

Comments received during consultation (names of individuals and schemes redacted)

No.	Comment	Response
1	The new proposals seem to be about the best. I think that everyone sharing the shortages was an excellent idea.	Thank you for the positive feedback.
2	I already pay for any electricity and water that I use in my flat, does the proposal mean that the council will take over these charges and then charge equally with the rent as it appears it already does in some schemes	If you already pay direct for your own supplies, then you will only be liable for a communal charge, covering supply to the common areas in your scheme. The council is not planning to take over any individually metered supplies, or to charge tenants for individual supplies where they already pay directly.
3	Unless the council is only going to charge us a minimum sum for the electricity in the main building it could end up with a lot of people having to pay more.	The proposals include a cap on utility charges, equivalent to the value of the 1% rent reduction, so that no tenant would be asked to pay more for cleaning and utilities than they currently pay in rent and any existing service charge.
4	Although increases will be capped at the level of the 1% rent reduction, this will only last three years. What will happen after that, will tenants suddenly be liable for sudden and hefty increase in charges?	The 1% rent cuts will apply for another three years at least; the government has yet to announce what will happen to rents after that. The council can't therefore yet make informed decisions about how future service charge levels should relate to future rent levels for tenants whose charges won't be fully phased in by the end of the three year period. The council will review the position, and whether a longer period of phasing in is required, before the end of the three years.
5	If charges are currently included in the rent how are they currently excluded from the calculation for housing benefit?	Housing Benefit is only payable on utility charges exclusively for communal usage; because in the past the composite charge has included both communal and individual usage, the charge was ineligible.

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6	Will the council be considering installing individual meters to each flat?	<p>The council has no plans to do so. A separate meter means a separate supply and the utility company could not legally use the existing cables/pipes to the flat and would have to put in a new cable/pipe from a connection in the road that they would own. This would cost upwards of £1,000 per connection, and would involve substantial disruption of supplies & décor in the building.</p> <p>Analysis of the billing at these sites with individual metering shows that the costs per unit of electricity, gas and water are often twice that paid by the council through its bulk purchasing contracts, so there is unlikely to be any cash saving to the tenant, however they would have the knowledge that they only pay for what they used. It is possible to put in council owned separate meters for less cost (half), but the council would have to bill tenants separately, an administrative overhead which would have to be paid for and is unlikely to be welcome.</p>
7	Whether the tables shown on the website giving detailed charges for the different utilities are the amounts payable per week or per month?	<p>The charges shown are per week. We will ensure that the document on the website is updated as soon as possible to make this clear.</p>
8	I currently receive Housing benefit and pay [a sum] per fortnight direct to the council. Do the proposals mean that this will now increase ? If so I feel this will effectively reduce the benefit the government says I need to live on.	<p>The council is mindful of the limited resources of many Sheltered Housing tenants, and the complexity of the proposals is in part because we are trying to minimise any extra financial burden for tenants.</p>
9	Will increases in charges be phased in, or all at once?	<p>The subsidy reduction will take immediate effect. Increases in other charges will be capped at the level of the rent reduction so that, except for the subsidy reduction, no sheltered housing tenant will be charged more than they are at present. In many cases, increases in Housing Benefit eligibility will reduce cost to tenants of the reduced subsidy.</p>

