

Budget Consultation Responses – Housing Revenue Account

Enhanced Public Consultation – Summary of Responses

	Supportive or very supportive	Neutral or did not answer	Unsupportive or very unsupportive	Themes from comments
On the proposed rent increase of up to 2.7%	28 (72%) amongst all respondents 3 (43%) amongst our residents	4 (10%) amongst all respondents 2 (29%) amongst our residents	7 (18%) amongst all respondents 2 (29%) amongst our residents	<ul style="list-style-type: none"> • There was recognition that our rents are lower than private rents. • There were requests to ensure that the increases benefited tenants.
On planned changes to service charges	24 (62%) amongst all respondents 3 (43%) amongst our residents	11 (28%) amongst all respondents 1 (14%) amongst our residents	4 (10%) amongst all respondents 3 (43%) amongst our residents	<ul style="list-style-type: none"> • One individual did not support the rise in the older person charge. • Another was very unsupportive of the increase in grounds maintenance over concerns around the level of service they are receiving.
On planned changes to other fees and charges	18 (46%) amongst all respondents 2 (29%) amongst our residents	12 (31%) amongst all respondents 3 (43%) amongst our residents	9 (23%) amongst all respondents 2 (29%) amongst our residents	<ul style="list-style-type: none"> • 4 comments suggested we should be decreasing shop leases, not increasing them. • One commented that the lifeline costs should not be increased given the effect it would have on the elderly.
On changes to our planned day to day spend	22 (56%) amongst all respondents 3 (43%) amongst our residents	8 (21%) amongst all respondents 3 (43%) amongst our residents	9 (23%) amongst all respondents 1 (14%) amongst our residents	<ul style="list-style-type: none"> • The value for money review of the In-house repair team's delivery of the home improvement programme was considered a good idea by one respondent, but another felt the cost for it was excessive. • One tenant questioned whether it is necessary to have a support officer to work with tenants who have opted not to receive the support.
On our plans to build and purchase new homes	24 (62%) amongst all respondents 5 (71%) amongst our residents	2 (5%) amongst all respondents 1 (14%) amongst our residents	13 (33%) amongst all respondents 1 (14%) amongst our residents	<ul style="list-style-type: none"> • Those supportive commented that the new properties should be of a good size and in the correct area. • Those unsupportive raised concerns with the amount of development in NWL and the infrastructures ability to cope with additional houses. • There was also some concern over the cost of building new homes.

<p>On our plans to improve our existing homes</p>	<p>29 (74%) amongst all respondents</p> <p>6 (86%) amongst our residents</p>	<p>4 (10%) amongst all respondents</p> <p>1 (14%) amongst our residents</p>	<p>6 (16%) amongst all respondents</p> <p>0 (0%) amongst our residents</p>	<ul style="list-style-type: none"> • Comments from those supportive of the plans suggested particular things we should look replacing, such as old double glazing. • Comments from those unsupportive include suggesting that tenants should pay for this in addition to their rents
<p>On our plans for a pilot to regenerate one of our estates</p>	<p>16 (41%) amongst all respondents</p> <p>2 (29%) amongst our residents</p>	<p>11 (28%) amongst all respondents</p> <p>3 (43%) amongst our residents</p>	<p>12 (31%) amongst all respondents</p> <p>2 (29%) amongst our residents</p>	<ul style="list-style-type: none"> • Suggestions from supportive respondents include landscaping, removing alleyways and derelict buildings, planting trees and installing off street parking. • Comments from those unsupportive question the cost of the pilot, the need to tackle anti-social behaviour and for community buy-in and ownership.
<p>Other HRA Capital programme works</p>	<p>21 (54%) amongst all respondents</p> <p>4 (57%) amongst our residents</p>	<p>16 (41%) amongst all respondents</p> <p>3 (43%) amongst our residents</p>	<p>2 (5%) amongst all respondents</p> <p>0 (0%) amongst our residents</p>	<ul style="list-style-type: none"> • One respondent questioned how off street parking will be enforced.