

Feedback on Recent Tenant Consultation



Thank you to everyone that completed the questionnaires that were sent to before Christmas. A summary of the responses received on the various consultations is noted below. We sent 412 surveys.

- 153 to general needs tenants
 - 100 by e-mail
 - 53 by post
- 259 to supported tenants/their guardians
 - 102 by e-mail
 - 157 by post

We also added articles to the Website, Facebook, Twitter and LinkedIn

Proposed Rent Increase 2025-26

We consulted on 2 options - 4% or 5%.

45 tenants gave their feedback:

- 31 tenants noted their preference for a 4% increase and
- 14 tenants noted their preference for the 5% increase.

The Board of Management approved a 4% increase.

With the exception of the Intensive Housing Management Service Charge, all other service charges will remain the same.

This will take effect from 1st April 2025 and the letter with this report tells you what this will mean for each individual tenant.

The 4 tenants selected for the prize draw and sent the £50 Tesco voucher live in Edinburgh, Forres, Fraserburgh and Macduff.

Tenant Involvement and Participation

26 tenants gave us their feedback about the various tenant participation and involvement questions. Responses and associated actions are noted below.

Customer Portal

- 21 tenants said they would like to access their information through a Customer Portal. A new Customer Portal is being launched by the Software Company in June 2025 so we will be in touch with these tenants in the lead up to June;
- 5 tenants said they would not like to access their information this way, either because they do not have access to a mobile device, internet access or do not have capacity. We will work with tenants who may be digitally excluded to see what we can do to help them.

Information Sent to a Mobile Device

- 16 tenants said they would information sent to a mobile device;
- 10 tenants said they would not like to be sent information this way, either because they do not have access to a mobile device, they do not have capacity or they have staff who support them to do this.

Customer Charter

- 25 tenants said they would like a Customer Charter to be introduced. We will publish this and issue it to all tenants by 1st April 2025;
- 1 tenant said they would not like to see a Customer Charter introduced. They did not give a reason why they did not think this was a good idea.

Performance Reports

- 25 tenants said they would like to be sent a performance report
 - 13 said they would like one to be sent once a year, which is what we currently do;
 - 10 said they would like one to be sent twice a year, we will review and consider whether to issue a mid year report;
 - 1 said they would like one to be sent three times a year;
 - 1 said they would like one to be sent four times a year.

Tenant Participation

- 17 tenants said that the Tenant Participation Policy covered everything that should be included. This was approved by the Policy & Procedure Group in February 2025;
- 1 tenant said they would like it in an Easy Read version. This will be available once the Policy is launched;
- 13 tenants said that they would like to be involved in participation activities. We will contact them in the coming weeks.

Scrutiny Group

- 14 tenants said that they were aware of the Scrutiny Group, with 9 tenants asking us to send them more information
- 10 tenants said they were not aware of the group. We will promote this group more in the coming months to encourage more people to join it.