

# Rent Setting 2023/24



Your Rent, Your Say, Your Priorities



**Our rent setting process for 2023/24 - starts here! It's very important we understand what matters to you, when it comes to how we invest in your homes and in the housing services we deliver for you.**

This survey tells us what you think we should prioritise your rent money on. We are asking you to tell us what your main priorities are from the information detailed below.

Your views are even more important this year as we continue to recover from the Covid-19 pandemic, so please take a few minutes to take part. The choices we have given you are based on what tenants have previously told us they would like to see their rent money spent on. They have also been influenced by the results of the recent **Tenant Satisfaction Survey**, which will be published soon.

As well as the options below we will continue to increase the number of homes we make available through our new build and buy back programmes. This is something you have told us each year is a priority for you.

We are also required by law to ensure that your home is maintained safely and that we meet our statutory obligations in terms of servicing and compliance. Feedback on the results of this survey will be given to you at the **online Summer Tenant Conference** on **Wednesday 22 June 2022**, when you will have an opportunity to ask housing managers questions on spending priorities.

You can find out more details on the event and how you can take part in the Spring 2022 edition of **On The House** magazine that accompanies the survey. Your feedback will allow us to develop a number of rent level options for next year to deliver your priorities. You will be given the opportunity to vote on these options later this year. Please return your completed survey to us in the envelope provided by **Friday 3rd June 2022**.

Everyone who responds will be entered into a prize draw to win one of four £50 High Street shopping vouchers.

**You can complete this survey online if you would prefer. Visit <https://consult.pkc.gov.uk/> and choose the Your Rent, Your Say, Your Priorities consultation.**



**The Tenant Satisfaction Survey focussed on key priority areas for tenants in relation to the housing services we deliver to you. The main areas where you felt we needed to improve included housing repairs and the quality of your home, improving your neighbourhood and better information and opportunities to participate.**

**We therefore want to hear more from you about these areas. When making decisions about the rent you pay, what priority do you think should be given to each of the following? (please tick)**

| Priority Area  | High | Medium | Low |
|--|------|--------|-----|
| Improving our Repairs Service                          |      |        |     |
| Improving the Quality of Your Home                     |      |        |     |
| Improving your Neighbourhood as a Place to Live        |      |        |     |
| Providing Information and Opportunities to Participate |      |        |     |
| Other (please tell us what this would be)              |      |        |     |



## Improving our Repairs Service

With 4 being the most important, please rank each of these statements from 1 - 4

|   | Please circle |   |   |   |
|---|---------------|---|---|---|
| Complete the repairs on the first visit wherever possible           | 1             | 2 | 3 | 4 |
| Reduce the time it takes to start and complete a repair             | 1             | 2 | 3 | 4 |
| Improve the quality of the repair and the quality of materials used | 1             | 2 | 3 | 4 |
| Make it easier to report a repair                                   | 1             | 2 | 3 | 4 |
| Other (please tell us what this would be)                           | 1             | 2 | 3 | 4 |

## Improving the Quality of Your Home

With 4 being the most important, please rank each of these statements from 1 - 4

|   | Please circle |   |   |   |
|---|---------------|---|---|---|
| Improving soundproofing and insulation in your home                                 | 1             | 2 | 3 | 4 |
| Improving the inside of your home<br>(eg kitchen/bathroom/internal doors/skirtings) | 1             | 2 | 3 | 4 |
| Improving the exterior of your home (eg painting, roof/gutter cleaning)             | 1             | 2 | 3 | 4 |
| Making my home more energy efficient  | 1             | 2 | 3 | 4 |
| Improving the way we deal with dampness/condensation                                | 1             | 2 | 3 | 4 |
| Other (please tell us what this would be)   | 1             | 2 | 3 | 4 |

## Improving your Neighbourhood as a Place to Live

With 4 being the most important, please rank each of these statements from 1 - 4

|   | Please circle |   |   |   |
|---|---------------|---|---|---|
| Improving communal areas internally and externally<br>(eg close painting, bin storage or drying areas)            | 1             | 2 | 3 | 4 |
| Additional resources to respond quickly and to tackle anti-social behaviour where it arises                       | 1             | 2 | 3 | 4 |
| Improving the landscape and maintenance of the neighbourhood<br>(such as fences/boundary walls)                   | 1             | 2 | 3 | 4 |
| Increase the opportunities for community safety improvements in relation to for example lighting in entrance ways | 1             | 2 | 3 | 4 |
| Other (please tell us what this would be)   | 1             | 2 | 3 | 4 |

## Providing Information and Opportunities to Participate

With 4 being the most important, please rank each of these statements from 1 - 4

|   | Please circle |   |   |   |
|---|---------------|---|---|---|
| Increasing the availability of the advice and assistance in relation to increases in the cost of living and accessing practical and financial support | 1             | 2 | 3 | 4 |
| Increasing the opportunities for you to participate and have your say in the decisions we make (including for example digital inclusion)              | 1             | 2 | 3 | 4 |
| Improving communication across the Service (eg repairs, complaints)   | 1             | 2 | 3 | 4 |
| Providing more help to tenants to help them keep their home   | 1             | 2 | 3 | 4 |
| Other (please tell us what this would be)   | 1             | 2 | 3 | 4 |

## Please Complete This Section to be Included in our Prize Draw

Name \_\_\_\_\_

Address \_\_\_\_\_

Home Telephone/Mobile \_\_\_\_\_

Email \_\_\_\_\_

## Please tick any of these boxes if you would like to:

- speak to someone about your rent or financial support that is available;
- speak to someone about your housing options if you feel your home is no longer suitable;
- receive email updates about new services and improvements within the housing service and within your neighbourhood;
- join our interested person register to be kept up-to-date with opportunities and activities to participate and have your voice heard.

### How We Use Your Personal Information

The information provided by you will be used by Perth & Kinross Council to consider rent setting for 2023/24. The information will not be disclosed to third parties except as described below.

The Council may check information provided by you, or information about you provided by a third party, with other information from certain third parties or share your information with them in order to verify its accuracy, prevent or detect crime, protect public funds or where required by law.

For further information, please look at our website [www.pkc.gov.uk/dataprotection](http://www.pkc.gov.uk/dataprotection) or email [DataProtection@pkc.gov.uk](mailto:DataProtection@pkc.gov.uk) or telephone 01738 477933.

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

[www.pkc.gov.uk](http://www.pkc.gov.uk)

(PKC Design Team - 2022004)