Appendix C

SHDC Business Plan Consultation outcome report.

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Introduction

This report summarises the outcomes of the consultation undertaken on the Housing Landlord Business Plan, prepared by Savills.

The consultation aimed to:

- Inform tenants about how rent income is currently spent and how it is proposed to be allocated over the next 30 years.
- Provide tenants with the opportunity to influence priorities for future expenditure.
- Ensure tenants' views shape the Business Plan and Asset Management Strategy and demonstrate that the Council values tenant feedback and scrutiny.

Consultation programme

To maximise participation, the consultation programme included:

- **Pre-engagement**: Officers engaged with the Tenants Forum and Focus Groups to encourage participation.
- **Surveys**: Available online and in hard copy, promoted via texts, emails, posters, and the Council website.
- **Events**: Two face-to-face consultation sessions (morning and evening) with presentations delivered by Savills.

The consultation survey received 138 responses, with 11 tenants attending the consultation events.

Prior to the launch of the consultation a period of pre-engagement took place between Officers and engaged tenants on the Tenants Forum to encourage attendance at the events or to complete the survey. The launch of the consultation was advertised to those tenants who attended the Tenant Forum event in October 2025 and at Focus Group meetings.

The consultation sought to encourage a broad range of responses from across the tenant group. All information about the consultation was posted on the Council website.

To promote the face-to-face events; 2555 texts and 4154 emails were sent to tenants directly throughout October and November 2025. Posters were displayed in various locations across the district and email footers added to Officers emails to encourage participation and promote awareness.

To promote the survey; 2484 texts and 4176 emails were sent to tenants directly throughout November 2025, advertising the on-line survey but informing tenants to

contact Tenant Engagement if they required a paper survey. All tenants who attended the consultation events were also given paper surveys to distribute amongst neighbours.

Housing staff were made aware of the consultation and asked to encourage tenants to take part. Tenants on the Tenants Forum were also asked to speak to neighbours and friends to encourage them to take part.

Consultation event

To encourage maximum attendance, two consultation events were organised—one in the morning and another in the evening.

A presentation was delivered by Savills with opportunities for questions and clarification, with tenants having the chance to discuss various aspects of the proposals from a tenant lived experience.

Survey

The survey was a questionnaire which was made available in hard copy or via the Council website via MS forms. The questionnaire was available on request in alternative format and large print. The survey encouraged responses via questions asking tenants to prioritise the importance of how we maintain and upgrade elements within their properties, how important it was for us to build new properties and what they thought about the external environment around them.

Free text boxes were available to allow respondents to offer open comments about why they had responded and to give other comments they felt were required.

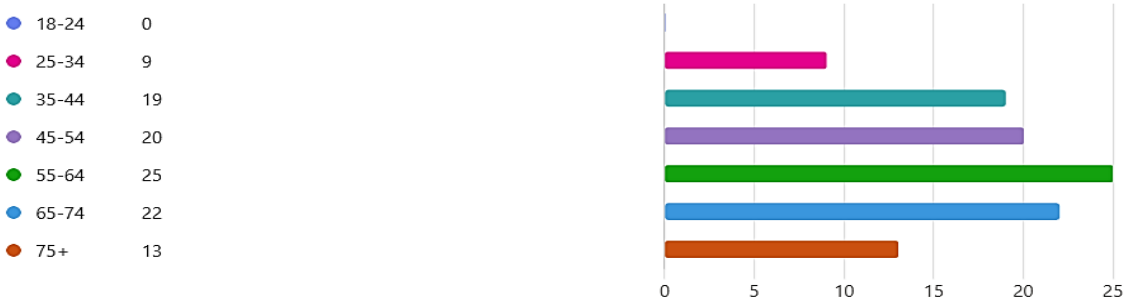
Completed hard copies were returned to the Council Offices at Priory Road, Spalding using free post return envelopes.

The survey was incentivised with the offering of a £20 shopping voucher prize draw.

