



The Highland Council: Housing and Property Service

Questionnaire on Council House Rents and Service Charges

The Council is currently reviewing the way it calculates rents and service charges for Council houses. More details of the review are available from any Council Service Point or Housing Office or on the Council website at:

<http://www.highland.gov.uk/livinghere/housing/>

This Questionnaire is being issued to all Council house tenants to seek views on the things we should take into account when we calculate the rent for council houses. We would be very grateful if you could take the time to complete this form and return it in the prepaid envelope provided.

Q1. There are several things about your home we can look at when we are deciding what rent to charge. We have listed some of these below. How important do you think these things should be when deciding on rents?

For each item, please circle how important you think it is on a scale of 1 (not very important) to 5 (very important)

Not Very Important ⇨ Very Important

| | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
| The size of the property (i.e. number of rooms) | 1 | 2 | 3 | 4 | 5 |
| The type of property (i.e. if it is a house or flat) | 1 | 2 | 3 | 4 | 5 |
| The age of the property (i.e. when it was built) | 1 | 2 | 3 | 4 | 5 |
| The condition of the property (i.e. has it got a modern kitchen / bathroom) | 1 | 2 | 3 | 4 | 5 |
| The energy efficiency of the property (i.e. is it easier to heat) | 1 | 2 | 3 | 4 | 5 |
| The location of the property (i.e. is it in a popular area) | 1 | 2 | 3 | 4 | 5 |

Q2. What other things do you think we should think about when deciding what rent to charge? Please use the space to tell us what you think:

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Q3. If the Council is going to build more houses in future it may have to fund this from higher rents. Are you willing to accept that rents may be slightly higher if it meant more Council houses could be built?

Yes No

Q4. We are currently building new Council houses which will cost less to heat. Should the rent for these be higher?

Yes No

Q5. Do you agree that services such as stair cleaning and communal TV aerials should be paid for only by those tenants who benefit from them?

Agree Disagree

If you disagree, why is this?

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Q6. If we change the way we calculate our rents, it would mean that some individual rents will go up and some will go down. Please use the space to tell us what you think about this.

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Q7. Do you have any other comments or suggestions on the subject of rent levels and how we decide rents?

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If you want to discuss this in more details please contact Housing & Property on **01463 702888**.

Thank you for taking the time to complete this form - you can return it by post using the enclosed prepaid envelope – please return it by 31st July 2010 in the Freepost envelope enclosed.

It would be very helpful to us if you could also answer the following questions:

1. Which Highland Council area do you live in?

- Inverness, Nairn, Badenoch & Strathspey
- Ross, Skye and Lochaber
- Caithness, Sutherland & Easter Ross

2. What age are you?

- 16-24
- 25 – 59
- 60+

3. How many bedrooms do you have in your current home?

- Bedsit
- 1 bedroom
- 2 bedrooms
- 3 bedrooms
- 4+ bedrooms

4. Do you currently claim Housing Benefit to help you pay your rent?

- Yes
- No