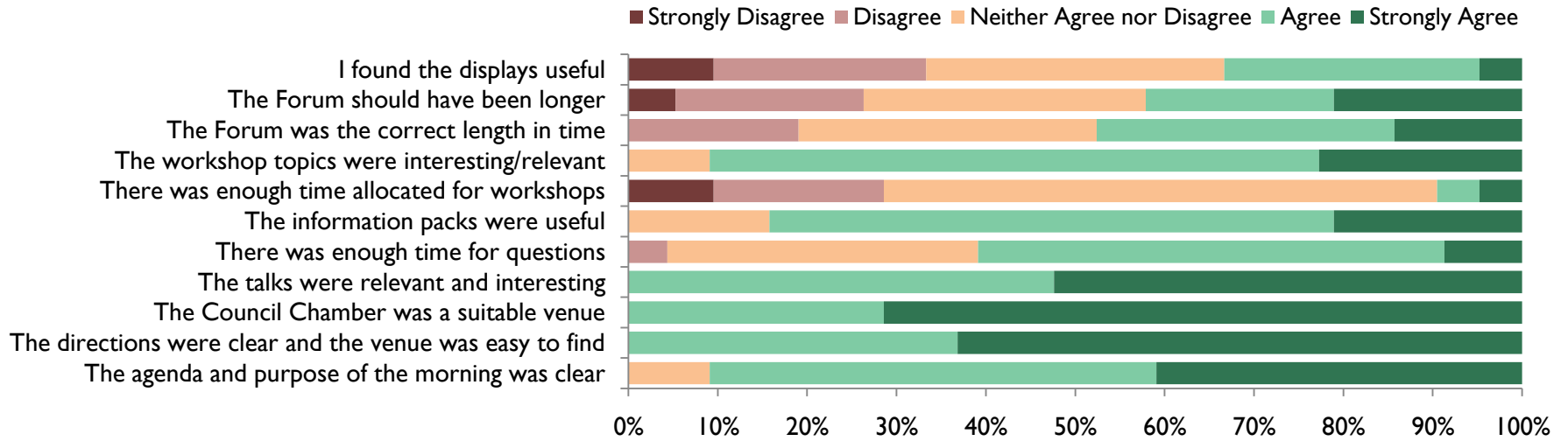


# Feedback from the day

We received back 22 of the evaluation forms. The comments and how we've responded are shown here.








What you said
There were three comments asking for the packs to be sent in advance of the meeting.
“A talk on the developers view of affordable housing would be good”
“Useful for understanding the wider issues and also for hearing the views of the various representative groups”
“It would be good to have more time for the workshops” / “Some talks were rushed and hard to hear”
“Could we have feedback sooner after forums”
“There were only a few displays”

What we've done
We have posted the feedback and slides on Hart's website. Next year we will look to post the information pack on the website <b>prior</b> to the meeting and email to let you know it is available.
This will be looked at for next year's speaker
We will aim to keep the Annual Forum running and maintain the opportunity for stakeholders to come together and discuss housing related issues.
This will be addressed for the next Housing Forum
We will aim to circulate feedback within 20 days of the event. Hopefully via a link to Hart's website.
We will look at how we could host more displays from a range of partners next year

# Summary and Outcomes of the workshops

This section outlines what you said and what we've done in response to the discussions in the workshops. For details of the workshop slides which contained background information on each topic visit [www.hart.gov.uk/housing/online](http://www.hart.gov.uk/housing/online).

Topic Summary	Action
 <p><b>Credit Crunch and the Mortgage Rescue Scheme</b>  <i>List of ideas for promoting service generated (see notes section below)</i></p>	<ul style="list-style-type: none"> <li>• Comments passed to the Interim Housing Needs Manager to feed into the Homelessness Action Plan ✓</li> </ul>
 <p><b>Value of a Landlords Accreditation Scheme in Hart</b>  <i>Attendees questioned whether improvements can be achieved if funding is invested in this scheme</i></p>	<ul style="list-style-type: none"> <li>• Comments passed to Private Sector Housing Manager but the general consensus was not to pursue this option. ✓</li> <li>• Head of Housing to look at redeploying resources to other housing options, e.g. empty homes work and rent deposit scheme.</li> </ul>
 <p><b>Rural Housing – how to make it work effectively</b>  <i>Generally was felt that the perception of affordable housing doesn't help. More Support, information and advice for parishes needed to overcome communication barriers</i></p>	<ul style="list-style-type: none"> <li>• A focussed approach, specific to each Parish to be applied.</li> <li>• Rural surgeries to continue.</li> <li>• An Affordable Housing Starter Pack has been recently completed with HARAHA (Hampshire Alliance for Rural Affordable Housing) which will go out to Parishes shortly. ✓</li> </ul>
 <p><b>Partnership Working Groups</b>  <i>Some actions may still require face to face meetings, people need to pass information on to colleagues within their organisations</i></p>	<ul style="list-style-type: none"> <li>• Log in details have been sent to those who requested them on the day. ✓</li> <li>• Email update of discussion topics and issues on the website to be sent bi-monthly/quarterly to all on the housing forum mailing list for info and to encourage take up.</li> </ul>
 <p><b>Future Development and Affordable Housing</b>  <i>There were mixed views on whether having Affordable Housing on commercial sites could be financially viable. Postponing s106 contributions was generally not supported. Building bungalows on Hart District Council land could encourage under-occupiers to move but focus on assistance moving and location.</i></p>	<ul style="list-style-type: none"> <li>• Comments regarding commercial properties passed to the Planning department to be considered during the LDF (Local Development Framework) process. ✓</li> <li>• Bungalows on Hart District Council land still to be considered as an option, but it needs to be an appropriate site.</li> <li>• Under-occupation topic to be discussed on the partnership working groups website</li> </ul>

