

Housing Decants Policy Survey Report

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1. Summary

<i>Type of survey:</i>	Customer satisfaction
<i>Format:</i>	Web
<i>Date range:</i>	28th August 2020 – 19th September 2020
<i>Total responses:</i>	12

2. Introduction

A decant is where a Chesterfield Borough Council tenant must move out of their home on a temporary or permanent basis due to:

- an emergency situation
- where there are planned major works
- as the result of demolition

To ensure that tenants can clearly see what they can expect from us throughout the decant process, a proposed new policy has been drafted. Before formally adopting the new policy, the tenants' views on the service we are offering and the circumstances in which we will offer it have been sought. This will enable us to make sure that the proposed policy is easily understandable and covers all our tenants needs.

3. Questionnaire results

Q1. Do you think the proposed policy is?

Respondents were able to select one of four options. All responses were positive with all being either 'Yes, fully' or 'Yes partly'.

	Q1. Do you think the proposed policy is?							
	Yes, fully		Yes, partly		No		Not sure	
	Number	%	Number	%	Number	%	Number	%
Easy to understand	9	75%	3	25%	0	0%	0	0%
Informative	8	80%	2	20%	0	0%	0	0%
Detailed enough	8	80%	2	20%	0	0%	0	0%
Helpful	8	80%	2	20%	0	0%	0	0%

Q2. If you had to move out of your property for any of the reasons detailed in the Decants Policy, do you feel that this policy would help you understand the help and assistance you would get?

Respondents were able to select one of four options. All responses were positive with all being either 'Yes, fully' or 'Yes partly'. In addition, respondents were asked for reasons as to why they gave this answer.

	If you had to move out of your property for any of the reasons detailed in the Decants Policy, do you feel that this policy would help you understand the help and assistance you would get?		
	Number	%	Please tell us why you gave this answer
Yes, fully	9	75%	Information is given in an easy to understand form. I understand all of the details of these conditions It is easy to understand If I had to move out, this policy would help me a lot I understand that I might have to move out for work to be carried out It's plain and simple This document is very easy to read and understand, in normal English
Yes, partly	3	25%	It is clear what help the council will give. I have been through this myself some time ago. I found it went well but still found it hard to understand who pays for what, I find this explains in more detail.
No	0	0%	
Not sure	0	0%	

Q3. Do you think 3 months of post re-direction is long enough to enable decanted tenants to change their address details with the companies they use e.g. banks, DVLA etc?

Respondents were able to select one of three options. The results are below.

	Do you think 3 months of post re-direction is long enough to enable decanted tenants to change their address details with the companies they use e.g. banks, DVLA etc?

	Number	%
Yes	8	67%
No	3	25%
Not sure	1	8%

Q4. If a tenant opts for a permanent move, do you think that their new home should be decorated for them as it would be if it were a temporary move, rather than be issued with a decoration allowance?

Respondents were able to select one of three options and were asked to provide a reason as to why they gave their answer.

If a tenant opts for a permanent move, do you think that their new home should be decorated for them as it would be if it were a temporary move, rather than be issued with a decoration allowance?			
	Number	%	Please tell us why you gave this answer
Yes	9	75%	<p>Decorating for tenants would be helpful for those who are unable to do their own decorating, due to ill health/disability and would stop misuse of a decorating allowance.</p> <p>It takes much more than 3 months for all services to reach a new address The decor in my opinion should depend on the state of the property, however a well presented property is more likely to be respected by tenants and kept to standard</p> <p>Moving home is stressful enough so having no decorating to do would be better</p> <p>Some of us can't decorate due to disability</p> <p>They are moving from their already decorated home to another, to add to this, they need to start decorating or re-carpeting to an already stressful situation, isn't exactly fair and the financial allowance is pitiful as I have experienced and spent the entirety of these vouchers on 1 room.</p> <p>Yes, I always said I think that all council houses should be decorated reasonably instead of an allowance and that the house should be left in the same way</p> <p>Temp or permanent, that home should be clean and fresh and looking good ie painted in neutral colours</p> <p>If this is a permanent is should enable the tenant to feel comfortable and settled in their new dwelling.</p> <p>Not everyone is capable of decorating themselves and employing someone to undertake this can be very expensive.</p>

No	2	17%	Because people have different tastes, and would like to put their own stamp on it Because I have got family to help me decorate
Not sure	1	8%	Perhaps tenant could be given a choice here

Q5. Do you have any other comments to make or suggestions to improve the proposed Decants Policy?

Respondents were invited to make any further comments or suggestions. Their responses are below:

Do you have any other comments to make or suggestions to improve the proposed Decants Policy?
<p>Most tenants have Broadband Internet and this would need moving from one property and then back, which could be a cost the Council should consider covering, as it could be a massive expense to the tenant.</p> <p>Ensure it's explained correctly and amendments updated as soon as possible. The redirect for post should be 6 - 12 months in past experience.</p> <p>*We give as much notice as possible for tenants to move * This needs to be a minimum length of time for people to prepare say two weeks, obviously excluding emergency decants.</p> <p>No, I found it very easy to read and understand</p> <p>Of all the policies I have read, I consider this document to be very well thought through and explained in very good detail.</p>

Q6. So that we can make sure people are receiving messages and information from us, please can you tell us how you heard about this consultation.

Respondents were able to select all options that applied to them. Therefore the percentage results total greater than 100%.

	So that we can make sure people are receiving messages and information from us, please can you tell us how you heard about this consultation	
	Number	%
Via email (I'm a Council tenant)	7	58%
Via email (I'm a Chesterfield Active Tenant (CHaT))	5	42%
Via the Council's website	2	17%
Via the Council's social media	2	17%
Other, please specify: TCP	1	8%

4. Equality monitoring

Q1 What is your gender?

What is your gender?

	Number of respondents	Percentage of respondents
Male	7	58%
Female	5	42%
Prefer not to say	0	0%

Q2 Is your gender identity the same gender you were assigned at birth?**Is your gender identity the same gender you were assigned at birth?**

	Number of respondents	Percentage of respondents
Yes	12	100%
No	0	0%
Prefer not to say	0	0%

Q3 How old are you?**How old are you?**

	Number of respondents	Percentage of respondents
<i>Under 16 years</i>	0	0%
<i>16 to 24 years</i>	0	0%
<i>25 to 34 years</i>	0	0%
<i>35 to 44 years</i>	0	0%
<i>45 to 54 years</i>	3	25%
<i>55 to 64 years</i>	6	50%
<i>65 to 74 years</i>	3	25%
<i>75 years and over</i>	0	0%
<i>Prefer not to say</i>	0	0%

Q4 Do you consider yourself to have a disability?**Do you consider yourself to have a disability?**

	Number of respondents	Percentage of respondents
No	4	33%
Yes	7	58%
<i>Prefer not to say</i>	1	8%

Q5 What is your ethnicity?**What is your ethnicity?**

	Number of respondents	Percentage of respondents
<i>White British</i>	12	100%
<i>Black or Black British</i>	0	0%
<i>Asian or Asian British</i>	0	0%
<i>Mixed ethnic group</i>	0	0%
<i>Any other ethnic group</i>	0	0%
<i>Prefer not to say</i>	0	0%