

Questionnaire Report - Proposed Changes to Tenancy Agreement

Appendix One – Comments Received

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Comments generally in support of changes

- No, I am quite happy about the change.
- No I agree with and understand the proposed changes.
- I agree that the proposed changes to the rent year should take place. After a careful look at the proposed changes to repair and maintenance I feel split over this issue. Most other proposals I'm generally in agreement with.
- Yes we do the biggest part of them.
- A lot of the things I do myself anyway, I only ring the council if I really have to! I do agree with a lot of the new changes and obviously the reasons for some changes are due to government cutbacks.
- They seem quite fair.
- I understand and agree to all but suggest guidance to supply of bathroom replacement bulbs. These are non-standard and the fittings designed to prevent opening by untrained operatives. Think allowance should be made for this.
- We understand that everything cannot stay the same as it has done for years and that changes have to be made. The proposed changes appear to be fair to both the council and tenants. Hope so!
- As a tenant of 64 years I have always complied with requirements.
- Everything seems fair.
- We think any changes to improve and save money are welcome. We have always rented a council house since the ages of 18 and 20, we are now 67 and 69. We are very satisfied with CBC. Well done.
- I agree to the proposed changes. Should have been proposed earlier. We have been lucky. Private

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rents have to pay 52 weeks.

- I understand these changes have to be made to keep things up to date. I hope it all works out but sometimes things do not always turn out. Hope these changes will.
- No problem at all
- No, the council has always been fair with me and I feel that they have the tenants interests at heart.
- Although I am a new council tenant I agree with the small changes you are proposing i.e. for able bodied tenants to carry out smaller jobs within their property where possible, but I have yet to see any improvements to the property I am living in, all the properties in the area have had their cladding removed or repainted within the last month which makes a big difference to the look of the properties on the street, but I have not seen any proposals for the pre-fab houses to be tidied up and painted, so cannot see where we are gaining any benefit from money spent by the council. In regards to the change in rent from 48 to 52 weeks, once again I do not agree with this, I understand the credit and how it will leave the people on benefits in arrears but they need to also take into account that they must manage their money better, working people will suffer and end up paying for those able bodied people who continue to take benefits when there are more jobs available with better minimum wages. I am paid monthly but have to juggle my salary around to accommodate for regular weekly payments and was looking forward to having the rent free weeks over Christmas as currently the only benefit I am entitled to is 25% council tax reduction for single occupancy. Saving 2 weeks rent is something that would really help me during this period and not something I take for granted, I earn my wages and do not agree with helping to pay for people who have no intention of working as they receive more money by claiming benefits (my comments do not in any way reflect on the disabled tenants or people who genuinely cannot work).
- We already abide by the rules and will continue to no matter what the changes.
- They should have done this from the start.
- I think the changes are beneficial in general.
- I think a lot of them are good ideas but some things I think need to be changed.
- No, I think it is fair, if repairs costs are affordable.
- I strongly agree with the changes regarding pets. There has been too many cases of neglect and unfriendly pets. It would be best for most if rent was paid monthly, weekly etc with option due to pay from employment/benefits.
- There is a lot of old stuff in the agreement. Also there is some new stuff in. The water charges should have been done long ago.
- The changes seem fair and mostly to provide more clarity on acceptable behaviour by tenants.
- No comments due to me being very happy with my tenancy and my home. It's my pride and joy and I look after my flat and appreciate the roof over my head. I don't get universal credit, I get ESA and DLA.
- They seem to be reasonable
- Changes need to happen sometimes so we just have to agree to them and get on with our lives.
- I think it's a good idea. Some of the tasks you do currently for tenants is a joke, ie I would never ask you to change a bulb for me, but there is 1 or 2 proposed changes that I think will be difficult for tenants living in blocks of flats ie cracks in the ceiling and the unblocking of drains, especially as this is communal.
- No I agree with all the proposed changes and think it will make it better for everyone.
- Not many folk like change but it's inevitable. Tenant responsibility is a good thing - as long as I pay no more rent. The payment changes are no problem as I am retired and pay 4 weekly regardless.
- I am pleased to note introductory tenancies are now 12 months, I had previously thought it was 6 months. I am pleased to note that my neighbour is unable to keep/acquire a bengal tiger.
- If it's not broken why try and fix it!
- I agree basic changes are needed but I believe the staff you have who receive calls should be better trained. You are spoken to like rubbish and concerns and maintenance issues never get followed through correctly.
- I have no complaints. In fact I think it is good.
- I cannot comment until I have experienced them. I cannot understand if we still get 4 free weeks.
- I pay monthly by direct debit so I am fine with this.
- Sounds like a good idea, ridiculous expecting council to change light bulbs etc. Already pay water

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company as have meter. Think people will miss rent free weeks most even though you won't be paying more.

- I haven't read the new agreement front to back but I can't see it making much difference to me.
- No, it all seems straightforward. I hope that if I have any difficulty with carrying out a repair I can be advised by the council.
- Most of the changes are logical and clarifying that tenants pay for any damage they cause and you must obey the council rules.
- All appear to me to be logical and necessary
- No they all seem fair. I totally agree with people that breed animals should have a licence. I also think there should be tougher laws on cat owners! They should only be allowed one cat and it should be neutered or spayed!
- I agree whole heartedly to all of the changes. It should help people look after their homes better if they have to fix damages themselves and will make people feel safer in their homes. If people can't have nuisance pets and guests around. Council rules should go back to the way they were when social housing first came into place - don't look after the property or pay rent, lose your home!
- The proposed changes seem very reasonable
- I believe it would help older people and people with disabilities.
- Most seem fair and reasonable although there are several repairs changing from the cost and responsibility to the tenant that I would like to stay the responsibility of the council and paid for by them.
- The proposed changes to the tenancy agreement seem ok to me. As regards rent collection this is paid each month by direct debit as I get benefits. I have a water meter so I already pay to Severn Trent Water.
- Everything is explained clearly and don't see anything in rules and regs that is unfair. I will comply with them all.
- I think the changes are mainly straightforward.
- We are happy with the changes.

Concerns about not understanding the proposed changes

- Don't understand any of it
- No - don't understand.
- Why the changes of tenancy agreement and I can't read very well so I did not understand very well.
- I get fed up with all the changes, you never know where you are.
- There are far too many changes and far too many details to be able to give rational comments in the space provided. In addition by stapling all the various points together you have made it very difficult for older folk in particular to read them in close detail. This I believe will make it more likely that many approached will not read them. And I certainly believe that the proposed new 75 page tenancy agreement plus repairs addendum will not be read by many new or old tenants.
- Sorry but I'm not understanding the proposal.
- Don't understand them, I have learning difficulties
- I do not understand.
- Very Confusing

Concerns about proposed repairs arrangements

- 7.2 states change to give clarity of who to report repairs to? 7.2 is very general and just says us if CBC. 94 years old, without family would struggle. Will you ensure help for people who need it?
- Some of the repair changes might be too much for the elderly who live on their own and depending on their age cannot go climbing up ladders to fix certain things eg electric lights etc.
- Not happy that we, the tenants, will have to deal with infestation such as mice and cockroaches. All council installations such as TV outlets should be replaced by standard fittings. I would not know where to procure these items or the right ones, especially my bathroom fittings. All aspects of electrics should be maintained by the council, especially switches and light fixtures.
- The only thing I disagree on is repressurising the boiler. It's a dangerous action to pass on to tenants,

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anything could happen if not done properly.

- I am concerned about the new repair guidelines as I have dyspraxia and am not able to do repairs myself.
- The council seem to be passing the buck on some changes to less able tenants. I am mentally and physically disabled and rely on council helping. The changes would only make my life harder.
- Yes, what will be the change as in the case of my wife and I, due to her health i.e. dementia, If I should become incapable to administer our home?
- We should not have to do any repairs ourselves. This is why we pay rent.
- I want my repairs to stay as they are, I am not a DIY expert.
- Repairs could cause a problem is they become expensive.
- Whilst I agree with most of the changes, my main concern is with repairs. Disabled people will find it difficult to carry out even minor repairs and therefore shouldn't have to pay.
- We understand the minor repairs we are requested to do, but feel for the elderly some of these may be a bit difficult for them to do. There are odd ones which we wouldn't feel 100% about doing ourselves but would have a go...if it goes wrong though, who will be charged? Maybe tutorial videos on youtube would help? It's free and you could gain a few pounds when you hit the target of views or subscribers!
- Cannot reach/replace tubes/starters in kitchen or wet room. My husband has cancer and not well enough to carry out repairs. I am only 5 foot tall and can't reach the ceilings.
- I am a little worried about these changes as a pensioner I have limited funds to pay for repairs but understanding the council's problems I will accept that the council needs to do something.
- Only concerning repairs. I'm on oxygen 24/7 so not able to do repairs myself.
- We are in our 70s. We don't mind the small jobs we can do but when you ask for the trees to be cut back causing leaves all over we find it very hard to keep our front and back garden clean.
- Yes are we going to be shown how to re-prime the boiler if it needs to be done?
- I have a problem with my health and that means I cannot do a lot of things for myself and I cannot pay anyone to help me.
- Don't agree that some repairs have to be paid for. It should be in the rent like now.
- How do you expect elderly to change light tubes, batteries etc in alarms? Will you honour claims of someone falling?
- They show no regard to a person's age and income.
- With regard to the boiler would need instructions on how to re-pressurise and relight the pilot.
- 30 days is okay, but if I have a hospital/doctors appointment and I have to cancel, how long will I have to wait? another 30 days? making 60 days in total. Just a concern.
- I think the standard of some peoples housing will be lowered as some people may not be able to afford the repairs you want tenants to do. I also think rent should be reduced if you want us to carry out more repairs ourselves.
- I'm still waiting for my repairs to faulty bathroom toilet, doesn't flush properly, broken handle and uses lots of water. I believed that a bath was going to be put in as shower floor is very poor and gets very damp. Faulty windows and doors. I don't know if walls have been insulated but gets very cold very quickly.
- Not good, what are we paying rent, council tax for. I will not pay for anything to be fixed if and when it goes wrong, I can't even have my husband added on to the tenancy, he was on before.
- No rent increase going to be harder for part time working people to afford any of this on full rent and full council tax.
- I am your tenant and you should be responsible 100% for repairs.
- I am 87 and not mobile so will not be able to do repairs myself. Will I still get repairs done by the Council for me?
- Worried about what repairs I will have to carry out myself, especially as I am an OAP
- Please rethink and do not allow tenants to carry out repairs.
- Many people including myself would struggle to do their own repairs and may lead to an increase in more serious repairs being needed.
- Will be worrying about anything which is higher up as I cannot climb.
- A lot of these changes will cause problems for elderly people. They will not understand these changes and are not capable of doing repairs.

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- Yes I do feel that we are expected to do too much maintenance and that standards are going to deteriorate and estates are going to be even more dilapidated. I do agree that a tenant is capable of changing a light bulb.
- It seems to me people who work lose out.
- I have never had any help with cutting my 6ft plus hedges in the garden, I have struggled to do them but my neighbour had help.
- All repairs should be made by you. What do you think the rent money is for?
- Seems ok to me.
- Can't see it making any difference to most people.
- Prefer things to stay as they are.
- My only worry is have you got the manpower to follow things through eg antisocial behaviour and getting tenants to maintain their gardens. I have had problems for over a year and things haven't been solved.
- Leave it as it is
- As a pensioner, the thought of having to pay for some repairs is very worrying. Being on a fixed income every penny counts.
- The only thing I don't agree with is paying rent weekly. I get paid monthly so this wouldn't be possible.
- I think everyone paying water direct to Severn Trent water is better and the repairs time is fair enough.
- Just the gas.
- Why should we pay for council repairs? We pay rent to you to do the repairs. The windows need replacing plus lots more and I'm disabled so can't do my own repairs.
- I do not agree to the change in forcing council tenants to pay for minor repairs, I am a single woman on JSA, I can't afford to pay for repairs nor do I have the skills required to carry them out!
- Just that the elderly are taken into consideration and the costs to them if they have no family to help out in changing bulbs and also strip lighting and certain light fixtures in bathrooms are not ordinary bulbs but special spiral lighting.
- What is the difference between a small and large repair? Should be no grey area.
- Don't agree with having to pay for repairs.
- Yes to say you can't even do repairs already reported so doesn't make any difference. You don't come out and look at a repair and inspectors never come out when you ask them to inspect stuff so no change.
- It's a rip off making tenants pay for repairs. You are supposed to be the land lord.
- I feel that those on a low income would feel the cost of having to do their own repairs especially if it is something major, also the free rent weeks at Xmas/new year are beneficial to everyone who is on a low income and paying full rent whilst working.
- Rent - no problem. Water - no problem. Repairs - can't expect people to assess safe working practice/risk assess repairs to own homes. Council wastes so much money on bad communication - wasted visits, bad workmanship, not fixed 1st time. Repeat visits when not needed.
- Due to having 9 foot high ceilings changing a lightbulb would be difficult.
- Filling form out on behalf of my mother. She has found the whole booklet frightening, worrying how, if needed, she would be able to undertake any tasks or even who to contact. I have found the booklet simple and easy to understand.
- The changes to repairs service could cause problems as I have disabilities from brain injuries. Also I would not be able to carry out certain repairs that require a good technical knowledge and technical skills. The expense of engaging professional tradesmen to do repairs would be a concern.
- I am unaffected by rent changes since I pay by direct debit. Only real concern is having to pay for repairs. I am an OAP on a comparatively restricted income.
- As someone who cares for her home as though it is her own, it disappoints me that a 75 year old woman living alone has to cope with the trauma of paying for repairs when finances are already stretched to the limit.
- Will not touch anything to do with boiler as I am not qualified to do so, or anything to do with electrics as I am again not qualified to do so. Will cause more problems if people try to repair them themselves.
- Most of the changes are fair, I am capable of doing most of the things required, but I think a lot of tenants are not and do not have the money. Properties and people will suffer.

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- On the whole some of the changes are acceptable but the main problem will be for the elderly and people in poor health. I am concerned about clearing toilet blockages, shower blockages, some of the electric changes re-setting flip switches (I had a problem late at night recently), re-setting circuit breakers, gas re-pressurising combi boilers, pilot light etc. I feel many like myself would be caused unnecessary stress having to find someone to deal with the problems as well as affording it for a person on benefits.
- Many of the changes i.e. replacing light bulbs, using a plunger etc I think most tenants already do themselves unless they are old and infirm. Those regarding electrics could put tenants at risk who may attempt to repair themselves. Also, what happens if people can't afford these repairs? The rents are no longer affordable housing rents and for those who are on low incomes it is a significant part of their earnings. Will the tenant be shown how to pressurise the heating? Prior to this have been told not to touch so wouldn't know how to do it.
- I am returning this on behalf of my mum who has Lewy body dementia and cannot speak or write anymore. As our mum is 86 years old and has carers she would be unable to carry out any repairs for herself and to be honest I feel the families job is to care for our mum not her council property. It would be impossible for her to carry them out herself. I also feel that 30 days is a long time for an elderly person to wait for repairs.
- Unhappy with new repairs proposals. Unhappy with removing 4 rent free weeks. Unhappy with having to make own arrangements for water rates.
- Concerns about making tenants responsible for minor electric repairs.
- Most of the changes don't really affect us apart from the light in the bathroom was put in by you the council and we have no idea how to change it. We do supply and fit all other bulbs in the house and if we are to be responsible for that one you need to remove and replace it.

Comments about responsibility and standards when moving in

- If tenants are expected to carry out all minor repairs, then the council should ensure all properties are maintained to a reasonable standard in the first place. And what happens when council workers damage things whilst carrying out other repairs?
- Checks on new tenants' property inside and outside.
- I understand repairs are limited due to a smaller budget and maybe we need to put the important repairs first like any business.
- To make sure tenants have a chance of upholding their end of the agreement all repairs should be completed before changes to tenancy.
- All houses should be up to standard before you bring these changes in as a lot of repairs that will be the tenants responsibility are not in a good state of repair. These were like this when we moved in and reported on numerous occasions.

