

# Proposed new tenancy agreement conditions:

Analysis of stakeholder consultation

January 2025



**WELWYN  
HATFIELD**

## **Background:**

Tenancy agreements are a legal document between the council and the tenants occupying one of our council properties that set out the terms and conditions to occupy and reside at such homes. Most of our tenancy agreements are secure tenancy agreements. A consultation was carried out with all tenants (around 8,800 tenanted properties) in January 2025 on the proposed revised tenancy agreement in accordance with section 103 of the Housing Act 1985.

On 10<sup>th</sup> January 2025, we launched a consultation, and an online survey was placed 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 and a document detailing the changes. Tenants were encouraged to read the documentation before responding. In addition to the online survey, tenants were written to in order to promote the consultation and to provide them with a paper copy of the survey to encourage participation. The consultation was promoted via a variety of channels and respondents that needed material in another medium were provided with a telephone number and email address to facilitate such requests (some residents took this offer up).

## **Report**

A total of 1,085 surveys were completed by the closing date of 31 January 2025, comprising 1,021 online responses and 64 hard copy responses to the survey. This report contains an analysis of survey responses. Where graphs are included, percentage figures are shown. A separate appendix report is also available on request, containing data tables and all comments made by respondents to the survey. There was a large number of detailed comments made in relation to open questions in the survey, it is recommended that Housing colleagues review these carefully, as it is difficult to do justice to these comments when summarising them in this report.

## **Acknowledgement:**

The council would like to thank all tenants that took the time to feedback their views



## **Results at a glance**

Level of support for proposed changes

- Between 81.8% and 90% of people indicated that they ‘strongly agree’ or ‘agree’ to the proposed changes
- Between 10% and 18.2% of people indicated that they ‘strongly disagree’ or disagree’ with the proposed changes

## **Reasons for opposing the proposed changes**

- Lack of detail (in the agreement) – all the information was available on the website consultation page and assistance was given my telephone also
- The tenant had signed a lifetime agreement (this appears to be a misunderstanding that the agreement can be revised if needed)
- That the tenant just disagreed
- Issues with the webpages/website (e.g. where residents contacted us to say they were having difficulties reading the materials on their phones or the webpage we sent out PDF versions
- That tenants felt that the council was breaking the tenancy agreement (there were comments about some repairs not having been undertaken or other maintenance)

## **Aspects the tenants were unsure about**

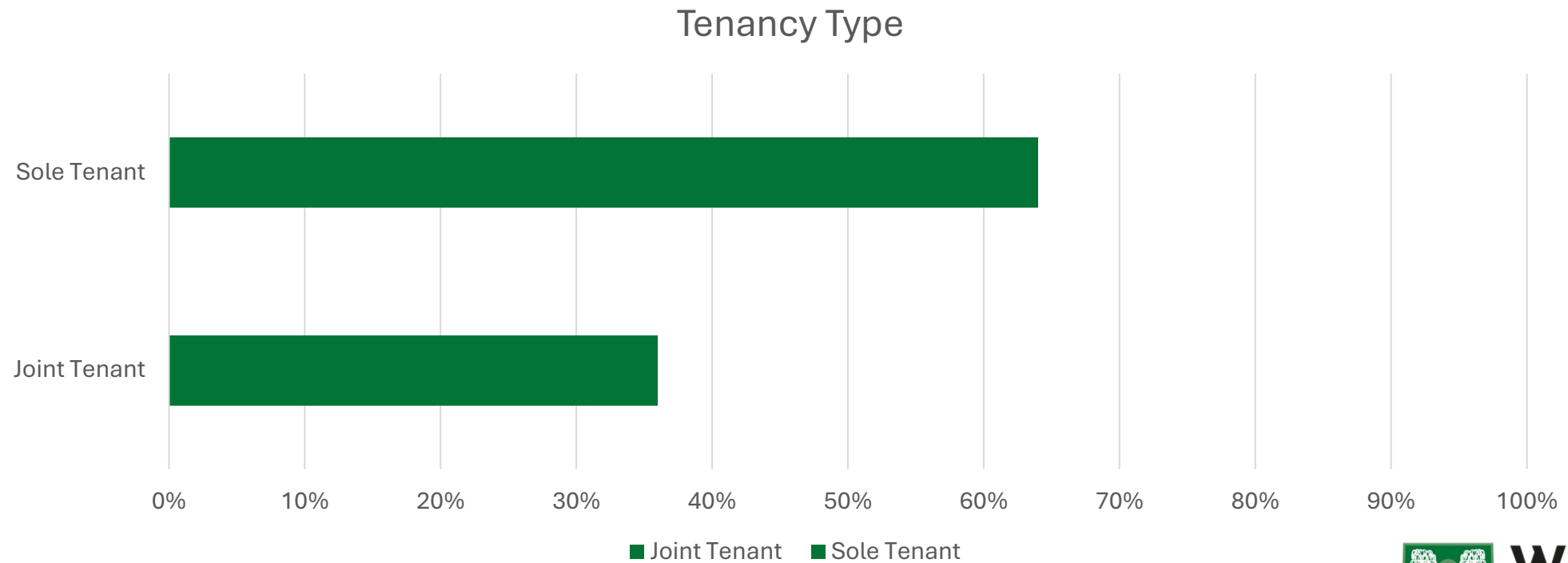
- Do not understand the document or specific aspects
- Don’t know or are unsure of impact