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10	To keep the Sheltered Housing Officer but not for anything else	The proposals cover both a reduction in subsidy to help fund the Sheltered Housing Officers, and revisions to charges for cleaning and utilities. The effect of separating these elements of the proposals would be financially disadvantageous for many tenants.
11	Any consideration to removing the Warden is totally unacceptable, whatever it costs	The proposals are designed to make the wardens (Sheltered Housing Officers) more financially sustainable for the long term.
12	Although I have no objection to having to pay for our Sheltered Housing Officer, I do object to those in [scheme] that are having their monies paid for by the benefits system. I do not claim any benefits from the state, although at times I do struggle to meet my rent and pay my bills. Our warden (SHO) is a great asset to [scheme] and has helped raise funds for activities in the scheme.	The Benefits system exists to help those who would otherwise struggle to meet their rent and other bills. The Sheltered Housing Officers' role is intrinsic to the operation of Sheltered Housing, and it is good to know that their activities are thought of so highly. Compliments have been passed on to named individuals.
13	If I benefit from the change or things stay the same I say yes	The majority of tenants will pay the same or less, since for tenants on Benefit there will be increased benefit to offset the reduced subsidy, and all tenants will benefit from the capping of charge to the level of the 1% rent cut.
14	On behalf of our aged mother we attended two meetings earlier in the year, so we anticipated some future changes, although we have different views as to the reasons you give for these changes. We have looked at the consultation document and have great difficulty in believing that most of the Sheltered Housing tenants would have access to this, or even understand it, however we can see that should MKC apply <u>this</u> restructure then the net effect may not make a tremendous difference financially. We of course would attend future consultation meetings.	Unfortunately, the design of the proposals (intended to minimise the adverse financial impact on tenants) makes the package complex. Our apologies if the consultation materials haven't been as clear as we had hoped.

No.	Comment	Response
15	The warden service is an integral part of the [scheme] community and the current warden fulfils the role to the highest standards giving assistance and reassurance to both residents and their family members.	The council agrees that the Sheltered Housing Officers' role is intrinsic to the operation of Sheltered Housing, and it is good to know that their activities are thought of so highly. Compliments have been passed on to named individuals.
16	Replacing the shower in my bathroom, remove fitment around my shower serves no purpose.	Referred to SHO.
17	[Scheme] is specialised in dementia care. I act as PoA [Power of Attorney] for my father. I am functioning normally and yet even I was unable to access www.milton-keynes.gov.uk/consultations. Consequently on behalf of [my father] I cannot agree charges I cannot see.	There has been no reported failure of the website. Links direct to the consultation page and papers have been supplied.
18	Mobility Scooters - does the council expect tenants that do not own a mobility scooter to bear the electrical charges for recharging batteries?	Without completely separate metered supplies, which are impractical as set out elsewhere within these responses, it is not possible to isolate these costs.
19	[Scheme] is a lovely place to live in - both my late husband and myself always enjoyed the care we have had.	Thank you for the positive feedback.
20	I think the wardens for us sheltered housing tenants are a real must, and I will gladly accept any additional charge you deem to be required.	The proposals set out the reduction in subsidy that the council deems to be required.
21	It's about time tenants on benefits should pay a sum of money. I have been in sheltered housing for almost 10 years and I am 75 and still pay the full amount	Tenants on benefits receive those benefits because they would not be able to afford the full amounts. The council believes that the reduction of subsidy by £5, together with increases in benefit eligibility, results in a fairer and affordable solution.
22	Can we please have signposts near the shop ... even our post gets lost at times	Referred to SHO for consideration.

