

# Proposed Tenancy Agreement – Post Consultation Feedback

H&RSSC

2<sup>nd</sup> December 2021

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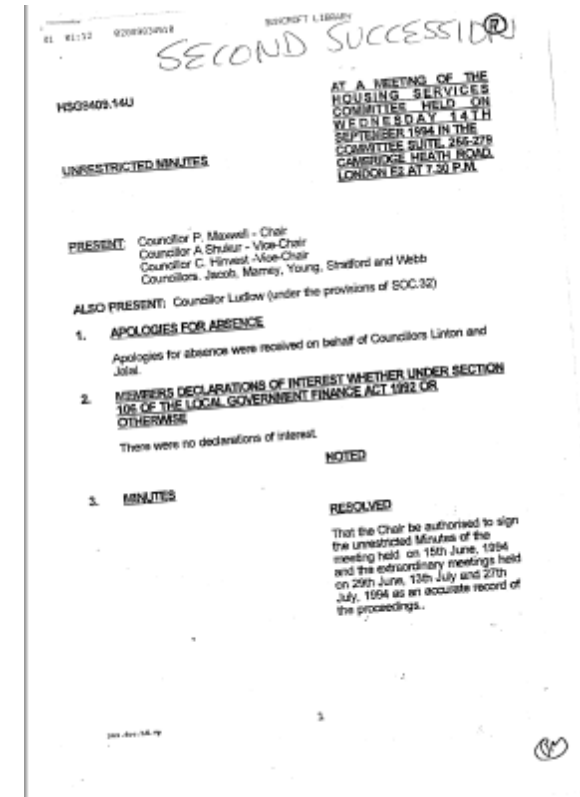
# Background and summary



**All tenants were consulted** on the proposed changes to the tenancy agreement between 6<sup>th</sup> September and 17<sup>th</sup> October 2021

**This 6-week consultation period** was in accordance with S.103 HA 1985, which requires a minimum of 4-weeks for such consultations

The consultation included **a proposal to rescind the second succession policy** adopted by the council in 1994



# The Consultation Process

... Included the following:

1. A dedicated page on the council's *Let's Talk* consultation portal
2. A dedicated **e-mail address** for comments
3. **A webinar** on the proposed changes apart from succession
4. A webinar dedicated to the **proposed changes on succession**



# Consultation Website



- **The Consultation Website Provided...**
- **A Copy of the Preliminary Notice:** this notice was posted to every tenant in accordance with S.103 of the Housing Act (1985). It summarised all the proposed changes that the council wants to make
- **A Copy of the Existing Tenancy Agreement:** a full version of the current tenancy agreement that could be read on-line or downloaded by tenants
- **A Copy of the DRAFT Proposed Changes:** a complete version of the draft proposed agreement with the new rules set out in full for tenants to see the changes being proposed
- **Copies of the Slides used at the 2 Webinars held on the 16<sup>th</sup> and 28<sup>th</sup> September:** so that residents who weren't able to attend could view and download these slides.
- **A FAQ:** a document that contained a dozen of the most frequently asked questions about the consultation exercise

## The Results...

Of the 72 council tenants completing the survey, overall:

**69%** said they were happy  
**25%** said they felt neutral  
**6%** said they were unhappy

With the proposed changes.





# Dedicated E-mail Address



In addition to the consultation site, tenants were provided with a dedicated e-mail address to send in any comments on the proposals:  
[tenagcomments@towerhamlets.gov.uk](mailto:tenagcomments@towerhamlets.gov.uk)

- **A total of 70 e-mails** : were received from tenants
- **The Majority (40 or 57%)** : were requests for further information, clarification or on unrelated matters of housing management. All these were referred to THH to deal with
- **30 Comments (43%)**: were received on the proposed changes across a range of areas including : succession, fire safety, flooring, noise/ASB/gangs, running a business from home, pets and emergency access



# Two Webinars...

- **General Changes Webinar – 16<sup>th</sup> September 2021:** the first of 2 webinars was held on Thursday 16th September on the general changes excluding succession. 15 attendees asked a range of questions concerning owning a second property, laminate flooring, trees and security of tenure.
- There were also some questions on the proposed changes to succession, notwithstanding a separate webinar on this area that took place on **Tuesday 28th September**.
- **Succession Changes Webinar:** this webinar was attended by 13 tenants who provided comments or asked questions on both the proposed change on succession and the proposed removal of the second succession policy.
- Many of the questions were specific scenarios posited by tenants based on their family situation.