General comments opposing the proposals

- Many tenants, especially elderly and disabled will struggle with new changes
- I have only one comment and that is I don't agree with the change about 52 weeks rent I would rather it stay at 48 weeks.
- Unfair.
- My comment is if it isn't broken, don't fix it. Leave it alone.
- I think it's fine the way it is so why change them.
- All this is about is to rip off the people who voted you in power. Now you're abusing it, no matter it the public said no you would still go ahead and increase the rents. This is just a ploy to fill your coffers, you are attacking the vulnerable people of your borough.
- It will mean we do more work than the council.
- Rubbish
- It won't benefit me and for a lot of people will cause a lot of problems.
- Why not leave things as they are?
- Why change things?
- I believe that all are wrong
- Don't really like some of the changes being made

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- I don't agree with paying more rent for less services.
- Would like it to stay as it is
- I think this is unfair on people who are already in employment and giving less incentive to them. But of course people who are already on benefits will not even care about the change as they don't have to pay for it. One month's rent is a lot of money to some people.
- Just don't agree
- We do not agree
- Don't agree with any of this.
- Confused with the changes as don't understand them and this is causing stress.
- These need more wording to explain things better and how it affects the vulnerable in society
- Self employment is the best option for managing disabilities and if no inconvenience to other tenants results it is wrong to make it difficult.
- It's totally unfair.
- Need to know more about the water rates. How would I go about paying them if not with rent anymore?
- Had to use a dictionary for the word vexatious. An alternative word would have made the agreement clearer. Do not see why a dog fouling in a park or field should affect someone's tenancy. It is unrelated to the property and should be treated as such. Communal areas is totally understandable, public places - no! It discriminates council tenants against others in society such as homeowners and private letters. Bike owners in flats - when the storage shed is inside the block of flats how are they supposed to store them? Where are they supposed to store them instead?
- Why change something I believe is working ok.
- Why try to change something that I believe is working ok.
- The council have as long as I can remember done repairs to their council properties. As I understand cuts have to be made now and again but to make people pay twice as this suggests is greedy. We not only have rent to pay but you're suggesting we have to pay for repairs extra to that which our rent should cover. You talk of 30 days for some repairs. I had to wait 6 weeks for my outside drains to be unblocked. I am on state pension and I am 71. I can't climb ladders or get on my hands and knees, I am disabled. Many are older than me living in my area too.
- As a 74 year old woman with mobility problems I would not be able to do certain things myself, such as repressurising the boiler and bleeding my radiators. I do minor things myself but would have difficulty doing everything expected.
- I just think its all confusing. Its also making it worse for older people to keep changing things. It's only good for one party. It's the same as keeping changing the boundaries and areas to suit whichever party is in power. Derbyshire was a lot bigger than it is now.
- I do not agree to the rent increase.
- As a new tenant it's a bit annoying that everything I was told is now being changed, it must have been in the pipeline.
- I don't think this is fair! A lot of people can't afford to do repairs and it's not fair about stopping rent free weeks either.
- It is a little worrying on the proposed changes to repairs where the council are asking tenants to do minor repairs.
- Why change a system that has worked for years?
- All proposals are unfair and will cause nothing but hardship and misery. I am now paying my water to Severn Trent, I only pay £42.48 per month for bedroom tax. Why on earth do I have to pay full rent whilst waiting for my new benefits. My benefits are already paid in arrears so why am I in arrears again.
- Why do things have to change, more and more people will end up homeless
- No way we can adjust to these changes and manage these changes alone.
- I think the changes are totally unnecessary, I think the £1 reduction in rent is being used by the council as a way of getting away from their obligations. With better organisation and efficiency there would be no need for these changes.
- Disagree with all proposals.
- Worried that the changes will cause problems and cost money that will also cause problems. Why not carry on working out water rates as before, instead of individuals having to deal with the water board themselves. Charge rent to cover costs and keep benefits as now.

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Comments about proposed changes to rent payments

- Why should people who pay full rent and have not benefits be penalised just because of the introduction of universal credit - just change it to suit them! I think CBC should be helping those who pay their full rent on time each week and give a choice of either 48 or 52 week payments. We are a hard working family and get no handouts. The 48 week payment system helped us to budget, especially during December.
- Apart from the rent payment change, the changes seem sensible and practical. I only hope that if I ask the council to carry out a repair that you do not charge a silly price putting old age people like myself in an unsafe position.
- Leave the rent as it is. You do the repairs, think of health and safety.
- I think the rent situation is weird as I pay rent out of wages so I am disadvantaged.
- Not happy with new proposals
- Yes why do people that do not get credits have to change? We look forward to our free weeks rent. I would like it to stay on 48 weeks.
- Don't like changes in water rates and rent changes
- We would like to carry on with water rates and rent to the council as usual.
- Do not agree with the rent proposals unless a reduction in weekly rent is administered to compensate for the extra weeks. We should not be made to pay for people who are on benefits. We work extremely hard for our money.
- I personally do not earn enough wages to pay full rent etc but this is not fair on the working people who do pay full. They rely on the rent free weeks. I don't agree.
- I do not agree with tenants having to be responsible for paying their own rent due to universal credit. I think this will encourage more rent arrears.
- Just about rent, why take it off everyone? I work full time, never missed a payment of rent. So why are you taking the free 4 weeks off people who work? This is not right or fair.
- I think changing the rent from 48 weeks to 52 weeks is absolutely disgusting. So because people are on benefits, working people should be made to pay more each year? This to me makes me feel as working class people are being punished.
- Regarding the changes to the four weeks free rent, I think this may cause some hardship in families on low income. These free weeks may enable a family to purchase something they otherwise may not be able to afford, especially the two weeks over the Christmas period.
- Will I pay for water? Remember there are four weeks a year when I don't pay any. It needs to be paid weekly, as now, and at a pay point.
- I would like the rent to stay as it is as I see the 52 week proposal is for people on universal credit. As for 52 weeks, as long as you are paying the same as for 48 weeks.
- I object to the fact we have to lose the 4 weeks free rent, just to oblige people on benefits, the council know they will get their money and it will not get everyone in arrears. Workers such as me are always having to pay just to support people who can't get a job or don't want to work.
- The scrapping of the free rent weeks is disgusting, that money comes in handy especially at Christmas. If you must why not just scrap the April and August weeks and leave us the two Christmas weeks? Totally scrapping all four is a real kick in the teeth for people alone and on a low income. It's not acceptable.
- Don't agree with rent free weeks being taken.
- If there is another government in before 2020 will these proposals still carry the switch from 48 to 52 weeks, will it still have universal credit benefits paid every month. If it does the universal credit benefit the benefit will still be paid every 4 weeks so it doesn't make any difference apart from water rates, how will they be paid for, what method are they?
- As a tenant of over 45 years I think the change to 52 weeks is wrong even though most of my rent is paid it was nice to have the extra money for a short time.
- Don't agree about 52 week rent, I look forward to Christmas. Don't agree about doing repairs, I'm disabled and can't do it. I want a joint tenancy with my wife ie not a lodger. Don't know why you ask these questions as you will do as you please regardless of peoples opinions.
- I don't think they should change the rent free weeks. Why does the water rates have to be paid

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- separately when always paid with rent. I have been waiting 16 years for a new roof.
- Disappointed that there will no longer be four rent free weeks and that water rates will be a separate bill.
- Why should people/tenants not claiming any housing benefit be punished by having to pay rent for 52 weeks per year? We should be given the rent free weeks as a bonus for actually going out to work!
- The 2 free weeks at Christmas has always been useful. A 30 day wait for repairs that the council deem non-urgent is also not a good idea, especially to older tenants.
- Yes it is disgusting that you are taking away rent free weeks.
- I liked having 4 weeks when we didn't have to pay. Xmas mainly, but I also see why you are doing this.
- I do not agree with the changes from 48-52 weeks rent year we would prefer to pay our rent as we always do.
- I am surprised that the council has rolled over and agreed to Severn Trent Water's proposal, simply overcomplicates it for older people.
- If you take off water rates what's to stop them charging what they like and what can anyone do about it?
- Only time will tell how the changes will work.
- It is easier to pay at the post office as we do, so if a card for water rates and another for house insurance or anything due to you would be ok due to our old age and infirmities.
- Prefer to pay rent over 48 weeks, it is nice having rent free weeks over Christmas. I understand why the council wishes to do this, however doesn't help my family.
- I don't agree with the 52 week rent year.
- Yes, I can't find anywhere where it states weekly rent will be reduced as it's being paid now over 52 weeks instead of 48 so surely we should have a rent reduction?
- I agree with repairs and maintenance changes but do not agree with switching to a 52 week rent year. I feel that as a hard working family we are being punished for those who do not work and for a failing welfare system.

Concerns about payments, arrears and debt

- I do not receive universal credit and do not think I ever will so I do not think I would benefit like many others at my age. I am 64 years old so I am in another category!
- Not sure about some of the proposed tenant payments as regards older people.
- What a terrible idea paying the tenant directly!! Absolutely ridiculous! Tenants will most likely be spending their rent money and end up in arrears with the council. All round bad idea. More people will be homeless = more crime etc.
- If low paid workers are paying 4 weeks extra rent does this mean the working tax credits will go up to cover it? Or the amount of hours before you can claim will go down to cover the £412 extra a year? Is there a Severn Trent Water office in Chesterfield I can pay my water rates to as I always pay cash! I am a secure tenant - does this mean even though I was a tenant before 1 April 2017 my children have no right to succeed to a tenancy after my death?
- Will water rates rise once severn trent water takes over collection of water rates? My wall is regularly damaged by teenagers, whose responsibility will this be? 'No heat from one radiator' to be fixed within 30 working days seems an excessive time to wait.
- Will one still receive a rent payment calendar leaflet? Will one receive a rent payment plastic card and a card for water, i.e. 2 cards?
- Good, but council tax should be reduced to a much lower payment as I'm on £136 every two weeks and I struggle on that.
- I don't want the responsibility of having the rent paid to me and want it paid straight to the council.
- We would prefer to pay for the rent and water together because it is more convenient for us.
- Will it affect my benefit payments as I don't want to get rent arrears.
- The rent - how will it affect me with my benefits?
- i pay £80 per week rent, yet on my close a lady pays £10.50 that comes to me paying nearly £350 a year more, she will pay the £42 more. To me this is not right, we have to pay more for benefits and people in areas there must be some other way.
- Sending the rent money to the claimants and expecting them to give it to you is just ridiculous, it will just cause more homelessness in the long run.
- I am on pension credit and claim housing benefit and council tax, do we get back the 6 weeks rent

Q1: A summary of the proposed changes to the tenancy agreement is attached. Do you have any comments on these proposed changes?

money that you mention it takes 6 weeks and we have to pay fuel rent then and after of course and the changes you make are great ones.

- I am concerned as I am currently on ESA and do not want to have rent arrears.
- A good idea to have a separate water bill, as with gas/electric, you can pay for what is used and will be beneficial for myself.
- Find a bit hard on ESA but all in all no complaints.
- If tenants are given cash to pay rents instead of just a reduction in rent as they do now, some will spend it on things like tattoos or a night out. You will spend more money chasing rent and rates.
- Concerned about my rent or council tax going into arrears with this near universal credit being introduced, with it being six weeks in arrears.
- No, but I have a questions, will water rates be going up now it's out of your hands?
- I already pay rent and Council tax by monthly direct debit. Do I have to start again applying for rebate. I don't think it's a good idea for those on social security to be given the money direct and you will lose a lot more money.
- Another retrograde step. It's another pain in the backside. Maybe it will be clearer or would have been had there been details of how the payment of rent and water rates will have to be paid and what provision for such will be available.
- Why is it people working and paying full rent having to suffer and pay for people that don't want to work and pay rent? This new universal credit will only encourage people to spend on other things but rent, so where will that leave the rest: to pay up
- I work part time and claim housing benefit, will the housing benefit be paid to me, like those on universal credit or will it go straight to the Council.
- The water rates being handled by Severn Trent is a good idea. People who are struggling can then ask about the big difference scheme that Severn Trent do. I would suggest that the Council lets tenants know about this. Also for small households water meters are a lot cheaper than rates. You could make tenants aware of this.
- If in arrears do we still keep paying £33 per fortnight
- Common sense should tell you leave the rent as it is. Holiday times certain tenants would fall behind with their rent - past experience should tell you this. As for electrics leave it to the professionals before people are electrocuted or fall off steps. As for paying most people have been squeezed dry.
- What happens in the 6 weeks before new benefit? This will make me in arrears with waiting.
- How do we organise paying rent and water rates?
- I feel that a lot of people will get into rent arrears due to having to pay rent themselves.
- Just worried about paying out water rates and how the changes affect my benefits.
- Not happy with the 4 rent free weeks being removed, what about the working class who don't claim anything and these rent free weeks really matter! I don't feel that it is fair at all and don't personally agree with it. Not a lot of information about the water rate change. Would like more information because yes its another bill, I'm not sure how to pay or the best way.
- Just relating to re-lighting the boiler. If I am shown how to do it when boiler is checked. Don't think it will be a problem.
- We are concerned about getting into rent arrears.
- I like having 4 weeks when I don't pay rent especially near Christmas, more money in your purse.
- Need to think of older and disabled people.
- Disappointed in severn trent water, we find it easier to pay the rates in with the rent but realise it isn't your choice to do this.
- How will the water rates be calculated and collected by severn trent? How will people who get housing benefit's water charges be calculated? What action is proposed for people parking on pathways and worse people driving down pathways to access a lowered kerb? What action will be taken with people who park opposite or in front of driveways? What action will be taken on neighbours who do not maintain their gardens?
- On the money I get I can't afford to pay for repairs.
- Most of the proposed changes are good. I would like it to remain a 48 week year. Also some of the changes to repairs, if it is a genuine accident I don't know if I could afford to pay for them. I pay full rent and my wages may not cover it.

Q1: A summary of the proposed changes to the tenancy agreement is attached. Do you have any comments on these proposed changes?

- Why is it the council are yet again extorting money from the low paid and vulnerable? This is widening the gap between the rich and the poor. CBC already charges the highest rental incomes of all neighbouring councils.
- As someone who will be transferred to universal credit at some stage the word arrears terrifies me. Some reassurance would be appreciated.
- I am concerned that I may run into arrears with my rent, as I currently get working tax credit and housing benefit.
- More convenient to pay water rates with rent.
- I'm 79 years old and don't understand any of your new proposals. If I don't pay water rates to the council by my payment card then how will I pay?
- Just a little worry. How and when to pay water rates. Will we be contacted by severn trent?
- Re: water charges - when we had community heating you were quick to tell us we couldn't have a meter. Could you not tell us if this has changed, save expensive phone calls to severn trent!

Comments in acceptance or understanding of changes

- It will come whether we have a say or not. Don't like changes but I understand where you are with this.
- Seems to make sense
- I understand the reasons for these changes and await with interest to see how things turn out.
- I suppose that the council is in a difficult position with all the cutbacks etc that the rubbish government has implemented so that they must do what they must for the greater good, especially when so many people rip the system off. It's then the other people who need genuine help who suffer.
- I understand these changes have been made as a response to the ongoing government policy of cuts and austerity.
- Most are understandable, a few are concerning.
- I can't understand some of it but I understand the important bits and that's all that matters.
- A lot to digest, but get the drift of your proposed changes
- I understand why you need to make changes
- If the money you get off the government is cut then you have to make cuts in all your departments you have no choice.
- While I understand the council is having to make cuts I am not pleased. This will put tremendous financial strain on me as I am a pensioner - as it will many others. I do not have capacity to do repairs myself and no support to do them.
- Everything changes over time and it all comes down to money so I can understand changes have to be made in all areas.
- We have always enjoyed the so called "free rent weeks" but fully understand the reason for change. Still would prefer to pay water rates to council with the rent.
- I can understand why you are having to do this with the government withholding some money which you need.
- If savings need to be made we just have to grin and bear it.
- We have to have the cutbacks, because of the Government cutbacks to our councils.

Other comments

- My husband and I only moved in on 19th August 2017 so we are new to dealing with aspects of the council.
- I agree with many of the changes but some could cause problems not just for us but in general
- Do I have to resign tenancy agreement?
- As I am a disabled person I depend on a lot of things and services to help me with my everyday life.
- Not sure about universal credit payment when it's a leap year? or 53 weeks.
- Whatever anybody says you'll still go ahead so why ask?
- It doesn't matter what we think you will do it anyway
- 11.7 Vehicles and Parking: "Only you and your visitors must park there." How do you propose to police this? Our main problem is that when Abercrombie School has an afternoon event all the parents take up all the places which can lead to confrontation. Also, those attending college often park in the spaces

Q1: A summary of the proposed changes to the tenancy agreement is attached. Do you have any comments on these proposed changes?

too! I will be glad to hear from you!