# Tenancy Type - Responses

## Responses at a glance

This was an optional question for tenants to answer. Of the 1085 responses received:

- 694 respondents (64%) were sole tenants
- 390 respondents (36%) were joint tenants

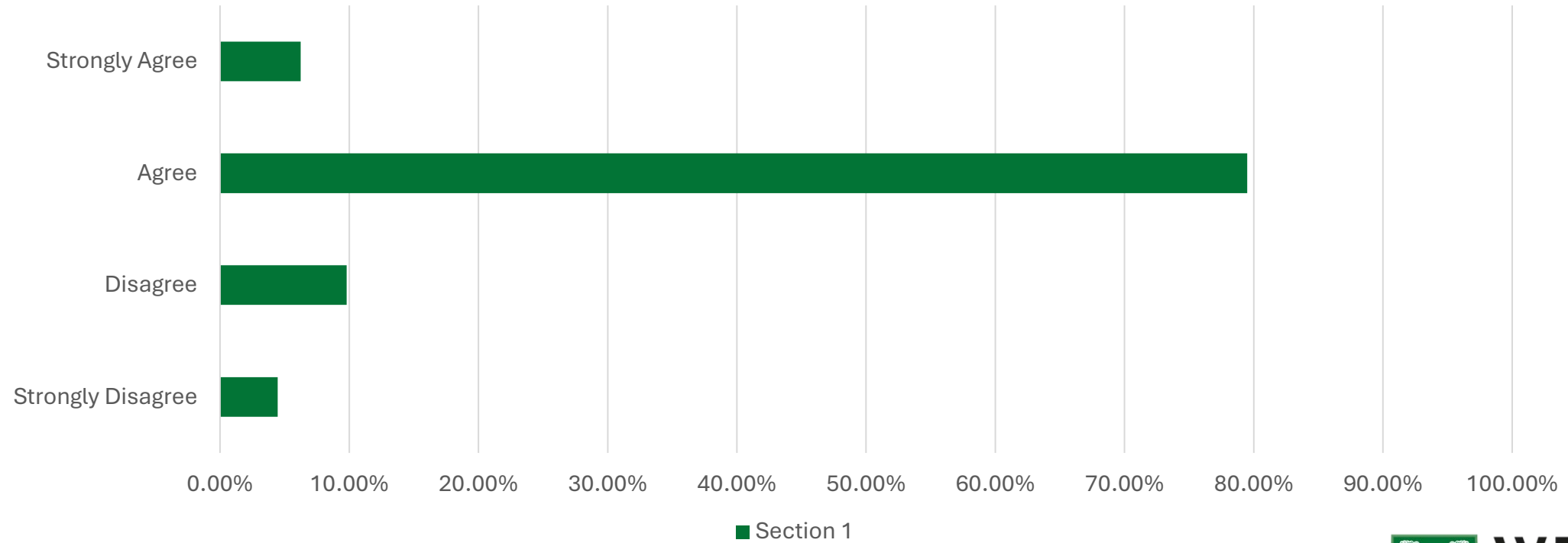


## Section 1 – About your tenancy

For question one, we received a total of 561 responses. Of these

- 35 (6.24%) respondents strongly agree with the changes
- 446 (79.50%) respondents agree with the changes
- 55 (9.80%) respondents disagree with the changes
- 25 (4.46%) disagree with the changes

