

HRA Business Plan Review: What should we spend money on?

This consultation is for Milton Keynes City Council tenants, leaseholders and shared owners.

We are reviewing the Housing Revenue Account (HRA) Business Plan and want to hear what residents think should be prioritised when we make future spending decisions. The HRA is the council's budget for managing, maintaining and improving council homes. This includes how we invest in council homes, estates, neighbourhoods and the services we provide.

The consultation will run for six weeks, from **23 July to 6 September 2026**. Your feedback will help us understand what matters most to residents and how priorities should be balanced.

After completing the survey, you can choose to enter a prize draw for a chance to win a **£50 gift voucher**.

About the Housing Revenue Account (HRA)

The Housing Revenue Account, or HRA, is the separate account used for council housing income and spending. This includes rent and service charges paid by tenants and can only be used for council housing and landlord services.

Why We Are Asking for Your Views

We are reviewing our HRA Business Plan and want to understand what tenants think should be prioritised when we make future spending decisions.

Important Context on Spending Decisions

Some spending is required by law or needed to keep homes safe, and the plan must be affordable. This means we may not be able to do everything tenants ask for, but your feedback will help us understand what matters most.

How to Answer the Questions

Please answer based on what you think should be prioritised for future housing investment and service planning. Some questions may not apply to your current home. You can still answer if you have a view on wider council housing priorities or select "not applicable" where provided.

Reporting Issues

If you need to report an urgent repair, safety issue or complaint, please use the usual council reporting routes.

Accessibility and Support

If you need this survey in another format, or need help to complete it, please contact us on 01908 691691.

Privacy

Everything we do with information about people, such as how we collect it and who we share it with, has to comply with the Data Protection Act and the General Data Protection Regulation (GDPR). A key part of this is being open about how we use information and what rights you have in respect of information we hold about you. For more information, please visit <https://www.milton-keynes.gov.uk/privacy> By continuing with this form, you consent to the Council capturing and storing the personal details in this form for providing the service requested.

What Happens Next

After the consultation closes, we will publish a summary of what tenants told us and explain how the feedback has been considered as part of the HRA Business Plan. For more information and updates visit our webpage by scanning the QR code.



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Section 1: About you

1. Which best describes you?

- ☐ Council tenant
- ☐ Leaseholder
- ☐ Shared owner
- ☐ Other / Please specify:

2. What type of home do you live in?

- ☐ House
- ☐ Bungalow
- ☐ Flat
- ☐ Sheltered accommodation
- ☐ Maisonette

Section 2: Your overall spending priorities

3. Which areas do you think should be the highest priority for future HRA spending? (Please choose a maximum of 5 options).

Please answer based on what you think should be prioritised for future housing investment and service planning. If you need to report an urgent repair, safety issue or complaint, please use the usual council reporting routes.

- ☐ Improving existing council homes
- ☐ Repairs and maintenance
- ☐ Tackling damp and mould
- ☐ Building safety and compliance
- ☐ Improving energy efficiency
- ☐ Improving estates, neighbourhoods and shared outside areas
- ☐ Improving communal areas in blocks and sheltered schemes
- ☐ Improving housing systems, online services and service tracking
- ☐ Better customer service and communication
- ☐ Support for tenants and tenancy sustainment
- ☐ Anti-social behaviour and community safety

- ☐ Building or buying new council homes

Section 3: Your spending priorities: Existing homes

4. What improvements to existing council homes are most important to you? (Please choose a maximum of 5 options).

- ☐ Adaptations for disabled tenants
- ☐ Bathrooms
- ☐ Better communication about repairs appointments and progress
- ☐ Better quality of completed repairs
- ☐ Damp and mould prevention
- ☐ Electrical safety
- ☐ Faster response to day-to-day repairs
- ☐ Fire safety
- ☐ Heating systems
- ☐ Insulation and energy efficiency
- ☐ Kitchens
- ☐ Roofs
- ☐ Windows and doors

Section 4: Your spending priorities: Energy efficiency

5. How important is it that the Council invests in making council homes more energy efficient?

This could include insulation, heating improvements, ventilation, windows, doors or other works that may help homes feel warmer, reduce energy use, manage damp and mould risks, and improve comfort.

- ☐ Very important
- ☐ Important
- ☐ Not very important
- ☐ Not important at all

6. What energy efficiency improvements would matter most to you? (Please choose a maximum of 5 options).

- ☐ Advice on reducing energy use
- ☐ Better insulation
- ☐ Better windows and doors
- ☐ More efficient heating
- ☐ Solar panels where suitable
- ☐ Ventilation improvements

Section 5: Your spending priorities: Flats, blocks and sheltered accommodation

7. If you live in a flat, block or sheltered accommodation, what improvements are most important to you? (Please choose a maximum of 5 options).

