



Rent Setting and Rent Levels in Perth and Kinross Tenant Summer Conference

THURSDAY, 17 JUNE 2021

Agenda



Tenant Summer Conference 2021 Agenda

11am - Welcome & introductions - Clare Mailer, Depute Director, Communities

11.10am - Welcome from Housing and Communities Convener, Cllr Bob Brawn

11.15am - Housekeeping for Microsoft Teams - Kevin Heller

11.20am - Rent setting and rent priorities presentation - Michelle Dow, Housing Service Manager

11.50am- Question and answer session on rent setting & priorities with Housing managers

Comfort break

12.15pm - Tackling the backlog of routine repairs - June McColl, Housing Service Manager

12.25pm - Second question & answer session



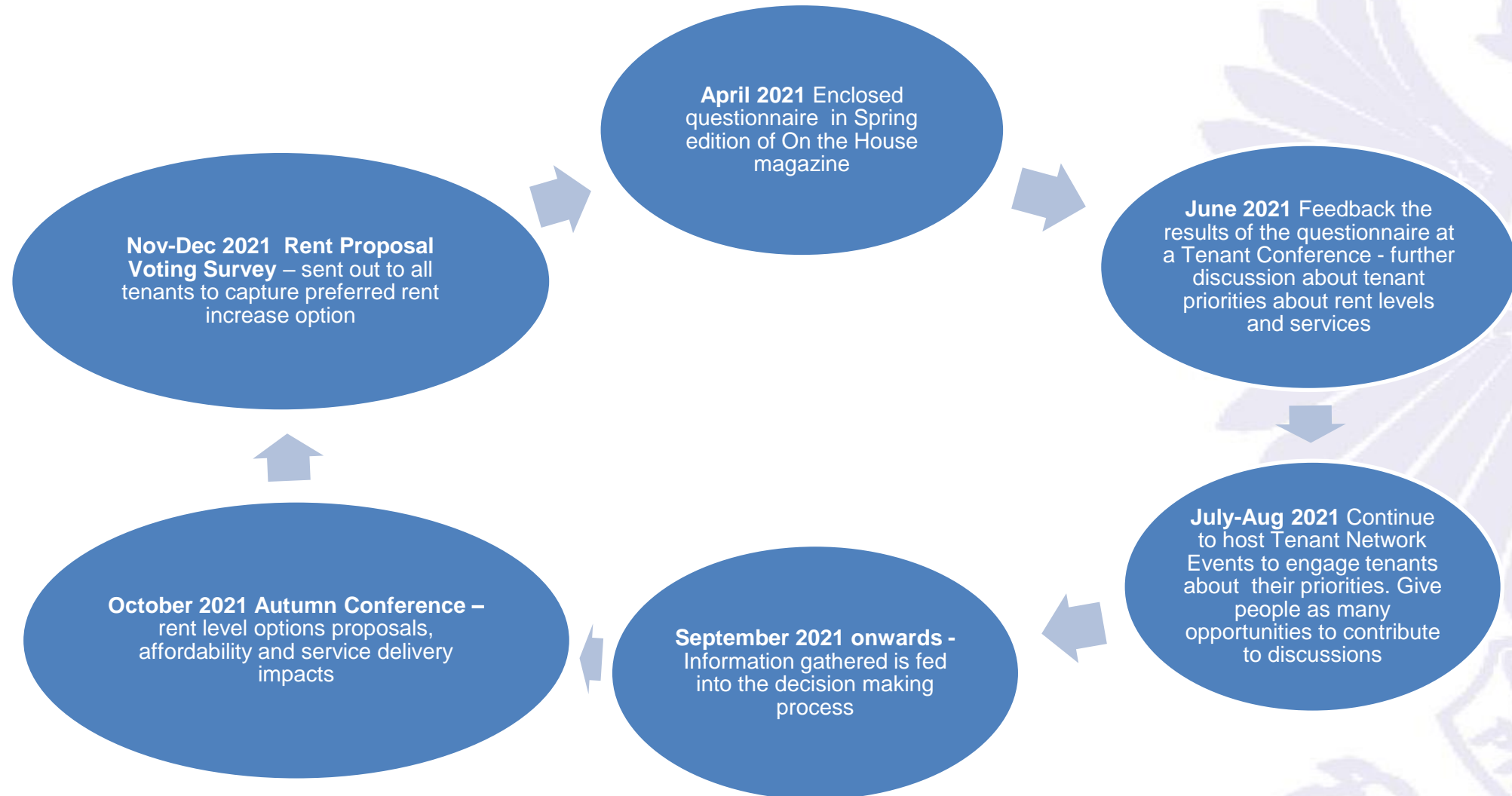
Rent Setting Survey Results 2020/21

- ▶ Helps us to understand what you think of our services
- ▶ An opportunity to tell us where you feel we can improve
- ▶ Gathers your views on value for money and your priorities
- ▶ Helps to inform rent setting decisions for 2022/23
- ▶ Additional feedback helps us to deliver better services