### Section 1

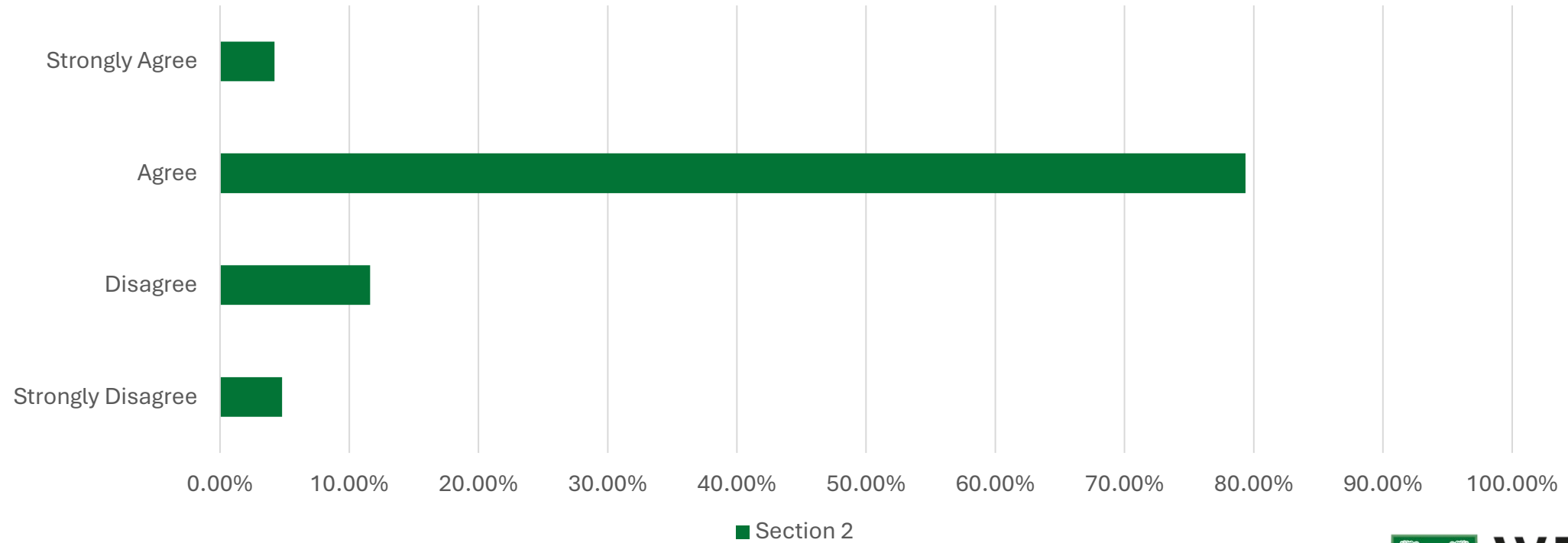


## Section 2 – Paying your rent

For question two, we received a total of 499 responses. Of these

- 21 (4.21%) respondents strongly agree with the changes
- 396 (79.36%) respondents agree with the changes
- 58 (11.62%) respondents disagree with the changes
- 24 (4.81%) disagree with the changes

