

## **Consultation Report**

### **2025/26 Rent and Service Charge Consultation – Summary of Responses**

#### **Introduction**

This year we followed a similar approach to our consultation on setting rent and service charges as we have over the last three years. We also used the views of a working group to agree on the design and the information in the leaflet.

- Information leaflet and questionnaire was sent to all tenants in December 2024. The questionnaire included a link and QR code to submit responses online, via Google Forms
- A reply paid envelope was enclosed with the leaflet and questionnaire.

#### **Rent and Service Charge Proposal**

The proposal was

##### **Rents Proposal:**

- To increase rents by 6.7%

##### **Service Charges Proposal:**

- Central Heating and Hot Water Charges to increase by 52%
- Common Areas, Landscaping and Laundry Charges to increase by 1.7%
- Housing Support Charges to increase by 5%

#### **Responses**

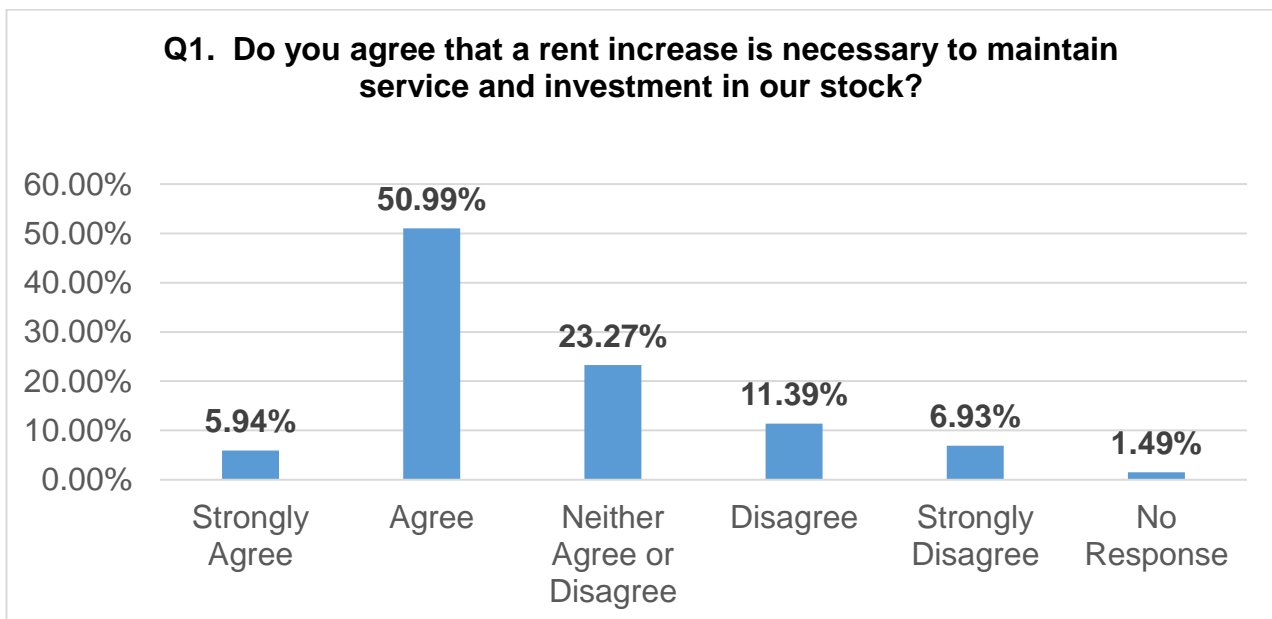
We received **202 responses**, which is a response rate of 15.92% of our tenants and a decrease of 1% on last year.

- **182** responses were received on the paper questionnaire
- **20** responses were completed online

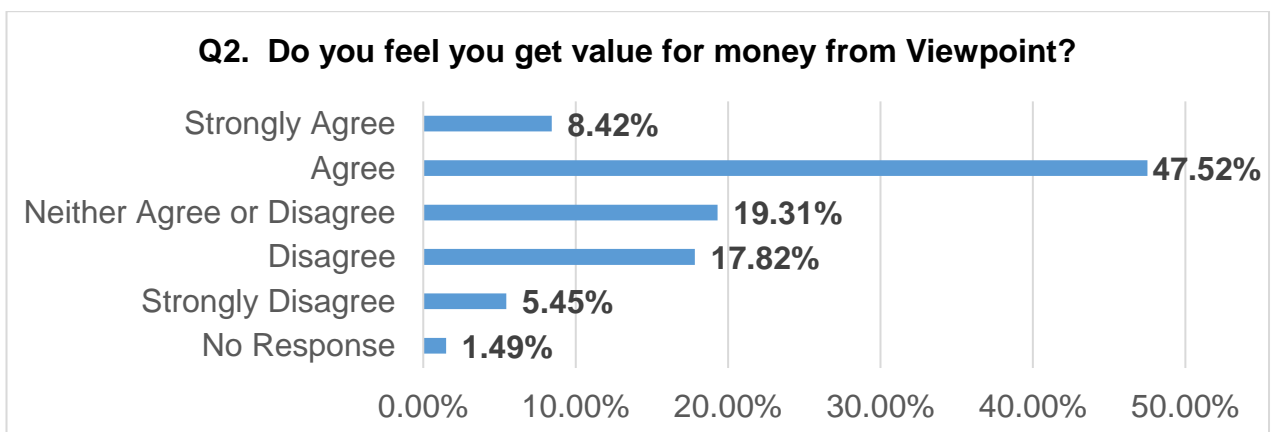
### Responses as per type of property

Type of Housing	Total Number of Responses	% of Total Responses i.e. 202
General Needs	24	11.88%
Retirement	12	5.94%
Sheltered	100	49.50%
Enhanced Sheltered	35	17.33%
Alarmed	26	12.87%
No response	5	2.48%
<b>TOTALS</b>	<b>202</b>	<b>100%</b>

