone - just wanted to let us know that she has broken her wrist and is unable to complete forms	AB forwarded message to DP. Phoned back tenant advised she does not want to complete the survey form but wanted to advise that she is happy with the proposed increase. DP 10.12.12
11.12.12	Details withheld			Message received - tenant advised that she receives full housing benefit and is 83 years old wanted someone to telephone her back	AB forwarded message to DP. Phoned tenant who advised that she is concerned about her housing benefit, directed to Housing Benefit Team. DP 10.12.12
12.12.12	Details withheld			Letter stating that herself and her neighbours had not received the rent consultation paper as referred to in Homefront. Also stated that she phoned twice to no avail	ER passed letter to DP. Letter of apology sent along with a copy of the letter and questionnaire.
13.12.12	Details withheld			Message on free phone - enquiring about the ELTRP meeting on the 10th December, although tenant did not receive his letter until the 12th December, but is keen to find out more	ER passed message to DP. Spoke to tenant who advised that he is happy with the proposed increase but concerned about other benefits not increasing by the same amount and about Welfare Reform. Housing Benefit leaflet sent out along with contact details for some other agencies. DP 14/12/12
18.1.13	East Lothian Tenants & Residents Panel			Feedback from ELTRP Consultation Event held on 10th December 2012	ELTRP submitted a report identifying the summary of feedback received and also made some suggestions for future rent consultations which will be considered by the Rent Consultation Group. DP 18/1/13
				<b>Summary of feedback:</b>	
				1) Whilst there was a mixed response some tenants felt that the loan charges were too high on the HRA Account	

				<p><b>2)</b> It was evident from the consultation that some tenants are still unclear about what the Council spends rental income on and how the capital programme is determined. Tenants would like to see the capital programme published and circulated in advance</p>	
				<p><b>3)</b> Some tenants feel they should have more choice over the improvements to their houses</p>	
				<p><b>4)</b> Tenants seem to take it for granted that there will be an annual rent increase</p>	
				<p><b>5)</b> Som tenants did not agree with the increase and thought the rent was too high</p>	
				<p><b>6)</b> Some respondents recognised that even with a rent increase Council rents are competitive and low compared to housing associations and the private sector</p>	
				<p><b>7)</b> Some tenants thought the rent increase was fair and the Council provided a good service for their money</p>	