

## **Summary of feedback**

(Approximately 40 respondents – combination of survey results and qualitative feedback).

### **Objective 1**

- There was unanimous approval of the decision to increase Selby's Decent Homes Standard. However, there was discussion in the focus group as to whether 15 years was too long. It was explained that this was to introduce a cyclical process of upgrades and does not mean tenants will be waiting 15 years to have this work done – ensure this is clear in the plan.
- 79% wanted SDC to consider ways to be more energy efficient. Only 2 respondents were against this proposal; however it should be noted that this question was specifically focused on off-gas properties, so will not have been relevant to all respondents. Having a more general discussion in the focus group, it was suggested that energy efficiency should also consider loft insulation and adequate windows and doors - ensure this is also made clear in the plan.
- 91% agreed that we should increase property inspections to learn more about our properties. There was no opposition to this proposal; but it was stressed that it is not just about the number of properties that are inspected but the quality of the inspection – this needs to be thorough and consider the whole of the property. Agreed this is important and will be included more in the plan.
- 79% of respondents agreed that we need to focus more on specialist housing needs (rural and supported housing). The remaining 21% were non-committal. In the focus group it was stressed that people who live outside of the larger villages are 'forgotten' about, especially in terms of needing more affordable housing for younger people wanting to buy their first home but being priced out of rural markets. They also felt that the district should offer more in terms of supported housing for both elderly and younger people, to gain or maintain independence.
- In terms of additional things tenants wanted to raise for Objective 1, these were:
  - To increase free play areas for children and young adults.
  - To be more flexible on the eligible age for bungalows and to help single people in big properties find smaller accommodation.
  - Focus more on estate security, such as good fencing, quality locks and doors and lighting over doors.

### **Objective 2**

- 89% of respondents want SDC to increase their relationship with tenants. This should be secured by the publication of our Tenant Participation Strategy.
- 89% also agreed that we should look to improve our responsive repairs programme through the use of new IT provisions. Only 1 respondent was against this proposal. In the focus group, communication between tenants and staff in the Property Services team was noted as an issue. This was surrounding updates on repairs and when workmen are planning to attend. It is hoped these issues will be improved by the use of our new automated system. Another issue born from this

discussion was around the different levels of communication and service provided in regards to Council versus contractor repairs. This issue will be passed to the Property Services team to look into further.

- 89% again agreed that fire safety in communal areas should be provided additional funding. No respondent opposed the plan, the rest neither approved nor disapproved.
- 82% agreed with plans to initially prioritise people with local connection for available properties on the housing register.
- In terms of additional things tenants wanted to raise for Objective 2, these were:
  - Wanting us to utilise empty buildings more, helping to lower the housing waiting list.
  - Stressing that not all residents have access to IT or the knowledge to use it, when looking at feedback opportunities.
  - Wanting SDC to act on the reports given to Neighbourhood Officers by local residents, making them feel valued.
  - The need to get younger tenants involved in engagement opportunities.

### **Objective 3**

- 91% agreed we should be building more affordable housing in partnership with the Housing Trust. No one opposed this proposal. This need was also stressed in the focus group.
- 91% also agreed that we should commit to the 'one for one' replacement promise. Only 1 respondent did not agree.
- 85% agreed that housing need should be the deciding factor in regards to the type, size and location of the properties we build. In the focus group it was also stressed that new build properties should have a focus on green energy. The group also felt we needed to do more to ensure that empty homes are brought back into use to replenish stock lost through Right to Buy. The focus group were not supportive of this initiative. There was also a discussion in regards to modular housing and the group were interested in how this works and what kind of quality it offers.
- When discussing the definition of Affordable housing, the focus group felt that the Council needed to be as flexible as possible on this definition to ensure local people were truly able to access affordable housing. They also questioned why more social housing was not being built, or one bedroom properties for single and young people.
- 88% agreed SDC need to look at reducing void times in our properties.
- In terms of additional things tenants wanted to raise for Objective 2, these were:
  - To ensure properties are fit for purpose prior to tenancy signing.
  - To increase the amount of workmen available so that voids are made available faster.
  - Stressing that community cohesion is more important than housing need.