

Members' Library Service Request Form

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Document Title	Proposals to Increase Council House Rents - Consultation Exercise

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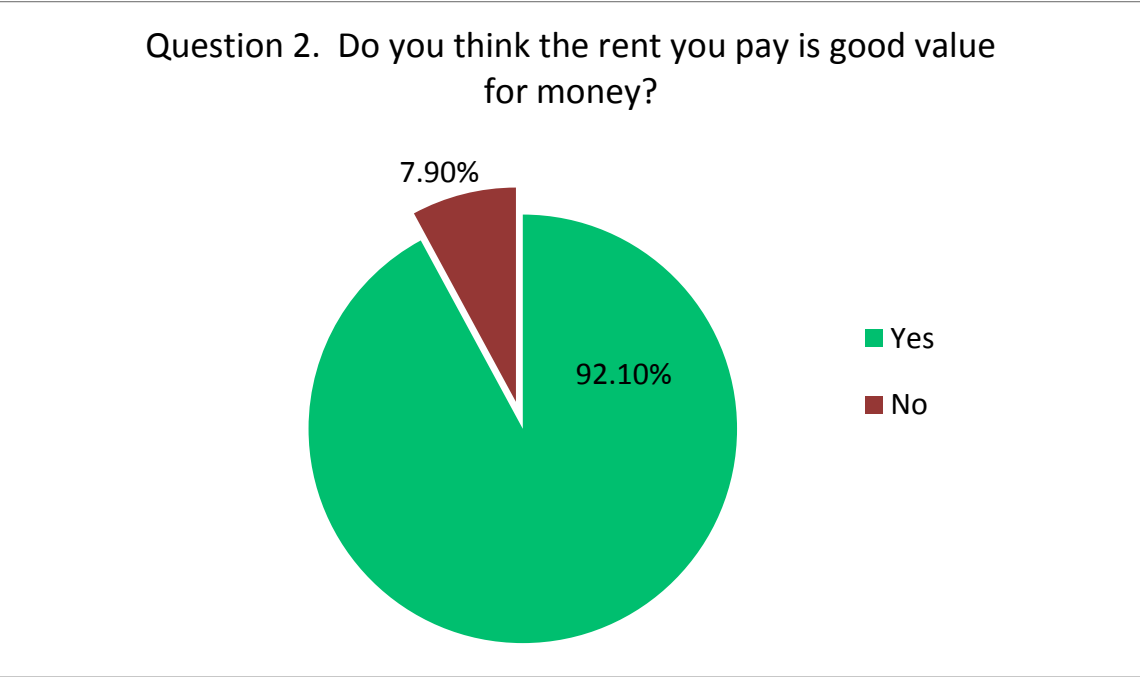
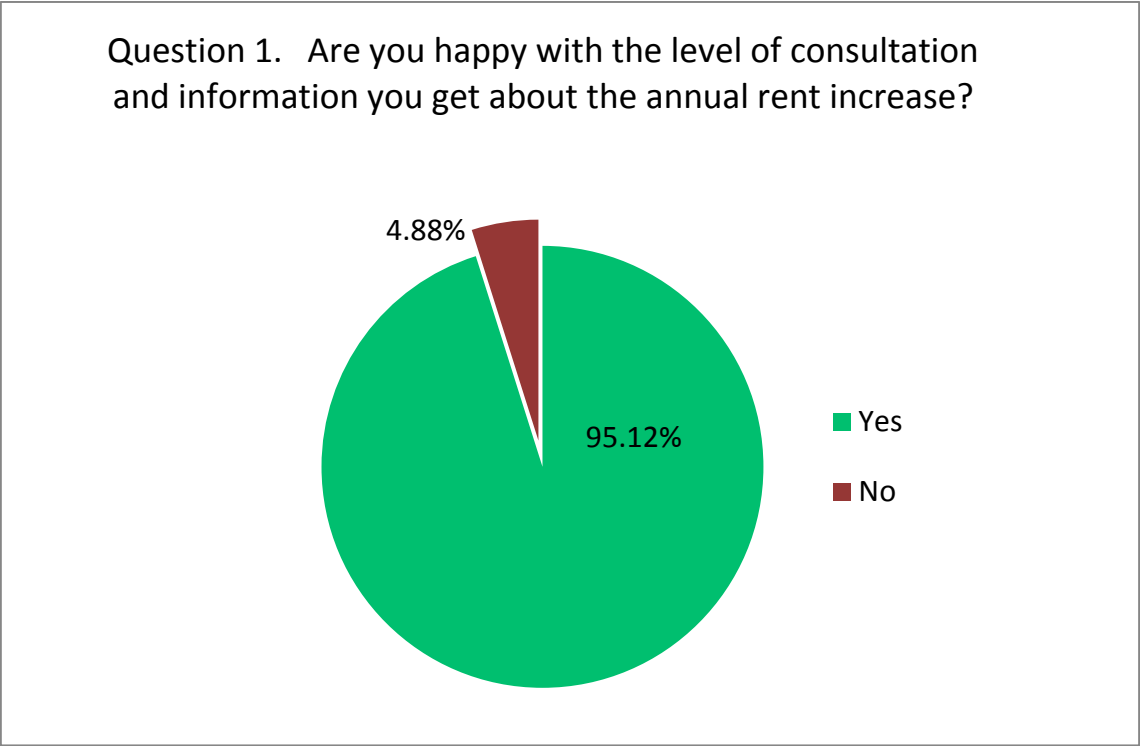
Additional information:

Authorised By	Douglas Proudfoot
Designation	Head of Development
Date	15/01/19

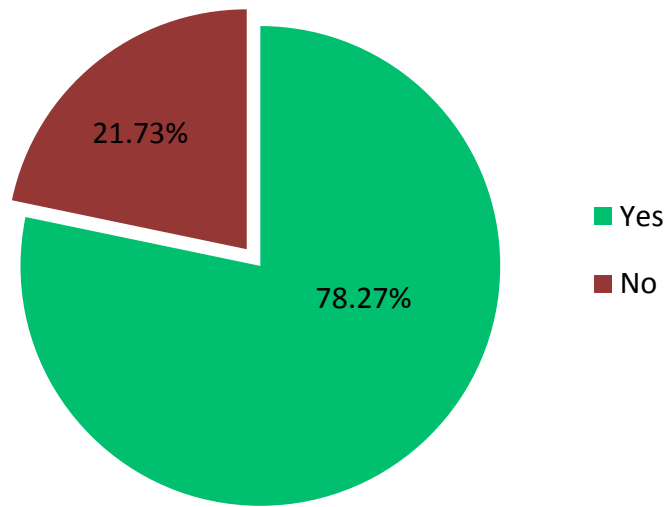
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Appendix 1 – Summary Report on Rent Level Consultation 2019-20

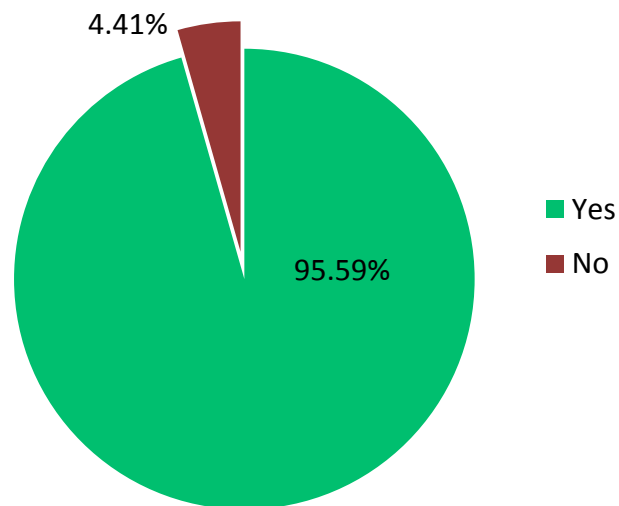
In November 2018, we wrote out to all our tenants and sent them a consultation questionnaire. This gave tenants the opportunity to let us know their views on the rent consultation and also the potential increase of 5%. Shown below is a summary of all the responses received.



