

Support with Moving Policy Consultation

12th January 2023

Overview

36 Survey responses

8 telephone conversations

Dates

Opened: 16th November 2023

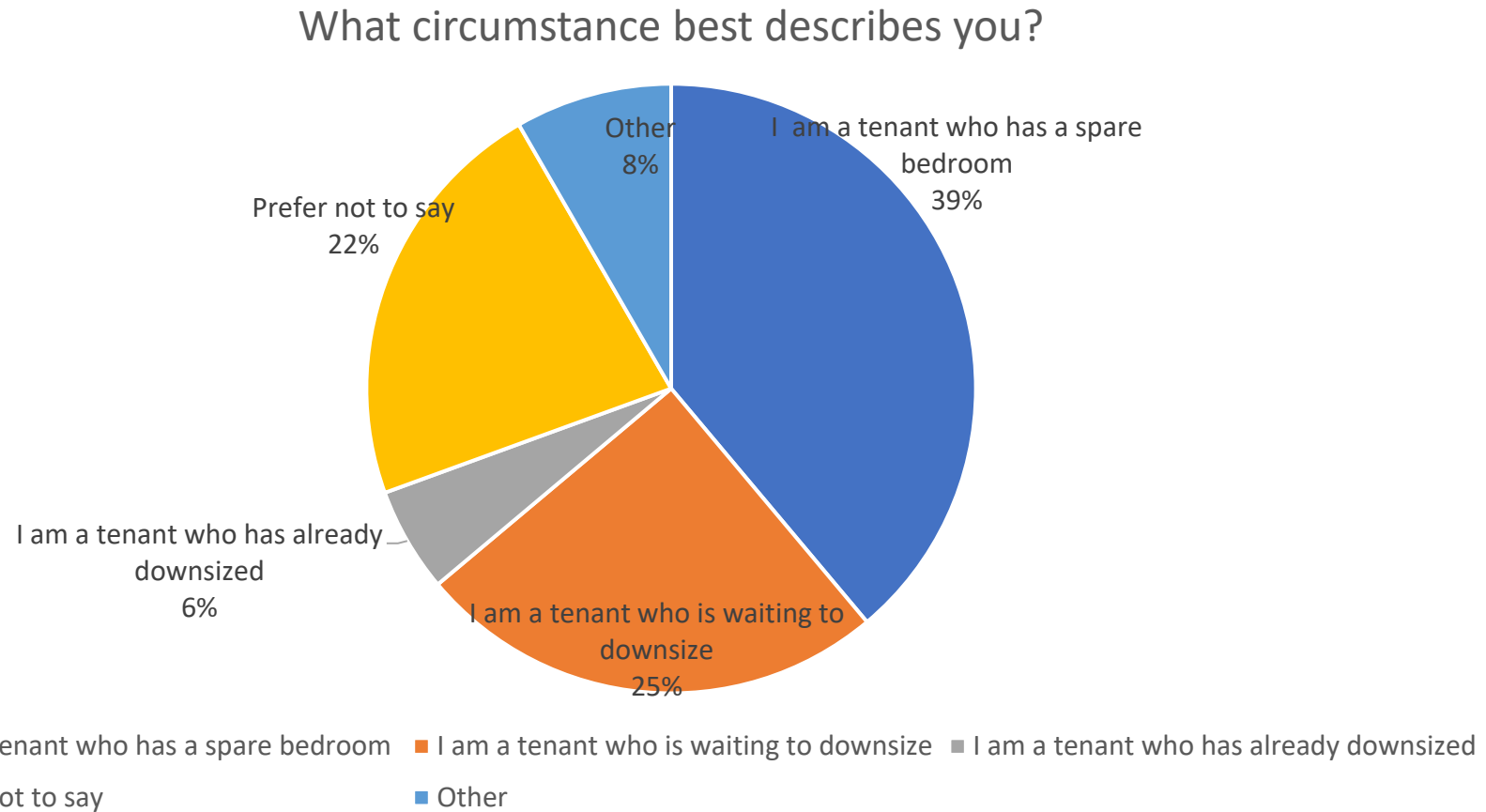
Closed: 11th January 2023

Method:

- Emails to tenants who have downsized (14)
- Emails to tenants who are on the register to downsize (46)
- Emails to tenants who are potentially under-occupying (258)
- Letters and flyer to under-occupying tenants we do not have email address for (161)
- Dedicated web page
- Telephone calls with tenants who have downsized to understand their experience (12 attempts, 5 conversations), tenants who are under-occupying (2), tenants waiting to downsize (1).

