

Welcome to the consultation on how we spend your rent

Put simply, the Housing Revenue Account (HRA) is the bank account within the Council where the rent and service charges you pay, is paid into, and where the Council spends from, in order to provide you with landlord services related to your tenancy. It is entirely separate to any other budget the Council holds.

We are working hard to modernise our landlord services and to make sure that the rent you pay for your home is spent on things that matter to you.

We are here to deliver the services you need and want in the future; that is why it is so important that we hear your views on the priorities for you, your home and your neighbourhood. Your feedback is crucial for us to be able to design and deliver a service that works for you.

We'd encourage you to complete this survey as thoroughly as you can. We've attempted to keep the questions to a minimum as we understand that everyone's time is precious. However, we would appreciate it if you would encourage your neighbours, family and friends, if they are MK tenants, to do the same. We need as much feedback as possible to make the right decisions. We cannot guarantee to be able to deliver on everyone's priorities due to limited budgets, but this is your opportunity to have a say in how your rent is spent – please use it.

Before we begin, please can you confirm your postcode in the box below. We only use this data to confirm that you are a resident of Milton Keynes and to build a map of areas where similar priorities exist. We cannot identify anyone using this data alone.

* 1. Address

MK Post Code

2. There are four main areas where we can use your rent money to benefit people living in council properties. Please rank them in order of how important they are to you.

(Just to say - we know they are all really important, but in order to make an effective plan for the future, we need to know a rough idea of where to start and what is most important.)

Scale

1 - Most important to me

2 - Important to me

3 - Less important to me

4 - Not important to me

  **Investing in new homes**
By investing in buying and building new properties, we are able to provide high quality homes that last and make sure those most in need have a place to live now and in the future.

  **Repairing existing homes to a higher standard**
Using better quality materials and repairing properties more frequently. Keeping the homes that you or your friends and family are currently living in, in a good state of repair for longer.

  **Looking after your estate and surroundings**
Maintaining common areas such as play parks, fences and boundary walls as well as specific items such as entrance security, lighting and communal storage areas

  **Services for you and your home**
By spending on this area we are able to improve the services that we provide for all residents including: housing officers, caretaking and response times to complaints

Now that you have let us know your priorities, please take some time to consider each area and the kind of things that you would like to see improved

3. Investing in new homes

What types of homes do you think the council should prioritise building? Please rank in order.
(1 - most important / 4 - not important at all)

	1	2	3	4
Family homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flats and smaller homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bungalows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sheltered / specialist accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

4. Repair existing homes to a higher standard

What type of improvements are most important to you? Please rank in order.
(1 - most important / 5 - not important at all)

	1	2	3	4	5
Kitchens	<input type="radio"/>				
Bathrooms	<input type="radio"/>				
Energy efficiency (boiler, insulation etc)	<input type="radio"/>				
Windows / Doors	<input type="radio"/>				
Roof	<input type="radio"/>				

Other (please specify)

5. Looking after your estate and surroundings - if you live in a house, flats or sheltered accommodation

What types of improvements are most important to you? Please rank them in order. Only items that be improved using HRA funds are listed here.

Please be aware that many items come under the responsibility of other areas of the council but please let us know in the comments section and we will pass these on.

(1 - most important / 8 - not important at all)

	1	2	3	4	5	6	7	8
Fences and gates	<input type="radio"/>							
Paving and paths	<input type="radio"/>							
Boundary walls	<input type="radio"/>							
Communal storage areas	<input type="radio"/>							
Garages	<input type="radio"/>							
Play areas	<input type="radio"/>							
Grass and shrub cutting	<input type="radio"/>							
Pest control	<input type="radio"/>							

Other (please specify)

6. Looking after your estate and surroundings - if you live in flats or sheltered accommodation only

What types of improvements are most important to you? Please rank them in order. Only items that be improved using HRA funds are listed here.

Please be aware that many items come under the responsibility of other areas of the council but please let us know in the comments section and we will pass these on.

(1 - most important / 5 - not important at all)

	1	2	3	4	5
Entrance Security	<input type="radio"/>				
Lighting in communal areas	<input type="radio"/>				
Staircases	<input type="radio"/>				
Communal storage areas	<input type="radio"/>				
Garages	<input type="radio"/>				

Other (please specify)

7. Services for you and your home

What types of services are the most important to you? Please rank them in order.

(1 - most important / 3 - not important at all)

	1	2	3
Improved guidance and support on managing your tenancy e.g. money management, good neighbour behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice and support on how to 'have your say' about housing services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice and support on how to become more involved in the wider community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

Extra information

8. Thank you for taking the time to let us know what is important to you.

We have based our questions on the kind of services that we can realistically deliver and or improve with the funding available.

If there is something that you feel we have missed out then please include it in you comments below. If it is something that falls outside the HRA funding, then we will pass it on to the relevant area of the Council.

Once again thank you for your time and please let as many people that you know (who live in Council accommodation) about this survey so that we get the best possible picture of what is need for the residents of MK.