- I presume that the changes have already been decided and will be implemented anyway. This has the feeling of just a PR exercise to say that tenants were consulted on the changes.
- Just have to go with the changes that's how things are now nothing we can do about it.
- Trusting in joint tenancy the continuation will be straightforward for the surviving partner when one dies
- It looks to me that it will make the poor poorer and the council cut their work force down.
- I have read the proposed changes to the tenancy agreement. The document is easy to read and refer to if needed.
- Will my length of being a tenant change? Would this affect my right to buy in years I have lived here? I.e. will my new tenancy continue from the date I moved in?
- Almost 86 years old, don't care.
- Yes I have comments on the proposed changes to legal rights of secure tenants. I think it is unfair to propose changes to legal rights and backdate it to April 2013. It should have started with the proposed date or the date it will be implemented.
- This will cause an awful lot of hardship, worry and distress to people like myself.
- The water rates which the council will no longer be taking on behalf of severn trent water does not concern me as long as we are not paying more.
- No changes
- So the council are taking even less responsibility are they?
- They don't seem to benefit the tenant
- More information on how to set up water payments would be useful.
- If tenants damage property then they should pay, people who don't damage them should not have to pay
- Actually why do CBC always use the best quality premium paper? What an utter waste of tax payers money. Shop around.
- The overall tone is patriarchal and is reminiscent of institutional living rather than adult independent tenants. What is the specific problem with plants in communal area balconies, hallways, landings? Quiet enjoyment!
- I agree money has to be saved but a minority of tenants will abrogate their responsibilities and these will have to be watched carefully and evicted if needed.
- Building new homes is all fair and well but not at the cost of us, paying your wages every week.
- Re section 5-5.2, we have paid to have our lawns mowed by a private gardener for the past 18 years so has our neighbour, we find it rather baffling for the council to say gardens must be cultivated and kept tidy (which we have always done) and yet we have gardens around us where tenants who rent and are young, that look like a jungle, they are so overgrown, the council were aware of this yet failed to do anything, this was even on the old agreement. If you make rules, apply them.
- You talk about rubbish being cleared around the property, the fact is your workmen do not clear their rubbish. Your warden promised so much and only one thing has been done. Nothing happens between 9am-5pm so you do not correct any misbehaviour of both human and criminal conduct.
- Need it to be explained more fully
- Not really, I live alone but try to do as many things myself.
- Is long winded, needs to be in plain English and relevant. Needs to say what difference is in changes document. Mobility scooter clause in communal areas - Council needs to have arrangements for storing scooters if not allowed to put them in shared areas.
- I do appreciate that unnecessary damage is caused to properties. I'm afraid that will always be the case, as to whether monies will be paid for these damages will be another story. There is also genuine people who do respect their properties and don't have any families or money to help them. How do we cut out the wheat from the chaff?
- It appears most of the tenancy agreement is the same as before. As I am sure you are aware that there are tenants that obviously did not read the first tenancy agreement that they were given.
- Yes tried to get house insured, can't as only got 1 socket in main room. Needs a double socket, told you can't have one as should have been done in 2009. So whose fault is that?
- If your current tenancy agreement is for life does this remain the same when the proposed changes have been implemented?

Q1: A summary of the proposed changes to the tenancy agreement is attached. Do you have any comments on these proposed changes?

- Why did I read about the changes on facebook/newspapers first? Surely the tenants should have been the first to know?
- It's alright you wanting to have appointments for repairs if they come on time. Twice I have had this and they come another day when I wasn't in. Rent - paying 52 weeks mean we are paying 4 weeks more.
- It's not clear for someone who can't read much.
- They will happen whatever we say!
- No, other than you're taking away our free rent weeks.
- The only thing that concerns me is changes to repairs.
- Concern over having to deal with pilot light and repressurisation of boiler as I have a learning disability and do not feel confident.
- Could the water rates go up? All us employed people have to change to 52 weeks rent from 48 because of the unemployed. This is wrong, the extra money over the Christmas period is handy.
- At present my rent direct debit is taken from my bank account weekly. As you are changing to 52 weeks can this be debited monthly?
- I don't really understand why you give me all my benefit money plus the extra that the council give me to make it up to full rates payments. I prefer you keep it the way it is.
- I am disappointed that the council will provide less help and support in the future. I am elderly and disabled and need help when things go wrong. I don't know how to do most repairs listed and it's going to cost me money to get people in.
- I do not agree to all of the changes to the repairs. I think a lot of people will not be able to afford to pay for some of them. I don't have a lot of money myself.
- Money free rent weeks help at Christmas time and Easter and bank holidays.
- The meeting regarding these proposals is on a work day, not suitable for me to attend. There is way too much info packaged in one go to take all in.
- They seem reasonable.
- Just leave things the way they are.
- If a person's dog fouls in a park why is a fine not enough. I don't think they should be evicted for it when a private rented or owner of a home would just get the fine. I know they should pick up the mess but it does seem a little unfair.
- Will rent reduce due to having to do our own repairs and water rates not being paid via rent.
- Gardens - presumably applies to individual properties and not communal grounds/gardens?
- Some stuff makes sense as it is common sense, but also maybe a guide needs to be sent out due to some people's lack of knowledge.
- No comments on changes, however I am concerned if housing services staff understand the tenancy agreement themselves. When in contact verbal statements are said opposite to what is stated in the tenancy agreement eg introductory tenants are not allowed to have lodgers, the reply I received "yes they can, clarification on this please.
- I do not and will not be receiving universal credit so how will I be affected by the rent and poll tax benefits being on only 15 hours per week work?
- What are the time limits to provide investigations to queries and to fix queries?
- The Tenancy Agreement proposal lets down - observantly unaccompanied by a freephone telephone number for non-English speakers.

Q4: Do you have any comments about the proposal to switch to a 52 week rent year?

Comments made by respondents have been themed into categories below:

Q4: Do you have any comments about the proposal to switch to a 52 week rent year?

Comments opposing the proposed changes

- Always been 48 weeks.
- I applaud your concerns and efforts in helping people better manage finances by having a reduced rent over a longer period. However I am dead opposed to universal credit and feel it should not be facilitated.
- I think it is penalising tenants that work and pay for rent.
- This doesn't affect me as I am on benefits therefore it is paid by others.
- If you get ESA you cannot change to universal credit so will we still get help with housing benefit?
- I think we should still pay rent for 48 weeks a year.
- I do not understand how this will help us the tenants in any way, the rent free weeks especially at Christmas, help massively. I think this is only going to make things harder.
- I am on the dole so would like this keeping.
- I would like it to stay as it is
- We have always had rent free weeks as long as I can remember - I got my first council house in 1988 and have rented from the council for most years from leaving home at 18.
- Stay as it is
- As we are OAPs that have never claimed any benefits I don't see why ours needs changing to accommodate the people that do claim and don't pay rent or council tax.
- As a single person on universal credit I understand why this is to change because it's paid by the government, but I still get into arrears and the four rent free weeks helps me catch up! But knowing some families do struggle to pay the 48 weeks it's just going to get them into more debt, especially if on a low wage.
- This will mean I will have to find an extra £400 per year. Not happy as I am on low income and pay full rent.
- Personally, we like the 48 week payments and find it useful. Although it is the same amount annually it can feel like a financial relief not to pay rent for 4 weeks of the year. However, personally, we overpay weekly anyway to benefit from more rent free weeks. Will we lose any of the current rent free weeks when the new tenancy comes in? I cannot get my head around and do not understand the benefit of 52 weeks regarding the universal payments. I use my weekly tax credits to pay rent. All I can work out is that I will be in debt if they are paying 4-6 weeks in arrears.
- We should we all lose our rent free weeks because the council wants to make the tenants pay rent all year, when the tenants are used to having free weeks to help them out.
- Is the rent spread over the 52 weeks the same amount as 48 weeks?
- Yes leave it at 48 weeks for people not on benefits.
- Yes, I pay full rent and don't see why I have to give up my four weeks rent free, because of benefit payments. Why change the way you are paying it to them now?
- Think it's not fair for the tenants that pay full rent. People on benefit fair enough, that's if they're going to pay it.
- Yes it means paying longer.
- We rely on the free rent weeks to pay towards electric bills.
- Will be helpful for people claiming the new benefits.
- Although I understand why the proposals are being considered I find this information frustrating and upsetting. My bills are constantly increasing and as someone who worked for the NHS I have not had a pay increase for many years. I now have to work 3 jobs over a 6 day week to make sure I can pay my rent, bills and run a car. I do not know where I will find more money from.
- We are happy as it is.

Q4: Do you have any comments about the proposal to switch to a 52 week rent year?

- Why punish everyone because of universal credit? Chances are a lot of people will spend their rent money and the council won't see a penny of it anyway. For years the council have done free rent weeks and some people do rely on them.
- People of low income depend on the 4 week free rent.
- Just the council's way of not giving us free rent weeks.
- Why should people who work lose out on the four rent free weeks? I pay full rent.
- I will miss my free rent weeks. They do help when you are living on your own and paying full rent.
- If this is to help people on benefits because of changes to benefits as money is paid straight to them for housing benefit what happens if they do not budget and spend it? Council will not be any better off.
- I find the 4 rent free weeks extremely beneficial both at Christmas and in the summer when it enables me to have the money for a few days holiday and to have some money for my grandchildren for Christmas presents etc
- I don't like the idea of not having the rent free weeks but because of present economic problems I can understand why the council is considering the plan.
- If people cannot pay 48 weeks rent how will they pay 52!? Christmas will always come first if they have got kids.
- Don't agree with it, don't think everyone should lose out! Working class people are always hit hard it's very unfair. Personally we pay full rent and council tax, for a family of 5 the rent free weeks really matter to us and actually help a lot! very disappointed.
- I don't understand why the majority should be held responsible for the minority and have to pay?
- No because you don't get free weeks renting from other sources.
- Why should we have to suffer who don't get universal credit?
- People won't pay their rent if it is put into their bank to pay themselves.
- The free weeks at Christmas helps out a bit.
- Don't see why we have to suffer for other people.
- Don't agree that we should have to suffer for other people. Except get rid of Tory government.
- I would rather carry on paying more throughout the year, Christmas is nice to have rent free weeks for those who aren't on benefits, I would also like an online account so I could log on and look at my rent details.
- I and others have been made aware of the way universal credit runs its business eg people not receiving payments to pay rent etc for 6 weeks or longer. Recently universal credit is supposed to have bridged the gap. It's stated that until people receive their money they are supposed to foot the bill themselves and many are in great debt. It begs the question why do this especially now when there is such poverty about for many? I don't have any confidence in this happening and I am deeply concerned about going into debt myself at my age. Who does the council tax go to as that has not been mentioned? Have we now two masters or three with having to pay straight to the water board and what do we pay them on a weekly basis? All very worrying!
- I assume the weekly rent will decrease proportionately.
- I do not get any benefit and always pay my rent in full 4 weeks at a time. I appreciate getting the odd free week and know that those on benefits need to learn to budget but that penalises me.
- Not much we can do about it really.
- With the introduction of universal credit for all benefit claimants the proposal to switch to a 52 week rent year must go ahead.
- Why should people who pay their rent on time be victimised for people who don't pay their rent. It is so unfair.
- Don't think it is fair that we have to subsidise people who are on benefits. It has been years just paying 48 weeks, don't see why it should change now
- How am I going to pay rent if the office is closed i.e. easter and xmas?
- Does this mean our rent will be reduced each week to compensate for the 52 week rent year?
- People like myself who don't claim the benefits on their rent should be left alone and get the 4 weeks free.
- It's the council that is gaining not the tenants.
- I would struggle.
- I want 48 weeks left alone
- Think council have had enough out of us guys who pay full rent. We hardly ask council for anything.

Q4: Do you have any comments about the proposal to switch to a 52 week rent year?

- Why change to 52 weeks? It's becoming more confusing to elderly people.
- I do not agree to the 52 week increase.
- Not everyone is on benefits making it unfair to people that actually pay rent.
- The only people this will benefit is the council raking money in from the working classes who rely on the 48 week period so that they can have a break from paying rent so they can give children a happy break whether it is Christmas or autumn time when spare cash can be spent on the family for a change. We feel like the working class are being punished for working while the council are lining their pockets.
- I have never claimed any benefit payments. You state that tenants will be responsible to pay their rent, I have been doing this over the last 50 years and will continue to do so in the future. If you think changing from 49 to 52 weeks will get those on universal credit to pay their rent you are sadly out of touch. I have been in this village way to long and I know what a lot of people will do as soon as they receive their payments, so I do not agree with the change.
- I'm not at all happy about these changes.
- It would be nice to stay on 48 week as it may cause hardship to some other people around Christmas time.
- Do we still have what we pay taken out of the bank, want to keep it like it is, direct debit.
- I prefer things the way they are.
- No because we will not have any free rent weeks
- It's not satisfactory to me because I look forward to the rent free weeks at Christmas.
- Don't agree with it
- The free rents helped for a break or treat helped to buy clothes
- Worried about rent arrears.
- I think it's disgusting trying to get even more money from people who struggle to pay what is required already.
- Yeah it stinks.
- I am a carer for my mentally ill sister and I have more than enough to worry about.
- I am on state pension not universal credit. I prefer 4 rent free weeks especially at the holiday times.
- It won't feel like Xmas without the free rent and you need something to look forward to. 52 weeks is like a prison sentence.
- It is wrong
- This is absolutely no good will factor been taken out by hard line Tory government who wants to take blood out of a stone which us poor people. They get a taxi from 200 yards away from House of parliament paid by tax payers but take something which was a Christmas and Easter goodwill for low earners. Shameful act of Tory party.
- As long as I can keep a check and keep up with paying.
- I would just like to say I think that the four weeks free rent just gives people a bit of a break, mostly those on low incomes and perhaps put that money to other needs.

Agree / no strong opinion / no impact anticipated

- It doesn't really matter much to me, it doesn't make any difference.
- No it's all been explained in full.
- None - insofar unaffected.
- As long as I can keep a check and keep up with paying.
- Not at all it will make no difference to us at all.
- Paid monthly so no concerns
- It makes sense as it's still the same amount to pay yearly.
- Not really, things have to change.
- The same amount of money is paid whether over 48 or 52 weeks so I can see no problems with that.
- Already pay by direct debit
- If it works out about the same money-wise ok.
- I already pay by monthly direct debit.
- This change makes sense as long as payments are adjusted.
- As the change does not affect our annual rent I see it makes sense.

Q4: Do you have any comments about the proposal to switch to a 52 week rent year?

- Should work out better for those going onto universal credit to balance their bills.
- We understand the reason why!
- I think this is an excellent idea now that rents are getting higher and many people are on very limited amounts of incoming revenue to spend.
- No because over the year it will work out the same.
- It makes it easier to understand and work out.
- When this happens it will be better to manage than previous set up. Less confusing must say.
- It seems a logical choice.
- I have no problem paying rent over 52 weeks providing there is a rent decrease as per the proposal as we don't claim housing benefit.
- Switching to 52 week rent year is good.
- I think it is an excellent idea. Always found it confusing before and will help everyone budget better, in receipt of universal credit or not.
- Not worried about that as still paying the same amount over the year.
- If it continues to be paid by direct debit from my bank it won't make a great deal of difference. Does this mean we won't have any free weeks?
- Fine with me.
- Fine
- It makes no difference I shall still pay the same amount each year.
- I understand why with everyone going on universal credit which I am already on with your rent being paid to you every month even when the free rent weeks occurred.
- It's nice to have some rent free weeks but can understand it would be difficult when universal credit comes in. So in a way it could help people in difficult circumstances. But with a 48 week it was nice to have a bit of extra money at times.
- Only if it causes me a problem
- My rent is paid monthly
- As long as we are not out of more money, we are fine
- Better, helps budgeting.
- No change in rent paid each year so why complain. Water rates remain the same too.
- Providing we will not have to pay more as you have said then I do not have a problem with this proposal.
- Agree
- I think the changes are beneficial to all concerned.
- It shouldn't have to make any difference because the amount of rent to be paid is still the same
- Well no, it all gets worked out in the year.
- No problem providing my rent does not go into arrears.
- I don't mind at all whatever you think is best.
- It's okay, it's government forced.

Queries or incomplete understanding of proposal / specific queries / alternative suggestions

- Do not understand how this will affect me financially.
- The only concern I have is rent arrears that may occur through no fault of my own due to universal credit.
- It seems ok. I just don't understand how this will work. There's many stories about tenants owing rent due to delays in universal credit. I feel very worried if payments for rent didn't arrive on time thus sending me into rent arrears.
- Not at all easy for all to understand. What is universal credit does not go ahead?
- By switching to 52 week rent year will this spread the cost and make it cheaper per week?
- It's ridiculous that the employed have to change. Also it's coincidental that it is on November 17 so I won't get my 2 free weeks in December. You should change it when the council tax bills come out! I therefore must be in credit!
- I agree to 51 weeks rent, just 1 week at Christmas.

Q4: Do you have any comments about the proposal to switch to a 52 week rent year?

