

Proposed new tenancy agreement conditions:

Analysis of stakeholder consultation

June 2021

Putting Communities First Team
The Royal Borough of Kensington and Chelsea
consult@rbkc.gov.uk



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction

Background

The Council was keen to consult tenants on proposed new tenancy conditions. The Council has a legal obligation to consult with tenants who will be affected by the proposed changes and welcomed the views of tenants and interested parties. The current tenancy agreement was last updated in 2014.

Consultation methodology

On 8 March 2021, the Council launched an online survey to gather tenants', and other stakeholders', 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). The consultation period was extended to cover a 12 week period to ensure as many tenants as possible had the opportunity to participate.

Report

A total of 640 surveys were returned by the closing date of 1 June 2021. 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.

Acknowledgements

The Council would like to thank all tenants and stakeholders that took the time to feedback their views.



Results at a glance

Level of support for proposed changes

- Two-thirds (66 per cent) indicated that they **‘strongly support’** or **‘somewhat support’** the proposed changes.
- A fifth (20 per cent) were **‘not sure’** whether they support the changes.
- A total of 13 per cent either **‘somewhat oppose’** or **‘strongly oppose’** the proposed changes.

Reasons for opposing the proposed changes

Those that opposed the changes were asked to explain why, the top themes were:

- *Do not understand the document or specific aspects* (32 comments)
- *Against changes to tenancy conditions/happy with existing conditions* (22 comments)
- Other reasons included: *Repairs/maintenance* (14 comments), *succession* (12 comments) and *service charges* (11 comments)

Aspects that respondents were unsure about

Respondents were asked to detail any parts of the draft proposals they were unsure about, the top themes were:

- *Do not understand the document or specific aspects* (33 comments)
- *Don’t know/unsure of the impact* (20 comments)
- Other areas included: *Repairs/maintenance* (14 comments), *succession* (12 comments) and *noise/antisocial behaviour* (10 comments)

Alternative suggestions

Respondents were asked if they had alternative suggestions for the proposals, the top themes were:

- *None* (96 comments)
- *Repairs/maintenance* (19 comments)
- *Succession* (17 comments)

Impact of the proposed new Tenancy Agreement

Respondents were asked how the proposed changes might affect them, the top themes were:

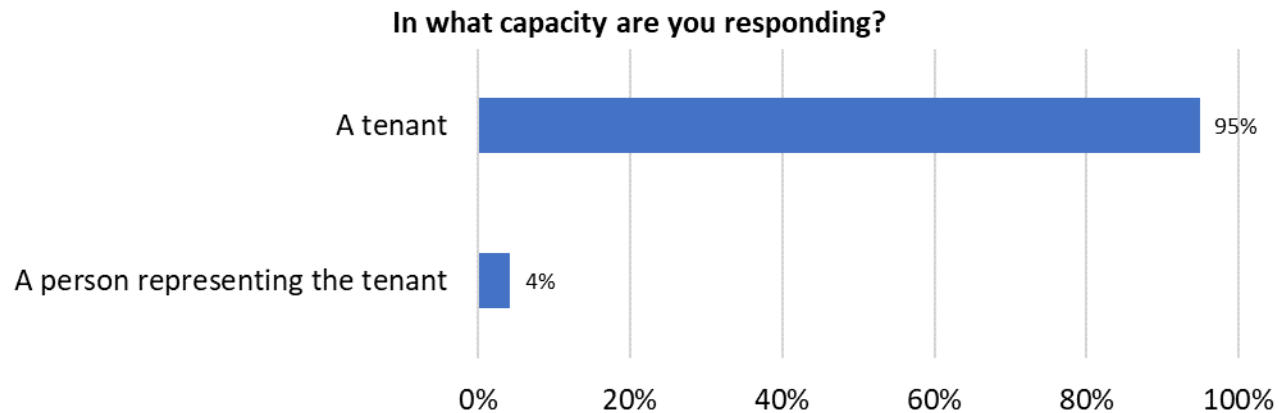
- *Unsure* (54 comments)
- *Disapproval of the changes* (26 comments)
- *Does not affect the individual* (26 comments)



Capacity in which responding

Respondents were asked in what capacity they were responding.

