

Consultation Question - Policies

Tenant Consultation Questions – No Access Policy

Question 1 – Having a Clear Policy

Do you support the idea of the Council having a clear No Access Policy that explains when and how access to your home may be required, in line with housing law and your tenancy agreement?

- Completely support
- Support somewhat
- Neither supportive nor unsupportive
- Somewhat unsupportive
- Do not support at all

Please provide any comments regarding having a clear No Access Policy:

Question 2 – Number of Access Attempts

The Council is proposing to make *three reasonable attempts* to gain access to a property before considering further action. Do you support this approach?

- Completely support
- Support somewhat
- Neither supportive nor unsupportive
- Somewhat unsupportive
- Do not support at all

Please provide any comments on the number of access attempts (including if you feel this should be more or fewer than three):

Question 3 – Action When Access Is Not Provided

Do you agree that the policy should clearly explain what steps the Council may take if access is repeatedly not provided, including when formal or legal action could be considered as a last resort?

- Completely agree
- Agree somewhat
- Neither agree nor disagree
- Somewhat disagree
- Do not agree at all

Please provide any comments regarding how the Council should respond to ongoing no-access situations:

Question 4 – Contact Preferences for Repairs and Compliance Appointments

How would you prefer the Council to contact you when arranging repairs or safety compliance appointments (such as gas servicing, electrical testing, or safety inspections)?

Please select all that apply.

- Email
- Text message (SMS)
- Telephone call
- Letter
- Other – please specify:

Please provide any comments on how we can improve the way we contact you about repairs or compliance appointments:

Reasonable Adjustments Policy

Question 1 – Having a Clear Policy

Do you agree that the Housing Service should have a policy that will allow for individual circumstances, such as health needs or vulnerability, and explain how reasonable adjustments and additional support can be considered?

- Completely agree
- Agree somewhat
- Neither agree nor disagree
- Somewhat disagree
- Do not agree at all

Please provide any comments regarding fairness and support for tenants:

Question 2 – Having the information

Do you support the proposal that you will be asked about any vulnerabilities during your interaction with the Housing Service and that this information will be logged on your tenancy records?

- Completely support
- Support somewhat
- Neither supportive nor unsupportive
- Somewhat unsupportive
- Do not support at all

Aids and Adaptations

Question 1 – Prioritising adaptations

The Council is proposing to categorise adaptation requests to inform priorities, such as prioritising requests to enable discharge from hospital. Do you support this approach?

- Completely support
- Support somewhat
- Neither supportive nor unsupportive
- Somewhat unsupportive
- Do not support at all

Question 2 – Fairness and Individual Circumstances

Do you agree that the Council should speak to tenants about moving to a different property to help meet their needs before adapting their home?

- Completely agree
- Agree somewhat
- Neither agree nor disagree
- Somewhat disagree
- Do not agree at all

Please provide any comments regarding fairness and support for tenants: