

Housing Consultation Communications progress report

Business Improvement Team



Milton Keynes
City Council

The story so far





Communication out

12K letters 

Consultation webpage



NEW consultation webpage
Observations & replies
4 channels of communication



Residents' involvement




2,7K page views
32 residents' observations
23 residents signs up to join group



Attendance: 9 of 23
 Action: readvertise / aim 50

Attendance: 12
 Action: How does it get better?

Communication out

6,2K texts 
 5,3K emails
 12K letters

Consultation webpage



Webpage update (added minutes, video, other documents)



Residents' involvement



(2,7K) +4,4K page views
 (32) +14 residents' observations
 (23) +56 residents signs up (79 total)

- 54 Tenants
- 9 Leaseholders
- 8 Shared owners

Consultation webpage

Consultation webpage



further changes

2nd group meeting

Apr



1. Is access optimal?

Milton Keynes City Council My Account Pay It Report It My Milton Keynes Needs review Search

Group consultation webpage

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](#)

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 - 1 March 2023 - Meeting 2
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 - Consultation details
 - Consultation A - Spreading the rent collection weeks for tenants
 - Consultation B - Reviewing service charges
 - Consultation C - The timeframe for charging leaseholders for services
 - Working group documents
 - Housing Consultations contact information

Consultation overview

Introduction +

Phase 2 - Consultation working group

Decisions made +

Your observations and our replies +

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1 March 2023 - Meeting 2 +

Phase 1 - Initial Engagement

Consultation details +

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)

+ Housing Consultations contact information

07860098637 (Text only)
rentservicecharge@milton-keynes.gov.uk
[Housing Consultation \(Online form\)](#)

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

Consultation webpage



Access

1. Direct access

✓ Easy to find

Milton Keynes City Council navigation bar: My Account, Pay It, Report It, My Milton Keynes, Needs review, housing consultation

Housing

Useful advice on how we can help with your housing situation

Home

Housing Concerns Form | Pay your rent online now | **Housing Consultations**

Milton Keynes City Council navigation bar: My Account, Pay it, Report it, My Milton Keynes, Needs review, Search