- The majority (95 per cent) indicated that they were responding as **'a tenant'**.
- Four per cent of respondents indicated that they were responding as **'a person representing a tenant'**.
- Respondents indicating they were responding in an other capacity can be seen in appendix two, and mainly include respondents responding on behalf of a tenant (e.g. relative or carer).



Base: All responses (640)

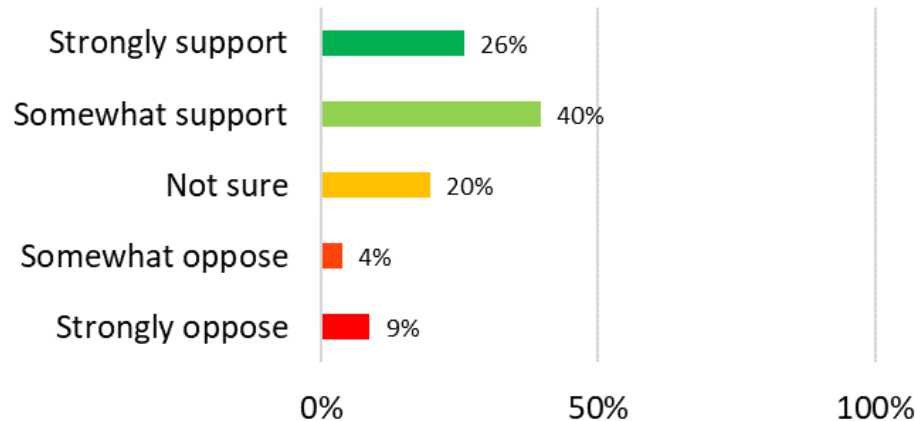


Level of support for the proposed changes

Respondents were asked to what extent they supported the proposed changes to the Tenancy Agreement.

- Two-thirds (66 per cent) indicated that they **'strongly support'** or **'somewhat support'** the proposed changes. This included over a quarter (26 per cent) that strongly supported the proposed changes.
- A fifth (20 per cent) were **'not sure'** whether they support the changes.
- A total of 13 per cent either **'somewhat oppose'** or **'strongly oppose'** the proposed changes.
- Those that opposed or were unsure of the proposed changes were asked to explain why. These comments are explored overleaf.

To what extent do you support the proposed changes to the Tenancy Agreement?



Base: All responses (640)

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 and the themes with ten or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to ***not understanding the document or specific aspects*** (32 comments) and ***being against change to tenancy conditions/happy with exiting conditions*** (22 comments).

Theme*	Comments
Do not understand the document or specific aspects	32
Against change to tenancy conditions/happy with existing conditions	22
Don't know/unsure of impact	15
More information needed/full information not shared	15
Not applicable/no comment	14
Repairs/maintenance	14
In support	12
Succession	12
Service charges	11
Secure tenancies	10

*Themes shown with ten or more mentions



Reasons for opposing the proposed changes

“I didn’t understand a thing, totally confused.”

Do not understand the document or specific aspects

“Certain clauses are vague and unclear.”

Do not understand the document or specific aspects

“We haven’t received any information regarding this. Could you send some more information about this about this or speak to us in person.”

*More information needed/
full information not shared*

“The Council has been very slow in response to repairs i.e. windows, bathrooms, kitchen etc. Nothing seems to change with all the amendments.”

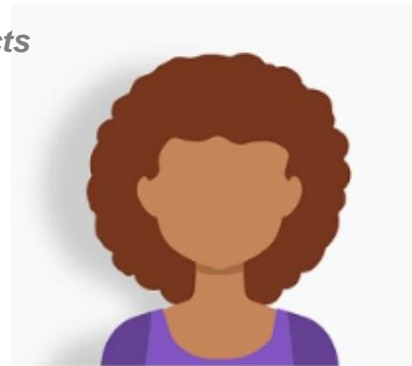
Repairs/maintenance

“With regards to service charges I don’t think that it’s fair that services that were covered by RBKC such as picking up the rubbish bins should now be made as an additional cost to the tenants.”

