

Tenant	Query	Response
Representative of Tenant	He wants to change the house because he's having a lot of problems with his few neighbours and obviously he has mental issues, he is disabled and he's getting a lot of stress and he feels scared all the time, he feels threatened from them neighbours so he doesn't feel safe in the house so he wanted to change the house to some where else, so if anyone of you could help him please.	Update of 19/11/21 - Neighbourhood Housing Officer is aware of the case which was investigated as AS8 from a neighbour, and is monitoring. He has arranged for a welfare check to be made, is discussing the tenant's housing options with him, and liaising with the tenant's family re: completing a transfer application.
Yes	1. Do spot checks on tenants and resident you are the landlord for both to make sure their homes are kept respectable. Many of the homes are filthy and it's wrong. 2. Get proof of who new tenants are as many use different names 3. Have a phone number for verifiable and elderly for repairs as such out of your list. Example I had a wasps nest on my patio I was told by THH and TH do not do this I would have to pay for it. I emailed the CEO who sent a person to do the job. He was laughing and said was sure there was wasps. When he went on my patio I closed the door on him. He was screaming for me to let him in as the wasps were attacking him. Only after this did he get the right equipment to take them down.  Another example. Bulk waste, if you have an armchair your staff are not allowed to collect from the flat. It has to be taken downstairs. Not everyone has family to help them and it's frustrating. People with illness or elderly can't take them downstairs. 4. Bring back paper visitors parking tickets for elderly family or friends sometimes come unexpectedly and not all people have technology to go online 5. Would be good to be able to book and pay a small fee for someone to clean windows or gardening or do jobs that you don't do anymore like decorating TH need to take back control of management of their estates although THH are part of your umbrella you need to know what's happening on your estates. Spend some money on CCTV that would help with unsociable behaviour.	Received before TARG consultation went live. Response sent on 6/09/2021 and advised that comments will be noted. Many thanks for your comments, these will be noted in the final report which will go to Cabinet members at the conclusion of this consultation. The consultation has gone live now so please do ensure that you respond and complete the survey  Apologies for any inconvenience caused as a result of you receiving the letter early.
Yes	Rule 20. Can I see the proposed rules regarding running a business -- I do not run a business now, but may do in the future.  Would it, for example, include receiving mail, using a desk to manage accounts, or doing face to face or telephone consultations prior to a job being done away from the home? Rule 25: You strangely put rubbish and furniture in the same category -- there is a difference between hoarding sacks of rubbish and having a table and chairs. So, is there a distinction between (for example) an old chair, and a modern chair that has been treated for fire retardation. Rule 28: What if a tenant already has hard flooring -- does it need to be removed, and at whose expense? There seems to be no distinction between a hard concrete floor in a block (typically soundproof), and wooden floorboards. Also, if a tenant moves into a building with bare floorboards or lino tiles, can they keep the floor as provided, or are they obligated to lay carpet on top?	Response sent 6/9/21 - query received before TARG consultation went live. Thanks for your email. The consultation on the proposed new tenancy agreement starts today on Monday 6th September. You will be able to access the on-line survey and all documents including the current and proposed tenancy agreement.  Apologies for any inconvenience caused as a result of you receiving the letter early.
Yes	thank you for the opportunity to participate. I was really hoping that LBTH's council would make an attempt to put a stop to noise nuisance made by children, especially at night. Having experienced being kept awake or woken up by children living above me for 12 years, I can categorically tell you my health and my well being suffered a great deal because of it. Noise complaints must be one of the biggest groups of complaints LBTH's has to deal with and it is my guess that many of those complaints are made because of children depriving their neighbours of peaceful enjoyment of their properties. It is not unreasonable that children are taught to be respectful and considerate of their neighbours - raised a child and I taught him not to run about in the flat and not to bang things around which was not difficult. It is not reasonable for people to allow their children to behave as though they are in a playground when they are indoors, especially at night, these parents should be taught what is acceptable and what isn't and if needed, they should be taught how to manage certain behaviours. LBTH's fined parents for allowing their children to make excessive noise, you'd not only make a lot of people happy, you'd also raise some money.  I recently looked at a tenancy agreement from Camden Council, they have taken steps to address this issue, they also make it clear that noise after 8PM that disturbs other people, will not be tolerated. If they can do it, why can't LBTH's council do it too?	Email received before TARG consultation went live. Response sent 6/9/2021: Many thanks for your comments, these will be noted in the final report which will go to Cabinet members at the conclusion of this consultation. The consultation has gone live now so please do ensure that you respond and complete the survey.
Yes	Rule 5 (Succession) states that if tenancy can be passed onto a family member, as long as I don't have a spouse or a partner living with me at the time of my death. That saying if I am a single parent with a son living with me does he then become a main tenant of the property after I die?  Fyi: My tenancy began before 1st of April 2022  Rule 31. Are tenants allowed to have a pet in properties under THH tenancy agreements?  Also are there any changes tenants should be made aware of around a right to buy scheme?	Response sent on 6/9/21. Thank you for your email. The consultation has gone live today so you should be able to see on the dedicated webpage both the current (existing) 1999 version of the tenancy agreement and the proposed new tenancy agreement. <a href="https://talk.towerhamlets.gov.uk/tenancyagreement">https://talk.towerhamlets.gov.uk/tenancyagreement</a>  With regard to your question on Rule 5 of the proposed tenancy agreement on succession, if you do not have a spouse or partner residing with you at the time of your death, provided your son is over 18 and meets the eligibility of the Council's Allocation Scheme (at the time of your passing), he will have the right to succeed to your tenancy, provided you have not assigned your tenancy to anyone else in the meantime. Tenancy succession is a one time only occurrence. In addition, your son may be offered an alternative property if he is eligible to succeed to your tenancy, if the property has more bedrooms than what he and his household need at the time of your passing. Our stance on the keeping of pets has not changed. Under the existing tenancy agreement, council tenants must get written permission from the council to keep a pet, we won't permit tenants to keep a dangerous animal or one that causes a nuisance. The proposed new tenancy agreement (Rule 31) provides further clarification on the rules about keeping pets and will allow tenants who obtain written permission from the council to keep a dog, cat or a small caged pet or fish in a small aquarium if their property is suitable and they obtain written permission from their housing office. It provides further information on the rules around keeping a pet and the council's expectations on pet owners (please see the proposed tenancy agreement).  Finally, the Right to Buy has not changed and existing and new secure tenants will maintain the right to buy as it currently exists (please see the FAQ's section on the consultation webpage).
Yes	I am living in one bedroom flat in xxxxx and also I have a children living in one bedroom flat it is extremely harding difficult and frustrated for my children and I want to discuss with my housing officer but I don't know who is my housing officer and who is dealing my housing case.  However my older son and older daughter started secondary school and their facing lot of struggle and lack of space not enough space for education etc no privacy for my children in one bedroom house and it is affecting my children daily life. I am desperately requesting some one please help me to get new house as soon as possible?	THH Update 19/11/21 - Tenant has a live Housing transfers application - category 2A -- Overcrowding and appears to be regularly bidding through the Council's Choice Based lettings process -- 11 bids in 2021. An offer was made in May 2017 but applicant/tenant refused.  The Neighbourhood Officer will carry out a joint visit with a Repairs Inspector and review how the family can be assisted with the lettings process.
