

**Feedback from Rent Consultation Letter (Received by 3rd January 2024)**

Resident	Comments
1	Being able to raise the rent by a maximum of 7.7% is ridiculous in the extreme. It might be nice for the Council to appreciate all our difficulties and maybe keep both the Council Tax and Rent frozen for a year or two to allow us to catch up financially. Also, the general service charge is really just another ridiculous money grab by the Council.
2	I would like to have an itemized bill of what we are paying for regards to the service charge, as we currently pay way above the UK average! I'm very disappointed with this service that Portsmouth is providing.
3	Don't agree with it. I live in a one bedroom, living on my own, poll tax is bound to go up with the cost of living and all that. I have more than one pension so don't get any benefits. 7.7% is too high. Could a single occupier get a discount like they do for council tax?
4	I wish to object to the proposed rent increase of 7.7%. I work full time to pay my full rent. I'm not getting a pay rise, gas and electric have gone up. Where exactly do you expect this extra money to come from?
5	Year after year the service charges are increased, when I personally see very little improvement in the cleaning of communal areas etc. I feel landlords are subsidising Council tenants and those on benefits. I strongly disagree with yet another increase of the service charges. It is just not fair.
6	Whilst I completely understand the need to increase the rents to your tenants in order to maintain your properties, I feel that the proposed increase of 7.7% will only further affect your tenants that are struggling throughout the cost of living crisis. I feel that an increase of this size to rents is only acceptable if the maintenance and improvements to your properties is carried out efficiently and cost effectively.
7	I appreciate the effort involved in proposing a 7.7% increase based on inflation rates. However, I would like to suggest considering a 9.5% increase, which aligns more closely with the requirements for maintaining essential services. Concerning existing service charges, it appears they are already substantial. To address this, I propose exploring the possibility of senior management taking a pay cut as a measure to balance the financial equation. This step could potentially alleviate the burden on residents.
8	Our only issue with the service charge is the amount of money we contribute to the sinking fund. As a responsible council this should have a ceiling. During the cost of living crisis, we are currently experiencing it needs to be reduced.
9	I'm not happy with the rise in our general service charge. You have put it up to £20.02 a week and I think that is too much.
10	I think it's disgusting, it's an increase of £35.00 a month with the service charge. As I work full time and cannot claim benefits, I don't know how I will afford this, I scrape by now, only people on benefits can afford to live in rented accommodation. It's getting ridiculous I can't afford to live anymore.
11	Maybe you can save money by not sending out pointless letters.

12	You want my view on the rent increase. What's the point, you will do what you want anyway. It's a greedy, mad stupid world we live in, and it gets worse every year. I'm just living on some pension money.
13	The index rate for November is only 4.6%, how can you justify the extra 3.1% when you will not be meeting about this matter until Friday 26th January and by time the meeting comes around the index maybe lower and we are sure the council tax will have an increase too, there are lots of family's out there who are finding it so hard in these times and increasing the rent by too much will just add to this problem and more will get into arrears or even become homeless from this increase, also our wages are not going up by the rate you are trying to put the rent up by.
14	My opinion on the proposed rent increase is that you are putting people in difficult situations with such high increases, it is hard enough with the cost of Electricity and Gas, not only food costs. I understand that rent needs to increase, however, to put it up so much is unfair and unjust. I know residents' opinions will not do anything to change the rent increase, but I appreciate being able to give my opinion.
15	I am writing this email to express my feelings towards the supposed general service charge that is due to increase, I think it is absolutely disgusting that you are proposing to increase the price considering your cleaners don't even do their job properly.
16	I do not think PCC should be raising the charges and I oppose the proposed changes to rents and services. For the most vulnerable becoming homeless and/or residing in temporary accommodation is a real risk in today's world. Give people a little security by not imposing more increases on them!
17	I think you should be giving our block a discount for some degree due to the bin situation. On the whole if I run my business as you run the council, I would be bankrupt and no wonder many councils have deficits in their budgets. My experience is most people I contact are incompetent to have jobs with their level of responsibility and accountability.
18	Whilst I cannot agree with any increase, however one must be realistic and accept that some rent charges must go up. My real concern is your general service charge. Why is a flat or maisonette so disproportionately more expensive than a house or bungalow?
19	I wonder if to cut costs, we should be emailing this information out. Also, it is felt that any representation of residents for the consultation process, should be led by a full rent paying person. An older person, dependant on lifelong benefit is not affected by any increases to rent or service charges.
20	A resident said that she didn't think that it was fair that it had gone up this much, as she pays full rent. She said that it should go down and not up and it wasn't fair that flats pay so much more than houses, but she understood it was due to the communal areas.
21	This 7% will crucify me as my job won't pay me anymore. Benefits won't cover this. It's disgusting as the council makes so much from parking. They don't listen to residents despite asking for feedback. You will have to move me due to my age.
22	I just wanted to say that I'm very happy with it all.

23	<p>There is a service charge added to my rent amount for lighting and such. I want us all to have security lighting on our houses and more lighting down the actual path itself. That's my main gripe and I hope this issue is addressed as urgent and not something that can wait.</p>
24	<p>For the first time due to the letter I received, I now understand what the general service charge is that I get charged alongside the rent. I am in a maisonette. I do not have access to the block as I use my own door, I am not allowed to use the bin shed, there is no communal area for my property and there is also no grounds maintenance as I have my own garden that I have to maintain. So, I'd like to be informed why I will be paying £20.02 a week.</p>
25	<p>As I understand that everything needs to increase, I would like to point out that an increase is fine, but something has to be given back to your tenants.</p>
26	<p>There are a number of points I want to make about the service charge. Grounds maintenance - inadequate lawn mowing, 10% off please. Play service - I have no children, 10% off please. There is no Youth Club, 10% off please.</p>
27	<p>I am writing to voice my concerns about the proposed increase in rents as many residents are already struggling to pay bills. I don't think PCC have taken into account that most people's wages and pensions have (not) risen in line with inflation. I fear this will result in an increase in homelessness and poverty with many people already living on the breadline.</p>
28	<p>With regard to the proposed increase service charge of £1.82 can you please advise the frequency that blocks of flats are cleaned. I think an extra 'weekly' payment (£7.28 4 weekly) is a bit off since the block clearly isn't being cleaned on a weekly basis.</p>
29	<p>Rent, that is fair. Service charge - service is not up to standard. Feel they are wasting a lot of money. If the service was better, would be happy to pay it.</p>