- Will everything stay the same as before and do we still have the same rent free weeks as usual?
- We prefer to stay as we are.
- This will put me under financial strain.
- Rent free periods are a welcome break - especially at festive periods. Sub-contract workers will not get any wages during these periods.
- My concern about changing to a 52 week rent year is that next year the rents will be increased and we will end up paying more.
- I like to pay 4 weekly so it makes no difference.
- No unless my bank is not aware of such changes and amends my direct debit?
- We would be more than happy to pay for 52 weeks rather than 48 if it meant mum could have her repairs etc done as they are now.
- Need a more detailed reason why
- Can I still pay my rent weekly.
- Yes. As before I assume rent will decrease as we are paying 4 extra rent weeks??
- Will the rent be altered accordingly with the weeks being extended?
- Why can't the council continue to charge the rent over 48 weeks?
- How will this affect what rent we pay a month. Surely it will decrease if spread over 52 weeks instead of 48?
- When does it start, this year or next?
- I don't agree. But 50 week rent year wouldn't be as bad and to have Christmas and new year rent free as it would help a lot of people close to Christmas.
- I am on benefit but not on universal credit yet and rather when it comes into force to have a way for the rent to be paid to the council, I know I will mess up if it's paid to me.
- When will mine start? I'm on ESA. Give people a rent card to pay at a paypoint or post office as well as in office or direct debit. And make sure people get discrepancy fund for arrears.
- Does it affect my direct debit?
- What about council tax, do we pay the same way as now?
- Does this mean that we do not get free rent weeks anymore? Is it to help people with universal credit because we used to get 2 weeks free near Christmas to help us at Christmas, doesn't that apply anymore?
- Could you please confirm my situation as a pensioner, my 4 weeks free rent.
- I presume payments can be made by direct debit, is this still the case?
- Is this change just for people on universal credit? For us that do work and get paid monthly this will be a pain. I pay 4 weeks rent every month. These changes would mean a 5 week payment every 3 months.

Comments about negative impact on certain groups

- You're penalising people that work. You're quick at sending letters when you miss a week's rent.
- Yes why should people who pay their rent on time be penalised for those who do not?
- To me, impractical, I am paying 52 weeks rent as the so called rent free has been adjusted to make my rent per week £84.63 so there is nothing called rent free to me. If I will agree then my rent per week has to be £78.12 ($84.63 \times 48 / 52 = £78.12$)
- Yes, don't understand why full paying rent tenants have to change.
- I think it should stay the same as it can confuse a lot of people also people who don't understand
- This is unfair to people/families have to pay an extra four weeks rent due to so many not working. I myself pay full rent, those four weeks helped us manage other things.
- I think people who are already in work should not be affected by this change and should still continue to receive four rent free weeks. We should be giving more encouragement to people who are not in work and this is not a good example to them.
- I, as do most pensioners, look forward to the rent free weeks. I only pay council tax so not to worry.
- Will people on ESA still have housing/council tax benefit paid?
- Again, working people (not on benefits) are penalised. I personally prefer to keep the rent free weeks, extra money at Christmas and holiday times. We never get taken into consideration.
- For those not on benefits and paying for rent etc they lose their 4 weeks free rent. Are there any proposals to compensate us and reduce overall rent??

Q4: Do you have any comments about the proposal to switch to a 52 week rent year?

- The switch should only apply to those on universal credit. This switch should not apply to all tenants.
- Shame law-abiding tenants have to change for non-payers

Concerns about payments, arrears, debt

- People will get into debt.
- No only with the government disaster over universal credit, which means debt inflicted on the individual through no fault of their own.
- I strongly disagree with the proposal to switch to a 52 week rent, us hard working people who pay rent on time and are not in arrears look forward to our rent free weeks to help with our bills. Cost of living is increasing fast and it is harder each week to pay our bills, but food on the table and clothes on our backs. So we look forward to our free rent weeks to help us out, why should we be penalised for others in arrears or on housing benefits for this change.
- Not only that once the change on benefits happens, do we get time to pay our rent once we get the new benefit as not everyone can afford the rent until we get the new benefits.
- I understand the reason behind it which is to accommodate universal credit. I am against universal credit being introduced but understand the council has no choice. The two free rent weeks around Christmas, a lot of people rely on them to get them through xmas. This change will create it's own problems!!!
- If universal credit is paid six weeks in arrears then people will still be behind.
- This is going to cause more hardship for people on benefits, especially when universal credit comes into force, can see the reason why you want to go to 52 weeks, but still don't agree.
- Due to me always paying my rent and being in front with payments, plus I always pay a bit extra to ensure I pay my Council Tax as well. I think my water rates were included in my rent but when the changes begin I will pay my rent to the council then pay my water direct to Severn Trent.
- I know you will pay less but I think people would like the free rent weeks to look forward to each year at Christmas.
- As I do not claim any benefits at all I look forward to the rent free weeks as they help me to buy the things I need without going into debt.
- Only that low income families find that at Christmas when money is tight the two rent free weeks helped them out.
- I would rather pay the current rent, have four weeks rent free. This will be a help to me, especially at Christmas.
- It will cause some confusion for the first year, people on universal credit will probably still be in arrears anyway.
- Why should we have to pay an extra four weeks rent and still have to pay for repairs.
- I disagree with the proposed switch. The rent free weeks we have now helped budget for holidays etc.
- I see the proposal to 52 weeks as just another way for the Council to extract more money from tenants. My benefits are already paid in arrears so why should I have to be paid more in arrears? This proposal will get myself and most tenants into debt.
- As a "jam" just about managing by switching to a 52 week rent year will make Christmas a difficult time for us. We rely on the rent money to be able to afford any extras and presents. We work hard all year with hardly any extra at the end of each month to be able to budget for Christmas.
- It won't matter how many weeks rent is charged some people will still not pay rent on time as UC means many will be worse off.
- When you are a pensioner on a fixed income having these free weeks at holiday time gives you a little extra to play with for a bit more food which is nice not to have to watch your cash.
- Where would I get money to keep paying full rent when my benefits would be stopped? All I would achieve by this is debt.
- This is absolutely no good will factor been taken out by hard line Tory government who wants to take blood out of a stone which us poor people. They get a taxi from 200 yards away from House of parliament paid by tax payers but take something which was a Christmas and Easter goodwill for low earners. Shameful act of Tory party.
- What are we getting in return for losing 4 rent free weeks?
- It's very nice to have the free rent system.

Q4: Do you have any comments about the proposal to switch to a 52 week rent year?

- I am a single mum with not much money
- It will affect me financially.

Other

- Why?
- Although my husband is receiving ESA and PIP due to him being unable to work, he had a stroke on 23rd October 2016 and cannot use his left arm. and left leg, we have not claimed any housing benefits because we have money from the sale of our house, we will carry on paying the full amount of rent.
- I pay my rent.
- We are not on universal credit.
- Please stop sending correspondence out on highest quality paper eg this form. Keep costs down.
- It should be optional like Council tax can be 12 months if you request it.

Q6a: Any other reasons why the proposed changes to repairs and maintenance arrangements would cause you concern or difficulties

Q6a: Any other reasons why the proposed changes to repairs and maintenance arrangements would cause you concern or difficulties?

Concerns in relation to age, health and disability

- In my 98th year
- I have arthritis of the spine which impedes my mobility. I am only receiving pension credit so my income is very low.
- I am 72 this year and cannot change the lighting which I have.
- I have cancer, also have eye problems and don't see very well.
- I am deaf and partially sighted and this would mean extra costs to me which i might find hard to afford due to my limited income and inability to see things clearly. I rely on the council for this.
- Disabled and all would cause stress.
- OAP
- Kidney problems, heart problems, on kidney dialysis.
- I am 95 years old and unable to do any repairs.
- 88 year old disabled widow, unable to do anything without carers, consider my welfare/safety will be compromised.
- Mobility issue and age.
- At my age, do not like change
- Partially sighted, osteoarthritis
- Only if the disabled tenant was on their own (i.e. partner/carer unavailable at some point eg hospital admission)
- Mental health
- I think the elderly and disabled would not be able to do the repairs and would be concerned about who to ask and price.
- Various health problems.
- Arthritis
- I am 100 years old and struggle with hearing and walking
- I am on my own and have been surprised to find that decisions, responsibility etc becomes harder as I get older.
- I am not in great health and disability makes a lot of things hard for me to do.
- Because to elderly to do it herself, lives alone.
- My wife and I are old age pensioners and would be unable to do any repairs due to old age disabilities such as poor eyesight and movement.
- My disability and health give me concerns
- How does it affect an OAP on basic state pension with physical complications, who suffers anxiety, loneliness and isolation, which becomes more pronounced every year that passes.
- I suffer from spondylosis, I do not have the physical mobility to bend, stretch as required for this type of activity.
- I have learning difficulties, reading and writing, don't understand very well and I have some fits sometimes.
- I'm also too old and weak, so is my wife. Is there to be an advice department for tenants?
- We are pensioners
- Older tenants, who aren't capable, to do it themselves.
- Have a hearing difficulty and am not capable of doing repairs or arranging for any other person to do so.
- I am turned 80
- I am disabled and on a low income job, it will be hard to repair things.
- OAPs having to possibly climb to carry out repairs is likely to result in falls and injuries.
- Due to my age and health problems I would struggle
- I live on my own at 83 years old. It's too much to do.

Q6a: Any other reasons why the proposed changes to repairs and maintenance arrangements would cause you concern or difficulties?

- I have no problem at the moment because my husband is alive and well, but if on my own I would have concerns. I don't think you've given much thought to how elderly and disabled would cope.
- Learning disabilities and don't understand how to do stuff.
- Retired
- As a disabled pensioner these give me great concern. How are OAPs to carry out/pay for them? Disgusting.
- Due to my health and mobility and disabled son with limited capability some jobs would be beyond us.
- How can disabled or pensioners do their own repairs?
- I am 75 years of age.
- I am disabled
- Just having disabilities and having to wait all that time for repairs could lead to my health deteriorating.
- I am disabled and live alone so would be very worried if there were no repairs available.
- Because I'm an 81 year old woman living alone. My son who would help lives in Germany.
- I have damage to my neck and base on my spine, both hips and I also suffer with chronic fatigue syndrome.
- Age being the main worry about not being able to do things.
- Cannot physically do some jobs and have no one to do it for me.
- We have difficulty climbing steps due to disability.
- We have difficulty climbing steps and have to rely on family to replace bulbs.
- At my age I don't want extra responsibilities.
- 76 year old lady with disabilities.
- Changing a fluorescent tube is impossible for a single 64 year old with osteo-arthritis.
- Our mum has Lewy body dementia so couldn't carry out these repairs.
- We do a lot of repairs already but age and health has curtailed us quite a lot.
- I don't think old age pensioners should be expected to do repairs or pay for them.
- I'm in cancer remission and my partner is severely disabled.
- Cannot climb steps.
- Age
- Dementia and old age
- I am a type 1 diabetic so there are certain things I cannot do eg climbing.
- The age I am (73) and being disabled, and my partner is disabled too, I'm not against having certain things as our responsibility but it's being able to do them and the cost involved to pay someone.
- Wheelchair, bad legs, broken back and COPD
- I am 72 years old in January and would find it very difficult with the electrical repairs, getting up ladders etc also doing the pressure myself on the boiler as it is in a difficult place
- Tenant and spouse over 70
- It's too much now we are getting older and frail.
- I am 74 years old, my health is not good. I am partially sighted, just get my pension.

Concerns in relation to affordability

- Reading all this has now worried me and yes I would struggle with the cost and lack of knowledge.
- If Q7 (pay for repairs service) is put in place then fine, but would still be concerned about cost
- You will find that tenants will miss their rent so they have money to pay for jobs to be done.
- Health and inability is a concern but the council has stated it will take these things into account. Cost would be a concern for us if we had to pay for anything.
- Lone parent shouldn't have to pay. We pay rent that's what it's for.
- I am a council tenant, I rent because I can't afford to do repairs, I am not a DIY expert.
- If repair costs are reasonable
- I am in full time education. I am not financially sound.
- I couldn't afford to do any repairs to my flat as my ESA has had £30 a month reduced from it because I've been put into a back to work group. I'm not going to get any better health wise.
- I live alone and it is a constant struggle financially let alone paying for repairs, surely we are not

Q6a: Any other reasons why the proposed changes to repairs and maintenance arrangements would cause you concern or difficulties?

- responsible as tenants for fixtures and fittings of a property, only if they were broken by neglect.
- You are going to charge the same rent for less cover or work.
- A lone parent and cost issues
- We pay enough rent - keep other costs down by not sending newsletters etc.
- On benefits, it takes out of my kids mouths
- Depending on the price, if it's expensive can we afford it, if not what happens then?
- I have no support to help me make repairs and financially unable to pay anyone.
- Would have to pay for extra repairs to be done.
- Extra cost, council's responsibility. Will be even more difficult to get council to make minor/non urgent repairs.
- I fear this would work out more costly should I require repairs as I do not have the ability to do them myself.
- I am on benefits and state pension and would be unable to pay for any repairs.
- Pension reliant so on a very limited income.
- Already do many of the things, bleeding radiators, bulbs small cracks in plaster etc. But other things like repairing paths, boundary fences etc would cause problems financially.
- Personally think this is unfair as we are getting less for our money. The weekly rent has got higher and now you are proposing to remove the rent free weeks and for us to pay our own repairs.
- I am single Mum with not much money.

Concerns in relation to time

- I am a full time carer for a family member and my husband is away in the week for work. I also suffer ill health.
- I have four children, am a single mother and a full time carer. I also have M.E. and I don't have time to do repairs.

Concerns in relation to lack of skills / knowledge / access to tools

- My husband died on 19/6/17 so I'm on my own. I would find it difficult to do any repairs myself or have to pay as I have a very low income.
- Re-pressurising the boiler could cause a lot of problems and may be dangerous.
- May not know what is wrong with kitchen and bathroom lights and are too high for older people to be safe using steps and working on them.
- Not having the tools to undertake repairs.
- I am an OAP and would not be capable of certain jobs, paying for DIY jobs would depend on the cost.
- I am an OAP and could not do any of the repairs.
- As I am a woman in my sixties and live alone I would be concerned as to how these repairs would be done. I do not have any family that could help and I am not confident enough to do them myself.
- As regards bathroom - non-standard fittings only, all else perfectly understood and accepted.
- We would not know how to do a repair that's why we leave it to the council to do them.
- Some minor repairs could cause problems and lead to major difficulties if the tenant is not properly instructed.
- I cannot climb for high up things.
- We cannot get to the stop tap - it is behind the washing machine. Don't know how to replace batteries in heating controls.
- Housebound with 4 carer visits per day, would have to rely on family to perform repairs etc.
- I certainly think this is a disgraceful idea, a lot of tenants do not have the knowledge in electrics or plumbing to do it themselves and especially the elderly, it would be a health and safety issue.
- I am a single parent and sorting the pressure on the boiler etc is not something I would feel comfortable doing.
- Some bathroom lightbulbs can be difficult to obtain and fit.
- I am a young woman on my own and have never done any DIY.
- Would not know where to start or afford to buy parts, nor do we know any one qualified to carry out

Q6a: Any other reasons why the proposed changes to repairs and maintenance arrangements would cause you concern or difficulties?

repairs.

- I live by myself. I am a pensioner. I would be willing to always pay for any repairs to be carried out.
- I have severe mental health issues which includes severe paranoia. The proposed change to re-pressurising combi boilers causes me particular anxiety, how to do it and if it is correctly done.
- We, my husband and I, are both unable to safely climb a step ladder to reach the light fittings in the bathroom which we have been told are not standard fittings and the Council have to do this.
- Shower tray and waste drainage. Trap to sink and basin damaged, needs replacing.
- I am no builder and plumber and electrician and woodwork.
- Not any good on doing repairs to the Council property
- Dangerous if not done properly - if folk can't afford to pay a tradesman, injuries could occur.
- I am 92 with various health and mobility problems, things like changing light bulbs (apart from the bathroom light which the council fitted) is ok but nothing to do with pilot lights and resetting boilers
- I do not know about electrics, plumbing etc plus not well enough if I did.
- Putting them right if done ourselves could end up costing the council more money.
- I am a woman who lives alone, not very DIY. Not sure what my benefit will be when changed to universal credit.
- If you have to re-pressurise your boiler I would sooner have somebody who knows how to do it.
- It would cause a lot of people distress.
- Lighting, boiler and generally reaching things.
- How can we change bulbs fitted by council in bathroom if they are unobtainable?
- Basically just the boiler.
- Concern with pressurising boiler, the council has done this in the past as we have had problems.
- I wouldn't like to mess with my gas boiler.
- Can change light bulb but not bathroom one. No clue on electrics.
- I have no knowledge or skills for some repairs.
- Having time to do repairs with me working and contacting people to do them for me.
- I am not sure how to repressurise a boiler or relight the pilot light.
- Sometimes you can't buy the same bulb or change batteries in alarms as you can't get them from normal shops.
- I live on my own and I am 89 years old, I have no family around me so I can't call on anyone to help. I don't agree with paying unless it is caused by the tenant.
- I live alone and have no relatives to help.
- I would not feel confident making any adjustments to my central heating boiler.
- Find it difficult to change the kitchen light due to fear of heights and fear of falling due to having brittle bones
- You can't buy the light bulbs used by the council in DIY shops, they are very expensive.
- The property belongs to the Council. Repairs are not the tenant's responsibility. As a tenant I have paid thousands of pounds on home improvements in the garden and on decor already.
- For example I am unable to replace my new light in the kitchen (I was told the council would do), I'm not sure what repairs I would have to carry out ie changing washer on a tap, I have arthritis.
- I wouldn't know what to do and how to deal with repairs.
- Surely it is landlord's duty to keep tenants safe by carrying out repairs to a recognised safe standard.

