

## 2022-23 Housing Revenue Account Budget Consultation

<https://consultation.nwleics.gov.uk/finance/e5cc028f>

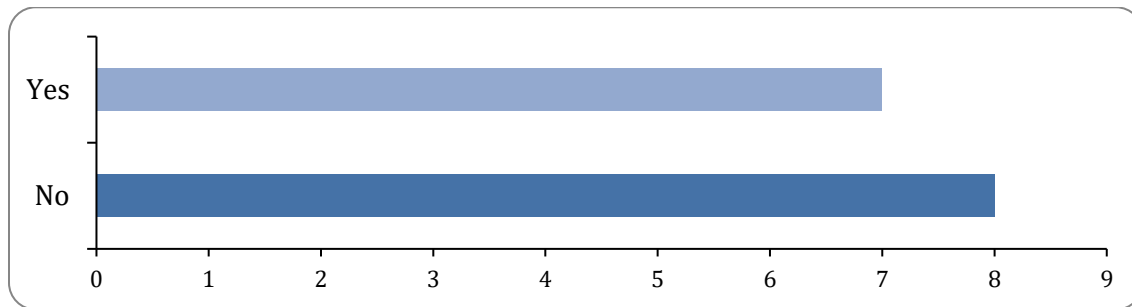
This report was created on Monday 31 January 2022 at 14:28

The activity ran from 12/01/2022 to 30/01/2022

Responses to this survey: **15**

### 1: Do you live in a property owned by NWLDC?

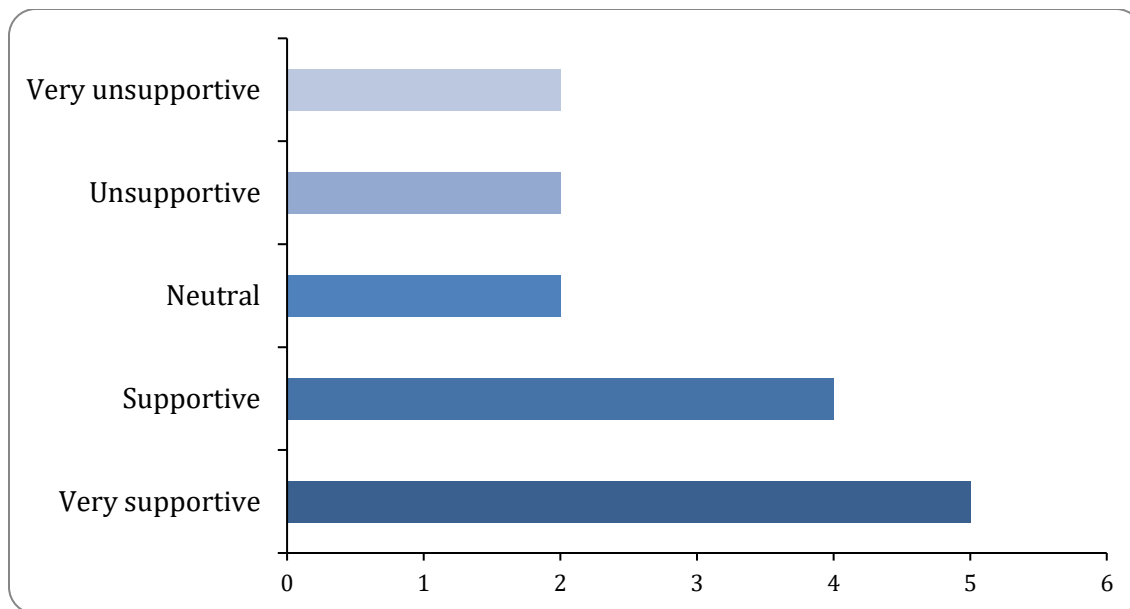
There were 15 responses to this part of the question.



Option	Total	Percent
Yes	7	46.67%
No	8	53.33%
Don't know	0	0.00%
Not Answered	0	0.00%

### 2: We are planning to increase the rents we charge by up to 4.1%.

There were 15 responses to this part of the question.



Option	Total	Percent
Very unsupportive	2	13.33%
Unsupportive	2	13.33%
Neutral	2	13.33%
Supportive	4	26.67%
Very supportive	5	33.33%
Not Answered	0	0.00%

There were 11 responses to this part of the question.

