



TPAS Members Enquiries Feedback

November – December 2022

Enquiry:

Q We are reviewing the way we communicate with our Sheltered Housing Tenants and just wondered if anyone can share what they do - do they have a sheltered housing handbook, leaflet, welcome pack or newsletter - thanks for your help with this

Aberdeen City Council

A We have a sheltered tenant handbook which we developed with the help of our Sheltered Housing Forum. Each of our 9 sheltered complexes have their own newsletter produced by the warden and focuses on local news and activities.

As we have 9 sheltered complexes across West Dunbartonshire stock, we, created a Sheltered Housing Forum which meets quarterly and representatives from each of the complexes attend and each complex takes a turn hosting. During the pandemic they didn't want to meet digitally so have just in last 6 months begun meetings again.

Info on the Forum and handbook are here [Sheltered Housing Forum | West Dunbartonshire Council \(west-dunbarton.gov.uk\)](https://www.west-dunbarton.gov.uk/sheltered-housing-forum)

- West Dunbartonshire Council

Enquiry:

Q Would anyone be willing to share what they charge for a 2apt in a sheltered housing property within their HA?

Cathcart & District Housing Association

A £373.20 per month for the property, £136.36 per month for the services (alarm, warden service, maintenance of communal areas, etc)

- East Lothian Housing Association

A We currently charge a rent of £486.36 for a 2 apt sheltered house.

In addition, tenant pay service charges of around £40 per month depending on what services they have.

- Viewpoint Housing Association

A

	Average Rent
2 apt	107.05
3 apt	102.00
4 apt	106.17
5 apt	125.76

- Manor Estates Housing Association

Enquiry:

Q 'Do any landlords offer incentives (i.e. gift/food/electricity vouchers, entry to prize draws) for tenants to attend Forums, groups etc. If so, what kind of incentives do they offer and how successful have they been? Also, could respondents please specify what kind of landlord they are (i.e. Local Authority, Housing Association, specialist housing provider etc.)?'

Falkirk Council

A Housing Co-op – we provide vouchers up to £25 to encourage tenants to participate in surveys etc. This does result in an improved response.

- Hawthorn Housing Co-operative

A At Wheatley Homes (HA) we are giving Shopping Vouchers to customers for attending Focus Groups...It has proved pretty successful.

- Wheatley Housing Group

A We are doing “Fish n Chips and a Chat” as an incentive to get folks along to engage with us, as part of the rent consultation process

- Dalmuir Park Housing Association

A We do not offer incentives for tenants to attend Forums / meetings though we will offer refreshments which may include lunch, depending on time of meeting.

We do however offer incentives, such as a free prize draw for a shopping voucher, to tenants participating in a consultation i.e. Rent Consultation (local authority)

- Highland Council

A Absolutely ! this is key to giving something back to those that are giving us their time – happy to chat thru what we have done.

- Elderpark Park Housing Association

A We are a housing co-operative and offer incentives, normally Argos or Love2shop vouchers. For our AGM, all tenants who attend or complete a proxy are added into a prize draw. It's normally 3 prizes e.g., £100, £50 and £25. We also do this with some of our tenant consultations i.e., rent consultation. This is similar although varies in voucher amounts. All tenants who complete the SurveyMonkey and opt to leave their contact details are added into a prize draw. We find that it does increase the numbers for participation.

- Drumchapel Housing Co-operative

A In addition to paying travelling expenses, we offer High Street vouchers on occasion when we require a specific number of people to attend virtual or in person focus groups. I would not say it has made a tremendous difference, but it does motivate people to attend.

For larger events, we have prize draws, it could be vouchers usually for the value of £100, £75 and £50, as well as food hampers.

We arrange events at theme or activity parks where we provide lunches, drinks as well as transportation. The events are very popular and attract families which usually remain engaged throughout the year.

- Kingdom Housing Association

A We usually run a prize draw for one £25 shopping voucher for those responding to any of our consultations or meetings and 2 x £50 vouchers for attending the AGM. It always helps boost the numbers not by much, but it does help. Recently we ran a customer event and had around 6 people attend who have never been involved previously.

- River Clyde Homes

Enquiry:

Q What are other LAs consulting on regarding rent levels e.g. what % of increase are being proposed and would the authorities be willing to share any of their rent consultation documentation?

North Ayrshire Council

A We aim to consult on 5% with CPI + 1% over the following 5 years to make up for this lost income.

- Hawthorn Housing Co-operative

A We are intending of consulting the tenants for Rent consultation for 3.5% and 5%. We have not yet sent any papers yet regarding that as we are only in the initial stage.

