



Rent Setting 2026/27 - Your Rent, Your Say, Your Priorities: Summary report

This report was created on Wednesday 02 July 2025 at 10:17 and includes **1047** responses.

The activity ran from 05/05/2025 to 02/06/2025.

Contents

Question 1: When making decisions about the rent you pay, what level of priority do you think should be given to each of the following?	2
Priority areas - Improving our response to repairs in your home	2
Priority areas - Improving the quality of your home	2
Priority areas - Improving your neighbourhood and the place where you live	2
Priority areas - Improving the support we provide to help in your home, and also to keep your home	3
Priority areas - Improving the options to get you more involved in the decisions we make about the Housing Service	3
Question 2: If you have any other priorities please tell us what they are below.	3
Text box	3
Question 3: With 4 being the most important and 1 the least important, please rank each of these statements from 1-4.	4
Improving repairs - Complete the repairs on the first visit wherever possible	4
Improving repairs - Reduce the time it takes to start and complete a repair	4
Improving repairs - Improve the quality of the repair and the quality of materials used	4
Improving repairs - Improve how we respond to issues regarding damp and condensation	5
Improving repairs - Improve how we communicate with you regarding repair works in your home	5
Question 4: If you have any other priorities for improving the Repairs Service please tell us below.	5
Other priorities	5
Question 5: With 4 being the most important and 1 the least important, please rank each of these statements from 1-4.	6
Quality of home - Improve soundproofing within your home	6
Quality of home - Improve the inside of your home (eg kitchen/bathroom/internal doors/skirtings)	6
Quality of home - Improve the outside of your home (eg painting, roof/gutter cleaning)	6
Quality of home - Make your home more energy efficient	7
Quality of home - Improve communal areas (close painting, bin storage and drying areas)	7
Question 6: If you have any other priorities for improving the quality of your home please leave details below.	7
Text box	7
Question 7: With 4 being the most important and 1 the least important, please rank each of these statements from 1 - 4.	8
Improving neighbourhoods - Improve how we respond to anti-social behaviour concerns and issues	8
Improving neighbourhoods - Improve the appearance of your neighbourhood (fencing, boundary walls and paths)	8
Improving neighbourhoods - Increase the opportunities to make your neighbourhood feel safer through improved stair lighting and lighting in entrance ways	8
Question 8: If you have any other priorities for improving your neighbourhood please leave details below.	9
Text box	9
Question 9: With 4 being the most important and 1 the least important, please rank each of these statements from 1 - 4.	9
Information and participation - Improve how we offer support to tenants in their home and also to keep a home	9
Information and participation - Provide more help regarding financial advice and assistance	9
Information and participation - Provide internet and wi-fi access in properties to help tenants use support technology to remain living in their homes and better manage their heating	10
Information and participation - Improve the options available to get you more involved in the decisions we make about the Housing Service	10
Information and participation - Continue to expand our housing offer through new-build homes, buying back ex-Council properties and bringing empty property back into use as Council housing, to ensure that tenants can live in a property that is the right size for them and suitable for their needs	11
Question 10: If you have any other priorities for this area of our work, please let us know below.	11
Text box	11
Question 11: Your name.	11
Your name	11
Question 12: Your home or mobile telephone number.	11
Your phone number	11
Question 13: And/or your email address.	11
Email	11

Question 14: We can provide a range of support to tenants, and information to keep you updated about your housing. Please tick any of the boxes below if you would like to: 12

Support available 12

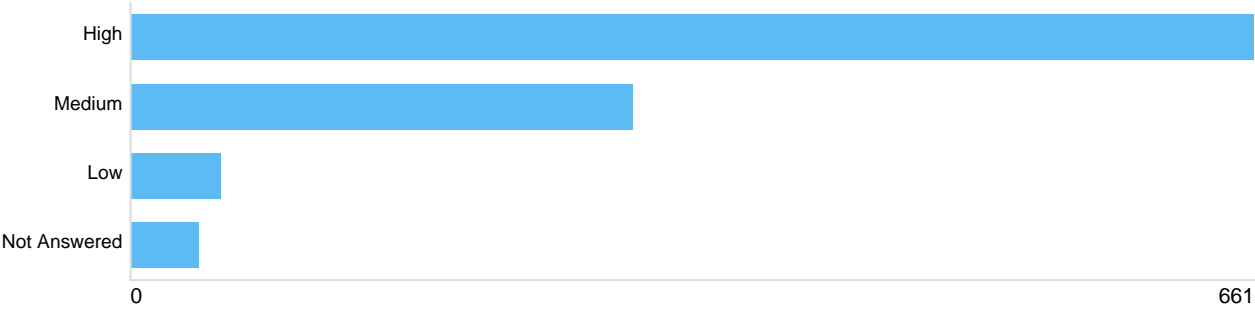
Question 15: If you ticked any of the above boxes, and did not leave your contact details on the previous page, please leave them below so we can get in touch. 12

Email address 12

Phone number 12

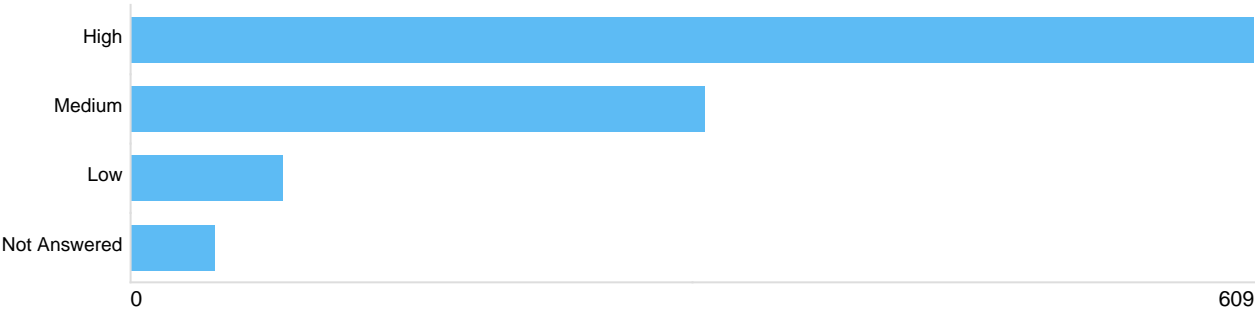
Question 1: When making decisions about the rent you pay, what level of priority do you think should be given to each of the following?

