

Appendix A

Lettable Standard Consultation Report

1. Staff Workshop

- 'Quick Wins' document produced based on their feedback of the Lettable Standard.
- Lettable Standard revised by team.

2. Virtual Panel Consultation Survey

- Snap Survey sent out via Dot Digital to 121 customers
- 14 responded
- 65% said they agreed that the policy was easy to read
- 72% said it was easy to understand
- 71% said the policy directly affects them
- 93% said the policy clearly explained what condition they can expect their new home to be in, when they first move in
- 93% said it would have helped when first moving into their home, to have a document available for them to review, that outlined the Lettable Standards, with images illustrating what to expect.
- 7 customers said they would be interested in becoming a Void Inspector to help Derby Homes improve services to customers.
- **Comments about what's good about the policy:**
 - It outlines the minimum standard that a tenant can expect, although it's not always the case once a tenant has moved into the property and faults come to attention.
 - Easy to understand it clearly show everything you need to know.
 - There should always be an example of what to expect with a rental property.
 - Any information helping a prospective tenant see this is a good thing.
 - It explains things well.
 - Clarity
 - The policy is clear and pays attention to H&S.
- **Comments about what's missing from the policy:**
 - Nothing
 - Garden tidiness
 - Not necessarily missing. I think the biggest issue particularly with first time tenants is their perception, whilst it meets the standards the person viewing the property may have a perception that exceeds lettable standard and managing that that is key.
 - It removes a lot of uncertainty as to the basic terms and condition of the property you would be renting
 - I feel that tenants should receive a copy of the asbestos survey for the property before they take up residence. This Regulation applies to

commercial premises and I feel it would make it safer for tenants to be aware of areas that may contain asbestos so that they will not drill or make penetrations in walls etc.

- This would also allow tenants to look after Derby Homes Properties positively responsibly.

3. Customer Voice Teams Meeting

- 3 Customer Voice members attended
- Constructive discussions leading to amendments to the policy based on Customer Voice feedback.
- Positive comments from the group to take to Operational Board:
 - Cindy would like it to be highlighted that this lettable standards document has been the clearest and “to the point” document she has ever read for Derby Homes in her time with customer voice. She feels this is easy to read and sets clear standards.
 - All of CV and Voids team praised opportunity of this meeting to allow discussion and collaboration between DH and customers.

4. Other Feedback

- Laurie and Steve received an email from Customer Voice member, Dale Durrant, who was unable to attend the Teams session. Comments from Steve in response to Dale's queries/feedback:
 - The team does follow the Lettable Standard when re-letting voids – but that there can be occasions where other issues manifest after the customer has moved in.
 - We don't publish what void properties we re-let due to GDPR – but we do keep an internal audit/record of this and we have to report on re-let times as part of our KPIs for Housemark. If the Customer Voice were to look at voids in the future, we would be able to provide them with stats such as how many were re-let per quarter, were they re-let within the time frame set, did we have to go back to any properties after the customer had moved in to rectify and issues or carry out repairs (big and small) and also the property type – but that no customer details would be provided.
 - The Voids team actively networks with other landlords to learn best practice and are in the process of joining the Housemark Club on voids.
- On the whole, Dale said the document had ‘good standards throughout’.