# **Rent and service charge scrutiny** review



### What is



#### What did we



## What did we find?



# What happens

During the autumn, Progress looks at the rent and service charges for tenants. This is to make sure that the new charges from April the following year will cover the cost of providing tenants with homes and services.

Tenants are involved in the process by telling Progress what they think about the proposed new charges.

To help prepare for this year's review, the Tenants' Voice -Improving Services group chose to look at how tenants are involved to see if the process could be improved and help to get wider feedback from tenants.

To carry out the review, the Tenants' Voice - Improving Services group chose to focus their review on:

- what information is provided to tenants
- how information is provided to tenants
- how tenants are involved in the review process

To do this, they did the following:

- · met with the financial services director and the finance business partner, who explained how rents and service charges are set
- looked at information provided to tenants last year
- · looked at the video provided to tenants to explain how rents and service charges are set
- looked at information on the Group's website
- Looked at information on other housing providers' websites
- shared three questions with other tenants to get their thoughts

The group made four recommendations they felt would improve how tenants are involved in the rent and service charge review each year. Their recommendations included:

- brand all sessions as information rather than consultation.
- make sure all information provided is easy to understand, providing clear and accessible information to tenants
- · provide information about what the rent and service charge money will be spent on what it will provide to tenants
- develop a different way of involving tenants using existing groups and activities to reach more tenants

The Tenants' Voice - Improving Services group told Progress what they found during their review, what was good and what they thought would make the service better in future.

Colleagues from across Progress are working together to introduce the four recommendations.

An update on the progress of these will be given at the quarterly meeting of the Tenants' Voice - Improving Services group until they have all been introduced.

Our board also receives an update on progress every three months to tell them how we are doing.

If you would like to read more information about the report and the findings of our tenants, you can find the full report on our website www.progressgroup.org.uk/get-involved/your-tenants-voice-improving-servicesgroup/













