Note: We have excluded New Haw tenants who were under-occupying due to the recent consultation on Parkside Regeneration. This was to avoid confusing messaging.

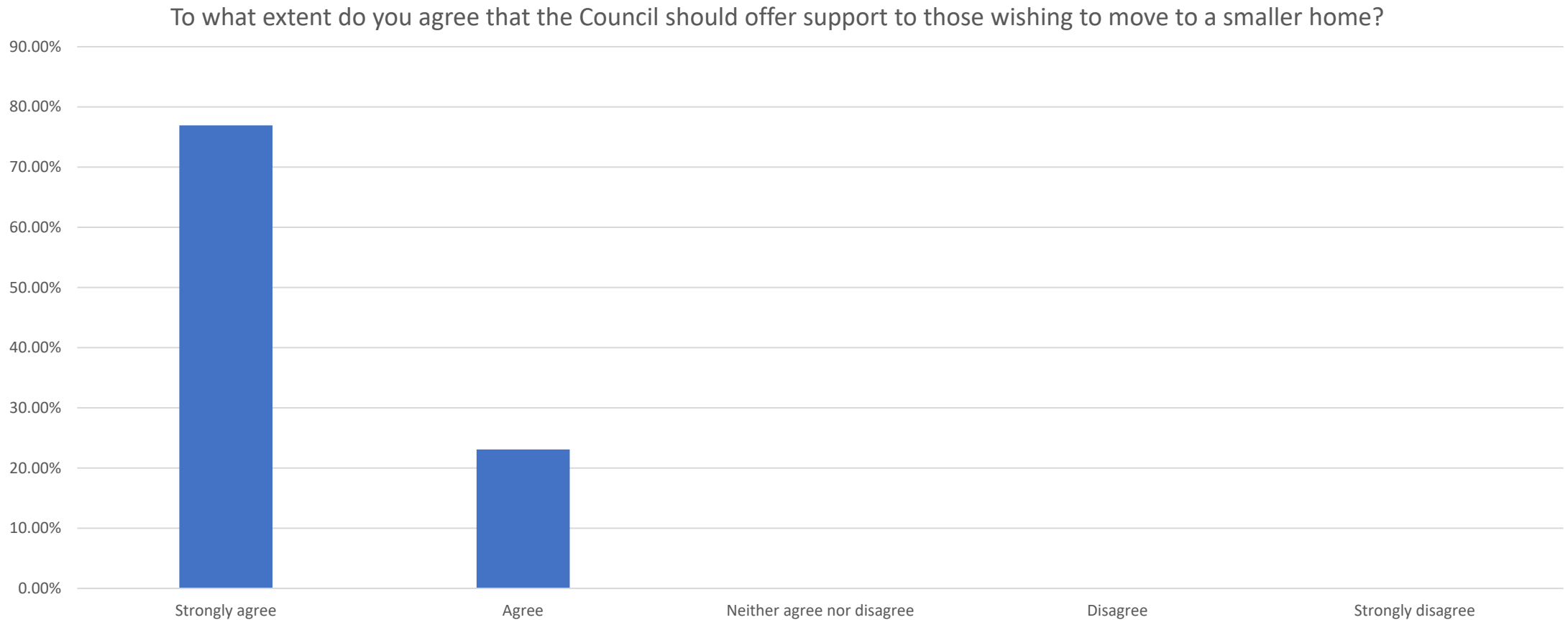
Q1. What circumstance best describes you?



What circumstance best describes you?

I am a tenant who has a spare bedroom	38.89%	14
I am a tenant who is waiting to downsize	25.00%	9
I am a tenant who has already downsized	5.56%	2
Prefer not to say	22.22%	8
Other	8.33%	3
Total		36