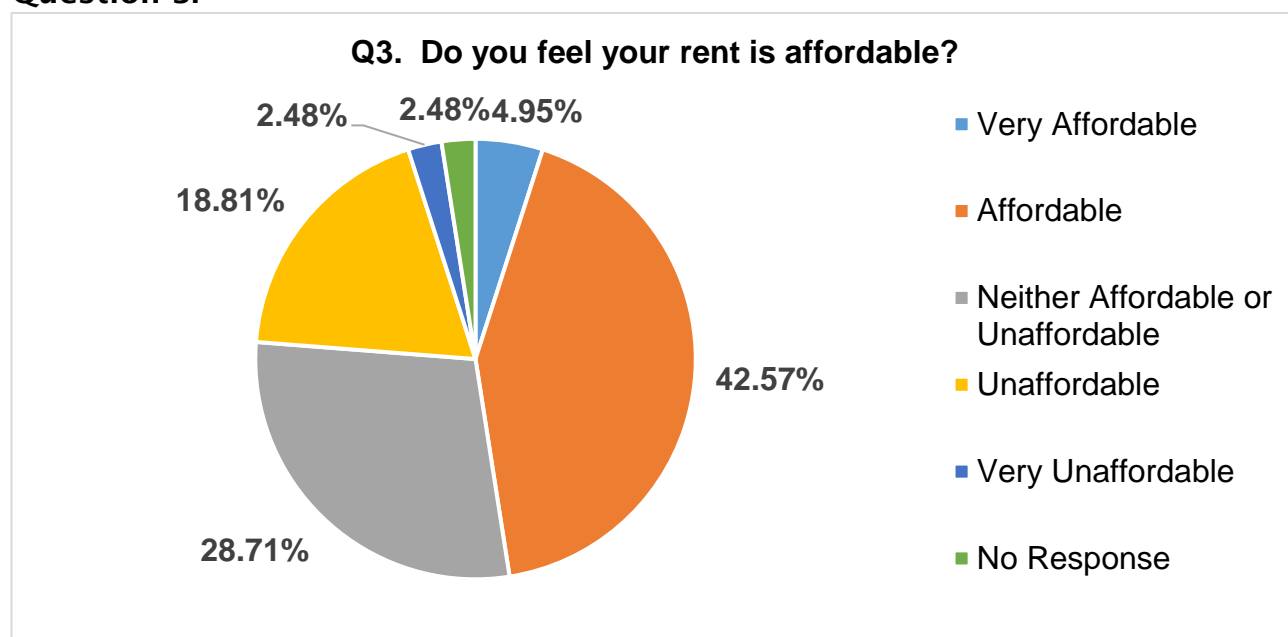
### Question 1:



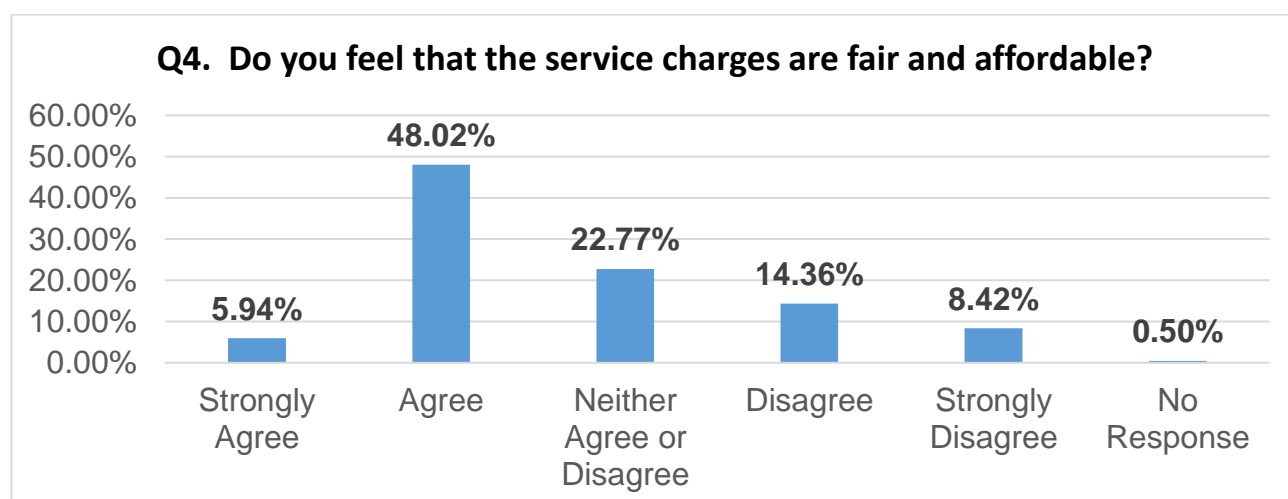
### Question 2:



### Question 3:



### Question 4:



### Question 5: Opportunity to provide comments on the proposal

Of the respondents, 54 provided comments related directly to the proposed increases.

17 were largely positive – these tenants understood why costs were increasing, referenced the high quality of the accommodation, staff and services and the pressure to prevent stock deteriorating

13 were largely neutral – these tenants broadly accepted the increase was necessary but with some concerns about the future rises or wanted improved services.

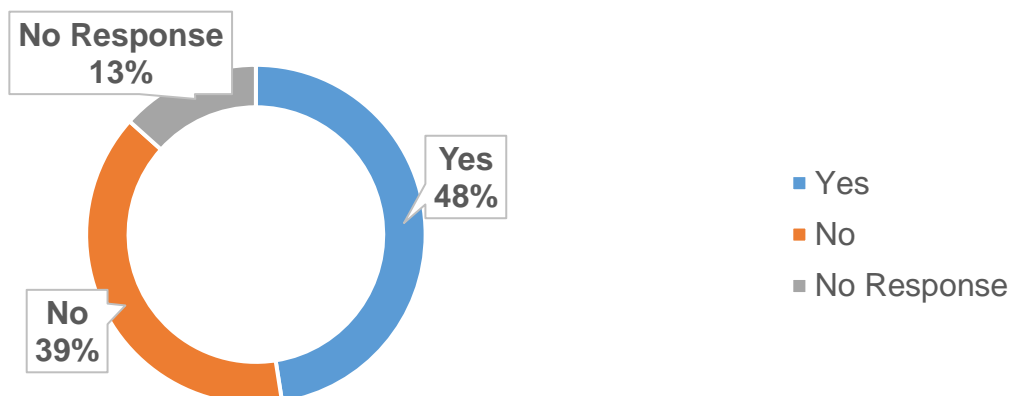
24 were largely negative – Some of these tenants had concerns about how efficient they thought the business was being run, couldn't understand why heating costs were

rising so much, why the rent increase needed to cover the cost of increasing National Insurance, felt the service received or quality of housing did not justify an increase.