Yes	I am particularly interested in Rule 5 - please can you provide me with extra detail on what the Second Succession Policy is? And also what is meant by discretionary right to be considered for a new tenancy - are there specific terms involved?	Response sent 7/9/21: The consultation on the proposed changes to the council's tenancy agreement went live yesterday so you should be able to see on the dedicated webpage both the current (existing) version of the tenancy agreement and the proposed new tenancy agreement. <a href="https://talk.towerhamlets.gov.uk/tenancyagreement">https://talk.towerhamlets.gov.uk/tenancyagreement</a> . You can also access/register to attend a webinar which is being held on 28th September on the changes that the council are proposing to succession via this link. With regard to your query on "second succession" - The Council adopted a policy back in 1994 which allows "second successions" by creating a new tenancy if an applicant meets the criteria for a succession but could not succeed to the tenancy as a previous succession has taken place. Succession to a tenancy should be a one-time only occurrence in law, but the policy was agreed to protect the interest of the family members who lived with the deceased tenant. Where the surviving family are under-occupying by two bedrooms or more a "second succession" will be refused, but an offer of alternative smaller accommodation will be made. "Second succession" rights were granted to spouses/civil partner and family members.  The intention behind the second succession policy was "to protect family members residing with a deceased tenant". It allows a family member who has lived with a tenant for 12 months an automatic right to a new tenancy when that tenant dies and applies to both joint and sole tenancies. However, it only applies to pre 2012 (Localism Act) tenancies and NOT post 2012 changes. This is because the Localism Act 2012 changed the succession rules and allowed only a spouse/partner to succeed and NOT family members. The main implication of this is, terms of the current tenancy agreement is that it prevents a family member residing with the tenant at the time of their death from succeeding to the tenancy. This position is at odds with most if not all other London authorities who have amended their tenancy agreement post 2012 to include a clause that grants qualifying members a right to succeed to the tenancy. The council propose to remove the second succession policy will ensure equal treatment of family members irrespective of when they signed up for their tenancy. The term "discretionary right to a new tenancy" refers to the considerations that the council will make when reviewing a familial application to succeed to tenancy. Officers will consider if the proposed successor is eligible for social housing and will also consider if the property meets the housing needs of the proposed successor. (In the instance where a spouse or partner succeeds to a tenancy, this would not apply). If the proposed successor meets the qualifying criteria but would be under-occupying the property, the proposed successor will be offered an alternative property which meets their housing needs.  Removing the "second succession" policy will ensure that housing is allocated appropriately according to bedroom need. It will allow the Council to make the best use of the housing stock which is available.
Yes	Rule 16: Forced entry in the case of an emergency (gas or flood etc. and I'm not in and you can't get hold of me) - how do you ensure any pets inside are safe when the contractors gain forced entry? (I have a cat, which I got permission for in October 2019). I have no problem with the door being broken down to get access in an emergency, if that is what needs to happen, but what are your exact procedures that contractors are trained on and follow, that would avoid a pet bolting out scared and getting out of the door and potentially being killed by traffic or getting forever lost? This is Rule 22 in the existing tenag and isn't expanded on or clarified in that one either.  Rule 21: You will not rebuild or reinstate my home in the case of destruction or damage by fire or by storm, flood or other such accident - where do we live then, if this happens? Fair enough if we as tenants cause a fire/flood and it's our fault - but what if it's Mother Nature? Do we ever get to go back home - and why don't you rebuild, does the building just stand there as an empty shell forevermore? Where do you send displaced tenants? There is nothing here to reassure any tenant of their safety and still having a home in the event of this happening. This is Rule 16 in the existing tenag and isn't expanded on or clarified in that one either.  Rule 25: must not fix any notice or advertisement to the outside of the property - does this include political party posters or protest/campaign material, and does it include on the inside of our windows? This is Rule 20 in the existing tenag and isn't expanded on or clarified in that one either.  Rule 14: gangs - how do THH determine/define gangs or gang members or gang related behaviour? There is a risk that young people just hanging around might be labelled as gang members by hateful or neurotic residents. I have seen this happen before on other estates I've lived on, when all they were doing was hanging around and swearing occasionally, maybe being annoying but not bothering anyone, just being youths, but they've been reported and all of a sudden there's police swarming everywhere for no reason at all. I worry that a youth will be hailed off to the police station and their family threatened with eviction so a resident who'd watched too many episodes of Crimewatch and had nothing better to do with their time got all uppity about it. Like I'm not saying gangs aren't a problem - they definitely are and it's a growing one so I absolutely understand and support the necessity of an addition to the tenags - but the wording of this as it currently stands is too vague. There needs to be more clarity on who exactly takes the decision on who is a gang member or not (like are the police involved at any stage?), and what information/proof is used in the taking of that decision, and how you avoid profiling people, especially young people.	Response sent on 23/09/21: Apologies for not getting back to you sooner. Please see our response to your queries in the order that you asked: Proposed Rule 16 question: We do not currently have procedures regarding pets following forced entries. Proposed Rule 21 question: In the event of such an incident tenants would be rehoused, initially temporarily. The decision on whether the building would be reinstated or rebuilt would be taken on a case-by-case basis. Proposed Rule 25 question: Yes, external notices of the type described would be covered as the condition relates to all such notices; it does not apply to internally fixed advertisements Proposed Rule 14 question: Reports and incidents of ASB and 'gang-related behaviour' are assessed and treated on a case-by-case basis
No	I would like to know how the Rule 5 Succession works in my scenario. My father is the main tenant and my mother is also alive. In the case that my father passes away, will this go to my mother or can we choose who it goes to. Likewise, in a scenario where they both pass away, how would that work? We have been living in our Tower Hamlets flat since 1980 Rule 25 Alterations and Improvements. What we are allowed to do in the property? We have not had any updated Kitchen or bathroom (not part of the decent homes, so didn't get that). So if we wanted to install new kitchen and bathroom, are we allowed to. How do we get permission? Any help with this will be very appreciated.  Please do let me know if this doesn't make sense and if you think a phone call would work best in answering.	Holding email sent 13/09/21 with a detailed response sent on 14/09/21  Thank you for your email. The consultation on the proposed changes to the council's tenancy agreement is now live so you should be able to see on the dedicated webpage both the current (existing) version of the tenancy agreement and the proposed new tenancy agreement. <a href="https://talk.towerhamlets.gov.uk/tenancyagreement">https://talk.towerhamlets.gov.uk/tenancyagreement</a> . You can also access/register to attend a webinar which is being held on 28th September on the changes that the council are proposing to succession via this link. With regard to your questions on Rule 5 of the proposed tenancy agreement on succession, a spouse or partner residing with the tenant at the time of their death will have the right to succeed to the tenancy. Tenancy succession is a one-time only occurrence; in the event of the new tenant subsequently dying other family members living at the property for the previous 52 weeks before the tenant dies may apply for a discretionary new tenancy.  The council would consider the following when reviewing a familial application to succeed a tenancy: - If the proposed successor meets the qualifying criteria re family relationship and residency with the tenant - If the proposed successor is eligible for social housing - If the property meets the housing needs of the proposed successor. (In the instance where a spouse or partner succeeds to a tenancy, this would not apply). - If the proposed successor meets the qualifying criteria but would be under-occupying the property, they may be offered an alternative property which meets their housing needs. With regard to your question on the proposed Rule 25: Alterations and Improvements, you should contact your housing officer in the first instance with details of what you want to do with regard to installing a new kitchen/bathroom.
Representative of Tenant	I am a Support Worker and I work in Tower Hamlets. I support vulnerable adults and one of my clients is a tenant in a Tower Hamlets Homes property. He moved into his home in June 2021 and the property had no flooring when he moved in so he had some wooden flooring installed at a cost of approx. 450 pounds; a great cost for his income. Looking at where my clients flat is situated it appears that he does not have any flat below his and instead his flat is above the hallway section of the block of flats. Can you please confirm that these rule changes will not effect my clients tenancy at your earliest convenience as I would like to set his mind at ease as soon as possible.	Response sent 16/09/21  Thank you for your email.  As you suggest the proposed condition aims to prevent and address issues of noise transmission via hard floor coverings.  The proposed Rule 25 D iv. states 'any existing laminate flooring and sanded floorboards can remain only if there are no complaints from the neighbours or a nuisance to others living in adjacent properties. If there are complaints, then we will require you to remove the floor covering in the property or take measures to minimise noise being transmitted to adjacent properties'. If the situation with your client is as you suggest there are unlikely to be complaints from neighbours. If there are we will work with our tenant to mitigate the noise transmission. I hope this is reassuring
Yes	Due to an IT glitch, I couldn't enter a message into the chat or talk on today's webinar. I have a question re: rule 26, if the grills were installed by previous tenants and it was there when the next tenant moved in, who is responsible for the removal and remedy works?	Reply sent 20/09/21  Thank you for your email. With regard to your question on Rule 26: Grille removal should have been included in the works to your home before occupation. Tower Hamlets Homes will remove grilles free of charge on request. (Please contact THH on 020 7364 5015 to request this).