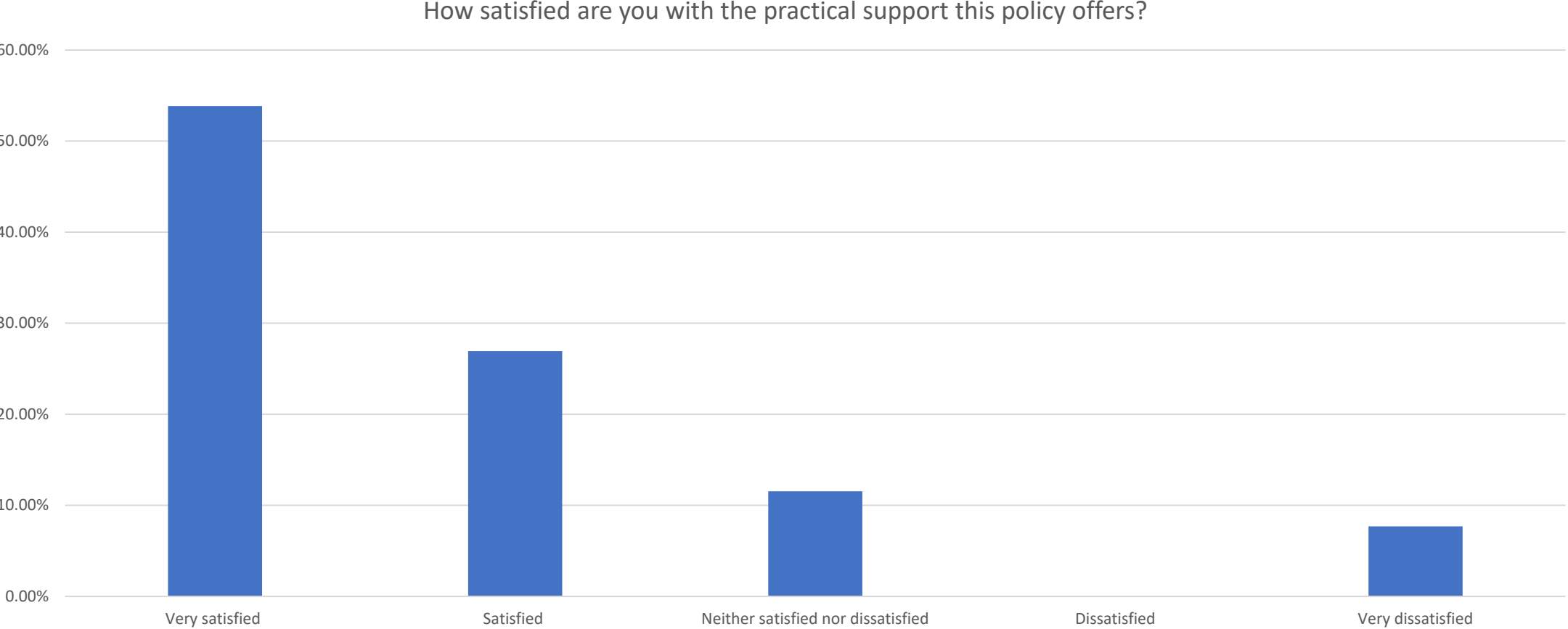
Q5. To what extent do you agree that the Council should offer support to those wish to move to a smaller home?



To what extent do you agree that the Council should offer support to those wishing to move to a smaller home?

Strongly agree	76.92%	20
Agree	23.08%	6
Neither agree nor disagree	0.00%	0
Disagree	0.00%	0
Strongly disagree	0.00%	0
Total		26