No.	Comment	Response
23	I think the proposals are fair. I suggest you could use a £5 charge towards the TV license as a way to help with the funding.	The £5 reduction in subsidy will be used to support the continuation of the warden service, and is not therefore free to be used to offset the cost of TV licenses.
24	If we're now asked to pay £20/£25 per month - fine - but the cleaning of the laundry and refuse room floors has to be reinstated as it's a hygiene issue	Referred to SHO for consideration.
25	Use some of the monies extracted from the public for parking charges in and around the city of MK and not rob the elderly to pay your departments	Income from parking charges is held in the ringfenced Parking Account, and can only be spent on transportation activities. The proposals for Sheltered Housing are designed to minimise the financial impact on elderly residents.
26	How will the charges be made on our electric & gas as we all use different suppliers? We have just gone through a difficult time with Anglian Water and been assured that from April 2017 we will be on a low tariff. How will the new charge be implemented?	Tenants who pay individually for their electricity, gas, and/or water will not be subject to individual fuel charges from the council - only tenants whose supplies are metered and billed collectively will pay the new individual charges. All tenants are asked to pay toward the costs of the communal areas, and communal heating systems.
27	All sheltered housing tenants should pay equal identical payments to cover SHOs costs. The continued differentials must stop. Individual gas, electric, and other costs to individual flats must be continued. Anything else is unfair. PS How much did the consultants cost?	Charges for SHOs vary, according to the band in which their hours at each scheme fall. The differentials will be reviewed during the course of next financial year. The proposals will not reduce the number of tenants with individual fuel supplies and bills. No consultants have been employed in designing the council's proposals.
28	What are the charges for outside users in the communal areas going to be? And why have they not been charged before? Outside users and uses and abuses this long enough. Warden services very limited now. Guest Room/Wardens Office upgrade and charge a proper fee. Gardens - hardly tended now and tree work - we are raising funds ourselves. Why would we need to pay more for less?	During the tenant engagement sessions in the summer a common suggestion was around charging for use of the communal lounge by other groups . Use of the lounge varies from scheme to scheme , with some larger organisations making use of the facilities along with small individual local groups. We will be looking at this area and exploring charges with the user groups over the next couple of months and will feed back to tenants the outcome.

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29	How will it work for people who use the lounge who are not residents and come to use our facilities?	We will be looking at this area and exploring charges with the user groups over the next couple of months and will feed back to tenants the outcome.
30	You have requested tenants to come up with constructive ideas to save more money. Why then consider reducing the rent by 1%? To my way of thinking you are giving with one hand, only to take far more with the other.	The 1% rent reduction is a government policy, and included in the Work & Welfare Reform Act 2016. The proposal limits increases in utility charges to this value, and increases Housing benefit eligibility to offset the reduced Warden's subsidy.
31	I don't think certain wardens should get the extra money because wardens are so lazy just in their office all day chatting and not doing their job like answering the doorbell at entrance, letting people in who are coming to tenants i.e., hearing aid people, doctors, etc. It's a shame how some wardens don't care about other tenants, only their favourites, and should help all tenants.	Sheltered Housing Officers will not receive any extra money as a result of these proposals. Comments regarding quality of service referred to senior Sheltered Housing management.
32	Not clear.	Unfortunately, the design of the proposals (intended to minimise the adverse financial impact on tenants) makes the package complex. Our apologies if the consultation materials haven't been as clear as we had hoped.
33	This proposal is as clear as mud.	Unfortunately, the design of the proposals (intended to minimise the adverse financial impact on tenants) makes the package complex. Our apologies if the consultation materials haven't been as clear as we had hoped.
34	Will outside tenants who use our scheme, but not residents of Everglade, be paying water and electricity for doing their laundry and use of amenities here? They have fob keys and can walk in and out of our residence as and when they want. They pay for the wardens service but <u>not</u> use of our water and electricity.	We will be looking at this area and exploring charges with the user groups over the next couple of months and will feed back to tenants the outcome.

No.	Comment	Response
35	We are very much on your side for doing what you are proposing to do in this letter and don't understand why this hasn't been done long before now. We do wonder why there are so many lights left on in these buildings all through the daytime?	Referred to SHO.
36	This change is wrong because the poorest are being forced to pay for the government's austerity. Also once a change is imposed, there is no promise of it being removed if and when things get better, so it will be here to stay. A fair system would be a rise in council tax, so that everybody pays because everybody eventually gets old and will need, and rely on, council services.	The burden of austerity does, unfortunately, fall hardest on the poorest. This is not a policy the council supports. It is unlikely that "things" will get better to the extent that there proposals will be reversed. Not everybody gets old, and not all that do get old wish to, or are able to, rely on the Sheltered Housing service. In the context of enforced austerity, the council believes that those that can make an affordable contribution to the cost of services that they receive should do so.
37	The five pounds introduced, you said that rent will reduce by 1% and gas, electricity, and water will change. How can a change of £5 exist and will not be worse off?	Tenants in receipt of Housing Benefit will be charged an extra £5. Many of those tenants will receive additional Housing Benefit, so that the net cost to them is minimised. Unfortunately, not all tenants will not be worse off.
38	I am very happy living at this address and happy with [SHO] as the warden	Thank you for the positive feedback.
39	I think that all should contribute equally	Rents and charges to sheltered housing tenants will under the proposals apply equally, though amounts may differ according to the services each tenant receives. A flat rate charge for everything would be inequitable for those tenants who, for example, pay their individual fuel bills directly. The Housing Benefit system, and the subsidy towards wardens charges, reduces the amount payable by those in most financial hardship.