Rule 5 - second succession policy removal for tenancy began before 2012. Our tenancy was signed in 1994, succeeded in 2002 by the living partner who had minor children. In the future when this first succession tenant dies, what is the process the council will take on ending that tenancy and rehousing the now, adult non-dependent that lived with the first succession tenant as their only and principle home since birth or 1994?

Concerning your query on succession, under the proposed changes where there has already been a succession there will be no right to a 'second succession'. The individual circumstances of the family would be considered at the time of the death of the tenant who succeeded and depending on their housing need a discretionary new tenancy may be granted to the original property or another property more suitable to those needs.

Tenant	Query	Response
Yes	What is the Webinar I.D. number and Participant I.D. number? I'm a Tower Hamlets tenant. - Can you please send me your phone number?	Response sent 20/09/21 Thank you for your email. Please accept apologies for not responding sooner, this inbox is checked on a daily basis and does not generate automatic replies.  We're sorry that you could not access last week's webinar on the general changes proposed to your tenancy agreement – the powerpoint presentation will be added to the website in due course. There is a further Webinar on 28th September which you can access via <a href="https://talk.towerhamlets.gov.uk/tenancyagreement">https://talk.towerhamlets.gov.uk/tenancyagreement</a> . The next webinar focuses on the changes being proposed on succession. If you have any specific tenancy agreement queries, please send these to the TenancyComments inbox and we will reply within 10 working days
	Further email received I am afraid this is unsatisfactory. Will need your business telephone number. Are you telling me you operate as a government body without a telephone?	Response sent 21/09/21 Thank you for your email.  Can you please specify what your query is – does it relate to the Tenancy Agreement consultation, (how you may be effected by a particular proposed change), or if your query is regarding a housing management concern? We will then be able to work out how best to assist you.
	Further email received I do not think it is unreasonable to ask you for your business telephone number. I will need your business telephone number.	The inbox has been set up to provide residents with an opportunity to query any clauses of the tenancy agreement which they are looking to clarify and to give residents a further opportunity to comment on the proposed changes. It is offered in addition to completing the online survey on the council's Let's Talk website. Sent to THH 23/09/21. A telephone call back was arranged as below but the tenant did not call at the proposed time. Please call ring 020 7364 5015 (the HSC number) on Thursday 30 <sup>th</sup> September between 10-11am and ask to speak with Lesley Owen. If this is not convenient for you, please send by return your contact telephone number and we will contact you. Thank you.
Yes	I live at Flat xxxxxxxx  We as residents of Anson House and nearby blocks are very pleased with the installation of CCTV cameras in our area. We want these cameras to be installed more as the ASB crime in recent times has gone way out of control.  After talking to Xxxxx, ASB officer, he said these cameras are here for temporarily. Is this true? Can it possibly be permanent as the drug dealers in the area have dropped significantly.  We as the residents can't watch these drug dealers all the time. The council has limited resources to handle ASB everywhere at the same time. With CCTV cameras being around this would reduce pressure on the ASB officers and the residents. We feel very safe for now. We believe removing them would be a big mistake.  We need gates around Anson House, Timmo House, Ionian House, Cambay House and Coral House, Greenland House and Arabian House as ASB people and drug dealers are their ideal place to hide, smoke and do business.  I repeat again, we as residents need to be assured that e in the safe area. We don't have to be concerned that we can't go out in the evening to buy a bottle of milk at my local convenient shop. Is it too much to ask? We as residents of Anson House and nearby blocks are very pleased with the installation of CCTV cameras in our area. We want these cameras to be installed more as the ASB crime in recent times has gone way out of control.  Please don't hesitate to reach.	Holding email sent 17/09/2021 and forwarded to THH for reply within 10 days. Update as of 19/11/21: Forwarded by Neighbourhood Officer to ASB team. ASB officer confirms the 2 CCTV cameras have come down. Residents were not consulted on them going up as this was an ASB action to gather evidence on a high level case. It was only ever planned that these were going to be temporary as the ASB Team do not install permanent CCTV. The tenant has been made aware of this.
	I wanted to enquire about adding a tenant to the current tenancy agreement and what is the process in order to do so. The new tenant is my step daughter, who would be moving in to this address. Please could you direct me to the correct department to begin the application process.	Reply sent 21/09/21 - Forwarded to THH for Housing Officer response within 10 working days. Tenant advised to contact the HSC in the first instance; resolved.
Yes	I have received my preliminary notice and wanted further clarification on Rule 2.  Does this rule apply to all domestic abuse victims? Or is it just for DV victims that had a tenancy agreement before fleeing? Further email received: In my case I've never had a tenancy before the one I have now but I'm a domestic violence abuse victim.  So does that mean I'd have to do the probationary tenancy? Further email received:  No, I've already fled DV.  I've got a probationary agreement with Tower hamlets homes. After receiving this letter I'm trying to understand what tenancy I should be having.  This is my first tenancy agreement, it's probationary. After speaking to my housing officer who wasn't aware of these changes, I'm inquiring to find out whether I should be on probationary agreement or secure. If it's easier, my number is xxxxxxxx	Initial response sent 22/9/21. Thank you for your email. In answer to your query, yes this new rule will apply to those with an existing council tenancy (either with LB Tower Hamlets or those who move into the Borough) who have fled domestic abuse. Where the council grants a new tenancy to someone with an existing council tenancy who has fled domestic abuse, the tenant will not be required to complete an 'introductory' (also known as a probationary) tenancy and will be a secure tenant from the time that they move into their new property.  Follow up response 22/09/21 Just so that I'm clear on how we might be able to help you (and in confidence), can you tell me please if the perpetrator of the abuse is the tenant or someone in your household? And you are not the tenant?  Would like to know so that we can help you as soon as possible. Thanks.  Follow up response 22/09/21 I'm glad to hear you are safe, I just wanted to check that you are ok and not in any immediate danger. The new clause will apply from when the new tenancy agreement begins - which if it is agreed after the consultation, should be from April 2022 and would only be applicable to a former council tenant who moves into the borough from another borough or moves from one property to another property in the borough because they have fled domestic abuse.  In your case, as a new tenant, you will be a probationary tenancy for one year up until the anniversary of the date that your tenancy agreement began. Usually a probationary tenancy lasts for one year (sometimes they can be extended up to 18 months where a tenant has broken a condition of their tenancy). So as long as there has been no issues during that first probationary year of your tenancy, your tenancy will become a secure tenancy on the first anniversary of the date that you signed your tenancy agreement.