Priority areas - Improving our response to repairs in your home



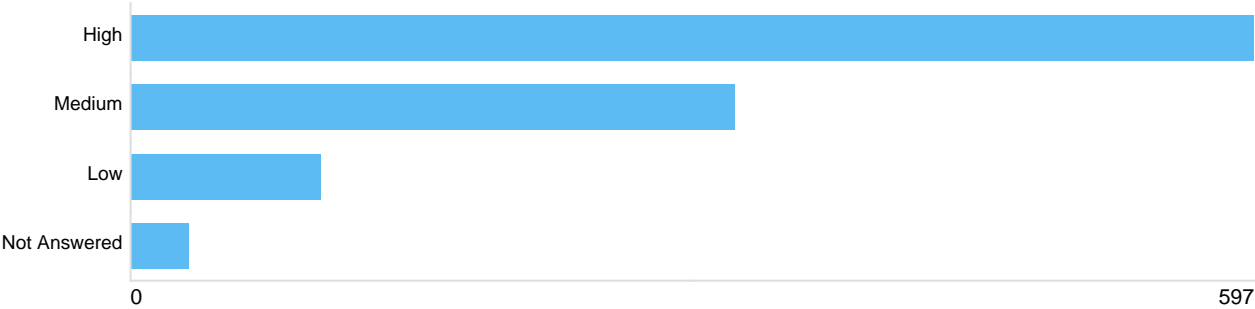
Option	Total	Percent
High	661	63.13%
Medium	295	28.18%
Low	52	4.97%
Not Answered	39	3.72%

Priority areas - Improving the quality of your home



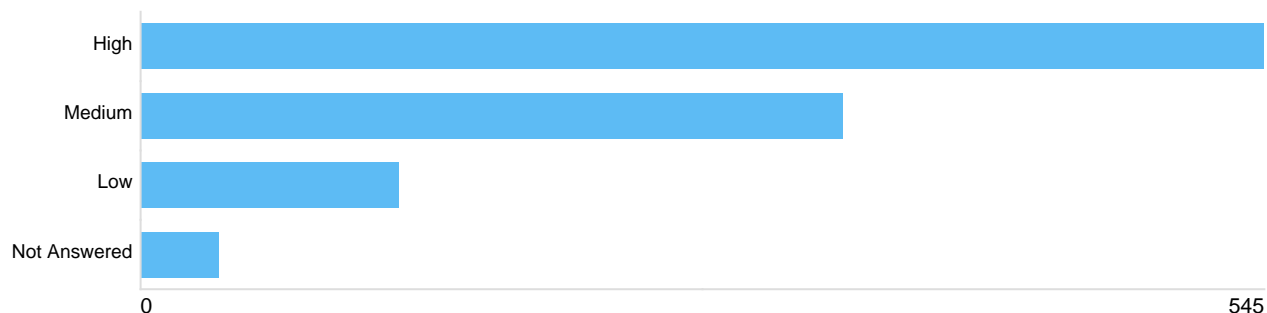
Option	Total	Percent
High	609	58.17%
Medium	311	29.70%
Low	82	7.83%
Not Answered	45	4.30%

Priority areas - Improving your neighbourhood and the place where you live



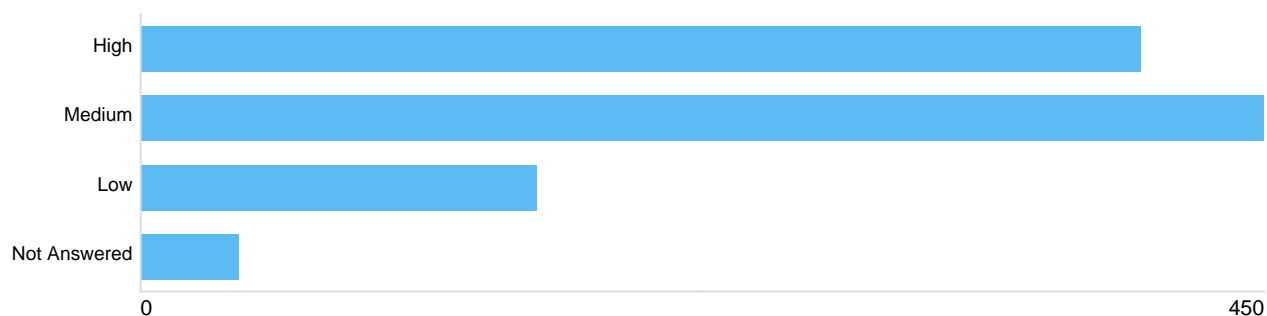
Option	Total	Percent
High	597	57.02%
Medium	320	30.56%
Low	100	9.55%
Not Answered	30	2.87%

Priority areas - Improving the support we provide to help in your home, and also to keep your home



Option	Total	Percent
High	545	52.05%
Medium	340	32.47%
Low	125	11.94%
Not Answered	37	3.53%

Priority areas - Improving the options to get you more involved in the decisions we make about the Housing Service



Option	Total	Percent
High	400	38.20%
Medium	450	42.98%
Low	158	15.09%
Not Answered	39	3.72%