Of the comments:

- 3 felt it would help the Council maintain the properties
- 3 raised affordability concerns
- 3 referenced general inflation, including comparisons to higher increases in private sector rent
- 2 wanted any repairs or improvement works funded by the increase to be equally distributed across all tenants.
- 1 raised a concern over the service they receive.

### 3: Some tenants pay for particular services we provide that are only relevant to them, known as service charges.

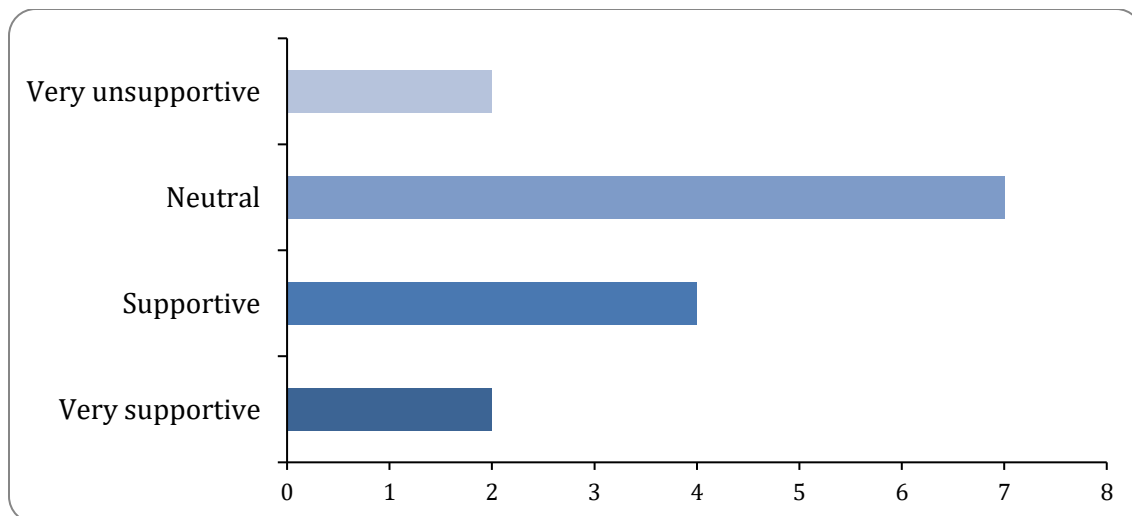
The survey provided the following information on changes to service charges:

Changes to the individual service charges are listed in the table below.

<b>Service Charge</b>	<b>Proposed change</b>
Cleaning of shared/common areas	3.1%
Repairs to shared/common parts	0%
Grounds maintenance of shared/common areas	3.0%
Utility costs for shared/common areas	20%
Door entry systems	-36%
Repairs and replacement of items in laundry rooms	3.1%
Repair and replacement of items in common rooms and kitchens	0%
Support Officer compliance checks	2.75%
Fire extinguisher servicing	5.0%
Maintenance of Central Control equipment	3.1%
Older persons services charge	4.8%
Administration fee (charged at 15% of service charges)	6.24%

### **How supportive are you of these changes?**

There were 15 responses to this part of the question.



Option	Total	Percent
Very unsupportive	2	13.33%
Unsupportive	0	0.00%
Neutral	7	46.67%
Supportive	4	26.67%
Very supportive	2	13.33%
Not Answered	0	0.00%

**What comments would you like to make about the proposed changes to service charges? (If you would like to comment on a particular charge, please clearly note which charge you are referring to).**

There were 8 responses to this part of the question.