Representative of Tenant	I am writing on behalf of a client with us a XXXX. I am XXXX Mental Health Recovery Worker. In light of the proposed change to xxx's tenancy agreement, xxx would like to comment on the following rules: <b>Rule 25: Alterations and Improvements</b> XXXX has tiles in her flat that were installed by the council. She has Vinyl flooring in the bedrooms. Does Rule 25 suggest that no hard flooring is allowed in the flat? She is not looking to make any alterations currently. If by Hard Floor Coverings you mean Wooden Floors, XXXX does not have this in her home. Can you please clarify if this will be ok? As XXXX and her daughter are both allergic to carpet fibres and she cannot have this installed. <b>Rule 26: Paying for Damage</b> XXXXX does not wish for the grill to be removed from her front door. She requires this to ensure her and her daughter's safety and peace of mind. This is because she has had previous incidents due to domestic issues where the perpetrator tried to enter the flat through the window and has caused damage to the property XXXX is terrified at the thought of this happening again. She is also worried about a difficult neighbour on the first floor who is aggressive and violent. This scares XXXX The neighbour has expressed dislike towards XXXX without a given reason. XXXX is happy for someone to have a copy of the key in case of an emergency. <b>Rule 5-Succession</b> XXXXX is unsure of what this rule means XXXX would like her daughter to be able to stay in the property and have rights to the property should anything happen to her. She is worried that her daughter will not have somewhere to stay if anything does happen to her. Can you please clarify if her daughter will have rights of staying/taking over the tenancy if this is the case? Can you please confirm receipt of this email? Additionally, if you require further details to identify XXXX, please email me and I will provide this once confirmation of the email has been received. XXXX would also like to know what are the next steps following comments being made?	Forwarded to THH 23/09/21 with cover email sent advising that queries pass on to THH. THH contacted the Mental Health Recovery Worker to respond to the general queries raised.
Yes	I do not consent to the new tenancy variations stated in letter dated 24.8.21 'Section 103 Housing Act 1985 - Preliminary Notice'.	Response sent 23/09/21: Thank you for your email. Your comment has been noted and will be included in the feedback report which will go to Councillors when the consultation concludes.
Not Known	Recently in Canary Wharf several aggressions and stabbings occurred.  These events are very concerning and many of my friends and acquaintances are seriously thinking of relocating outside of Canary Wharf.  With the significant amount of Council Taxes we pay, we would expect a lot more safety and controls.  I am planning to gather a group of residents to sign a petition to submit and get this issue resolved as soon as possible	Forward to Community Safety 1/10/21 who are liaising with the resident.
Yes	Please can you explain in more depth about the right to succession in your existing tenancy agreement. Please could you explain what this actually means, explaining the differences from the old to the new agreement. I signed my tenancy agreement in 2009 and would like to know exactly what these new changes mean in terms of the right to succession. I look forward to your response.	Reply sent 1/10/21: The current right to succession is set out in your existing tenancy agreement: Succession - On the death of the tenant, the tenancy may be transferred, if there is a person who is entitled to succeed, in accordance with the law.  As you are a tenant who signed your tenancy agreement before the law changed in 2012, this right extends to certain "qualifying" family members living with you at the time of your death. For any tenant who signed a tenancy agreement with the council after April 2012, the right to succeed does not exist for any qualifying family member.  The proposed new clauses, as set out below: extends the right to succeed for post 2012 tenants to the same qualifying family members: Succession i. If you are a joint tenant, when you die the tenancy will pass automatically - through a process called survivorship - to the other joint tenant as long as they occupied the property as their only or principal home at the time of your death. ii. If you are a sole tenant, when you die the tenancy will pass to your spouse or civil partner if they occupied the property as their only or principal home at the time of your death, or a co-habiter/partner who had been residing with you for the last 12 months as long as they occupied the property as their only or principal home at the time of your death. iii. If you are a sole tenant and do not have a husband, wife, civil partner or partner, the tenancy can pass on to a member of your family (this includes parent, grandparent, child, grandchild, brother, sister, uncle, aunt, niece or nephew and stepchild) who had been residing with you for the last 12 months as long as they occupied the property as their only or principal home at the time of your death. iv. If a family member (not a surviving spouse or civil partner) succeeds to the tenancy we may make an offer of suitable alternative accommodation if the succession results in the under occupation of your home. In effect, the proposed change in the tenancy agreement will not affect you as a pre-2012 tenant as you already have this right to pass on your tenancy after your death to qualifying family members. In addition to proposing to change the tenancy agreement on succession, we are proposing to remove a right to a "second succession" – a policy decision that dates from 1994. Currently, this means that a family member who has benefited from a succession, can pass on their tenancy to another "qualifying" family member despite the law saying that there can only be one succession of a council tenancy. If this proposal is approved, you will not have the right to have a second succession; instead the council will consider granting you (your family members) a discretionary tenancy in accordance with the council's application criteria. Please see the following consultation website for further information: <a href="https://www.towerhamlets.gov.uk/tenancyagreement">Tenancy Agreement Review   Let's Talk Tower Hamlets</a> Hope this helps.
Yes	Re: New Rule 28 - Owning or Renting another Property. I feel angry and upset that I could become in breach of Tenancy overnight and feel that LBTH is discriminating against those tenants that have worked hard all their lives and decided to invest their modest amount of savings into a holiday home, for their enjoyment away from the fast paced city life, where they can relax and unwind and enjoy fresh air and a more sedate relaxed environment for a long weekend or week away.  I did make enquiries with THH prior to the purchase with my husband and was told that providing the property wasn't in the same or another London borough or adjacent borough then it was allowable and wouldn't affect my Tenancy. Our holiday home is 250 miles from London and on our permanent places of work and is therefore not a viable commuting option. We don't make any financial gain from the property and even though it is of brick construction we probably paid less than some others pay for their mobile static homes. I feel that LBTH should take another serious look at this particular rule prior to the implementation of their new Tenancy Agreement and thus avoiding a potential well being issue to some of it's tenants going forward.	Response sent by THH 7/10/21 Thank you for your email. Rule 28 Owning or renting another property is designed to ensure that council housing is available for those that need it. The new proposed Rule does not apply to a holiday home that is used as such, and could not be used as your principal home.
No	I am living in the Tower hamlets over 3 years now.	Thank you for your email.