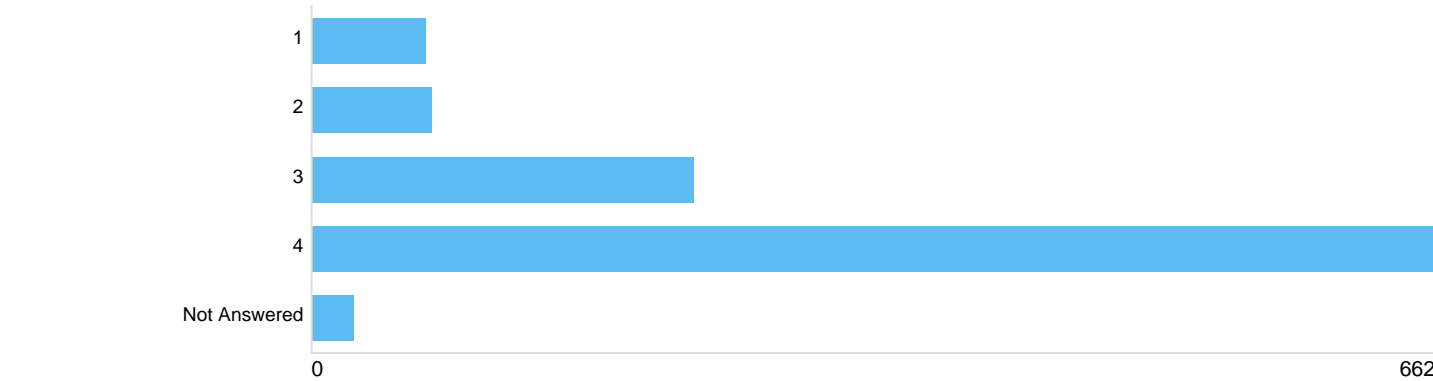
Question 2: If you have any other priorities please tell us what they are below.

Text box

There were **239** responses to this part of the question.

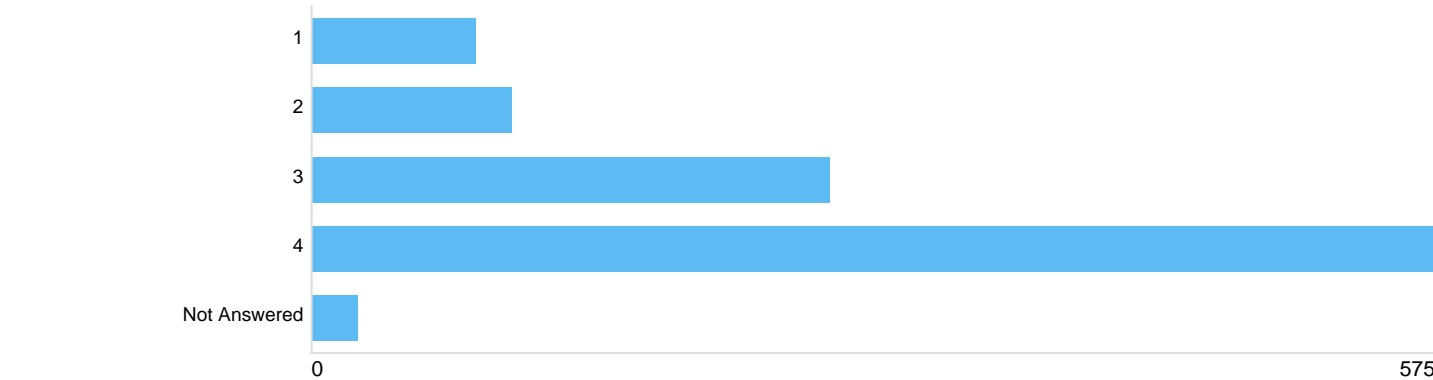
Question 3: With 4 being the most important and 1 the least important, please rank each of these statements from 1-4.

Improving repairs - Complete the repairs on the first visit wherever possible



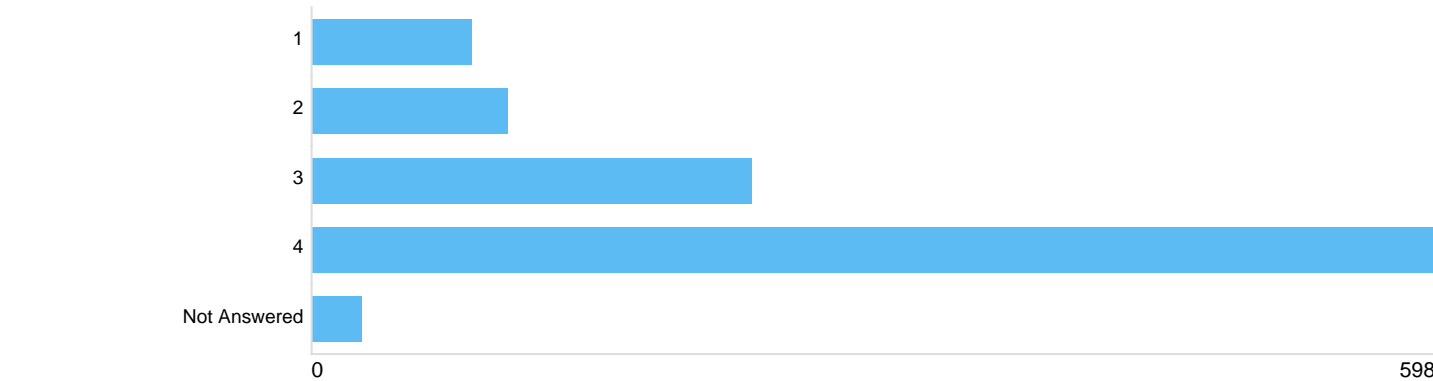
Option	Total	Percent
1	67	6.40%
2	70	6.69%
3	224	21.39%
4	662	63.23%
Not Answered	24	2.29%

Improving repairs - Reduce the time it takes to start and complete a repair



Option	Total	Percent
1	83	7.93%
2	102	9.74%
3	264	25.21%
4	575	54.92%
Not Answered	23	2.20%

Improving repairs - Improve the quality of the repair and the quality of materials used



