

Rent and Service Charge Consultation Feedback and FAQs

We recently consulted on the proposed rent and service charges for 2022. Thank you to everyone who took part and gave feedback on the proposals.

We have contacted each person individually if they raised concerns about rising energy costs and financial struggles to discuss the support available through our energy and money advice services.

We also identified some key themes from the comments we received. We have summarised these questions below and provided further information.

You said, we did

You said: What will you do to improve services?

We always try to provide high quality services, but we know we don't always get it right. We improve services by asking for your feedback, using performance data, benchmarking against other organisations and seeking accreditations. If you would like to discuss concerns you have about a service, then you can contact our Customer Feedback Team by emailing us at feedback@stockporthomes.org or calling us on 0161 474 2600.

If you left us comments on this survey about a specific service and your contact details, then that service should have already been in touch with you. If you are unhappy with the response, then you can make a complaint by filling in the complaints form on our website www.stockporthomes.org/complaints or calling us on 0161 474 2600.

You said: Where will the money be spent?

The rent you pay goes towards supporting investment in housing, such as the recent sprinkler installations to improve fire safety, redecoration of communal areas and improved security, and new kitchen and bathroom programmes.

Any service charges you pay will only cover the cost of that service. Stockport Homes never makes a profit from these charges. Most service charges are paid to Stockport Council, who also don't make a profit from them.

You said: If customers feedback that they do not want the increase, will it be increased anyway?

Your feedback on the proposed rent and service charges will go to elected members (Councillors) who will make final recommendations to the Council's Scrutiny Committee and Cabinet in February 2022. It is the Councillors who will have the final say on the proposal.

You said: I'm concerned I won't be able to afford energy costs given the recent energy crisis.

If you are worried about high energy bills, are not sure if you're on the best tariff, or if you are running up fuel debt, then our dedicated Energy Solutions Advisors may be able to help you. You can get in touch with the Energy Advice team on 0161 218 1838 or energy.advice@stockporthomes.org

You said: What would the increases mean for those who already struggle financially?

We know that money is a big worry for many households. You are not alone in trying to deal with this and there is help and advice available. If you would like any help or advice, then you can contact the Money Advice Team on 0161 217 6016 or moneyadvice@stockporthomes.org