No.	Comment	Response
40	The proposals shift responsibility for costs away from the council and on to the group of tenants who do not have the financial means to pay for them. If all such costs were permanently recoverable by Housing Benefit then no-one could reasonably object. That however will not be the case.	It is correct that not all costs of Sheltered Housing are able to be covered by Housing Benefit, since this does not cover "welfare" services such as the SHOs provide. The council's proposals are designed to maximise Housing Benefit payable, to offset the reduction in subsidy.
41	I agree with the £5 increase, but 1 x £5 only NOT £5 this year, £10 next year, £15 the year after and on and on.	The proposal is for a single £5 reduction in subsidy. There is no proposal to increase further in future years.
42	Our cleaner's hours were cut this year - I hope the hours are not reduced again next year 2017	There are no plans to change cleaners' hours, though circumstances at individual schemes may need to be addressed in the course of the year as part of normal management activities.
43	I would like to say that without our warden [SHO] life here would be unbearable. In all my 23 years living here I have found [SHO] to be the most caring, helpful one of 5 wardens. [SHO] is devoted to her job and gives it 100% <u>plus</u> .	Thank you for the positive feedback.
44	Could not a small amount be taken from the government's Winter Fuel Allowance also?	The Winter Fuel Allowance is paid to all qualifying elderly persons. The council cannot take any money directly from the allowance; however, sheltered housing residents may be able to use the allowance to cover the costs of the individual and communal fuel charges.
45	I do not agree with the council's proposal because I don't see why I should have to pay for a warden that is not on the premises 24 hours a day.	The wardens are not a "resident" service, and do not provide on-site coverage for 24 hours a day - mobile wardens attend as necessary outside static wardens' hours. To provide 24-hour on-site coverage would be extremely expensive, and would require significant additional funding. The current proposals are based on the current mix on on-site and mobile warden services.

No.	Comment	Response
46	There is a large discrepancy overcharging for care in SH. The rate for a 15 minute visits when compared to an hour visit is grossly disproportionate. (workings attached).	The charges for care services are not affected by these proposals. Comments referred to Adult Social Care management.
47	We pay our own gas and electricity charges. After a year, I've just sorted out our water bill - don't change it. I/we don't use the communal areas. Outside users use the common room a lot more than we do. The R3A, whist group, bingo, and several other groups [do] of which none of whom contribute anything.	For tenants who pay directly for gas, electricity, and water to utility suppliers, there will be no charge from the council for individual supplies. We will not interfere with tenants' arrangements with utility suppliers. The communal areas are provided for the benefit of all tenants, irrespective of each tenant's choice of how much use to make of them, and so charged equally across each scheme. We will be looking at this area and exploring charges with the user groups over the next couple of months and will feed back to tenants the outcome.
48	I agree but with questions not answered below: "Changes will be phased in" - what is the period of phasing? Assumption is that all these will rise - (a) will these be eligible for Housing Benefit or will these be borne by residents. What rate of increase is indicated in your model? £5 subsidy re warden service - How will this be collected as cheque/cash collection will involve costs which will reduce £5 by a substantial %	Electricity, gas, and water charges will be phased in over three years, capped each year at the level of the 1% rent cut so that the total charged for rent and these charges will not increase during that period. Charges for communal utilities and cleaning are eligible for Housing Benefit, but not charges for individual supplies. We have assumed a reduction of 15% in gas costs and no increase in water and electricity next year, and 2% increases thereafter, in common with other utility budgets across the council. All payments will be collected along with rent and existing service charges - by a wide range of methods including Direct Debit, Paypoint, and Debit Card - in order to avoid or minimise the cost of collection.

