

Members' Library Service Request Form

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Originator	James Coutts
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East Lothian Council

Additional information:

This report accompanies the report to Council on 10 February 2015

Authorised By	Monica Patterson
Designation	Depute Chief Executive
Date	22/01/15

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APPENDIX ONE					
COMMUNITY HOUSING SERVICES					
FEEDBACK FROM RENT INCREASE LETTER - CONSULTATION PERIOD 17TH NOVEMBER 2014 TO 9TH JANUARY 2015					
CONSULTATION REGISTER - DETAILS WITHHELD					
Date	Name	Address	Tele No.	Method of contact and comment	Action
19.11.14				Message left on freephone asking someone to phone them back. ER called back - caller was not willing to give their name and address and did not want someone else to phone them back either. She just stated that she really was not happy about the amount of people on benefit, but who seem to get everything handed to them on a plate, i.e. housing, free gym membership when people like herself have to work and pay for these things. States she is struggling to pay and cannot afford to retire. Thinks the system is very unfair. Daughter unable to get a council house because of these people	ER returned call on 19.11.14. No further action as caller did not want someone to phone her back and was not willing to provide her name and address. I confirmed though that I would include her comments in the consultation register and she was happy to leave it at that
19.11.14	Details withheld			Message left on freephone. ER phoned back tenant who explained that his wife had died on the 9th October 2014 but her name had still been on the letter. I apologised but confirmed that our system was now up-to-date showing a the sole tenant (ER explained how this had happened). Tenant was also wondering about this council tax payments	ER emailed the Council Tax mailbox asking for someone to call back tenant that afternoon to explain his council tax payments
19.11.14	Details withheld			Message left on freephone asking for someone to call her back regarding the rent increase	Message passed to DP on 19.11.14. DP phoned tenant who is unhappy with proposed rent increase, asked her to complete her questionnaire and return it to us. Also stated that she has not received a new bathroom in 40 years. Passed contact details on to James Bee and asked him to call back tenant.
19.11.14	Details withheld			Message left on freephone asking for someone to call her back regarding the rent increase	Message passed to DP on 20.11.14. Phoned back and had a discussion about what the consultation process was and encouraged tenant to complete and return his survey form to us. DP 26.11.14
19.11.14	Details withheld			Message received to say that aunt is currently in a care home and unable to fill the questionnaire out.	No action taken.
20.11.14	Details withheld			Message received on freephone to say he would like to be considered for a rewire and new kitchen been in property since 1997 and no improvements have been made.	Message passed to James Bee on 20.11.14

21.11.14	Details withheld			Message received from Wilma Grant. Tenant was questioning the validity of the information contained in table in the article in this week's East Lothian Courier	Message passed to James Coutts by Wilma Grant. James phoned the caller back explaining how the rent model is constructed and followed this up with an email response also on 21.11.14
24.11.14	Details withheld			caller forwarded through from call centre - requested call back for an explanation on an article he read in the courier regarding rent quotes and why he is paying more than others, in a house he feels he was rushed in to after the death of his wife.	Message Passed to James Coutts on 24.11.14 @ 11:10am. James phoned tenant 24/11 at 3.50pm and explained how rent was calculated. The tenant feels that the increases proposed are too high and will find these difficult to pay with only his state pension (he does not qualify as he receives a healthy state pension given his NI contributions). JC thanked tenant for his call.
26.11.14	Details withheld			Tenant advised that he was unhappy with the proposed increase as he is still waiting on a new kitchen, 7 years after moving in to his house.	DP phoned tenant back and advised that she would pass on his details to James Bee regarding his enquiry about a new kitchen. Also encouraged tenant to complete and return his survey form to us. DP 26.11.14
03.12.14				Mother received letter but has misplaced the letter can a new letter be sent out.	Phone call on 05.12.14 to say that we will send a new letter out to them.
12.12.14	Details withheld			Letter from Haddington West TRA	The group welcome the progress made by ELC and ELTRP in giving tenants more choice in the rent consultation process. However, they feel that tenants' decision making could be greatly enhanced with better quality financial information. Also the format of question one in the rents questionnaire is quite confusing and misleading. Letter passed to DP on 12.12.14
16.12.14	Details withheld			Letter from Ormiston West TRA	The group welcome the progress made by ELC and ELTRP in giving tenants more choice in the rent consultation process. However, they feel that tenants' decision making could be greatly enhanced with better quality financial information. Also the format of question one in the rents questionnaire is quite confusing and misleading. Letter passed to DP on 17.12.14

17.12.14	Details withheld			Letter from Tranent West TRA	The group welcome the progress made by ELC and ELTRP in giving tenants more choice in the rent consultation process. However, they feel that tenants' decision making could be greatly enhanced with better quality financial information. Also the format of question one in the rents questionnaire is quite confusing and misleading. Letter passed to DP on 17.12.14
22.12.14	Details withheld			Letter from Old Craighall TRA	The group welcome the progress made by ELC and ELTRP in giving tenants more choice in the rent consultation process. However, they feel that tenants' decision making could be greatly enhanced with better quality financial information. Also the format of question one in the rents questionnaire is quite confusing and misleading. Letter passed to DP on 22.12.14
22.12.14	Details withheld			Letter from Windsor Park TRA	The group welcome the progress made by ELC and ELTRP in giving tenants more choice in the rent consultation process. However, they feel that tenants' decision making could be greatly enhanced with better quality financial information. Also the format of question one in the rents questionnaire is quite confusing and misleading. Letter passed to DP on 22.12.14
07.01.15	Details withheld			Letter from Brunton Court Tenants Group	The group welcome the progress made by ELC and ELTRP in giving tenants more choice in the rent consultation process. However, they feel that tenants' decision making could be greatly enhanced with better quality financial information. Also the format of question one in the rents questionnaire is quite confusing and misleading.
27.11.15	Details withheld			Letter from tenant advising that she feels that when she removed the letter and questionnaire that they appeared extravagant and also that they had to be eye-catching to attract tenant's attention	DP wrote back to tenant advising that we have a duty to consult with tenants on our rent consultation. Also advised that her comments had been noted and formally recorded in our consultation register. DP 14/1/15

07/01/2015	East Lothian Tenants and Residents Panel		<p>Report from ELTRP advising that the small amount of tenants who took part in their sessions were split evenly on whether there should be an additional increase beyond 4.3%. Of those who did think there should be an increase again this was split evenly. Tenants highlighted bathroom upgrades and new housing as their top priorities with energy efficiency, kitchen upgrades and improved repairs service split evenly. Also some suggestions for future rent consultations: a proactive face to face approach is taken with local communities, the use of internet and email is developed including greater use of facebook and Twitter. Use text messaging service. ELTRP continue to be involved and influence rent consultations, more time is given to meet plan and gather tenants' views. Whilst it is acknowledged that ELC face budget constraints, ELTRP would suggest that tenants are provided with more information to allow them to allow them to make informed choices.</p>	<p>Letter sent to ELTRP thanking them for submitting their report as part of the rent consultation. DP 15/1/15</p>
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