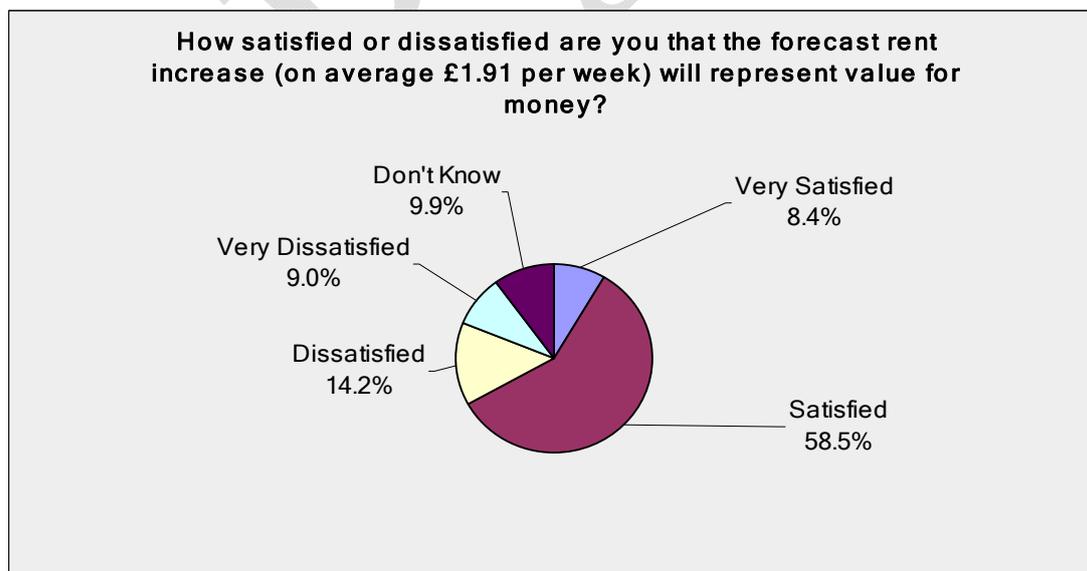
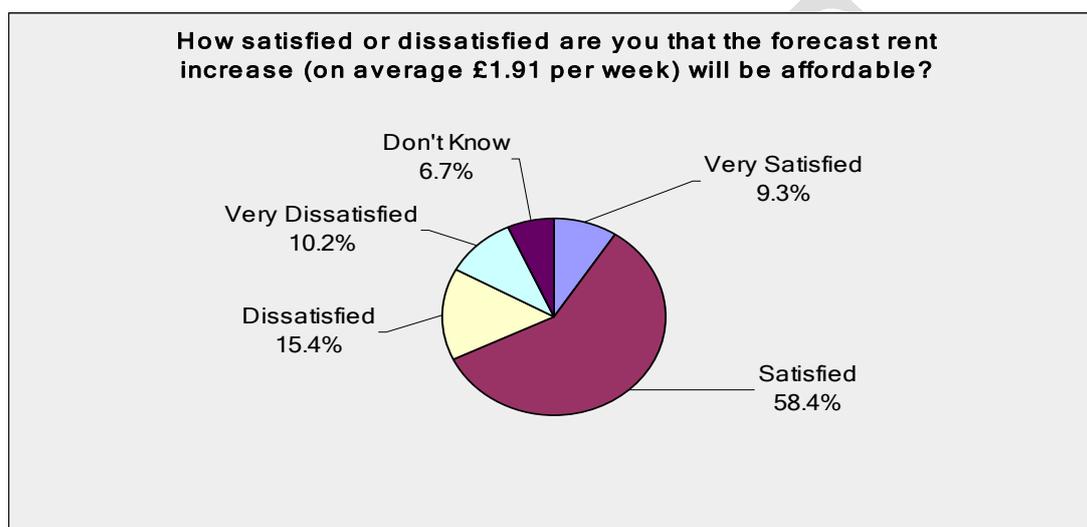