Concerns about finding reliable tradespeople

- Finding reliable tradespeople for small repair jobs is almost impossible.
- Being 92 years of age and living in council property all my life the change would mean me finding a trader to do my work or my family having to use their time to do it.
- I would have to pay a professional person to do the job.
- I will have to get people in. I am worried about the cost and being taken advantage of. I am elderly and disabled and have enough trouble making ends meet.
- Not everyone has someone who can do jobs for them.

Other comments

- Sounds like the council are going to repair all the important major repairs. If it's something you've broken on your own doing then yes people should look after things and be stricter with children.
- After paying rent for 40 years I think it's disgusting to ask.
- As my husband and I are getting older we don't like changes which can make life difficult.
- Leave the same as always.
- Responsibility.
- If I was given adequate time of repairs etc ok, as I have had a stroke a few years ago and I am recovering from a cancer op.
- Council properties should be repaired by the council in rented properties, not by the tenants.
- It would cause confusion.
- I always do my own.
- I always try to maintain my home myself, to the best of my ability, I have osteo in my spinal cord.
- That is your job
- Repair responsibilities should be down to the Council
- We live in a block of flats, if we start sorting jobs out ourselves like the ceiling, there's a possibility we'll cause damage to upstairs. Also, the drains, does this mean we go to all the flats.
- My bungalow has got a lot of subsidence would I have to pay that myself.
- Paid for all repairs on my property until 2011 then asked council to do, fitted cheap shower, had to go out and buy one.
- As a landlord it should be your responsibility to do repairs not ours. If we wanted the responsibility we would buy a property!
- Single parent
- I don't have my husband anymore who would rather do the repairs himself.
- I am not badly disabled just have to have a stick to help me walking, if it was a big repair I know the council would do it for me
- Depends what it is to repair.
- This is fine as long as everything does not get blamed on the tenants.
- I have an 8 month baby
- Legal definition of 'repair', amongst others, indivisible by lawmaker into 'minor' or 'major'.

Q9: Do you have any other comments in relation to proposed changes to the repairs and maintenance service?

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Comments stating preference for current arrangements

- What's wrong with what we've got now?
- I am happy for the council to do any maintenance and repairs, would like it to be the same service.
- At the moment the repairs and maintenance service is very good with no problems.
- The system is working and should stay as it is, we cannot afford to maintain a house which is why we are renting.
- All repairs from council must be maintained.
- Yes, keep the status quo. Rents rise every year and yet wages do not. Find ways to cut costs such as no pointless newsletters on premium paper. Nobody I know reads them.
- Keep everything the same, so many people are not for this, especially when they have been a tenant for years.
- I thought that in rented accommodation it was the landlord's responsibility to do repairs unless the tenant caused the damage.
- The council has told me in the past not to do any repairs to my home myself.
- I've always been satisfied with the system as it is now.
- Why change things when the appointment system is working already? I think 30 days is too long to wait for a repair.
- Poor decision
- The changes are too severe.
- Overall an ill thought out proposal.
- I would like it to stay as it's always been.
- This is a perfect example of 'abuse of discretion. 2. Council welching fail to honour obligations. 3. Case Law- Regina v Tower Hamlets LBC 1988. Viewpoints - social blunder faux-pas. 1. Show housing Manager's false step.2. Council in despair - up the creek 3. Erudition by target language.

Concerns about timeliness / urgent repairs and outstanding repairs

- Depending on repair and how urgent. Path reported still needs doing.
- Sometimes it is weeks before someone comes to see the reason i.e. hand rail in the front, I haven't seen anyone or had a letter about this since it was inspected in May. I have referred this to councillors who called on 21/10/17. The posts are rotting. Also a sprinkler in the kitchen needs attending.
- You should not wait till 30 days to get your repairs done, you should get seven days to do the repairs.
- The repair service depends on the amount that would be charged. 30 days for repairs can be a long time depending on what wants repairing.
- Should be done sooner than 30 days.
- Although I have said yes to routine repairs being carried out within 30 days, some repairs if not dealt with can turn out to be major. Hope the council will still respond to a call and make a decision as to whether the repair is routine or needs urgent attention.
- 30 days is a long time to wait for any repairs to be done.
- Just depends on what repair it is, some need doing before 30 days.
- Why have I waited 2 years to have my windows sorted from condensation? They were measured but never changed.
- Some repairs need attention before the 30 day period.
- Usually if I request a repair it's because it needs to be done. Having to wait 30 days seems a very long time. Being disabled and having numerous health issues.
- Small repairs become big if left too long.
- I think an appointment system is a good idea as we do not have to stay in 24/7 wondering when the repairs are going to be done.

Q9: Do you have any other comments in relation to proposed changes to the repairs and maintenance service?

- What do you class as an urgent repair?
- Getting repairs done quicker will be better.
- Hard to answer as we have always had a great response time and work done within the 30 days.
- As a carer, extending the time to 30 days could cause complication if we needed council assistance.
- Repairs should be done as soon as we phone up. We pay the rent then it is your responsibility to maintain the houses. I can see the houses becoming a mess as people won't do the repairs.
- If it means not waiting a year for the roof to be repaired like we had to.
- It is ok as it is. A few weeks ago my boiler stopped working. It was only the on/off switch which took 5 minutes to fix. In future will I have to wait 30 days for heating and hot water?
- Repairs get reported about rain water in our front doorway coming off the guttering. Must be about two months ago, not heard anything.
- Yes I can do some repairs myself but more serious ones should be done by the council and more quickly, not having to wait 30 days.
- I have had problems getting a repair done to the water pipes at our property for some months now, so I don't expect any changes there.
- Waiting on a 30 day period for repairs is rubbish. Making an appointment to suit the tenant is good but the timescale is bad if you have a leak or electricity is out and we have to wait.
- 30 days is unacceptable I feel the time to repair should be based on what is priority. For instance sending numerous inspectors to view a front door before repairing when the front door didn't lock properly is unacceptable. This resulted in calling the emergency repair line as the door wouldn't even close.
- I am still waiting for repairs to my kitchen floor and living room window to be completed and have been waiting over a year so not sure you would be able to stick to agreed times.
- Council too slow to respond!
- At this moment in time I've been waiting for a few repairs to be done, and nobody has come out or been in touch, will this still happen, and will my repairs I've been waiting to get done still happen?
- Repairs need doing as soon as possible after reporting them. If not the fault could get worse and therefore could cost more to repair if left a long time.
- The length of time given for repairs depends on the urgency of what the repair is.
- I reported condensation in my double glazing over 5 months ago, this matter has still not been looked at so I concerned you will not meet a 30 day target.
- What length of time before no urgent repairs are carried out? I have been waiting three and a half years to get my window repaired. Three times they have been and measured it, but no repairs. This is a waste of time and money.
- As long as emergency repairs continue to be carried out within 24 hours and priority repairs are historical time frame we should easily adapt to the new system.
- 30 days without heat or light (or potentially) a shower is too long.
- Sometimes it takes months or years for a repair to be done, or it doesn't get done (eg radiators not working).
- They could be better at repairs, I am still waiting for some repairs and have been waiting for two months for a fire in my home.
- We are expected to pay our rent/council tax promptly so we should therefore get our repairs done in the same prompt manner.
- I do a lot of repairs and you have to wait for repairs anyway so not a lot of change.
- Give a certain time to people who want repairs done.
- All repairs are an emergency
- I have been waiting to have repairs done to my outside wall on the house for an eternity. Two inspectors have been but no response.
- It already takes a long time now, so it will be longer in future, not good.
- I have been waiting for six months to have two locks repaired on the side door.
- Still waiting one year later to have jobs done
- All repairs should be with an appointment.
- Still waiting to hear about repairs to my windows since 6th feb 2017. Rang several times, still not been done!! Most recently rang 10/10/17, said someone would get back to me - still not heard anything!

Q9: Do you have any other comments in relation to proposed changes to the repairs and maintenance service?

- As long as you would give a time when you could come and fix it i.e. morning or afternoon.
- I'm not sure what the time was before for a repair to be finished. I reported the asbestos in my house at the start of the year after it was missed...twice! Still hasn't been sorted.
- I am the only bungalow along our street who has not had a new kitchen. It was "fixed" when we moved in about 10 years ago and I have had to have drawer fronts stuck on and cupboard shelves almost cemented over the years.
- I have been waiting 1 year for ceiling to be repaired as there was a burst pipe and it brought down a good part of the ceiling damaging the cooker which I have replaced. The ceiling isn't hurting anything but it has been a year.
- I am still waiting on my kitchen and bathroom refurb.
- You are not considering the age of your tenants, some repairs can't wait 30 days.
- I feel that for some repairs that are considered routine the wait is too long.
- If the repair means that I would have to wait longer to use something then it could be detrimental to mine and my spouse's wellbeing.
- As long as the job is done in a reasonable time that's all that matters.
- Some repairs are urgent especially when you have disabilities like needing hot water/ heating for health reasons.
- If a repair is needed it should be done as soon as possible not done when the council deem what risk it is.
- Depends on the repair, 30 days is quite a while to wait for something to be repaired. Don't have much luck personally with council repairs, reported my front door in June/July time, still waiting for an inspector to look at it.
- I've been waiting 3 years for my gutter to be repaired. Drips straight down in front of the front window and makes the wall damp.
- If using other services you need a quote before the job is done. Obviously time scale for the job depends on the urgency of the job.
- You are not doing the job now, so I expect it get worse. You can't even keep the estates clean, except around the main roads.
- 30 days is too long.
- To offer later appointments as I don't finish work until 6pm.
- Some repairs need to be done quickly for some people as a necessity, Disabled people cannot do their own repairs easily. Also climbing to change light bulbs is awkward and dangerous for some people.
- I suppose if we paid for repairs would we have to wait 30 days?
- I feel that for elderly tenants 30 days is too long to wait for repairs.
- Sometimes we have cancelled appointments for the repairs team and they do not come.
- I think you need to understand that we are not well and my husband is 80 year old in Jan, neither can climb to do repair work or bend to do the same. My kitchen floor is in a bad state of repair. Inspectors have seen it many times and done nothing. Walls are damp but inspectors just make excuses.
- It looks like the council is trying to sell insurance to cover it's own responsibilities. It looks like privatising the council service. 30 days is too long to wait for a repair.
- Well it took from May until 27/10/17 for my repair so 30 days would be a bonus.
- You can't say or judge from a phone call. You can't even sort existing problems out, inspector basically fobs you off with excuses.
- Evidently this is because the current time scales are not being met. You state that routine repairs will be downgraded to a 30 day timescale. According to your paperwork this is not the case, as some urgent repairs and priority repairs are being vastly downgraded also. Will a repairs service be value for money for the tenant? Or a profit maker for CBC?
- So much depends on the urgency of the problem.
- Some repairs will be ok making response time longer but some need to be done quicker. This process must have some agreement on both sides.
- I have been waiting months for window replacement in the kitchen and bathroom, pools of water on sills. Front door is swelling because of water inside so making it ill fitting, it is so cold.
- 30 day appointments can be very difficult to commit to if people have work/employment commitments.
- I have been used to such excellent service from repairs during my 13 years tenancy. 30 days seems

Q9: Do you have any other comments in relation to proposed changes to the repairs and maintenance service?

like a long time to wait.

- It would have to depend how much we had to pay for repairs at the time and what repair it was as neither me or my sister are very tall and we possibly wouldn't be able to reach it anyway.
- But what if the repair is an emergency
- The 30 days is ok depending on the repair. As far as the cost is concerned it depends how much it will be as I am a pensioner on pension credit.
- Some repairs I feel should be carried out asap eg first floor flat - no lock on window - 2 kids who can open it!
- 30 days is far too long to wait depending on the deterioration of the repair in waiting too long.
- Maybe yes, depends on how urgent the repair needs doing.
- I am concerned if the repair is urgent 30 days is too long.

Comments about responsibility for repairs

- Most council houses already have outstanding repairs and this means everything becomes the tenants responsibility. In private sector rentals repairs are the responsibility of the landlord!
- As we don't damage our home and look after it to the best of our abilities I will not be held financially responsible for repairs that is partly what we pay rent for having never wanted to own our own house for that reason.
- If a repair disturbs something that needs doing afterwards like decorating, the council should do it. If a job's worth doing it should be finished off. It's not the tenant's fault it needs repairing.
- Surely allowing tenants to carry out repairs could cost the council more in the long run. If when a tenant leaves the property and shoddy jobs have been carried out you would have to put this right before allowing another tenant to move in.
- Pay enough in rent, the house belongs to the council so they should pay for repairs. If I wanted to pay for repairs myself I would have bought my own house.
- I thought that was the whole point of living in a council property, if I would have wanted to pay for jobs done I would have bought a property.
- If you are getting 52 weeks rent it must pay for some repairs.
- Repairs should be done by the council. I can't afford to pay for any, as I said I'm on a very low income.
- I think the tenant should be able to expect repairs by the landlord to be included in the rent.
- Repairs and maintenance as a tenant are down to you because as a tenant we pay full rent. Repairs and upkeep are your responsibility.
- The council propose to have tenants pay an extra 4 weeks rent then the tenants have to pay for their own repairs or pay the council to do the work, I thought this was what we paid rent for in the first place. If tenants have to fund their own repairs then rent should fall to cover the cost, it's not just the council who are short of money.
- As landlords, any wear and tear should be fixed at your cost. Any repairs caused from breakages and not looked after then should be tenants responsibility. As stated previously, our property was not up to standard on moving in, how is it fair to then expect us to pick up the bill?
- I understand with repairs, but some things should be your duty. Charging for some repairs seem unfair, when some will struggle with costs.
- It's ridiculous, if tenants have to manage their own repairs and why is this not reflected in rent decrease, same rent but less services - it stinks.
- I understand if tenants or people who don't care cause vandalism but not wear and tear. As these buildings are old which wouldn't be fair.
- Don't really think we should do the repairs especially if it's a big problem.
- We pay our rent as always and on time so council should do repairs.
- The proposal for tenants to sort out their own TV outlet and telephone outlet is I think a little difficult. Fair enough if people have broken it intentionally, it's their responsibility but if not this may be difficult as not every company will sort things out in council properties without your permission.
- I pay rent and I expect the council to maintain my home to a good standard and some of these changes are I feel the council's responsibility. Some are the tenant's responsibility but there will always be tenants who will not maintain their property and these houses will become problems.
- You'll end up with more rundown properties. I have a lot of trouble with my rubbish shower which I will

Q9: Do you have any other comments in relation to proposed changes to the repairs and maintenance service?

not be paying to sort myself so it will get left!