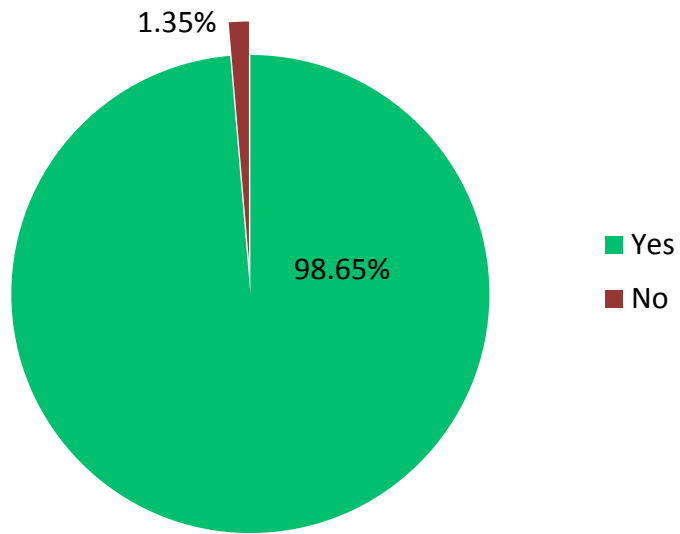
Question 3. Do you think that the proposal to increase rents by 5% is fair?



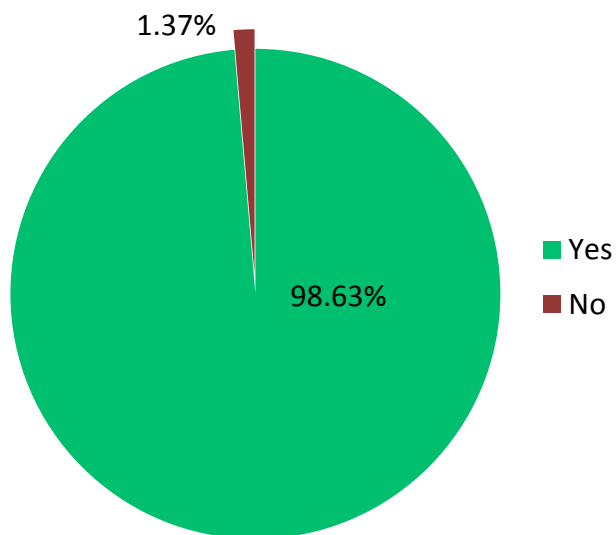
Question 4. Do you agree with the council's commitment to build new homes to help address the housing shortage in East Lothian?



Question 5. Do you agree that the council should continue to modernise its existing housing stock?



