

Residents’ Deal development progress update

Context

This report describes the approach taken to develop a residents’ deal which RBH and residents will agree to honour during the regeneration of Rochdale Town Centre and includes the analysis of the result of the Residents’ Deal survey carried out in May.

It also outlines next steps, which includes the development of a communications approach to share the deal with tenants and residents, and the creation of Phase 2 of the deal which will focus on commitments from residents and could cover conduct, engagement with RBH, service management and performance management responsibilities.

Process

At an engagement event in June 2017, residents were invited to discuss the idea of a residents’ deal. Most felt they were not ready to talk about the deal at the time, and understandably wanted to understand the details of the physical proposals first.

The deal was re-introduced during a series of engagement activities that took place between February and May 2018. This helped us to gain an understanding of what people felt was important to them in relation to the regeneration of the Town Centre area.

Conversations were held with tenant and resident association members and other residents at meetings and community events including drop in sessions and tenant social clubs. This led to the creation of a resident working group who participated in the development of a survey designed to capture information about the elements of a deal that residents of Lower Falinge and College Bank felt would be important to them.

The responses to the survey have provided essential information, so that the resulting residents’ deal will reflect the needs of residents.

Survey results

Four surveys were created with questions relevant to each different resident situation:

- Residents of homes to be retained
- Residents of blocks proposed for demolition
- Leaseholders who are owner occupiers
- Leaseholders who are Private landlords/ investors

Response levels were 24% from residents in retained homes and from those in homes proposed for demolition. Two responses were from owner occupiers.

Number of respondents

Survey	Surveys out	Returns	%age returns
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Retained blocks	111	27	24%
Blocks for demolition	305	73	24%
Owner		2	

Residents ranked statements in order of importance. These statements related to commitments already made by RBH along with statements about things which are commonly included in Residents' Charters and that residents had anecdotally highlighted as important.

Commitments

The existing commitments are listed below in order of importance. Compensation and the maintenance of service management levels were deemed the most important of the existing commitments.

1. RBH tenants and home owners losing their home will receive compensation in the form of home loss and disturbance payments
2. RBH will continue to provide high quality management and maintenance of existing homes during the regeneration.
3. New homes will be built to very high environmental standards so they are cheaper to run
4. Residents who need it will receive support throughout the regeneration process
5. All residents will be given no less than 1 year's notice to make arrangements should they need to move
6. RBH tenants will be entitled to a home with the same number of bedrooms
7. All residents who want to live in the town centre will be able to do so

The remaining commitments related to owners only and were seen as equally important:

- Private tenants can ask for help with finding a new home
- If RBH have negotiated and agreed an offer, they will buy privately owned homes for market value +10% for owner occupiers and market value +7.5% for landlords based on independent valuation

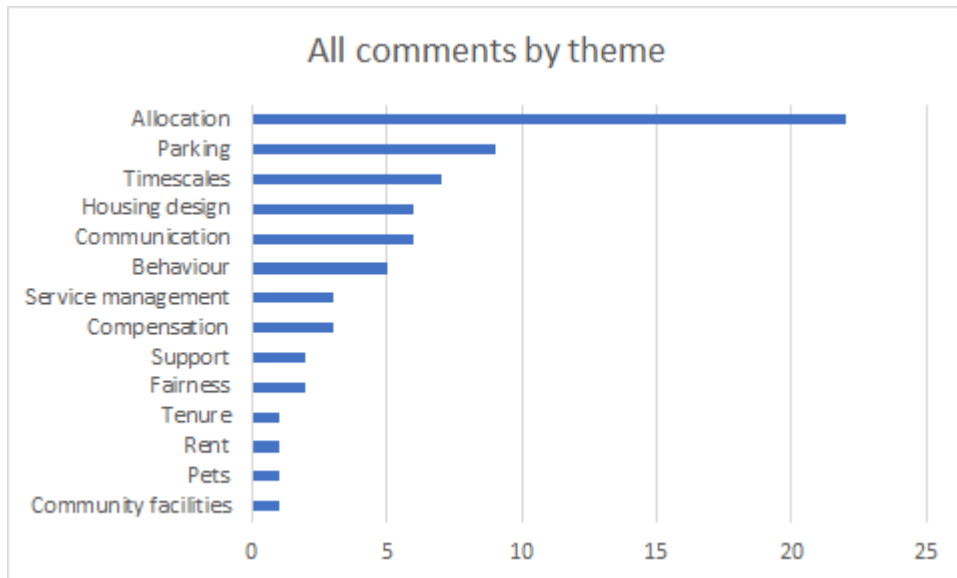
The following are the ranked areas of concern from all respondents which are not yet addressed by a commitment from RBH. **Housing availability, the allocation process, and information about timescales** were the most important areas for residents.