Service charges

“Our tenancy is literally binding and I do not want any changes to the agreement without consent.”

Against change to tenancy conditions/happy with existing conditions



“I don’t know how the changes affect me as a resident.”

Don't know/unsure of impact

“I am against there only being one succession should I or the joint tenant pass away. I would like my children to receive automatic right to succession.”

Succession



Aspects that respondents were unsure about

Respondents were asked to detail any parts of the draft proposals they were unsure of. Comments made have been themed and the themes with ten or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to ***not understanding the document or specific aspects*** (33 comments) and ***being unsure of the impact or don't know*** (20 comments).

Theme*	Comments
Do not understand the document or specific aspects	33
Don't know/unsure of impact	20
Not applicable/no comment	20
Tenancy conditions understood	19
Repairs/maintenance	14
Succession	12
More information needed/full information not shared	10
Noise/antisocial behaviour	10
Secure tenancies	10

*Themes shown with ten or more mentions



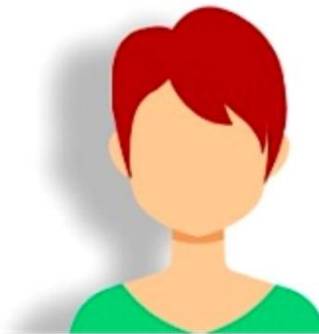
Aspects that respondents were unsure about

“I am unsure about what you are saying about my tenancy agreement and also paying of rent and other charges.”

Do not understand the document or specific aspects

“I don’t understand why the succession rule should change depending on whether you were a tenant before April 2012 or after. If after, it says that the tenancy can only pass to a spouse or civil partner; to no other family member.”

Succession



“I am unsure of the proposed changes to the tenancy agreement as the council did not provide enough material to simplify the changes - the only thing we have received is a printed document with complicated extracts. The council did not present an online/visual alternative so that the idea becomes clearer to my household. In addition, they have not been in contact with us via phone or email to make sure that we are involved in the process.”

More information needed/full information not shared

“Not sure of how different it is from my current tenancy agreement. Don’t understand the changes.”

Don’t know/unsure of impact

“Many are worried about changes that may affect their secure tenancy.”

Secure tenancies

“If there is anti social behaviour or nuisance by neighbours, how easy is it to end their tenancy?”

Noise/antisocial behaviour

“5.3 Repairs and Maintenance - States that it will not include the resetting of fuses, circuit breakers and electronic plugs - Why is this the case?”

Repairs/maintenance



Alternative suggestions

Respondents were asked if they had alternative suggestions for the proposed new Tenancy Agreement. Comments made have been themed and the themes with eight or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes, aside from **no suggestions**, were in relation to **repairs/maintenance** (19 comments) and **succession** (17 comments).

Theme*	Comments
None	96
Repairs/maintenance	19
Succession	17
Unsure	15
Additional consultation	14
Prefer old terms	12
Anti-social behaviour	8
Enforcement	8
Vulnerable tenants	8

*Themes shown with eight or more mentions



Alternative suggestions

“I don’t have any suggestions.”

None

“The repairs should remain the same, managed by the landlord which is the council. The proposed changes should not be implemented. Council flats are inhabited by individuals that are vulnerable and need help, especially the disabled persons that cannot even manage their own health let alone manage the repairs required.”

Repairs/maintenance



“Yes, a well-advertised consultation so the vast majority of tenants can have their say on the proposed new tenancy agreement.”

Additional consultation

“Add children on the tenancy agreement? What happens when the mother or father that tenant pass away what happens to the children.”

Succession

“I prefer the old draft to protect tenant.”

Prefer old terms

“You have to deal very severely with the anti-social behaviour - my next-door neighbour smokes cannabis freely and nothing has been done though all my neighbours have complained.”

