

Tenants and Leaseholder Forum- Consultation feedback

1.1 On the 7th December 2017 the Tenants' and Leaseholders' Forum met and were presented with the proposals for the Housing Revenue Account rent setting and budget for 2018/19. The Tenants and Leaseholders Forum were to consider and make comments on the proposals contained within the report.

Proposal	Tenants' and Leaseholders' Forum feedback
The HRA rent setting report is set as a balanced budget	All Forum members agreed to this proposal noting the current challenges the Council faces. Forum members sought reassurances around future spending reviews and asked to be kept informed.
Note the proposed increase in service charges of 1% (excluding district heating and communal cleaning) and garage rent of 3.7%;	All Forum members noted this proposal
Housing Transformation Team	Forum members noted the importance of saving money, and the reason why we have had to make some changes within the team, but sought reassurance that the Tenants & Leaseholders Forum would still be supported to enable tenants to have a voice.
Fleet and Transport	Forum members sought reassurance that any reduction would be done in a planned way to ensure the Council did not dispose of vehicles which may later be required. They are sought reassurances about which areas would be affected by this to ensure this was not disproportionate.
Gas, Heating and Hot Water	Forum members expressed concern that a potential reduction of staff could have a negative impact on performance and that this would be should be managed in a planned way. Tenants also asked for reassurances around performance levels and confirmation that they would still have quality materials used in their properties.

Proposal	Tenants' and Leaseholders' Forum feedback
Grounds Maintenance	Tenants expressed concerns regarding this service around a lack of grass cutting taking place and asked that this be looked at carefully to ensure that any changes meet the needs of local estates.
ABS0 (Admin)	Members accepted the need for changes but expressed a need that remaining staff be knowledgeable and appropriately trained to support the changes to Channel Shift.
Capital Saving	Members were pleased with the work that had been undertaken in this area to date and asked that re-wiring should be continue to be completed where needed to ensure they did not become neglected.
General comments from the Forum	<p>The Forum expressed concern about reducing staffing levels in the districts particularly for more vulnerable residents and those with language barriers and sought reassurances that this would be addressed moving forward</p> <p>The Forum noted they had received a presentation on this but also asked for more information regarding the TNS Programme to understand the ongoing work in this area and to discuss the impact on residents of reducing offices and staffing in these offices and support to more vulnerable tenants with channel shift forthcoming.</p> <p>The Forum noted the changes taking place as part of Channel Shift but asked for further consultation on the in 2018 to ensure their views are taken on Board and that the Council does not create a two tiered system between those who can use IT and those who can't.</p> <p>The Forum asked that their feedback be provided back on the need for more affordable housing to reflect local needs.</p>

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