New commitments ranked	
1	Enough affordable housing
2	Clear allocation process
3	Planning info and timeline
4	Wifi/broadband in homes
5	Resident input into future management
6	Resident input into design
7	Independent support
8	Ability to move with neighbours

Full proposed commitments can be found in the Conclusion and Recommendations section.

Comments

Residents involved in the development of the survey were keen that the survey included an opportunity to add comments about the regeneration and deal. The comments provided reflected the following themes, where **housing allocation, parking and timescales** were the most commonly mentioned.



Data from the surveys and all comments can be found in **Annex B**

Conclusions and recommendations

New commitments

Eight new commitments are suggested below. The wording of these commitments is suggested only and is based on the wording found in other resident charters. Including existing commitments this will bring the list to 17.

RBH will ensure there is enough affordable housing for those who require it

Suggested action for RBH: Provide more information on housing availability including different tenure options using, for instance, a map of the town centre showing affordable options within 1 mile of the agreed town centre boundary.

RBH will work with the Council to ensure existing RBH tenants of College Bank and Lower Falinge will have priority for rehousing under the Housing Allocations Policy and look to develop a Local Lettings Policy for these neighbourhoods.

Suggested action for RBH: Continue to work with Rochdale Borough Council to develop a local letting policy. Provide more information on the allocation process including housing categories/band and how choice based letting will work, with examples (*see Annex A: examples*)

RBH will keep residents regularly updated on progress and publish a timeline for the development of the Town Centre.

Suggested action for RBH: Publish a timeline including past activity/progress and anticipated future phases (*see Annex A: examples*), making residents aware that phasing dates may change. Update the timeline every 6 months. Where a request is made by a resident for independent advice, RBH will ensure that the tenant is signposted to the appropriate place to access that independent advice.

RBH will ensure that new and refurbished homes have the best possible broadband provision.

Suggested action for RBH: Explore options in terms of contract possibilities with suppliers and restrictions based on existing building structure. Research similar activities being undertaken by other housing associations and councils to inform approach.

RBH will give tenants the opportunity to be involved in the planning and delivery of future service management

Suggested action for RBH: Develop this commitment to align with the mutual nature of RBH and explore options for tenant involvement from occasional voluntary involvement to constituted mutual organisations and social enterprise. This could form part of the Phase 2 deal where reciprocal resident responsibilities are defined.

RBH will continue to engage residents in the design of the Town Centre, including the design of homes, using methods which enable all residents to contribute.

Suggested action for RBH: Provide a map of the area, including what is and isn't negotiable in terms of design. Provide clear guidance on the level to which residents can influence design. Provide development opportunities for those who would like to be more involved. Explore different ways of engaging residents using multi-media/multi-channel approaches.

RBH will work with residents and an independent advisor to establish their priorities for community asset building activity in the neighbourhood

Suggested action for RBH: To work with the community to define what role they would like an independent advisor to carry out, procure that support as defined by residents, identify the priorities for community asset building and support that activity to take place

Tenants who want to live next to existing neighbours can ask to be rehoused together

Suggested action for RBH: To develop a process whereby neighbours can put forward a joint request to be re-housed together/next to one another.

Existing commitments

Residents have asked for clarification on existing commitments which could be addressed by providing them with more information on the following:

Clarification on compensation:

- Residents who may be affected by demolition have asked to only move once, from their existing residence to a permanent new home.
- Residents of retained homes at College Bank who may be required to move twice, once to temporary accommodation during refurbishment and then back to College Bank, have asked if disturbance payments will be made for both moves
- Residents have raised concerns that they will be out of pocket when required to move as the disturbance payment is too low to cover costs for replacement fixtures and fittings
- Residents have suggested that a moving company contract for all could reduce the cost of moving
- Residents have also asked if home loss compensation will be paid in the same financial year as the move occurs (ie linked to inflation/changes to Gov standard rate)

Clarification on a year's notice to make arrangements:

- Residents have asked if they can move early (ie before 1 year) and still get compensation

Further assurance on service management

- Residents have queried different service charge rates for different RBH stock locations
- Residents have asked for the new caretaking model to be reviewed as they feel service levels have gone down

Detail on housing standards and efficiency

- Residents have asked for information on housing standards and approaches to energy efficiency in new/refurbished homes

Clarification on location

- Residents have asked for a map or more detailed explanation of what constitutes the Town Centre area referred to in their commitment to residents being able to remain in the Town Centre area.

Suggested action for RBH: That the above queries and requests are addressed in the full Residents' Deal and/or Frequently Asked Questions (FAQs), with either agreement from RBH to make any requested changes/actions or an explanation of why changes/actions were not possible.