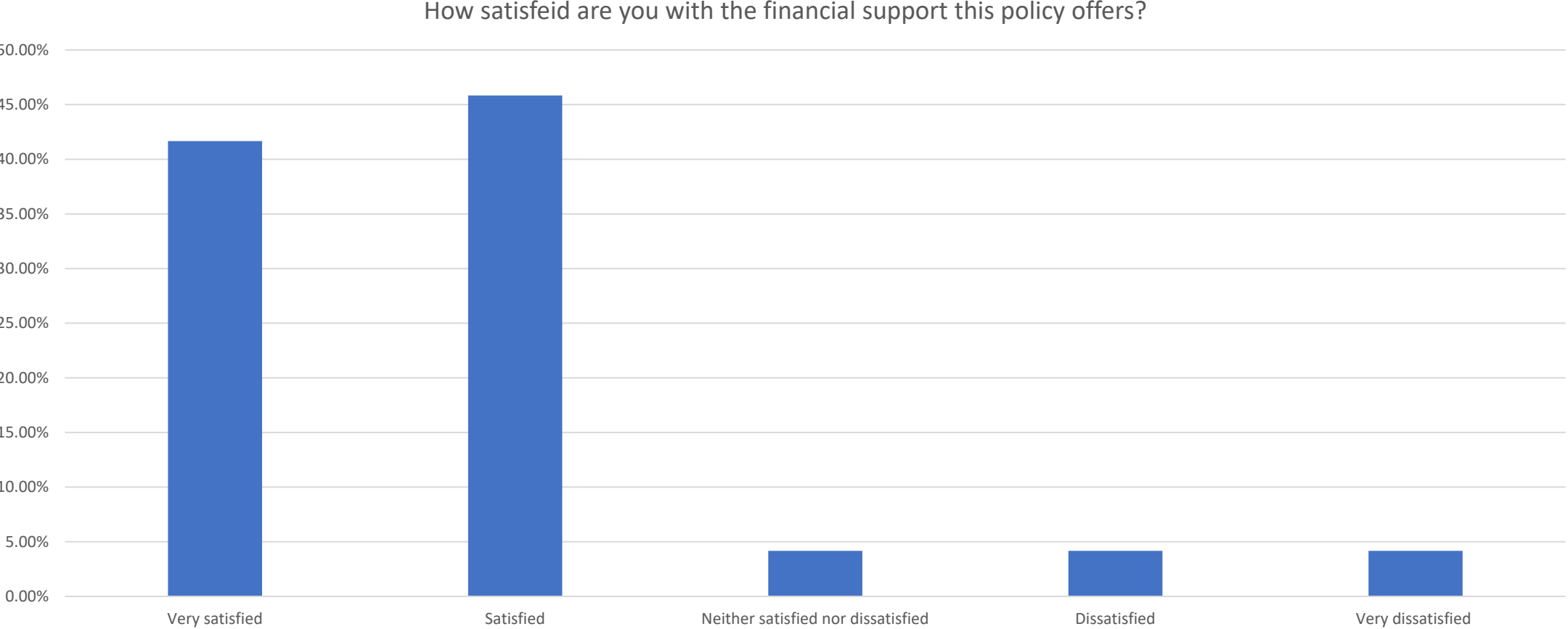
Q6. How satisfied are you with the practical support this policy offers?



How satisfied are you with the practical support this policy offers?

Very satisfied	53.85%	14
Satisfied	26.92%	7
Neither satisfied nor dissatisfied	11.54%	3
Dissatisfied	0.00%	0
Very dissatisfied	7.69%	2
Total		26

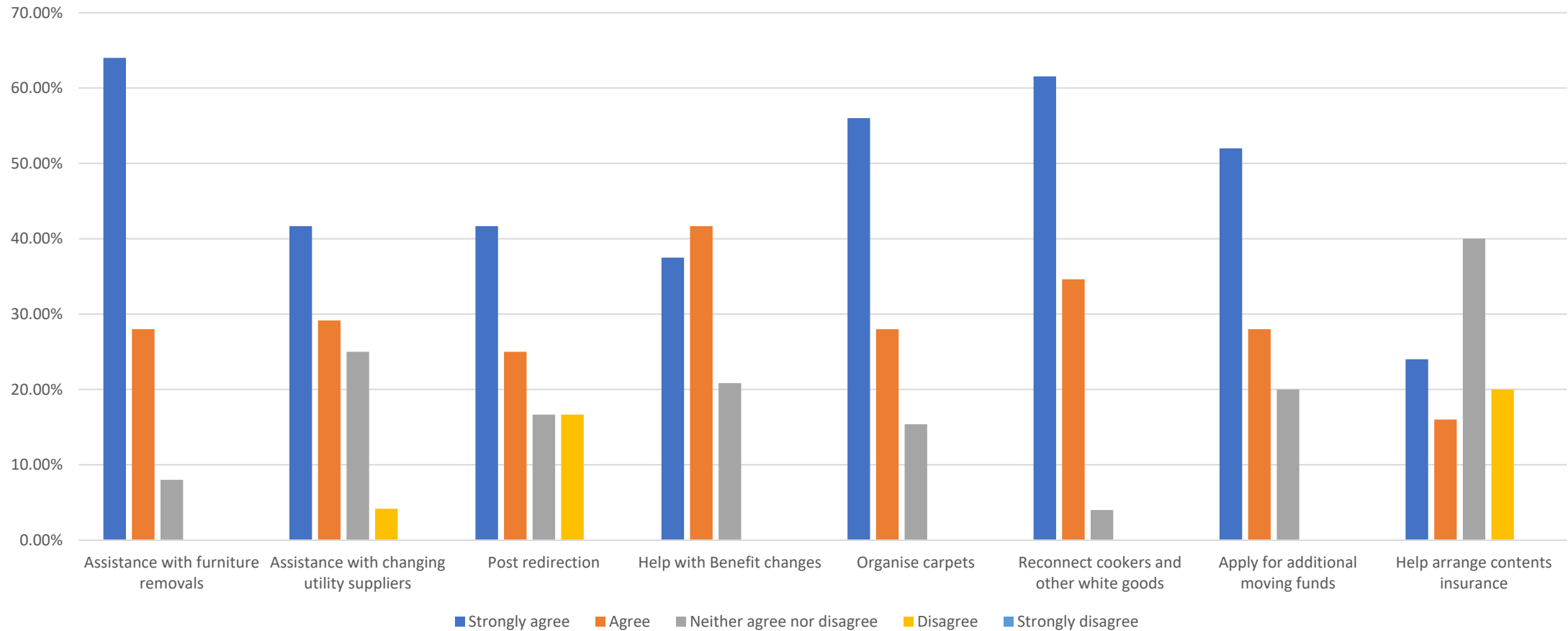
Q7. How satisfied are you with the financial support this policy offers?