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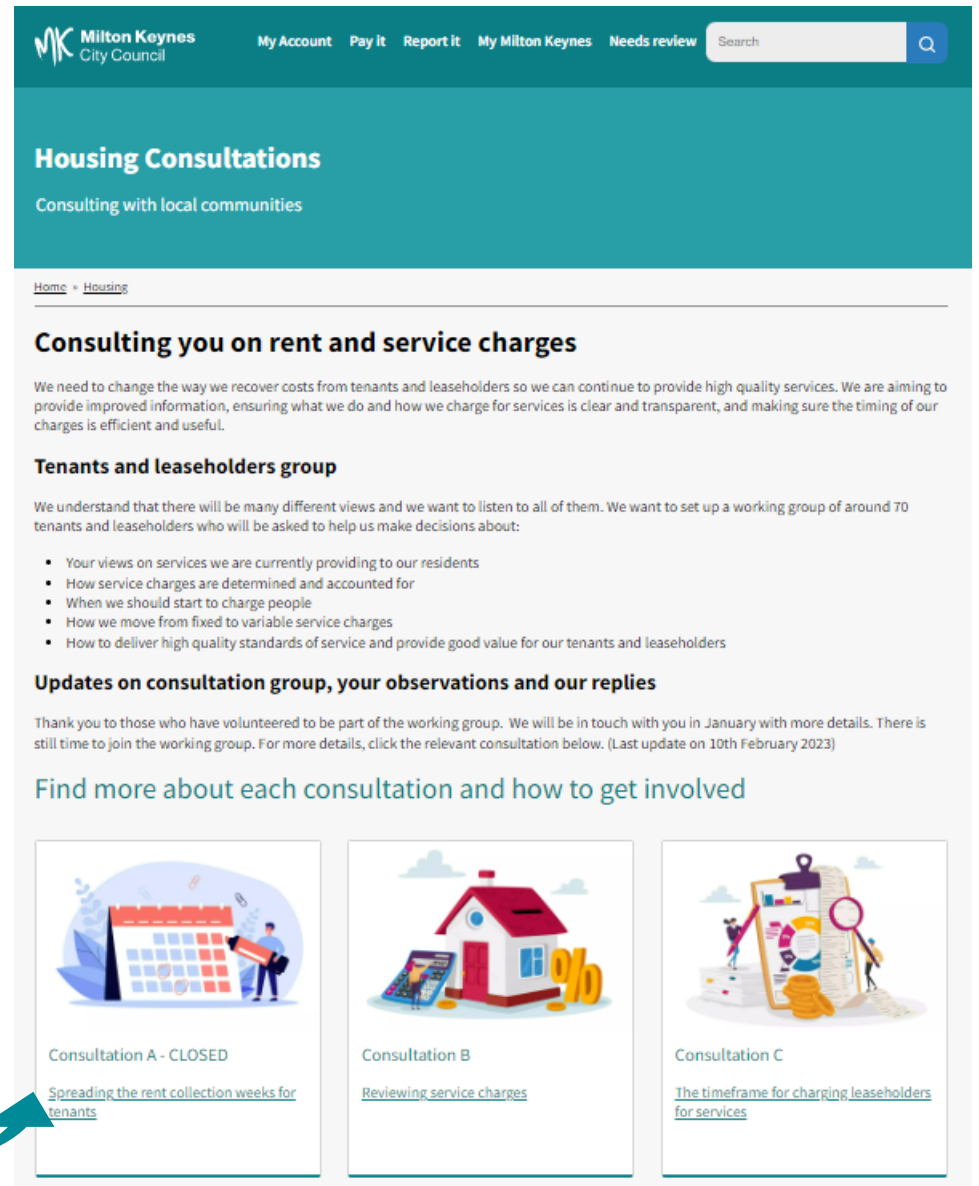
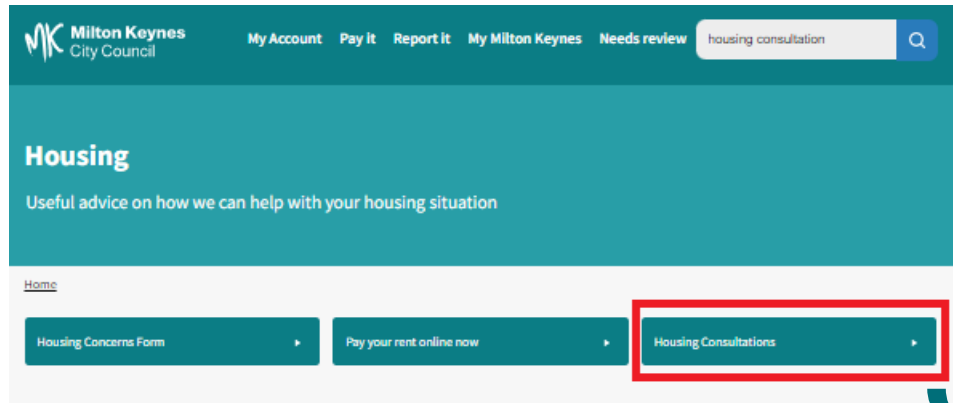
Consultation webpage