Other suggested activities

During the survey period the following were noted as missing from the survey but important areas for consideration and possible inclusion in the residents' deal:

- **Resident code of conduct** – residents have voiced their concerns about the behaviour of tenants and residents in both Lower Falinge and College Bank.
- **Rules about keeping pets**, which was not included in the survey but has been raised in the comments and anecdotally at community events.

Both of these concerns could be addressed by creating tenant and resident commitments during Phase 2 of the development of the deal.

Next steps

- RBH to consider and agree to the additional commitments in this paper, and to review the questions arising about existing commitments
- Work with residents to define the communication approach for the deal. It has been agreed that the previous working group which included members of the College Bank TRA, Lower Falinge Activity Group, Young at Heart group and other volunteers, would provide a good mix of representation.
- Publish the deal using the communication methods agreed by the group
- Begin the development of Phase 2 of the deal, which will include the resident side commitments and could include a Code of Conduct, expected engagement with RBH, contributions to service management or resident input into performance management

ANNEX A: Examples

Allocation

Section 4

Grange Farm Allocation process for permanent decant

1. All those registered for Housing with the Council are placed in one of the following categories or bands:

A+	Includes moving from council or housing association home into smaller property, moving to facilitate fostering or adoption, emergency medical need, emergency risk of harm, or if you are leaving the Armed Forces
A	Includes young person leaving care of local authority; living in private property with Category 1 hazard; ill health impacted by housing conditions; overcrowded (lacking at least two bedrooms)
B	Registered for sheltered housing
C	Accepted homeless cases in temporary accommodation
C-	Households who have a need but have not yet been resident in the borough for five years

2. Residents of Grange Farm are categorised as band A
3. The council allocates the properties that it owns and those properties for which it has nomination rights from housing associations.
4. The allocations procedure for properties which become empty and available for letting is to consider priorities in the following order:
 - i) People with emergency need to move in order of banding and priority date. Normally people categorised as band A+ and A are considered first and, if the property is suitable, they are invited to view
 - ii) Consider if the property is likely to appeal to a Grange Farm tenant. If so, invite to view
5. If more than one Grange Farm resident says they want a property, the one with the highest priority will be allocated first (e.g. if they have extra medical priority), then the one with the longest registered transfer request will be considered.

Residents of Grange Farm are categorised as band A



Ranjan Narayanasamy
Steering Group



*Ann Witter
Steering Group*

'Moves will either be to vacancies created on the existing Grange Farm Estate or to vacant properties elsewhere in Harrow'

6. Some housing association properties are advertised on Locata, the online bidding system for rehousing, directly by the association on Harrow pages where Harrow has nomination rights. In addition, housing associations also advertise properties that Harrow does not have nomination rights to on their own page. To be considered for these properties, Grange Farm residents will need to bid on Locata. Once you have registered for a transfer you will be allocated a Locata reference that will enable you to bid for these additional properties. You will only be considered for these properties after all the bids from housing association tenants.

There is also a voluntary cross-borough page on Locata where landlords advertise properties that are deemed "hard to let". To be considered for these properties, Grange Farm residents will need to bid.