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49	<p>I understand that it is planned that from April 2017 the present "Rent DD" will have a listing of rent/individual utility/cleaning/SHO cost/etc. Listing of individual costs is a more professional way of issuing a bill and should allow those individual costs to be amended as appropriate. That would give a degree of transparency to tenants as to what they are paying for in the DD, especially for those tenants whose DD is an "all-in" amount.</p> <p>However, strong assurance should be given that those individual amounts are to be logged on separate budget codes (ring-fenced). Also that all possible care will be taken with each bill to ensure correctness of total DD, i.e., that no "apologies for an error in our accounting" will be needed.</p>	<p>We will be sending, during February, a Rent Review letter to every tenant, showing the detail of rents and charges payable for the year ahead, providing transparency. The actual DDs will be for a single amount each time; it would not be practical or economic to DD for each element of the amount payable separately. We are working on an on-line system where tenants will be able to view their rent account on demand.</p> <p>Utility costs for each scheme will be collected on separate accounting codes, so that the costs for each scheme on which the individual charges are based are as accurate as possible.</p> <p>While it isn't possible to guarantee freedom from error, we will use our best endeavours to ensure that costs are accurately identified, correctly calculated, and properly billed so that there are as few as possible incidents for which an apology is required. Tenants paying by DD are also, of course, covered by the Direct Debit Guarantee.</p>

No.	Comment	Response
50	<p>1. Cleaning charge - does this include cleaning communal windows?</p> <p>2. Garden Maintenance - previously contract gardeners did a poor job. Now volunteer residents have won many prizes.</p> <p>3. Outside jobs - keep the carpark and walkways clean, sweep dead leaves from steps - who is responsible?</p> <p>4. Some tenants use more electricity than others.</p> <p>5. Why should new residents be given priority over existing residents who want to move?</p>	<p>1. Cleaning Charge - does not include window cleaning as this is not within the cleaning contract scope</p> <p>2. Garden Maintenance - volunteer gardeners are to be congratulated for their successes.</p> <p>3. Outside jobs - immediate entrance / exit areas are cleaned by the contract cleaners , they do not have responsibility for the wider external areas, which would be dealt with under local arrangements.</p> <p>4. Because sheltered housing flats don't all have individual electricity meters, the charges will be at a flat rate within each scheme. It would not be practical or economic to install meters to enable differential charges.</p> <p>5. Void properties within Sheltered Housing are allocated to suitable applicants in priority order as they arise, in order to address needs and minimise time spent in temporary accommodation such as B&Bs. Current tenants can request a swap through www.homeswapper.co.uk or through the Housing Options service.</p>
51	The warden I would like to keep. She does her very best for us all.	Thank you for the positive feedback.
52	Merry Christmas. It is not too much at present for the excellent service provided to us by our warden & council. Happy New Year. Thank you.	Thank you for the positive feedback.