#### Question 6:

Given the ongoing situation regarding the cost of living, we asked tenants if they were concerned about their financial circumstances, and take the opportunity to raise awareness of the Welfare Rights service and the debt and energy advice services

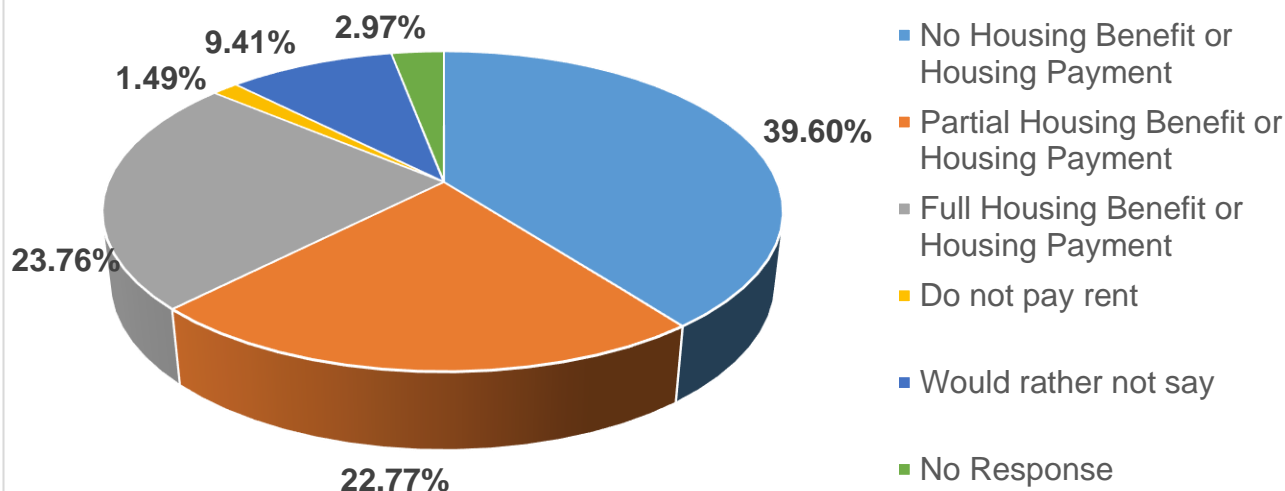
**Q6. Are you worried about your finances due to the cost of living crisis?**



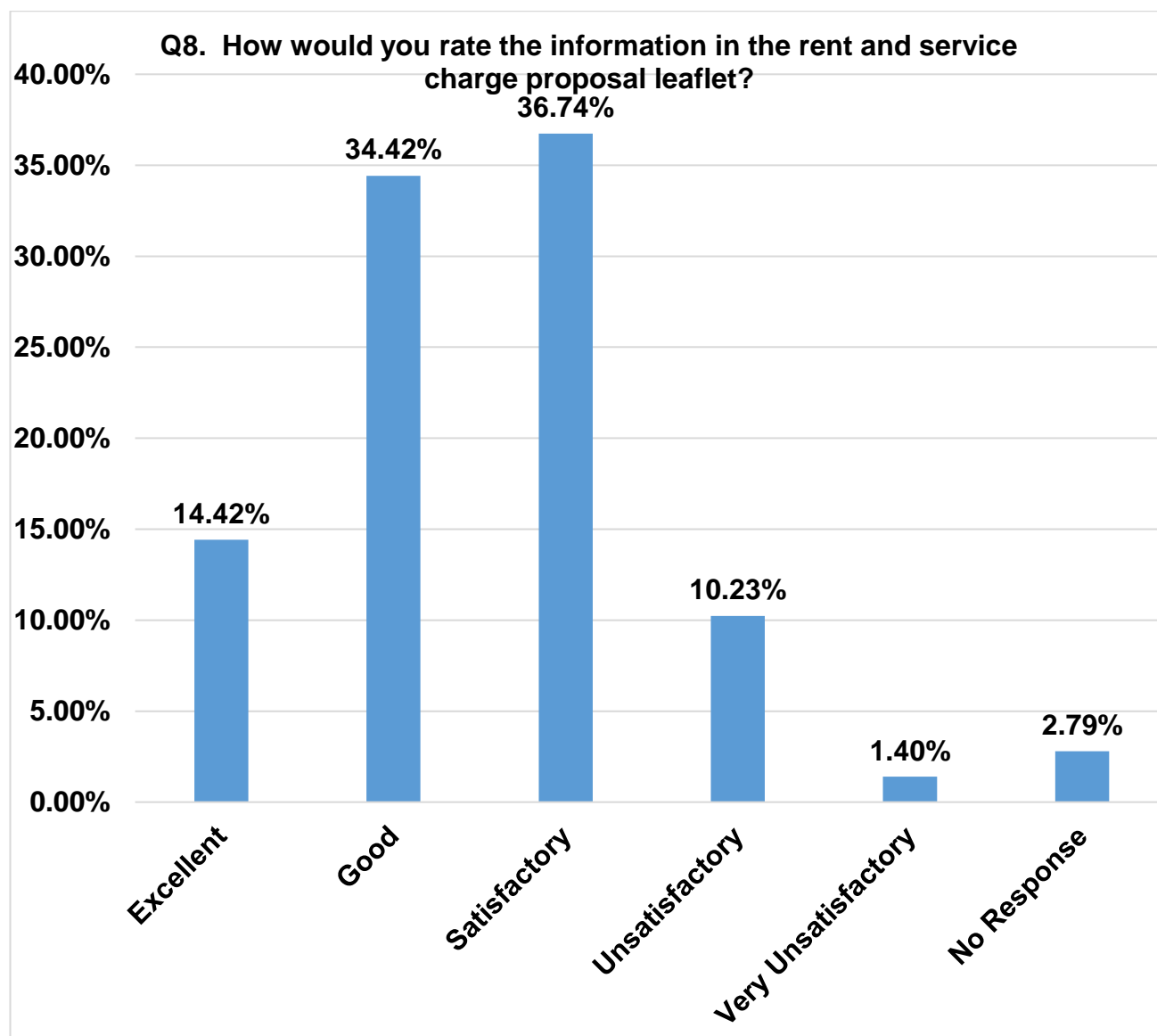
#### Question 7:

Tenants were asked if they were in receipt of full, partial or no housing benefit/housing support. This question was to assist in putting the question of affordability into context. Those not in receipt of any housing benefit or housing support are most likely to be affected by the rent proposal.

