

Appendix 5

Responses Overview Active

Responses

249



Average Time

08:07



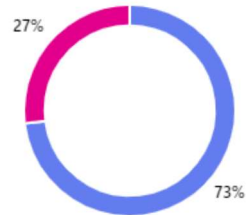
Duration

49 Days



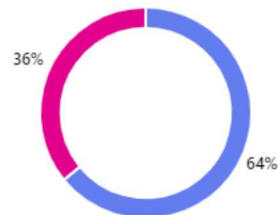
1. Currently we cap the rents on new properties that we let as Affordable Rents to the Local Housing Allowance (LHA) rate. This is the rent that benefits would pay if someone was in a privately rented property. The cap does mean that it is harder to develop more expensive properties such as bungalows and larger homes. Do you think we should continue to cap rents in this way or should we set higher rents for more expensive properties?

- Keep the cap 179
- End the cap 66



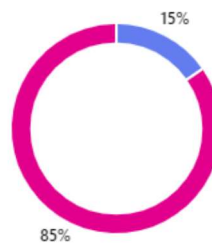
2. Because the LHA rate does not always get increased every year, some people do not get a rent increase in those years. Do you agree with this or do you think everyone should see their rent increase by the same proportion each April?

- Not where rents are capped 157
- Everyone should have an increase 88



3. We have these limits because Affordable Rents are higher than the social rents that we charge on our traditional housing stock. We could decide that we will only let properties on social rents although this would limit our ability to develop and acquire new homes. Do you think we should stop charging affordable rents?

- Yes 37
- No 204



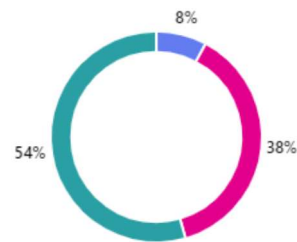
4. Currently we charge tenants when they ask us to provide a reference to a private landlord or letting agent but not if they move to another council or a housing association property. Do you think we should continue with this approach?

● Yes keep it as it is	107
● Charge for all references	17
● Do not charge for any references	121



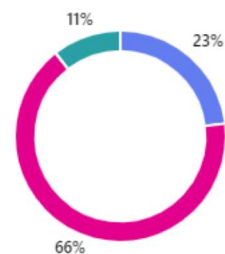
5. When a tenant passes away we continue to charge rent for at least four weeks as the next of kin is required to give us notice. Do you think we should still do this?

● Yes continue to charge rent during the notice period.	19
● Charge rent until the keys are returned but allow the next of kin to end the tenancy earlier	93
● End the rent charges when the tenant passes away	134



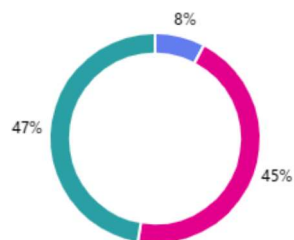
6. We currently have two non-collection weeks at Christmas and New Year. On these weeks no rent is due but people who are in arrears can continue to pay to help bring down their arrears. It does however mean that rents are slightly higher for the rest of the year. Do you think we should?

● Move to charging weeks over a 52 week year	57
● Continue with the two non-collection weeks around Christmas	164
● Introduce two additional non-collection weeks around the summer	26



7. There are a range of options we could use when collecting debt although some could result in tenants and former tenants owing more than the original charges that they owe. Do you think we should ever use any of the following?

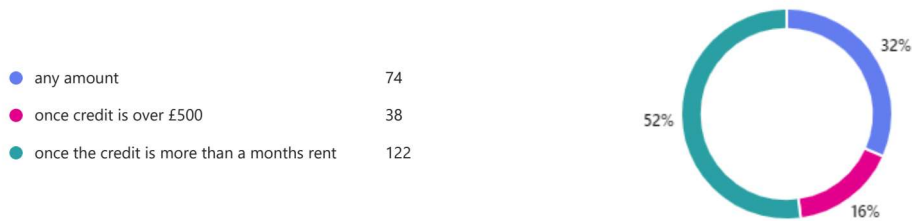
● Hiring a private debt collection agency	16
● Seeking a money judgement through the courts for former tenant arrears	94
● using tracing agencies to get up to date contact details for a former tenant	99



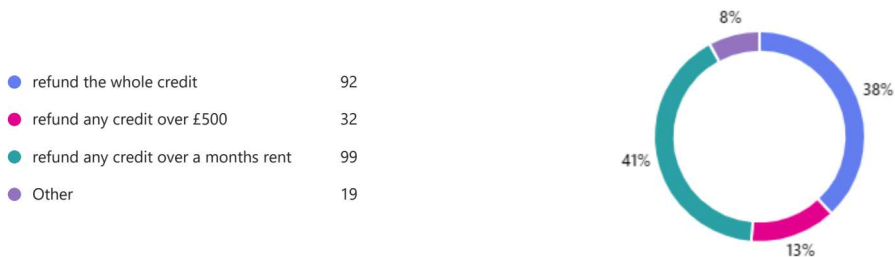
8. We consider a tenant in credit if just before their next payment is due their account is still on credit. When a tenant runs up a credit on their rent account do you think we should automatically repay it, should we contact the tenant to ask if they want it back or should we wait for them to request it?



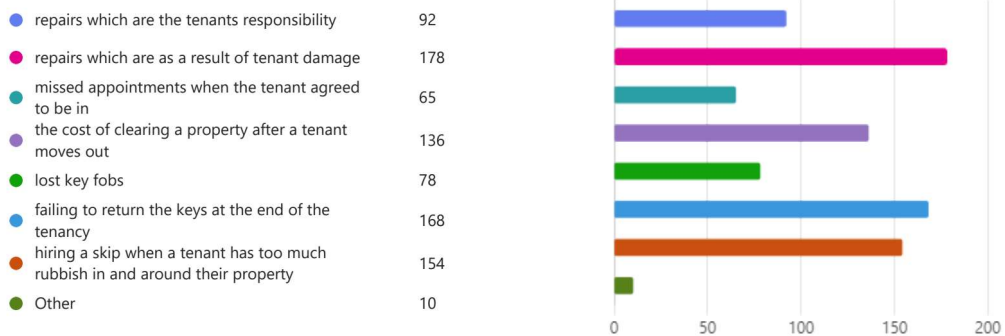
9. If you think we should repay credits, what amount of credit do you think should trigger action



10. Do you think we should refund all credits or should we hold onto some in case a payment is missed?



11. Which of the following things do you think a tenant should be charged for? You can choose more than once answer



12. are there any other comments you wish to make relating to how we deal with income

59
Responses

Latest Responses



13 respondents (22%) answered Tenants for this question.



13. Are you?

 an existing North West Leicestershire District Council Tenant	176
 Living in a North West Leicestershire Council property	69
 someone else	3