From the information that you have sent, you require advice from the Housing Options Service - this email address has been set up to answer specific queries relating to a current consultation for council tenants on proposed changes to the council's tenancy agreement. Please use this link here to find the council's advice to prevent homelessness: Advice to prevent homelessness (towerhamlets.gov.uk) - there is specific advice on this page on what your rights are as a private tenant should your landlord ask you to leave the property. You can also use the council's Home Finder webtool also linked on the advice page

If you still require further advice and assistance having seen the information, please contact the council's Housing Options Service on 0207 364 5000, or email homeless@towerhamlets.gov.uk.

I started to rent this apartment from beginning of may with a contract of 12 months and 6 months break clause. My landlord sold the place to another person and I have got a notice yesterday that I need to vacate the flat by 1st of December otherwise they will go to court about it.

The real estate agent had told me that there will be no change in tenancy due to the flat being sold however they did not really keep up their word. It is a difficult time of the year to get houses in the area so I am wondering if there was anything that can be done in this regard to get additional time for myself to find a new place.

Tenant	Query	Response
Yes	I am writing re: the letter received 4 Sept regarding my tenancy agreement. I have lived in this one bedroom flat since January 2010, owing to my ill-health, my daughter came to live with me in 2014. She is on all my rent statements and the electoral roll, what is her position when I die. I'd like to know in writing.	Response sent by THH in post. Thank you for your letter of xxx. As long as you did not succeed to the tenancy and your daughter meets the qualifying criteria at the time she would be able to succeed to the tenancy.

Tenant	Query	Response
Yes	Thank you for your letter of 24th August, the contents of which are noted. I should be greatly obliged to receive a copy of the documents relating to Rule 5 Succession, particularly relating to the second succession policy as I do not quite understand your letter and my tenancy began long before 1st April 2012. Thank you for your attention to this letter	Forwarded to THH 6/10/21 as received in post - letter sent by THH. Thank you for your letter requesting documentation on the so called 'Second Succession' policy. I am enclosing a copy of the 1994 Housing Committee report which agreed and introduced the policy. The policy grants a new tenancy to an otherwise qualifying person where a succession had already taken place.

The proposed new clause (Rule 6) of the tenancy conditions sets out who can succeed, expanding eligibility from the legal minimum of spouse/partner to include family members. At the same time, to ensure 'the best use of housing stock', it is proposed that the 'Second Succession' policy is ended. Instead, consideration for a new tenancy where a succession had already taken place would be discretionary.

Please consider the proposals

Tenant	Query	Response
Yes	In the SOTPC I assume your first RFEAE note means that all existing tenants will ultimately be required to be photographed for your records, as referred to in the Prevention of Fraud section. What is the expected timescale of this process?	Holding email sent 14/10/21 - Full response sent 26.10.21 Thank you for your questions and comments which have been noted. Please see below our responses to your questions.

1. In the SOTPC I assume your first RFEAE note means that all existing tenants will ultimately be required to be photographed for your records, as referred to in the Prevention of Fraud section? What is the expected timescale of that process?  
We cannot give a timescale as it is a process which will be completed over time.