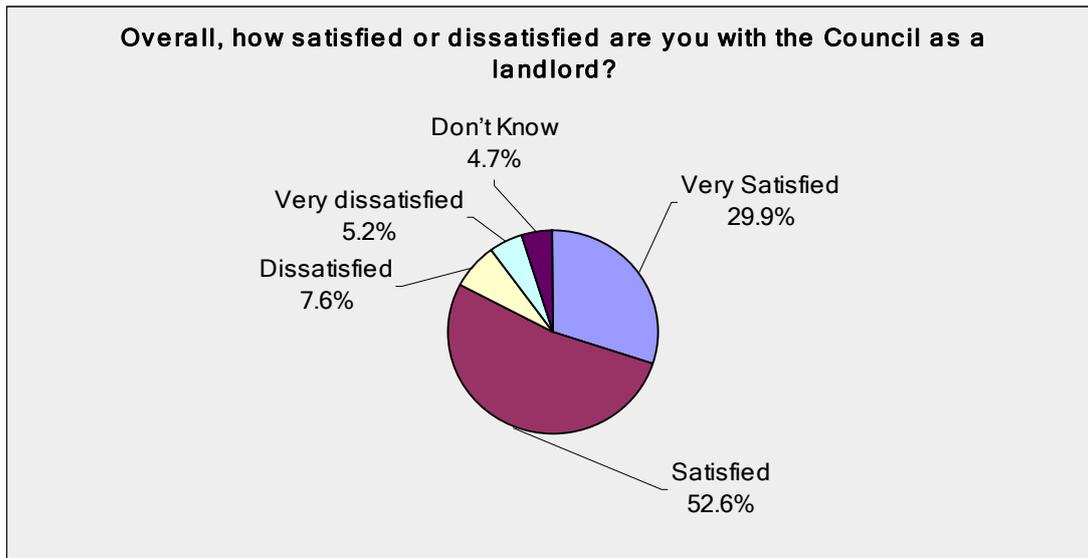
Falkirk Council Rent Consultation for 2012/13: Survey Results

1. Summary

344 tenants (around 2%) took part in the consultation survey.

The majority of respondents were satisfied or very satisfied with the forecast rent increase in terms of its affordability (68%) and value for money (67%). When asked about overall satisfaction with the Council as a landlord, the majority of respondents were satisfied or very satisfied (83%).





2. Comparison with 2011/12 Rent Consultation Results

The response rate and results of the 2012/13 rent consultation were broadly similar to those of the previous year 2011/12, where 346 responses were received (2% of tenants). In 2011/12, the majority of respondents were satisfied or very satisfied with the forecast rent increase in terms of its affordability (63%, slightly fewer than this year) and value for money (62%, slightly fewer than this year). When asked about overall satisfaction with the Council as a landlord, the majority of respondents were satisfied or very satisfied (83%, the same as this year).

3. About Rent Consultation

Where a social landlord proposes to increase rents generally, it must first consult those tenants who would be affected and have regard to the views they express. These requirements are contained within Section 25 of the Housing (Scotland) Act 2001.

Falkirk Council is committed to involving tenants in developing our approach to rent consultation. Our approach reflects feedback from the 2010 Tenants' Conference Rents Workshop, discussions at the Registered Tenants' Forum in 2010, and a further evaluation by the Tenants' Forum in 2011.

4. Consultation Methods

All tenants received a survey with the winter edition of the newsletter 'In the Neighbourhood', along with information about:

- What rent monies are spent on and what the forecast increase would pay for

- How rent levels affect the Council's ability to meet the SHQS (Scottish Housing Quality Standard)
- How Falkirk Council rents compare with other social landlords in the area, for a 3 apartment (2 bedroom) property (weekly equivalent over 52 weeks)
- How the service is performing

Tenants also had the opportunity to have their say via the website for 6 weeks until 29 December 2011.

5. Feedback to Tenants

Consultation results including individual comments are taken into account as part of the decision making process about rent levels.

After views have been gathered, Registered Tenants Associations are provided with the results alongside detailed information about the Council House Rents and Investment Programme budgets. These reports are also available on the Committee section of our website.

Any specific service requests or comments about services made during the Consultation are passed to Neighbourhood Managers or other staff members as appropriate.

Our newsletter '[In the Neighbourhood](#)' regularly reports on how tenants have influenced the services we deliver.

6. More Information

A national rent comparison based on local authorities' budgeted estimates for 2011/12, is available from the Scottish Government website at:

[Local Authority Housing Income and Expenditure 2011-12](#)

7. Contact Us

For more information about rent consultation, email tenant.participation@falkirk.gov.uk or contact your Neighbourhood Office / One Stop shop.