

Consultation Report

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

Introduction

In order to consult with our Loanstock Tenant:

- Information leaflet and questionnaire sent to all Loanstock tenants in December 2021.
- A reply paid envelope was enclosed with the leaflet and questionnaire
- Given the complexities surrounding the proposal each Loanstock tenant was given a personal statement about what the changes would mean to them

Rent and Service Charge Proposal

The proposal was:

Loanstock Tenants

- **Rents Proposal**

To increase rents by 2.9%

- **Service Charge Proposals**

To increase by 2%

To move some of the service charges to the rent charge to bring into alignment with other tenants

Responses

We received **5 responses**, a response rate of 23%.

The survey responses are below.

Question 1: Do you agree that a rent increase is necessary to maintain services and investment in our stock?		Number	Question 2: Do you feel you get value for money from Viewpoint?		Number
Strongly Agree		1	Strongly Agree		1
Agree		2	Agree		2
Neither Agree or Disagree		1	Neither Agree or Disagree		1
Disagree		0	Disagree		0
Strongly Disagree		0	Strongly Disagree		0
No Response		1	No Response		1
Total		5	Total		5

Question 3: Do you feel your rent is affordable?		Number	Question 4: The service charges are fair and affordable.		Number
Very Affordable		1	Strongly Agree		1
Affordable		2	Agree		1
Neutral		1	Neutral/No comment		2
Unaffordable		0	Disagree		0
Very Unaffordable		0	Strongly Disagree		0
No Response		1	No Response		1
Total		5	Total		5

Question 5: Do you agree that some of the current loanstock service charges should be aligned with the service charges for our social rented properties as outlined in the leaflet?	Number	Question 6: If you pay a housing support service charge how do you feel about Viewpoint including this charge in your rent from 1 April 2023, and remove this as a service charge?	Number
Strongly Agree	0	Strongly Agree	0
Agree	1	Agree	1
Neither Agree or Disagree	3	Neither Agree or Disagree	1
Disagree	0	Disagree	1
Strongly Disagree	1	Strongly Disagree	0
No Response	0	No Response	2
Total	5	Total	5

Q8: Has the Coronavirus pandemic had an impact on you financially?	Number	Q9 Are you in receipt of housing benefit/housing support?	Number
Yes	0	No Housing benefit	3
No	4	Full housing benefit	0
Not Sure	0	Partial housing benefit	1
Would Rather not say	0	Would rather not say	0
No response	1	No response	1
Total	5	Total	5

Question 10: How would you rate the information in the rent and service charge proposal letter?	Number
Excellent	0
Good	2
Satisfactory	2
Unsatisfactory	0
Very Unsatisfactory	0
No Response	1
Total	5

Question 7: Opportunity to provide comments on the proposal

There were no comments submitted on this proposal