

**Proposed new tenancy agreement conditions:  
Analysis of Statutory consultation held August to September 2025**

**Background:**

Tenancy agreements are a legal contract between the council and the tenants occupying residential homes and sets out the roles and responsibilities of each party. Each party can hold the other to account for non compliance with the agreement. Failure to adhere to the tenancy agreement can result in action being taken which could end the tenancy. A tenancy agreement must comply with housing legislation and fair contract rules.

City of Lincoln Council (CoLC) has approximately 7800 council homes. These are a mix of General Needs, Independent Living and supported provisions such as temporary accommodation and Rough Sleeping Accommodation. The majority of City of Lincoln Council Homes are let on introductory to secure tenancy agreements and this statutory consultation applies to that tenure only.

The existing tenancy agreement wording was implemented and adopted in 2015 following formal consultation.

It is best practice to review tenancy agreements to ensure that they are up to date including any legislative changes which will impact on the tenancy agreement. Examples of changes over the past 10 years have included the introduction of GDPR in 2018, and the recent Social Housing (Regulation) Act 2023 which impact on the current agreement.

To vary secure tenancy conditions, the Council is required to meet compliance of statutory obligations under section 103 of the Housing Act 1985, adhering to the Regulator of Social Housing's requirements for Transparency, Influence, and Accountability, as outlined in the Social Housing (Regulation) Act 2023. This requires social housing providers to engage with tenants clearly and ensure that they have a voice in decisions impacting their housing.

The statutory consultation process requires tenants to be consulted and communicated with as follows:

Preliminary Notice of Variation (Stage 1A - consultation & Stage 1B – Analysis of response to consultation) – A formal notice to all tenants detailing the proposed changes to the existing Tenancy Agreement and providing opportunity to feedback on the intended changes to the newly drafted Tenancy Agreement. This initial consultation process is for a minimum of 28 days.

Notice of Variation (Stage 2) – A formal notice of the approved changes following review of the feedback to tenants. The Notice of variation will include a copy of the final Tenancy Agreement being implemented and the date that the new Tenancy Agreement will become effective. This notice of change has a minimum of 28 days notice to the tenant, so that if they are not happy with the intended changes they are able to give 4 weeks notice and end their tenancy.

During August 2025 CoLC launched a formal consultation in accordance with section 103 of the Housing Act 1985 by writing to all secure tenants (8510 due to having to having to write to joint and main tenant where applicable) with a preliminary notice of variation and consultation pack.

A dedicated webpage and online survey was set up on the council's website to gather tenants' views on the proposed changes. Alongside the survey, a link to helpful documents was provided, this included the current tenancy agreement, proposed new tenancy agreement, proposed summary guide on the Tenancy Agreement, Frequently Asked Questions and documents detailing the proposed changes.

The consultation was promoted via a variety of channels including tenant newsletters, social media, on email signatures and during telephone calls to customer services. Within correspondence there was also an opportunity for tenants to contact directly with any queries via a dedicated email address ([TenancyAgreementConsultation@lincoln.gov.uk](mailto:TenancyAgreementConsultation@lincoln.gov.uk)) or by calling our customer services team. Tenants were also advised within communications that they could also request another format such as utilising translation services (6 tenants requested translation services).

Face to face drop in sessions were provided for tenants to attend. This included venues within various wards available for all tenants to attend if they chose, and some Independent Living Schemes. A total of 68 tenants attended these sessions. The below table details the scheduled drop in sessions and numbers who attended:

<b>Date</b>	<b>Venue</b>	<b>Number attended</b>
12 <sup>th</sup> Aug 2025	Derek Miller Court (Independent Living Scheme)	11
16 <sup>th</sup> Aug 2025	Lincoln Pride	1
19 <sup>th</sup> Aug 2025	Broomhill (Independent Living Scheme)	5
20 <sup>th</sup> Aug 2025	Risby Green (Independent Living Scheme)	3
21 <sup>st</sup> Aug 2025	Moorland Community Centre	2
3 <sup>rd</sup> Sept 2025	Tom Ward Court (Independent Living Scheme)	6
8 <sup>th</sup> Sept 2025	St Clements Court (Independent Living Scheme)	6
10 <sup>th</sup> Sept 2025	De Wint Court (Independent Living Scheme)	9
11 <sup>th</sup> Sept 2025	The Ermine Exchange	4
16 <sup>th</sup> Sept 2025	Arise Church	4

17 <sup>th</sup> Sept 2025	Sincil Bank Community Hub	5
23 <sup>rd</sup> Sept 2025	Lenton Green (Independent Living Scheme)	12

During the consultation period a log of calls was maintained for enquiries received and call backs. A total of 47 calls into the Customer Services Team were received specifically about the tenancy agreement consultation. A further 10 emails were received from tenants to the designated email address with enquiries. Any themes of enquiries have been captured within the survey sections of this report.

A total of 170 surveys were returned during the consultation. Of the 170 surveys 9 were returned partially completed and where answered these have been captured in the results below. This report contains an analysis of survey responses.

### City of Lincoln Council - Overall Average Support % from consultation surveys completed:

Questions were asked on each section of the agreement. Full Support, Partly Support and not in support. The aggregated % returned indicate 85.18% response rate in full support of the proposed tenancy agreement:

Section of Tenancy Agreement	Full support %	Partly support %	Not in support %	Not Answered / indicated	Number of surveys	Number answered
1	84.12%	7.65%	4.71%	3.53%	170	164
2	85.88%	8.82%	1.76%	3.53%	170	164
3	80.59%	10.59%	5.29%	3.53%	170	164
4	85.88%	9.41%	1.18%	3.53%	170	164
5	84.12%	10.59%	1.76%	3.53%	170	164
6	81.76%	11.76%	2.94%	3.53%	170	164
7	90.00%	5.29%	1.18%	3.53%	170	164
8	88.82%	7.06%	0.59%	3.53%	170	164
9	87.06%	5.88%	2.94%	4.12%	170	163
10	83.53%	7.06%	5.29%	4.12%	170	163
Aggregated %	<b>85.18%</b>	<b>8.41%</b>	<b>2.76%</b>	<b>3.65%</b>		

Each survey and section allowed a free type box to feedback comments for consideration. These have been captured in each sections details listed below and CoLC response to these comments.

### Section 1 – About your tenancy

For question one, we received a total of 170 responses. Of these

- 143 (84.12%) Fully Support the changes
- 13 (7.65%) Partly Support the changes
- 8 (4.71%) Not in Support with the changes

•6 (3.53%) Not completed

Comments provided in regards to this section included:

Source	Comment / detail	CoLC response
Survey	Get full support with Framework	Personal comment – no change request
Survey	Happy just moved in	Personal comment – no change request
Survey	I don't understand what this means.	CoLC provided contact details for tenants to contact if they had any queries in regarding the consultation.
Survey	Not everyone will comply. There's always some people that with ignore and abuse	Personal comment – no change request.
Survey	Online service to check rent like council tax	Service improvement request logged for consideration
Survey	Sort get more with funding for carpets and furniture	Service improvement request logged for consideration
Survey	Very long document	Document is a legal contract and therefore lengthy due to the nature of information which is required to be included.
Survey	Visual impairment - unable to read fully so had to have explained. Signature section and service charge confusing for Independent Living as do not need to sign. Supportive of the rent week change	CoLC provide accessible service where known or upon request. This was captured within the communications. Visits to independent Living Schemes took place. CoLC are also completing census visits to establish any changes to a tenant or household position for communication needs.
Survey	Worried that I am an old person living in my 3 bed home and you will make me move. I have been here for over 50 years.	CoLC secure tenancy allows people to stay in their home as long as they maintain the terms of the tenancy. This is part of legislation and a tenants rights. CoLC does look at right sizing and promoting this service and opportunities for a tenant should they no longer wish to stay on their homes but is not something that the council can enforce but a choice.

## Section 2 - Tenancy Agreement for a council property

For question two, we received a total of 170 responses. Of these

- 146 (85.88%) Fully Support the changes
- 15 (8.82%) Partly Support the changes
- 3 (1.76%) Not in Support with the changes
- 6 (3.53%) Not completed

Comments provided in regard to this section included:

Source	Comment / detail	CoLC response
Survey	I agree in principal, but after being a victim of anti social behaviour I don't trust that this will be dealt with as the other person is told , i.e. equipment to record them. then they stop. I could give lots of details on this but there's no point. There are too many drug and alcohol dependent people that will do what they like regardless. And people think they can play loud music day and night, drug deal steal and behave dreadfully nothing gets done	Personal comment – no change to tenancy agreement. CoLC has nuisance and antisocial behaviour policies in place with regards to tenancy breaches such as this and where action can be taken it will be in line those P&P's.
Survey	I don't understand what this means.	CoLC provided contact details for tenants to contact if they had any queries in regards to the consultation.
Survey	Providing people do not slam doors in block, have parties all night keeping me awake as happened above me recently	Personal comment – no change to tenancy agreement. CoLC will follow Policies and Procedures in place for nuisance and Antisocial Behaviour when reported to housing.
Survey	Unsure why National Insurance number is needed	CoLC capture this as evidence of identity and also for correspondence with or from DWP or benefits teams.

## Section 3 – How much will your home cost?

For question three, we received a total of 170 responses. Of these

- 137 (80.59 %) Fully Support the changes
- 18 (10.59%) Partly Support the changes
- 9 (5.29%) Not in Support with the changes
- 6 (3.53%) Not completed

Comments provided in regards to this section included:

Source	Comment / detail	CoLC response
Survey	£333.67 per month	Not required for consultation – Tenant has

		provided detail on how much rent they pay each month currently.
Survey	As long as DD adjusted correctly	All Direct Debits are set up to collect current rent and at frequency requested by tenant e.g. Weekly, monthly. Any agreements will be discussed and factored in at this where net arrears apply. At rent setting for future years, tenants are written to and DD's updated to give at least 28 days notice of any varied rent and DD collection amounts.
Survey	Cleaning services should be regularly done as not at present	No change to tenancy agreement – Service request - CoLC have cleaning contractors / staff in place at relevant schemes and service charges may apply to these schemes. The caretaking service currently provides the majority of cleaning within the communal areas of blocks. If service charges are being collected for cleaning and this is not happening, tenants have the opportunity to identify this to CoLC and this can be considered in line with year end reconciliation depending on if a tenant has a fixed or variable service charge.
Survey	Concerns over how expensive the service charges and core rent can total each week making some schemes unaffordable for self funders. 2/3rds of income has to cover rent and does not believe the cost reflects the service received. Expensive rent and service charge does not reflect in good quality of service to justify these costs. Staff are not on site or no caretakers on agreed timescales original set. E.G. 7am to 10pm cover but always seem to have reduced cover hours and block locked up early. Letters sent now reduced hrs why does the service charge not reflect this reduction. Been going on for 6 months so need a reduction in costs reflected back. Doors locked in evening and caretaker on call at weekends.	Service Improvement request – Not tenancy agreement change. This feedback will be considered for any changes or response to the whole scheme on the issues raised.

Survey	Do not agree that Independent Living Schemes get charged service charges for the common areas as should be charged to those who use only.	No change required to the tenancy agreement - When an Independent Living Tenant signs up to a property this property will have been advertised with the common areas and facilities along with the anticipated cost. Due to the nature of these scheme these charges will apply to all as these facilities are available for use and would be problematic to try and evidence and invoice those that use more frequently than others.
Survey	Dont know	No change to tenancy agreement required
Survey	Don't understand but due to some tenants being too loud and disruptive I feel like costs should go down in my opinion not get higher	No change to tenancy agreement. CoLC will follow Policies and Procedures in place for nuisance and Antisocial Behaviour when reported. CoLC charge rents at social and affordable rent levels and rents are not adjusted based on personal cases such as this.
Survey	I am on benefits so not worried about the 52 weeks change	No change to Tenancy Agreement - Personal comment relating to income implying that the 52 week rent debit will not affect the benefits and will be adjusted accordingly if implemented.
Survey	I do not understand the question and optional answers seem irrelevant.	CoLC provided contact details for tenants to contact if they had any queries in regards to the consultation.
Survey	I get housing benefits	Personal comment– no change to Tenancy Agreement.
Survey	I get housing benefits	Personal comment– no change to Tenancy Agreement.
Survey	I get housing benefits but have to put some towards it out my other benefit	No change to Tenancy Agreement - Personal comment relating to income which will be

		means tested based on personal circumstances.
Survey	I'm ok with this as pay DD each month	No change to Tenancy Agreement - Personal comment relating to income implying that they understand that the 52 week rent debit will not affect them as they pay each month anyway so rent collection rate should be in line with annual charge / contributions.
Survey	Increase of rent notice should be 8 weeks not 4.	No change to Tenancy Agreement - Legally CoLC have to provide at least 28 days notice. Where possible we will send letters as soon as possible as rent setting is approved but this timescale is dependant on committee approval timescales also.
Survey	I've been advised that there are specific dates in relations to payment of rent? I'm unsure if there still is two weeks free of the year with rent?	No change to Tenancy Agreement - All tenancy agreements are weekly charges and no free rent. This is a misconception of residents due to the current debit rate. The calculation as per the FAQ's question 11 details how rent is charged currently. The annual rent is divided over 50 weeks and not the 52 meaning that for majority of the year they are paying a bit extra each week to cover the rent charge over the 2 weeks at Christmas. By placing all onto 52 weeks this is more transparent and fair along with aligning with other benefits who do not pause and not pay over Christmas.
Survey	My rent seemed to jump up by 9% even though I was waiting for repairs for done	No change to Tenancy Agreement - Rents increase each year depending upon rent setting approvals and directive from government. 9% is an unusual figure as our core rent increase has not been increased at this amount. It may be that

		this tenant has rent and service charges and the services charges will uplift each year at a different rate as approved at committee also.
Survey	On benefits so not worried about 52 week charge	No change to Tenancy Agreement - Personal comment relating to income implying that the 52 week rent debit will not affect the benefits and will be adjusted accordingly if implemented.
Survey	Paid by benefits	No change to Tenancy Agreement - Personal comment relating to income implying that the 52 week rent debit will not affect the benefits and will be adjusted accordingly if implemented.
Survey	The rents have shot up I'm in independent living as my daughter has a disability, I don't think the service we get reflects this. Repairs - gone are the days u could just book a repair and then they would come. Now you have to wait months until they are in your area my rent is £100 a month !!	Personal comment – No change to tenancy agreement. All non H&S repairs are booked when back in area. This offers efficiency in other ways due to trades being in one area and focusing on that and saving time rather than continual cross city working. This links to the current repairs and maintenance policy. The rent level being paid will be means tested and based on personal circumstances by the relevant teams.
Survey	Wonder if the service charges apply to me as it says it doesn't apply to everyone?	No change to Tenancy Agreement - Service charges are currently not charged to every tenant but are and an option in the tenancy agreement. This is not new and has been in place prior to this consultation. Keeping this option within the Tenancy Agreement ensures CoLC is able to capture this in the future without reconsulting approval to implement service charges across various or all housing types.

Telephone call	Tenant mentioned the 53 week rent year and Universal credits not paying the 53 <sup>rd</sup> week on a leap year. Tenant wants us to consider and change us chasing tenants for this money as people on benefits will struggle to cover this gap and the council needs to consider how they can help tenants when on UC and have this income gap.	No change to tenancy agreement – This is a rent arrears collection policy and procedure service request. The rent charge legally still stands to all tenants no matter how their rent is funded i.e. weekly in advance. Only the government can change the payment terms of UC and this is a national implication.
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#### Section 4 – Living in your home: your rights

For question four, we received a total of 170 responses. Of these

- 146 (85.88%) Fully Support the changes
- 16 (9.41%) Partly Support the changes
- 2 (1.18%) Not in Support with the changes
- 6 (3.53%) Not completed

Comments provided in regards to this section included:

Source	Comment / detail	CoLC response
Survey	4.8 Already Artex in my flat on the ceilings from previous tenants, it has not been removed by the Council & I do not wish to be charged for it's removal at the end of my tenancy. Greatly concerned.	No change to Tenancy Agreement. All properties when relet are let to the Lincoln Standard, so likely if artex on the ceiling when let to the tenant this was in keeping on the standard at that time.
Survey	Air rifle category does it need to say air powered - i.e. if not air powered would this be deemed to be a breach. Catapults can these be deemed to be a weapon also.	Update to Tenancy Agreement within section 6.42 (comment in wrong feedback box) – No weapons to now receive permissions. Catapult added in as a weapon type also.
Survey	CCTV was unaware about permission, but will this also apply for ring doorbell.	No change to tenancy agreement – permission for improvements required and stated for any recording equipment including door bells due to the sensitivity of where this may be recording.
Survey	Concern over smoking from others and second-hand smoke ingress is there anything that can be done in this regard as health issue to others permeating through.	No change to tenancy agreement – Tenants can smoke within residential

		homes not communal areas.
Survey	Concerned about succession rights and why we do not allow joint tenants to be added now at request	<p>No change to Tenancy Agreement – The Housing Acts 1985 and 1988 set out provisions for statutory succession for secure and assured tenancies. The provisions were amended by the Localism Act 2011, which took effect from 01 April 2012. When considering succession CoLC will consider each case in line with legislation.</p> <p>Joint tenants are not added at request in keeping with the current tenancy policy.</p>
Survey	Concerned for succession rights and we need to make sure if someone is unable to succeed the tenancy we protect them and work with them to house not just get them out to get the house back	No change to Tenancy Agreement – When CoLC are notified of a tenants death, the relevant procedures take place to signpost and support the household member with housing if required. For example a household member can apply to LincsHomefinder for housing assistance.
Survey	How long is the provided notice	No change to tenancy - 28 days notice required
Survey	I do not understand the question and optional answers seem irrelevant.	CoLC provided contact details for tenants to contact if they had any queries in regards to the consultation.
Survey	Section 4.5. Should not need permission for laying Lino flooring, having a shed or cctv.	No change to tenancy agreement – Permission for improvement required as this will also detail within any permission granted the need to remove / bring back up to standard at end of tenancy or recharges may apply.
Survey	The only thing I don't agree with is if your house or garden is a mess nothing gets done , the council struggle to gain entry as people won't let them in	No change to tenancy agreement as this capture these items as a breach of tenancy already. CoLC are also implementing an Access policy which will

		be referenced within the tenancy agreement and set out the detail around when access should be granted or enforced.
Drop in session	4.7 – No tiles above ground floor tenant agrees with, but why not on ground floor as cleaner option to maintain for a tenant. Asking if we can clarify by what exceptional circumstances could mean as he has had problems getting permission granted	No change to tenancy agreement – This will be informed by repairs and maintenance policy and Lincoln standard and safety element as a Landlord
Drop in session	Concerned about succession as I have a disabled older child living at home with me. Will he be able to succeed my tenancy as I am confused with how worded is he a tenant too?	Tenancy Agreement partly updated – Succession rights have not changed in the tenancy agreement. Tenant wording has been updated in meaning of words section to represent legal definition of tenant.

## Section 5 – Living in your home: our responsibilities

For question five, we received a total of 170 responses. Of these

- 143 (84.12%) Fully Support the changes
- 18 (10.59%) Partly Support the changes
- 3 (1.76%) Not in Support with the changes
- 6 (3.53%) Not completed

Comments provided in regards to this section included:

Source	Comment / detail	CoLC response
Survey	<p>5.2 Who is responsible for the communal gardens, if you are stating you are not? Suggest add in:</p> <p>1. Lincoln City Council are responsible for cleaning of internal communal areas e.g. regular mopping. Currently the caretakers rarely visit, they clean with cold water, which isn't changed for a 3 storey block. When I have washed the floors between caretaker cleans, floors are so dirty the water is black, and I use boiling hot water plus detergent. Caretakers are unable to get the floors clean, they need a better system to be effective otherwise they are wasting their time. I also clean the glass in the doors, front and back, door handles, none of this is cleaned by the caretakers.</p> <p>2. Please can the Council repair workers remove all leftover wood, materials used, broken materials removed during repair. Currently they are leaving dangerous, broken, unwanted</p>	<p>Service Improvement request for 1,2 &amp; 3 – Not a change to tenancy agreement</p> <p>Points 4 &amp; 5 – No change to Tenancy Agreement. Staff are expected to conduct themselves well when at work. Tenants have the option to log a formal complaint if they do not feel the service they are receiving is up to standard.</p>

	<p>materials behind. If you want tenants to act tidy, please lead by example.</p> <p>3. Please remove from Council properties all defunct objects e.g. in my property I have a defunct telephone on the wall leftover from when there was an intercom service, several pull light fittings remain with no string, replacement one has been put in next to it. Defunct pipework in airing cupboard leaving the floor of the cupboard difficult to use, need sawing off and capping. All these leftover defunct items take up room and leaves the tenant think you don't care about them, or the premises they rent from you. You want us to care about the property, lead by example.</p> <p>Respect runs both ways so please include the following in the Tenancy Agreement these are a must</p> <p>4. Council employees, any contractor or anyone working on behalf of the City of Lincoln Council, any consultant or City Councillor, this includes when we telephone or visit the tenant's dwelling, we must not display distressing, loud, violent or threatening behaviour towards the tenant, or damage the tenant's belongings, equipment, or property decoration, whether negligently or deliberately, as this will result in the Council being billed for replacement, or legal action taken against them.</p> <p>5. Council employees, any contractor or anyone working on behalf of the City of Lincoln Council, any consultant or City Councillor, this includes when we telephone or visit the tenant's dwelling must be respectful to the tenant.</p>	
Survey	Fully support regular tenancy visits to understand tenants needs. I feel also that there should be a disclosure from the tenant of any medical issues and if it could be an impact on others compulsory before being considered for a property. Extra vetting procedures.	No change to Tenancy Agreement – This relates to the allocations policy and processes. CoLC is also unable to make/enforce a tenant to disclose their medical conditions.
Survey	Have problems with knees and struggle to get up and down the stairs to second floor flat - having to go up and down on my bum. Can aids and adaptations be captured more to help people in flats with communal areas?	No change to Tenancy Agreement – Aids and Adaptations policy can be considered against all tenants and CoLC work closely with Occupational Therapists for any requests for works based upon a tenants needs. Where a property is no longer suitable for a tenant e.g. communal flat areas cannot be fitted with a stair lift easily we would work with the tenant and

		encourage them to apply to LincsHomefinder for more suitable housing.
Survey	I do not understand the question and optional answers seem irrelevant.	CoLC provided contact details for tenants to contact if they had any queries in regards to the consultation.
Survey	Not everyone will comply with it, they never do	No change to tenancy agreement – personal comment
Survey	Please ensure aids and adaptations are considered within processes, I am blind and deaf and need help and support as my health changes.	No change to tenancy agreement – Aids and Adaptations Policy is in place for cases.
Survey	The council have been a good landlord to me over the years so no concerns	No change to tenancy agreement -personal positive comment
Survey	The many defects that I've reported in the past, don't seem to be addressed in a timely fashion.	No change to tenancy agreement – comment about services improvements and relate to repairs and maintenance policy which is reference within the tenancy agreement. Tenants have the option to log a formal complaint where they believe our services are not up to standard.
Survey	<p>Took 20 emails to get work done outside after months n months which wasn't my Responsibility Once they came it took them 20mins to start n finish the job. All through the summer couldn't open any kitchen windows. This caused me stress upset n that's not fair</p> <p>Should of least got compensation for all the stress this caused</p> <p>I have cracks in walls in most rooms again not my responsibility</p> <p>One side of the kitchen sockets other side None so can't use my microwave</p> <p>Since having a seizure in 2022 I have to very careful I have suggested having the bath taken out to no avail n a grab rail would be handy</p> <p>N a injury to my left arm which is making me have time off work</p> <p>I have a freezer plugged into an extension cable as their are no sockets surely this is dangerous</p>	No change to tenancy agreement – service improvement comments and relate to repairs and maintenance along with aids and adaptations. Census visits are underway and opportunity for the tenant to raise a formal complaint if they believe CoLC services are not up to standard.
Survey	You do not follow your repairs policy and receive lots of missed appointment and do communicate follow up works without chasing. You need to be better with communications.	No change to tenancy agreement – service improvement request to improve communications. Tenants can to raise a formal complaint if they

		believe CoLC services are not up to standard
Email	Compensation for improvements may only be applicable where permission for the improvement has been requested previously.	Agreed - Extra wording added to end of first sentence of 5.12 – ‘where permission has been granted’

## Section 6 – Living in your home: your responsibilities

For question six, we received a total of 170 responses. Of these

- 139 (81.76%) Fully Support the changes
- 20 (11.76%) Partly Support the changes
- 5 (2.94%) Not in Support with the changes
- 6 (3.53%) Not completed

Comments provided in regards to this section included:

Source	Comment / detail	CoLC response
Survey	6.102 concern over being unable to store mobility scooter in a bungalow as no storage facility to secure and have recently had one stolen leading to limited ability to get out and about.	No change to tenancy agreement – CoLC mobility scooter policy being progressed and will set the terms. Estate improvement works are also being considered and scooter storage and locations will be considered.
Survey	Concerned that pets policy will affect as I am in a flat with a cat and states not multi storey.	No change to tenancy agreement – 6.49 - Pets will be considered in keeping with the Pets, Medical Assistance Dogs and Emotional Support Animals policy referenced
Survey	Drug dealing issue and the area not great now. we need to be tougher on enforcement	No change to tenancy agreement – CoLC have P&P’s in place such as nuisance and ASB which is referenced within the tenancy agreement which are also followed in regards to enforcement opportunities and breaches. Often cases like this involve multi agency approach.
Survey	Drug users selling is not enforced now. How is this going to change?(In flats)	No change to tenancy agreement – CoLC have P&P’s in place such as nuisance and ASB which is referenced within the tenancy agreement which

		are also followed in regards to enforcement opportunities and breaches. Often cases like this involve multi agency approach.
Survey	I do not understand the question and optional answers seem irrelevant.	CoLC provided contact details for tenants to contact if they had any queries in regards to the consultation.
Survey	I have always been a good tenant and looked after my home so no concerns	No changes to tenancy agreement – personal comment
Survey	I wish you still had a garden service as private gardeners are too expensive for people on benefits	No changes to tenancy agreement – service improvement suggestion captured
Survey	If a person is elderly or disabled they shouldn't have to wait for permission for something they need for their health. Also they may miss an opportunity for an offer on a mobility scooter or motorised wheelchair. Having to wait for permission may cause them distress etc, for the inability to go outside of their house. Also is someone is disabled or someone becomes disabled when living in an upstairs flat, it may not be possible for them (if there is no lift) to take the mobility scooter, wheelchair up to their home. As long as it doesn't cause an obstruction, one of these surely could be left down in the entrance, ready for use. The same should go for rollators, at least till the person moves home.	No changes to tenancy agreement – Each case will be considered in line with the policies and procedures. The mobility aid policy will set the terms. Communal areas have to be kept clear due to clear exit and fire risks. Estate improvement works are to be considered for mobility scooter storage as part of future investment works.
Survey	Issue concerning how would pest activity be logged/recorded? I'm really unsure why it's the tenants responsibility of the removal of the pest?  I'm not understanding why it's the tenants responsibility for the Basic maintain of the property e.g. like Internal and external doors/windows, cupboard latches, door handles/locks and latches	No changes to Tenancy Agreement – Pests are normally as a result of tenants conditions. For example fleas from a residential pet should not be for a council to pay for. Any repairs will be in keeping with the current repairs and maintenance policy.
Survey	Paying Your Rent - Direct Debit not mentioned 6.12 Is the Council stating they will take possession of the tenant's property - the one that currently does not belong to the Council - unclear. To obtain a property you have not paid for, have no legal rights over & which belongs to a tenant, is highly unethical. Give the tenant notice to quit the Council property instead is a more logical course of action. 6.18 What is the tenant's position on holding a simple Yard Sale to get rid of unwanted belongings and recoup some money back?	Change to 6.12 wording 'the property' to ' the council property' be clear that possession related to the rented council home not the second home.  6.18 – permission for yard sales will apply as it could impact on other tenants and items left out.

<p>6.22 Not every tenant will be able to challenge or stop ASB e.g. disabled, elderly, PTSD, lack of physical strength, frightened. You are putting your tenants at risk. Legal action should be directed at the guilty party(ies) not the tenant. This clause should be re-thought and if no solution can be found, strike it from the Tenancy Agreement.</p> <p>6.24, 6.25, 6.26 Totally unreasonable to expect a tenant to be able to control others in the vicinity. They may not know them fully or be unable to exert control over a situation. I repeat from 6.22 Not every tenant will be able to challenge or stop ASB e.g. disabled, elderly, PTSD, lack of physical strength, frightened. You are putting your tenants at risk. This could lead to the tenant suffering injury or worse. You are putting tenants at risk with these clauses. Re-think clauses or strike from the Tenancy Agreement.</p> <p>6.27 Complete list required to enable tenant to be fully aware.</p> <p>6.31 the 3rd point is open to interpretation, cannot be enforced, every person has a different opinion on a visual display &amp; levels of offence felt vary. Strike this point from the Tenancy Agreement.</p> <p>6.49 Pet stated on application form, Council therefore are now aware of existence of pet. If Council grants tenancy this should constitute permission for pets to live at the address. A tenant should not be expected to apply for permission to keep their pets after they have all moved in. Totally illogical. Will cause severe complications and distress to both tenant and pet(s). Total re-think needed or strike from Tenancy Agreement.</p> <p>6.64 &amp; 6.65 How much time allowed for removal of a pet? Rehoming a pet takes time. Do not cause a tenant to dump their pet on the street. The knock on effect of this will cause uproar. Rescues are overflowing &amp; are strongly against the dumping of a pet. You are actively encouraging this with your clauses and the first three points. You are also encouraging homelessness as the majority of the UK population will put their pet first, &amp; leave a Council property as the Council is acting in an unreasonable manner. Total re-think needed or strike from Tenancy Agreement.</p> <p>6.80 Please ensure when a tenant takes over one of your properties that you have supplied them with plugs for sinks, then it's up to the tenant to replace it. The property I am in came with no sink plugs, no ceiling lampshade holders, and it was filthy dirty, mould on the hallway ceiling and had not been decorated. There needs to be a set standard of your properties before they are let to a tenant. It should not be down to the tenant to rectify, and leave a Council property in a better</p>	<p>6.22, 6.24, 6.25, 6.26 – wording to remain in place. Our Nuisance and ASB policy ensures we work with tenants initially to try and resolve before action is taken.</p> <p>6.27 – The list is examples and not fully defined due to each case being unique and we may need to enforce on other items should this happen.</p> <p>6.31 – To remain in tenancy agreement.</p> <p>6.49 – To remain in tenancy agreement. Not all tenants may declare pets when applying for a home.</p> <p>6.64 &amp; 6.65 – To remain in tenancy agreement. This is more of an operational/procedural statement, but needs to remain in tenancy should we need to enforce i.e. remove a pet for welfare and safety issues.</p> <p>6.8 – No changes to tenancy agreement. Operational comment – void standard / Lincoln Standard. Service improvement suggestion.</p> <p>6.101 – No change to tenancy agreement. Service improvement suggestion which links to mobility scooter policy and future estate improvement work.</p>
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	<p>state than when they rented it from the Council. Duty of care by Council. 6.101 The Council needs to provide a built for purpose, secure mobility scooter shed if the property is suitable for disabled tenants.</p>	
Survey	<p>Permission for improvements. When requiring works due to disability can this be considered based on person need too not just standard fit out</p>	<p>No changes to Tenancy Agreement – CoLC have an aids and adaptations policy and work closely with OT's for requested works were there is a need.</p>
Survey	<p>Section 6.2 - 6.4 "rent must be paid weekly in advance" is stating that people who are paying by your monthly direct debit are failing to pay their on time, and therefore are breaching the rent agreement terms, despite you offering the monthly DDs and will be subject to action. The monthly DD should be included in the terms, especially since housing related UC is only paid monthly, meaning a lot of people can't pay weekly.</p>	<p>No change to Tenancy Agreement – When an account is in arrears it is a breach of tenancy. Current and previous tenancy agreements have all been weekly this is not a change. If a tenant wishes to pay monthly these should be set up in agreement with the rent team following CoLC current rent collection procedures.</p>
Survey	<p>Section 6.49. If pets are small you should be allowed more than 2 per house. Section 6.72. We <i>*must*</i> be given 24 hours notice. Not <i>*usually*</i>. Section 6.73. Carry out <i>*regular*</i> tenancy visits. What is <i>*regular*</i>? Be more specific. Section 6.91. Bonfire or barbecue at a <i>*reasonable*</i> time. What is a reasonable time? Be more specific. Section 6.115. Contractors to enter your home at <i>*reasonable*</i> times. What is <i>*reasonable*</i>? Be more specific.</p>	<p>No changes to tenancy agreement – 6.49 - Pets will be considered in keeping with the Pets, Medical Assistance Dogs and Emotional Support Animals policy referenced. 6.72 – This does not state always as we may need urgent access e.g. Health and Safety. 6.73 – Frequency is determined by statutory guidance provided by Regulator.  6.91 – Reasonable times likely to remain in Tenancy agreement but will also be checked with PPASB teams.  6.115 – relates to pre void inspection e.g. before keys handed back so times would normally be core working hours of Monday to Friday between 8am to 5pm – However to remain as visits are scheduled</p>

		with a tenant sometimes around their availability to gain access.
Survey	Should be firmed up more so that tenants know to adhere to the terms or the council will enforce and act to get the tenancy back. I do not like to see how tenants get away with not doing things and not looking after a home they should be grateful for. I am very grateful that the council provided me with my home and safe haven when I needed it and will always do all I can to look after and adhere to the terms, but unfortunately lots of tenants are not like this and do not behave well.	No change to tenancy agreement – personal comment
Survey	Some one came to check my own fire door which doesn't shut automatically and still doesn't the guy was here less than five mins	No change to tenancy agreement – service request follow up relating to a repair.
Survey	To flag consider exceptions when someone medically prescribed things like cannabis.	No change to tenancy agreement – A tenant should be able to evidence to CoLC if they are medically prescribed cannabis if asked / challenged as a tenancy breach.
Survey	Wants us to act on tenancy breaches and enforcement as problems continually with problem neighbours and ASB. Everything takes too long, you need to act quicker to save impact on community.	No change to tenancy agreement – service improvement request – CoLC follows its P&P's in regards to nuisance and ASB and some cases can take time to progress.
Email	Can No Smoking in indoor, communal areas to the, 'An Easy Read Guide to your Tenancy Agreement.' Not just within Tenancy Agreement this will ensure it is flagged quickly to introductory Tenants	Added to the draft Easy to read guide.
Telephone call	Parking is an issue for disabled people in blocks who have no area to park and green areas around them. Can we install parking bays for blocks who cannot walk far as we are breaching tenancies as we have no way of parking to get to our homes if we need to get in and out as rely on the cars	No change to tenancy agreement – This will form part of any considerations with future estate improvement works
Email	6.27 - can you include music where my window and wall vibrate	No change to tenancy agreement. This will be considered for inclusion within noise policy. The list included is not a definitive list.
Email	6.101 Tenant concerned that they have to park on green areas at times as no parking enforcement and tenants not held to account to stop them.	No change to tenancy agreement – to be considered in line with any future estate investment works.

Tenant drop in session	6.17 - Running a business from home – concerns raised by tenant on this if runs his own business but home address is only used as a point of reference that operates elsewhere. Practically and tangibly when he is a sole trader, which categories and personal addresses become an issue as ultimately he would not want to be liable for anything.	No change to tenancy agreement – All tenants who wish to have a registered business or run a business from their home should ask permission. Each case will be assessed depending on business type and impact on others and property. Copies of the Councils group policy can be provided upon request.
Tenant drop in session	6.48 – Double Typo – ‘in’	Agreed – Tenancy agreement updated
Tenant drop in session	6.85 – Everything which defends tenant being responsible for the garden is ok. Tenant does not believe CoLC enforce this well though or actually action communal area gardens very well to maintain directly so we should lead by example and commit to maintaining communal garden areas more	No change to tenancy agreement – Service improvement suggestion to be considered as part of operational day to day contract management.
Telephone call	The wording scooter causes concern as links mobility scooters with e scooters which have received lots of press regarding fires and lithium batteries. Can we ensure e scooters are added in also as these are very different to items for people with disabilities	e-Scooter wording is covered withing 6.103 but has also been added in under 6.101. 6.84 also mentions large batteries that may ignite your home, so have removed the word large. Further information will also be captured within the mobility aid policy and CoLC will look to capture articles on fire safety in regards to e-scooters and batteries in the new tenant magazine.
Email	6.72 – 6.79Allowing us to enter your home – wording updates in regards to access to be updated to reflect new access policy to be introduced.	Agreed – section updated in consultation with CoLC Legal team.

## Section 7 – General Terms

For question seven, we received a total of 170 responses. Of these

- 153 (90.00%) Fully Support the changes
- 9 (5.29%) Partly Support the changes
- 2 (1.18%) Not in Support with the changes
- 6 (3.53%) Not completed

Comments provided in regards to this section included:

Source	Comment / detail	CoLC response
Survey	I do not understand the question and optional answers seem irrelevant.	CoLC provided contact details for tenants to contact if they had any queries in regards to the consultation.
Survey	Parking also an issue and would like to see more and how would enforce	No change to tenancy agreement – service improvement request which will form part of estate improvement considerations and enforcement opportunities

## Section 8 – Data Protection

For question eight, we received a total of 170 responses. Of these

- 151 (88.82%) Fully Support the changes
- 12 (7.06%) Partly Support the changes
- 1 (0.59%) Not in Support with the changes
- 6 (3.53%) Not completed

Comments provided in regards to this section included:

Source	Comment / detail	CoLC response
Survey	I do not understand the question and optional answers seem irrelevant.	CoLC provided contact details for tenants to contact if they had any queries in regards to the consultation.
Tenant drop in session	8.13 – Tenant advises believes this needs to be reworded to add 'in an agreement to this contract'	Slight change to tenancy agreement - Amendment suggestion checked with data protection and agreed to change word from 'Consent' to 'Agreement' only. It is not CoLC's responsibility to collate agreements from Family Members. It is the tenants responsibility to ensure they have consent.

## Section 9 – Signature

For question nine, we received a total of 170 responses. Of these

- 148 (87.06%) Fully Support the changes
- 10 (5.88%) Partly Support the changes
- 5 (2.94%) Not in Support with the changes
- 7 (4.12%) Not completed

Comments provided in regards to this section included:

Source	Comment / detail	CoLC response
Survey	confusing having a signature page on a consultation document. Does this need to be included to save confusion for the person receiving the pack?	No change to the tenancy agreement service improvement suggestion to be considered within future consultations if this could include extra information to save a tenant confusion
Survey	I do not understand the question and optional answers seem irrelevant.	CoLC provided contact details for tenants to contact if they had any queries in regards to the consultation.
Survey	I'm really unhappy with section 6 of pest and repairs	No changes to tenancy agreement as no extra detail provided to advise why unhappy – Both of these areas relate repairs and maintenance policies.

## Section 10 – Meaning of words

For question ten, we received a total of 170 responses. Of these

- 142 (83.53%) Fully Support the changes
- 12 (7.06%) Partly Support the changes
- 9 (5.29%) Not in Support with the changes
- 7 (4.12%) Not completed

Comments provided in regards to this section included:

Source	Comment / detail	CoLC response
Survey	A stamped address envelope would have been useful	No action required a Freepost address was included on letter to advise how tenants could return
Survey	Don't know what this means	CoLC provided contact details for tenants to contact if they had any queries in regards to the consultation.
Survey	I do not understand the question and optional answers seem irrelevant.	CoLC provided contact details for tenants to

		contact if they had any queries in regards to the consultation.
Survey	I have support from mencap to help me with this	No change to Tenancy Agreement – Personal statement
Survey	I will like my 2 sons to be included in tenancy	No change to tenancy agreement. Sons can be household members but we do not currently add joint tenants.
Drop in session	The meaning of words needs moving to the front of the document as explains the terminology and can be read in a different context if you do not understand some of the wording	Agreed Meaning of words to be moved to the start. This is in keeping with the current version also.
Drop in session	'Locality or Neighbourhood' –last paragraph should be removed or reworded as not all estates contain council homes. The 'We consider...' paragraph	Tenancy agreement updated.
Telephone	Extra wording and clarity may be needed in regards to household and tenant. Tenant read the succession section and interpreted household members as being tenant.	Yes agreed – Legal wording added to what a tenant is i.e. person signed for property.

**Do you agree or disagree that the revised draft tenancy agreement is easy to understand?**

- 145 (85.29%) Agree
- 25 (14.71%) Disagree

Comments provided in regards to this section included:

Source	Comment / detail	CoLC response
Survey	a lot of information to take in, will read more at a later date	No changes to Tenancy Agreement - comment
Survey	Concerned how long it is and how much to read	No changes to tenancy agreement, this is a legal document so will be a long document. An easy to read guide will also be available as per the consultation pack if approved.
Survey	Don't understand as I struggle with learning difficulties	CoLC provided contact details for tenants to contact if they had any queries in regards to the consultation.
Survey	Don't know I'm just slow	CoLC provided contact details for tenants to contact if they had any queries in regards to the consultation.
Survey	English is my second language so will be good to have this in my mother language to used and understand more POLISH	CoLC offered translation services on

		correspondence and have tailored requests.
Survey	Find it hard to under stand it.	CoLC provided contact details for tenants to contact if they had any queries in regards to the consultation.
Survey	How much will you home cost	No changes to tenancy agreement – This section is completed at sign up to be clear on what the charges are
Survey	I am confused and don't know if I done ok	No changes to tenancy agreement - comment
Survey	I don't understand in support	CoLC provided contact details for tenants to contact if they had any queries in regards to the consultation.
Survey	I struggle with learning difficulties and it's not easy to understand	No changes to tenancy agreement due to legal requirement of what needs to be included. An easy to read guide will also be provided to help tenants understand.
Survey	Make the wording easier to understand	No changes to tenancy agreement due to legal requirement of what needs to be included. An easy to read guide will also be provided to help tenants understand.
Survey	make wording easier to understand	No changes to tenancy agreement due to legal requirement of what needs to be included. An easy to read guide will also be provided to help tenants understand.
Survey	Not good at reading and have learning difficulties don't make it easy	No changes to tenancy agreement due to legal requirement of what needs to be included. An easy to read guide will also be provided to help tenants understand.
Survey	On the whole adequate but thank you for the easy read guide.	No changes to tenancy agreement
Survey	People with learning disabilities would find this hard to understand	CoLC provided contact details for tenants to contact if they had any queries in regards to the consultation.
Survey	Suffers partial memory n too much reading brain doesn't take all information in	CoLC provided contact details for tenants to

		contact if they had any queries in regards to the consultation.
Survey	There is too much information and it's difficult to understand.	No changes to tenancy agreement due to legal requirement of what needs to be included. An easy to read guide will also be provided to help tenants understand.
Survey	Too wordy	No changes to tenancy agreement due to legal requirement of what needs to be included. An easy to read guide will also be provided to help tenants understand.
Survey	Was a bit lengthy to read and worried about why does it need to be legal facing as worried and thought would need a solicitor	No changes to tenancy agreement due to legal requirement of what needs to be included. An easy to read guide will also be provided to help tenants understand.
Survey	We give full support but we are both turned 88, and both in very poor health. My wife has kidney failure also heart failure and fitted with a pacemaker. Myself, serious heart condition, I've had heart surgery twice. Although we agree we did not fully some of it. Just hope I've ticked the right boxes. Understood about half of it, the rest just baffled me.	No changes to tenancy agreement due to legal requirement of what needs to be included. An easy to read guide will also be provided to help tenants understand.
Survey	When a tenant dies and partner or relative is left not clear if they can stay at the property.	No changes to tenancy agreement – Succession rights will be considered individually with each case. Where succession is not awarded a household member can also apply to Lincshomefiner for support.
Survey	With having mental health I find it very hard to understand	No changes to tenancy agreement due to legal requirement of what needs to be included. An easy to read guide will also be provided to help tenants understand.

**Do you agree or disagree that the draft tenancy agreement has enough information in it?**

- 159 (93.53%) Agree
- 10 (5.88%) Disagree
- 1 (0.59%) Not completed

Comments provided in regards to this section included:

Source	Comment / detail	CoLC response
Survey	As above but a lot of information to cover for all kinds of people to understand and grasp. Mostly common sense living!	No changes to tenancy agreement
Survey	Distinct lack of Council responsibilities towards their Tenant. Where is the Duty of Care? Please see amendments in sections provided	Comments considered and responded to within relevant sections above. Equalities Impact Assessment will form part of considerations also.
Survey	Don't understand as I struggle with learning difficulties	No changes to tenancy agreement due to legal requirement of what needs to be included. An easy to read guide will also be provided to help tenants understand.
Survey	Like said not good reading	No changes to tenancy agreement due to legal requirement of what needs to be included. An easy to read guide will also be provided to help tenants understand.
Survey	Need to add info on timeframes, compensation, pets that aren't allowed and more info on the complaints process.	No changes to tenancy agreement – These are all policies and procedures which are referenced.
Survey	Would easier if someone did a copy for disability people who can't read properly	No changes to tenancy agreement – At sign up and where known we will tailor communications.
Survey	Yes needs to be clearer	No changes to tenancy agreement due to legal requirement of what needs to be included. An easy to read guide will also be provided to help tenants understand.

**Is there anything else you think should be changed, added or removed from the current Tenancy Agreement which has not already been captured in your response above?**

- 143 (84.12%) Agree
- 25 (14.71%) Disagree
- 2 (1.18%) Not completed

Comments provided in regards to this section included:

Source	Comment / detail	CoLC response
Survey	Add a list of phone numbers and email addresses on who to contact in regards to different circumstances. For example, a phone number to ring housing repairs or housing.	No changes to tenancy agreement – These form part of operational procedures e.g. at void sign up information is provided
Survey	Add to online rent instead of ringing up all time like you do for council tax and get more parking in place not enough room to park with taxis and caravans in way. They also shouldn't run businesses from home.	Service improvement suggestion for online rent account to save ringing. Car parking request and enforcement will be considered within estate improvement considerations. Running a business from home is a breach of tenancy so this will be passed to the housing team for consideration.
Survey	Communal gardens and hedges need looking at.  We have a drug user/s problem in ..... not a lot has been done to curtail this as it is still going on. Late night doors and lights, wrong doorbells in early hours. More than 1 but up to 4 bikes in entrance hall, drugged up people crashed out on stairs	No change to Tenancy Agreement this relates to service improvement requests and existing policies and procedures to be followed when reporting nuisance / ASB to the council. Details passed to Housing Team where known.
Survey	Easy	Not enough detail – No changes to tenancy agreement
Survey	I will like to see the building maintain on a regular basis, like month. The windows should be clean once every month and the outside wall washed once per annum (Trent View)	No changes to tenancy agreement – Service improvement request
Survey	I wish they would bring their gardeners back as people on benefits and the elderly, they need assistance and cannot afford private gardeners. People with disabilities and health conditions cannot do their gardening.	No changes to tenancy agreement – Service improvement request
Survey	I'd like to raise a concern regarding repairs in relation to mandatory health and safety equipment within houses/flats/independent living.	No changes to tenancy agreement – This relate to

	<p>In relation to door/windows and clogged pipes interfering with safety of tenants - this equipment was originally provided by the city of Lincoln council themselves Why is it the tenants duty to replace and pay for the future outlined issues?</p> <p>Please would you be able to gather and provide detailed information on the topic of service charges- how do these services affect current/future tenant(s)</p>	<p>repairs and maintenance policies and procedures.</p> <p>No current changes known in regards to introducing service charges across all tenants. If this changes in the future this will be via committee approval processes and communicated with tenants.</p>
Survey	If convicted of selling drugs, from a council property, you should be evicted from the property.	No changes to Tenancy Agreement – We enforce against the tenancy where we can and often have a multi agency approach with cases like this.
Survey	Installation of stair lift if required in later years. (In a first floor flat, with internal straight staircase). (Do not wish to move to a ground floor flat due to noise problems with upper floor flat)	No changes to tenancy agreement – This relates to aids and adaptation policies and potentially Lincshomefinder
Survey	long document needs to condense down	No changes to tenancy agreement due to legal requirement of what needs to be included. An easy to read guide will also be provided to help tenants understand.
Survey	Make it more simple	No changes to tenancy agreement due to legal requirement of what needs to be included. An easy to read guide will also be provided to help tenants understand.
Survey	No need to slam doors constantly. No all night parties/loud music/dog barking after 10 pm	No changes to tenancy agreement – This relates to existing nuisance and ASB policies and procedures which are logged when a tenant notifies us of issues.
Survey	Not clear about person who is not a joint tenant but lives there before the tenant died	No changes to tenancy agreement – This relates to succession rights and Tenancy Policy when this happens.
Survey	Not necessarily the wording but at sign up make sure the tenant understands the terms fully and talks through the different sections. People with learning disabilities or limited capacity to action some of this need to be fully aware of the terms	No changes to tenancy agreement – CoLC void team talks through each section at sign up's

	they are signing and support offered where required for sign up.	
Survey	Noticed that half the tenants in the building I live in is on drugs and nothing is being done about their tenancies which is kind of going against the whole tenancy agreement I believe.	No changes to tenancy agreement – This relates to existing nuisance and ASB policies
Survey	Parents should be responsible for children and be prosecuted for their action. Language should be shorter, sharper and tenants should be grateful and look after their home. Would also be good for multi agency approaches why do we not see a police officer walking the patch? This needs to come back in to save issue with ongoing drug raids issue etc	No changes to tenancy agreement – This relates to existing nuisance and ASB policies and we work closely with other agencies where possible.
Survey	Please ensure support is in place where people need adaptations to property for their health when circumstances change.	No changes to tenancy agreement required – Aids And Adaptations Policies in place
Survey	Previous ASB issues don't seem to be enacted / processes followed and onus put on tenant to just deal with or accept rather than not supported by the council. ASB/Nuisance should be enforced more for those victims in receipt of ASB. Told to just ignore neighbour when they were victim is and feel that they are being targeted.	No changes to tenancy agreement – This relates to existing nuisance and ASB policies
Survey	Section 4	No changes to tenancy agreement as not enough information provided to consider fully
Survey	There should be help to fill this in or easy instructions	No changes to tenancy agreement – Tenants were able to contact and request support if required or had questions during consultation. The TA detail is also completed at sign up by the void team not the tenant.
Survey	There should be regular and spontaneous inspections of streets in order to assure tenants do not abuse these areas. Currently there are both flagrant drug-selling and car repairs occurring regularly on pavements across the estates.	No changes to tenancy agreement – This relates to existing nuisance and ASB policies. Service improvement request will be captured for housing teams to have more of a presence on estates.
Survey	Yeah should get more help with furniture and carpets	No change to Tenancy Agreement – Will be capture as a service improvement suggestion
Survey	You should more closely before letting single person accommodation to elderly disabled couples who need medical equipment in one	No changes to tenancy agreement – This relates to allocations policy. All

	bedroom that a profile medical bed does not fit with 2 people in small bedroom, if one has physical condition.	homes are advertised on Lincs Homefinder and tenants have the opportunity to turn these down where not suitable
Telephone call	Tenant mentioned common areas and lack of security and would like CCTV and the council to enforce using evidence from CCTV to act as a deterrent as tenant advised his block is seeing more and more forced doors, people gathering in common areas and he says it is a safety issue.	No change to tenancy agreement – This is a service request suggestion and would form part of any future considerations with estate improvements.
Telephone call	Tenant asked if they could have extra large items waste removal for council tenants for more than 3 a year. Tenant advises he uses this service but often has more due to his limited mobility to remove items himself. Tenant advised this would help if we want communal areas to remain clear this would help with tenants being able to get items removed quickly.	No change to tenancy agreement – This is a different service area provision not within housing. Suggestion would be put to the relevant teams.
Telephone call	Tenant advises we do not help people with limited mobility like him to help with works in the home. Could we provide services for free to people with proven limited means and vulnerable or at cost only so not like private companies charge as you are more likely to be on benefits if disabled and cannot afford this. Examples given such as decorating, DIY such as putting shelves up as this would help tenants who struggle maintain their homes in keeping with the tenancy agreement. with things like this around the home and believes we should as a council or have some type of service provision they can tap into easily at no or low cost as people on benefits have limited income also.	No change to tenancy agreement – This is a service change suggestion and will need to be considered in line with resources and cost of services.
Drop in session	Easy to read guide – a good idea but needs to ensure this is explained as only a guide and full details and contract terms should be checked within main tenancy.	Agreed - Wording updated to signpost full details within main tenancy agreement.
Telephone call	Can British Sign Language be added as a communication option and this be added to correspondence and profiling data to tailor services. There are also opportunities available in community to utilise BSL forums such as coffee mornings which CoLC may not have been alerted to and should consider for future consultations. Example given that Age concern currently hold fortnightly coffee mornings for the deaf community with a BSL present.	CoLC will look to update the translation page to also include BSL as well as capture a log of community groups involving translators
Email	Yet again I find myself complaining about the blatant waste of money by our local council A thick folder of updated tenancy conditions have been sent to ALL council tenants . Few will bother to plough through this to me, however we can be sure the cost will be reflected in our rates / council tax.	No change to Tenancy Agreement – CoLC have to legally write to every tenant in compliance with section 103 of the Housing Act 1985 to vary the terms of the tenancy agreement. Any costs associated with

	Perhaps we could be informed of the cost of this fruitless exercise and what mindless minion sanctioned it. ?	the consultation are paid from the Housing Revenue Account and not General Fund provisions collected from council tax etc.
Email	Allowing access to properties – Can this be updated to be clear to tenants when the council may require access	Tenancy agreement updated slightly to make reference to – Access Policy.
Drop in session	For the Independent Living Schemes – can tenants has sight of and be involved with finalising the supporting sign up information	Agreed – Service improvement request which does not update the tenancy agreement but helps tenants understand what they need to do when moving in their homes e.g. each Independent living scheme will be slightly different in layout, services and common areas etc.
Drop in session	Will you reimburse me if you remove items or take items away? Paints/solvents were removed which cost a lot of money and now I have been told I cannot have them in my flat.	Items stored within homes should be in keeping with the tenancy agreement at all times. Paints and Solvents are likely to be a fire risk so this may be the reason for removal. If the council has to remove anything itself this would normally be a recharge for any works and not reimbursed. All tenants have the opportunity to log a complaint via the complaints process should they not be happy with action CoLC have taken.
Drop in session	Can electric car charges be provided across ILS and estates ?	No change to tenancy agreement – This will be considered in line with any future estate improvement works.
Drop in session	Can trees be cut back more frequently as leaves block gutters	No change to tenancy agreement – service improvement request
Drop in session	Can we have closer parking bays at Independent Living schemes as often struggle to walk too far	No change to tenancy agreement – This will be considered in line with any future estate improvement works.
Drop in session	Parking of vehicles – An issue at certain schemes due to lack of parking at certain times. If we expect people to park appropriately we need to ensure enough spaces when building these	No change to tenancy agreement – This will be considered in line with any future estate improvement

	<p>schemes. Some people park silly and cause safety issue for people on mobility scooters or limited mobility. Can this be enforced ?</p> <p>Mobility scooters – not enough storage and often people rely on mobility aids to get around in flats or to get to scooter storage to change over to go outside. Tenant advised she is insured and this is provided to the ILC but how do you enforce this and actually are you not putting vulnerable people at risk who rely on these items to get out, you may end up people having no means to go out if they cannot get permission for their mobility scooter etc. Common sense needed here not just fire risk cover. Not enough charging stations in the Schemes also, so this needs factoring in.</p> <p>Regular tenant visits/stays – how many days is acceptable ? At what point do they become a lodger and if so what are the minimum lodgers age requirements for Independent Living Schemes and social housing stock ?</p> <p>Access – more frequent extra tenancy visits are a good idea to help ensure we understand our tenants needs as well as to understand how they are living in their homes. Tenant agrees tenants should give us access.</p> <p>Independent Living, Supported Housing and Extra Care – Wants clarity on what the difference is within the tenancy as feels no difference now with other services being cut back and she does not need to access care services currently.</p>	<p>works, mobility aid policy, access policy once introduced and referenced within the tenancy agreement. Each scheme and case will be unique so having a policy in place enables decisions to be made against each individual or scheme circumstance.</p> <p>Lodgers – Anyone staying over 3 nights in a week using the benefits rule. Age requirement will be based on the specifics of the scheme or tenure e.g. most ILC would require them to be over 55 as a minimum.</p> <p>Extra Care / Assisted living offers more support than our other Independent Living Schemes where required but more independence than a care home. Extra Care - In assisted living housing (also known as extra-care housing), residents live in a self-contained flat, with their own front door. Care staff are usually available up to 24 hours per day to provide personal care and support services for those who are receiving that service through the adult social care pathways. These are tailored to the resident and can include help with washing, dressing, going to the toilet and taking medication. An example of this is De Wint Court which also has nominations in from LCC for care elements which</p>
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		are overseen by their onsite care provider. Other Independent Living Schemes do not have on site carers based on site.
Email	I think it would be really helpful to see some of the key policies mentioned here	These will be published on CoLC website for go live of the new Tenancy Agreement.
Email	I am comfortable with the no weapons policy. Do we know how many tenants this may affect, there must be some tenants who have legal permission and will now need to "rehouse" their legally held weapons?	CoLC will contact any known tenants where permission has been granted for weapons. This will be an operational Housing Management process.
Email	Does this cover equitable tenancies?	No change to Tenancy Agreement – Equitable tenancies relate to under 18's signing a tenancy. This Tenancy agreement wording will also be used in an equitable sign up. The variance will be that the introduction and covering information will refer to the Tenancy Agreement being an equitable tenancy until the tenant changes to secure at 12 months from signing up or after their 18 <sup>th</sup> Birthday.
Email	I am unclear whether the tenancy agreement will be seen by the tenant before their sign up	No update to Tenancy Agreement – This is an operational process and this will be checked with the void team to ensure that referring tenants to website prior to sign up to read the document and terms. It should also be noted that the void team talk them through the tenancy and explain each section at sign up.
Email	The easy read guide really doesn't mention ASB or the tenants responsible for their children, pets and visitors to the property	Agreed – Update to the Easy to read guide bullet points to include ASB.
	Will the agreement be translated into other languages?	Yes – CoLC have received requests for Polish, Bengali and Turkish. Additional translations can be progressed upon request.

### Ward area response rates

The below table details the number of surveys completed from each ward. This evidences that of the 170 responses there are responses across all ward areas:

Ward	Count of Ward area
Abbey	25
Birchwood	21
Boultham	22
Carholme	16
Castle	35
Glebe	13
Hartsholme	3
Minster	14
Moorland	14
Not completed	2
Park	3
Witham	2
<b>Grand Total</b>	<b>170</b>

### How long lived in existing council property

The below details the length of time the tenant from each survey has lived in their existing home. This evidences that of the 170 responses there are responses across various lengths of tenancies with our long standing tenants with the biggest response rates being from tenants with tenancies within the first 10 years since occupation:

	Count of How long lived in home
Up to 1 year	16
1 to 5 years	42
10-15 years	23
15 – 25 years	22
25 plus years	21
5 to 10 years	44
Not completed	2
<b>Grand Total</b>	<b>170</b>

## Age

The below details the age range of tenants who have completed the survey. This evidences that of the 170 responses there are responses across all age ranges:

Row Labels	Count of Age Range of tenant responses
16-24	3
25-34	16
35-44	27
45-54	19
55-64	29
65-74	48
75 to 84	23
85 plus	5
<b>Grand Total</b>	<b>170</b>

## Disability

The below details where a tenant has indicated if they are disabled when completing the survey. This evidences that 100 respondents have indicated they have a disability.

Do you have a disability?	Count
No	60
Prefer not to say	10
Yes	100
<b>Grand Total</b>	<b>170</b>

## Ethnicity

The below details the ethnicity of tenants who have completed the survey. This evidences that of the 170 responses we received an array of responses but the biggest respondents were White British at 131.

Ethnicity	Count of ethnic group
<b>Asian or Asian British</b>	<b>4</b>
<b>Black, African, Caribbean or Black British</b>	<b>3</b>
<b>Other ethnic group</b>	<b>10</b>
<b>Not completed</b>	<b>1</b>
<b>Prefer not to say</b>	<b>2</b>
<b>White</b>	
Eastern European	1
English/Welsh/Scottish/Northern Irish / British and Asian/British	1
English/Welsh/Scottish/Northern Irish/British	131
European	1
Irish	1
Latvian	1
Lithuanian	1

Lithuanian - Balts	1
Polish	3
White European	1
White	8
<b>Grand Total</b>	<b>170</b>

## **Religion**

The below details the religion of tenants who have completed the survey. This evidences that of the 170 responses we received an array of responses but the biggest respondents were Christian. This is not unusual and in keeping with the demographics of the City.

Religion	Count
Atheist.	1
Buddhist	1
Christian	102
Jewish	2
No religion	53
Prefer not to say	1
Sikh	10
<b>Grand Total</b>	<b>170</b>

## **Gender and Gender Identity**

The below details the gender of the 170 tenants who have completed the survey along with if their sexual identity and sexual orientation.

Gender:

Gender	Count	%
Female	93	54.71%
Male	77	45.29%
<b>Grand Total</b>	<b>170</b>	<b>100.00%</b>

Gender Identity – Is this the same as at birth:

Gender Identity	Count
No	7
Prefer not to say	4
Yes	159
<b>Grand Total</b>	<b>170</b>

Sexuality:

<b>Sexual Orientation</b>	<b>Count</b>
Bisexual	4
Gay or lesbian	2
Heterosexual or straight	142
Married (Free type other option added by responder)	1
Not answered	1
Prefer not to say	20
<b>Grand Total</b>	<b>170</b>

## Themes

- Document too long – This is a legal document which is required to be comprehensive. A review by our communications team will take place prior to finalisation.
- Some tenants returned form and survey with personal information included when not required as per the covering letter. Future correspondence may need to have wording comments in these sections reiterating draft and no need to populate and return.
- Accessibility of communications – Documents covering letter included information on contacting should they require information in a different format. This can include BSL and we will look into if this needs to be captured as a specific language type on the profiling information forms used.
- Tenants want us to take action quickly on those tenants with tenancy breaches and gain access or possession back of the property. Drug dealing, nuisance all mentioned several times. An access policy has been drafted for approval to support the agreement in cases where access is required.
- Nuisance and Antisocial behaviour comments – CoLC follows its policies and procedures in regards to these reported cases and the relevant policies are referenced with section 6 of the Tenancy Agreement.
- During drop in sessions when explaining the updates to the weapons section, most tenants indicated fully in support of this and would not want weapons in homes around them.
- Succession rights – Most asked question at drop in sessions and had concerns for what would happen to the other household members in the home. Extra policy information or a guide on this may be required.
- Mobility Scooter storage and use of equipment in the home – raised several times at consultation events and across all forms of communications. This will be linked via the Mobility scooter policy due to go to committee over the next few months.
- Car parking and enforcement – Tenants asking us to provide more parking to help stop them parking in bays and green spaces.
- Tenants wanting to see a Housing Officer presence in communities.
- Independent Living Schemes would like their own Housing Officer so they know them.