

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Housing Futures Working Group
AUTHOR/S: Resident Involvement Officer

6th November 2007

TENANT CONSULTATION REPORT

Purpose

1. To update the HFWG on the consultation that has taken place with tenants and leaseholders over the past few months.

Executive Summary

2. Consultation has continued throughout October, the majority of this has been through drop in sessions. During these sessions about 180 tenants, including leaseholders, have received information and have had the opportunity to ask questions and provide feedback. The total number of tenants consulted with in August, September and October is about 500.

Considerations

3. A feedback form is being used to enable the council to have a more structured and tangible record of tenants' feedback. These forms are being completed at the drop in sessions and they have been made available to housing staff who may talk to tenants about the housing futures process.
4. To date, 213 forms have been completed, 73 from drop in sessions. A summary of the feedback form responses is detailed below. The numbers quoted are the number of tenants requesting further information on their forms.

I would like more information on the following:	With the council	With HA
What would happen to rents and service charges?	106	158
My right to stay in my home	88	142
What would happen in sheltered housing?	86	145
What would happen to the repairs service?	99	159
How would tenants be involved in decision-making?	78	122
Would my home be improved?	86	146
Would fences and paths be repaired?	86	144
If we do want to look more at transfer, who would the new housing association be?		162
Any other concerns, please state: 82 responses – issues included rents and service charges, who the housing association would be – local, independent housing association, staff job security, improvements to grounds maintenance, improvements to properties particularly gas central heating and walk in showers, warden service.		

5. There are a further 10 drop in sessions scheduled for all tenants throughout the district. During November further visits will be made to sheltered scheme coffee mornings, housing surgeries and resident group meetings. An extra drop in session

has been arranged at the request of residents in Duxford and requests from other areas have been invited.

Effect on Project Objectives

6. Investment needs of the housing and the resources available to meet those needs	Tenants are voicing their aspirations for the service, which the council will need to consider against all the resources available.
The viability of the Housing Revenue Account	N/A
Tenants' views on the current housing service and their priorities	Through the feedback forms and face to face contact, tenants are able to give their views on the current housing service and voice their aspirations for the future of the housing service.
Sustainable Community Strategy (and LAA) implications	The communications and consultation programme has been developed in accordance with the sustainable community strategy and in view of the LAA implications.
Staff are well informed and involved in the Housing Futures process	Staff are involved in the drop in sessions and coffee mornings providing them with the knowledge they need to understand the options available. They are also being briefed and consulted on the Housing Futures process at their regular team meetings/briefings.
A sound and robust evaluation based on the above objectives, and relevant government guidance	N/A

Actions Required

7. To note the consultation work carried out to date with tenants and leaseholders.

Background Papers: the following background papers were used in the preparation of this report:

None

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