

Consultation Report

2021/22 Rent and Service Charge Consultation – Summary of Responses from Sharing Owners and Loanstock Tenants

Introduction

In order to consult with our Sharing Owners and Loanstock:

- Information leaflet and questionnaire sent to all Loanstock tenants and sharing owners in January 2020.
- A reply paid envelope was enclosed with the leaflet and questionnaire

Rent and Service Charge Proposal

The proposal was:

Sharing Owners

- **Rents Proposal:**
To increase rents by 2%
- **Other Charges Proposal**
5% increase on Sinking Fund
2% increase on Service Charge and Factoring Fee
0% increase for insurance charges

Loanstock Tenants

- **Rents Proposal**
To increase rents by 2%
- **Service Charge Proposals**
To increase by 2% except for landscaping, which will remain static

Responses

We received **5 responses**.

- **2** responses was from a Sharing Owner
- **3** responses were from Loanstock tenants

The survey responses are below.

Question 1: Do you agree that a rent increase is necessary to maintain services and investment in our stock?	Sharing Owners	Loanstock Tenants	Question 2: Do you feel you get value for money from Viewpoint?	Sharing Owners	Loanstock Tenants
Strongly Agree	1	0	Strongly Agree	1	0
Agree	1	3	Agree	1	2
Neutral/No comment	0	0	Neutral/No comment	0	0
Disagree	0	0	Disagree	0	1
Strongly Disagree	0	0	Strongly Disagree	0	0
No Response	0	0	No Response	0	0
Total	2	3	Total	2	3

Question 3: Do you feel your rent is affordable?	Sharing Owners	Loanstock Tenants	Question 4: The service charges are fair and affordable.	Sharing Owners	Loanstock Tenants
Very Affordable	1	0	Strongly Agree	1	0
Affordable	1	3	Agree	1	2
Neutral	0	0	Neutral/No comment	0	0
Unaffordable	0	0	Disagree	0	0
Very Unaffordable	0	0	Strongly Disagree	0	1
No Response	0	0	No Response	0	0
Total	2	3	Total	2	3

Q5 Has the Coronavirus pandemic had an impact on you financially?	Sharing Owners	Loanstock Tenants	Q6 Are you in receipt of housing benefit/housing support?	Sharing Owners	Loanstock Tenants
Yes	1	0	No Housing benefit	2	2
No	1	3	Full housing benefit	0	0
Not Sure	0	0	Partial housing benefit	0	1
Would Rather not say	0	0	Would rather not say	0	0
No response	0	0	No response	0	0
Total	2	3	Total	2	3

Question 7: How would you rate the information in the rent and service charge proposal letter?	Sharing Owners	Loanstock Tenants
Excellent	1	0
Good	1	1
Satisfactory	0	1
Neutral	0	0
Unsatisfactory	0	1
Very Unsatisfactory	0	0
No Response	0	0
Total	2	3

Question 7: Opportunity to provide comments on the proposal

My favourable comments stem from having had both a large family house and then a flat to suit my wife and me before her moving to Marian House. I am aware of the cost of maintaining property and grateful for having most of them removed – Essential

Very glad there is no increase in gardening charges as we have been very badly let down by the lack of service recently and the poor quality of supposed gardens.