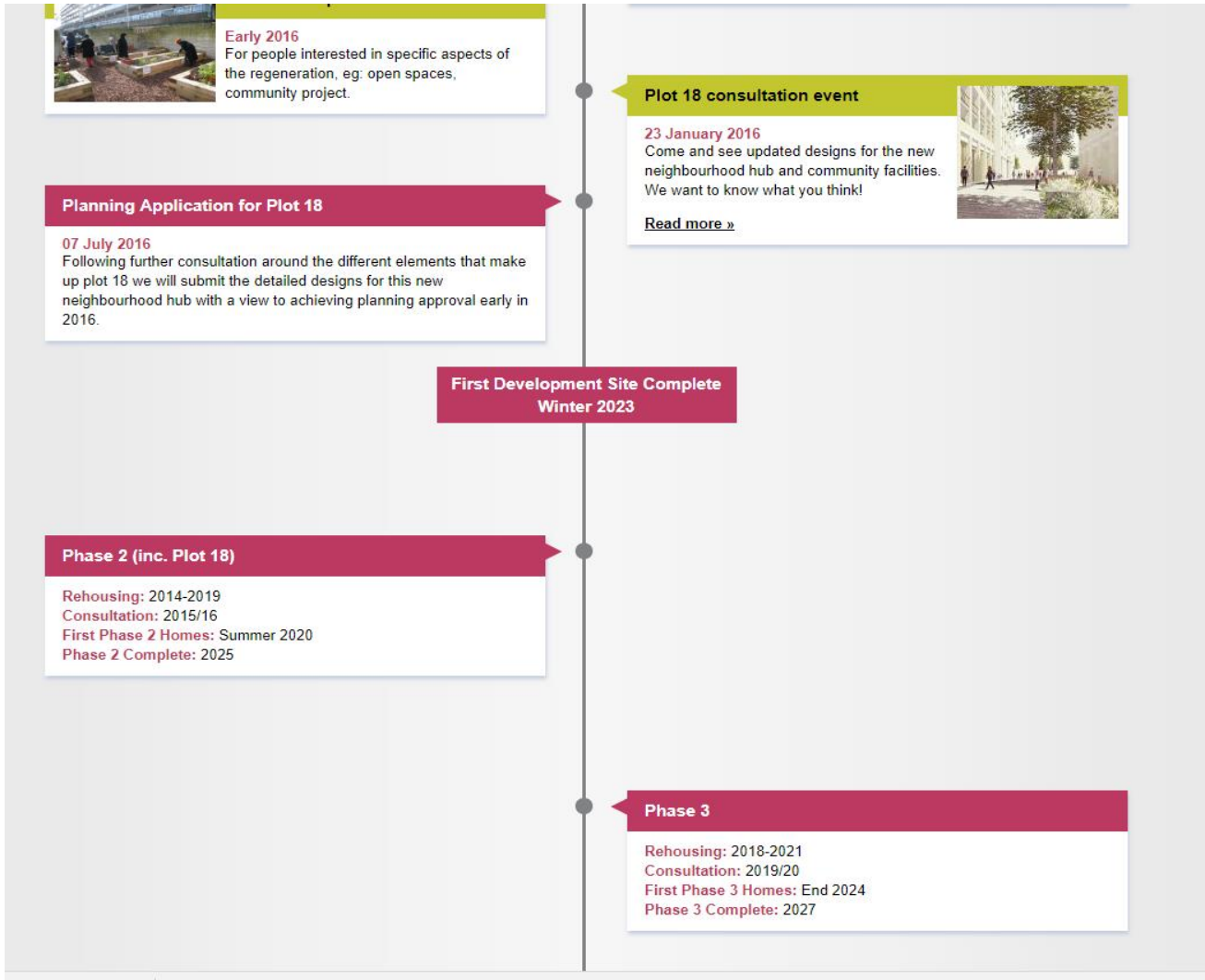
7. Once the properties to be included in the first phase of demolition are confirmed, the Council will prioritise moving these tenants. These moves will either be to vacancies created elsewhere on the existing Grange Farm Estate or to vacant properties elsewhere in Harrow. Those tenancies on the defined first phase of demolition will take priority for allocations over existing transfer requests from Grange Farm.

8. Once sufficient numbers and mix of one and two-bed properties have been emptied on Grange Farm to allow the scheme to start, the A priority status for a transfer will be removed.