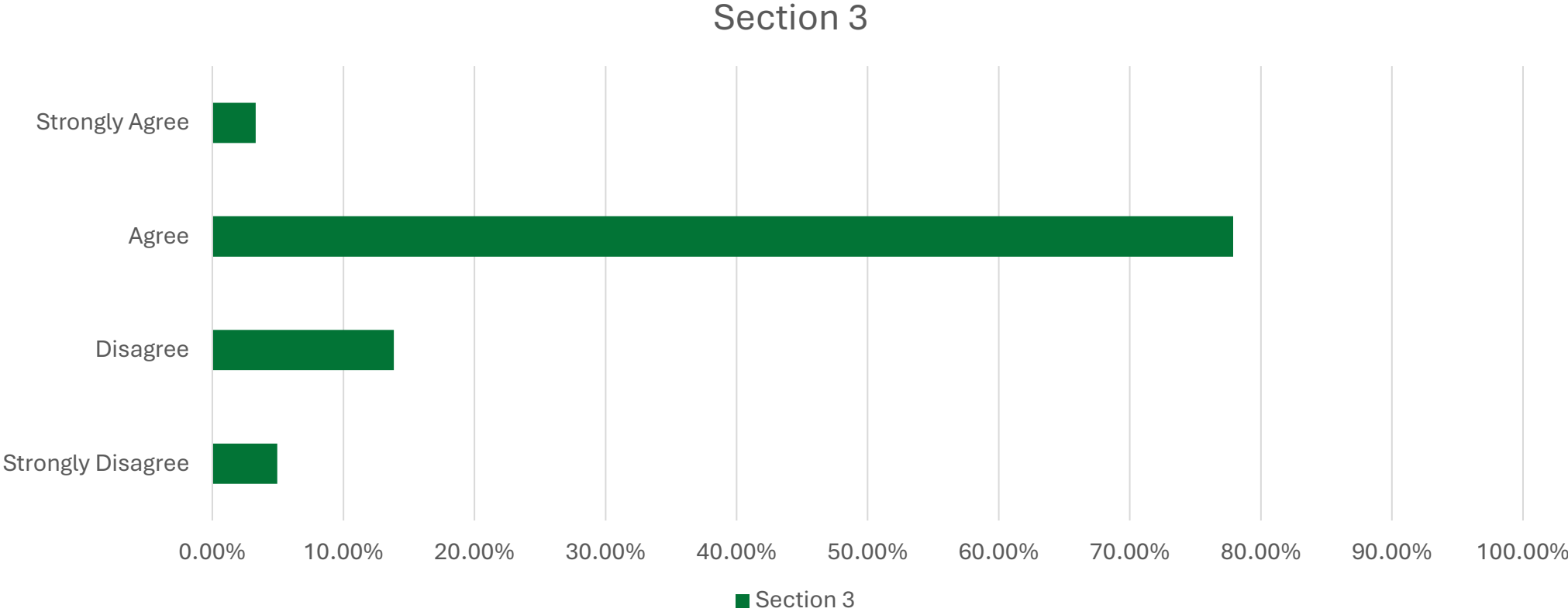
### Section 2



Section 3 – Services, Housing related support charges and other charges

For question three, we received a total of 499 responses. Of these

- 16 (3.31%) respondents strongly agree with the changes
- 377 (77.89%) respondents agree with the changes
- 67 (13.84%) respondents disagree with the changes
- 24 (4.96%) disagree with the changes

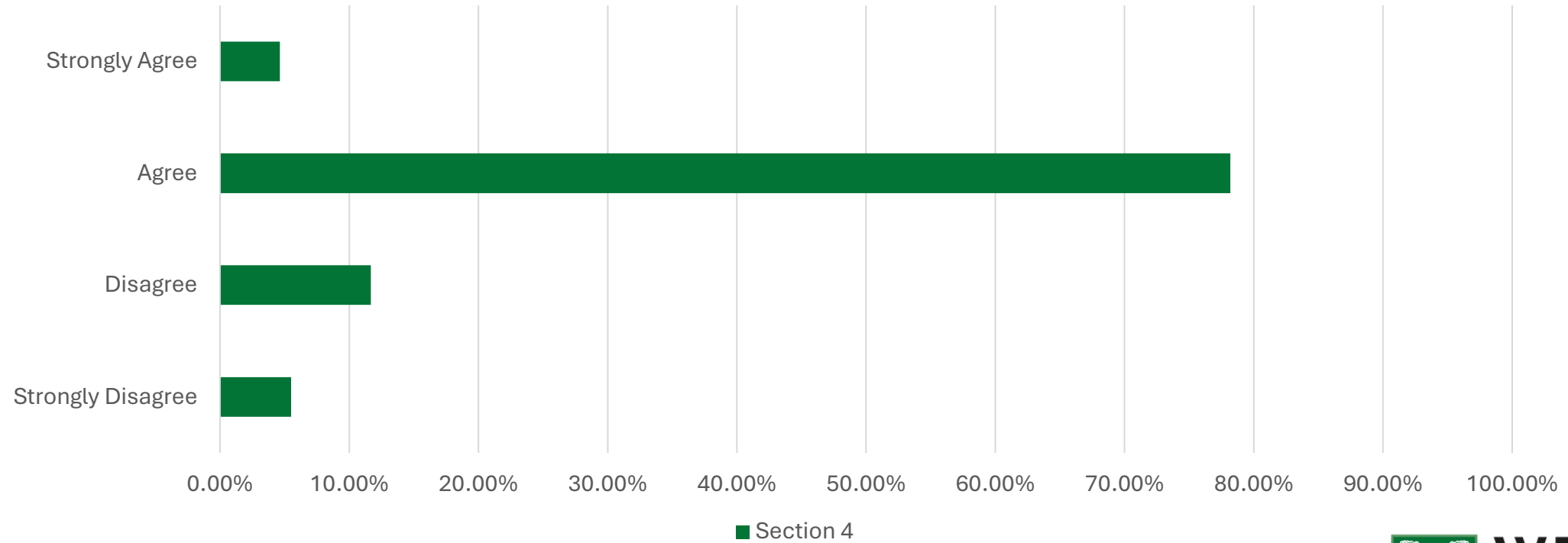


## Section 4 – Ending your tenancy

For question four, we received a total of 454 responses. Of these

- 21 (4.63%) respondents strongly agree with the changes
- 355 (78.19%) respondents agree with the changes
- 53 (11.67%) respondents disagree with the changes
- 25 (5.51%) disagree with the changes