- Concerned about toilet flush, handle on a cistern is part of flush, does this mean the council do it? I wouldn't feel able to. Our path is tarmac right round the house, I couldn't repair this. Council should still repair fences/gates as there could be boundary issues.
- I do not know which repairs are my responsibility.
- How do you repressurise a boiler? I'm not a plumber! How do you change a fluorescent tube and starters? Where do you buy them from? Are they expensive? Are they easy to fit? I imagine they aren't. I can't picture myself up a ladder with a great big long thing holding it above my head without some sort of mishap. I always thought I was responsible for silicone seals around bathtubs, windows etc so maybe you could make it the tenants responsibility as it is easy and cheap to do to save yourselves money instead. I'm all for changing your own bulbs plugs and fuses though. I again always thought that was my own responsibility.
- Do not believe in paying for repairs on a council house when I don't own it.
- Why change things about repairs and why should we pay when it's the council's responsibility.
- I don't see why I'd have to replace a sink or bath if it got chipped and was a genuine accident, I can imagine why it's been changed though, but I don't do deliberate damage to property, also having to pay for any damage due to damp, as I have to dry my washing indoors. I daren't peg it out in the neighbourhood I live in, it would probably get stolen, I'm in an upstairs flat.
- There are cracks in one of my bedroom ceilings not cause by myself. What happens if these cracks get worse?
- I doubt many people will read through this pack. Some of the very minor repairs should be done by tenants such as changing a lightbulb which can hardly be called a repair. But in general I feel a vast majority of repairs should be done by the council because the flat is not mine and because of the rent I pay.
- Over the years Council worker have made tenants made feel comfortable by providing repairs to high level and at safely and securely but we may not feel safe by fraudulent repairers. Only Council should carry out this work.
- Yes, if we are renting a property we should not be paying for the repairs as that should be the landlord's responsibility.
- I don't understand why you are considering us paying for our repairs when I thought that was the landlord's responsibility.
- If people pay council tax the council should continue to do repairs for free in their properties.
- Abandoning basic landlord/tenant responsibility we are paying the same rent for less service, unacceptable.

Concerns / queries about the cost of repairs

- Once I have paid my bills I have about £25 a week to live on. How do you expect me to pay the maintenance costs?
- How much are the repairs going to cost? What will the Handy Man type service cost be? (If we have this option) They are unable to do many things themselves, so would be interested in this service. Will items still be repaired under fair wear and tear without charge? (I have explained there will still be programmed work , kitchen, bathroom, boiler , rewires etc.
- Would there be an option to pay for routine repairs before 30 days?
- Think it's not good because people are not going to pay for any proposed repairs. Therefore the houses are going to become more run down than they are now, making Chesterfield a run-down place. This is what we pay our rent for.
- No mention of the cost of repairs for tenants. Is it based on the going hourly rate plus extra for the inspector etc or is there a set rate?
- If people cannot afford to pay for repairs it maybe ends up making this worse for the person.
- It's not very nice when I'm on disability payments.
- The changes to the repairs and maintenance service will affect not just me, it will affect other council tenants that can't afford to repair their property.
- Having to pay would depend on the cost.
- How can we answer Q7 without knowing what your charges will be? Having set appointments is a good

Q9: Do you have any other comments in relation to proposed changes to the repairs and maintenance service?

idea for repairs.

- It would be alright but if the tenant has to keep a tight budget it would mean a tighter hold on the income. So it would be helpful to get help in paying for repairs.
- This is the same, when you are on a fixed income you haven't always got money to spare.
- You are making it difficult for those on a low income and who have health issues to do the work.
- How am I supposed to buy a replacement fluorescent tube, install it and pay for it? I will be 70 in 2018, have no savings and a pension of £152 per week.
- If you make people pay for repairs some properties will suffer.
- We live in Council property because we can't afford not to and being short of money only adds to more distress.
- Paying for the repairs service would depend on the cost.
- The repair service is a good idea provided the prices are reasonable for the repairs being performed.
- Probably can't afford it. As we all have health conditions, some of the repairs we would not manage. Some of them I don't know anything about or understand what they are. These would also come at a high cost to have done.
- Many repairs will not happen because of inability to pay, ineptitude or illnesses. Properties will become increasingly dilapidated and take value off homes. Must be watchful.
- How much would the repairs cost?
- Well I personally could not afford to pay for someone to do any repairs for me and I have health issues.
- I am a pensioner and can't afford to pay for repairs, plus I would have to employ someone to do it which will cost more and give me concerns about security.
- Think twice! CBC run a good service most tenants do not have any spare money!
- Yes council cut out repairs and cut jobs so that tenants pay council make money extra 4 weeks rent and do no repairs.
- It would depend on the cost the council charged for these repairs to know if it would be acceptable.
- What sort of charges would be levied? Would there be a discount for benefit recipients?
- Because the government is making miniscule reductions in our rents you are proposing to recoup this by making us pay for services which should be included. Since becoming a tenant I have seen massive increases in my rent, one occasion being £9 per week! I am not on benefits so I have to find this from my pension. I have seen my weekly rent almost double since i became a tenant.
- What about people that are on pension credit and other benefits, they will find it hard to pay for repairs.
- I'm disabled and with the rent cost why should tenants pay for repairs?
- I think it's disgusting when some people like me pay full rent and council tax and like to keep a nice home.
- Why should we have to pay twice when our rent should cover repairs?
- I don't mind paying for the repairs that you have proposed we should, it's just that I'm 69 and receive pension credit and find it difficult to pay out too much extra money.
- Don't agree paying for any repairs to council property.
- I would pay for the service if it was a reasonable charge as I am on benefits. A lot of people may not be able to do it themselves or be able to pay for the service.
- Are we having to pay for all repairs? Do we have to find the person ourselves?
- I live in a top floor flat, I work, would event tenant in my block have to pay towards the cost if there was an infestation of mice.
- I cannot afford to pay for repairs.
- A lot of people are living on the breadline as it is and cannot afford to do some repairs themselves. They cannot afford heating and food let alone repairs!
- Restricted income and disability and no great knowledge of DIY
- As a single female occupant with low income and ill health issues you are making my life even harder, for someone who is already struggling to pay for food and heating. Where is money for repairs to be found?
- I do think the cost of repairs needs to be carefully thought through by the council so that people on very low income without savings pay less than those who have. I suppose means testing is the answer. I feel it would be unfair if there was a flat rate that people must pay.
- I suffer from disabilities namely loss of limb, arthritis which makes a lot of the proposed changes

Q9: Do you have any other comments in relation to proposed changes to the repairs and maintenance service?

extremely difficult or in some instances impossible. This may mean it can become expensive to keep paying the council to do the jobs or add more pressure to family members to complete the work on my behalf.

- I'm in bad health and am struggling to pay for day to day items as it is without paying for other services.
- Would not be able to afford it and would not be capable of doing myself.
- Health and cost are serious worries. Surely rent cost should include repair cost. May start reasonably priced and then increase when implemented. Surely risks include people not doing proper quality repairs, causing problems for next tenant.
- My roof keeps leaking. Apparently shortage of tiles and money. Funny your men putting roofs on at Inkersall!! Don't lie - tell the truth. People accept it a lot better.
- You are not thinking about old people.
- Always have difficulty in getting council out for repairs, tend to sort things ourselves.

No strong opinion / happy with proposals / compliments about the repairs service

- I agree with the changes as simple jobs like changing a light bulb is easy to complete (without any health problems) and I wouldn't expect the council to provide a service that wastes money when it can be done yourself.
- We have had a good response with the repairs in the past.
- Yes unless it is an emergency.
- This seems acceptable.
- The repairs and maintenance service as always been very good and everyone who has come helpful and efficient. I try not to send for anyone unless really needed.
- We maintain our home to a high standard so the proposals will not affect us really.
- I think all repairs and maintenance carried out by the council are first class and I don't mind waiting a little longer.
- I have always been more than happy with repairs, service etc
- I've always been happy with CBC's service, even when I've had problems, they have always been sorted out quickly and well.
- I do all small repairs by myself and have done for the last 20 years.
- Usually find no problems with repairs.
- I think personally for me it's a good idea because I take a pride in my home and maintaining it so I don't have a problem with any proposal to the repair service.
- No complaints
- I don't mind using them as long as the job gets done to a high standard.
- We think it's an excellent idea.
- If the repairs service is made affordable I think many tenants would benefit and with being part of council services would create loyalty between landlord and tenant.
- We have very good family and friends who help us with anything we need doing, although if we had to pay the council for something we needed doing we would be willing to do so.
- I have always been satisfied with repairs they have done for me/ Never left any mess, clean good work men. I wouldn't praise them if it wasn't right. Thank you.
- The appointments are a good idea to fit in with work.
- I have always carried out minor repairs myself.
- We are happy with these changes because we look after the property and so therefore do not call the repairs team unless we have to.
- From what I read the council did a lot of stupid maintenance for some tenants. What has changed I have personally been maintaining for years so this part will not affect me or my family at all. What is proposed for the maintenance of a neighbour which overflows onto council property?
- No concerns as long as safety not compromised.
- Seems pretty reasonable for any intelligent person but there are some who either won't bother with jobs or do bodge jobs.
- If it saves money ok but hope no job losses.
- I am buying my flat so the responsibility is mine anyway. Making people pay for their own damage is how it should be.

Q9: Do you have any other comments in relation to proposed changes to the repairs and maintenance service?

- No, we have a son in law who can put his hands to anything.
- Most of the changes that have been made, I personally thought we had to do them ourselves anyway so it doesn't make any difference to me.
- As long as you keep electrical and water based repairs no problem. I have always done little repairs.

Comments about customer service and respect

- I have reported my light, the bayonet cap had broken so the bulb wouldn't go in, and I had a lot of sarcastic remarks to put up with.
- There is no communication between tenants and council i.e. lost information.
- Don't treat council tenants different to others.
- Whatever is said nobody takes any notice.

Alternative suggestions / queries

- I understand that CBC must save as much money as possible. Regards the repairs and maintenance service I propose a 1% increase in rent between April 2018 and April 2020. This would claw back roughly £5 million in funds to carry out repairs which are under proposal to be the tenant's responsibility. I may possibly agree that some minor repairs could be charged to tenants at an affordable rate with different payment options.
- I suggest to save money that confirmation text adequate and obviates the need for formal letters to be sent out.
- Supervise staff to increase efficiency.
- No - suggestion. Rather than tenants paying for repairs why not offer an insurance scheme, say it's £5 a week and repairs carried out without delay for the ones who pay £5 a week.
- It would be acceptable if tenants become the owners in some way.
- If the workmen don't come in the 30 days then the council should pay the tenant more than £10 per day.
- Object to stolen keys having to be paid for by tenant. Also, replacement of broken window or glass cracked being charged to tenant for repayment due to break ins. Re-pressurising of combi boiler should be done by Council without charges to tenant.
- Employ more staff instead of scrimping and cut the pay of the top people in the council, nobody should earn more than the Prime Minister.
- Leave the maintenance service alone if you want to save money sell the Town Hall.
- As long as tenant can change the repair date to fit in with days of work.
- Rather not have had the 1% rent reduction and kept the repairs the same.
- Would like a text when a repair is initially reported.
- Tenants could do simple tasks like turning off water before going away but might have to be shown how initially.
- Will you be sending list and prices of any repairs that could be paid for? I.e. hedge cutting
- So general wear and tear I have to pay. If I repair something do I need to inform the council?
- The repair service pay structure would be reduced for those receiving benefits. Would the cost be told prior to the work being undertaken?
- I think it will make it more difficult for tenants to get minor repairs made. Why not offer the labour and tenants pay for the materials?
- We should have the option to go back to normal light fittings if you are not willing to replace them.
- There doesn't seem to be any considerations given to the old or vulnerable. Tenancy agreement and proposed changes generalised to cover all council properties. Are there any exceptions/additions relating to Sheltered accommodation/care homes etc?
- How about providing a basic DIY how to ... course, whereby all tenants can gain basic knowledge of how to change a fuse, a light bulb, bleed a radiator, refill a heating system when pressure has dropped etc. To be accessed either at local community centres or online or both.
- If I receive damage due to neighbours, who pays?

Comments about the nature of the repairs

Q9: Do you have any other comments in relation to proposed changes to the repairs and maintenance service?

- I suppose it would depend on the type of repair it was.
- What do you expect us to repair and how do you think we can do it? No list in booklet.
- It depends on if it is gas/electric repair.
- It all depends what repair it is and how much it will cost.
- Some areas may be hard to manage
- It would depend on the type of repair, with regard to repressurising a combi boiler and relighting the pilot light, I would prefer the council to do, I don't like messing with things I don't understand or am wary of. My back gate was at the property when we moved in when it was newly built so I would expect the council to maintain this.
- But it depends on the repair that needs doing eg taps not working right, a leak (water)(other repair), things I think would be acceptable that are none urgent.
- Depending on what the repair is.
- Depends what the problem is if it's an emergency for example what happens then?
- Depends what they will be doing
- Just depends on what the repairs are.
- It depends on type of repair such as water or electric or gas.
- It is dependent on what the repair relates to. My bathroom light is a sealed unit, I am therefore unable to change the bulb so who would be responsible if that blows?
- Depends on item to be fixed.
- Depends how big the repairs will be. I tried doing small repairs independently, all larger problems. I reported them to the council. All people should care about home in which they live.
- All small repairs I do myself.

Comments about the quality of repairs/products/ deterioration of property

- As long as stuff is fit for purpose and you don't try making even more money out of me. I'm ok, I don't want to live in a tip and I love my home.
- The council admin and repair programme will not compete with private contractors on price, time and reliability. It was always be poorly delivered because there is no financial incentive to be better.
- Your repairs service is very poor
- I feel council property will become run down due to cost of repairs.
- I would really prefer somebody who is an expert in that field to do the repair for me as I am not good with DIY.
- People don't have the knowledge or money to do repairs. It could be dangerous in some cases.
- I feel like some households won't do the repairs so therefore your property will be in disrepair then costing the council more in the long run. Maybe checks should be made yearly.
- Does the council think tenants are capable of carrying out repairs safely?
- Not having a computer, don't know how to use one. Would have difficulty sourcing a person to do repairs, risk of injury to person if repair due to incapacity and waiting a long time for some repairs.
- Do we have to have you do the repairs or can we get our own contractors?
- This could cost CBC a lot of money. Not all tenants are good at DIY - a minor repair could turn into something major.
- If I haven't got the money, will the work need to be done, still get done or left.
- Making tenants responsible for minor electric repairs may lead some people to try to carry out repairs themselves. This may lead to injury or fire risk.

Other comments

- Regarding community area as new tenants we find the garden patch which should be community area is a mess and this should be in your new conditions!
- I have just had my house rewired. The electricians in their wisdom have fitted a new distribution board which I cannot reach without steps. If the MCB for the lights trips, I have got to try and find a set of steps, carry them into the position of the distribution board and then try and reset the MCB, all this as well as being disabled, in the dark.
- Yes because as things are looking with the council tenants may as well be in private renting as the

Q9: Do you have any other comments in relation to proposed changes to the repairs and maintenance service?

- landlord does the repairs or be buying their own homes should any tenant have to pay anyway.
- I understand why you need to make these changes however I feel that this is unfair to the tenant.
- Why are you doing this?
- I am ok with change as long as I am told about changes
- How do you expect pensioners to have this added worry.
- As we are now getting older we do not want to have an extra worry.
- I just disagree. What I have written on this form, I hope you don't take it the wrong way but these are my strong views and opinions.
- Will there be any changes to the garden assistance scheme?
- My niece arranges appointments for me. She will do this for routine repairs.
- Why?
- It's as though the Council doesn't want to do the services that should be done, cutting corners in their own ways.
- Will this lead to job cuts in repairs department?
- Yes I do, what do you have to do if you are an OAP and frail and you cannot do things yourself, what happens then?
- The repairs will be the responsibility of his sisters who care for him. This is a worry as getting trades people in that you don't know can be worrying as he doesn't understand things.
- The form is not giving a clear view for people who have a disability.
- I would not use council repair service as all your jobs are over charged.
- When does this come into force as I like my 2 weeks free at xmas.
- As we advance in years, we seem to go backwards and the poor get poorer and the whole of life centres around money, even if some have neither the means or the income.
- Learning difficulties means tenant has no idea of what these changes mean.
- I hope that as stated in the draft tenancy agreement that there will be no job losses to the council workforce.
- Someone in my family would help me if they could with repairs. If they couldn't help I would seek advice from the council.
- Object to things that have been installed by tenant becoming council property and not being allowed to take them if/when you move. It's like the council want to have their cake and eat it.

Q10: Do you have any other general comments you wish to make about the Housing Service?