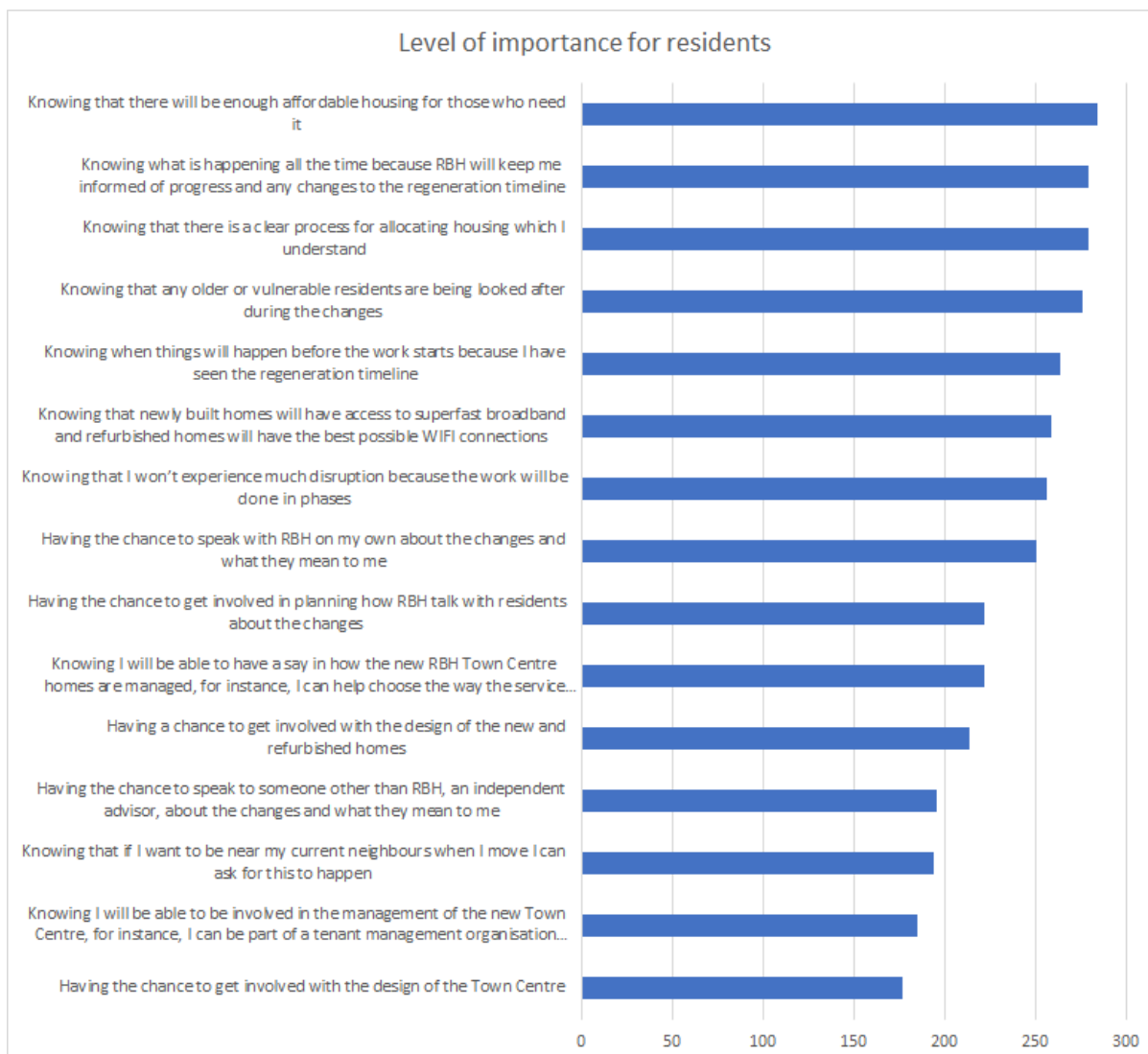


Timeline

Example from Aylesbury Now <http://www.aylesburynow.london/regeneration/regeneration-programme>



ANNEX B: Survey data



Survey responses weighted by importance (Not = 1, Quite = 2, Very = 3).

Existing promise	Statement	Retain	Demolish	Owner	Score
X	1 Knowing that I will receive compensation if I have to move (disturbance payment)	81	208		289
	2 Knowing that there will be enough affordable housing for those who need it	73	205	6	284
	3 Knowing that there is a clear process for allocating housing which I understand	75	204		279
	4 Knowing what is happening all the time because RBH will keep me informed of progress and any changes to the regeneration timeline	74	205		279

	5	Knowing that any older or vulnerable residents are being looked after during the changes	73	203		276
X	6	Knowing that all RBH properties in the regeneration area (the Town Centre) will continue to be managed and maintained to a high standard	76	197		273
X	7	Knowing that any newly built homes will be more energy efficient and easier to heat	76	197		273
X	8	Knowing residents who need extra support will receive it from RBH so that no-one is worried about what is going to happen	75	190	6	271
X	9	Having a year's notice to make arrangements if I have to move	73	197		270
	10	Knowing when things will happen before the work starts because I have seen the regeneration timeline	73	185	6	264
	11	Knowing that newly built homes will have access to superfast broadband and refurbished homes will have the best possible WIFI connections	72	187		259
	12	Knowing that I won't experience much disruption because the work will be done in phases	68	188		256
	13	Having the chance to speak with RBH on my own about the changes and what they mean to me	68	177	6	251
X	14	Knowing I will have a home with the same number of bedrooms I have now	69	179		248
X	15	Knowing I will be able to live in the town centre when the regeneration work is complete	66	180		246
X	16	Knowing that I will be able to live in the town centre during the regeneration work	60	176		236
	17	Knowing I will be able to have a say in how the new RBH Town Centre homes are managed, for instance, I can help choose the way the service charges are spent	63	159		222
	18	Having the chance to get involved in planning how RBH talk with residents about the changes	60	157	5	222
	19	Having a chance to get involved with the design of the new and refurbished homes	56	155	3	214
	20	Having the chance to speak to someone other than RBH, an independent advisor, about the changes and what they mean to me	53	139	4	196
	21	Knowing that if I want to be near my current neighbours when I move I can ask for this to happen	46	148		194
	22	Knowing I will be able to be involved in the management of the new Town Centre, for instance, I can be part of a tenant management organisation which arranges the management of part or all of the homes in the Town Centre	53	132		185