**Q7. Are you in receipt of housing benefit/housing payment or do you not pay rent?**



### Question 8:



At the end of the survey, tenants were asked to add their name and telephone number if they wished a call from a member of staff to discuss their feedback.

**31 of the 202 (15.35%) responses requested a call back.**

The main reasons tenants requested a call back were:

- Welfare Rights Referral
- Repair issues and requests
- Error in asking for call

**Finally, in the tables below you will see the responses to the 5 main questions broken down into property type.**

Q1 Do you agree that a rent increase is necessary to maintain service and investment in our stock?						
	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	No Response
Alarmed	0	10	8	3	4	1
Enhanced Sheltered	3	19	7	4	2	0
General Needs	0	12	6	3	3	0
Sheltered	7	55	21	12	3	2
Retirement	1	6	4	1	0	0
No Response	1	1	1	0	2	0
Total	12	103	47	23	14	3

Q2 Do you feel you get value for money from Viewpoint?						
	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	No Response
Alarmed	2	10	4	6	3	1
Enhanced Sheltered	4	14	8	6	2	1
General Needs	1	12	7	2	2	0
Sheltered	7	54	17	19	3	0
Retirement	2	5	3	1	1	0
No Response	1	1	0	2	0	1
Total	17	96	39	36	11	3

Q3 Do you feel your rent is affordable?						
	Very Affordable	Affordable	Neither Affordable or Unaffordable	Unaffordable	Very Unaffordable	No Response
Alarmed	3	6	11	2	2	2
Enhanced Sheltered	1	14	12	6	1	1
General Needs	0	13	7	2	2	0
Sheltered	4	46	26	23	0	1
Retirement	1	6	2	2	0	1
No Response	1	1	0	3	0	0
<b>Total</b>	<b>10</b>	<b>86</b>	<b>58</b>	<b>38</b>	<b>5</b>	<b>5</b>

Q4 Do you think the service charges are fair and affordable?						
	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	No Response
Alarmed	2	11	8	2	3	0
Enhanced Sheltered	2	18	8	4	3	0
General Needs	0	14	6	1	3	0
Sheltered	6	47	22	17	7	1
Retirement	1	6	2	2	1	0
No Response	1	1	0	3	0	0
<b>Total</b>	<b>12</b>	<b>97</b>	<b>46</b>	<b>29</b>	<b>17</b>	<b>1</b>

Q6 Are you worried about your finances due to the cost of living crisis?			
	Yes	No	No Response

Alarmed	16	7	3
Enhanced Sheltered	17	12	6
General	15	7	2
Sheltered	40	47	13
Retirement	5	5	2
No Response	3	1	1
<b>Total</b>	<b>96</b>	<b>79</b>	<b>27</b>

### **Other Comments from Rent Consultation**

Tenants also used the consultation as an opportunity to comment on matters not directly relate to the proposal. The anonymous comments will be used in conjunction with the responses we receive from the Tenant Satisfaction Survey to capture key areas of dissatisfaction and feed into the action plan.

Any issue or repair raised where the complex or tenant could be identified was passed to the appropriate member of staff to action.



## Summary of Responses from Loanstock Tenants

### Introduction

We consulted with our Loanstock Tenants:

- Information leaflet and questionnaire was sent to all Loanstock tenants in December 2024. The questionnaire included a link and QR code to submit responses online, via Google Forms.
- A reply paid envelope was enclosed with the leaflet and questionnaire

### Rent and Service Charge Proposal

The proposal was:

#### Loanstock Tenants

- **Rents Proposal**

To increase rents by 6.7%

- **Service Charge Proposals**

To increase central heating and hot water charges by 52%

To increase common area charges, landscaping and laundry charges by 1.7%

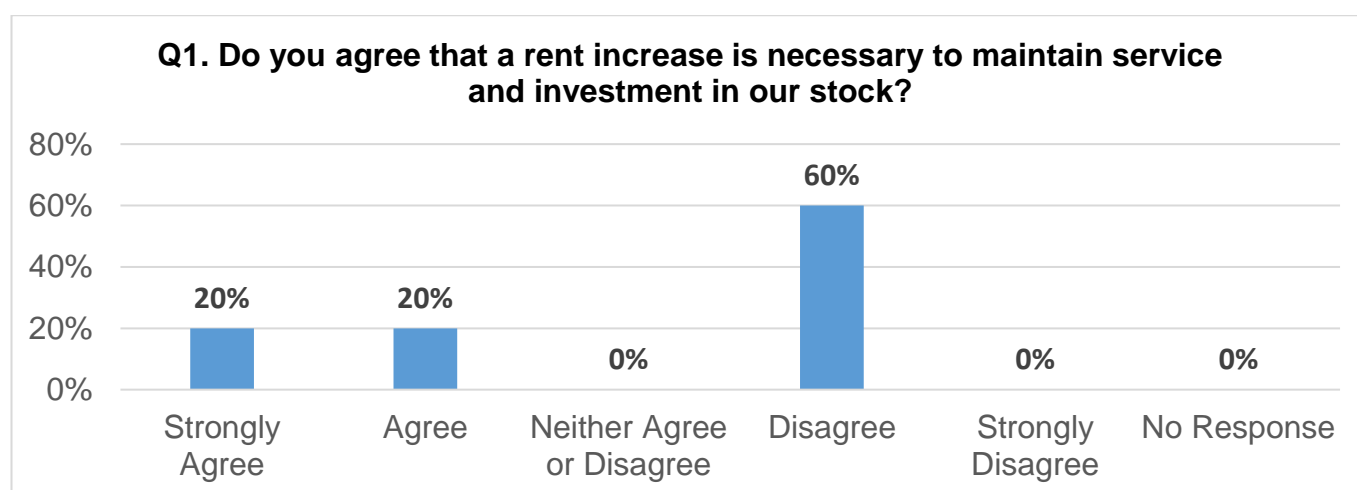
To increase housing support charges by 5%