2. In the covering letter, received with the SOTPC, it says I will not have to sign a new agreement, so when it states in the draft agreement on page 1 first paragraph, 'once you sign it', that presumably is only applicable to new tenants?  
This is correct, as an existing council tenant, you do not have to sign a new tenancy agreement as an existing tenant. The sentence 'once you sign it' refers to new council tenants signing the tenancy agreement.

If that is the case, what makes it a legally binding document for existing tenants?  
In accordance with section 103(6) of the Housing Act (1985), existing tenants will be bound by the new tenancy agreement unless they serve a notice to quit on the council to terminate their tenancy before the notice of variation takes effect. So, in effect, a tenant will have to terminate their tenancy and move out of the property if they do not want to be subject to the new rules.

3. On page 1 of the draft in the second paragraph, it says, 'If you made a false .....'. Does this mean it does not apply to existing tenants, so is not retrospective? It will be retrospective and will apply to new and existing council tenants

4. On pages 1 & 2 of the draft (assume the Personal Information and Photographs - Fair Processing Notice has been included to add the General Data Protection Regulation that came into force? As it's an addition, why is it not mentioned in the SOTPC?  
The Section 103 notice clearly shows that we have updated our cover page in the proposed tenancy agreement and states that we have updated our Fair Processing Notice. The updated Fair Processing Notice (see page 1 of the proposed tenancy agreement under the section Personal Information and Photographs - Fair Processing Notice explains how we may use this personal information within the GDPR (2018) legal framework).

5. Section F has been added in the draft, which applies to a demoted tenancy but in the SOTPC there is no mention of this addition, but instead states there is an

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Section F has been added in the draft, which applies to a demoted tenancy but in the SOTPC there is no mention of this addition, but instead states there is an

inclusion of a clause, 'A demoted tenancy usually lasts for one year unless.....'. I'm not seeing that clause in the draft Rule 1. In the existing tenancy agreement it states you may 'take in a lodger', 'sublet part of your home'. These are not in rule 2 in the draft agreement.

While I realise this does not apply to the tenants whose tenancy agreement is being updated, what is the reason for the removal of these?

In the existing tenancy agreement and the draft, rule 3 states, 'applies to non-secure tenants only'. In the SOTPC it says applies to secure tenants only. Is the SOTPC incorrect?

The SOTPC states this is a new rule, yet as far as I can see it is rule 7 now called rule 8, due to the renumbering of rules as succession has been given its own rule, rule 5. As it is the same wording set out differently can you explain further what you mean?

You refer to rule 10 in the SOTPC but you do not say that in clause B, iii has been removed. Please explain why that is not in the SOTPC and provide a reason for the removal.

Why were the introductory paragraphs to this section removed? Why was there no reference to their removal in the SOTPC?  
In section D ii it says (rule 11). I think this should be (rule 12)

Does the 'made it clear', stated in the SOTPC, refer to the text being highlighted? Will it be highlighted in a tenancy agreement document provided to tenants?

Again does making clearer refer to highlighting? You say in the SOTPC, 'we have included a requirement that you give us access to your home to carry out annual gas safety checks'. That was in the existing tenancy agreement so why have you said that?

In respect of the new clause added, clause B, how do you define elderly?  
This section used to have the heading of Gardens but now has no heading, unlike all the other sections. I assume it will be given a heading for document consistency? If it is to be renamed what is the proposed heading?

In the SOTPC you state you have expanded this rule, which is true but you do not say you have removed what was clause A in the existing tenancy agreement. This clause said, 'We will always try to keep communal grass or planted areas tidy and litter free'. Why has it been removed and why was that information not given in the SOTPC? A replacement to this is required to give evidence of commitment by THH to these areas.

On page 17 of the draft points i, iii are not referred to as A, yet on page 18 you have B with a sentence, with below it 'iv' with no accompanying statement.  
Comment on the draft

On the last page of the existing tenancy agreement there is reference to alternative formats being available, as well as written information being provided if required. I haven't seen any similar statements in the draft document.

Tenant	Query	Response
Yes	I am writing this email to ask for a permission for my business at home.	Response sent 15/10/21 Thank you for your email. The proposed new tenancy agreement is still out to consultation and when this closes on Sunday, the outcome of the consultation (comments and feedback from tenants) will be collated into a report before a decision is made to seek approval from councillors.

**Rule 15: Running Business**  
I am a self-employed artist. I produce paintings and sell through internet, website and exhibitions. I normally use my room for create my art work like drawings and paintings and my room is very important for me to do my business.

**Rule 33: Fire Safety**  
Following my business description above, I need to use small amount of white spirit for my oil paintings. But when I use it, I always open the windows and make sure that I can get fresh air not to poison myself. Also, I am always aware about fire safety because of this chemical. I've been an artist for more than 30 years however, I've never made problem in the past. I am always careful and cautious for using this kind of chemical. My painting business is my source of income and extremely important for me. Renting artist studio is an option but I can't afford it. Therefore, I really need a permission to do my business at home including using this necessary chemical. I do hope you to consider my situation.

This means that at the moment, these changes haven't taken effect. What we will do is note your letter and should the proposed new changes take effect, an officer will be in contact with you (hopefully sometime in April/May) with regard to the your request to run a business.

The reason that we are making the changes (such as seeking approval for running a business from home and granting where appropriate) is in recognition that there are people like yourself who are self-employed and work from home running businesses which have no impact on their neighbours. The current clause which prevents people running businesses is more for those who might be - as one example - motor mechanics or car dealers who may disrupt their neighbours enjoyment of their home. I hope that this gives you some reassurance that right now, as long as you are careful and keep only a small quantity of anything flammable (and it is stored and handled safely), in your case, you will not be penalised for working from home.

Thanks. Kind regards,

I look forward to hearing from you.

Tenant	Query	Response
Yes	I would like to know few things about the tenancy agreement? I will appreciate it if someone can please call me on this number xxxxxxxxx	Holding email sent 15/10/21 to expect a response from THH in 10 working days. THH called the tenant and the outcome is below

She just wanted to know if she had to bring a photo of herself into the office to comply with the photo ID clause. I advised the intention was to apply this to new tenants initially at sign up, that at some time in the future she might be required to provide it but that she needn't do anything at this stage

Tenant	Query	Response
Yes	I did not have access to the Internet during the times the webinars were on due to a mast issue with 3G.	Response sent 19/10/21: Thank you for your email. We are sorry you had such problems when you moved into your flat. Can we check whether these are now resolved, especially the leak and the lift? Thank you also for your feedback to the proposed tenancy condition changes which will be incorporated into our analysis of all comments made and subsequent report to Cabinet.