23	Having the chance to get involved with the design of the Town Centre	50	124	3	177
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Relating to blocks for demolition only

Existing promise	Rank	Statement	Score (weighted)
X	2	Knowing that I will receive compensation if I lose my home due to demolition (home loss payment)	207
X	6	Knowing that I will only need to move once	203

Relating to home owners only

Existing promise	Rank	Statement	Score (weighted)
X	1	Knowing that, as a homeowner, RBH will buy my home for market value +10%	6
X	1	Knowing that I will receive an independent valuation of my home	6

Home Owners

Existing promise	Rank	Statement	Score (weighted)
X	1	Knowing that, as a homeowner, RBH will buy my home for market value +10%	6
X	2	Knowing that I will receive an independent valuation of my home	6
	3	Having the chance to speak with RBH on my own about the changes and what they mean to me	6
	4	Knowing when things will happen before the work starts because I have seen the regeneration timeline	6
X	5	Knowing residents who need extra support will receive it from RBH so that no-one is worried about what is going to happen	6
	6	Knowing that there will be enough affordable housing for those who need it	6
	7	Having the chance to get involved in planning how RBH talk with residents about the changes	5
	8	Having the chance to speak to someone other than RBH, an independent advisor, about the changes and what they mean to me	4
	9	Having the chance to get involved with the design of the Town Centre	3
	10	Having a chance to get involved with the design of the new and refurbished homes	3

Retained blocks

Existing promise	Rank	Statement	Score (weighted)
X	1	Knowing that I will receive compensation if I have to move (disturbance payment)	81
X	2	Knowing that all RBH properties in the regeneration area (the Town Centre) will continue to be managed and maintained to a high standard	76
X	3	Knowing that any newly built homes will be more energy efficient and easier to heat	76
X	4	Knowing residents who need extra support will receive it from RBH so that no-one is worried about what is going to happen	75
	5	Knowing that there is a clear process for allocating housing which I understand	75
	6	Knowing what is happening all the time because RBH will keep me informed of progress and any changes to the regeneration timeline	74
	7	Knowing when things will happen before the work starts because I have seen the regeneration timeline	73
X	8	Having a year's notice to make arrangements if I have to move	73
	9	Knowing that there will be enough affordable housing for those who need it	73
	10	Knowing that any older or vulnerable residents are being looked after during the changes	73
	11	Knowing that newly built homes will have access to superfast broadband and refurbished homes will have the best possible WIFI connections	72
X	12	Knowing I will have a home with the same number of bedrooms I have now	69
	13	Having the chance to speak with RBH on my own about the changes and what they mean to me	68
	14	Knowing that I won't experience much disruption because the work will be done in phases	68
X	15	Knowing I will be able to live in the town centre when the regeneration work is complete	66
	16	Knowing I will be able to have a say in how the new RBH Town Centre homes are managed, for instance, I can help choose the way the service charges are spent	63
	17	Having the chance to get involved in planning how RBH talk with residents about the changes	60
X	18	Knowing that I will be able to live in the town centre during the regeneration work	60
	19	Having a chance to get involved with the design of the new and refurbished homes	56
	20	Having the chance to speak to someone other than RBH, an independent advisor, about the changes and what they mean to me	53

21	Knowing I will be able to be involved in the management of the new Town Centre, for instance, I can be part of a tenant management organisation which arranges the management of part or all of the homes in the Town Centre	53
22	Having the chance to get involved with the design of the Town Centre	50
23	Knowing that if I want to be near my current neighbours when I move I can ask for this to happen	46

Blocks for demolition

Existing promise	Rank	Statement	Score (weighted)
X	1	Knowing that I will receive compensation if I lose my home due to demolition (home loss payment)	208
X	2	Knowing that I will receive compensation if I have to move (disturbance payment)	207
	3	Knowing that there will be enough affordable housing for those who need it	205
	4	Knowing what is happening all the time because RBH will keep me informed of progress and any changes to the regeneration timeline	205
	5	Knowing that there is a clear process for allocating housing which I understand	204
	6	Knowing that I will only need to move once	203
	7	Knowing that any older or vulnerable residents are being looked after during the changes	203
X	8	Having a year's notice to make arrangements if I have to move	197
X	9	Knowing that all RBH properties in the regeneration area (the Town Centre) will continue to be managed and maintained to a high standard	197
X	10	Knowing that any newly built homes will be more energy efficient and easier to heat	197
X	11	Knowing residents who need extra support will receive it from RBH so that no-one is worried about what is going to happen	190
	12	Knowing that I won't experience much disruption because the work will be done in phases	188
	13	Knowing that newly built homes will have access to superfast broadband and refurbished homes will have the best possible WIFI connections	187
	14	Knowing when things will happen before the work starts because I have seen the regeneration timeline	185
X	15	Knowing I will be able to live in the town centre when the regeneration work is complete	180
X	16	Knowing I will have a home with the same number of bedrooms I have now	179
	17	Having the chance to speak with RBH on my own about the changes and what they mean to me	177