### Responses

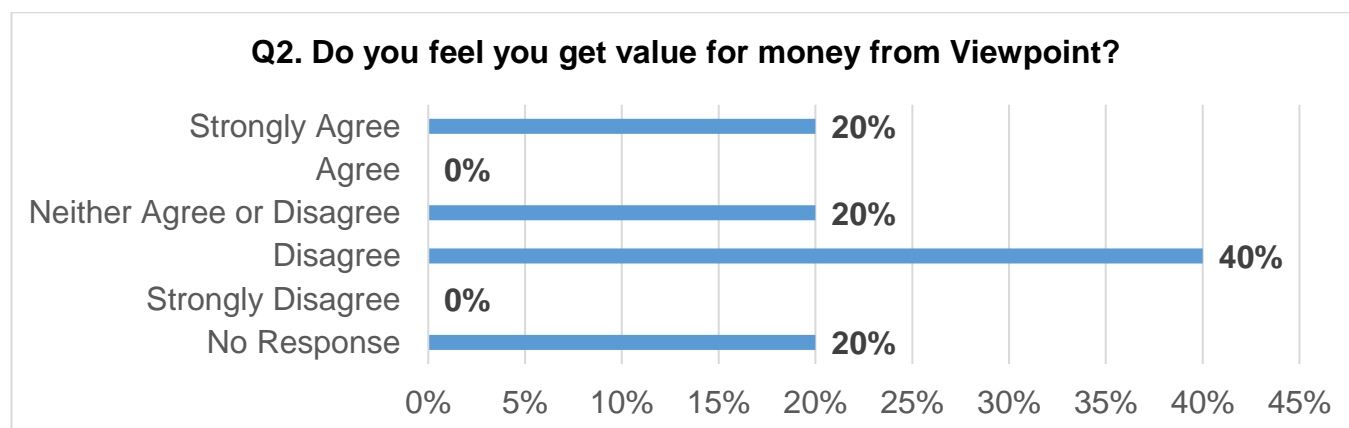
We received **5 responses**, a response rate of 33.3% and a decrease from last year where the response rate was 53.3%

The survey responses are below.

