

Summary of responses to Housing Policy Consultations (16/1/2023)

Housing Comments, Compliments, Complaints and Compensation Policy

11 responses received – all SHDC tenants

Question	Yes	No
1. Do you understand the difference between a complaint and a service request?	100%	0%
2. Do you know how to make a compliment, comment or complaint?	100%	0%
3. Do you understand the complaints process and timescales?	91%	9%
4. Do you know how to contact the Housing Ombudsman?	100%	0%

Changes made to policy:

New paragraph created to make sure the following line stands out.

The timescales are set by the Housing Ombudsman in the Complaint Handling Code.

Text within each complaint stage separated and simplified to make it easier to understand.

Tenant Engagement Framework

8 responses received – all SHDC tenants

Question	Yes	No
1. Does the policy explain what we mean by 'tenant engagement'?	100%	0%
2. Do you understand our aims regarding tenant engagement?	100%	0%

Changes made to framework:

None

Housing Estate Management Policy

9 responses received – all SHDC tenants

Question	Yes	No
1. Does the policy set out how the Council will manage your estate?	100%	0%
2. Do you know how to report issues in your neighbourhood?	100%	0%
3. Do you understand how we respond to environmental anti-social behaviour – dog fouling, graffiti, fly tipping etc?	100%	0%
4. Do you understand our approach to fire safety and health & safety of communal areas?	87%	13%

Changes made to policy:

Additional wording added to policy regarding auditing:

Records of tests are held electronically, and audit checks are carried out on site on a quarterly basis by the Contract Compliance Officer.