No.	Comment	Response
53	<p>I do not agree with your decision to reduce the rent. Why did some of us go to the civic offices for meetings to discuss ways of raising the shortfall we were told about? Apart from the £5.00 per week you seem to be going in the wrong direction by reducing the rent. I do not understand your thinking. Now there is talk of raising the council tax by quite a bit. Where is the logic?</p>	<p>The 1% rent reduction is a government policy, intended to reduce the cost of Housing Benefit, and is included in the Work & Welfare Reform Act 2016; the council has no choice but to implement it. The proposals seek to mitigate the rent loss by adjusting the service charges for utilities and cleaning.</p> <p>The government has said that councils will be able to raise an extra 3% in council tax from their local population this year and 3% next year to fund social care, bringing forward planned increases of 2% a year. If adopted in Milton Keynes, this will still not keep pace with the growth in demand for adult social care services.</p> <p>The logic behind these government initiatives seems to be to reduce the cost to the Treasury of the welfare system, by transferring the financial burden to councils and individuals.</p>
54	<p>I do not agree with the council's proposal for the £5 per week warden charge. I have no complaints whatsoever regarding the warden here, however as I do not live in the sheltered housing complex and live independently from this, I see or speak to the warden no more than 5 to 10 minutes per week. The charge is also unfair [in] how it is applied as a single person will pay the same as a couple. I also had no input & ideas into how it would be done. I DID NOT KNOW ABOUT THIS. I don't want to pay the charge.</p>	<p>The warden's costs are charged equally across all tenants in each sheltered housing scheme. Tenants have equal access to the services that the wardens provide; although use of these services may differ depending on tenants' choices and needs (and vary from day to day) it would not be practical to record and bill for wardens on an individual basis. For similar reasons, the council is not proposing to charge different amounts to single tenants and couples.</p> <p>Please accept our apologies if you were not fully informed of the engagement process that has been running through the year. Your warden will be able to advise you of the issues considered and ideas put forward.</p>

No.	Comment	Response
55	[Summarised] We agree with to the extra £5 per week you intend to charge. However it seems to me that there are other options open to the council to bring in additional monies from sheltered housing tenants ... Why can't the council approach the Warm Homes Discount scheme and ask for all those resident who qualify for this grant to have their £140 discounts put toward the overall sheltered housing schemes' energy bills?	The council has contacted the Warm Homes Discount Scheme. The eligibility criteria set by DWP and the energy suppliers exclude communal supplies such as those at sheltered housing schemes, so sheltered housing tenants who do not have individual metered supplies aren't covered, and the council itself is also not eligible. Tenant's eligibility for Winter Fuel Payments and Cold Weather Payments isn't affected by the communal meters, however.
56	Well done	Thank you for the positive feedback.
57	It would be a good idea if the cost of our energy bills is fairly charged throughout all the housing schemes.	The proposed charges include communal charges, which are the same across all sheltered housing schemes, and individual charges which are specific to each scheme. This is intended to strike a fair balance between sharing and separating the charges.
58	The SHOs deserve a rise in their wages!	Increases in SHO's wages are set annually through national agreements.
59	What form of payment will this be? E.g., concessionary payment, direct debit, or other. Will it apply to tenants who receive Housing Benefit? What changes will there be?	Any changes as a result of the council's proposals, and taking into account the feedback received through this consultation, will be decided on 10 January 2017. Each tenant will receive a Rent Review letter in February, setting out their exact rent and charges for next financial year. The letter will include details of all payment arrangements. Direct Debits will be adjusted automatically to the new amounts, with effect from the first debit collected in April. These arrangements apply uniformly to tenants on Housing Benefit, and those not.
60	Sorry, I am unable to agree or disagree because I find the proposal confusing. Secondly I have no idea about the subsidy or how much I am paying towards the wardens' cost. So some clearer understanding about the payment would be much appreciated.	Unfortunately, the design of the proposals (intended to minimise the adverse financial impact on tenants) makes the package complex. Our apologies if the consultation materials haven't been as clear as we had hoped. Referred to SHO to contact tenant.