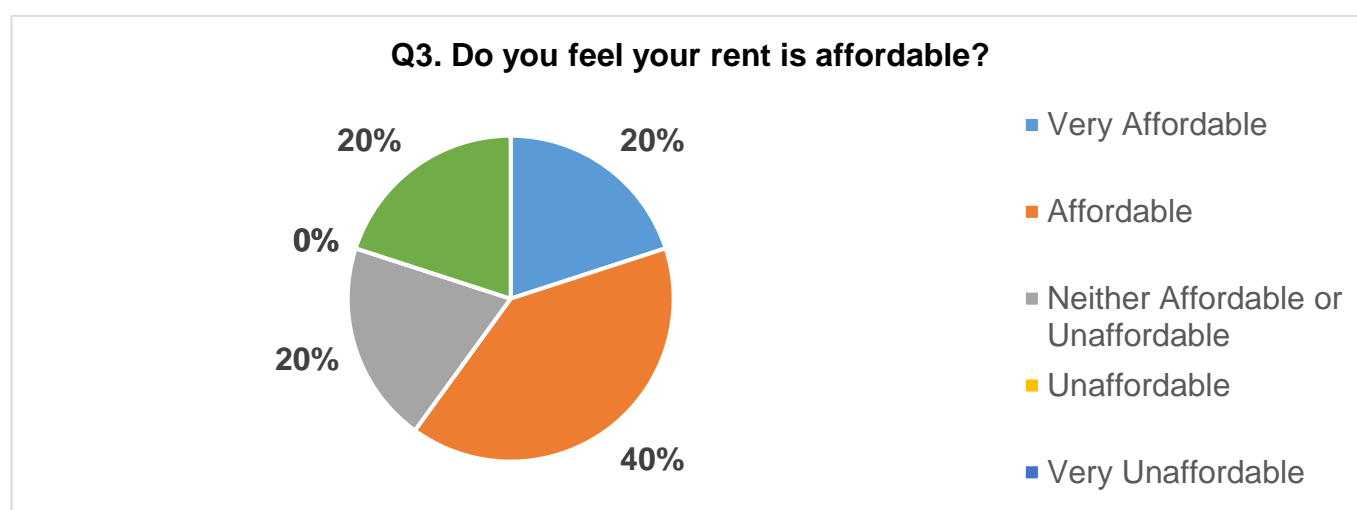
#### Question 1



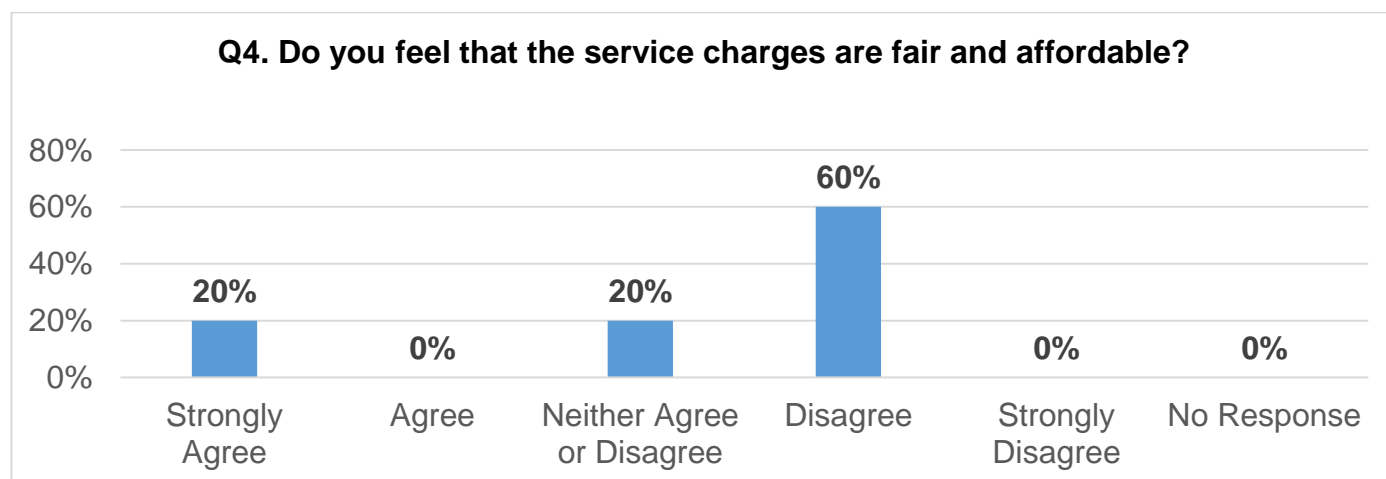
## Question 2



## Question 3



## Question 4



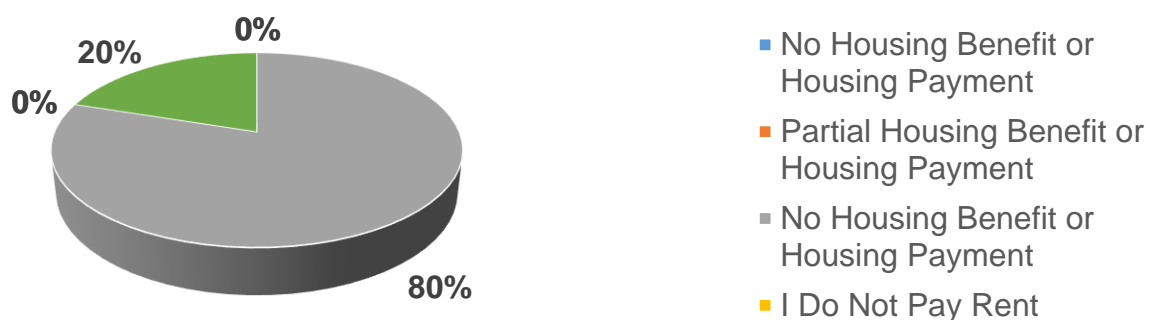
## Question 5: Opportunity to provide comments on the proposal

There were two responses:

We do not need full time co-ordinators  
Can rents and services stay the same for a year

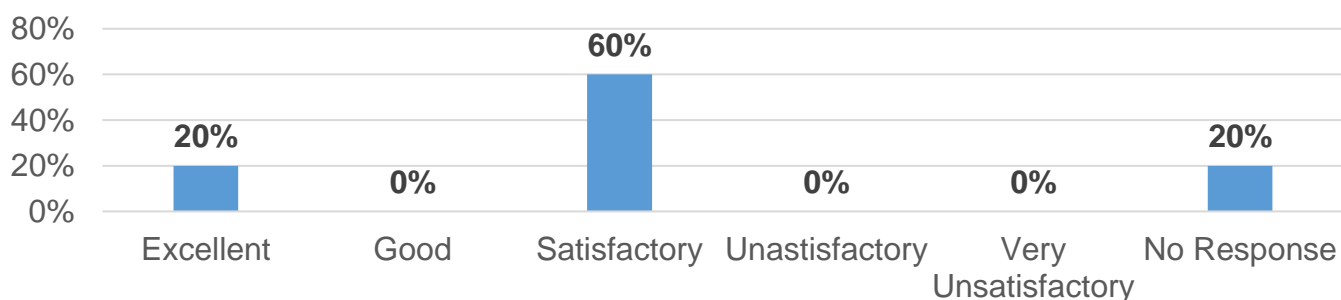
### Question 6

**Q6. Are you in receipt of housing benefit, housing payment or do you not pay rent?**



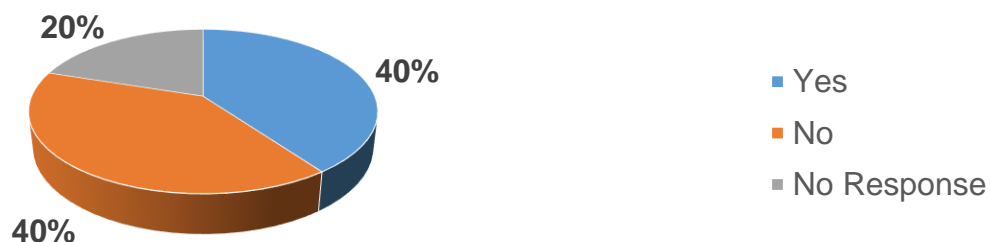
### Question 7

**Q7. How would you rate the information in the rent and service charge proposal leaflet?**



### Question 8

**Q8. Are you worried about your finances due to the cost of iving crisis?**



## Summary of Responses from Sharing Owners

### Introduction

We consulted with our sharing owners:

- Information leaflet and questionnaire was sent to all sharing owners in December 2024. The questionnaire included a link and QR code to submit responses online, via Google Forms
- A reply paid envelope was enclosed with the leaflet and questionnaire

### Rent and Service Charge Proposal

The proposal was:

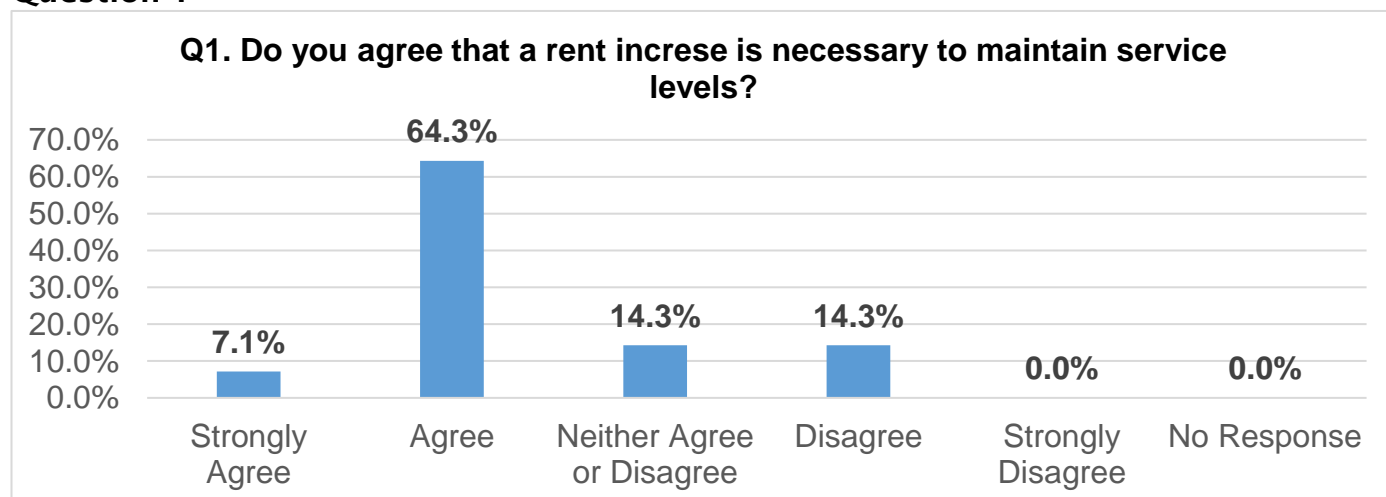
- **Rents Proposal:**  
6.7% increase on rents
- **Other Charges Proposal**  
5.7% increase on Service Charge  
5% increase on factoring fee  
10% Increase on sinking fund  
56% increase on insurance