Of the comments:

- 2 were concerned about the increase in the older persons service charge
- 1 raised concerns over the size of the administration charge
- 1 thought the increase in utilities fees were likely to be an understatement

**4: We also charge for a number of optional services we provide, which are listed in the table below.**

The survey provided the following information on changes to fees and charges:

**Charge****Proposed change****Profit Generating Services**

Garage and garage site rent

3.1%

Tenants contents insurance

0%

**Full Cost Recovery**

Central Heating (within a property)

20%

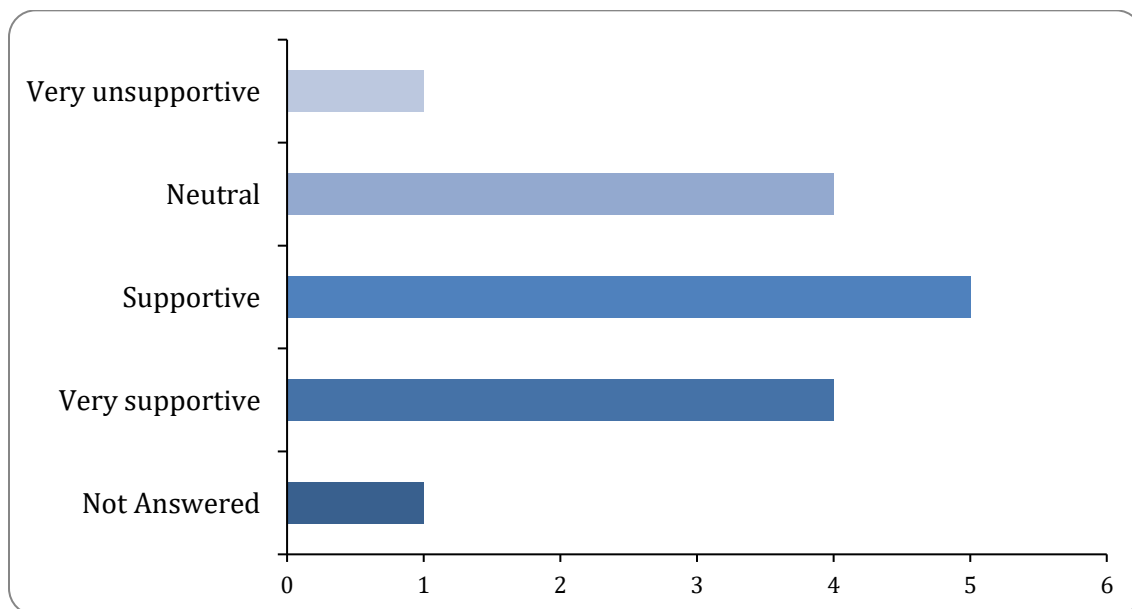
**Service Development**

Lifeline support charge

3.1%

**How supportive are you of this increase?**

There were 14 responses to this part of the question.



Option	Total	Percent
Very unsupportive	1	6.67%
Unsupportive	0	0.00%
Neutral	4	26.67%

<b>Supportive</b>	5	33.33%
<b>Very supportive</b>	4	26.67%
<b>Not Answered</b>	1	6.67%

**What comments would you like to make about the proposed changes to our optional charges?**

There were 5 responses to this part of the question.

Of the comments:

- 1 respondent felt all fees should rise by inflation
- 1 thought garage rental charges should be higher if tenants have access to off street parking

**5: Overall, we expect to spend £14.9 million in 2022-23 on our day to day activities.**

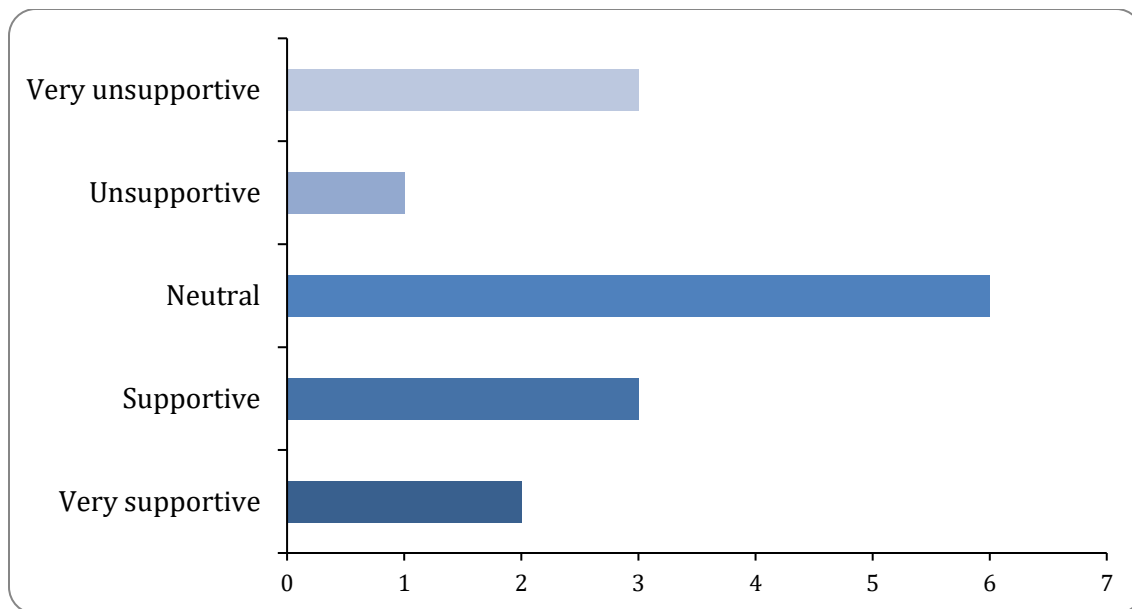
Respondents were provided with the following information on the service developments:

Increasing costs or falling income contributes £951,000 to this amount, whilst budget savings have reduced costs by £317,000. We also plan to spend £321,000 improving the service we offer by:

- Spending £210,000 on painting council homes as part of a preventative maintenance plan.
- Employing an additional officer to provide specialist support to tenants with mental health or drug and alcohol related issues. This is expected to cost £43,000 in total, but be offset by a grant from the NHS.
- Employing an additional officer to respond to anti-social behaviour, which has become an area of lower tenant satisfaction. This will cost £43,000 in total.
- Increasing the size of our New Supply team by half a full time equivalent role, at a total cost of £25,000.

**How supportive are you of these service developments?**

There were 15 responses to this part of the question.



Option	Total	Percent
Very unsupportive	3	20.00%
Unsupportive	1	6.67%
Neutral	6	40.00%
Supportive	3	20.00%
Very supportive	2	13.33%
Not Answered	0	0.00%

**What comments would you like to make about on these service developments? (If you would like to comment on a particular service development, please clearly note which element you are referring to).**

There were 10 responses to this part of the question.

Of the comments:

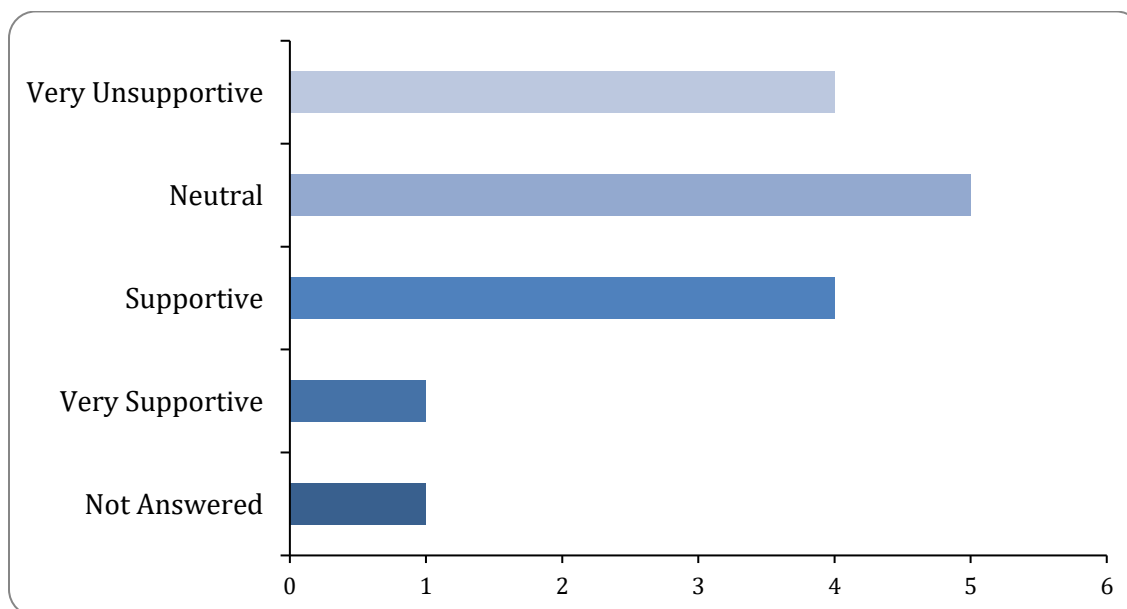
- 2 were positive about the painting programme.
- 2 raised concerns about the cost of additional staff
- 1 raised concerns about the quality of repairs

**6: In 2022-23 we plan to spend £15.0 million on large projects, such as new houses or major upgrades to our existing houses.**

We are planning to spend £4.1 million on reducing carbon emissions from properties. This is part of a new five year programme totalling £20.5 million.

