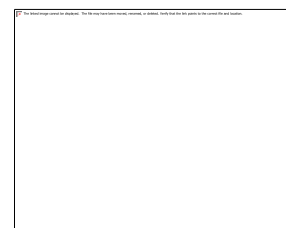


Consultation Feedback Summary

Policies: Recharge, Income Management, Aids & Adaptations

Date: 6th June 2022



A total of 6 online surveys were completed anonymously for our consultation exercise in respect of our new Recharge, Income Management and Aids & Adaptations policies. These were completed by:

- 4 Oadby & Wigston Borough Tenants (OWBC Tenant A-D)
- 1 Oadby & Wigston Borough Resident
- 1 Organisation

Recharge Policy Response

Q3	Do you agree with the Council's approach to recharging tenants for damage caused wilfully, through negligence or accidentally?	<ul style="list-style-type: none">• 5 – Yes (83%)• 1 - No (OWBC Tenant C)
Q4	Do you agree with the examples of a situation where a Rechargeable Cost would apply	<ul style="list-style-type: none">• 5 – Yes (83%)• 1 – No (OBWC Tenant C)
Q5	If you are an Oadby & Wigston Borough Council tenant, do you feel that this policy meets your needs?	<ul style="list-style-type: none">• 2 – Yes (50%)• 2 – No (OBWC Tenant C, D)

Additional Comments:

OWBC Tenant A

If a problem has been caused by a tenant then I think the tenant should be responsible for the cost from the damages. If it's general wear and tear then I don't think the tenant should be responsible

OWBC Resident

The policy seems fair and should be rigorously pursued

OWBC Tenant C

As a tenant with a refurbished property, the properties were signed off before snagging and up to standards, this has resulted in reoccurring faults due to corners cut and I will not be held responsible for standards not met by the council to begin with.

Income Management Policy Response

Q7	Do you agree with the Council's approach to recovering tenant arrears?	<ul style="list-style-type: none"> • 5 – Yes (83%) • 1 – No (OWBC Tenant C)
Q8	If you are an Oadby & Wigston Borough Council tenant, do you feel that this policy meets your needs?	<ul style="list-style-type: none"> • 2 – Yes (50%) • 2 – No (OWBC Tenant C, D)

Additional Comments:

OWBC Tenant A

If the tenant is in rent arrears then they should have to pay them back

OWBC Resident

Rent arrears should be considered a serious failure and should be rigorously pursued

Aids & Adaptations Policy Response

Q10	Do you agree with the Council's eligibility requirements for making an application for an adaptation?	<ul style="list-style-type: none"> • 5 – Yes (83%) • 1 - No (OWBC Tenant C)
Q11	Do you agree with the circumstances in which work will not be carried out?	<ul style="list-style-type: none"> • Yes – 5 (83%) • No – 1 (OWBC Tenant C)
Q12	If you are an Oadby & Wigston Borough Council tenant, do you feel that this policy meets your needs?	<ul style="list-style-type: none"> • Yes – 3 (75%) • No – 1 (OWBC Tenant C)

Additional Comments:

OWBC Tenant C

As a tenant that also works to support the community I have witnessed these changes and adaptations. They do not support the local community and actually deter those who have disabilities by moving there only way of mobility hundreds of yards away from them making going outside inaccessible due to health reasons, you are isolating the most vulnerable of our community.

Equalities Information

Gender	<ul style="list-style-type: none">• 5 - Female• 1 - Male
Sexual Orientation	<ul style="list-style-type: none">• 5 - Heterosexual/Straight• 1 - Bisexual
Age	<ul style="list-style-type: none">• 2 – 25 to 35• 1 – 35 to 44• 3 – 55 to 64
Health/Disability	<ul style="list-style-type: none">• 1 – Yes• 3 – No• 2 – Prefer not to say
Ethnicity	<ul style="list-style-type: none">• 6 - White British
Religion	<ul style="list-style-type: none">• 3 – No Religion• 3 - Christian