X	18	Knowing that I will be able to live in the town centre during the regeneration work	176
	19	Knowing I will be able to have a say in how the new RBH Town Centre homes are managed, for instance, I can help choose the way the service charges are spent	159
	20	Having the chance to get involved in planning how RBH talk with residents about the changes	157
	21	Having a chance to get involved with the design of the new and refurbished homes	155
	22	Knowing that if I want to be near my current neighbours when I move I can ask for this to happen	148
	23	Having the chance to speak to someone other than RBH, an independent advisor, about the changes and what they mean to me	139
	24	Knowing I will be able to be involved in the management of the new Town Centre, for instance, I can be part of a tenant management organisation which arranges the management of part or all of the homes in the Town Centre	132
	25	Having the chance to get involved with the design of the Town Centre	124

What is missing from the deal and any additional info

Theme(s)

Knowing i can move or be more nearer to where my children live so i can be not too far away if i'm needed for assistance. Plenty of resident parking and if residents have family with parking needs if they get a visitor. Knowing that repairs will be dealt with in a hurry.	Allocation, Parking, Service Management
When I was visited by the representatives of RBH on a 1 to 1 basis I was ASSURED that i would be able to retain tenancy of EXACTLY the same property, not one "in the Town Centre" I would like reassurance that this is the still the same situation. I live in Mardyke which is not programmed for demolition.	Allocation
Choosing location of where were moved too and choosing places we will not be able to go also.	Allocation
i do not want to live in either a house or a bungalow,as I would not feel safe	Allocation
my block is not being demolished can I guarantee I will be able to stay here	Allocation
Being moved closer to family if possable	Allocation
I think all young tenants should be in flats and homes that require stairs and all older tenants should have ground access	Allocation
The stress it will cause me .will we / I have a choice of area to live? Will the properties have already well maintained homes/ gardens? Not just refurbished (bod job) to allococate people?	Allocation
Being elderly and disabled, would like the place to be adapted to my needs	Allocation
Full rent paying tenants who wish to stay in town centre should be able to choose from new properties and not just allocated a property .	Allocation
i put in for a move last year which i got knock back because i had not lived in the property 2 years all my family live in middleton my parents are elderly and need care and help i need a move to middleton and my dad has terminal cancer and needs	Allocation

care and support

if i have to move because of demolition.Would i be offered a flat in another part of Rochdale.Im not keen on staying in falling after redevelopment.

Allocation

can we choose a property to live in.

Allocation

i want to live near town Rochdale for children schoo

Allocation

I hope everything will go nice, friendly and fairly for everyone, as we don't have kids and I'm afraid we will be on the end of the list for houses after 11 years living on College Bank.

Allocation

The work being done in phases is essential as we do not want to move into any interim temporary accommodation, but want to move from our home to what will be our new home.

Allocation

At present I live in Tentercroft in a large, 2-bed flat. I would eventually like to move into one of the three renovated high-rise buildings on College Bank. I would prefer a 2-bed flat there - but this will entirely depend on the rent. If I can't afford a 2-bed I would like to be able to choose a 1-bed instead. ALSO I would like a flat which has a clear, unimpeded view across to the Memorial Gardens and Town Hall. HOWEVER, in your survey there is no mention, estimation or guideline(s) of future flat rents on the proposed renovated College Bank - which is a worrying omission for those on fixed pensions like myself.

Allocation

(1) WHAT WILL BE THE SELECTION PROCEDURE FOR THOSE WHO OPT TO REMAIN ON COLLEGE BANK? (2) WHO WILL DECIDE THIS - AND WHO WILL MAKE THE FINAL DECISION/S? (3) WILL THE RESIDENTS THEMSELVES BE INCLUDED IN THESE PROCESSES? (4) WHAT ABOUT AN APPEAL PROCESS?

Allocation

If we will have to move out from our flat it would be very important for us to move as close to Manchester city center as possible. Also we are 3 women and at the moment we share 2 bedroom flat so it would be important to us to move to a 3 bedroom flat/house.

