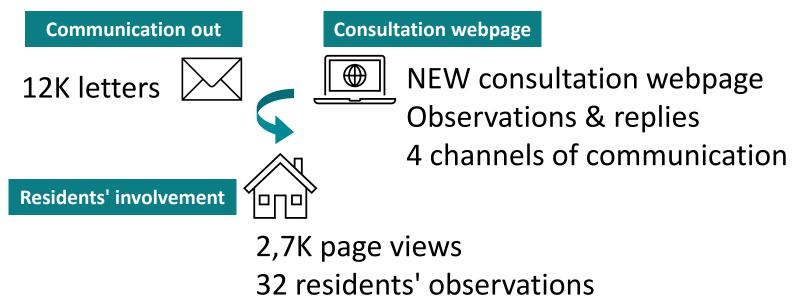
# Housing Consultation Communications progress report

**Business Improvement Team** 

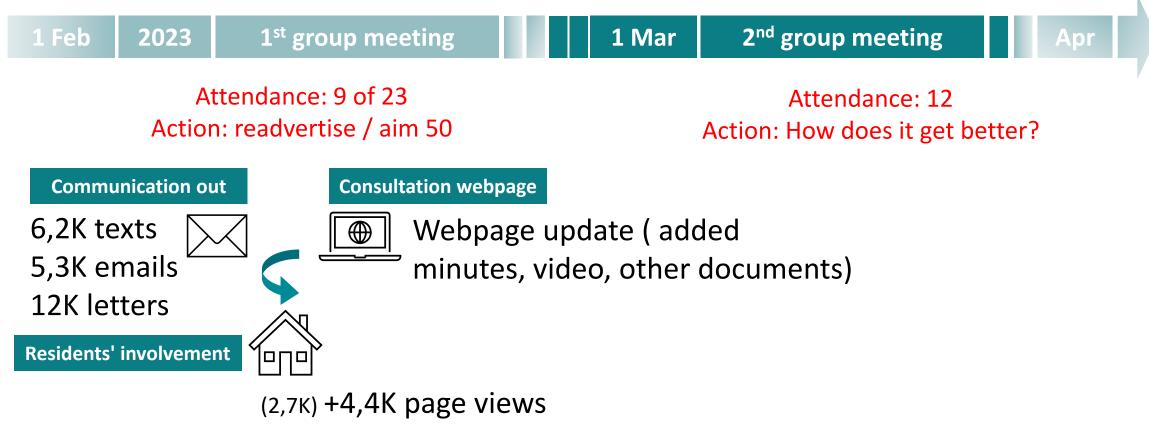


# The story so far

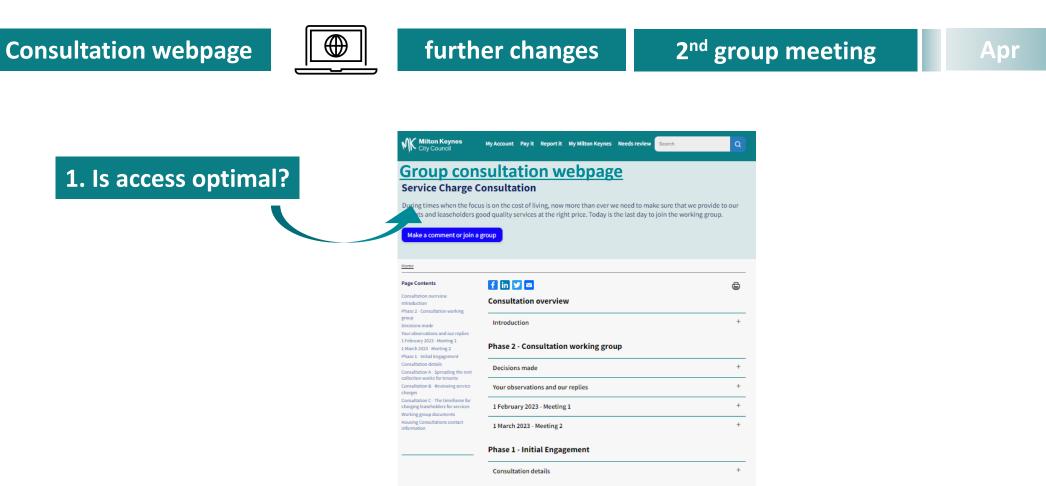
2023



23 residents signs up to join group



- (32) +14 residents' observations
- (23) +56 residents signs up (79 total)
  - 54 Tenants
  - 9 Leaseholders
  - 8 Shared owners



Working group documents

MS Teams accessibility guide (pdf)

- <u>Code of conduct for service charge working group.(pdf)</u>
   <u>Service charge consultation list of service charges (xlsx)</u>
- Service charge consultation list of service charges (xisx)





MK Milton Keynes City Council

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### Service Charge Consultation

During times when the focus is on the cost of living, now more than ever we need to make sure that we provide to our tenants and leaseholders good quality services at the right price. Today is the last day to join the working group.

