

# Feedback on Recharge Policy

# Information

**80**

Total Responses

## **Dates:**

Date Opened: 11<sup>th</sup> November 2021

Date Closed: 1<sup>st</sup> February 2022

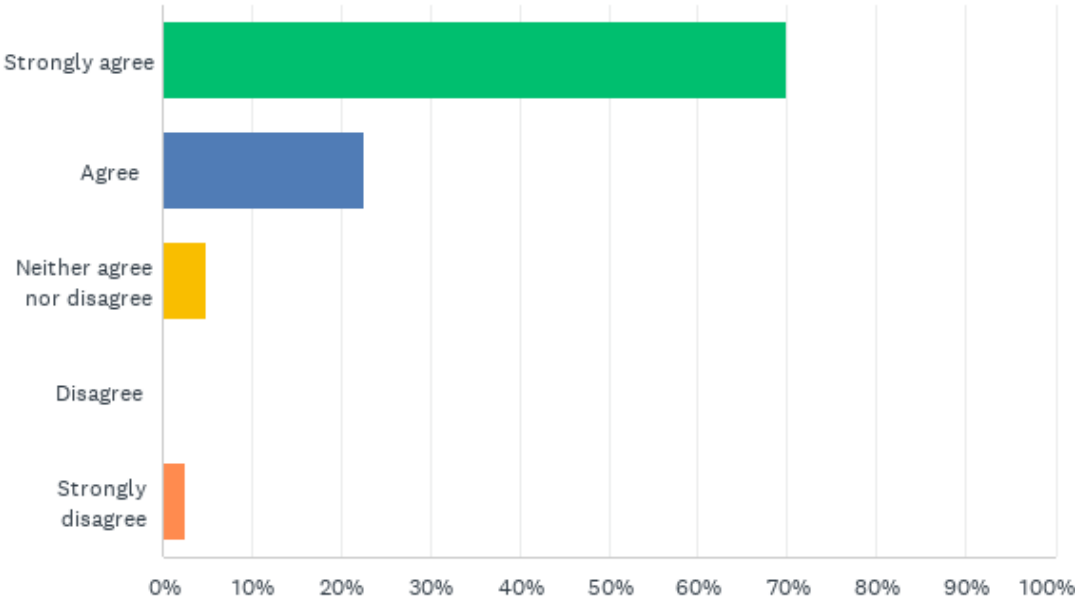
We produced an easy-to-read version of the draft recharge policy on our website. This contained the full policy, the dates the consultation was open, an email address for tenants to consult with directly, and an online survey.

We emailed 1,841 tenants to ask for their views on the policy and directed them to the webpage and online survey.

RCRA were consulted on the policy, who posted it on their social media.

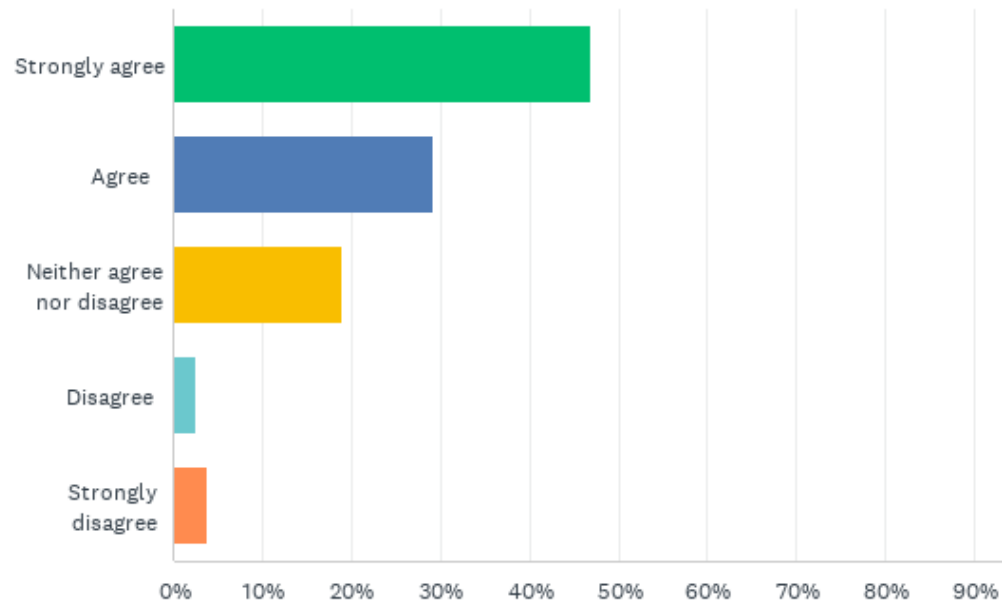
6 tenants emailed the Listening inbox with their views on the recharge policy, who were all replied to with their questions answered.