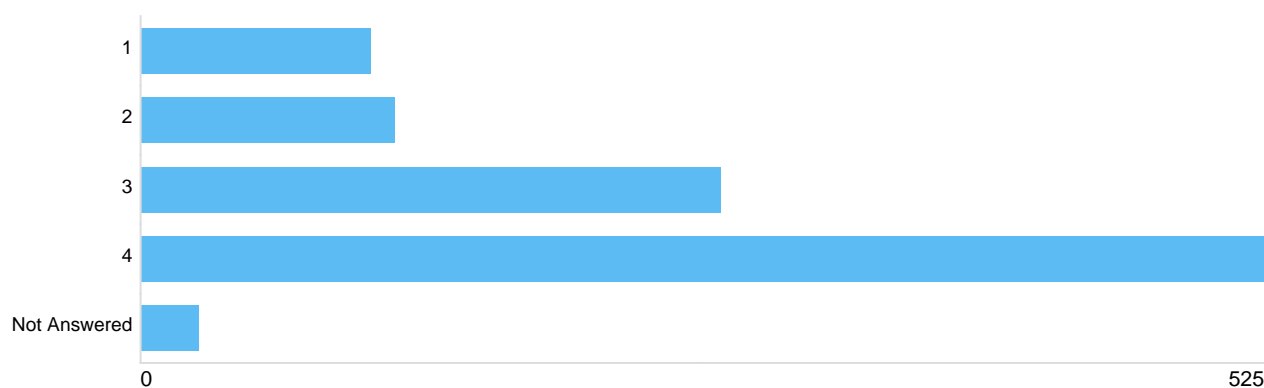
Option	Total	Percent
1	85	8.12%
2	104	9.93%
3	234	22.35%
4	598	57.12%
Not Answered	26	2.48%

Improving repairs - Improve how we respond to issues regarding damp and condensation



Option	Total	Percent
1	119	11.37%
2	89	8.50%
3	170	16.24%
4	641	61.22%
Not Answered	28	2.67%

Improving repairs - Improve how we communicate with you regarding repair works in your home



Option	Total	Percent
1	107	10.22%
2	118	11.27%
3	270	25.79%
4	525	50.14%
Not Answered	27	2.58%

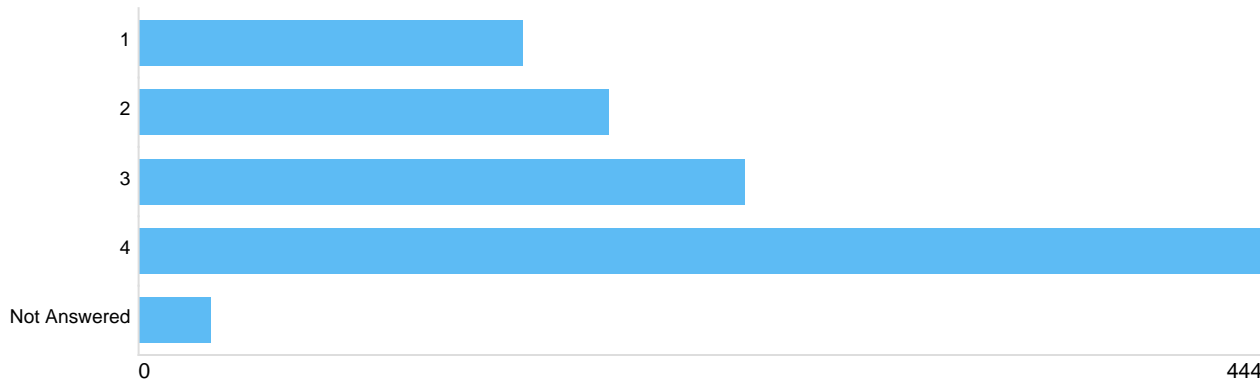
Question 4: If you have any other priorities for improving the Repairs Service please tell us below.

Other priorities

There were **186** responses to this part of the question.

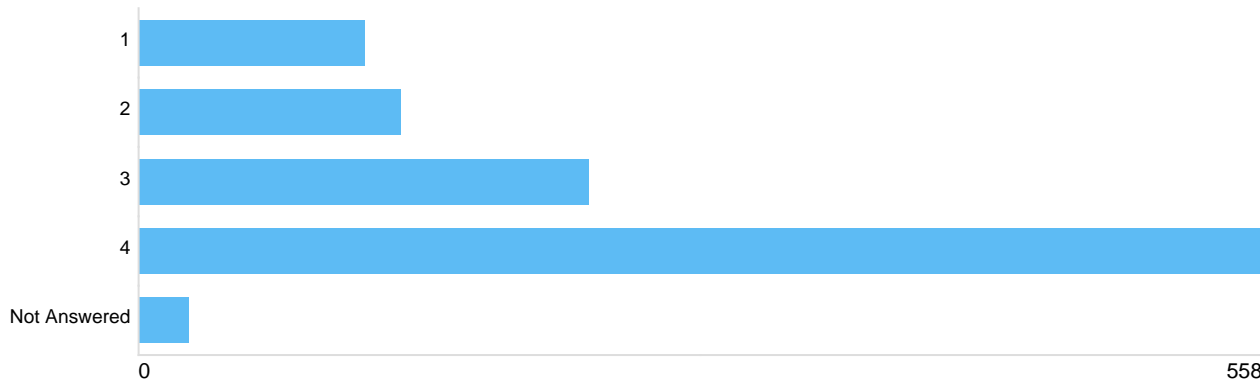
Question 5: With 4 being the most important and 1 the least important, please rank each of these statements from 1-4.

Quality of home - Improve soundproofing within your home



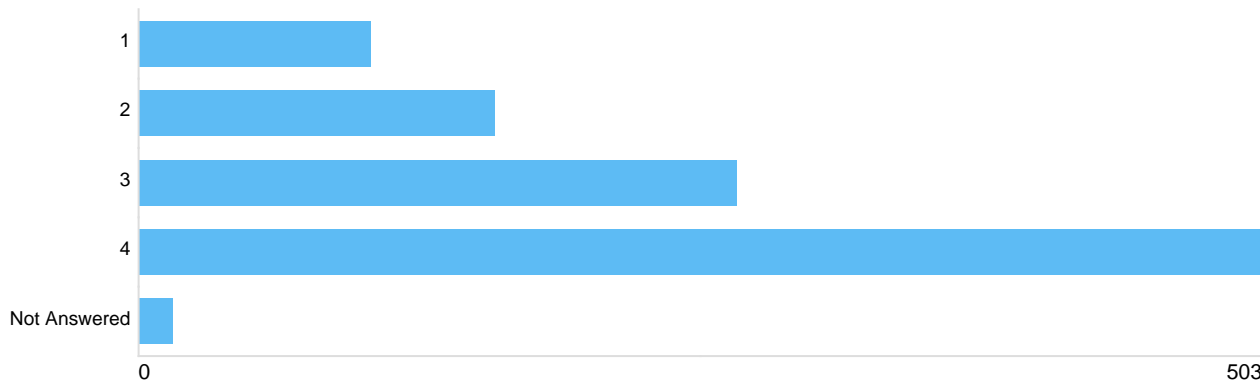
Option	Total	Percent
1	151	14.42%
2	185	17.67%
3	239	22.83%
4	444	42.41%
Not Answered	28	2.67%