Q8. How satisfied are you with the financial support this policy offers?

Very satisfied	42%	10
Satisfied	46%	11
Neither satisfied nor dissatisfied	4%	1
Dissatisfied	4%	1
Very dissatisfied	4%	1
Total	24	

Q9. Thinking about what support the Council should offer those wishing to move to a smaller home, to what extent do you agree with the following:



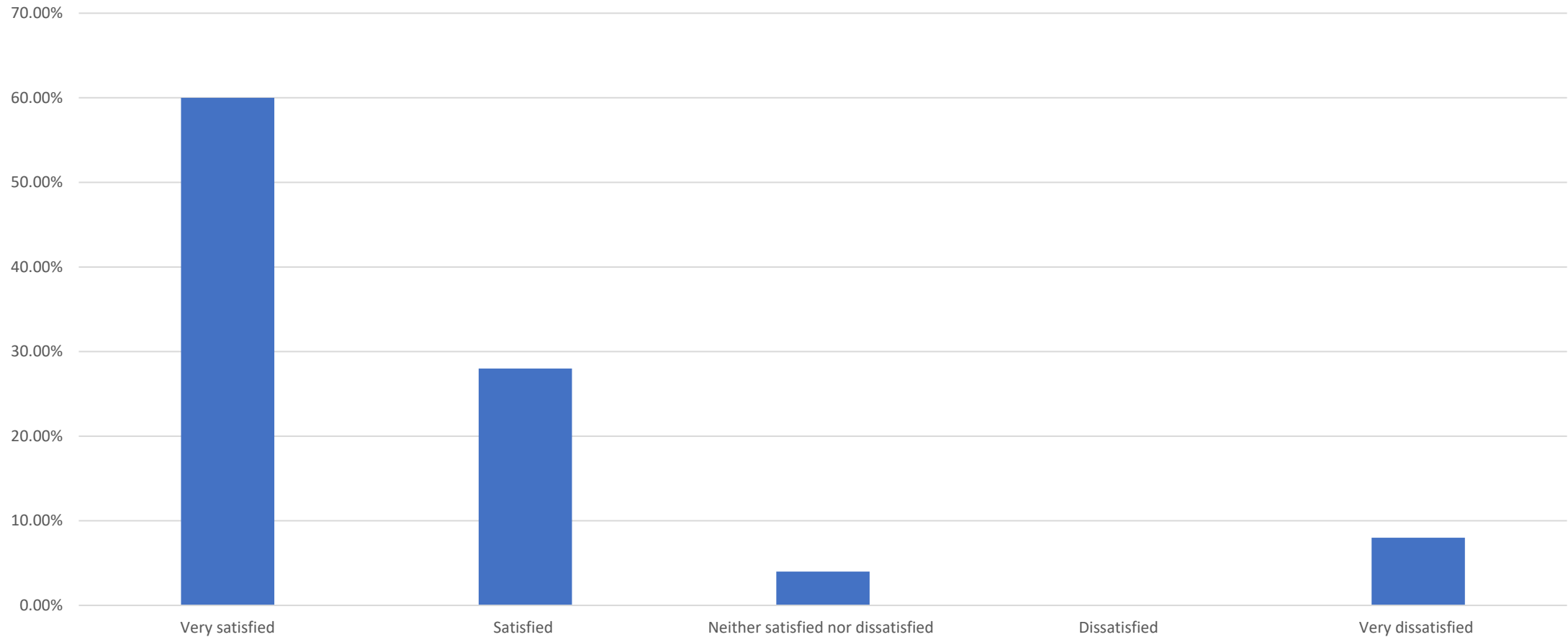
Thinking about what support the Council should offer those wishing to move to a smaller home, to what extent do you agree with the following:

	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
Assistance with furniture removals	64.00%	16	28.00%	7	8.00%	2	0.00%	0	0.00%	0
Assistance with changing utility suppliers	41.67%	10	29.17%	7	25.00%	6	4.17%	1	0.00%	0
Post redirection	41.67%	10	25.00%	6	16.67%	4	16.67%	4	0.00%	0
Help with Benefit changes	37.50%	9	41.67%	10	20.83%	5	0.00%	0	0.00%	0
Organise carpets	56.00%	14	28.00%	7	15.38%	4	0.00%	0	0.00%	0
Reconnect cookers and other white goods	61.54%	16	34.62%	9	4.00%	1	0.00%	0	0.00%	0
Apply for additional moving funds	52.00%	13	28.00%	7	20.00%	5	0.00%	0	0.00%	0
Help arrange contents insurance	24.00%	6	16.00%	4	40.00%	10	20.00%	5	0.00%	0

Q.10 Are there any other forms of support you believe the policy should offer?

- Financial assistance with refurbishing a property, i.e. carpets, flooring, redecorating.
- Ensuring the smaller property is in good decorative order before moving in with possibly the kitchen and bathroom in good condition
- I have tried looking on the Runnymede web site to see where I can look to downsize and struggle to find any information
- Clarity needs to be given around the financial support and how this would work / be paid etc.,
- With regards to the practical support it reads as if RBC would assist, organise, help etc., but would not pay for these items...is that the case?

Q11. Overall, how satisfied are you with the draft support with moving policy?



Overall, how satisfied are you with the draft support with moving policy?

Very satisfied	60.00%	15
Satisfied	28.00%	7
Neither satisfied nor dissatisfied	4.00%	1
Dissatisfied	0.00%	0
Very dissatisfied	8.00%	2
Total		25

Q.12 Do you have any comments, suggestions or feedback regarding the draft support with moving policy?

- I Think the Draft Support Policy is Excellent. Moving House can be very stressful and this Draft gives the Tenant who is moving Complete Backup and piece of Mind.
- It would be helpful if there were more 2 bedroom properties and that tenants can move into them even though they may only need one. For instance some married couples sleep in separate bedrooms because of they are poor sleepers or have slight disabilities which make it difficult for their partner to sleep.
- Be totally transparent and spell out what would / would not be paid for by RBC so there is no misunderstanding from the outset.
- Support for moving to another area