# Q1: To what extent do you agree that tenants should be recharged for neglecting or wilfully damaging their home?



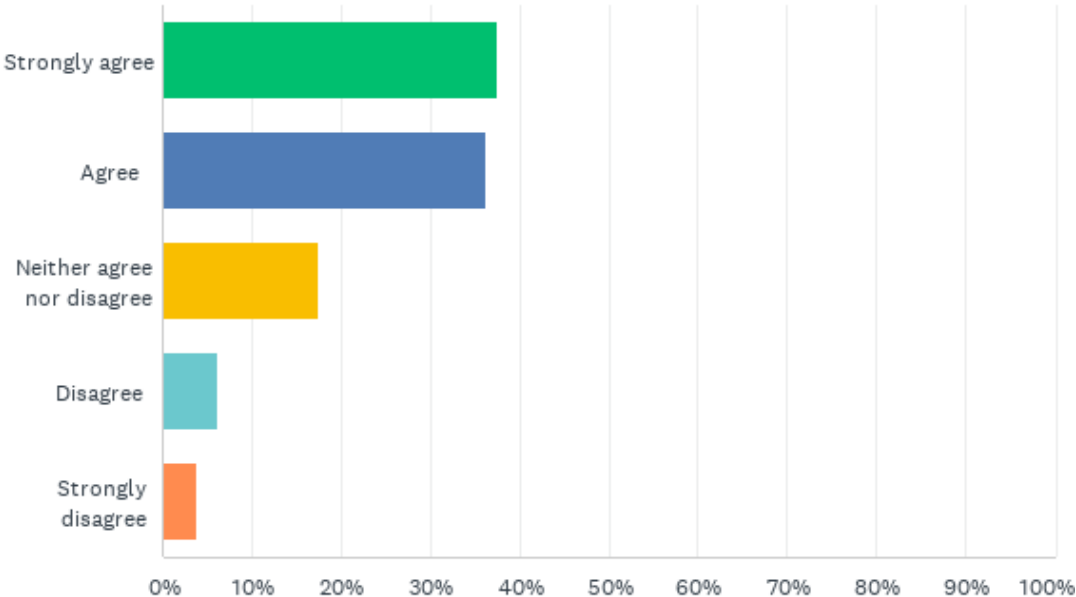
ANSWER CHOICES	RESPONSES	
Strongly agree	70.00%	56
Agree	22.50%	18
Neither agree nor disagree	5.00%	4
Disagree	0.00%	0
Strongly disagree	2.50%	2
Total Respondents: 80		