Tenants' Voices

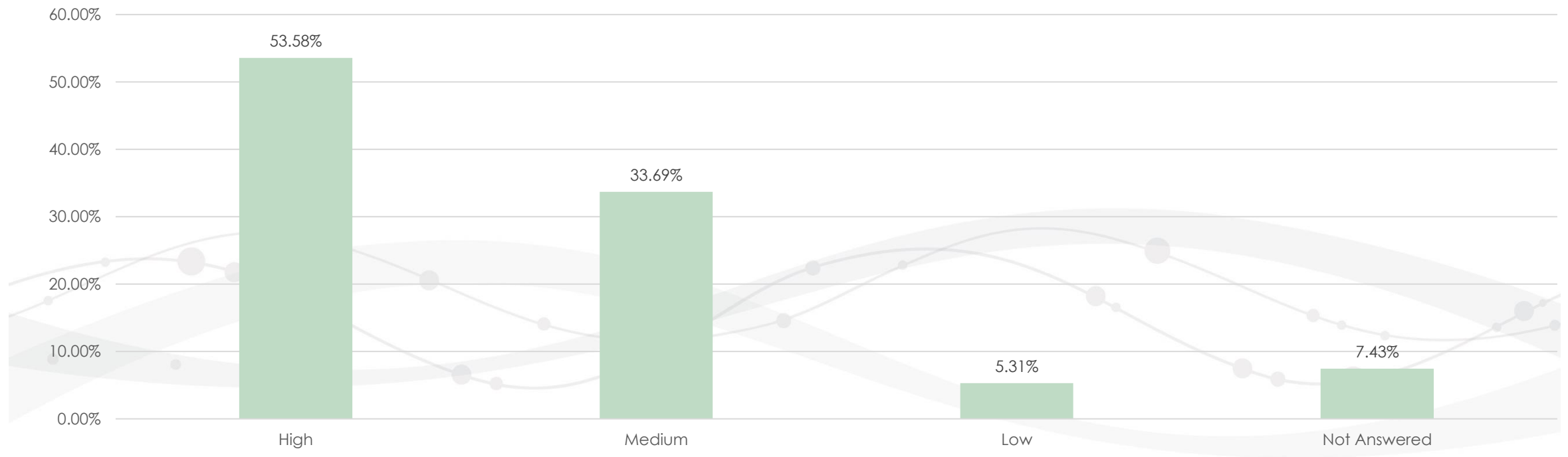
- ▶ COVID-19 meant that we were not able to reach as many tenants as we had hoped
- ▶ Had to rely on on-line consultation through the HUB
- ▶ Due to the change in the way we had to conduct the survey it did not lend itself to telephone surveys
- ▶ Staff reminded tenants during any contact during lock-down of importance of taking part
- ▶ Approximately 400 tenants responded
- ▶ Many tenants when contacted indicated that they were “surveyed out” generally