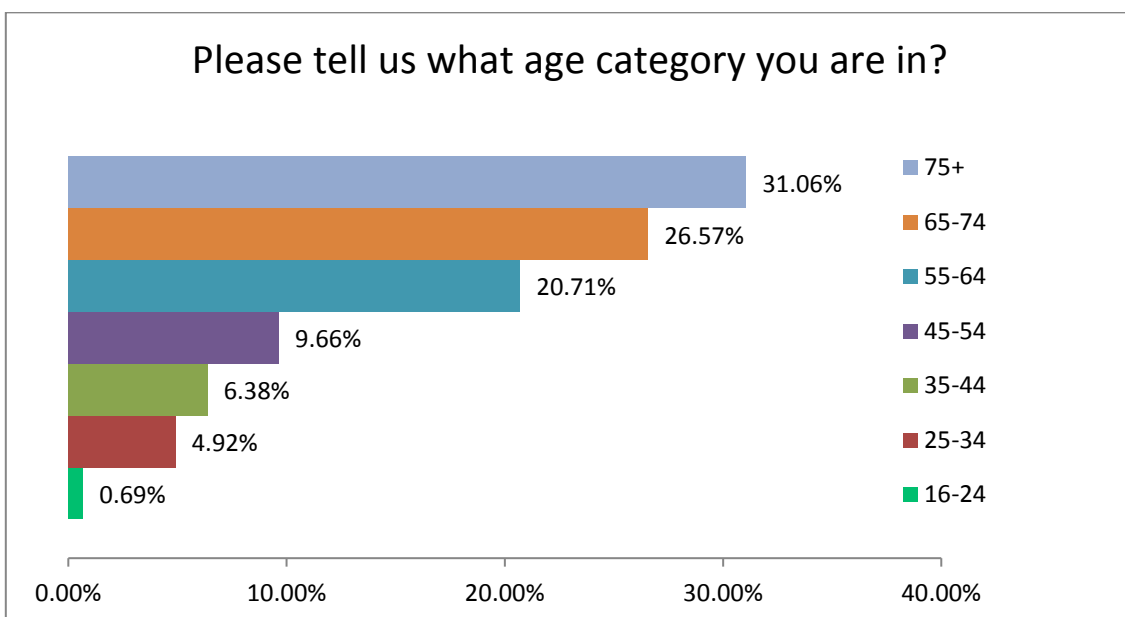
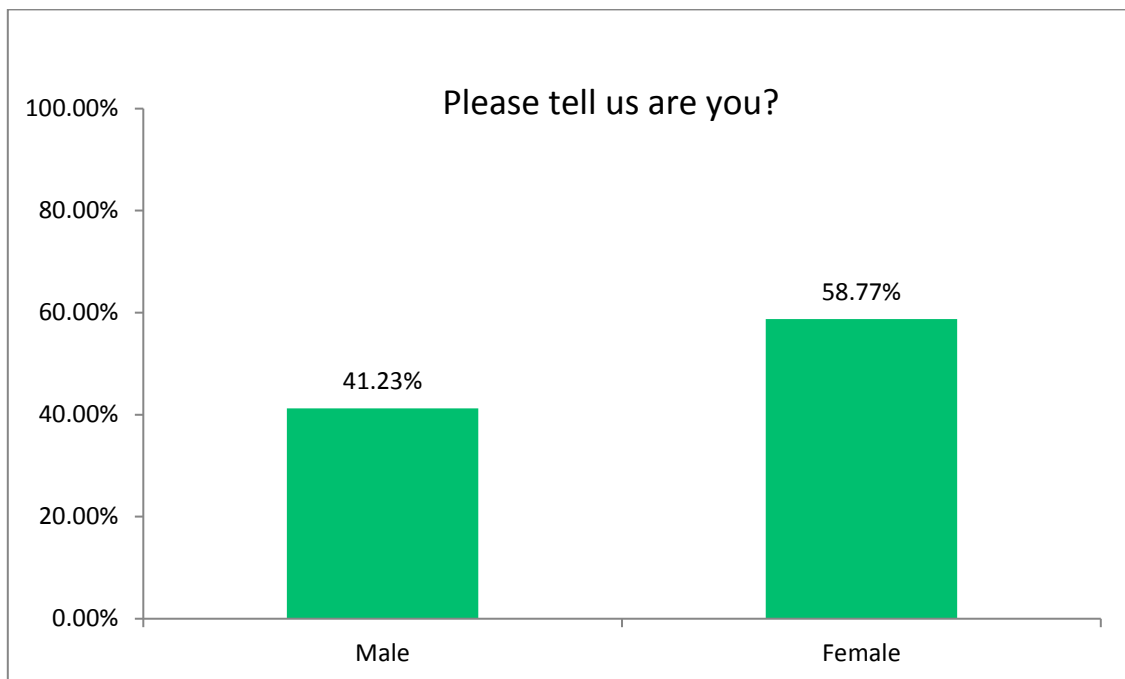
Question 6. Do you agree that your rent should be used to pay for delivering the housing service to tenants?



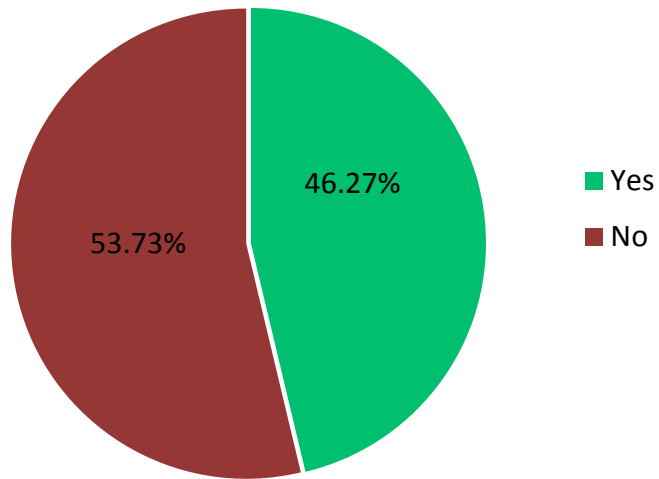
In question 7 we gave tenants the opportunity to tell us what they would like us to do more of and what we can do better. Over 400 comments were received which consisted of general comments as well as suggestions about services. The top three areas which comments related to were repairs, modernisation and rent issues.

Equalities Monitoring Information

To help us ensure that we capture as wide a range of views as possible from customers and comply with the Council’s equality monitoring requirements we asked tenants a number of questions.



Do you consider yourself to have a disability?



Please tell us your ethnic origin?

