

## **Title of Consultation**

*The Social Housing Green Paper*

## **Month / Year**

*October 2018*

## **Service Area**

*Neighbourhoods*



### **Why did we need feedback from our Tenants and Customers?**

The Ministry of Housing, Communities and Local Government (MHCLG) released their Social Housing Green Paper for consultation in August 2018.

Plus Dane Housing together with eight other housing providers worked together on a joint response. It was important to us to give our tenants a chance to voice their opinions and ensure their views were included in the submission to Government.

### **How did we get the feedback from our Tenants and Customers?**

Five questions were asked to test tenants' views how they felt about the responsiveness of their landlord and how they feel that being a social housing tenant affects their life. All the housing providers used the same questions to ensure we could compare answers.

To give tenants choice about how to respond we carried out a mixture of online and postal surveys, telephone calls and face to face conversations as well as focus groups and events.

200 Plus Dane tenants provided feedback on the Green Paper and this was added to a further 193 views from our other landlords' customers to be included in the joint submission to government.

### **What did Tenants and Customers say?**

- **77%** of tenants felt that their landlord would listen to them if they raised safety concern about their home.
- **84%** of customers knew how to make a complaint to their landlord however only **67%** felt that their complaint would be resolved in a reasonable time - demonstrating that tenants have confidence in making the complaint but feel that the process is too slow to come to a conclusion.
- **75%** of customers would like to see the resurrection of a tenant's body so their voices can be heard collectively although there were suggestions for a regional body rather than a national London dominated one.
- **28%** of customers felt that their opportunities in life were affected by being a social housing tenant.
- **64%** of customers thought that there was more that landlords and government could do to deal with the negative views of social housing tenants portrayed in the media

### **What is Plus Dane going to do with this feedback?**

The views expressed by Plus Dane tenants were in line with those from other social landlords. We are confident that the voice of our customers has been included in the response. The Government is due to produce the white paper on social housing later this year.

Plus Dane has ensured all Health and Safety issues raised through the survey by individual customers have also been followed up by the appropriate service.