Quality of home - Improve the inside of your home (eg kitchen/bathroom/internal doors/skirtings)



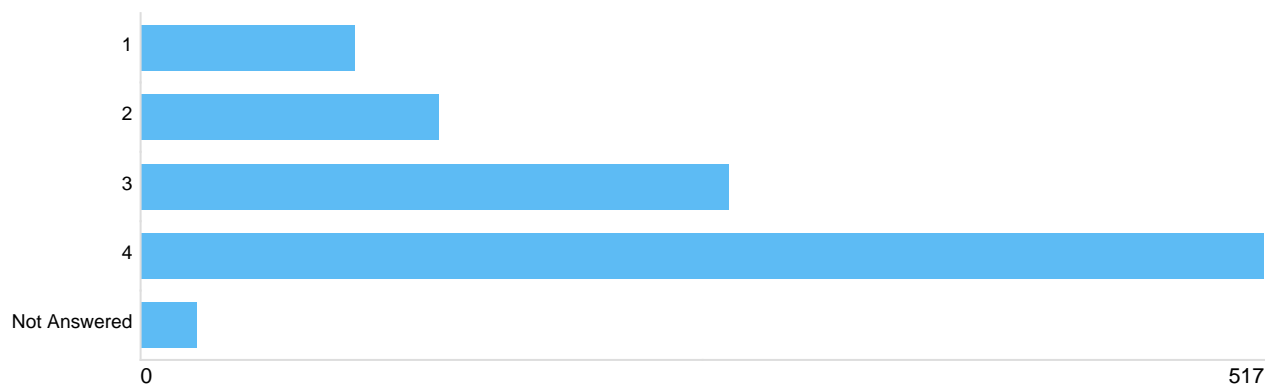
Option	Total	Percent
1	112	10.70%
2	130	12.42%
3	223	21.30%
4	558	53.30%
Not Answered	24	2.29%

Quality of home - Improve the outside of your home (eg painting, roof/gutter cleaning)



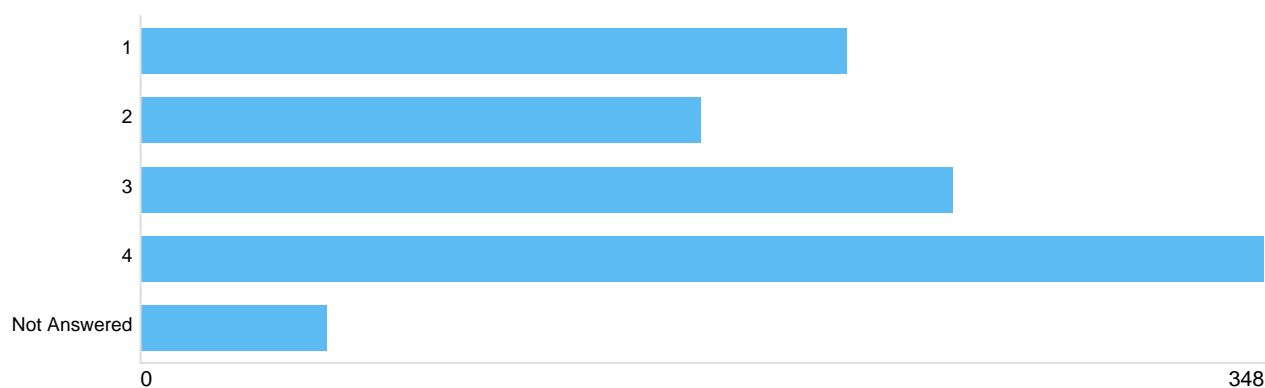
Option	Total	Percent
1	103	9.84%
2	159	15.19%
3	267	25.50%
4	503	48.04%
Not Answered	15	1.43%

Quality of home - Make your home more energy efficient



Option	Total	Percent
1	98	9.36%
2	137	13.09%
3	270	25.79%
4	517	49.38%
Not Answered	25	2.39%

Quality of home - Improve communal areas (close painting, bin storage and drying areas)



Option	Total	Percent
1	218	20.82%
2	173	16.52%
3	251	23.97%
4	348	33.24%
Not Answered	57	5.44%

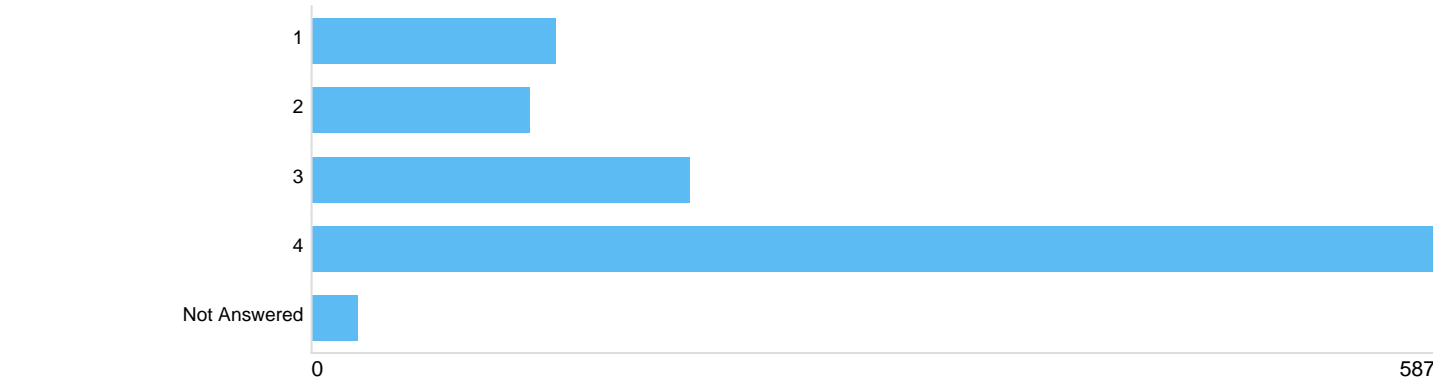
Question 6: If you have any other priorities for improving the quality of your home please leave details below.