Demographics of those taking part

Ages

Survey:

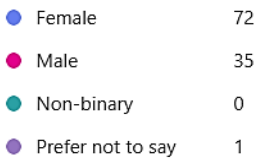


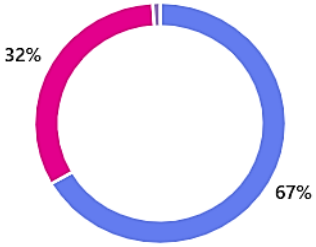
Consultation:

Age Range	Numbers
45-54	1
55-64	1
65-74	4
75+	5

Gender

Survey:



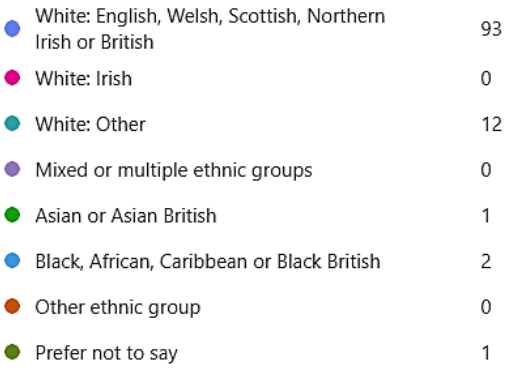


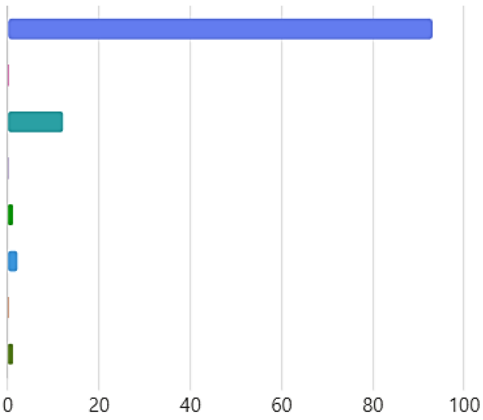
Consultation

Male	Female
4	7

Ethnicity

Survey:





Consultation:

White: English, Welsh, Scottish, Northern Irish or British	10
Asian Or Asian British	1

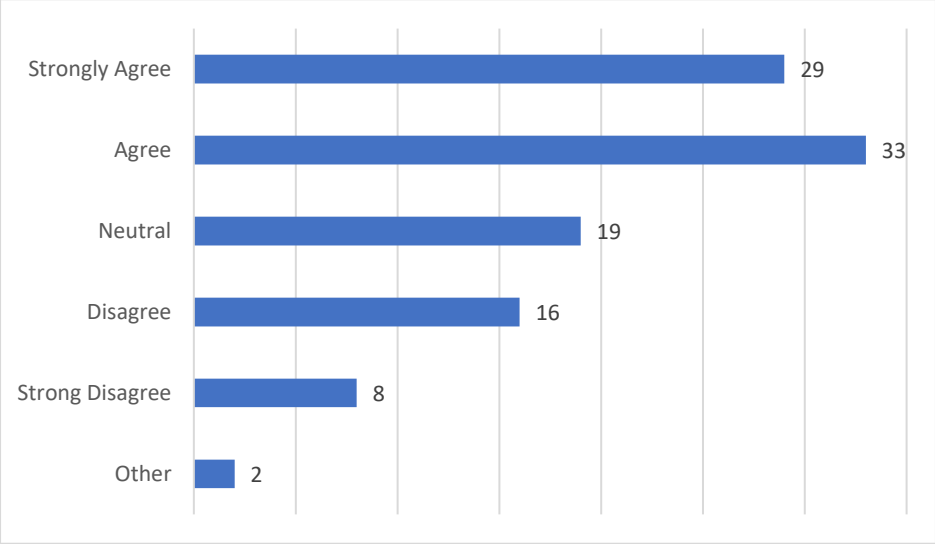
Survey response analysis.

The analysis is reported in the order of the questionnaire. The questionnaire received 138 responses.