Rent and Budget Setting Consultation & Engagement Process 2022 / 23



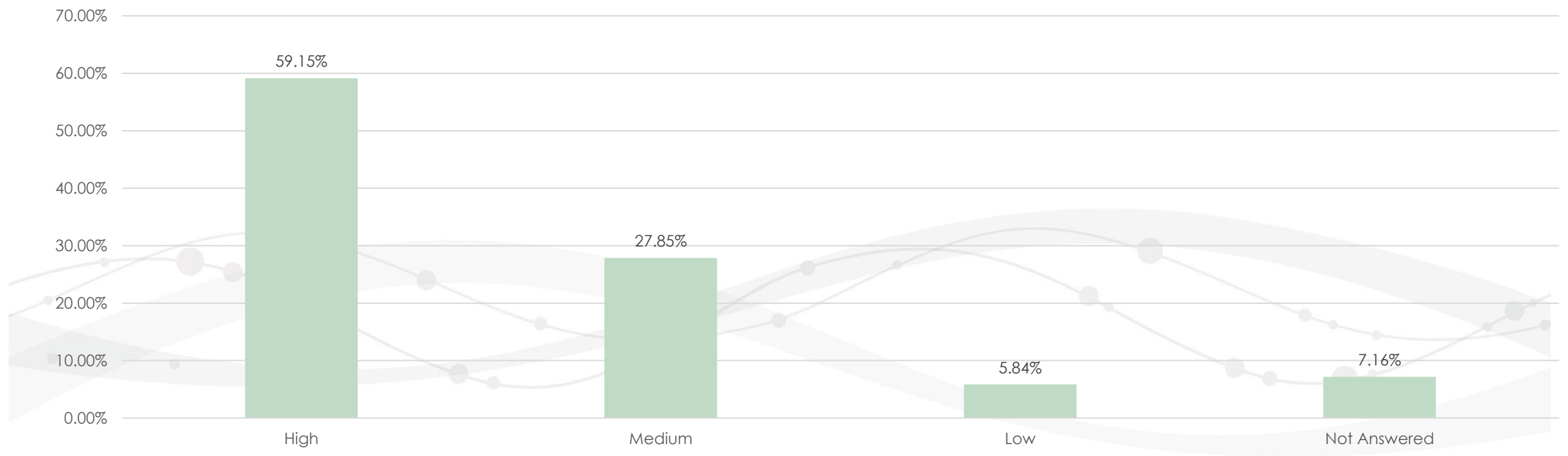
What you told us

Improving our Repairs Service



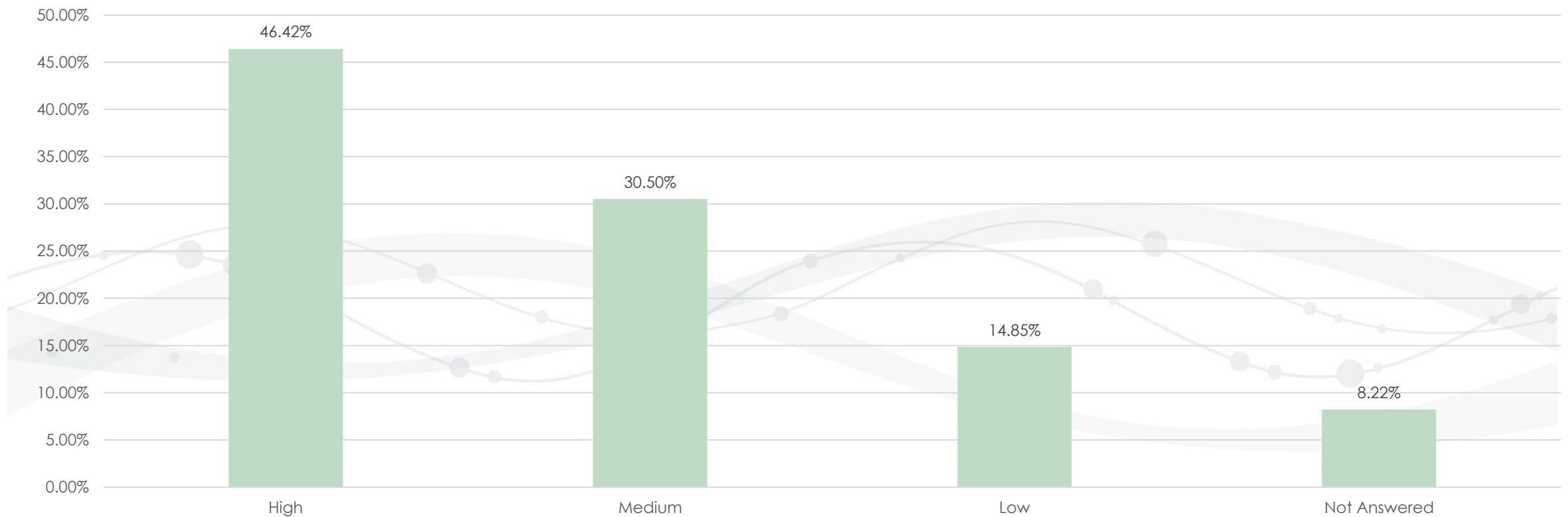
What you told us

Improving the Quality of your Home



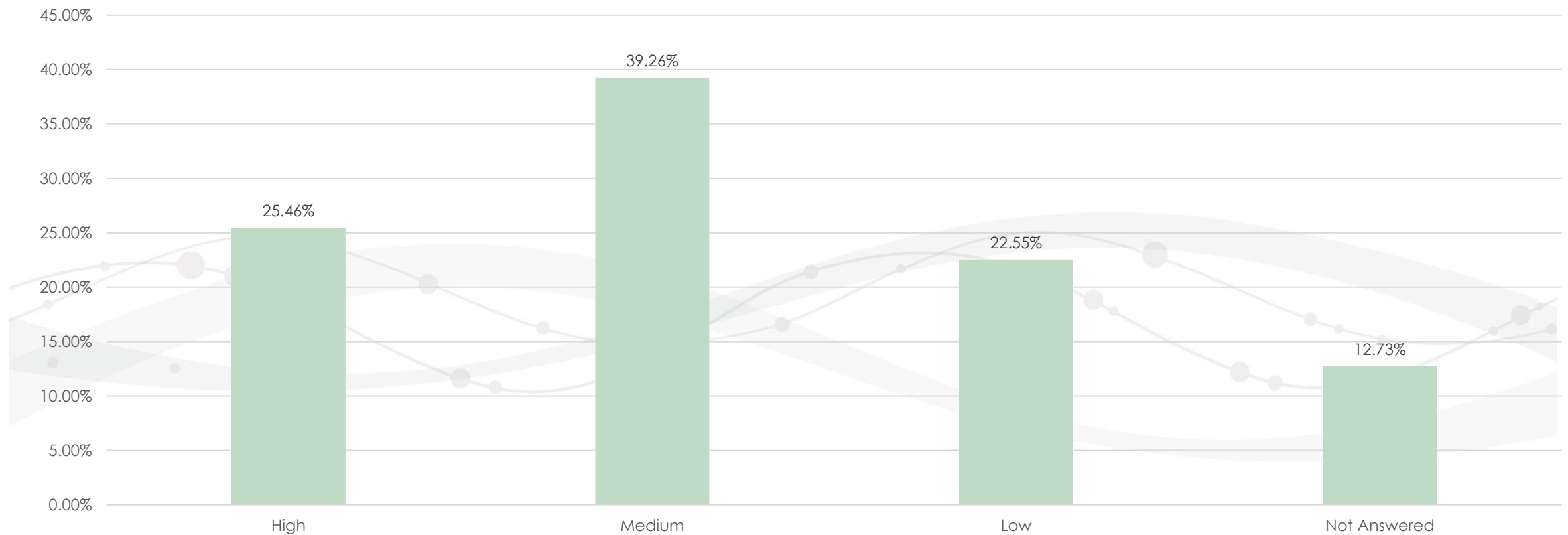
What you told us

Improving your neighbourhood as a place to live



What you told us

Information for Tenants and Participation



Your Priorities

Improving our Repairs Service

- 1st Complete the repairs on the first visit wherever possible
- 2nd Improve the quality of the repair and the materials used
- 3rd Reduce the time it takes to start and complete a repair
- 4th Make it easier to report a repair

Improving the Quality of your Home

- 1st Improving sound-proofing and insulation in your home
- 2nd Improving the exterior of your home (e.g. painting, roof/gutter cleaning)
- 3rd Improving the way we deal with dampness and condensation
- 4th Improving the inside of your home (e.g. kitchen/bathroom/internal doors, skirtings)

Your Priorities

Improving your Neighbourhood as a place to live

- 1st Additional resources to respond quickly and to tackle anti-social behaviour where it arises
- 2nd Improving the landscape and maintenance of the neighbourhood (such as fences/boundary walls)
- 3rd Increase opportunities for community safety improvements in relation to for example lighting in entrance ways
- 4th Improving communal areas internally and externally (close painting, bin storage or drying areas)

Improving Information for tenants and participation

- 1st Improving communication across the service
- 2nd Enhance the ways in which we support all tenants to sustain their tenancy
- 3rd Advice and assistance in relation to energy efficiency and fuel poverty
- 4th Increase the awareness of and opportunities for you to participate and have your say in the decisions we make

What happens next?

- ▶ We will use this information to start to develop rent level options/proposals for 2022/23
- ▶ We will ensure that there is a balance between what is deliverable, the cost of delivery and importantly rent affordability
- ▶ Options will be presented at our Autumn Conference
- ▶ All tenants will be given a Rent Level Voting Survey to complete and the outcome of this will be included in our report to Housing and Communities Committee in January 2022