

Rent and service charge review



What is it?



What did we do?



What did we find?



What happens next?

During the autumn Progress carry look at the rent and service charges for tenants. This looks to make sure that the new charges from April the following year will cover the cost of providing tenants homes and services.

Tenants are involved in the process by telling Progress what they think about the proposed new charges.

To help prepare for this year's review, the Tenants' Voice – improving services group chose to look at how tenants are involved to see if the process could be improved and help get wider feedback from tenants.

To carry out the review the Tenants' Voice – improving services group

Tenants chose to focus their review on

- What information is provided to tenants
- How information is provided to tenants
- How tenants are involved in the review process

To do this they did the following

- Met with Financial Services Director and Finance Business Partner who explained how rents and service charges are set
- Looked at information provided to tenants last year
- Looked at video provided to tenants to explain how rents and service charges are set
- Information on the Groups website
- Information on other housing providers websites
- Shared 3 questions with other tenants to get their thoughts

The group made 4 recommendations they felt would improve how tenants are involved in the rent and service charge review each year. Their recommendations included

- Brand all sessions as information rather than consultation
- Make sure all information provided is easy to understand, providing clear and accessible information to tenants
- Provide information about what rent and service charge money will be spent on – what will it provide to tenants
- Develop a different way of involving tenants using existing groups and activities to reach more tenants

The Tenants' Voice improving services group told Progress what they found during their review, what was good and what they thought would make the service better in future.

Colleagues from across Progress are working together to introduce the 4 recommendations.

An update on the progress of these will be given to the quarterly meeting of the Tenants' Voice – improving services group until they have all been introduced.

Our Board also receives an update on progress every 3 months to tell them how we are doing.

If you would like to read more information about the report and the findings of our tenants, you can find the full report on our website www.progressgroup.org.uk/get-involved/your-tenants-voice-improving-services-group/

