

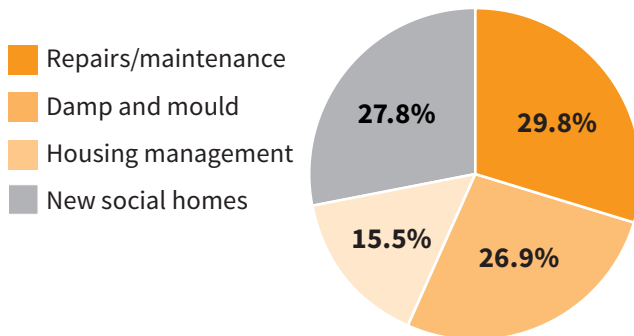
Tenant feedback on the decisions in the council housing business plan - November 2023



123 tenants took part in the survey

11 tenants took part in the online discussion group

Out of £100 how would you allocate spend?

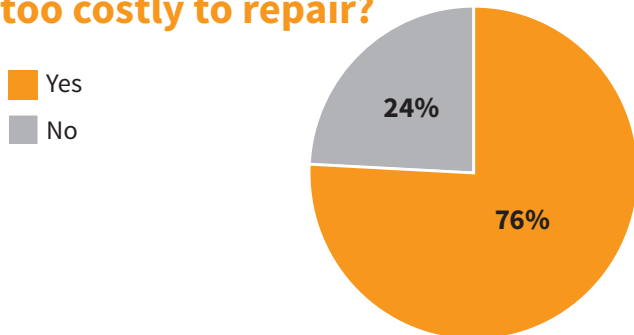


Repairs and maintenance and new homes were allocated the most money, both at nearly 30%. Over 25% of the money was allocated to tackling damp and mould.

About 40 tenants went 'all in' and allocated £100 to their top priority of investing in new homes or tackling damp and mould.

Housing management services were allocated a total of 15.5%, with most tenants allocating it just £10 or £20 from their £100 'pot'.

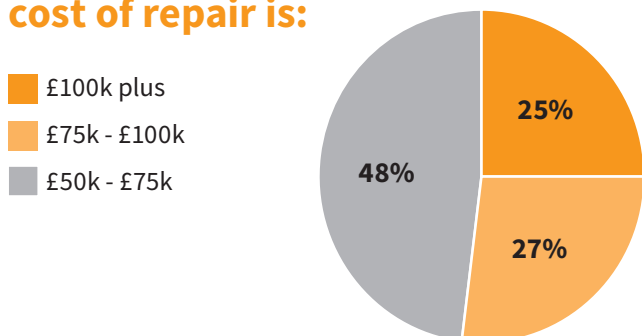
Is it ok to sell homes that are too costly to repair?



Key themes in the comments:

- Some tenants have conditions on selling homes. They said:
 - Fair prices must be agreed on the sale
 - Tenants should be offered to purchase the home first
 - Homes shouldn't be sold to anyone purchasing a second home
 - Funds must go towards new build homes, or replacement affordable homes in the local area
- Homes should have been maintained properly.
- Use the money to invest in current homes, especially to tackle damp and mould.

At what point should we consider selling a property - when the cost of repair is:



Feedback at the online discussion

- There was a consensus that some homes are beyond repair and should be sold. There was no consensus on what price homes should be sold for, or who to. It was supported that such homes should be sold if they are not occupied, but there should be discussions about what to do if a tenant is living there.
- There was strong support for a continuing focus on tackling damp and mould. Tenants agreed that there should be a dedicated team of people investigating individual solutions.
- There was support for investment in the repairs process, as it is not where it needs to be. This will avoid problems building up in the future.

Next steps: This will inform the proposals to Cabinet about the business plan. Council staff will further engage with tenants about the policy for selling homes and what to do about sitting tenants.