

## Medium Term Financial Plan 2014/15-2016/17 – Housing Revenue Account

### Rent setting consultation summary

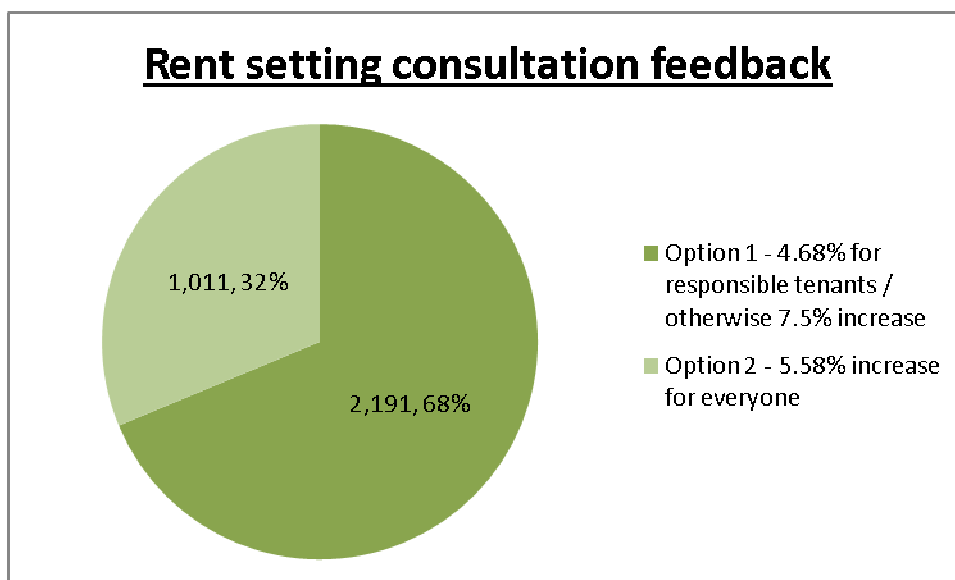
#### Overview

26,620 rent setting consultation packs sent out Friday 14<sup>th</sup> February (see attached). Of this figure the numbers of tenants in receipt of full or partial housing benefit was 17,568 (66%).

#### Responses

3,202 (including 91 online) completed responses were received by the close of consultation on Friday 21<sup>st</sup> February. This amounts to a 12% response rate to the consultation.

The breakdown of responses is as follows:



#### Housing benefit analysis

A random sample of 50 responses has been taken from both Option 1 and Option 2 to find out the benefit status of respondents. Results showed that the percentage of benefit respondents in both samples was 62%.

#### Comments

Below are a few of the more general comments that we have received from tenants preferring option 1 and option 2.

##### Option 1

##### Main type of comments in relation to option 1

'I think it is right to reward tenants who are responsible'

'This might kick-start irresponsible tenants into striving to improve their property and think about being better neighbours'

**Other comments that come up multiple times:**

‘Responsible tenants should not be subsidising irresponsible tenants’

‘This is a good idea’

‘Will I receive the £100 as a cheque?’

‘Do people on housing benefit also get the £100?’

‘The £100 reward will really help me at Christmas.’

**Option 2**

**Main type of comment in relation to option 2**

‘Option 2 is fairer for everybody’

**Other comments that come up multiple times:**

‘Option 2 will be less to pay each week’

‘Option 1 is very unfair. The people on benefits are the winners here’

‘What are the criteria for being a responsible tenant and how would this be policed in reality’

‘Option 1 is divisive’

‘Option 1 has too many clauses in it. You could lose your job and become in arrears and lose your reward through no fault of your own’

**General other comments across both options**

‘Both options are too high – rents shouldn’t be increased at all’

‘Does option 1 mean we lose of two rent free weeks a year?’

‘Nottingham City Homes provides good value for the rent we pay’

**Tenant and Leaseholder Congress meeting – 12<sup>th</sup> February**

A special meeting of the Tenant and Leaseholder Congress was held Wednesday 12<sup>th</sup> February to discuss rent setting and the tenant reward scheme.

Members were generally supportive of the principles of a tenant reward scheme, believing that incentives could encourage behavioural change in tenants who don’t currently act responsibly.

TLC were keen that the criteria of the reward scheme would need to be worked up sensitively, to prevent any unfair exclusions and that the correct support mechanisms should be in place to help tenants become responsible tenants.

Specific quotes from members included:

“A tenant reward scheme would be a brilliant idea. It could help change the behaviour of the minority of tenants who do not take responsibility for their tenancy.”

“It’s right that people who are good tenants, and play by the rules, should get some reward. It might also act as an incentive to the less responsible tenants as well.”