Anti-social behaviour

“People with ill health should remain on current tenancy.”

Vulnerable tenants

“Stronger action on violence, abuse and subletting.”

Enforcement



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Impact of the proposed new Tenancy Agreement

Respondents were asked how the proposed new Tenancy Agreement might affect them. Comments made have been themed and the themes with nine or more comments, are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to **being unsure** (54 comments), **being against the changes** (26 comments) and changes **not affecting the individual** (26 comments).

Theme*	Comments
Unsure	54
Disapproval of changes	26
Does not affect the individual	26
Approval of changes	24
Succession	16
Vulnerable tenants	14
Enforcement	9
Repairs	9

**Themes shown with nine or more mentions*



Impact of the proposed new Tenancy Agreement

“I live alone and to be honest I don't have any idea thank you.”

Unsure

“I want to feel secure, that our home is safe and we can call it our home. I want to be able, when I grow older, to pass my tenancy to my children.”

Succession

“Do not want any changes to my secure tenancy agreement.”

Disapproval of changes



“I have a non-visible disability, the thought that I might be liable through no fault of my own to pay for costly repairs of communal fences and gates creates enormous anxiety and distress.”

Vulnerable tenants

“Does not really affect me as I do respect my neighbours and would not do anything to cause any problems to my tenancy. Unfortunately, not everyone thinks that way.”

Does not affect the individual

“My disabilities of many years affect my mobility, hence repairs and decor etc. may prove difficult for me.”

Repairs

“This new agreement is clearer.”

Approval of changes

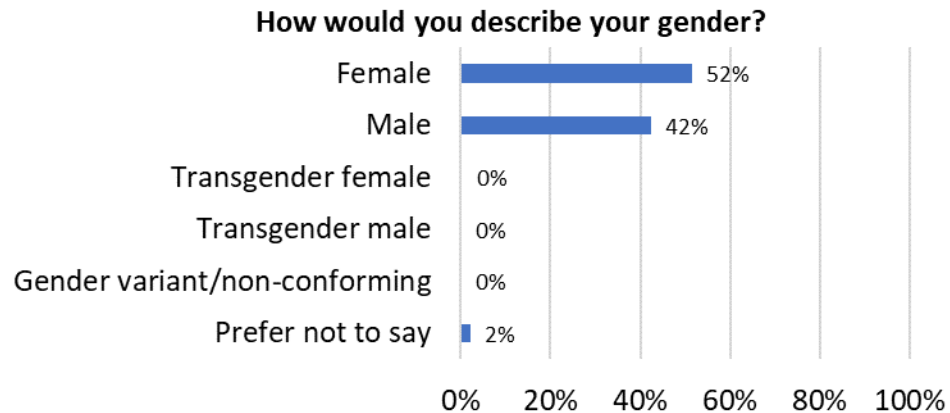
“If the rules are enforced it should make the tower a better place to live e.g. - not allowing rubbish to be dumped on landings policing the staircases so people don't sleep on them, urinate in them on take drugs and smoke.”

Enforcement

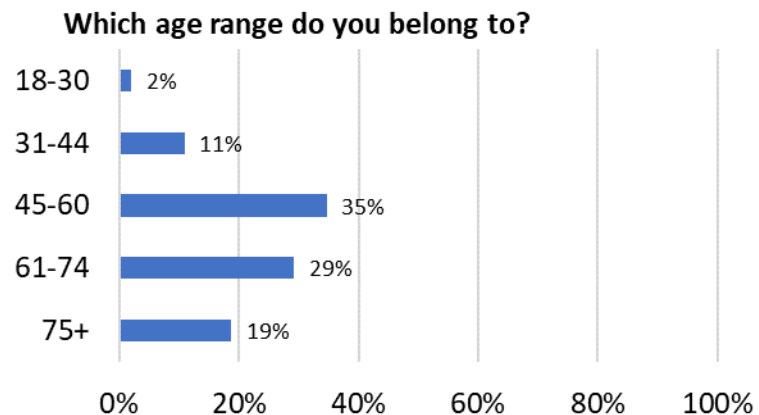


Survey findings: Profile of respondents

Respondents were asked a series of questions about themselves, to understand who had responded to the consultation.