If you do not think this question applies to you, please select 'Not applicable — I do not live in this type of accommodation'.

- ☐ Bin stores
- ☐ Communal cleaning
- ☐ Communal heating or hot water systems
- ☐ Communal lounges or shared spaces
- ☐ Door entry systems
- ☐ External areas around the block
- ☐ Fire safety in communal areas
- ☐ Internal decoration of communal areas
- ☐ Laundry facilities
- ☐ Lifts
- ☐ Lighting in communal areas
- ☐ Repairs to communal areas
- ☐ Not applicable — I do not live in this type of accommodation

Section 6: Your spending priorities: Estates and neighbourhoods

8. What improvements to estates and surroundings are most important to you? (Please choose a maximum of 5 options).

- ☐ Anti-social behaviour prevention
- ☐ Appearance of estates
- ☐ Bins and waste areas (This means the condition, cleaning and maintenance of bin stores and waste areas on HRA land. It does not include household bin collections)
- ☐ Cleaning and caretaking
- ☐ Communal gardens
- ☐ Grounds maintenance (HRA-owned land only)
- ☐ Lighting
- ☐ Parking (HRA-owned land only)
- ☐ Paths, roads and pavements
- ☐ Security and safety

Section 7: Your spending priorities: Landlord services

9. Which landlord services are most important to you? (Please choose a maximum of 5 options).

- ☐ Better housing systems, digital services and online forms
- ☐ Clear communication and updates when something is reported
- ☐ Complaints handling
- ☐ Dealing with anti-social behaviour
- ☐ Housing officer support
- ☐ Repairs service
- ☐ Resident engagement and tenant voice
- ☐ Support for tenants and tenancy sustainment
- ☐ Support for vulnerable tenants
- ☐ Support with rent or money worries
- ☐ Telephone and face-to-face access
- ☐ Tenancy visits or tenancy audits

Section 8: Your spending priorities: New council homes

10. If the Council invests in new council homes, what types of homes should be prioritised? (Please choose a maximum of 5 options).

The Council may also need to consider future housing need, available land, planning requirements, affordability and demand when deciding what new council homes can be delivered.

- ☐ Accessible or adapted homes
- ☐ Energy-efficient homes
- ☐ Homes for older people/Sheltered
- ☐ Homes in areas with high demand
- ☐ Larger family homes
- ☐ One-bedroom homes
- ☐ Two-bedroom homes
- ☐ Supported housing

Section 9: Overall approach to future spending

11. When thinking about future HRA spending, which statement is closest to your view? (Please only choose one option).

- ☐ The Council should focus first on getting basic services right, such as repairs, safety and communication
- ☐ The Council should focus more on long-term improvements, such as planned works, energy efficiency and new homes
- ☐ Both are equally important

Section 10: Difficult choices: if funding is limited

We know many of these areas are important. These questions ask what should come first if funding is limited.

12. If funding is limited, which should be prioritised first? (Please only choose one option).

- ☐ Improving existing council homes
- ☐ Building or buying new council homes
- ☐ Both are equally important

13. If funding is limited, which should be prioritised first? (Please only choose one option).

- ☐ Faster day-to-day repairs
- ☐ More planned improvements such as kitchens, bathrooms, roofs and windows
- ☐ Both are equally important

14. If funding is limited, which should be prioritised first? (Please only choose one option).

- ☐ Improvements inside homes
- ☐ Improvements to estates, blocks and neighbourhoods
- ☐ Both are equally important

15. If funding is limited, which should be prioritised first? (Please only choose one option).

- ☐ Better online services
- ☐ Better telephone and face-to-face access
- ☐ Both are equally important

Section 11: Open feedback

16. Are there any specific issues in your home, block, estate or neighbourhood that should be considered when setting future priorities?

Please do not use this survey to report urgent repairs or complaints. Use the usual council routes for those.

17. Is there anything else you would like to tell us about how council housing money should be spent?

Section 12: Optional customer information

The following questions help us understand who has taken part in the consultation and improve the quality of the consultation results. Responses will be reported anonymously.

18. Please confirm your property number and post code.

House/flat number

Post code

Section 12: Future engagement

19. Would you like to be contacted about future engagement on housing services?

☐ Yes

☐ No

20. Would you like to update your contact details?

We are writing to you because we may not hold up to date contact information for you.

☐ Yes

☐ No

21. Would you like to take part in the prize draw?

☐ Yes

☐ No

22. If you answered yes to either question 19, 20 or 21, please provide your contact details.

Name

Email	
Phone number	

Thank you

Thank you for taking the time to complete this survey.

Your feedback will help us understand what tenants think should be prioritised as we review the HRA Business Plan. After the consultation closes, we will review the responses and publish a summary of what tenants told us, including how the feedback has been considered.