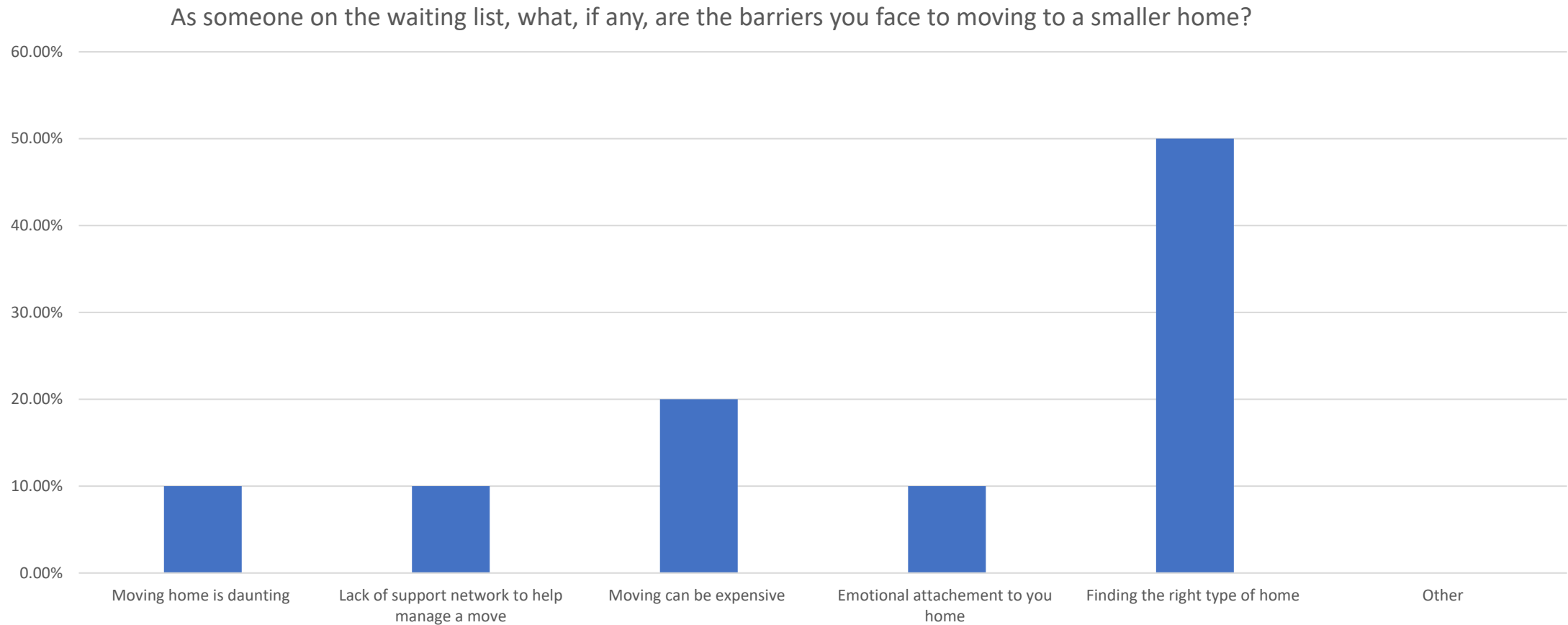
As someone who has already downsized, do you agree that the draft support with moving policy will support future tenants wishing to move to a smaller home?

Strongly agree	0.00%	0
Agree	0.00%	0
Neither agree nor disagree	50.00%	1
Disagree	0.00%	0
Strongly disagree	50.00%	1
Total		2

Telephone consultation:

- Ensure expectations are clear and not misled by the incentives and offers
- Help with moving furniture to the new place would have been helpful rather than just furniture removals
- Organising flooring would have been very helpful as the cost of moving meant he couldn't afford new carpets
- Something that says 'Don't worry about that, we'll sort it'
- 'We were given short notice on the move so we had to rely heavily on family as there was no time to look for an alternative. We were fortunate to have people who could have helped, but not everyone would have that. For the Council to have offered this would have been really helpful'.
- Make sure tenants have a clear expectation on the home – the property had a lot of work to do on it
- When we moved in we were given a decorating package, but that wasn't our priority. Let the person decide what they should spend the money on rather than just a package like you're currently using. If someone could have asked what do we need the money for, and assigned it to that, that would have been more helpful. They (the Council) shouldn't make the assumption on what tenant's specific needs are and instead take the time to understand what the individual needs as everyone's different.
- My issues when moving was the financial side. There was miscommunication as I had paid a month rent on my previous property, and then a month in advance on the new one. It took a long time to be reimbursed for the rent I paid on the old house and not everyone can do that – moving is expensive.
- My family helped me move as I couldn't afford a professional. I moved from a 3 bedroom house so there was a lot to organise. To have something in place to help with that would have been helpful, especially for those that don't have family that are able to help.
- I was expected to give 4 weeks' notice so I had to pay a month's rent, and pay 5 weeks rent in advance to Runnymede which left me in debt.
- Moving is stressful as it is, plus the costs to think about made it much harder'