### Section 4



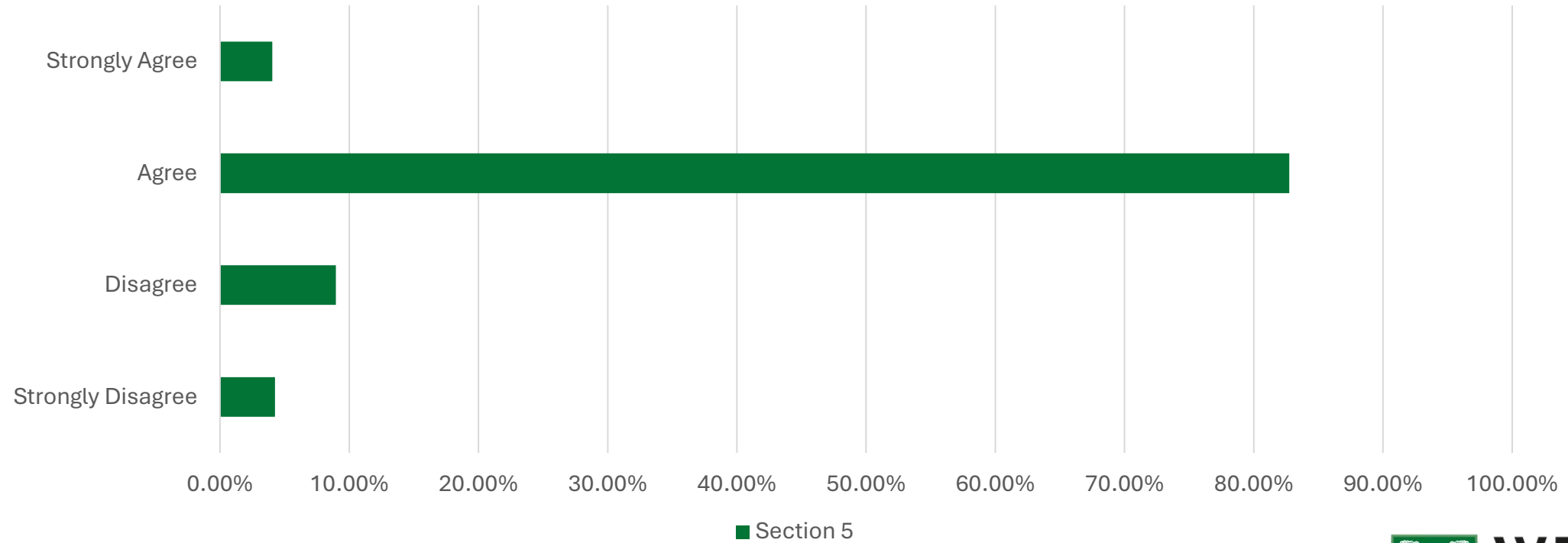


## Section 5 – Changes to the tenancy

For question five, we received a total of 454 responses. Of these

- 18 (4.04%) respondents strongly agree with the changes
- 369 (82.74%) respondents agree with the changes
- 40 (8.97%) respondents disagree with the changes
- 19 (4.26%) disagree with the changes

### Section 5

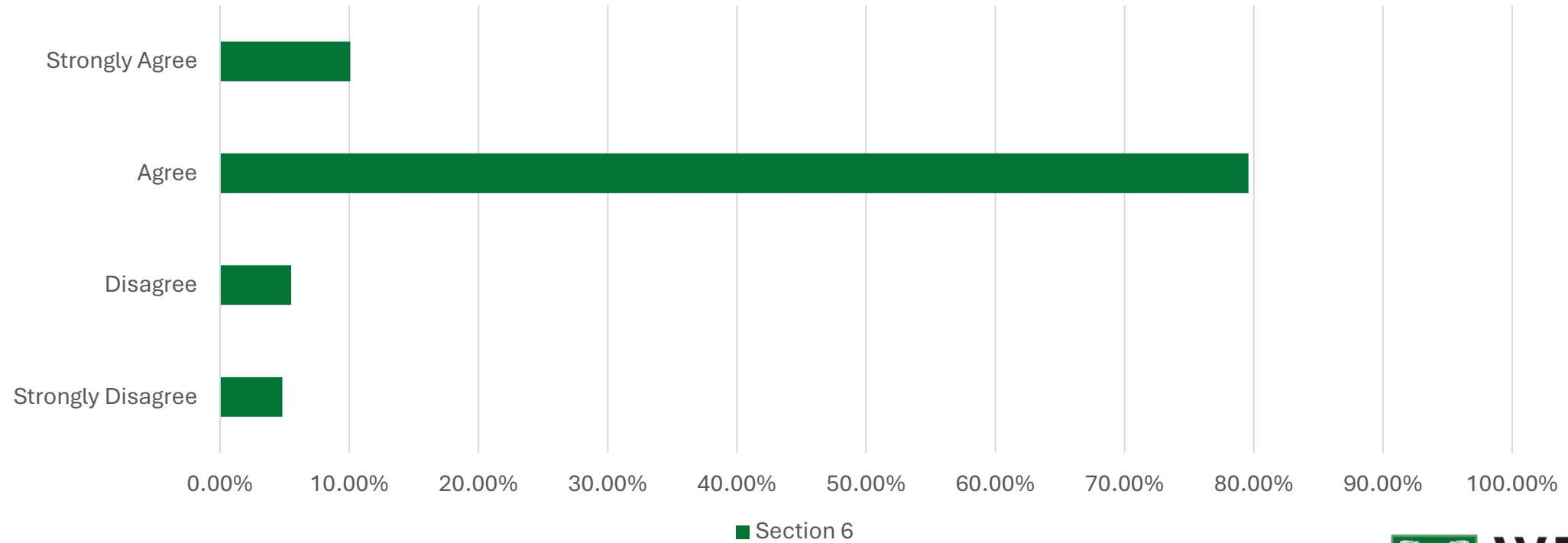


## Section 6 – Our obligations

For question six, we received a total of 436 responses. Of these

- 44 (10.09%) respondents strongly agree with the changes
- 347 (79.59%) respondents agree with the changes
- 24 (5.50%) respondents disagree with the changes
- 21 (4.82%) disagree with the changes

### Section 6

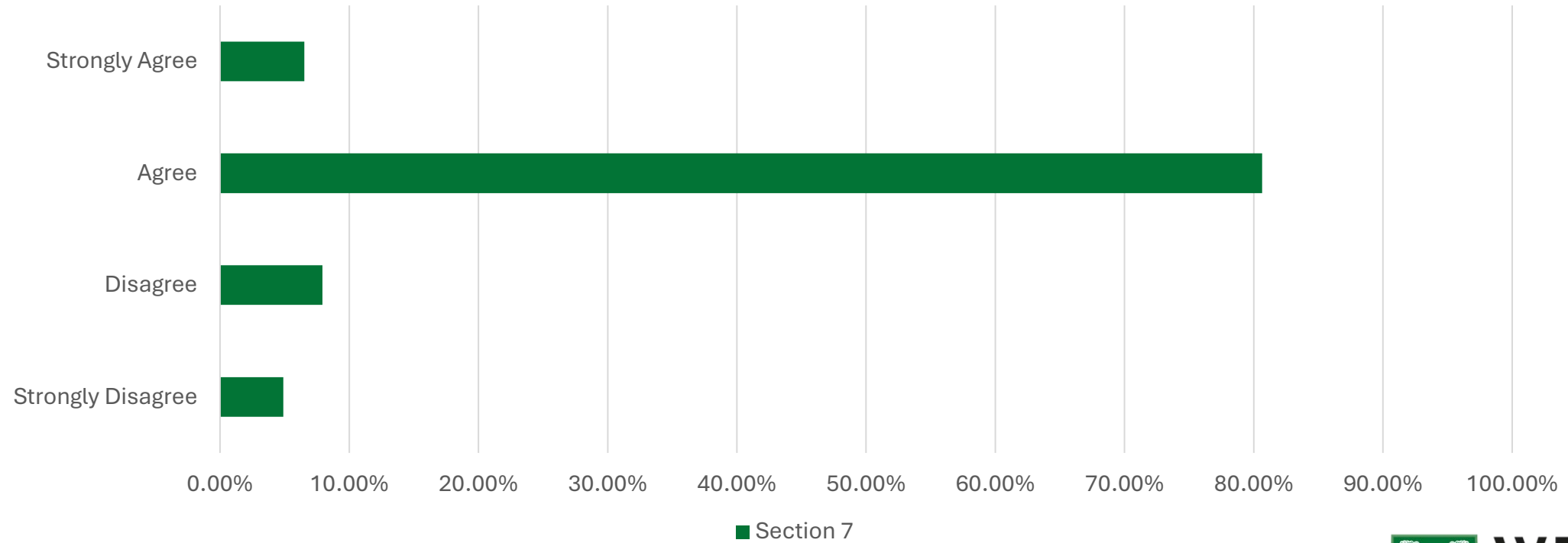


## Section 7 – Your obligations

For question seven, we received a total of 429 responses. Of these

- 28 (6.53%) respondents strongly agree with the changes
- 346 (80.65%) respondents agree with the changes
- 34 (7.93%) respondents disagree with the changes
- 21 (4.90%) disagree with the changes

### Section 7

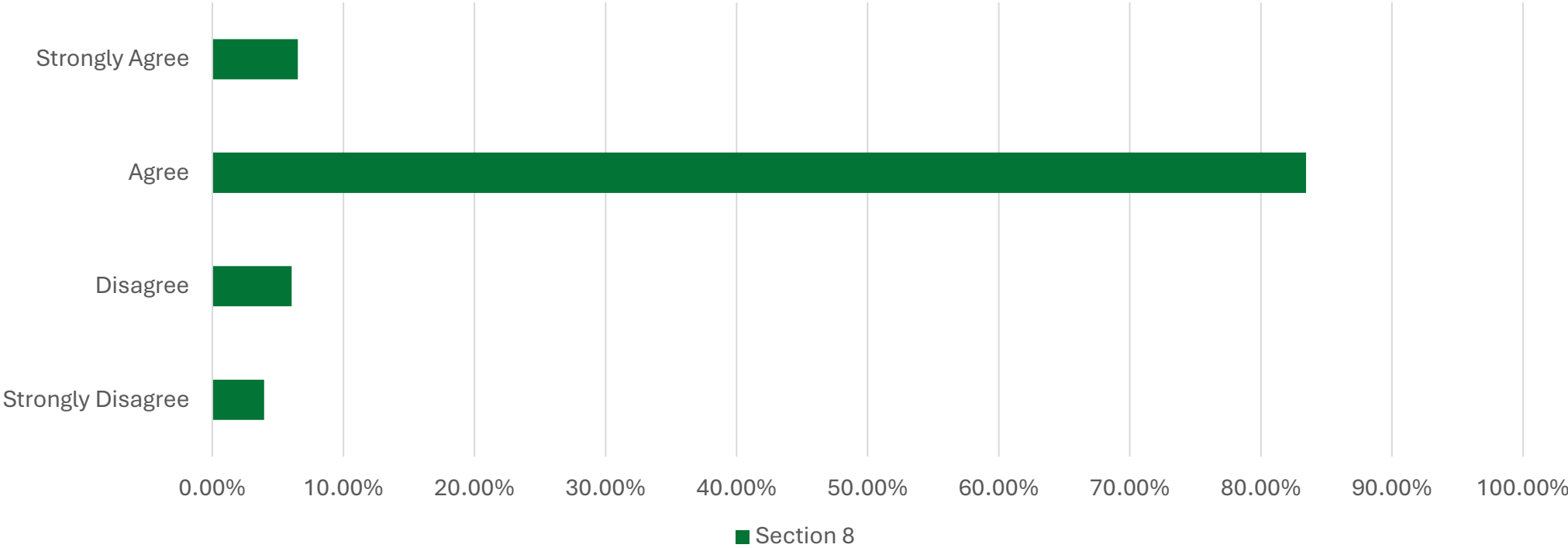


Section 7 – Your obligations

For question seven, we received a total of 429 responses. Of these

- 28 (6.53%) respondents strongly agree with the changes
- 358 (83.45%) respondents agree with the changes
- 26 (6.06%) respondents disagree with the changes
- 17 (3.96%) disagree with the changes

Section 7



# Reasons for opposing the proposed changes

Respondents that opposed the proposed changes, or were unsure, were asked to explain why this was. Comments made have been themed. The most commented on themes were in relation to not understanding the document or specific aspects and being against change to tenancy conditions/happy with existing conditions

Theme	Comments
Lack of detail (in the agreement)	144
Tenant has signed a lifetime agreement	35
The tenant just disagreed	22
Issues with the webpages/website	33
The tenants felt that the council was breaking the tenancy agreement	9

# Aspects that respondents were unsure about

Respondents were asked to comment on why they either strongly disagreed or disagreed to a question. Where the tenant has responded that they were unsure of changes, or there was a lack of detail around the agreement, we have grouped these responses to show why.

The most commented on themes were in relation to not understanding the document or specific aspects and being unsure of the impact or don't know the impact.

## Comment Themes

Do not understand the document or specific aspects

Don't know/unsure of impact

Unsure of specific relevance to tenant

Succession (See Slide 16)

More information needed

Secure tenancies (See slide 15)

# Answering your questions – secure tenancies

We received several comments around secure and lifetime tenancies. Please see below for more information:

Your tenancy type may be a flexible tenancy (**fixed term tenancy**) or a periodic tenancy (**lifetime tenancy**)

If you hold a secure periodic tenancy, you have the right to remain in your property provided you do not breach any of the terms of the agreement which may lead to the council issuing possession proceedings. **There is no change to the current legal status of your tenancy.**

# Answering your questions - succession

We received several comments around succession of tenancies and the succession policy. Regulation around succession is mandated by Government and the current situation is as below.

## **For tenancies granted before 1 April 2012:**

- One succession is allowed
- A spouse, civil partner or close family member may succeed the tenancy granted there has been no previous succession and they have lived in the property for at least one year on a continuous basis.
- A close family member may include
  - Husband, Wife, Parent, Grandparent, Child, Stepchild, Grandchild, Brother, Sister, Uncle, Aunt

## **For tenancies granted from 1 April 2012:**

- One succession is allowed
- Family members other than your spouse or civil partner are not allowed to succeed your tenancy. This is set out in the *Localism Act 2011*