# Notes from the workshops

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The notes below outline the discussions had on the day. For details of the workshop slides which contained background information on each topic visit [www.hart.gov.uk/housing/online](http://www.hart.gov.uk/housing/online).



## Credit Crunch and the Mortgage Rescue Scheme

**What else can we do? How should we be promoting our service? Where should we be promoting our services?**

- Send info with Council Tax packs
- Video info pack
- Parent support and advisors in schools, schools newsletter
- Radio advertising
- Info in libraries, doctor's surgeries, newsagents, shops
- Info to community groups, The Lions, The Rotary Club, Club Hampshire
- Info via Social Workers who are dealing with families in crisis
- Video in reception
- Parish newsletter/website
- Info at Hart Neighbourhood Centre
- Info in RSL tenant newsletter
- TVHA newsletter
- Rushmoor produced a leaflet for businesses
- Estate agents
- Metrolink newspaper very useful – what about similar publications and free papers in this area
- Parish Council magazines
- Chart/poster to signpost people
- Reducing the stigma of debt and repossession
- People we will be seeing are probably ones that have not been in this situation before and unfamiliar with processes
- Electronic boards at doctors surgeries etc and schools
- Schools newsletters
- Job centre plus
- Flier from LSP group directing people for early advice and information
- LSP housing posters
- Future employers – Chambers of Commerce and Business Link
- HVA working with jobcentre in Hart & Farnborough



## Value of a Landlords Accreditation Scheme in Hart

Rent deposit resources could be best use of the money earmarked for Accreditation or, use the money to bring more empty homes back into use. Considered an expensive option, money should be put into building Affordable Housing. It was suggested that a scheme will not attract the poorest landlords, just the good ones who are willing to comply anyway and that the rental value of the property relates to the standards in the property e.g. better standards = higher rent.

**Not seen as a priority by the majority of attendees.**



## Rural Housing – how to make it work effectively

**Developments in villages can take a number of years to complete. How do we reduce this time?**

- More guidance for communities involved, hand-holding, give them a feeling of ownership by community, involve in whole process. Useful for people to see another scheme in the District
- Rural villages are thriving in Hart, do they need affordable housing?
- Better advocacy in dealing with the parish

**There is a lot of not in my back yard (NIMBYISM) when there is a proposed affordable housing scheme in the villages – What can we do to change this?**

- Attitudes are linked to money and education, need to change attitudes

**Do you think people understand what affordable housing is?**

- There is a perception that affordable housing is for poor people, this needs changing
- People aspire to live in rural areas and don't want affordable housing interfering with their ideal
- Affordable is the wrong phrase to use, it gives the impression that it is for the less well off
- Eligibility is unclear – financial implications and which are the expensive areas
- Events should be well publicised



## Partnership Working Groups

People were keen for it to be up and running, it was thought that the best way to disseminate information would be for individuals to feed back to their organisations. An online forum needs to be complimented with face to face meetings for some situations. The CDRP felt it would be a chance to improve efficiency to bring it up to a strategic level, Fire authority felt it was useful for links with HMOs, Arson etc. It was suggested that we have a bi-monthly summary of the latest news to prompt people to take a look.



## **Future Development and Affordable Housing**

### **Wokingham ask for Affordable Housing on commercial developments should we do the same?**

There was concern that stakeholders did not know enough to comment on the option, which may be more a planning policy issue. In principle was well received however what does it trample over? What are Wokingham's views? What has taken a lower priority?

### **Staggering or delaying s106 payments to later in the development? Which kind of payments should be delayed?**

Politically sensitive question, we need infrastructure to support housing first and whilst it may help start on site earlier it is too much of a short term option with longer term consequences.

### **Hart DC building bungalows specifically to encourage people to downsize and free up family accommodation?**

It was thought that the issue is more about the actual move and the location rather than the type of home – costs associated and hand holding essential, although from a Housing Association perspective there are people who could benefit from specifically building bungalows to downsize into. Worth considering on a case by case basis, but need to consider the best use for the site in question.

**Thank you to all those who participated in the workshops**