Text box

There were **177** responses to this part of the question.

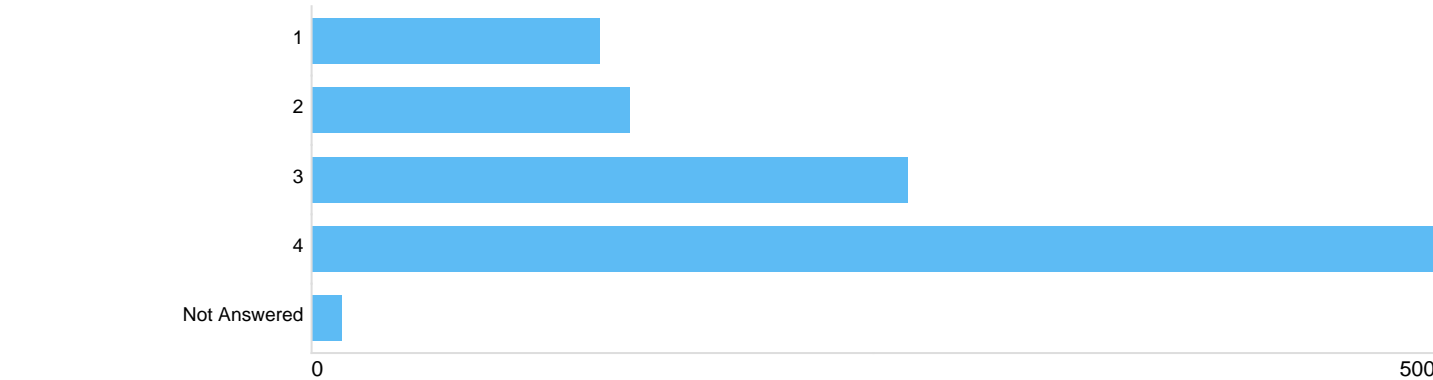
Question 7: With 4 being the most important and 1 the least important, please rank each of these statements from 1 - 4.

Improving neighbourhoods - Improve how we respond to anti-social behaviour concerns and issues



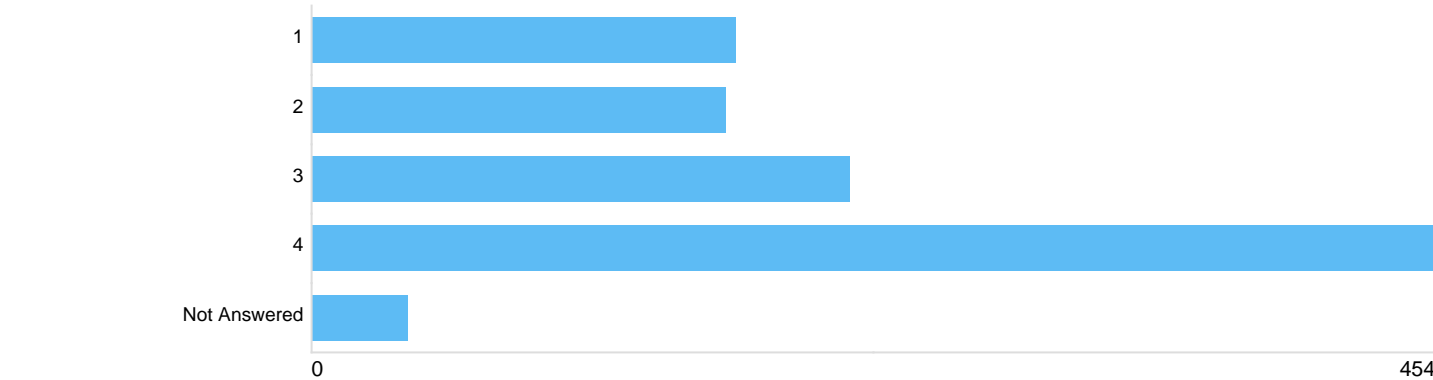
Option	Total	Percent
1	127	12.13%
2	113	10.79%
3	197	18.82%
4	587	56.06%
Not Answered	23	2.20%

Improving neighbourhoods - Improve the appearance of your neighbourhood (fencing, boundary walls and paths)



Option	Total	Percent
1	128	12.23%
2	141	13.47%
3	265	25.31%
4	500	47.76%
Not Answered	13	1.24%

Improving neighbourhoods - Increase the opportunities to make your neighbourhood feel safer through improved stair lighting and lighting in entrance ways



Option	Total	Percent
1	171	16.33%
2	167	15.95%
3	217	20.73%
4	454	43.36%
Not Answered	38	3.63%

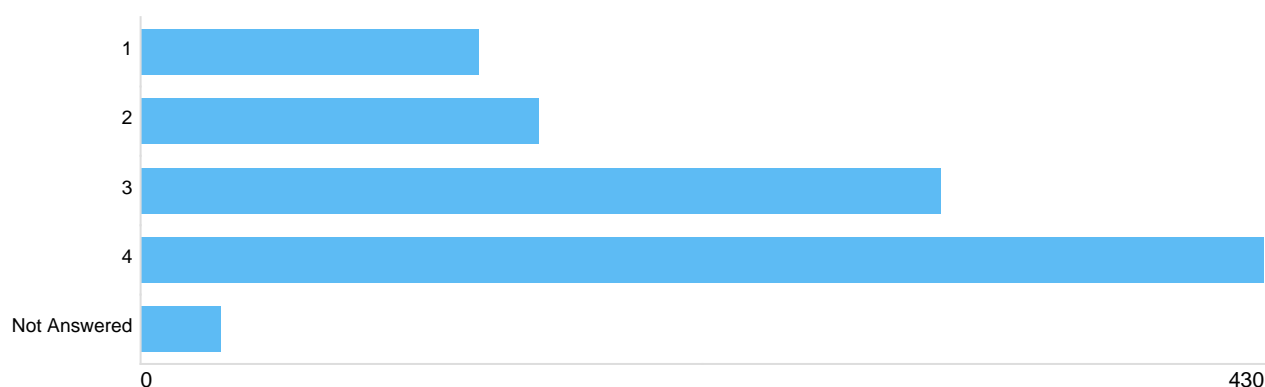
Question 8: If you have any other priorities for improving your neighbourhood please leave details below.

