

May 2025 Partnership Forum - You Said, We Did

You Said	We Did
Will the new rent and service charge changes affect my Housing Benefit?	No – all eligible costs will still be covered by Housing Benefit. We're also double-checking everything with a benefits expert to make sure.
Why can't Bield evict antisocial tenants more quickly?	We understand how upsetting antisocial behaviour can be. Evictions must follow strict legal rules, but we're working on clearer policies to deal with problems more effectively.
Be careful when housing people with addictions or cognitive issues.	We hear you. We're reviewing how we support tenants who need extra help, including working with staff and experts.
Why do people refuse offers of housing?	The most common reason is that the person isn't ready to move. We're improving the way we give people information and support to help reduce refusals.
Are bedsits putting people off? Can they be improved?	Yes – we're looking at how to make them more appealing, including changes to layout and décor. Some will be turned into one-bedroom flats where possible.
Can you make it clearer what the decorating allowance is, or just decorate homes before people move in?	We're reviewing this just now and looking at how we explain things more clearly to new tenants.
Please don't paint empty homes magnolia!	Message received – we're updating our colour choices to make them more welcoming.
It's hard to get people involved in local tenant groups.	We're trying new ideas, including starting a Sustainability Group and bringing back the Scrutiny Group to help more people get involved.
Can senior staff like the CEO and Chair come to more meetings?	Yes – we'll invite them to future forums so they can hear from tenants directly.
Forum members need more training.	We're putting a training plan together, with a focus on learning in groups and face-to-face.
Can you share dates for the Small Grant Fund and send RTO forms?	We're on it – this information will be shared with Forum members soon.
Please consider stronger benches made from hard plastic.	Thanks for the suggestion – we'll keep this in mind when buying new benches.
Can we have more expense forms, notebooks, and pens?	Yes – we'll bring these to the next meeting and make sure they're always available.