

## Responses Overview Active

Responses

131



Average Time

39:35



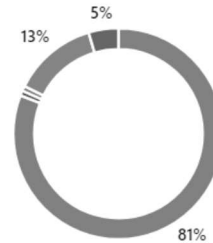
Duration

88 Days



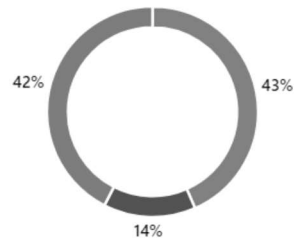
1. Please select as appropriate:

- Stevenage Borough Council tenant 106
- Family member or carer of a council tenant 1
- Prospective tenant or prospective tenant family member/carer 1
- Professional involved within Aids and Adaptations such as care services or medical 17
- Prefer not to say 6



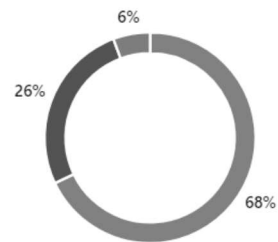
2. Have you had any aids or adaptations completed to your property in the last 5 years?

- Yes 46
- Applied for an adaptation but am currently waiting for the works to be carried out 15
- No 45



3. Do you or does anyone in your household have any disabilities that has an impact on housing need?

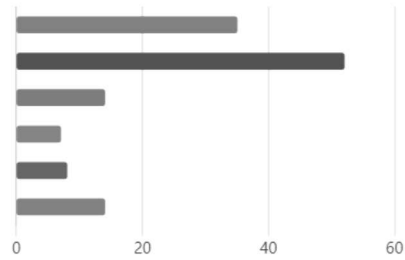
- Yes 72
- No 28
- Prefer not to say 6



4. **PROPERTY SIZE** - The demand for social housing far outweighs the available stock that we have. To help with this we want to ensure that we are managing our housing stock so that it meets the diverse range of needs our tenants have.

*If the size of a property does not meet the needs of the household, for example it is too big or too small, it is reasonable if they tenant wants to, to be supported to move to a more suitable property before completing significant adaptations.*

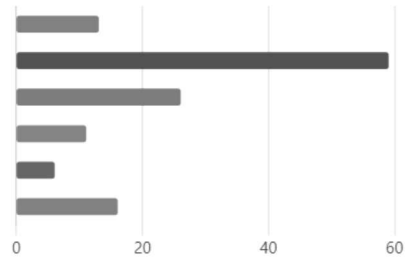
● Strongly agree	35
● Agree	52
● Neither agree or disagree	14
● Disagree	7
● Strongly disagree	8
● Unsure/Do Not Know	14



5. **EVICTIONS** - At SBC, we focus on supporting individuals to sustain their tenancies and we have a number of support services available to help those individuals that are struggling to pay their rent or other bills. However, there are occasions where individuals do not engage with support that is in place to help them and as a result fall into high rent arrears, which can result in an eviction.

*If SBC have applied to the courts to grant an eviction and assistance has been offered by Stevenage Borough Council to the tenants, it is reasonable to refuse adaptations to a property.*

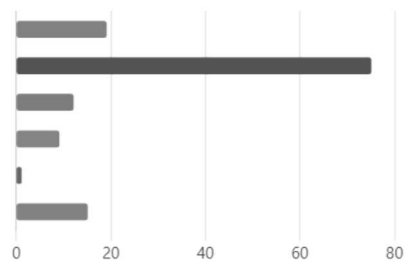
● Strongly agree	13
● Agree	59
● Neither agree or disagree	26
● Disagree	11
● Strongly disagree	6
● Unsure/Do Not Know	16



6. **COSTS** - Under the Disabled Facilities Grant, private tenants and homeowners who require adaptations can apply for a grant from their local authority. If eligible, they could receive a grant up to the value of £30,000. We understand the positive impact that an appropriately adapted property can have on our tenant's day to day life and we need to ensure that we take an approach that is financially sustainable so that we can best help our most vulnerable tenants.

*Where adaptations to the current property could exceed £50,000, it is reasonable for Stevenage Borough Council to offer alternative accommodation that is already adapted to meet the specific needs of an individual.*

● Strongly agree	19
● Agree	75
● Neither agree or disagree	12
● Disagree	9
● Strongly disagree	1
● Unsure/Do Not Know	15



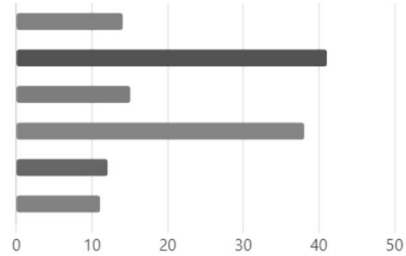
7. **TIMEFRAMES** - We are looking at how we can better manage expectations and provide a consistent service to those tenants needing adaptations to their properties. This will help us to be transparent about the time it takes to complete these works. For example, whilst some adaptations can be completed by our own operatives, there are some that require us to work with external partners and contractors and this impacts the time it takes to complete works required. To support with this, we are looking to introduce a guide of reasonable timescales to complete different types of aids and adaptations

To what extent do you agree with these proposed timescales once a review of the request has been approved?

**20 working days to complete minor works** (for example handrails or lever taps)

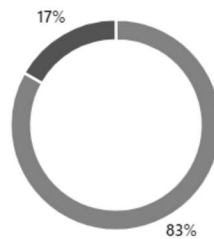
**52 weeks to complete major works** (this is likely to involve third parties and includes work such as installation of stair lifts, wet rooms or planning permission required for garage conversions).

● Strongly agree	14
● Agree	41
● Neither agree or disagree	15
● Disagree	38
● Strongly disagree	12
● Unsure/Do Not Know	11



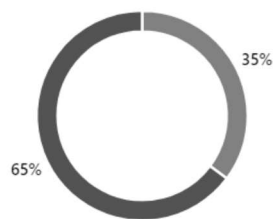
8. Are you a current tenant of Stevenage Borough Council?

● Yes	109
● No	22



9. Would you like to further help us shape the future of our Aids and Adaptations service by attending a meeting?

● Yes, I would be interested	38
● No, I am not interested	70



10. Please provide you contact details including name, address and a phone number or email address to have a further discussion about the focus group. *Your contact information will only be used for this focus group.*

38  
Responses

Latest Responses  
"Jayde Chambers 07925067370"  
...

10 respondents (27%) answered Mrs for this question.

[Update](#)

A word cloud showing various responses for the question 'Mrs'. The most prominent word is 'Mrs gladstone court'. Other visible words include 'wigram way', 'Valley way', 'way Stevenage', 'Shaftesbury Court', 'Miss Road', 'Stevanage', 'court - mark', 'Primrose court', 'Brown', 'Broadie Court', 'Mrs Marion', 'brodie court', 'Stevenage Herts', 'Drive SG2', 'Canterbury Way', 'SG2', and 'SG2 8TPsoon'.