

Addendum to Item 12

Summary of discussions with Tenants (see paragraph 8.1 of the Housing Revenue Account Medium Term Financial Strategy & 2022/23 Budget and Rent Setting report)

While the Council are not under a duty to consult with tenants on matters relating to rents and the proposed rent increase, two consultation events were held and approximately 944 residents were invited from our YourVIEW database. YourVIEW is our engagement tool for council tenants and leaseholders within the borough to work with us to shape the housing services we provide. We used a combination of methods to target residents which included text messages, phone calls and emails.

The first event was an informal drop-in session held at Greenwich Town Hall in the afternoon of 10th February. This saw 5 tenants attend and involved a presentation from the AD of Housing to tenants in attendance, along with opportunities for questions and answers with other staff members.

The second (online) event was the Boroughwide Tenants Convention held on the evening of 15th February via Zoom, with 12 residents attending. This again involved a presentation from the AD of Housing about the rationale for the proposed increase, how this would support the Council's strategic priorities and its investment in homes and services, as well as how we are proposing to support tenants in difficulties – not only with the proposed increase, but also more widely due to wider cost of living pressures on household budgets. This was followed by a question and answer session involving other staff members. 3 Zoom polls were conducted on the night, which provided us with the following feedback:

- POLL 1: It was asked the reasons behind the proposed rent increase were understood. 10 tenants voted, with 90% answering YES and 10% NO.
- POLL 2: It was asked whether it was clear about how we use the money we collect from rent. 10 tenants voted, with 80% answering YES and 20% NO.
- POLL 3: It was asked if we were offering sufficient advice and support for residents with paying their rent and other bills. 10 tenants voted, with 70% answering YES, 10% NO, and 20% answering partially.

A number of actions were captured at both meetings, and the Housing team will work with Finance colleagues to agree a tenant consultation timetable for the 2023/24 review in early Autumn so we can work on engaging with a wider audience.”