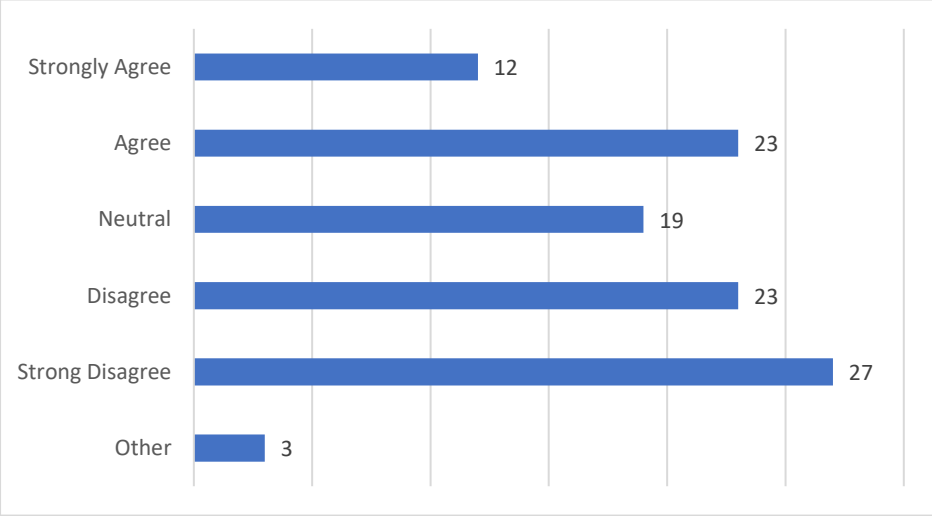
The following questions were asked to ensure they could be entered into the prize draw and to ensure the service could follow up with tenants to tell them about any changes made based of their feedback.

- Q1 - respondent's name.
- Q2 - respondent's age group
- Q3 - respondent's gender
- Q4 - respondent's ethnic background.

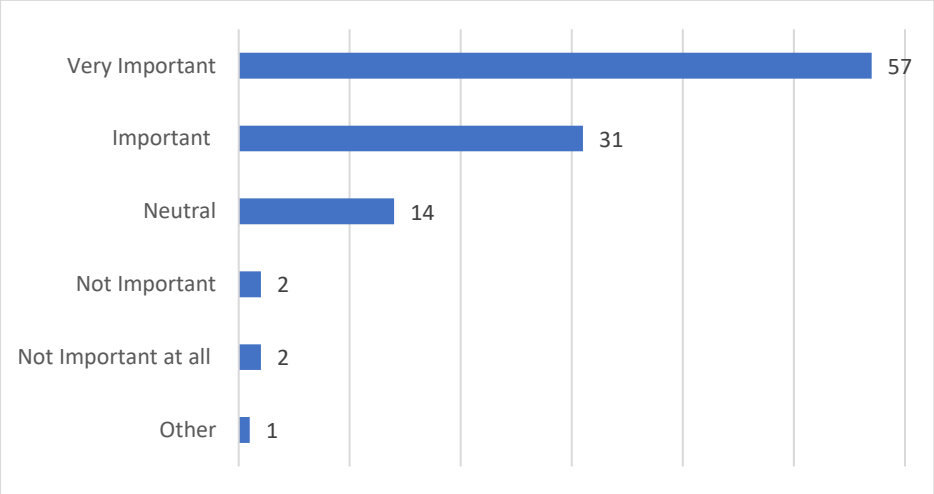
Q5. We currently replace some elements, such as boilers, after a certain number of years, even if they don't need repairing. We are considering replacing these items only when they need repairing. Do you agree with this change?



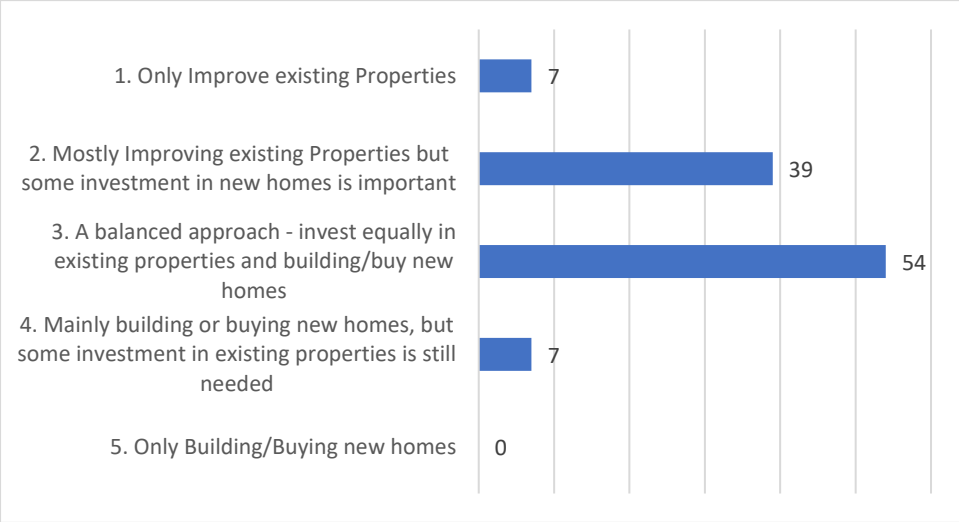
Q6. We survey major elements such as kitchens every 20 years to see if they need replacing. We're thinking about surveying them every 25 years instead. (We'll still do repairs if something breaks during this time). Do you agree with this change?