Text box

There were **168** responses to this part of the question.

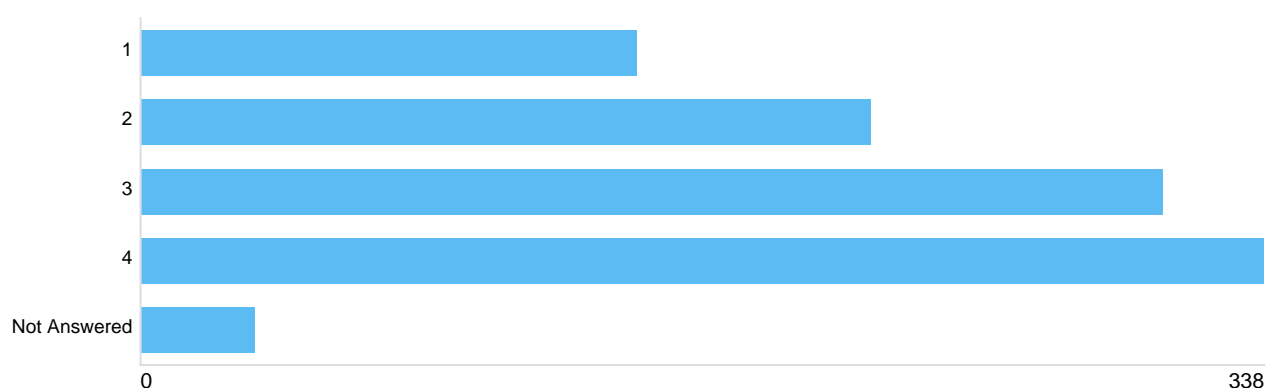
Question 9: With 4 being the most important and 1 the least important, please rank each of these statements from 1 - 4.

Information and participation - Improve how we offer support to tenants in their home and also to keep a home



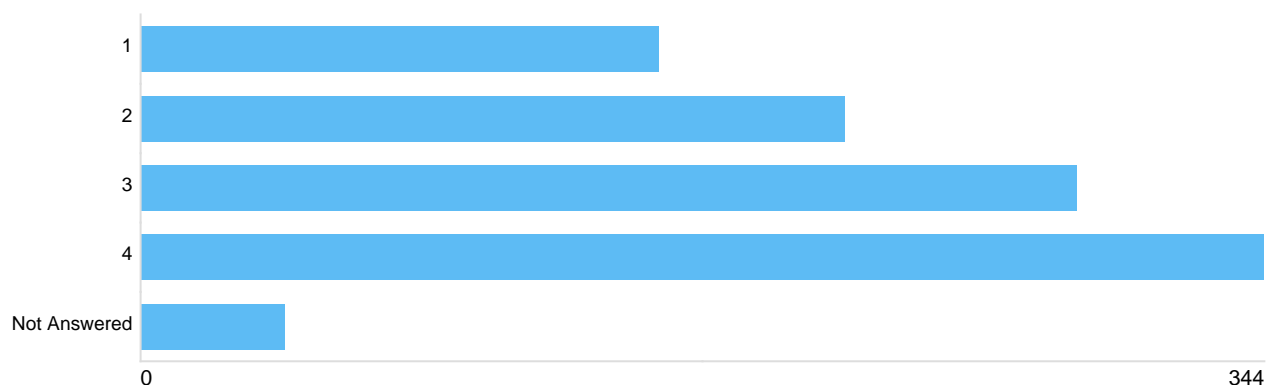
Option	Total	Percent
1	129	12.32%
2	152	14.52%
3	306	29.23%
4	430	41.07%
Not Answered	30	2.87%

Information and participation - Provide more help regarding financial advice and assistance



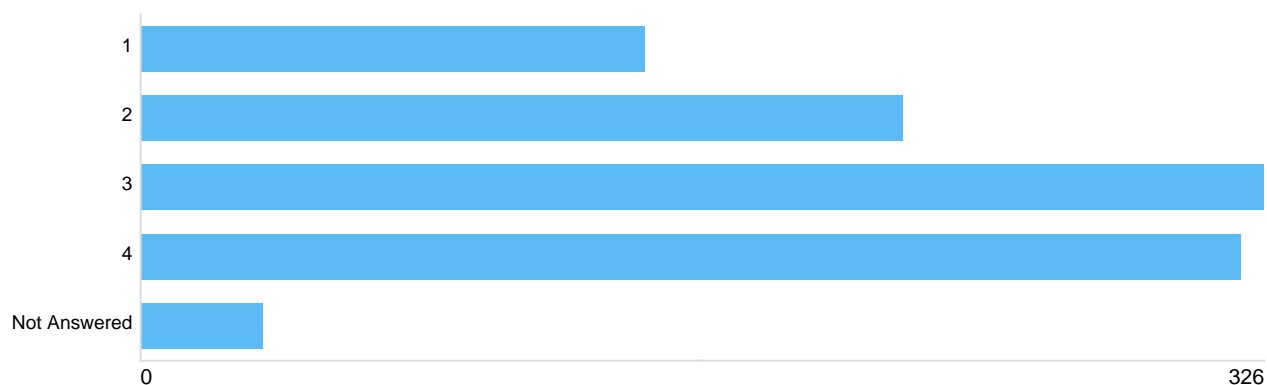
Option	Total	Percent
1	149	14.23%
2	219	20.92%
3	307	29.32%
4	338	32.28%
Not Answered	34	3.25%

Information and participation - Provide internet and wi-fi access in properties to help tenants use support technology to remain living in their homes and better manage their heating