**How supportive are you of our plans to reduce carbon emissions from our properties?**

There were 14 responses to this part of the question.



Option	Total	Percent
Very Unsupportive	4	26.67%
Unsupportive	0	0.00%
Neutral	5	33.33%
Supportive	4	26.67%
Very Supportive	1	6.67%
Not Answered	1	6.67%

**What comments would you like to make about our plans to reduce carbon emissions from our properties?**

There were 7 responses to this part of the question.

Of the comments:

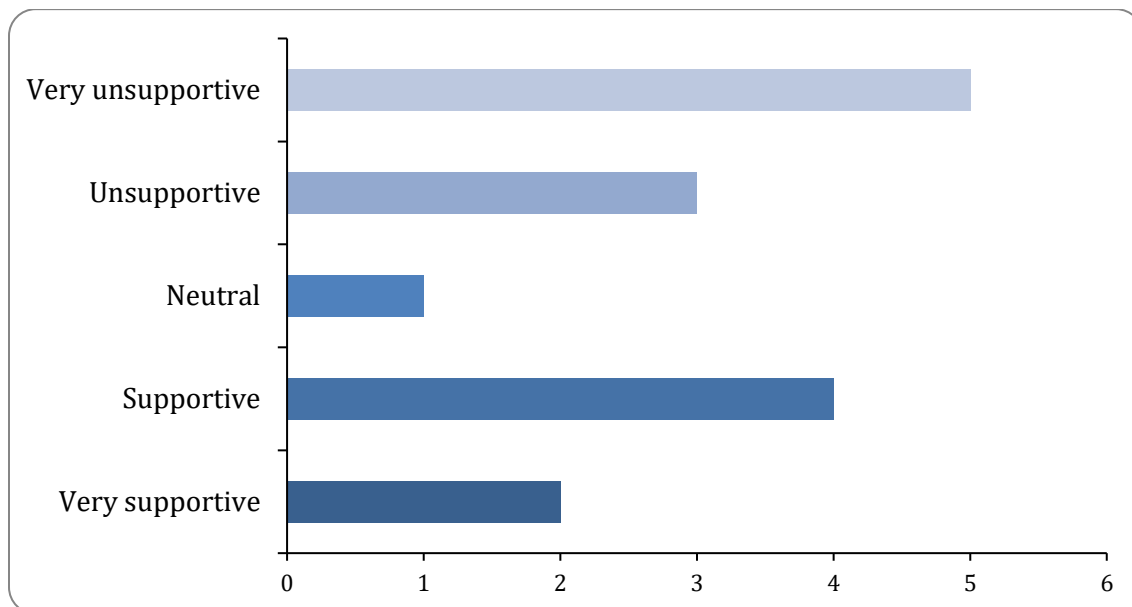
- 1 did not consider it a priority at a time of rising living costs
- 1 suggested that the improvements need to benefit tenants



- 1 suggested that it may be better to knock down old properties and build better new ones.
- 1 suggested the money should be used to fund work on the wider housing stock, not focused on the HRA.

### How supportive are you of our plans to buy and build new council homes?

There were 15 responses to this part of the question.



Option	Total	Percent
Very unsupportive	5	33.33%
Unsupportive	3	20.00%
Neutral	1	6.67%
Supportive	4	26.67%
Very supportive	2	13.33%
Not Answered	0	0.00%

### What comments would you like to make about our plans to buy and build new council homes?

There were 9 responses to this part of the question.