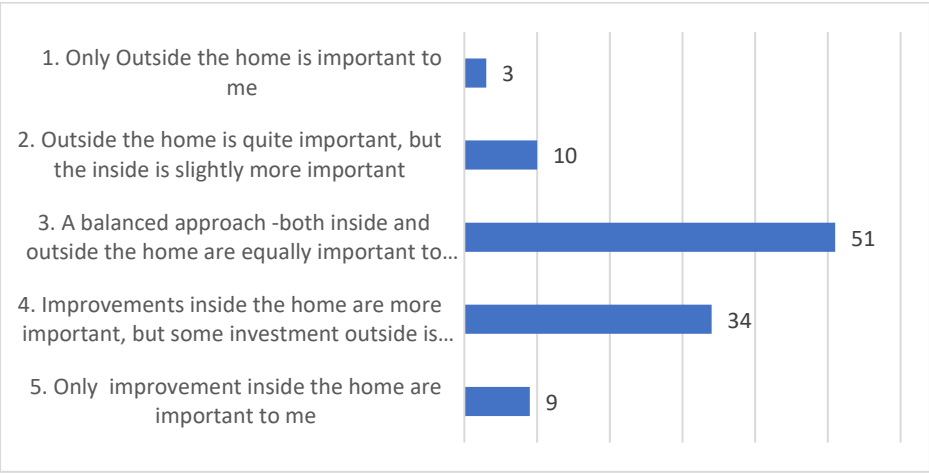
Q7. How important is it that the Council builds/buys new homes?



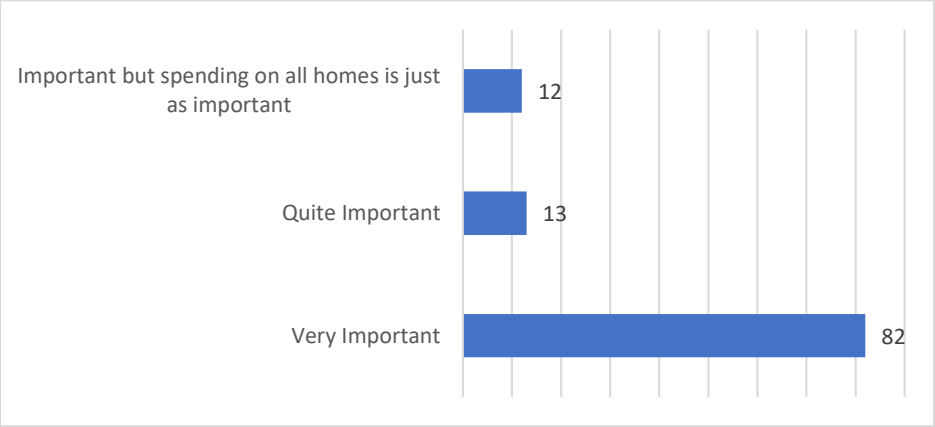
Q8. What is the right balance between investing in current homes and building or buying new homes? Score of 1-5: 1 is only improving existing properties and 5 is only building/buying new homes.



Q9. How important is it that we invest in areas around the home such as funding fencing and landscaping on estates?
Score of 1-5: 1 is really important, outside the home. 5 is not important, it's the home itself that matters.



Q10. How important is it that we spend money on adaptations to homes for the elderly and disabled? For example, fitting wet rooms and ramps.