Access

2. Via consultation landing page

✓ Can be expanded



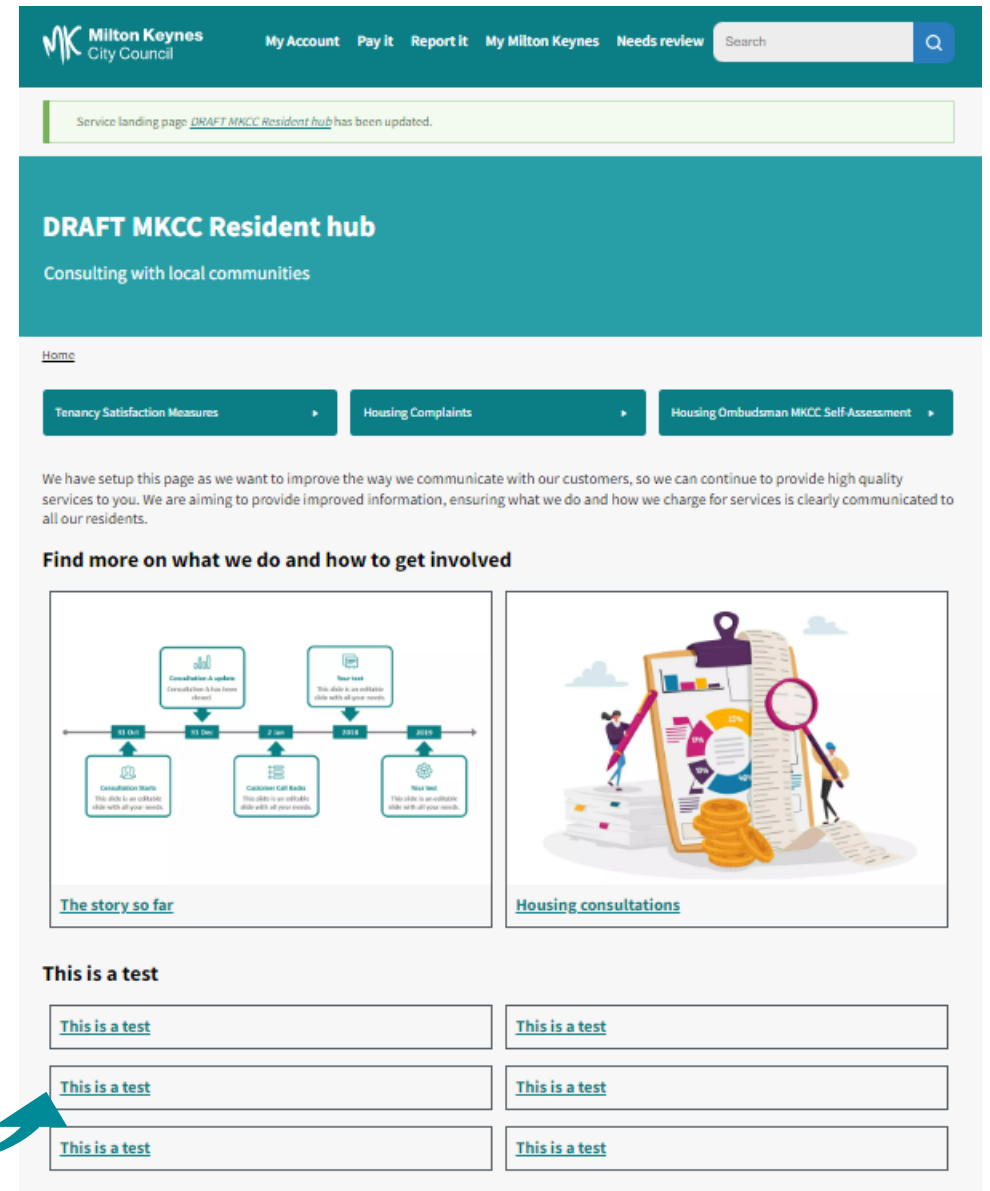
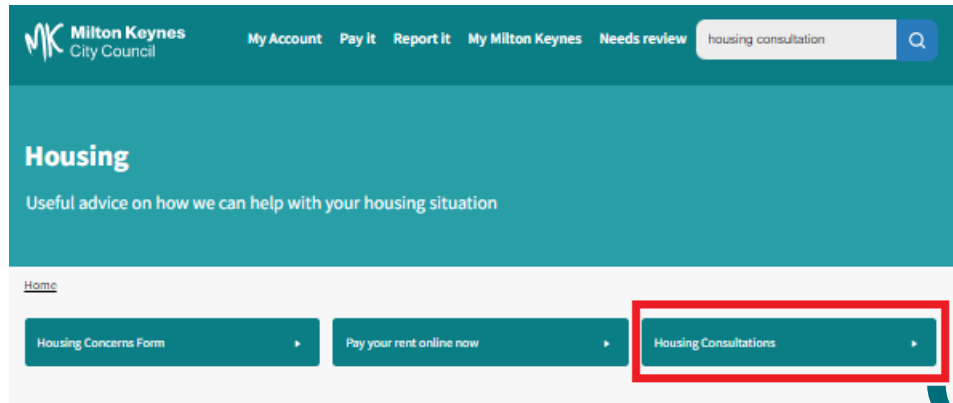
Consultation webpage



Access

3. Via NEW resident e-hub landing page

- ✓ Access to all regulatory requirements and results in one place



Consultation webpage



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Milton Keynes City Council

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2. Is structure clear?

Thank You



Milton Keynes
City Council