#### Make a comment or join a group

Home

group

charges

#### 🛉 in У 🖴 Page Contents Consultation overview Consultation overview Introduction Phase 2 - Consultation working Decisions made Your observations and our replies 1 February 2023 - Meeting 1 1 March 2023 - Meeting 2 Phase 1 - Initial Engagement Consultation details Consultation A - Spreading the rent collection weeks for tenants Consultation B - Reviewing service Consultation C - The timeframe for charging leaseholders for services Working group documents Housing Consultations contact information

Introduction	
Phase 2 - Consultation working group	
Decisions made	
Your observations and our replies	
1 February 2023 - Meeting 1	
1 March 2023 - Meeting 2	

#### Phase 1 - Initial Engagement

**Consultation details** 

6

#### Working group documents

- MS Teams accessibility guide (pdf)
- Code of conduct for service charge working group.(pdf)
- Service charge consultation list of service charges (xlsx)

#### +8 Housing Consultations contact information

07860098637 (Text only) rentservicechargereview@milton-keynes.gov.uk

Milton Keynes City Council, Civic, 1 Saxon Gate East, Milton Keynes MK9 3EJ

### 1. Direct access

## ✓ Easy to find

MK Milton Keynes City Council	My Account	Pay it	Report it	My Milton Keynes	Needs review	housing consultation	٩
Housing							
Useful advice on how we	can help with y	our ho	using situ	ation			
Home Housing Concerns Form		Рау уси	ur rent online r	now	► Housin	gConsultations	



## 2. Via consultation landing page

## $\checkmark$ Can be expanded

MK Milton Keynes City Council	My Account	Pay it	Report it	My Milton Keynes	Needs review	housing consultation	۹
Housing							
Useful advice on how we c	an help with y	our ho	using situ	ation			
Home							
Home Housing Concerns Form		Рау ую	ur rent online	now	• Hous	ing Consultations	
_		Рау уси	ur rent online	now	• Hous	ing Consultations	·

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      Milton Keynes
      My Account
      Pay It
      Report it
      My Milton Keynes
      Needs review
      Search
      Q

      Housing Consultations
      Consulting with local communities
      Image: Housing
      <td
```

### Consulting you on rent and service charges

We need to change the way we recover costs from tenants and leaseholders so we can continue to provide high quality services. We are aiming to provide improved information, ensuring what we do and how we charge for services is clear and transparent, and making sure the timing of our charges is efficient and useful.

### Tenants and leaseholders group

We understand that there will be many different views and we want to listen to all of them. We want to set up a working group of around 70 tenants and leaseholders who will be asked to help us make decisions about:

- · Your views on services we are currently providing to our residents
- How service charges are determined and accounted for
- When we should start to charge people
- How we move from fixed to variable service charges
- · How to deliver high quality standards of service and provide good value for our tenants and leaseholders

### Updates on consultation group, your observations and our replies

Thank you to those who have volunteered to be part of the working group. We will be in touch with you in January with more details. There is still time to join the working group. For more details, click the relevant consultation below. (Last update on 10th February 2023)

### Find more about each consultation and how to get involved





Consultation C <u>The timeframe for charging leaseholders</u> <u>for services</u>



## 3. Via NEW resident e-hub landing page

✓ Access to all regulatory requirements and results in one place

p with your	housing situa	tion			
► Pay	your rent online no	w	Housing	Consultations	•
			<ul> <li>Pay your rent online now</li> </ul>		

	My Account	Pay it Report	it My Milton Keynes	Needs review	Search	۹
Service landing page <u>DRAFT MK</u>	ICC Resident hub ha	s been updated.				
DRAFT MKCC Resident hub Consulting with local communities						
Home Tenancy Satisfaction Measures		Housing Complain	ts	• Housin	g Ombudsman MKCC Self-Assessment	

We have setup this page as we want to improve the way we communicate with our customers, so we can continue to provide high quality services to you. We are aiming to provide improved information, ensuring what we do and how we charge for services is clearly communicated to all our residents.

### Find more on what we do and how to get involved

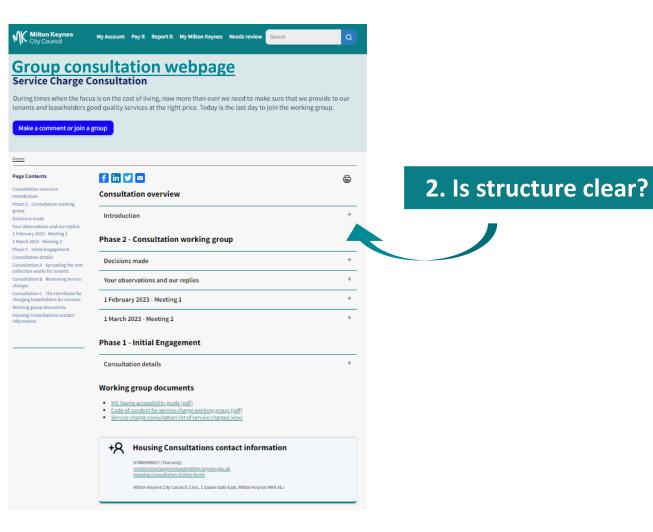


### This is a test

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This is a test	This is a test



### further changes



# Thank You

## Milton Keynes City Council