Selwood Housing

Rents and other charges policy review

July 2026



8 customers joined our focus group

4 recommendations were raised by customers

Manager's summary

Customers welcomed the revised policy, describing it as clearer, fairer, friendlier and easier to understand. The simplified language, improved structure and use of bullet points make the policy more accessible and easier to navigate.

A strong theme was the importance of compassion and understanding, particularly as financial difficulties and arrears communications can cause significant anxiety. Customers valued an approach that considers individual circumstances, makes it easy to ask for help and focuses on providing appropriate support.

Customers also supported the policy's emphasis on early engagement, encouraging people to get in touch if they are struggling so that support can be identified and sustainable solutions agreed before difficulties escalate. They were reassured that enforcement is clearly positioned as a last resort.

Finally, customers felt it was important that the policy and its commitments are regularly reviewed and reflected in practice. Overall, the feedback supports retaining the policy's clear, customer-focused language while continuing to prioritise early conversations, compassionate support and sustainable solutions.

You said...

1. Include policy information with arrears letters to reduce fear and distress.
2. Customers should review the letters sent about rent and arrears.
3. Customers would feel more comfortable discussing financial difficulties with the same person.
4. Customers are willing to help create an easy-to-read leaflet covering key policy points.

We did...

1. Rather than send the full policy, we will co-design a clear one-page summary of its key messages and available support.
2. Customers will help refine the language, tone and content so letters reflect the policy's supportive approach.
3. This is already in place: each customer has a dedicated Account Manager for their area.
4. We welcome this offer and will involve customers in developing the one-page summary.

If you would like to find out more about this customer focus group, please email:
makeadifference@selwoodhousing.com