



RENT INCREASE CONSULTATION EVENT

5TH FEBRUARY 2016

Following our tenant consultation on the 5th February 2016 we wanted to inform you of how your feedback has contributed to the rent increase process.

What was the aim of the consultation?

The consultation on the new rent payments was run due to an increase in rent for 2016 to 2017 financial year. The purpose of this focus group was to inform tenants why the increase was happening and what influences affect the rent increases. We wanted to make sure our communications that were going out to tenants was understandable and also find out the best ways to support tenants with this increase in rent.

How was the consultation run?

Tenants received detailed information from the Director of Finance and Director of Operations about the changes.

Once equipped with this in-depth knowledge and understanding, the group then focused on the communications around the changes. The Community Involvement Co-ordinator facilitated a consultation about information leaflet.



Results of the consultation

Questions raised by the group: -

- What was CPI ?

We agreed to put it in full into our leaflet so tenants could fully understand that it was Consumer Price Index.

- What does the Service Charge Cover?

We discussed this in depth and agreed to include what it was in the leaflet.

➤ What is 'Target Rent'?

Explained that it is area based and it accounts for local wages and economy in the area.

➤ Associated?

Decided to take this word out of 'Description and Charges from April 2015' section.

➤ Various wording changes were discussed and accommodated in the leaflet.

Sections added: -

➤ Explanation of payment over 48 weeks.

- We inform Housing Benefit about changes.
- Welfare Rights? Explain what this is in the leaflet and contact details for help.



What happened next?

The changes in the leaflet were made for ease of reading and understanding, and then sent out with the guidance notes for tenants.