No.	Comment	Response
61	I cannot comment on the council's proposals [since] I do not belong to any scheme.	Although this tenant's property is designated as Sheltered, some free-standing properties are let to tenants who do not currently receive sheltered housing services, and will not be affected by these proposals. Subsequent tenants, with different support needs, may receive sheltered housing services and therefore be liable for these charges.
62	Should have been implemented in 2015/16	The proposals are based on engagement with tenants over the past year, and have taken some time to develop to incorporate tenants' input and to minimise any adverse financial impacts.
63	I wish the council to be more selective in their choice of contractors as the ones maintaining our TV service are completely incompetent and non-caring about leaving at least one third of us with no service for over a week twice since April this year.	Referred to YourMK for investigation.
64	I am on Benefits and I am quite willing to pay.	Thank you for the positive feedback.
65	I already pay gas electricity and water and never use facilities. Didn't agree these charges when I signed contract 7½ years ago, the charges were scrapped last year so why add them now. I am on Pension Credit so cannot afford £240 extra per year.	If you already pay direct for your own supplies, then you will only be liable for a communal charge, covering supply to the common areas in your scheme. Tenants have equal access to the schemes' facilities; although use of these facilities may differ depending on tenants' choices and needs (and vary from day to day) it would not be practical to bill (or not bill) for the facilities' costs on an individual basis. The proposed utility and cleaning charges are capped at the level of the 1% rent reduction, and so will not cause increases of such large amounts.
66	It sounds like a very creative and positive solution - thank you.	Thank you for the positive feedback.

No.	Comment	Response
67	I am on Pension Credit and can not afford any increase.	The proposals have been designed to minimise increases, and will in many cases result in reductions or no change in the total payable (after Benefit, where applicable).
68	The wardens' service is a vital element of Sheltered Housing and should not be reduced or removed. Of course it needs to be paid for, but pensioners with limited finances and abilities and who wish to remain as self-supporting would struggle to maintain paying the present costs. Therefore my finances may need to be re-assessed very soon and I may have to apply for benefits.	The proposals are designed to make the wardens (Sheltered Housing Officers) more financially sustainable for the long term. Sheltered Housing Officers will be happy to help tenants reassess their finances and claim any benefit entitlement.
69	I pay all our utility bills direct to each utility, and don't see how this relates to us.	For tenants who pay directly for gas, electricity, and water to utility suppliers, there will be no charge from the council for individual supplies. We will not interfere with tenants' arrangements with utility suppliers.
70	I already pay the full amount and my rent which I think is a very worthwhile charge for all the services we receive in sheltered accommodation. I have attended all the meetings where residents were included and after hearing comments such as "what if I don't pay the extra, will you evict me?". There have been so many charges over the years, even no charges at all. Why don't the council draw a line at the end of March, leaving everything as it is. Then any new tenants after April will be explained to that their is a new council charge that has to be paid before proceeding.	Thank you for the positive feedback. Unfortunately, the current financial arrangements for Sheltered Housing are not sustainable; these proposals are designed to make the service financially sustainable with as little adverse impact for residents as possible. Current residents will benefit from capped increases, and where applicable higher benefit eligibility. New residents will, as you suggest, be liable for the full charges from the start of their tenancy in sheltered housing.
71	All sounds reasonable to me.	Thank you for the positive feedback.

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72	£10 per month; Solar panels on roof; Please explain proposal.	For most residents, the impact of these proposals will be less than £10 a month. The possibility of installing solar panels on the roofs of sheltered schemes has been referred to YourMK for investigation. The proposals are explained in the consultation document, available from the council's website or from SHOs (who will be happy to discuss the proposals with residents, individually or collectively).
73	You have been making cuts over the last few years - is there anything left?	The sheltered housing service has shared the financial pressures that the council has suffered from, largely as a result of the government's austerity policies. The Living Independently Review has, with tenants' involvement, looked at how the service can change to deliver appropriate, value for money, services. These proposals are designed to support that work by making the service financially sustainable with as little adverse impact for residents as possible.
74	I am happy as things are	Thank you for the positive feedback. Unfortunately, the current financial arrangements for Sheltered Housing are not sustainable; these proposals are designed to make the service financially sustainable with as little adverse impact for residents as possible.
75	Keep up the good work	Thank you for the positive feedback.
76	I think every tenant should pay some amount to the services they get. I myself could not live without feeling secure and safe. I don't use the services very much but do count a lot on the warden [SHO]. She helps me out no end.	Thank you for the positive feedback. These proposals are designed to ensure that tenants do make affordable contributions toward the cost of the services that they benefit from.