

Appendix 3

Summary of main consultation comment responses received with the Council's proposed response

<p>Housing is not affordable, there is not enough affordable, it should cater for all Medway residents, it should not be used by people out of area, waiting times should be shorter.</p>	<p>We are making all efforts to ensure that more affordable housing is delivered in Medway, both in terms of affordable rental properties and shared ownership or other intermediate types of housing. By providing different types of affordable accommodation (as explained in the strategy) this allows for people to access social housing rented properties or to get a first step on the housing ladder. We require a mix of properties including larger houses and accessible properties as part of our Developer Contributions and Obligations guide.</p> <p>We recognise the need to use the resources that are available to meet the needs of Medway residents and will look to focus our local lettings plans and the advertising of shared ownership properties to people in Medway, where legal and contractual constraints allow. We understand that respondents feel the waiting times are lengthy, but this reinforces the need to ensure that there is additional supply. Housing allocation considers the needs for housing across all sections of Medway residents and is not restricted to any one group.</p>
<p>Too much building in Medway, not enough infrastructure</p>	<p>Infrastructure of healthcare/roads/commercial spaces/green spaces is covered within the remit of Medway's Local Plan (scheduled for Autumn 2025) – please see online for the results of the consultation and the work underway in getting this finalised. Medway Housing work with our planning team and wider colleagues in finding the best fit for Medway residents. Both an independent review of housing need (Medway Local Housing Need Assessment 2021) and Central Government Target for Medway of 28,475 additional units by 2040 demonstrates the need for more housing in Medway.</p>
<p>There are too many empty properties</p>	<p>We recognise that when people see empty properties, there is a concern that these be brought back into use as both utilisation of existing stock but also an option which can reduce the ecological impact of new build in terms of materials and sites where properties are built. Medway will commit to bringing these properties back into use where this is financially and legally viable and will be recruiting an Empty Homes Officer.</p>
<p>Participation is a waste of time as nothing happens, views aren't listened to</p>	<p>Medway Housing is committed to scrutiny by a panel of residents and regularly hold 'you said, we did' feedback. Tenant feedback is regularly collected at monthly Big Door Knock events and drop-in surgeries to discuss housing, repairs and tenancy sustainment. Tenant representatives also attend the HRA Governance Group.</p> <p>Medway Housing Services are committed to fulfilling the requirements of the Tenant Satisfaction Measures as outlined in the White Paper for Social Housing. A Tenant Satisfaction survey has recently been undertaken with all Housing Revenue Account (HRA) tenants to request feedback on service provision.</p>

	<p>Feedback from these events inform service planning and are used to benchmark our services against other housing providers. Information about engagement opportunities is posted on the Housing Facebook page, on the website, housing newsletter and communal notice boards.</p>
<p>Groups of people with additional needs should be catered for, people with disabilities, single parents, larger households, elderly people</p>	<p>A key element running through all of the strategy commitments is ensuring that Medway Housing provides accommodation suitable for all residents. Medway Housing works closely with teams from Adult Social Care and Children’s Services to understand the needs of vulnerable groups and seeks to provide additional dedicated units where possible. Use of Disabled Facilities Grants allows people to stay in their accommodation and supported housing also delivers an option to have input whilst continuing to live independently. Medway Housing always seeks to get a mix of affordable housing ranging from flats to larger houses on new developments.</p>
<p>Better support around sustainable warmth and thermal aspects of buildings</p>	<p>Medway Housing regularly promotes schemes and grants relating to energy efficiency of properties. These schemes will support a variety of households to improve the energy efficiency of their homes, for those who are eligible for grants. Although there may be some limits relating to characteristics of individual properties, the schemes include a wide range of measures, which will benefit properties of differing types and ages. We are committed to continuously promoting information and supporting residents to improve the energy efficiency of their homes, to achieve affordable warmth and contribute towards net zero targets</p>
<p>Quality of accommodation in all rented sectors</p>	<p>The Council recognises the importance of the quality of housing across all tenures. The Council continually reviews and invests in improvements to its existing housing stock. Where there are quality issues with private rented dwellings, these can be referred to the Private Sector Housing Team or the Supported Housing Improvement Programme, for supported housing. Other social housing providers will have their own processes which should be used by residents who live in their properties. Residents living in social housing can also make complaints to the Housing Ombudsman if there are ongoing disrepair issues.</p>