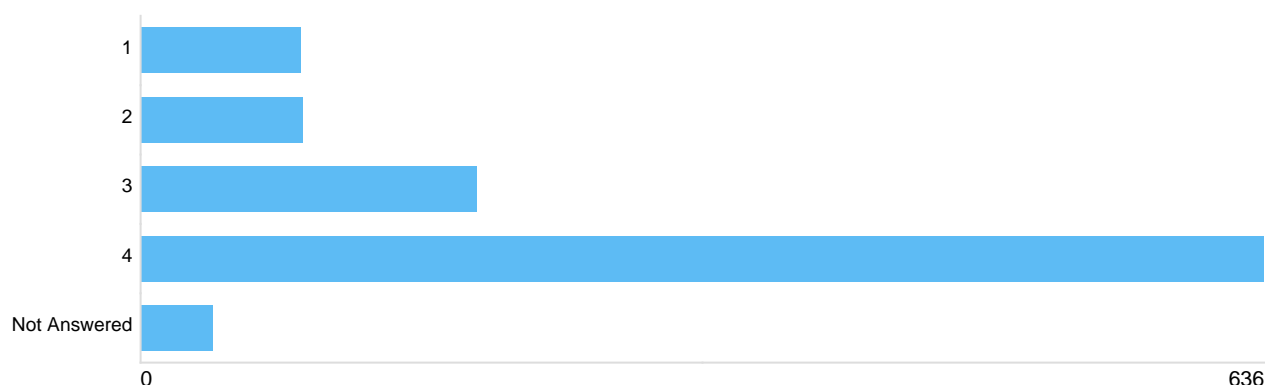
Option	Total	Percent
1	158	15.09%
2	215	20.53%
3	286	27.32%
4	344	32.86%
Not Answered	44	4.20%

Information and participation - Improve the options available to get you more involved in the decisions we make about the Housing Service



Option	Total	Percent
1	146	13.94%
2	221	21.11%
3	326	31.14%
4	319	30.47%
Not Answered	35	3.34%

Information and participation - Continue to expand our housing offer through new-build homes, buying back ex-Council properties and bringing empty property back into use as Council housing, to ensure that tenants can live in a property that is the right size for them and suitable for their needs



Option	Total	Percent
1	90	8.60%
2	91	8.69%
3	190	18.15%
4	636	60.74%
Not Answered	40	3.82%

Question 10: If you have any other priorities for this area of our work, please let us know below.

Text box

There were **123** responses to this part of the question.

Question 11: Your name.

Your name

There were **980** responses to this part of the question.

Question 12: Your home or mobile telephone number.

Your phone number

There were **845** responses to this part of the question.

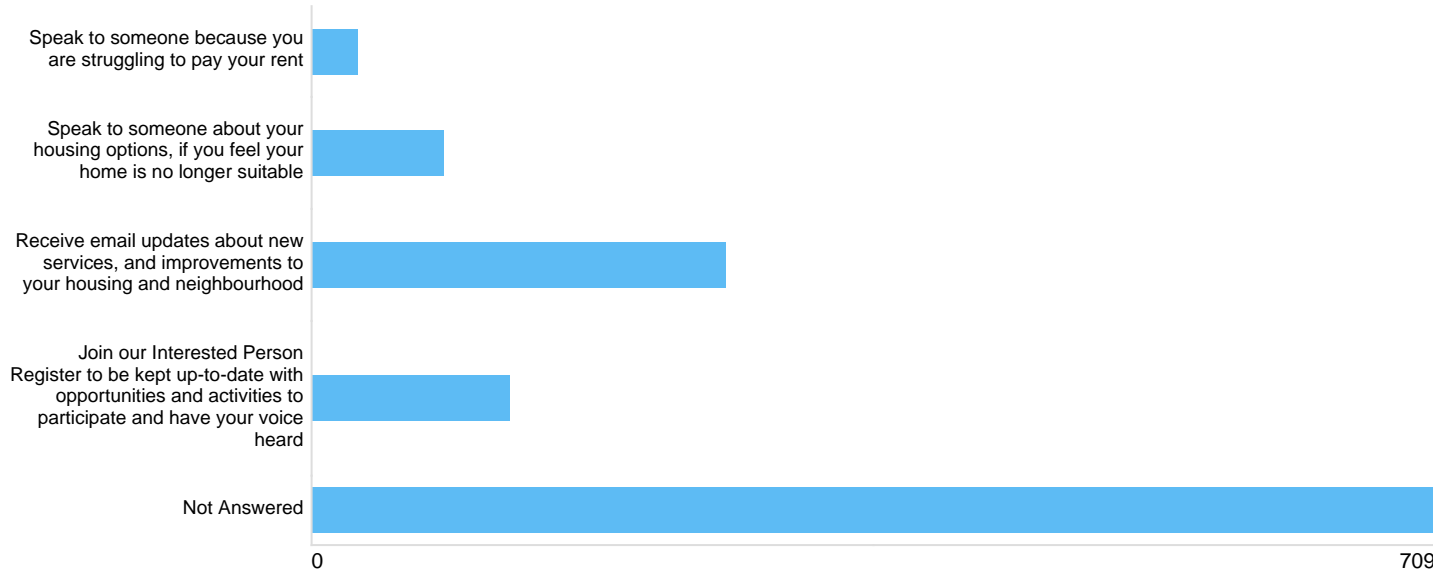
Question 13: And/or your email address.

Email

There were **541** responses to this part of the question.

Question 14: We can provide a range of support to tenants, and information to keep you updated about your housing. Please tick any of the boxes below if you would like to:

Support available



Option	Total	Percent
Speak to someone because you are struggling to pay your rent	28	2.67%
Speak to someone about your housing options, if you feel your home is no longer suitable	83	7.93%
Receive email updates about new services, and improvements to your housing and neighbourhood	261	24.93%
Join our Interested Person Register to be kept up-to-date with opportunities and activities to participate and have your voice heard	124	11.84%
Not Answered	709	67.72%

Question 15: If you ticked any of the above boxes, and did not leave your contact details on the previous page, please leave them below so we can get in touch.

Email address

There were **168** responses to this part of the question.

Phone number

There were **162** responses to this part of the question.