

Appendix 6

Policy Name	Consultation	Feedback	Action
Compensation	Staff within the Housing Division (via group meeting & email)	<ul style="list-style-type: none"> <li>• Various discussions and feedback shared to make policy clear and relevant</li> </ul>	<ul style="list-style-type: none"> <li>• Amendedments made</li> </ul>
	Insurance Team	<ul style="list-style-type: none"> <li>• wording changes</li> <li>• added some caveats around claims for damage to personal property</li> <li>• advice to refer to solicitors</li> </ul>	<ul style="list-style-type: none"> <li>• Amendedments made</li> <li>• Referred to Legal team</li> </ul>
	Legal Team	<ul style="list-style-type: none"> <li>• wording changes</li> <li>• clarification of what we can legally offer</li> </ul>	<ul style="list-style-type: none"> <li>• Amendments made</li> </ul>
	Hub Consultation group	<ul style="list-style-type: none"> <li>• The Policies are clear and understandable and seem to cover all areas as far as I can see and the suggested approach seems fair and reasonable.</li> </ul>	
Fire Safety	Staff within the Housing Division	<ul style="list-style-type: none"> <li>• Various discussions and feedback shared to make policy clear and in line with current regulation</li> </ul>	<ul style="list-style-type: none"> <li>• Amendments made</li> </ul>
	Hub Consultation group	<ul style="list-style-type: none"> <li>• I think it would be helpful when introducing the purpose of the policy not to totally put the focus on meeting legal and regulatory requirements but to also indicate that CoL has the safety of residents at the forefront of its thoughts. Basically not only do we have to have fire safety measures in place but we want to have them too for the safety of the residents.</li> <li>• I`m not sure if the fire safety one applies to me, as you state "only single access properties" are covered? That aside, the document is clear and concise.</li> <li>• The Policies are clear and understandable and seem to cover all areas as far as I can see and the suggested approach seems fair and reasonable.</li> </ul>	<ul style="list-style-type: none"> <li>• Under 'Purpose' heading included our commitment to achieving resident safety &amp; wellbeing.</li> <li>• Clarification made under 'Scope' heading</li> </ul>

Repairs & Maintenance	Staff within the Housing Division (via group meeting & email)	<ul style="list-style-type: none"> <li>• Various discussions and feedback shared to make policy clear and relevant</li> </ul>	<ul style="list-style-type: none"> <li>• Amendments made</li> </ul>
	Hub Consultation group	<ul style="list-style-type: none"> <li>• could there be a reference to where the tenant and leaseholder handbooks can be found (I couldn't find the LH handbook online).</li> <li>• The repairs draft document covers everything, but it will only work if both Property Services and [REDACTED] are held to account if they fail to act! The repair time scales quoted need to be adhered to as well.</li> <li>• The Policies are clear and understandable and seem to cover all areas as far as I can see and the suggested approach seems fair and reasonable.</li> </ul>	<ul style="list-style-type: none"> <li>• Information inserted under 'Obligations' heading.</li> </ul>
Damp, Mould & Condensation	Staff within the Housing Division (via group meeting & email)	<ul style="list-style-type: none"> <li>• Various discussions and feedback shared to make policy clear and in line with current regulation</li> </ul>	<ul style="list-style-type: none"> <li>• Amendments made</li> </ul>
	Hub Consultation group	<ul style="list-style-type: none"> <li>• I think that while the policy concerns CoL's policy for it's tenancies, there could be a reference to making information available to leaseholders for their (and/or their tenants) benefit. That is not to diminish the leaseholder's responsibilities but to assist leaseholders in managing damp and mould in their properties</li> <li>• The Policies are clear and understandable and seem to cover all areas as far as I can see and the suggested approach seems fair and reasonable.</li> </ul>	<ul style="list-style-type: none"> <li>• Additional informational added under 'Policy Approach' heading.</li> </ul>
Empty Properties (Void)	Staff within the Housing Division	<ul style="list-style-type: none"> <li>• Various discussions and feedback shared to make policy clear and relevant</li> </ul>	<ul style="list-style-type: none"> <li>• Amendments made</li> </ul>
	Hub Consultation group	<ul style="list-style-type: none"> <li>• I have read policy and confirm it is clear and easily understood.</li> </ul>	

		<ul style="list-style-type: none"><li>• Thank you for sending this draft document policy over. It covers everything applicable I feel. Well I left my property on [REDACTED], I never received a visit to ascertain if a charge back would apply before I left my property? This was only done after I had moved and the sum invoiced me was completely disproportionate (to simply disconnect and remove an electric cooker).</li></ul> <p>When I challenged the amount it was subsequently reduced. So a pre charge back visit is something that you need to ensure always happens. Also, perhaps you would be able to offer advice on removing large items of furniture to the resident? As I now believe Councils no longer do this for free?</p>	
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