









Your Views Matter – Income Management Feedback

Thank you to everyone who took part in our focus groups this summer. Your feedback has been invaluable in shaping the new Income Management Strategy and Income Collection & Recovery Policy. Here's how we've responded to your suggestions:

	You Said:	<i>The cost of living is still a challenge with many residents struggling to pay household costs such as energy and food bills and rent.</i>
	We Did:	<ul style="list-style-type: none"> • We made a strategic commitment to empower tenants to manage their finances and prevent unaffordable debt. • We have committed to provide rent account information in a variety of ways to help tenants with budgeting and payments, to avoid unaffordable debt. • We continue to use supportive payment plans to help tenants budget and pay their rent. • We will invest in our homes and retrofit components so they are warmer, healthier and cheaper to run in the long-term.
	You Said:	<i>The Council should be fair and consistent and make sure everybody pays a fair rent so that high quality services can continue to be delivered.</i>
	We Did:	<ul style="list-style-type: none"> • We will continue to have a dedicated team of specialist officers to provide advice and support to tenants to help them pay their rent in a way that is convenient and avoids unaffordable debt. • We will consult residents on how local services are delivered to make sure they are affordable and that the quality of our homes remain high. • We have reviewed our Repairs and Maintenance policy to ensure tenants are fairly recharged where appropriate. • We have reviewed our escalation process to ensure tenants are contacted at the earliest opportunity to avoid debts getting out of hand.

	You Said:	<i>Tenants should have access to information about the support that is available to them to help pay their rent and avoid unaffordable debt.</i>
	We Did:	<ul style="list-style-type: none"> • We continue to fund money advice services in the voluntary sector so tenants have quick access to support. • We will signpost tenants to services to maximise income and take-up of welfare benefits. • We will put more information online to allow tenants and leaseholders to resolve their own issues.
	You Said:	<i>The Council should reinvest the money it receives through rental income to improve homes and build new homes for future generations.</i>
	We Did:	<ul style="list-style-type: none"> • We will use our understanding of new and emerging policy to review the Housing Revenue Account business plan and mitigate against risks to our income. • We will continue to invest in building new homes and new approaches to generating income to invest back into the housing service. • We will use data to analyse rent arrears trends to shape our approach to maximise income.

Stroud District Council is committed to ensuring that, through the Income Management Strategy and Income Collection & Recovery Policy, the needs of our residents are being met and that local people have access to genuinely affordable homes.

Your feedback has helped shape how we will achieve this.

Other Ways to Get Involved!

There are lots of ways for you to get involved and have real influence on the types of services we provide and the role we play in your community. Your views matter to us and there are a number of ways in which you can have your say or get involved.

If you would like to get involved please complete the [attached form](#). One of our team will get back to you.

Thank you.