- Moray Council

A We are not consulting until after 14th January. We did a brief chat with a small panel of tenants and agreed that sending out a consultation when we may or may not be allowed to increase the rent this year is confusing. Most tenants have head rent freeze, and do not understand the ifs and buts within it.

We are looking at 4% and 6%, and once we know we can increase we will explain that these are still under inflation, and what the consequences of each increase will be.

- Muirhouse Housing Association

A We are looking at 5.9% for an increase.

- Almond Housing Association

A We are proposing consultation on between 3-5% rent uplifts.

- Blackwood


 We will be seeking Committee approval to consult on 3% - 5% for 2023/24.

- Wellhouse Housing Association

 Looking like 5 - 7%

Rent consultation documentation will not be drafted until the end of the week but I can send that if it's not too late

- Viewpoint Housing Association

 We are proposing options of 5%, 6%, or 7%,

- Albyn Housing Society

 We're expecting to consult on 3%, 5% and 7%.

- Dalmuir Park Housing Association

Enquiry:

Q Could you please ask your membership if any have undertaken participatory budgeting events specific to housing services as opposed to the wider Council or Local Authority events.

I would be interested in the criteria used - for example was it targeted solely at recognised groups or wider communities?

Did you have any regulations as to how the money is managed?

What kind of projects were funded?

Any other thoughts or experiences welcomed.

East Renfrewshire Council

A We do not host “PB events” as such, but we have “Choices”, which is Kingdom Housing’s participatory budgeting scheme. Choices was developed following a recommendation from our Scrutiny Panel and in consultation with tenants. The scheme operates from applications, usually submitted online, from tenants or groups, to fund ideas that would improve their communities. The tenants are consulted and then vote if they agree with the funds spent in that way or not. With a budget of £20,000 per year, we have spent funds on a wide range of areas: landscaping (slabbing areas, creating seating spaces, providing bins, or funding local projects like litter picking or preparation and delivery of food parcels delivered during the pandemic. I’d be happy to speak individually with the member who enquired to answer questions and look at the strengths as well as the weaknesses of our approach.

- Kingdom Housing Association



We have a Tenant Priority Budget which can be accessed by any tenant or Housing Officer. It is an £800,000 annual budget (this year tenants decided to reduce it to £400,000 with the other £400,000 being used to speed up the EWI programme). There are some criteria including that it:

- must benefit tenants.
- Must represent value for money
- be on land owned by the Housing Revenue Account (we can help confirm that)
- the idea should be something that the landlord would not be obliged to carry out but it improves the area.
- Any owners who are within the area need to contribute their share

The proposer fills out the form, officers get it costed and it then goes to a public meeting where tenants can vote on whether they think it is an appropriate use of the budget and represent value for money.

The budget is facilitated jointly by Tenant Participation staff and Repairs service staff.

Examples of projects are fencing, gardens, outdoor seating, close painting, floor renewals.

Further info here: www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/tenant-priority-budget/

Happy to chat through any of this with the member who submitted the enquiry.

- West Dunbartonshire Council

Enquiry:

Q Have you experience a significant drop in the number of RTOs/TARAs that you have registered? If so, are you undertaking anything different or new to try and encourage group development?

River Clyde Homes

A No, the contrary, we have more new RTOs set up in Highland since Covid (8 new groups in past two years)

- Highland Council

A We have shifted away from trying to set up these groups as little demand from tenants. We now offer various [easier] ways of participating. We have found this has been successful and has resulted in some tenants becoming members of our management committee.

- Hawthorn Housing Co-operative

A We certainly are experiencing this – we are looking at moving toward task and fish groups – along with a register of ‘call aprons’ to support feedback and engagement.

- Elderpark Housing Association

Enquiry:

Q I want to find out what other landlords (particularly local authorities) do to engage with those in temporary and/or supported accommodation. Could you please pose the question?

West Dunbartonshire Council

A In East Renfrewshire we have two surveys we carry out – one when the customer enters temp accommodation and one when they leave OR when they take up a tenancy – we would also look at the void survey then as well. This allows us to get feedback on two arc questions – quality of the property and the local neighbourhood. The two surveys are the same but at end we are looking for a bit more detailed info. Will also run a focus group or two if needed.

We include some questions around the homelessness process also in the temp survey

Young people entering our young persons project (Connor Rd) will also be surveyed/interviewed and we also operate focus groups for those in outreach – again once they move on to tenancies.

I've attached the two main surveys NTV and temp QR codes which might be useful don't use paper copies any more so if they want to go through them that's fine.

Happy to chat to whoever is looking for info if it helps

- East Renfrewshire Council



If you would like more information on any of the answers in this document, please do not hesitate to contact us.