### Responses

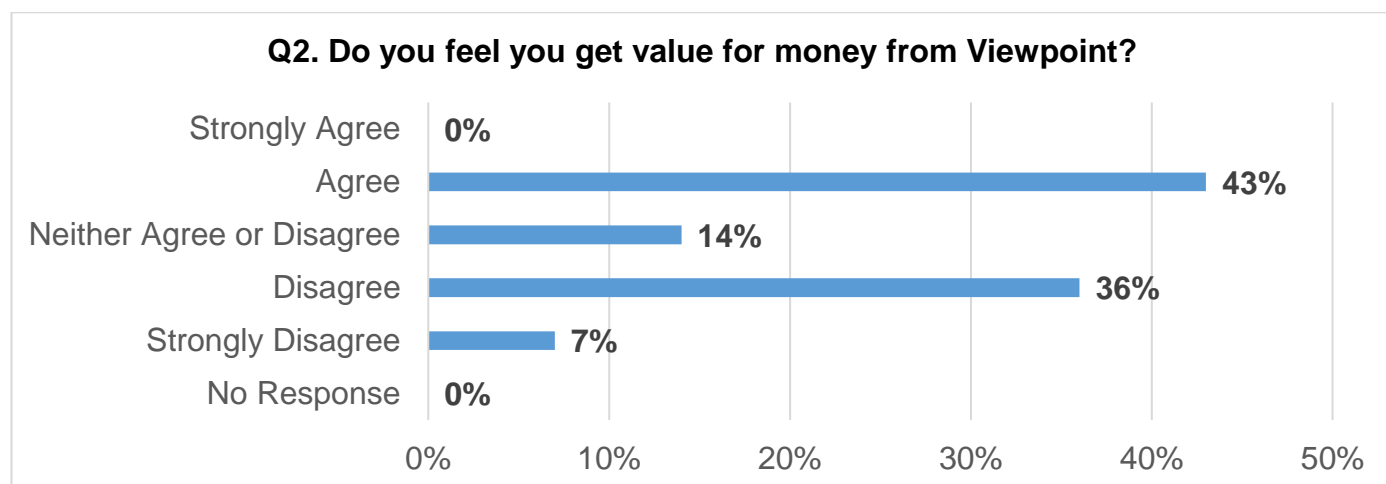
We received **14 responses**, a response rate of 56% which is an increase from last year when we received 38.5% responses.

The survey responses are below.