Respondents raised the following comments:

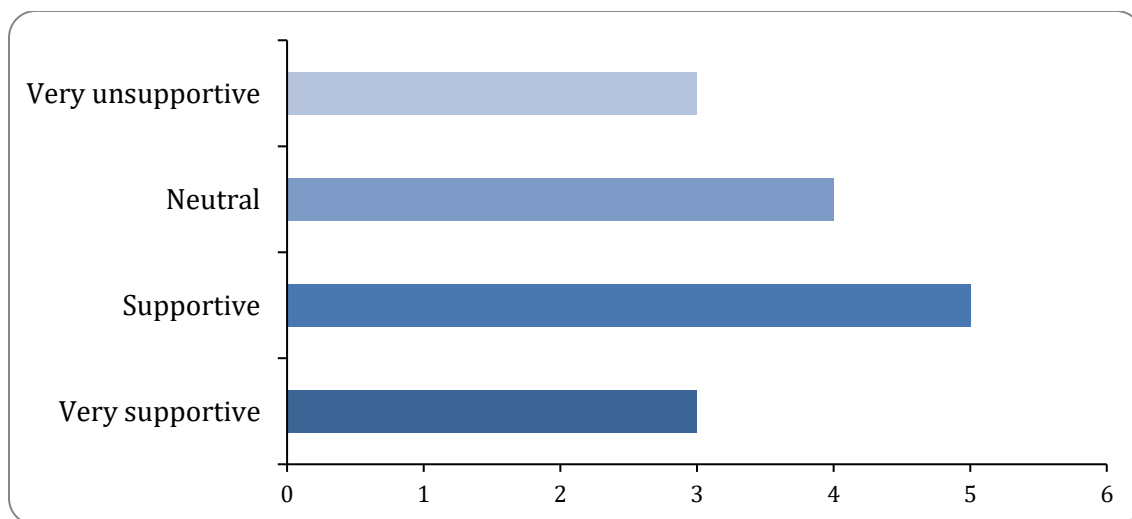
- 2 thought the funding would be better used on existing houses

- 1 raised concern about local infrastructure
- 1 suggested exploring the regeneration of existing council estates
- 1 thought sites in Coalville should be regenerated with council houses
- 1 thought the money would be better used supporting the local economy.

### How supportive are you of our plans to improve our existing homes?

We will spend £4.5 million on our Home Improvement Programme, which replaces bathrooms, kitchens and roofs and make other key improvement works in our existing homes to ensure our homes continue to meet the Government's decent homes standard.

There were 15 responses to this part of the question.



Option	Total	Percent
Very unsupportive	3	20.00%
Unsupportive	0	0.00%
Neutral	4	26.67%
Supportive	5	33.33%
Very supportive	3	20.00%
Not Answered	0	0.00%

### What comments would you like to make about our plans to improve our existing homes?

There were 9 responses to this part of the question.

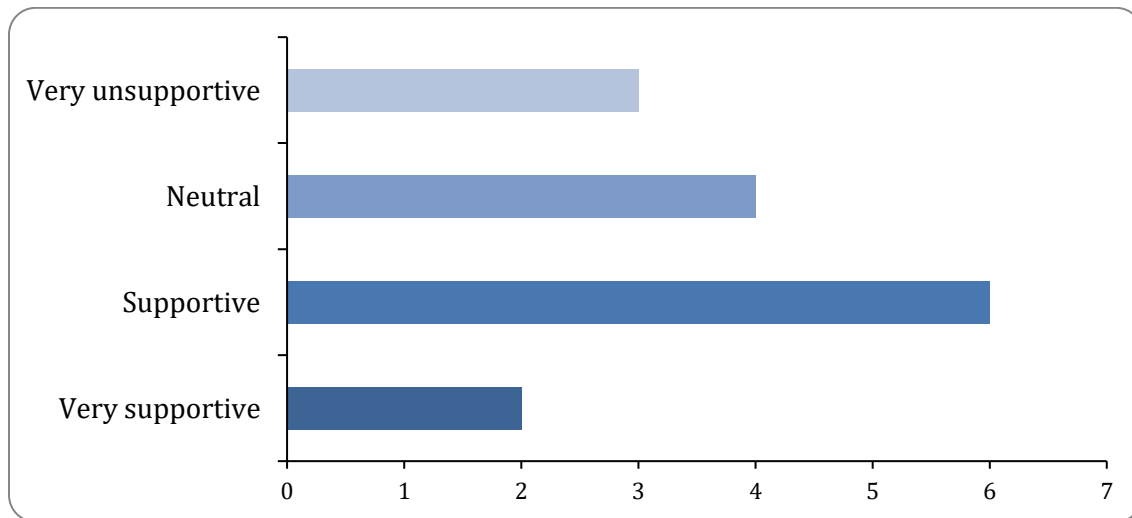
Of the comments:

- 4 comments gave approval for these costs.
- 2 comments suggested tenants should pay for the improvements.