Q11. Are there any other points you wish to raise?

- 7 wanted an improved aids and adaptations service
- 6 wanted more accessible bathrooms / wet rooms and felt this was more important than kitchens
- 5 wanted better windows and improved energy efficiency in homes
- 3 mentioned the void standard, suggesting improvements
- 5 wanted help to maintain gardens (as a payable service)
- 3 mentioned recharging tenants for not keeping their home in good condition.

In addition, some tenants raised specific queries about their tenancy/property, all of which have been distributed to the teams to investigate and update tenants direct.

Consultation Event analysis

Eleven tenants attended the face-to face consultation events and were given a presentation by Savills. The theory behind some of the questions asked, i.e. extending the time to replace kitchens and bathrooms was explained – giving the tenants more information to make comments on.

The following feedback was received:
Replacing elements only when need repairing / kitchens and bathrooms
The tenants in attendance were clear that they didn't want money to be wasted. They found it frustrating if items were being removed when they were in good working order.

There was lot of discussion around this with all but 2 being happy to extend the lifecycles of kitchens, bathrooms, and boilers on the caveat that the specification for the kitchens and bathrooms was of quality so it would last.

Discussions were also held around replacing some elements within kitchens and bathrooms rather than a full upgrade.

Discussion leaned towards the fact that tenants felt bathrooms were more important to be upgraded on need (for the disabled etc) than the kitchens – the survey echoes this as there are 6 tenants who stated in the comments that bathrooms are more important and should be made accessible.

Importance of new builds
Attendees were keen purchasing new builds – which were done to a specification that meant tenants could age well in them and were future proofed, rather than having to spend money on adaptations later. Discussions also had around building on brownfield sites.

Tenants were keen on disposals of properties that were going to cost too much to bring to an acceptable standard and maintain.

There was a lot of discussion around energy efficiency of homes including solar panels and the use of small wind turbines in the gardens in rural. Electric car charging was also mentioned. Many tenants feel that utility costs are extremely high and want to be able to combat this with more energy efficient homes.

Outside environment
The two groups had different views around fencing communal areas, however all agreed that they wanted the area to look nice. Again, this is echoed in the survey when most tenants stated they wanted a balanced approach to this.

Aids and Adaptations
Both groups supported spending money on disabled aids and adaptations. Discussions also held around re-using some items.

Other Points raised:

- Queries around how leaseholders paid for some services such as sewerage treatment and maintenance
- Approach to clearing gutters and materials used when replacing fascias
- Both groups mentioned the void standard and that it should be raised – to give tenants something to be proud of.
- The tenants were also keen on a mechanism to penalise and recharge those tenants who didn't look after their properties / gardens (not because they couldn't through ill health).

Key Findings

Discussions at the consultation events reflected similar themes to the survey:

- **Lifecycle of Property Elements**: Tenants supported extending replacement cycles for kitchens, bathrooms, and boilers, provided specifications were of sufficient quality. Bathrooms were prioritised over kitchens, particularly for accessibility needs.

- **New Homes**: Strong support for new builds, particularly future-proofed designs on brownfield sites. Tenants favoured disposal of properties requiring disproportionate investment.

- **Energy Efficiency**: Tenants emphasised the importance of solar panels, small-scale renewable energy, and electric vehicle charging infrastructure to reduce utility costs.

- **External Environment**: Mixed views on fencing and landscaping; overall preference for a balanced approach to external improvements.

- **Aids and Adaptations**: Strong support for investment, with suggestions to explore re-use of equipment and review funding arrangements.

Conclusion

The consultation demonstrates that tenants want the Council to:

- Spend resources wisely, avoiding unnecessary replacements.
- Prioritise bathrooms and accessibility improvements over kitchens.
- Balance investment between maintaining existing homes and building new, energy-efficient properties.
- Improve external environments while ensuring value for money.
- Support tenants in maintaining gardens through optional paid services.
- Raise the void property standard to instil pride in new tenancies.
- Ensure fair service charges for leaseholders.
- Hold tenants accountable for property upkeep, with appropriate recharging where neglect occurs.

Overall, tenants emphasised energy efficiency, accessibility, and prudent financial management as central priorities for the Housing Landlord Business Plan.