# Responses by protected characteristic



- 75% respondents **working age**, the remainder were over the age of 65 (21%).
- 36% of respondents identified **as having a disability** compared to 47% who said they did not.
- 28% of respondents identified as **Asian/Asian British Bangladeshi**, 26% as **White British**, 8% **British Black African** and a further 8% as **White – other white backgrounds**.
- 51% of respondents were **female**, 42% **male** (7% chose not to answer or preferred not to say).
- 71% identified as **heterosexual**, 4% as **bisexual**, a further 4% as a **gay man** and 1% as a **gay woman**.
- 37% of respondents identified as **Muslim**, 31% **Christian**, 19% preferred not to say or chose not to answer, while 8% said they had no religion or belief.





# Conclusion

- 1. Across all consultation platforms:** (online, email and webinars) a total of 130 sets of comments were received equating to an approximate response rate of 1% of the tenant base.
- 2. The most common area commented upon:** was the proposed change to succession including removal of the second succession policy. In total a maximum of 30 comments were received, taking into account the 13 residents that attended the webinar dedicated to this topic and the additional comments received via the online survey (10) and the 7 comments received via e-mail.
- 3. In the main:** the comments received on this area expressed a desire to ensure succession rights were extended to their children and approximately 15 residents requested the retention of the second succession policy.





# Next Steps...



- **A Cabinet Report is being Prepared:** that will recommend...
- **Approval in full ...** of the revised tenancy agreement for council tenants “which has been subject to consultation with residents in accordance with S.103 Housing Act 1985”
- **Approval ...** to rescind the 1994 second succession policy
- **Approval ...** to serve formal notice of variation of tenancy upon the council's tenants

RESEARCH ETHICS REVIEW APPLICATION  
TO THE WALDEN UNIVERSITY INSTITUTIONAL REVIEW BOARD  
REQUESTING APPROVAL TO CONDUCT RESEARCH  
VERSION 2010A

All shaded areas of this IRB application need to be completed by the researcher. Text in the unshaded areas may not be modified.

By entering an email address in the box to the right of this application is providing a digital signature confirming that the researcher has read all of the information throughout this application;

Enter researcher's electronic signature (email address) here after reading the statement to the right:

I understand that non-compliance with the instructions outlined herein will result in consequences including the suspension of the researcher's status as a member of the IRB approval process and the potential for legal action. I understand that the IRB approval process is a mandatory requirement for all research conducted at Walden University and that the IRB approval process is a mandatory requirement for all research conducted at Walden University.

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# Approval Timeline



- **DLT:** Monday 29<sup>th</sup> November
- **CLT:** Tuesday 14<sup>th</sup> December
- **MAB:** Wednesday 12<sup>th</sup> January 2022
- **Cabinet:** Wednesday 26<sup>th</sup> January 2022

Month	1	2	3	4	5	6	7	8	9	10	11	12
Task	06/10	07/10	08/10	09/10	10/10	11/10	12/10	01/11	02/11	03/11	04/11	05/11
1.1		D1.1										
1.2									D1.2			
1.3									D1.3			
2.1			D2.1									
2.2				D2.2								
2.3					D2.3							
2.4							D2.4					
3.1												
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3.4									D3.2			
3.5												
3.6										D3.3		
4.1	D4.1											
4.2												D4.2
4.3	D4.3											
4.4			D4.4			D4.4		D4.4		D4.4		D4.4

## Implementation... *by spring 2022*

- Design New Agreement
- Printing and Posting/Delivery
- Serving Formal Notice (4-weeks)
- Revised Agreement Goes Live



# Proposed Tenancy Agreement Consultation