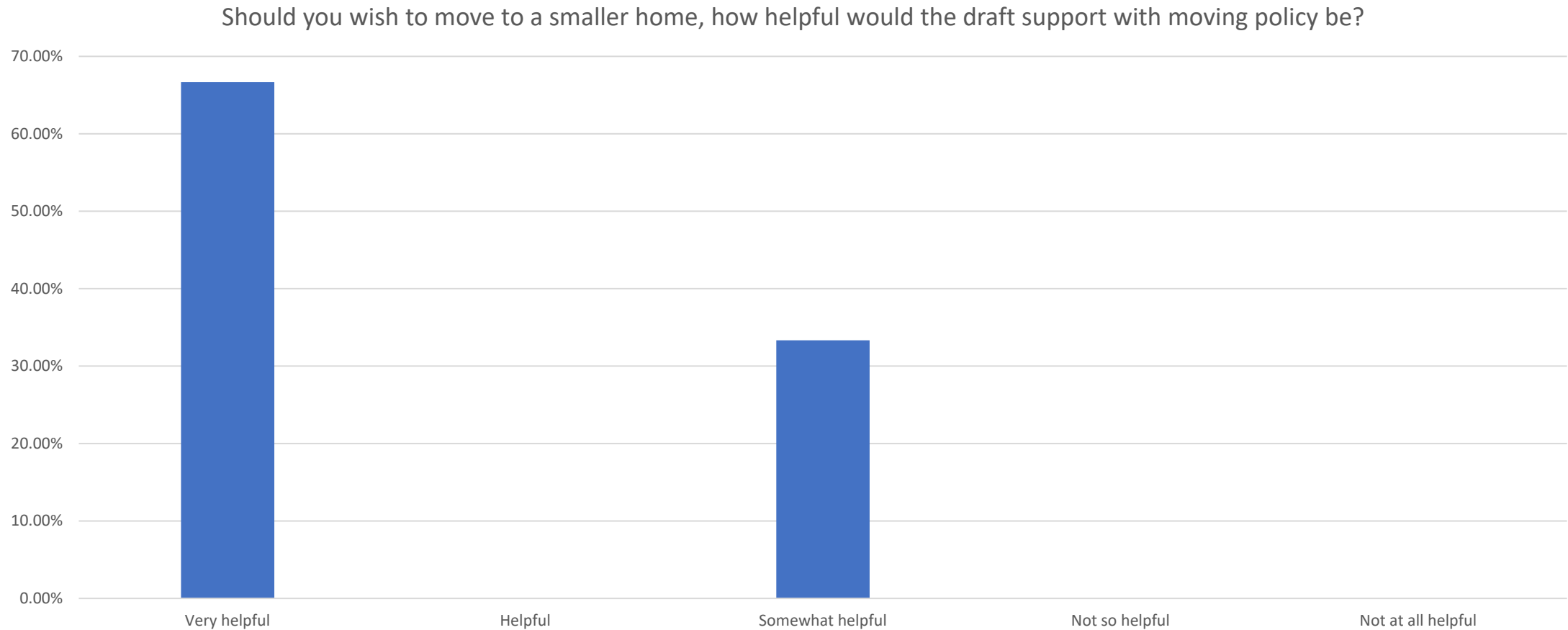
Q2. As someone on the waiting list, what, if any are the barriers you face to move to a smaller home?



As someone who is on the waiting list, what, if any, are the barriers you face to move to a smaller home?

Moving home is daunting	10.00%	1
Lack of support network to help manage a move	10.00%	1
Moving can be expensive	20.00%	2
Emotional attachment to you home	10.00%	1
Finding the right type of home	50.00%	5
Other	0.00%	0
Total		10

Q3. Should you wish to move to a smaller home, how helpful would the draft support with moving policy be?



Should you wish to move a smaller home, how helpful would the draft support with moving policy be?

Very helpful	66.67%	2
Helpful	0.00%	0
Somewhat helpful	33.33%	1
Not so helpful	0.00%	0
Not at all helpful	0.00%	0
Total		3

Telephone conversation

- Incentives to downsize should be extended to people moving out of the Borough.

Telephone conversations:

- (My mother) lives in a disabled home and didn't understand how much financial support they would get... Fear of not knowing what they're entitled to, make sure there's clear communication and understanding on what help they'll receive.
- It's difficult to know what properties are available, especially when you're meant to look at them online and older people aren't familiar with using the web.
- Would need the money before moving to pay for the moving van and other costs.
- Worried about the time and notice they'll get to move and organise moving over 50 years' worth of items, and how they'll get rid of items no longer needed.
- Carpets and curtains as they're expensive to replace.
- Rather than do something online, over the phone, or in a letter, to invite residents over or go to their home – 'come down and we'll explain everything and answer your questions'. Giving up your family home is a big and stressful move. Make sure there's a human touch and someone to speak to.'
- Would prefer a face-to-face visit to discuss downsizing, rather than through letters.
- (My father's) family doesn't live in the area and they would prefer him to move closer to him. For this policy to help him personally, it would be better if the support was extended to properties out of the area too.