# Q2: To what extent do you agree that tenants should be recharged if they do not maintain their garden?



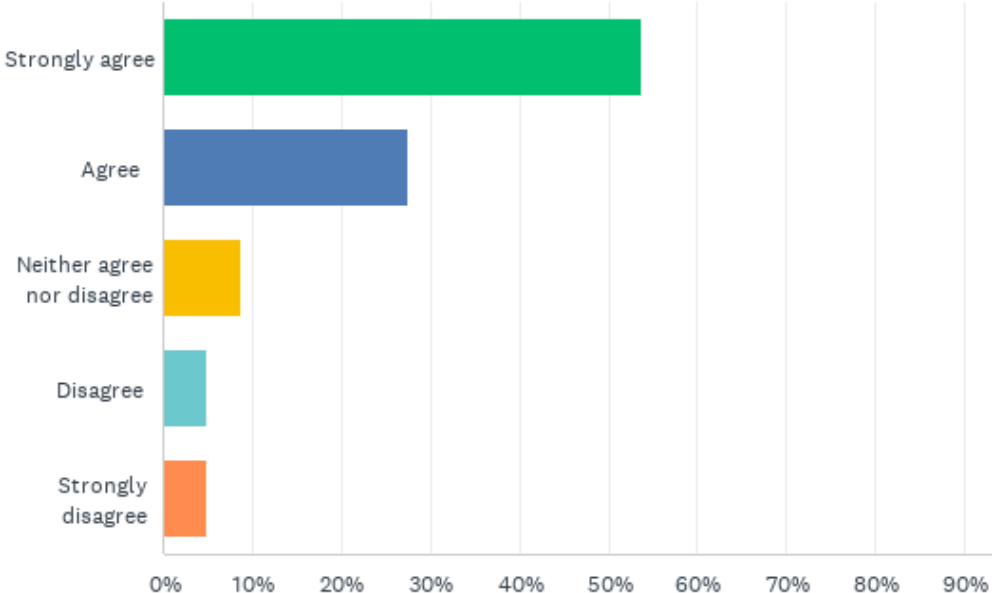
ANSWER CHOICES	RESPONSES	
Strongly agree	46.84%	37
Agree	29.11%	23
Neither agree nor disagree	18.99%	15
Disagree	2.53%	2
Strongly disagree	3.80%	3
Total Respondents: 79		

Q3: To what extent do you agree that the Council should offer a service for tenants who struggle to organise or pay for a repair that the tenants are responsible for, where the Council would organise the repair for the tenant and recharge them?



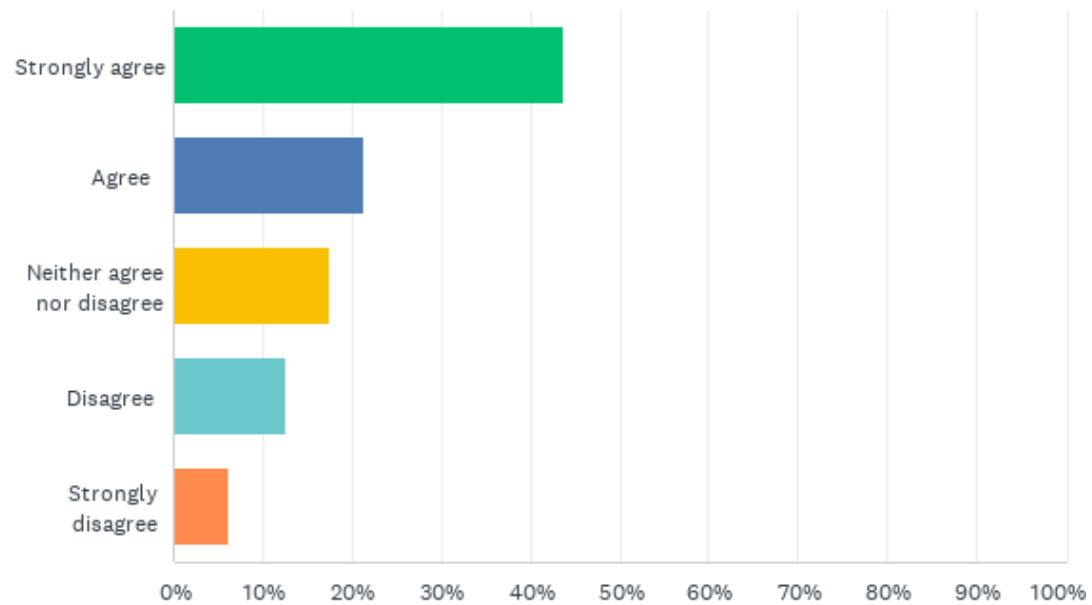
ANSWER CHOICES	RESPONSES	
Strongly agree	37.50%	30
Agree	36.25%	29
Neither agree nor disagree	17.50%	14
Disagree	6.25%	5
Strongly disagree	3.75%	3
Total Respondents: 80		

Q4: To what extent do you agree that tenants should be recharged for alterations and DIY that has damaged the fabric/structure of the property?



