

Customer Feedback on Neighborhood and Tenancy management policy

The Wrekin
Housing Group

Information and data, including
summary of method and themes of
customer feedback.

Completed August 2023

Method

This was the second consultation for this policy, following work undertaken in June. This co-design approach to re-drafting a policy with customer voice has proved very successful.

Like previously we used a mixture of email and printed copies to a large group of Involved Customers directly as well as advertise the opportunity to feedback on this policy via Closed Group on Facebook and a Wrekin Voices email. This ensured we used multiple methods to suit a diverse customer base and improved opportunities for customers.

Method	Number of customers who had sight of Policy
Direct Email to Involved Customers	80
Printed copies	3
Wrekin Voices Email Newsletter (mix of involved customers, staff and customers who are staff)	196

Questions

Q3 - Does the Policy make sense to you?

Q4 - Does any part of the Policy need to be made clearer? If so which part?

Q5 - What would you change about the policy?

Q6 - Do you think the policy is inclusive to everyone?

Q9 - How could we make the Policy more inclusive?

Q10 - Any other Comments?

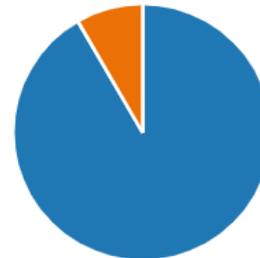
Feedback response

12 survey responses completed via a mix of phone, email and digital

Summary of Feedback

3. Does this policy make sense to you?

[More Details](#)



Majority of customers who responded agreed that the policy made sense to them. We followed this up with questions on how we could improve it and suggestions were made. (below)

Q4 Does any part of the Policy need to be made clearer?

	Wrekin comments
5.3 Word Error – nsuring should read Ensuring.	Grammatical error corrected.
Either the title of the Policy is incorrect, or we need to 'beef up' the Neighbourhoods aspect of it, as currently the main thrust seems to be Tenancy Sustainment (which is important). It is not clear from this, what our position is in communities and what contributions we need to be making wider than the bricks and mortar and the curtilage of the property. What i mean is that if we are a major stock holder in a particular street, then surely, we would have a bigger role to play in the Neighbourhood and working with partners to fix problems, than we would where we have only a small number of properties and therefore little influence. This policy should at least let readers understand that we will be more engaged in some communities and less in others but always open-minded to join in with partners to help solve issues that may impact on any of our tenants.	6.15 added referencing neighbourhood plans.
The neighbourhood aspect was unclear, particularly in the first few paragraphs it seemed all about tenancies	Tenancy management is a key part of the policy but reference to neighbourhoods has been moved to the beginning of the policy and 6.15 added referencing neighbourhood plans.
3.1 - If you are talking about one specific group – why do we not talk about other groups i.e. – ages, culture etc	The reference to gender was a recommendation across all policies from our LGBTQ+ accreditation body 'Stonewall'. An Equality Impact Assessment was undertaken in July

<p>4.5 This will be subject to the qualifying criteria which is further outlined in the Tenancy Change procedure – where is this procedure how do people know about it?</p> <p>5.4 – why are we talking about the procedure?</p>	<p>and the outcome was that “The assessment demonstrates that the policy is robust and there is no potential for discrimination or negative impact. All opportunities to promote equality are being taken”. We have added a reference to the Equality Act 2010 within the Associated policies and procedures part of the policy following this feedback.</p> <p>The procedures are being updated to the new format and can be shared on completion if required.</p> <p>Procedures are referenced to indicate where delegated duties sit within the policy.</p>
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Q5 What would you change about the Policy?

	Wrekin comments
<p>May need updating on introduction of new Consumer Standards Regulations on 1st April 2024</p>	<p>The Group will review the new Consumer Standards when available and amend the policy if required to ensure continued compliance.</p>
<p>Have covered this above. In addition though, are we clear enough that the tenancy policy is there to determine landlord and tenant responsibilities and what should happen if either party fails to deliver on their obligations?</p>	<p>6.7 & 6.8 reference that enforcement action may be taken for tenancy breaches.</p>
<p>Just some little things: 4.2 in this sentence change the 2nd 'which' to 'that', like this: Additional support which is provided that goes beyond the general housing management</p> <p>6.20 – there should be an ' in Group’s</p>	<p>Both amended as requested.</p>

6. Do you think the policy is inclusive to everyone?

[More Details](#)

 Insights

● Yes	10
● No	1
● Not sure	1



Majority of customers have told us that the policy feels inclusive however we asked for how it could be more inclusive and the following comments have been made.

Q7 - Do you think we could be more inclusive to any groups of people?

	Wrekin comments
Keep it as it is	
Take out the Gender exclusions in section 3.1	This will be retained as the reference to gender was a recommendation across all policies from our LGBTQ+ accreditation body 'Stonewall'.
No issues	
I think it's pretty inclusive of all relevant points	
Have we asked tenants with different characteristics what they think of it?	The CV&V team confirmed we have. In addition, there have been two rounds of customer/employee consultation for the policy and a video was shared with Wrekin Voices to be more inclusive.
just in 3.1 mention other groups of people	Added a reference to the Equality Act 2010 within the Associated policies and procedures part of the policy.

Q8 - Any other comments

	Wrekin comments
Reads ok	
No issues	
As per question 5 above	



The policy fails in my opinion to adequately explain the differences between General needs and Retirement / Shire Living and how the Group position itself differently in a Neighbourhood Management perspective (the Neighbourhood is much more enclosed on RL and SL) and a Tenancy Management perspective. For example, is it a failed tenancy in RL and SL if the tenant has to give up their tenancy due to health deterioration and them needing residential care (my reading of this is that this might be considered to be an unplanned surrender?). Maybe not the best example but the point being that this policy is definitely written with a GN slant to it, with insufficient consideration to where approaches may need to be nuanced to different groups of tenants.

1.2 added to address these points.