### How supportive are you of our plans to improve our supported housing schemes?

We plan to spend £1.1 million to make improvements to some of our supported housing schemes. This will include roof replacements and electrical upgrades where required.

There were 15 responses to this part of the question.



Option	Total	Percent
Very unsupportive	3	20.00%
Unsupportive	0	0.00%
Neutral	4	26.67%
Supportive	6	40.00%
Very supportive	2	13.33%
Not Answered	0	0.00%

### What comments would you like to make about our plans to improve our supported housing schemes?

There were 6 responses to this part of the question.

Of the comments:

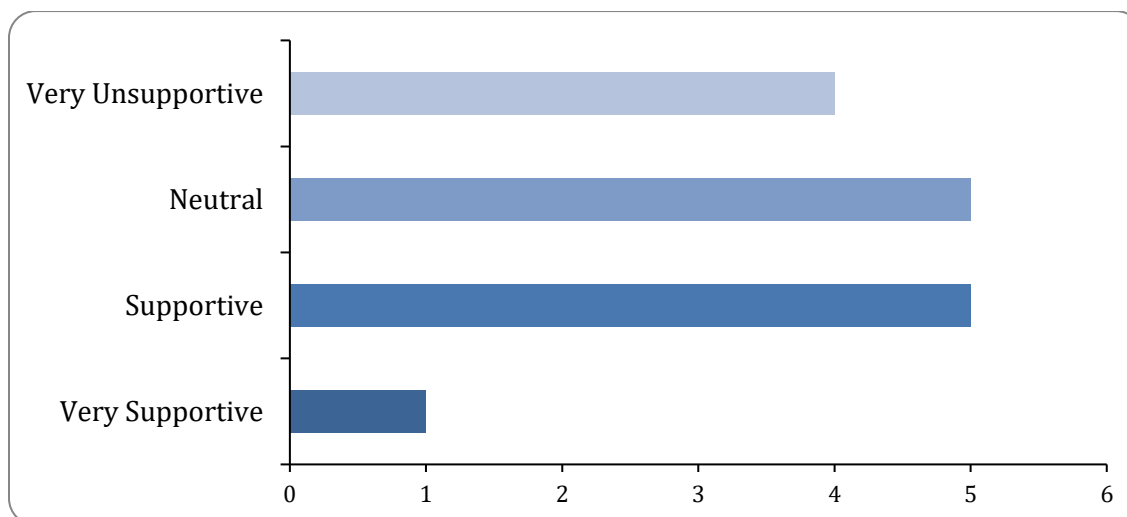
- 3 comments were positive about the improvements.
- 3 were neutral.

### What comments would you like to make about our general spending plans?

The remaining £2.3 million of the programme will go on routine capital expenditure programmes, including:

- £0.8 million on salaries to deliver our capital programme.
- £0.7 million on making improvements to our estates, such as off street parking and improving fencing.
- £0.4 million on improvements to properties when they become empty.
- £0.3 million on providing major aids and adaptations to our properties to enable tenants to remain in their homes.
- £0.1 million on fire risk assessment remedial works.

There were 15 responses to this part of the question.



Option	Total	Percent
Very Unsupportive	4	26.67%
Unsupportive	0	0.00%
Neutral	5	33.33%
Supportive	5	33.33%
Very Supportive	1	6.67%
Not Answered	0	0.00%

**What comments would you like to make about our spending plans? (If you would like to comment on a particular element of our spending, please clearly note which element you are referring to).**

There were 6 responses to this part of the question.

Of the responses:

- 1 thought salary costs were high.
- 1 suggests work to improve the overall appearance of Coalville should be added to the Capital programme.
- 1 considered fire risk assessment works a priority.