



Customer focus group Licence policy

February 2025



8 customers joined our
focus group



6 Customer
recommendations



Manager's summary

The Licence Policy review included feedback from customers on fees, fairness, EV charging, land use permissions and how decisions are made.

Overall, customers wanted charges to be fair, decisions to be clear, and requests to be considered case by case where circumstances differ.

Management used this feedback to shape the updated policy and clarify how applications will be handled.

Customer feedback helped shape a clearer, fairer policy that balances individual needs with safety, neighbourhood impact and the protection of Selwood Housing land.



You said...

- Keep charges fair, with lower cost for Selwood Housing customers and higher charges for non-customers.
- Keep the annual licence fee affordable for customers but charge more for non-customers.
- Consider disability-related requests and EV charging applications on a case-by-case basis.
- Be clear about EV charging, especially where cables cross shared areas.
- Be realistic about EV charging, as reserved spaces may cause issues for other residents.
- Explain what happens with licences if someone moves, breaks the rules or wants to fence off land.



We did...

- We kept the administration fee at £0 for Selwood Housing customers, and set it at £150 plus VAT for non-customers.
- We kept the annual licence fee at £50 for Selwood Housing customers and increased it to £100 for non-customers..
- We updated the policy so it clearly reflects the different charges as set out above.
- We will continue to assess requests individually, taking into account disability-related needs, safety, and the impact on other residents.
- We confirmed that EV charger permission does not include exclusive parking rights, and spaces will stay first come, first served.
- We clarified that licences do not transfer, can be revoked with one week's notice if conditions are not met. Fencing requests may be approved on a case-by-case basis.

If you would like further information on this focus group, please email: makeadifference@selwoodhousing.com

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