

## Members' Library Service Request Form

Date of Document	30/01/14
Originator	James Coutts
Originator's Ref (if any)	
Document Title	Rents Consultation 2014 - Feedback

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East Lothian Council
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Additional information:

This report accompanies the report to Council on 11 February 2014.

Authorised By	Monica Patterson
Designation	Depute Chief Executive
Date	30/01/14

For Office Use Only:	
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COMMUNITY HOUSING SERVICES					
FEEDBACK FROM RENT INCREASE (PROPOSED INCREASE FOR 2014/15)- CONSULTATION PERIOD NOVEMBER 2013 TO 10TH JANUARY 2014					
Date	Name	Address	Tele No.	Method of contact and comment	Action
11.11.13	Details Withheld			Message left on freephone. Requesting transport to the ELTRP Open Day on the 21st November and ELTRP Event on the 19th November	AB emailed information to ELTRP and ER.
13.11.13	Details Withheld			Message left on freephone. Tenant advised that they do not pay rent	No action required.
13.11.13	Details Withheld			Message left on freephone. Tenant advised that they do not pay rent	No action required.
14.11.13	Details Withheld			Tenant enquiring about who the council is paying loans to.	DP phoned back tenant and explained. Tenant unhappy that tenants are paying these charges and advised that he would complete his survey form noting his concerns. DP 15/11/13.
10.1.14	Details Withheld			Letter attached to completed questionnaire re the amount of increase v expenditure	Letter passed to DP. ER 10.01.14 No telephone number available for tenant, letter sent out DP 20/1/14.