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Concerns about the proposed changes in general

- Overall not happy with proposed changes. I don't think a 1% rent decrease really justifies the extent. 1% or not we're still paying tenants and therefore should still benefit from full service. My own rent has decreased by 84p per week! For this 84p I lose so much of the service. Not worth it.
- What is the world coming to, no wonder so many homeless people.
- I am 86 years old and don't need the stress.
- I am really generally not happy and in favour of these proposals and changes, it just seems to me it's people who work that are getting targeted. Target those that owe more than one week's rent not those that don't. Shocking those letters you send.
- Typical [rubbish] Think that says enough.
- As for the housing service which we receive today its fine. Your proposed changes I strongly disagree with, and I'm quite sure I won't be the only one, for doing your own repairs and yet we have to ask permission to erect a TV aerial or security camera, fence, gates and walls to be repaired by the tenant, I do hope the council will consider these proposals. We do vote for the councillors on proposals like this will not get our votes
- With universal credit if I understand it right then the housing benefit will be paid to the individual claimant for their rent. If that is the case then it's madness because people are struggling for money. Some people wouldn't mean to spend it but some wouldn't care and then the nightmare begins...rent arrears, sticking your head in the sand hoping it goes away when it doesn't then that's when things start to go badly wrong, eventually being homeless. Then people will have to try and find other places for these people to stay when the circle will happen again. Do not pay housing benefit to anyone who is on DWP benefits as it will not end well. Put it this way I worry about debt etc very much but if I had no electric or food I would spend it.
- As a couple with health problems the new proposals sound frightening and will cause unnecessary financial hardships and worry.
- Just paying rent, can it be left as it is, taken out of the bank, just need to know when and how much. Quite happy, but why do you always alter things. I have just broken my hip and am recovering from it.
- I am grateful for the privilege of living in this house, where I was born 72 years ago. All my memories, happy memories, are here. I realise the present times are testing but none less so for individuals (tenants) than for the Council. I reiterate, I am very worried and this substantially increases the problems with my health conditions.
- Managing an extra bill would be very difficult for me.
- Just another money saving scheme from the local council at the cost of tenants.
- I find the housing service to be excellent and efficient. However I feel that the new proposed tenancy agreement does not consider the needs of elderly and disabled tenants sufficiently and as such I find this considerably worrying as I fit this criteria.
- Not everyone should lose the 4 rent free weeks because others on universal credit will find it hard. We find it hard all the time, running a family and being working class is not easy and now will be made a lot harder.
- The person who put this proposal together needs to think about people who can understand questions as it is repetitive.
- This needs to be better thought out with consideration to older and disabled people. We live in a lovely green area of Dunston, we have a hedge which is by a walkway, this needs cutting back due to thorns but have to as good as beg to have it cut.
- Again I have to voice my opinion on the 52 week rent change. I think that it is another way to punish the working population who work hard for what we get paid.
- Not happy.

Q10: Do you have any other general comments you wish to make about the Housing Service?

- Always had a good service with you but this change is a bit of a worry.
- We have lived at this address for almost 30 years and been most happy how the Council have looked after us in regards of repairs.
- It's [rubbish], dare not ask for a repair, I need stuff sorting but council not bothered.
- If the council is getting less money then cut back on replacement and improvements. Just maintain existing until finances allow. This is putting repair costs onto the tenants. Where do I find the extra money from? I can't dump my costs onto anyone else! My money has been frozen for 2 years and capped at 1% maybe until 2020. This mean my money has reduced year on year. Wanting tenants to mess about with water and electrics could be dangerous. If the flat above me allows water to escape from plumbing or trying to repressurise a combi boiler this water will be running down my walls and into the electrics within minutes. Where is the risk assessment for this?
- 4 weeks more rent for a reduction in service! There is only one winner here and it's not the tenant!
- Affordable social housing is fast becoming the opposite for those at the bottom of the income scale. Some people will probably have no choice but to leave some necessary work and some houses are guaranteed to fall into disrepair.
- We feel let down by hard line Tory government telling Labour run control council which Tory have no idea about running their own homes let alone country. These changes are extreme hard which will drive people to their death to an early grave. We do not accept any change. Leave all services with local Chesterfield Borough council who have provided great services for many years which we are very grateful for. Thank you Chesterfield Borough Council. Please don't let this happen to us.
- All the changes are upsetting when you get older. Just want things to run smoothly with no hassle.

Concerns about the cost of repairs

- I think that between paying full rent for 4 weeks extra a year and being responsible for repairs tenants are going to be hit hard financially. And those that cannot afford to carry out these repairs are going to be living in properties that will fall into disrepair, costing the council more in the long run.
- I live on my own with my two sons, work two jobs to make sure I can pay my way. I think charging tenants for certain repairs will put myself and other tenants into financial difficulties, this is now a worry.
- I pay nearly £100 per week rent and over £100 per month Q charge I have no money for repairs.
- The changes to repairs services will be a struggle to me and my partner who are on low income due to me caring for her. How are we supposed to afford repair charges that we deem as the council's responsibility?
- How do you expect people who are on a low income to pay for work on their home when they do not have enough to pay for food or heating?
- If elderly people on benefits can't afford the repairs, what provision will be made for them?
- I think this will cause a lot of distress for a lot of people who are unable to afford repairs. A lot of people are in rented accommodation as they have not been in a position to afford to get on the property ladder. Older people are just finding things confusing.
- I think there should be more consideration for the elderly and disabled especially those who live alone. My benefits are not permanent but are reviewed regularly. I think people over retirement age should continue to have repairs provided as they do now.
- Our mum has been a council tenant for over 40 years. She has never been in arrears, has kept her property in pristine condition and never been any trouble to anyone. I feel that in her later years the worry of having to sort out repairs on her property is something the family could do without. Our only priority is keeping mum at home with a routine she is used to.
- Repairs I would be unable to pay for them because I am unemployed.
- Poor at the moment so only going to get worse.
- People are already struggling to pay the bills without having to do our own repairs and not everyone has the time.
- I am worried they will not be carried out on my house because I haven't got money and put stress on me and my little girl.
- Rent is to meet repair cost or what are we paying rent for? And if these changes go through what will be the next cost cutting to come in? As the landlord you are supposed to provide a service, maintenance is one of them.

Q10: Do you have any other general comments you wish to make about the Housing Service?

- People who have little income will not be able to make certain repairs so standards of living will decrease for vulnerable people. I have no problem with getting professionals in to do repairs (which you now want us to do) but I do have a problem with paying full rent and Council tax and for what? Rent needs to be decreased if you want tenants to undertake more work in our homes.
- It is getting really rubbish having to do your own repairs to your own dwelling, that is why you pay council tax, to keep people in a job.
- What does all the rents/Council tax go to?

Concerns about penalising particular groups

- It's about time people like us who pay our own way and never get into arrears are better looked after. You make rules but no one takes any notice. We live in an open plan area where no ball games are allowed but every year ball games are played in front of our window fencing us off. We will gladly cut the grass. It's only 2 weeks since we had the combi boiler fitted how are we to know how to do things with it.
- Some people really do abuse the system and want everything doing, I am an independent lady and if I can do my job I will do it myself. Why does everyone have to be punished because people don't respect your properties?
- No just about rent as I have never claimed anything at all, why should I lose my 4 free rent weeks? I work full time I have said this before it just isn't fair on people that work full time who always pay their rent.
- I do not believe that the tenants should be financially affected by this change. The Council should look elsewhere to find the money. The rent and council tax is already very high so if you're going to make any changes like this the rent should be reduced but of course it will never happen as people receiving benefits don't have to worry about issues like this, only the people who are working.
- Doesn't matter what people say it's going to go ahead no matter what. We shouldn't be paying for this when people on drugs etc get all this free.
- The workmen are always very pleasant and nice. I had a repair that did take four months to be completed, a leaking ceiling, and I usually have to phone up at least twice to get repairs done. Some of the repair changes are a bit unfair as I genuinely take care of where I live, why should I suffer for people who don't?

Generally positive comments

- I have always been satisfied with council services.
- We have never had any problems with CBC as landlords. We cannot fault the repair and housing service when we have needed it. Although we are people who are more than capable of doing minor DIY repairs when needed, we only contact CBC for repairs when necessary.
- I have been very satisfied with the housing service, they have been really good. I do understand why you are making these changes but for people like me on low incomes it will prove difficult for us regarding the repairs.
- A good service is provided here and I believe these changes are for the good. A better service will be implemented with the change. Well done Chesterfield Borough Council - thank you for your efforts and hard work and dedication.
- We will see how it goes.
- Currently the housing service provided is of good standard.
- Satisfied with the service as it is.
- I have been the tenant of this house since it was built in 1964. Generally the housing service has been very efficient apart from waiting 4 years for some window panes needing replacing due to condensation.
- I don't have a problem with the housing service so why change it?
- Better than any private landlords I've experienced. Thanks CBC.
- I have found the housing service to be excellent during my time in Chesterfield. I am on a limited income but I would rather pay a bit more in council tax than see front line services eroded.
- Generally the housing service is great, I have only praise for the way the service is run and all of the staff. They are always pleasant and polite which in this day and age is admirable. I am of the mind-set that if things work then they don't need fixing.

Q10: Do you have any other general comments you wish to make about the Housing Service?

- Excellent news on the keeping of cats. These are by far the biggest nuisance, way above that of dogs. They foul all others gardens, not their owner's, at last it has been recognised as a nuisance.
- I am a very satisfied tenant over the years and would like things to remain the same.
- We find the service very good.
- The transition to pay water rates would be great if all the paperwork etc would be sent to us automatically. We see it as the rent would be a bit lower due to the 52 week rent plan and the water rates not added onto it. Will this really happen or will it just be for the first year for the rent to be increased dramatically in the near future? People should see a benefit in the amount to be paid but I doubt they will.
- I have lived in this house since 1975 and I have always found the housing service very helpful.
- Housing services are very good and your chaps who come to carry out repairs are always very considerate to elderly folk. The council I feel deserve congratulations.
- Overall the housing service has been excellent.
- Efficient service at the moment, hope this will continue.
- Just that you'd go a long way before beating the service the council provides.
- No complaints
- I have always received good service.
- I believe that service from the local council is fair and just
- No complaints. Staff at the council are very competent, very helpful.
- Been satisfied so far.
- Over the last 10 years we have been council tenants we have found the council repairs and maintenance first class, excellent modernisation to our bathroom, much appreciated.
- No, I'm happy enough, no other complaints.
- So far I have been very pleased the time stated was always correct. The men were helpful and polite. Being 80 years old they have always been kind and considerate.
- Chesterfield Borough Council provide an excellent service overall.
- I would like to thank everyone, I always find building inspectors kind and helpful when I have written for permission to do my own jobs or repairs. I value my home and CBC and consider myself lucky to have a home. Thank you.
- No, I think CBC has carried out a wonderful service over the many years we have been tenants.
- Satisfied tenant
- All in all I find the service very good but I would have difficulty in the repair system. I think it a bit unfair to stop the four rent free weeks mainly for the tenants who pay full rent because they have full time jobs. Otherwise, I am satisfied with the agreement.
- Always helpful and understanding
- It is a good service
- I've always been happy with the repairs (the all-round service) - the council does provide a good job all round.
- I have always been satisfied with all the work the council carry out.
- Most tenants appreciate the housing service and know that we'd be in a state without you. This is especially true about the repairs service and so I would urge you to charge for some repairs to make up any budget shortfall rather than letting tenants do it themselves.
- Majority of work is done fairly quickly. Always been pleased with what council have done.
- I have always been satisfied with the housing service.
- I have always been impressed by this service. I have also attended to minor repairs myself i.e. blocked sinks
- It's fine, you do a good job under the constraints you work under.
- The council is a pretty good landlord, I much prefer them to private landlords as on the whole our concerns are listened to, although not always acted on. I think there should be more feedback, I express concerns but no one tells me what action has been taken.
- It's good and efficient.
- In any dealings the housing service has been good, prompt, attentive and friendly. Would be sad to see potential funding cuts affecting this. Very worried about the universal credit rollout and how this would affect me.

Q10: Do you have any other general comments you wish to make about the Housing Service?

- I have always been satisfied with support in the past.
- I find most work carried out in good time and staff very pleasant.
- Being new tenants of the council we are still finding our feet, we had good help and information when we moved.
- I've only been with the council just over 4 years. I've always been satisfied with the jobs we've had done.
- I have lived in my flat over 17 years and always found the service excellent.
- As a council tenant for 30 years I have always found the council helpful.
- Besides the points I have mentioned everything seems reasonable to me. I have always found the housing service very good and staff who have carried out repairs and routine maintenance at this property very nice people who do a good job that can't be faulted. I have always found the service expeditious and the proposed changes won't affect this too much.
- The service we have received has been pretty good - no complaints.
- On the whole the service when I needed it has been first rate and done to a high standard. Thank you.
- Up till now we have been very satisfied.
- I have always been happy with this service it's a shame you have to change it.
- Up to now it's been good.
- We are quite happy with CBC. Everyone we deal with should we have to are polite. So thank you for that.
- I came to live in Chesterfield (from Derby) nearly 18 years ago and was very fortunate to be able to get a council property (after a very messy divorce). I can honestly say not having been a council tenant before that I'm very satisfied with the housing service we receive and I'm sure will continue to get, changes or not. Some people no doubt will find something to moan about, but all in all you do a good job and any repairs I've needed doing I've always been more than happy with them, both with the service and the workmen who have been in my home.
- The housing service is ok at present, very good thanks. Very good team of workers, hope it keeps that way.
- I have lived here 19 years and enjoyed it.
- Never had any trouble with the housing service in 30 years.
- I have every admiration for CBC in particular the housing and repair service. In general I am a big defender of the council and feel privileged to be one of your tenants, I'm very lucky.
- I've always had a good service from the Council. The only issue I have is the way housing is allocated as being single with no kids, no issues with drink/drugs/mental health, a job etc. I had to wait for a place that was so grotty even the homeless turned it down. A certain amount of housing should be made a priority for the working class who can pay the rent and shouldn't have to pay extortionate amounts in private rent just to have somewhere to live.
- The service the Council provides is exceptional, please continue the good work.
- We have always been satisfied with the council's repairs and maintenance services.
- We have always had a good response to any repairs that were necessary. All modernisation has been very good and done to a high standard.
- It does a good job with any repairs and roof work/kitchen and bathroom jobs when replacing them.
- Always been very happy with everything, Workmen are always nice and happy. We have always tried to do all the repairs that you now advise.
- I've always found all your staff very helpful, and your repair teams really great, much better than when one has to get a private contractor to carry out work. What repairs would we be expected to carry out as a tenant.
- We have always found the housing service to be fair and helpful.
- For me the housing service is good, always helped me and repaired things on time.
- I find it working ok at the moment.
- I am happy with all aspects of the housing service and worry that changes will cause problems. Thank you for giving tenants a chance to air our thoughts.

Suggestions to improve efficiency/cost effectiveness

Q10: Do you have any other general comments you wish to make about the Housing Service?

- Stop putting electric fires in that people don't need and are expensive to run. Small electric heaters from Argos are £10. Do the same thing for half the price and saves electricity.
- Why don't the council paint all the properties they want to rent out? They could save money by doing things like this.
- If you want to save money stop wasting it, sending these documents out to every household in Chesterfield and spend that amount on better things.
- Because you don't have your own workmen like years gone by it's costing more for outside companies. It takes longer for a repair to be done.
- I feel that most minor repairs can be done with little effort. Some sort of manual would be handy and helpful. This and the proposal to clear toilet blockages could raise health and safety problems.
- Voids need to be changed round much quicker, 6-8 weeks is not good. This had been a problem for 8 years.
- We have always been in council properties and had to modernise the property ourselves as the council would never do anything, they wouldn't even put us any central heating in when we had got 2 children. If you got rid of all the drug users that are in the flats smashing them up that is where a lot of the council money goes because they are constantly having to gut them.
- You have millions of pounds on your coffers, It is easy to reduce your spending by reducing the money you pay the head people you employ i.e the fat cats, like most of the population has to do these days. We're in a recession and you want to up the prices? It is amoral.
- Money has been spent on things not needed instead of things that are. Eg, bathroom, kitchen and parts of roof that had nothing wrong.
- When you ring for a repair you are told appointment times on the phone then they send you out an appointment in the post. That is a total waste of money.
- Some properties will inevitably fall into disrepair because many people do not have the money for maintenance.
- Don't waste money on unnecessary repairs, new kitchens and bathrooms for the sake of change!
- I think the council should send out a list of repairs they won't do with a fixed price they will charge for them to come and do and I think another good idea would be if the council offered a gardening service to people with a price they would charge to cut grass and hedges.
- Pointless saying any comments, will be ignored. Langhurst Court grounds - new washing poles added - no tenants use them. Now they are to be replaced - typical wasteful council.
- The on the move website - make it easier for people to look for advice. I wanted some information regarding moving properties and couldn't find any. I had to email and ring for one simple answer. I still think some jobs you're going to continue doing you shouldn't.
- When you ring up to report a repair or problem to be listened to especially if you have learning disabilities.
- Loyalty scheme for good tenants?
- To communicate better with carers.
- I think you should check repairs have been done properly, also gardens tidying up.
- In order to implement these changes, materials and fixtures need to be of good quality to last the expected time in order to be long-term cost efficient. For too long things have been done as cheaply as possible then when they start to go wrong the tenant has to live with it because it's not due to be renewed.
- We are all for the council saving money. We believe you are planning to rewire our flat and replace the windows. This, we feel, is unnecessary. The elements in our flat are absolutely fine and the windows definitely don't need doing. To do these jobs we feel would be a waste of time and money, they just don't need doing. We think that perhaps the money and time would be better spent on properties that really do need improvements made. Thank you very much.
- These houses are getting older therefore you are getting more problems, not less. Silly minor problems should not be left to you, light bulbs and so on. Your staff are great but if you're not careful they will walk away.
- Council houses should be fit to live in when you move in. Smoking should be banned inside a council house.
- I think CBC should decorate all their properties before letting them as North East Derbyshire council

Q10: Do you have any other general comments you wish to make about the Housing Service?

do! This would save them money in the long run!! A lot of people don't even use the money for decorating and have been known to sell the cards online so what is the point of giving them to people in the first place! It's just not worth it.

