

Consultation with HomeCome Tenants - Focus Group

Summary of questions and responses from the focus group session

Q - Why is it that HomeCome tenants do not have the same rights as housing association tenants?

A - HomeCome is not a housing association, it is set up as a not for profit private company.

Q - Why do Riverside Housing and De Montfort Housing have secure tenancy, but HomeCome do not?

A - HomeCome is not a housing association and tenants are made aware of the details in their tenancy agreement.

A - How long do tenants have to wait to be allocated a house?

Q - The council's waiting list is based on need.

Q - Why does it take so long to get repairs sorted out?

A - HomeCome property repairs and works are done by city council housing repairs, not HomeCome directly.

Q – Why do I pay more rent than city council tenants?

A - HomeCome properties are classed as intermediate affordable housing – which is homes at prices and rents above those of social rent, but below market price or rents.

Q – Does HomeCome own all the properties that it rents out?

A - HomeCome manage and rent out a total of 184 homes to households from the city's housing register (132 of these homes are owned by HomeCome, the rest are leased by HomeCome from the private sector or from City Council.

Q - I have complained several times about the same issue, but still no response received?

A - HomeCome take all complaints and feedback from tenants seriously and pride themselves on providing a good service. However complaints are made to City Council under their corporate complaints procedure & are not always communicated to HomeCome.

Q – I want to speak to HomeCome directly about my tenancy rights?

A – HomeCome does not have a direct interface with its tenants, it is set up to operate through the city council housing service.

Q – What will happen if I am unable to pay my rent due to financial circumstances?

A – HomeCome tenants do not have secure tenancy rights. HomeCome are not legally bound to provide secure tenancy to tenants, however they can apply for Housing Benefit as a Council tenant would do.