

## Summary of Consultation

Thank you to everyone who took the time to respond to the consultation. Approximately 21,500 Preliminary Notices and leaflets were issued to secure tenants inviting comments on the proposed changes to the tenancy agreement and around 201 comments and requests for further information received in total. A summary of the feedback and changes we have made as a result can be found below.

### Breakdown of comments received

- 23 comments supporting some or all of the changes
- 48 comments opposed to some or all of the changes
- 19 new suggestions
- 78 queries or requests for clarification on the impact to individuals
- 33 requests for a copy of the full proposed changes document.

### The most common responses

- 12 tenants supported changing the agreement and 1 tenant was opposed whilst 28 tenants raised general queries
- 11 comments were opposed to the clause on insolvency
- The clauses on anti-social behaviour attracted a mixed response – 5 were in favour, 4 against and there 11 queries or comments
- 4 tenants were opposed to the clauses on gardens and trees and 5 had queries or wanted to know how it would affect them
- 8 tenants contacted us to find out how the laminate flooring clause would affect them

### Clauses deleted

- Insolvency - 11 comments were opposed to this clause and it has subsequently been deleted.
- The right to change the wording of a clause – 2 comments were opposed to this clause and it has consequently been deleted.

### Clauses significantly amended

- Pets in Flats – 3 tenants asked for clarification on how the clause affected them, as a result the clause was rewritten to make it easier to understand without changing the meaning.

### New suggestions

- Hoarding – there was mixed feedback with 2 supporting comments and 4 opposed plus a suggestion that the clause is expanded to cover pest and vermin infestations, this suggestion has been approved.
- Legal Costs – a suggestion was made that this was expanded to add “caused by you, any member of your household or any visitors to your home” this suggestion has been approved.
- A suggestion was received that a clause was added explaining the tenants right to complain and this has been added.