

**Responses to Rent Consultation
(received since Board of Management report prepared)**

1. [REDACTED] Aberdeen

Not happy about repairs being done properly.

HO will visit to discuss further.

2. [REDACTED] Aberdeen

Rent has to be increased. Main problem is your policy of rent in advance as well you know Housing Benefit and PIP is paid in arrears. My [REDACTED] is paid 12th each month. Not happy with gardener, not seen him since early October. Why? Not weeded my front garden. Like to see Welfare Rights Officer home visit 01339 341 019.

Have been in contact with tenant recently regarding Welfare issues and a referral has been made to ASSIST (Welfare Rights). Visit also being carried-out on 17 April by Housing staff to discuss tenancy issues and give advice on a move. Tenant has made an arrangement to clear arrears and bring account into advance. Tenant has already requested to be removed from garden maintenance programme.

[REDACTED]
I think 3.2 – 3.5 is ridiculous high raise. I am living on [REDACTED] so we are struggling & people like us find it hard. As for your repairs our front & rear security lights have not worked for last 5 years.

20/02/2019

Letter sent to acknowledge comments

Housing Officer to contact and log inspection or repairs required.

[REDACTED]
As inflation appears to be outstripping people's [REDACTED] I would appreciate if Sanctuary will keep proposed increases as low as possible.

20/02/2019

Letter sent to acknowledge comments

[REDACTED]
We keep being told we have affordable housing! The continuing increases beg to differ. Our housing officer(s) never check our houses and street. Tenants are being told different things ie. Fences appear when some of us are told they are not allowed. Repairs are done slowly and slap dash. Surrounding paths are littered with glass and never cleared. Where is my money going? Poor housing, poor service at a huge cost.

20/02/2019

Letter sent to acknowledge comments

Housing Officer to contact and log inspection or repairs required.



I understand the rents have to go up in price, I think you will have to improve the service you provide. I have been waiting 26 days to have my boiler repaired after 20 to 30 phone calls and being told lies after lies, first waiting for 2 parted then 3 then 4 nothing but lies, having waited in one day for the engineer to call he never turned up this happened twice, on the third appointment he turned up he said he knew nothing about the first two appointments the staff on the phone telling lies. 2 days lost working at a cost of £170.00 that's what you are owe me. PS. Engineer very helpful nice chap.

20/02/2019

Letter sent to acknowledge comments

Comment emailed to Gas Manager.