

Residents comments from Area Panels on the Office Accommodation Strategy

East – held 16 September 2013

- Selsfield Drive is a waste of space- should incorporate other local services
- Could the space be used to build more homes
- Do housing know the people who use the office
- What support can housing offer the residents who currently use the office
- Use the lessons learnt from closing Manor Place to help the tenants adjust
- Staff will need to have a proactive approach to helping people
- Services need to be more tailored

There were no overall concerns and Selsfield Drive is in the East area

Central – held 17 September 2013

- No comments were made

West - held 19 September 2013

- People with a poor credit history won't be able to get a bank account
- All new tenants should be given payment point cards
- Older people don't trust direct debits
- People can use different methods to pay eg Pay Point
- Some people will never change
- Will it be used to develop more housing

Points were raised but there were no overall concerns.

North & East - held 19 September 2013

- Concerns were raised about the impact of residents on Bates Estate where Selsfield Drive is located.
- Keen to explore the use of the library as an access point to Housing Services

Housing Management Consultative Sub-Committee – held 29th October 2013

- Could an incentive be offered for people willing to pay by direct debit?
- Could the housing offices be used to locate Community and voluntary sector services such as Citizen's Advice Bureau?
- How will we charge up our laundry cards if cash desks are closed?
- This is officer led and not considering the needs and wishes of residents
- It is important to let Tenant's know the dates that this is happening
- Online and telephone payment systems need to be improved so that they work properly if cash desks are closing
- Pay point payments take 4 or 5 days to reach someone's account so there is a risk that they could fall into arrears
- Can the site at Selsfield Drive be used for Council Housing rather than Housing Association Housing?