Rule 27 re: use of the home is deliberately broad as it could include damage to council property or fittings as well as activities preventing others from quiet enjoyment of their tenancy  
Rule 37 relates to the annual setting of rent and other charges  
Rule 38 relates to the rent payment card some tenants use to pay their rent  
Rule 41 relates to any further changes the council may consider making in the future - the same period of statutory consultation would be required as for the current consultation.  
A number of the Rules require permission to be sought from your landlord. Rule 42 is a reminder that sometimes additional permissions will be required e.g. from Planning

Hope this is helpful. Thank you again for participating in the consultation.

I'm aware the deadline is today to submit my comments. I would like to make a few points in reference to management as a whole.

1. I moved in my brand new flat with so many faults to the flat, e.g bent walls wonky skirting, damp patches on ceiling, plumbing and drainage, heating, hot water issues etc which I have reported to contractors, repairs, housing managers at tower hamlets homes etc and have been ignored.

2. There has been a fault in the lift from the beginning that was blamed on usage but the function was the issue, I am not talking about any surface damage.

3. There has been a persistent leak in the basement of Sants court and the building has been sitting in water for WELL over a year and a half. I believe affecting lift function as the electric is down there I was informed and I allege the council are putting the tenants at risk. please enlighten me if that is not the case. These are all the reasons there should be NO CHARGES OR RESPONSIBILITY TO TENANTS FOR COMMUNAL EXCEPT FOR

THEIR OWN HOMES BUT ALSO CLEARLY POINTING OUT THE COUNCIL ARE NOT UPHOLDING THERE SIDE OF THE CONTRACT AND THERE RESPONSIBILITY TO THE TENANTS CONCERNING COMMUNALS, DRAINAGE, WATER & HEATER SYSTEM AS THIS HAS BEEN GOING ON FAR TOO LONG.

4. I have been informed Sants court was never signed off by Health and Safety and if I am wrong I have a right to see it please.  
NEW PROPOSED TENANCY CHANGES OR ENFORCED TENANCY CHANGES? PLEASE DIGRESS

RE: COVER PAGE  
I have already identified myself at the beginning of my tenancy with photo ID which was my passport. I not not agree with a photo and I DO NOT CONSENT.

RULE 1. My household was pretty much stitched up to look like a drug dealers when it was just my sons friends visiting! I embarrassingly was given a partial closure order for extra visitors but I was implicated as a criminal. I was at college and yes my son did not listen he has special needs which was ignored but context and common sense was thrown out the window. I was taken to court with no representation and victimised by Community policing and threatened with eviction. I DO NOT CONSENT WITHOUT EVIDENCE NOT HEARSAY. I was the victim of a witch hunt in all honesty so being aware of tenants gangling up on which ever side is winning the war in words is not helpful. Council needs to be impartial and aware and these stipulations should be taken into account as the RIGHTS OF THE TENANT RESIDING.

RULE 2. People fleeing domestic violence have higher incidences of anti social behaviour, so I do not agree with no requirement of probationary period.

RULE 5. Regardless all tenants should have the right to pass there home onto a partner or children before April 2012. I do not agree.

RULE 6. I do not agree with this rule at all, I believe the requirement of the tenant should be to be contactable and pay the rent.

RULE 8. Time should be extended for vulnerable tenants.

RULE 9. This is contrary to what the housing requires you to do. For example, the council only gives you one week for transferring from one tenancy to another. Usually you do not know you are moving and given a weeks notice.

RULE 11. ME AND MY CHILD WAS HARASSED FOR OVER TWO YEARS BY A NEIGHBOUR AND THE PERSON USED THE COUNCIL AS A CATALYST TO HARASS ME MORE TO APPEAR AS THE VICTIM EVEN WITH MY POLICE REPORTS, THAT I WAS VULNERABLE WITH LONG TERM PTSD AND A SPECIAL NEEDS CHILD. I RETALIATED AFTER TWO YEARS OF MY PLEAS TO THE COUNCIL WERE IGNORED AND I WAS OFFERED NO SUPPORT. I WAS THEN MADE TO LOOK THE HARASSER. ACTUALLY THE PERPETRATOR WAS SUPPORTED SO I DO NOT CONSENT TO UNVERIFIED ALLEGATIONS OR HEARSAY.

RULE 13. There must be a clause for this as I have experienced a situation where my son brought home a girl who had run away without my knowledge when he was 16. I found out and called police and they left her in my care! but nevertheless there can be instances where you are not informed or are deceived.

RULE 14. This relates to why my property was highlighted wrongly as a hub for criminal activity while I was at college. When my sons black friends were visiting. Yes I believe colour played a part as NONE of my sons white friends were labelled a GANG and there was quite a few that came in with my son after football every week. All they ever did was play card tournaments to keep them busy and off the streets. The black kids were labelled as a gang and threatening. They were all children but looked like adults big lads. Yet with no threats of violence for the whole 8 years I have known them and the years I had been in the building. There was one incident with one boy in that whole time who was actually verbally attacked by my neighbour the harasser about me. The neighbour then ordered his child to attack the boy and it all got out of hand. But only the boy and the neighbour and the neighbours family were involved and that tells you something. There needs to be careful consideration and enquires to the tenant and to the definition of a GANG

RULE 16. My human rights to privacy and the right to enjoy my privacy in peace. Wanting to gain access to properties in an emergency by entering is open to interpretation A statement that I am not sure is respectful of my human rights. I refuse to agree to this and I DO NOT CONSENT. Entering within 24 hours notice is also a breach of my human rights. There needs to be a clear set of instances for gaining access and that should only be DEATH, FIRE, OR FLOOD. There are instances where tenants may have not received the notice as they are not at the property so a blanket statement regarding this matter is not sufficient and I do not agree with 24 hours notice. I DO NOT CONSENT.

RULE 17. Those without access to internet should be given the right to register there repair via phone. This is how outstanding repairs are building as call centre will only take emergency calls.

RULE 18. This rule does not apply if you believe there are already faults with these and you believe the council are not upholding their side of the contract for example the buildings piping system I believe to be faulty from day one. Drainage of waste water toilet water, heating etc

RULE 19 There is no gas in the properties.

RULE 20. The entrance is diabolical due to water/damp rising from the basement full of water that continues to fill up and so far the council still dont know what is causing the leak, as they were investigating the top of the building. There is a constant dripping I hear in the lift shaft. Anyhow the drainage system is faulty. It smells because of damp the walls are bubbling. Your responsibility as the council has not been upheld.