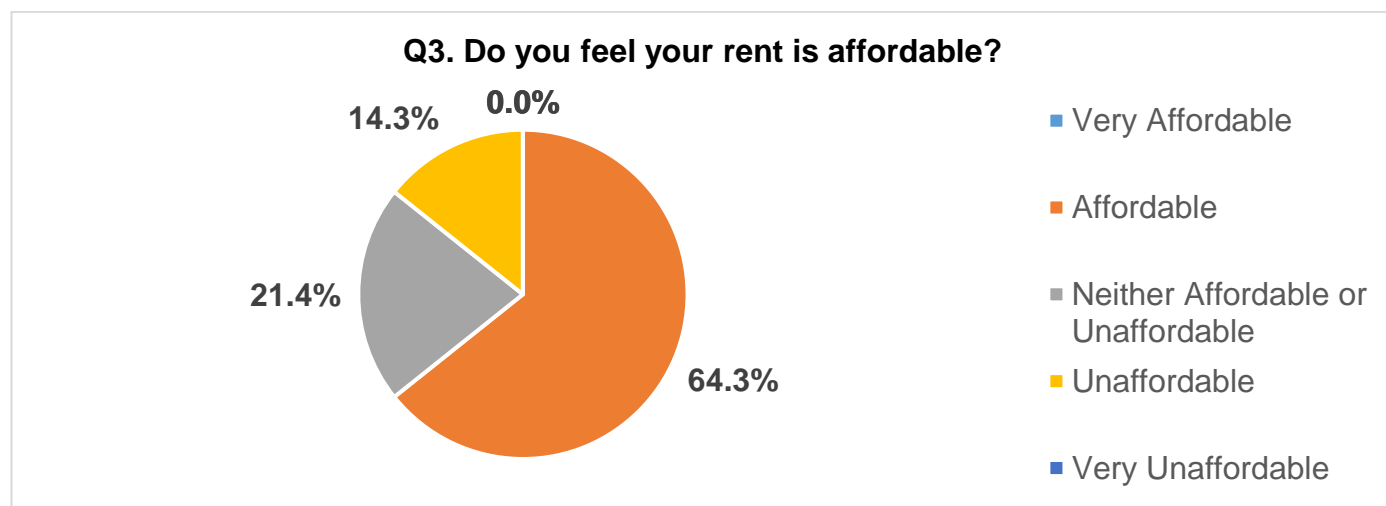
#### Question 1



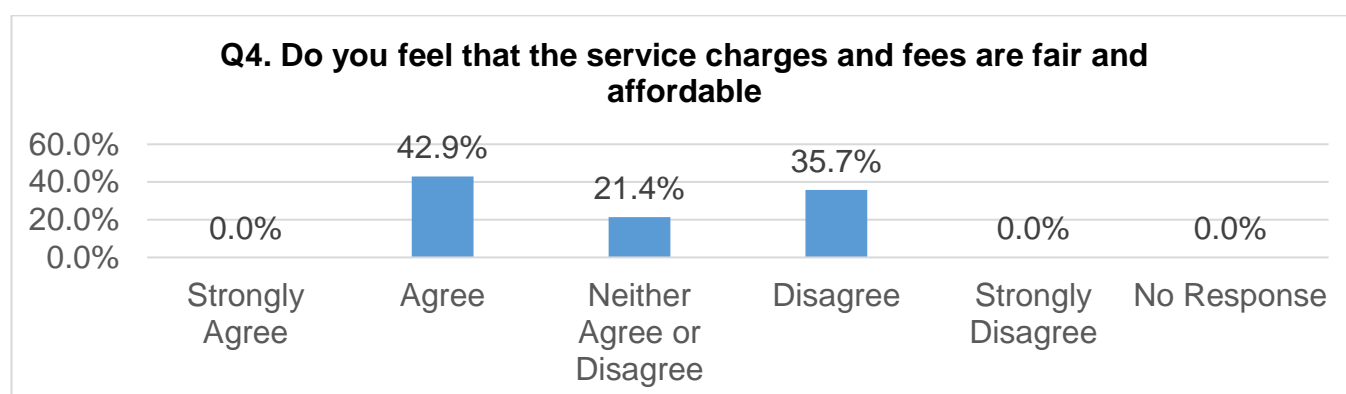
## Question 2



## Question 3.



## Question 4.



## Question 5: Opportunity to provide comments on the proposal.

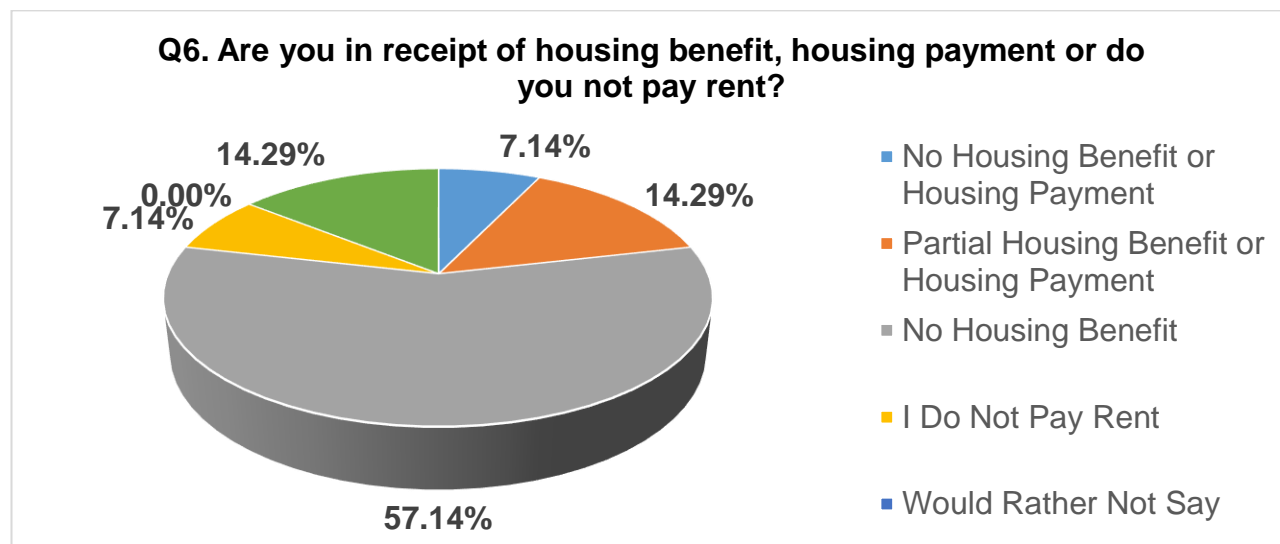
There were 8 responses which fall into 3 broad categories:

Services – quality of window cleaning, purpose of the co-ordinator, applying the clear corridor policy and the subsequent perception of the common areas.

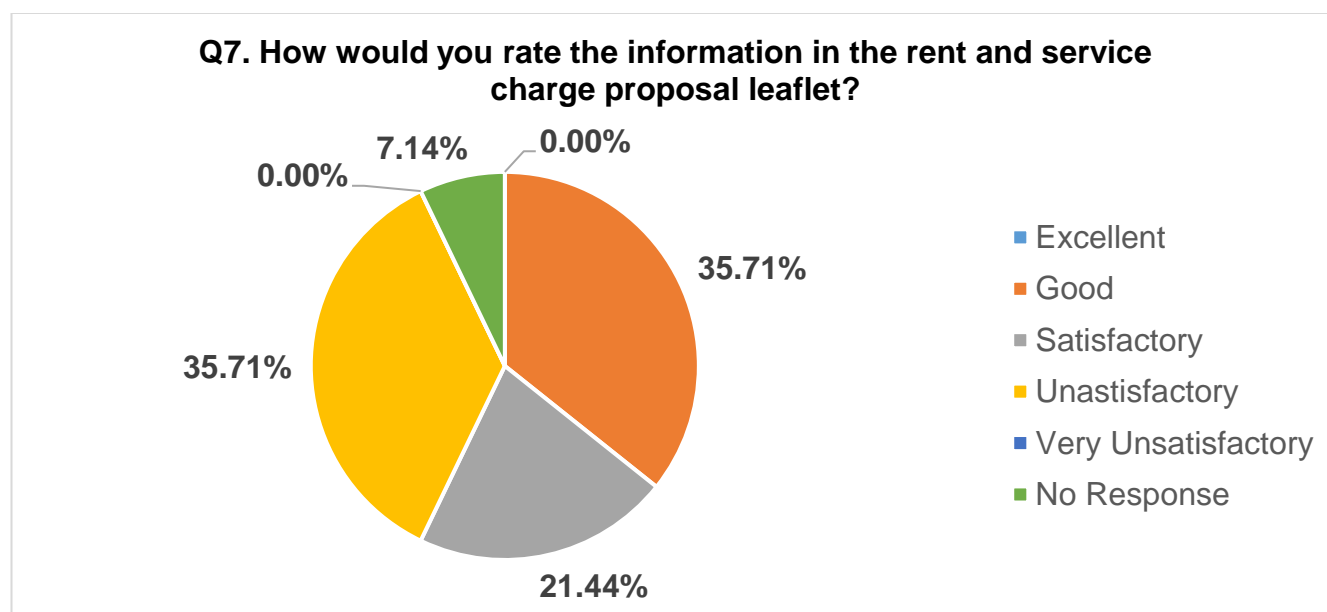
Affordability - rising costs are not matching the pension increase, have we considered more efficient ways of delivering services, not understanding why the increases are set as they are.

Customer care was raised by one respondent – where they felt complaints are not responded to.

#### Question 6.



#### Question 7.



## Question 8

**Q8. Are you worried about your finances due to the cost of living crisis?**