- Issues such as replacing toilet seats, replacing bulbs could be made easier if the council fitted a normal light fitting as opposed to fluorescent bulbs in the kitchen and replacing the cheaper toilet seats with more durable seats. Some changes within my home could help and make these changes more manageable and cheaper for tenants such as myself.
- Only that having made an appointment on the phone it seems a waste of money to send out a letter, especially since it can arrive after the repair has been done.

Comments about gardens

- At present the council maintains my garden and neighbours gardens front and back. I would like to know if this will continue or is it another expense I will have to incur?
- Would like them to make sure that peoples gardens are kept in reasonable level of tidiness.

Concerns over changes to water rates

- Not happy about the water rates change. Not happy with no free rent weeks.
- We pay full rent and water rates and would like to continue this.
- I'd be happy if the council continued with how the water rates are collected
- Being a pensioner and in receipt of housing and council tax benefits I am rather concerned about how the introduction of universal credit will affect me. I pay my rent by direct debit. Also, I am concerned about how the change in collecting water rates will affect me. Living in a block of flats, I cannot see how these rates will be fairly apportioned once we become once we become individually responsible for our own water use. In my own flat for instance, I cannot see how I could have a water meter fitted. The stop cock water main in my flat is virtually inaccessible without great difficulty, and there is virtually no room to fit a water meter between the water main and the system in my flat.

Comments about time taken for repairs to be completed

- Waiting 30 days for a routine repair to be carried out is unacceptable in my opinion. The current waiting time for routine repairs should continue and not the proposed 30 days which is unfair to tenants. Paying our water rates directly to severn trent water I agree with, as long as severn trent water contact all tenants about this change and the payment options available.
- Even though I think that waiting 30 days for repairs is not acceptable it would be an improvement on the 20 years plus that we have been waiting for a new double glazed window unit in the toilet which was broken during installation. I have lost count of how many times someone has come to measure it and we are still waiting for it to be replaced, but never mind because under your new tenancy agreement this will be our problem and not yours.
- I think the repair service has gone down hill. I have reported two window seals which have been broken. One was reported in 2013 and the other this year, none have been repaired yet. The window reported in 2013 has been measured twice yet no repair has taken place. This does not look good.
- I also don't think being made to wait up to 30 days for light not working or a small leak in kitchen an acceptable time limit, these should be priority repairs.
- I moved in a month ago and I am still waiting for someone to come and fix the windows, look at removing unnecessary pipes and install grab rails. The response time is appalling and I have to sleep with earplugs in and struggle to get out of my flat.
- Still waiting for ceilings to repaired plus light outside.
- We have always paid our rent on time but when it comes to updates/repairs to the house it takes forever or they come with wrong sized windows or not correct equipment. They did all pebble dashing in the village but missed ours!
- I had a visit from ----- regarding a check on the new doors we paid for. After I mentioned the path to the front door being dangerous he told me to call asap to the council as it was a trip hazard. That was May, after calling we were told we had to wait and are still waiting. I agree with some changes but health and safety should come first surely!
- I have been waiting 2 months for an inspector to come and look at my living room window. I think the

Q10: Do you have any other general comments you wish to make about the Housing Service?

seal has gone.

- I hope we get repairs done, I have been waiting three years to get my window seen to.
- Been waiting over a year for bedroom window to be done. Condensation in between double glazing.

Concerns over safety or struggling to undertake repairs

- Light fittings for older people should be lower so steps don't have to be used to change a bulb - bayonet fittings require 3 hands, holding fitting, push into bulb and twist. Change to screw. Also lifting hinges on doors stop people being able to go through a door with a walking frame.
- Communal area should be more welcoming and accessible. Glass, thorns etc around.
- It would have to be told to me step by step all the new changes I don't think I can cope with it all and will need assistance.
- We are pensioners in poor health. We do not mind paying to have services done, but do not wish to be left stranded in unsafe circumstances.
- Infestations - if tenant has a clean, well-kept property, they should not be responsible for cost. Shower cord shouldn't be paid by tenant if only means of bathing. Relighting pilot light - how? Many will struggle or attempt it themselves, could cause damage or injury.
- It is important you consider vulnerable people almost all live alone, and can easily be duped by false trades people.
- Re: internal doors, with myself being 92 and having mobility problems it concerns me about adjusting doors for new carpets, I realise this is not a regular occurrence, the cost concerns me. The reason people rent houses is because they are unable to afford to buy and maintain them, the Council as the landlord receives rent to do these repairs. We are not in a position financially or physically able to do certain repairs ie replacing fluorescent tubes, the bathroom fixed light which the council supplied and fitted, also damaged switches, anything I do not have knowledge regarding water gas and electricity I do not like to deal with. Your workers are trained for these jobs, this also applies to relighting the boiler pilot light, renewing batteries to heating controls. Some of the proposals I agree with, others (as mentioned) cause concern for someone in my circumstances.
- I have lived in social housing for 17 years and previously felt confident that the home I live in is maintained and of a good living standard up to now but these changes have made me reconsider this as I would find it a massive responsibility to make repairs myself.
- I think some of the jobs will be difficult for the elderly people or disabled people to tackle eg electrics or boiler for safety reasons for which there should be an exception.
- Various things I couldn't replace on my own.

Anti-social and nuisance behaviour

- I think that the council need to be tougher on tenants that disturb other tenants and also drug dealing and taking tenants need maybe placing together.
- I think when new tenants are being proposed (especially in flats) then I think it would be a good idea to also consider the other residents in the block of flats concerned.
- I have a CCTV camera over the front door as people are knocking on the door late at night, when I went to the door they ran off.
- Yes, when you report someone who is cheating the Council, why do you say to the person that someone has reported them. If you want someone to report them, don't tell them someone has reported them. Sometimes they can guess who it is and cause a row between them, even a fight.
- More follow up checks on new tenants - some addresses on ----- constantly seem to have new people move in, trouble (usually drugs) follows, then the resident moves on.
- I am quite happy normally with the Council but sometimes wonder how housing allocations are decided as when I first moved here it was a nice block but now drug addicts and alcoholics have moved in and as one I would wedge my door open for the cat I now keep locked all the time.
- Where I live in the flats at New Whittington more and more people are moving in on the communal areas and using the ends of the flats to play ball games. This is annoying and can cause damage to property. Can we please have no ball games signs put up in these areas?
- I think there should be more action on those tenants who leave there garden looking like a jungle. The same goes for rubbish left in these gardens. A lot of time and money has been spent on upgrading

Q10: Do you have any other general comments you wish to make about the Housing Service?

roofs, windows and insulation look better but gardens are not cared for.

- Yes do not change. Please stop right to bid due to the fact you will let anyone in a council house so long as the rent gets paid you are not interested who you put in.
- With constant dog fouling in my general area preventing me putting out washing or remove weeds, plus the smell and attraction of insects, notice that the council cleans up the mess but tenants with dogs still open my gate to the garden or must get them to foul near the pathway area. I have not caught this happening but when I have been out and come back to the flat the fouling seems to increase.
- Yes I feel some tenants get preferential treatment. If you live in a better area you get a better service. I feel the housing service neglects certain areas and has given up on them, consequently these areas become neglected. I feel the housing service selects certain tenants for certain areas rather than having a mix of people.

Requests for further information

- I would like more info on how housing benefit will be paid in universal credit - maybe a simplified guideline?
- As I have been a tenant for over 20 years would that time still stand re: right to buy? So in essence my contract would still be the amount of years I have resided here - not a new start date but an amended one?
- I would be interested to hear the council's view on this either by post or email - I think the Council should allow tenants to pay four weekly or monthly as well as weekly as I get paid monthly.
- [Tenant] has no use of his right side due to a stroke, I would say with his disability that you would do the repairs. If he wasn't disabled he would have no problem doing the small jobs. This form is not clear enough for people who have no movement. Housing – [Tenant] is retired so he could do with information on how his housing benefit will be paid as he doesn't claim universal credit.
- In regards to the repairs where do you draw the line between major and minor repairs? What repairs are tenants expected to do?
- Change to paying severn trent direct. I contacted them as suggested in your letter and they replied that they would need notification from CBC before I can sort my mum's payment plan/meter. Please clarify as my email to CBC enquiries has been ignored.
- As a 79 year old and still with all my faculties I still don't understand the jargon. I haven't managed to wade through all the pages of literature I've been sent. AS someone on benefits and paying only water rates, will I still get the free weeks this year's end?
- Good, 1st class, although the prefab bungalow we have lived in since 2000 is now somewhat getting damp and less thermal efficient, walls on prevailing wind side, rain penetration etc.
- Yes my hedges should have been cut back before I moved in not having to wait four months as I have asthma and two false knees.
- Gardening teams should cut down some tree branches and bushes so light can get through.
- The Council have always been very helpful and very kind to me, I really appreciate I was so fortunate to when I got my flat. Thank you so much. My home really is my pride and joy. Will the Council be able to send me a payment book for Severn Trent Water so I can pay my water rates directly to Severn Trent please. I have no problem paying my water rates to Severn Trent but need a payment book or card.
- Would like a new kitchen.
- I have always been satisfied with the service and touch wood I don't phone for many repairs. The gas boiler has been serviced every 6 months, a bit confused is it not yearly? My boiler is about 9 years old and I cannot do the pressure myself and don't really want to have to find money for a simple job for someone who knows what they are doing.

Confusion over proposals

- I have questioned the newsletter about universal credit, I rang the helpline over the housing benefit I get and was told it didn't apply to myself as I am on retirement pension, was told to phone council helpline, they and the council tax helpline told me misleading. Now in this letter sent it still says that it applies to all housing benefit claimants. I'm confused by it all.

Q10: Do you have any other general comments you wish to make about the Housing Service?

- We are told that the council has a sustainability policy and encourages pollinating insects. We are told malicious complaints are wrong. Some complaints about hedges render them useless to wildlife when trimmed - a lot of contradictions.
- The only thing I wish to say is will these changes put us in arrears with our rent? And will the full amount of rent be taken from our bank account? Worried.

Concerns/complaints about services

- About 18 months ago when the engineer was fitting the tub in the bathroom, while hacking off tiles the wall between the bathroom and bedroom has broken. Wall has to be plastered (council house inspector aid). I reported this a few times on report line. The only feedback I had was that I have to wait for constructor decision.
- Just do the things you say you are going to do on time, I was told I was told I was going to get a new roof two years ago, still waiting.
- Right hand does not know what the left hand is doing. No one listens to us.
- Yes, when married people want to put their husband or wife on the tenancy they can't only if they move.
- I asked for a housing repairs inspector to visit re damage to a door frame caused by my dog about 8 weeks ago. To date no phone call, no visit. Damage arose when dog tried to escape kitchen whilst being visited by an official holding doubts re: dog's attitude.
- The housing rangers and office staff adopt a confrontational tone of voice as if trying to catch one out in some unspecified transgression and always appear very reluctant to act. The telephone manner of housing staff generally is very poor and unprofessional and does not reflect well on CBC. Repairs staff ranger often drive over grassed areas. This damages the grass and does not look good all for the sake of carrying tools 15-20 feet.
- Most of the time it's ok, other times not so. In my flat it's got damp and you the Council doesn't want to take responsibility for this and it's blamed on the tenant.
- Why ask as you'll not take a bit of blind notice, these forms are just a gimmick to make you look good on paper, but in reality it's a scam.
- Get your act together
- Anywhere on a main route looks well cared for however any property away from the main route looks and feels neglected (because they are!).
- Repairs should be carried out by workmen who respect their job and the property they are at, most have the carefree attitude of "it's a council house".
- I got my wet room done and it looks nice. I was told I could use shower for 5 minutes until they'd been the following week to unblock the drain. It was discovered the shower pipe outside was blocked by a massive block of cement. They left it 6 weeks despite my phone calls to appropriate departments. Since we used the shower the bi-fold doors don't keep the water in and so it pools outside and stretches to the toilet. My fascia board is in a terrible state and getting worse, last year I was told by an inspector that it wouldn't be repaired until 2020. Hope you don't expect me to pay for this!!
- I have always had excellent service from the workforce and am always singing the praises of the maintenance team, but I am not always able to do so regarding outside contractors, who on the whole are quite bolshy and shoddy in their work ethics. I fail to see that savings are made using outside contractors when it is council workers who end up sorting the contractors mess.
- The floorboards need replacing as does bathroom. The council are always undertaking groundwork without formal notice causing unnecessary levels of noise and disruption.
- Difficulty in getting through to speak to the relevant repairs department. It is not always possible to leave a number to be phoned back on when people are phoning whilst at work and cannot take phone calls. At times the gas/electric department seem to be permanently on answer machine?
- The ranger for Grangewood is not improving the look and environment of the estate. Communal area cleaning is of a very poor standard. Probably the cleaners are not issued with the proper equipment.
- The block of flats where I live used to be nice and pleasant with good neighbours. The neighbourhood is just generally going downhill. There was a bad stabbing incident on a Sunday afternoon recently, and I was robbed putting my car away not long ago.

Other comments

Q10: Do you have any other general comments you wish to make about the Housing Service?

- Doesn't matter what is written because it's going to go ahead no matter what people say.
- I understand that this is being forced on CBC by central government reducing its funding.
- I think this questionnaire and tenant views will be totally disregarded. Very angry.
- To make sure money is not wasted and repairs are done well, so that they do not have to be redone.
- Lack of understanding of people with learning difficulties and if they are going to be able to read/understand these changes.
- The changes make sense in most ways but the housing service must start to talk to the tenants and stick to the service levels. We were supposed to see the tenant liaison team each 6 months but in 3 years since signing the tenancy we have never seen anyone and are never told what improvements are being done.
- Some time ago I had a letter to say an asbestos test would be carried out, no one came. I called into customer service to report this and was told they had moved on and would have left a card if I wasn't in. No card was left.
- Consideration to the very elderly and disabled who may not have someone to help them understand the changes. Until I was able to go through this paperwork with my mother, she has been and still is very worried about any change at all.
- It should be made easier for people with children 0-5 years to rent a 2 bed house.
- The only things I'm worried about is the buzzer for the flats and the main door being left open all night so that people who have cats in upper floors can go out. I think it would be more appropriate to fit cat flats into the pvc under the window on the ground floor, also the decor to the toilet inside and out.
- Universal credit is badly thought out. People will be in arrears automatically causing debts caused by the Council. I am a widow and a single occupant, my circumstances haven't changed, it will be very difficult to cope with no money. I have no one to help me, it is like some punishment from a dickens novel. I have no savings to get by on and live week by week. People will be confused by receiving all this benefit money, causing debt.
- Generally I have been pleased with the service. However when I lived elsewhere both myself and my neighbour were refused concrete edging down the steps to the flats. We wanted this to prevent the grass from growing on to the steps thereby making it dangerous. It was refused point blank, now two years on I have moved and when I went to visit a neighbour still living there I noticed the edging had been done. Strange how this happened since I left!
- All the jobs you're saying are the responsibility of the tenant I have always done including a lot of jobs marked as the responsibility of the council. Unfortunately due to ill health a lot of these jobs are beyond me. To say I will have to pay to have these done is discrimination against the disabled.
- Rule 6.2(b) Civil Procedure rules prohibits Sunday deadline. Deplorable - not worth halfpenny. 1. Housing dis-service. 2. Run-down to disrepair. 3. Defective premise generally. 4. Unserviceability. Sunday 3rd December deadline – forced hand delivery on 1st December at town hall's reception desk. CBC's disorganised "no Sunday business" on the Sabbath. Obtuse print error - 3rd December falls on Sunday. No postal delivery on Sundays. Received 12noon 14th October 2017. Minor DIY repairs technically being indirect cook of the books. Vernacular - word 'disrepair' legislatively dismissive of split into 'major ' or 'minor' repairs as learnt 'dis' prefix denotes reversal.