RULE 25. I do not agree with this rule.

RULE 27. Where are these details of usage of home?

RULE 32. Are these items dumped items that we can assign council to remove three times a year?

RULE 35. There are continued verbal even physical fights within the Asian community living in this estate over parking. Its getting beyond a joke. That is clearly anti social behaviour that the council does nothing about.

RULE 37. Could you please put this statement in context

RULE 38. ?

RULES 41, 42. I would like time to review and any other rules that refer to clauses of the tenancy agreement.

Tenant	Query	Response
Yes	How dare Tower Hamlets Council provide tenants with only 255 characters to respond to the proposed changes to our tenancy agreement at the end of the online survey.	Response sent 19/10/21: Thank you for your email.  We recognised that the online questionnaire provided limited space in the free text box for comments. For that reason, this inbox was set up in advance of the consultation to provide tenants an opportunity to give their views.  Your comments which you set out in your email have been noted and will be taken into consideration as we review the responses that we have received from tenants. Thank you for taking the time to provide your feedback.  Kind Regards,
	That is not enough space for me (or anyone else eligible to respond) to fully inform the council of my opinion and just makes me aware that the council is not really interested in listening to tenant's views and only wishes to arrive at the forgone conclusion that it wants at the end of this so called consultation period.  I enclose my views on these tenancy proposals below in the expectation that because of the shameful lack of space provided in the comment section in the online survey form, they will be taken into consideration. I will be contacting the council very shortly to learn whether this email has been accepted as a valid response in light of the council's appalling behaviour. Please note that section headings in my response are the numerical indexing used in the survey form and not the numbers used for the rules in the draft tenancy. P9. Fair Processing Notice on personal information: I have lived at address for over 40 years and never required photo to prove my identity. There are other sources of proof that are as effective, and I do not give permission for the council to take my photo or to store it in a database. P9. Family members to succeed to the tenancy after your death: Second succession to only one eligible child or family member, should be allowed irrespective of whether a spouse or partner is living with tenant at time of their death, where the family agree upon this during a very traumatic period in their lives. P10. Removal of the Second Succession Policy: Due to high levels of generational poverty in Tower Hamlets and other issues like the fact that Tower Hamlets is one of the poorest boroughs in London, this change is unfair to children and family members of a deceased tenant. Policy change should limit second succession to a child or family member living with the deceased (for time limits already specified) and no succession beyond this second succession should be allowed to a third family member. Due to my awful experience on the website I now believe the council has no real intention of taking tenant's views into account. Therefore if my counter proposals to succession are not accepted, it should be clarified that the "discretionary right to be considered for a new tenancy" will be fair for children of the deceased who were tenants before 1 April 2012 and that they will be offered a choice of at least 3 possible properties and not given a choice/ultimatum of one property which if refused will mean they will be evicted. P11. Contact details if Tenant is away: Times specified are fine. However this responsibility should stop at informing the council of the arrangements that a tenant has put in place to look after their tenancy before they go, the tenant's contact information and identity of the person looking after the property. It should not include seeking the council's permission to leave as the council already has authority to gain access to a tenancy in case of emergency and simply not obtaining permission, but informing council, should not lead to a tenant's eviction, which is unfair. P12. Reasonable time limit should be set as to when property a person has moved into with the tenant is considered as their main place of residence after which the duty of the tenant to report this to the council comes into force. The person who moved in should be barred from returning to property for certain time (council's discretion) if they leave around the time of the limit set to avoid a tenant having to report overcrowding.	

Tenant	Query	Response
Yes	I would like some clarification about the renewal of the tenancy agreement. We as residents have recently had worries of our safety and have argued our concerns regarding our metal gates and why it is important for us to have them for our safety as you are aware there have been many anti-social behaviour and other criminal activities in this area and having the metal gates is a protection from such events. We have also signed a petition against the removal stating our reasons as well.  (Also responding on behalf of the residents that have signed the petition includes Azov House, Murray House, James House, SandieWood House, Greenland House)	Holding email sent 18/10/21 - reply within 10 working days - Update 19/11/21 Issues being addressed via response to live petition

Tenant	Query	Response
Yes	Can I firstly request printed copies of all the documents.	Reply sent 19/10/21: Thank you for your email.  The current (existing) and proposed new tenancy agreements can be viewed and downloaded online Tenancy Agreement Review   Let's Talk Tower Hamlets. If you scroll down to the bottom of this webpage, you will find the current and proposed tenancy agreements and other supporting documents. We have added the powerpoint presentations provided at the x2 webinars to this webpage.  The consultation has now closed and your comments will be considered.  Thanks. Regards

Please see below comments regarding the changes made to the tenancy agreement:

- 1) a copy of the TA should have been provided so we can see exactly what the changes are rather than just stating 'clarity' has been given on this and that point. Please provide this to all residents before ending the consultation.
- 2) please provide all question and answers from the webinars
- 3) the point regarding alterations and floorings, was a good point and am glad you have made the restrictions tighter however does this apply to everyone including leaseholders? Only then will it be fair.
- 4) in order to extend the automatic right to succeed to a family member, why does second succession need to be removed? Surely you can do the former while latter remains in place? A succession will always go to partner/wife/husband first either way.
- 5) you say removing second succession allows children to succeed for those with post 2012 tenancies, if the property will be underoccupied, how have you made it even across the board?

6) From the seminar it sounded like you need to amend the succession rules rather than remove it. I.e. family member needs to have been residing at the property for at least 5 years to qualify for succession. This will avoid the problem of a family member who moved in for a year taking a bigger property.

- 7) It was quite clear that no one was happy with the second succession removal. Should you remove that safety that most children of tenants thought they had with a second succession, what guarantee do we have that you will not fob people off by offering them a property that is not of their choice and perhaps one you are having trouble letting?
- 8) Removing the second succession should put those children into band a, high priority so they can get a nice home of their choice for giving up a bigger property. Will this be the case?
- 9) if there are few siblings and second succession does not happen, do you guarantee that you will rehouse the siblings together and not force them to separate?
- 10) you say the second succession removal is to make things fairer for all residents but we established that is not the case, so why is it really being removed. It seems that there will be more problems by removing the second succession. Can this be reviewed again and kept in place for the time being? The webinars were clearly rushed and residents were not given enough time to discuss points. More time needs to be allowed before making such a drastic change which is upsetting a lot of residents.