

Horton Housing Association



Tenant Feedback on *'How tenants feel about having a say in their home, neighbourhood and community'*

1. We introduced tenants to the new Neighbourhoods and Community Policy
2. We asked do you feel you have a say in how your home and neighbourhood looks and if not what can we do to change this?
3. We asked are there any particular issues affecting your neighbourhood and how can we work together to change these?

Date: 15th December 2022

Consultation with: Tenants of Horton Accommodation Services

		
<p>1. Some tenants told us that they don't feel they have enough of a say in their accommodation. Others said they do have a voice, are heard and things are done.</p>	<p>We are committed to listening to our tenants and making sure that you are involved in shaping our services</p> <p>All accommodation services are regularly asked to discuss accommodation related topics with tenants to gain their input. This information is reported back to the organisation every 3 months and we provide 'You Said' 'We Did' reports to tell tenant what we can and will do and what we might not be able to do and the reasons why. We also publish this information in Here at Horton Newsletter. We are planning to have regular Together with Tenants events like this. Some of these will be more local to your service and they will provide you with opportunity to have your say</p> <p>If you feel you are not being heard please discuss this with a member of staff or alternatively you can follow our Complaints procedure which you will have details of from your sign up. Details can also be found in your handbook, on our website – www.hortonhousing.co.uk or by calling 01274 370689.</p>	

<p>2. We need better screening of others tenants because of issues with noise, mess and smoke smells in communal areas.</p>	<p>We believe that everyone can be a good tenant and we do not seek to exclude people from our accommodation.</p> <p>Your neighbours may have different values and lifestyles from you, so it's important to allow for this however all tenants are entitled to peaceful enjoyment of their home.</p> <p>To help ensure this happens, we provide support and guidance to people to help them become tenancy ready and to behave in a neighbourly way. That doesn't mean tenants have to be good friends, but it does mean tenants must keep to their tenancy conditions and show consideration towards others.</p> <p>If your neighbour is causing a nuisance, you should let us know and we will discuss this with them and offer more support to help them manage their tenancy. If tenants continue to behave in an unreasonable way, we will follow our Policies and Procedures to address this more formally</p>	
<p>3. Some people said that they don't have a say on the furniture within their accommodation.</p>	<p>We have a Horton Standard Policy which determines the type of furniture we provide and ensures that this is modern, practical, and robust and meets fire retardant regulations. We review the Horton Standard Policy every 3 years and tenants are consulted and have input into this Policy.</p> <p>Following previous tenant feedback, we introduced various designs and colours of furniture and paint colours within our standard, however because our accommodation is fully furnished at the start of each tenancy, we cannot guarantee that it will meet each individuals choice.</p> <p>We try to be as flexible as possible and tenants are able to personalise their accommodation with their own belongings where they wish e.g. add cushions or small items of furniture of their own however we are unable to offer full choice of furniture at the start of your tenancy</p>	

<p>4. Communal area lights are on all the time. We should look at having motion sensors installed.</p>	<p>There may be reasons why some lights need to be on all the time from a safety or practical point of view however we agree that light's being on unnecessarily is not energy efficient.</p> <p>In some of our newer developments and recent property upgrades, we have already installed motion sensor lighting. We will pass your feedback to our Asset and Property Services departments who will look at introducing this in other schemes where possible and as electrical installations are renewed and upgraded.</p>	
<p>5. Your communities are experiencing anti-social behaviour, fly tipping and traffic problems.</p>	<p>It is important to us that issues identified within the community you live, are properly addressed.</p> <p>Please talk to a member of staff about any specific concerns or issues that are affecting you.</p> <p>We work closely with Local Authorities, including Neighbourhood Policing Teams, Community Wardens and Environmental Health, to help us address any issues our tenants may be facing within their local community.</p>	



We can do this or we've already done it.



We're not sure yet, we will discuss it a bit more.



We need to ask someone about this.



We're sorry we can't do this but we'll explain why.