Allocation

We would "move" sooner than later due to our age,we would like to live long enough to enjoy the equity!Unfortunately we are well down in the pecking list,we doubt we will ever be offered the two bedroom bungalow we've requested (in Rochdale)

Allocation

(a) Knowing that evicted tenants who PARTICULARLY wish to remain on College Bank following the planned (1) refurbishment, and (2) demolition can do so without having to accept a reduction in their current housing standard/s. (b) Knowing there will be a continuous stream of accurate, relevant & detailed re-housing information (rather than vague promises) passed to evictee groups and/or individuals to reduce the already growing anxiety caused by our current and future limbo situation. (c) Knowing that the choice/s of alternative accommodation/s will be freely made by the evictee/s - who will therefore not be faced with being arbitrarily given one by RBH on a 'Take-it-or-Leave it' basis. HERE ENDETH MY PRAYER

Allocation, communication

Right of an equivalent new build home for those having theirs demolished. Right to multiple disturbance payments if temporary accommodation is required. As is common amongst other Housing Associations: Right to have disturbance payments based on reasonable need, rather than a just a fixed £500. Right to keep existing pets. Right to take pets to new build homes. Right to take pets to retained block homes. Right to a garden for those losing one in the regeneration.

Allocation, compensation, pets, housing design

It's about clarity and remembering that common sense is not very common when dealing with some college bank inmates

Behaviour

Harsher rules and consequences for troublesome residents

Behaviour

That tenants are safe and protected from anti social behavior.

Behaviour

Not having to live amongst all the dossers and drug addicts that are being housed with us now. Sick of being asked for money, cigarettes etc. Also people damaging my car.	Behaviour
Rbh should make sure that people do not abuse these new properties in the future as collegebank as serverly been neglected in these last few years and is slowly turning in to a slum I have lived here for 30 years and was very proud to be a college bank tenant now I am ashamed of telling people I live here	Behaviour
Being informed throughout the process	Communication
to keep having the residents meeting often, to keep us updated on all works planned for our estate	Communication
Just to keep us well informed.	Communication
just keep us informed as soon as you can	Communication
Keeping us up to date as often as possible	Communication
Yes, Kids need somewhere else to hang out and access to activities other than around residential areas. Provide and fund properly community centres etc.	Community facilities
Everyone gets the same compensation. Because some will have to cover moving and decorating costs twice. Also compensation should also base the state of the tenants house conditions. So a house with no carpet and wallpaper would get significantly less than one fully carpeted and fully wallpapered.	Compensation
You quoted on previous correspondence that payment of £5400 to be paid if you loose your home. Will this go up in value in relation to inflation over the years?	Compensation
That all tenants in debt with rent arrears are not treated differently	Fairness
just to make sure we are all treated fairley by making sure we are all updated on any planned works and treated in the right way if we have to move home	Fairness
That any cladding is safe and fire proof if it's to be used.	Housing design
My space that I have now due to living in my flat at college bank.having a fitted bathroom with shower or wet room very important for me, but it's mostly my space .thank you x	Housing design
Decent sized property's and not pidgen hutches	Housing design
double glazing when move into new house.	Housing design
Could you look for me nice house with garden	Housing design
Parking needs to be addressed, the current system is outdated and not adequate	Parking
Yes,make provision for residents' parking needs and stop hating the motorist in this town. People need to drive to get to work,it's 2018-deal with it	Parking
Will there be garages like I have now	Parking
Will there be allocated parking areas?	Parking
making sure there is plenty of parking	Parking
Parking spaces are very importing as cctv in all areas.	Parking
Make sure that there is plenty of parking for residents	Parking
Right to a parking space.	Parking
Rental costs	Rent
There has little been said about the waste of OUR money on the new lifts,No compensation offered for the needless costs to us.Safety was NOT an issue!	Service management
I have already noticed a severe deterioration in the caretaking service with no-one seemingly directly responsible. Is this an early sign that RBH are neglecting existing tenancies?	Service management
Guarantee that support will be provided to those who need it for whatever reason caused by the disturbances	Support
help with move	Support

sheltered housing if possible	Tenure
When does the time scale start running? as in when can tenants move out and get the benefit of the payments for moving etc?	Timescales
We should have been kept informed from the word go. At the moment, we have been told all sorts of time frames from RBH and now everyone is in complete confusion.	Timescales
Is better to tell us that whe do we exactly need to leave our properties please.	
Thanks	Timescales
I know you have or will give us 1 years notice,, Wil this be next year? 2 years? Or this year. I have had 1 visit from your team and was expecting another to discuss further on where your going to rehome me and others. Yes I've had emails however face to face matters more x	Timescales
yes i would like to know when everything is happening and i would like to kinow when this will happen	Timescales
when is waverley in lower falling being demolished	Timescales
How much time left until we have to move out.	Timescales
Think about the elderly, it comes to us all.	
Just to say the College Bank flats are an iconic and integral part of the town. Any other options before you demolish?	