ANSWER CHOICES	RESPONSES	
Strongly agree	53.75%	43
Agree	27.50%	22
Neither agree nor disagree	8.75%	7
Disagree	5.00%	4
Strongly disagree	5.00%	4
<b>TOTAL</b>		<b>80</b>

Q5: To what extent do you agree that when tenants move to a new social housing property, their new home should be withheld until they have paid for the rechargeable repairs?



ANSWER CHOICES	RESPONSES	
Strongly agree	43.75%	35
Agree	21.25%	17
Neither agree nor disagree	17.50%	14
Disagree	12.50%	10
Strongly disagree	6.25%	5
Total Respondents: 80		

# Are there any comments that you would like to add in regards to the Recharge Policy?

- If tenants struggle to pay due to mental/emotional/health/disability problems they should not be recharged.
- Each case needs to be treated differently - some people may be unable to arrange help etc - however more needs to be done for dirty messy homes inside and out
- All things need to be thoroughly investigated before a recharge is given, there maybe underlying issues that need looking in to i.e. depression, mental health and physical health problems.
- If people damage or neglect a council property that they can call home. They should pay. If it's not their fault or if there is a valid reason then maybe they should be excused
- It depends of the health and wealth of a tenant, not all tenants understand everything....I had help from family and not everyone has family to fall back on as I don't now.
- It's not all so black and white. I think the individuals who struggle should be helped out. If they are deliberately causing damage repeatedly then I think they should be charged and next property held until it is sorted out
- If house is neglected ie elderly person, then they should not be charged they should be supported for house and garden. However able bodied tenants should pay or be given support to show them what to do.
- In some of the questions it depends on the circumstances of the tenants.



# Suggestions

- Regarding point 3; If someone is unable to pay for a repair, they're unlikely to be able to pay the recharge, unless you're able to contract it out significantly cheaper or offer instalments. Regarding point 5; Wouldn't this risk leaving people in poverty, homeless? If someone is outright refusing or intentionally causing the damage etc, then I agree entirely. Some people need protecting, and you play a significant role in that.
- Yes I would like an inspection made of properties inside and out....
- If more "problem" tenants were visited i.e. without a date/time then hopefully reducing the neglect of properties...
- It mentions that tenants would be recharged for blocked toilets etc - there are a huge number of phone calls through to Customer Services with tenants reporting blocked toilets and the tenant's never get recharged for this. This could prove some 'grey area' if the council start saying tenants need to be recharged for blocked toilets but the tenants saying they have never been charged for an unblock of a toilet. Personally I think that blocked toilets should be the tenant's responsibility any way as it seems a bit of a waste of money, time and resources to keep sending out contractors to unblock a toilet when all it needs is for the tenant to use something to push through the blockage.
- Please confirm that on vacating the property - where stating - leaving in good condition - please make clear whether this includes redecoration of the property concerned. Where work has to be undertaken on behalf of the tenant - by offering this service - please ensure that the costs for this work to be carried are reasonable and in line with the tenant's ability to pay.
- [...]I would like to see more reuse and recycling of unwanted objects

# Sample of tenants agreeing

- Tenants are made aware when taking on a property the rules laid out by the council and should be held accountable when they break that contract in any way.
- this should all be chargeable... so yes they should be charged and not expect the council or new tenants to bear the cost.
- Properties should be left at least in the same state as given by the council. If this will be done it would make the process a lot easier for everyone?!
- It's important that people are responsible for and take pride in their property I have noticed that when gardens are cleared items are removed i.e. sheds that may be of use to the next tenant I would like to see more reuse and recycling of unwanted objects
- In order for Tenants to appreciate, and respect their homes, they should have more responsibility for them, and be held accountable, the Recharge policy is necessary

# Sample of tenants disagreeing

- This policy is disgusting and yet another example of the council seeking to punish tenants, make them the enemy and to make yet more money out of them. I strongly disagree with every point. This policy represents no benefit to the tenant and yet more advantage and power given to the council. Shameful.
- This policy targets the most vulnerable tenants as it is those Tenant's that do not have the insight or ability to manage their homes to your standards. I feel they have done the best they can as we all have. There are complex reasons why people live in social housing, some not obvious. I feel the cost should be absorbed by the many rather than punishing the unfortunate few.