Base: All responses (640)

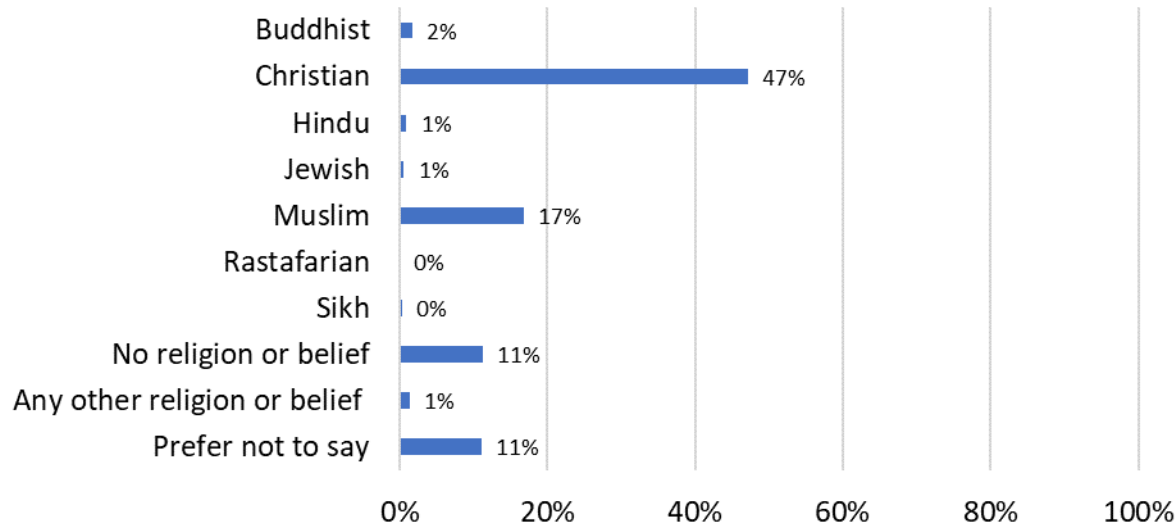


Base: All responses (640)



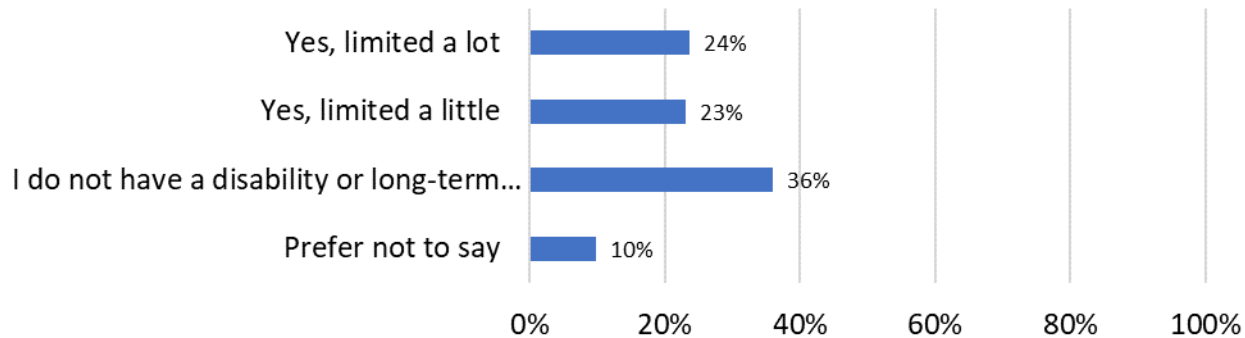
Survey findings: Profile of respondents

How would you describe your religion or belief?



Base: All responses (640)

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

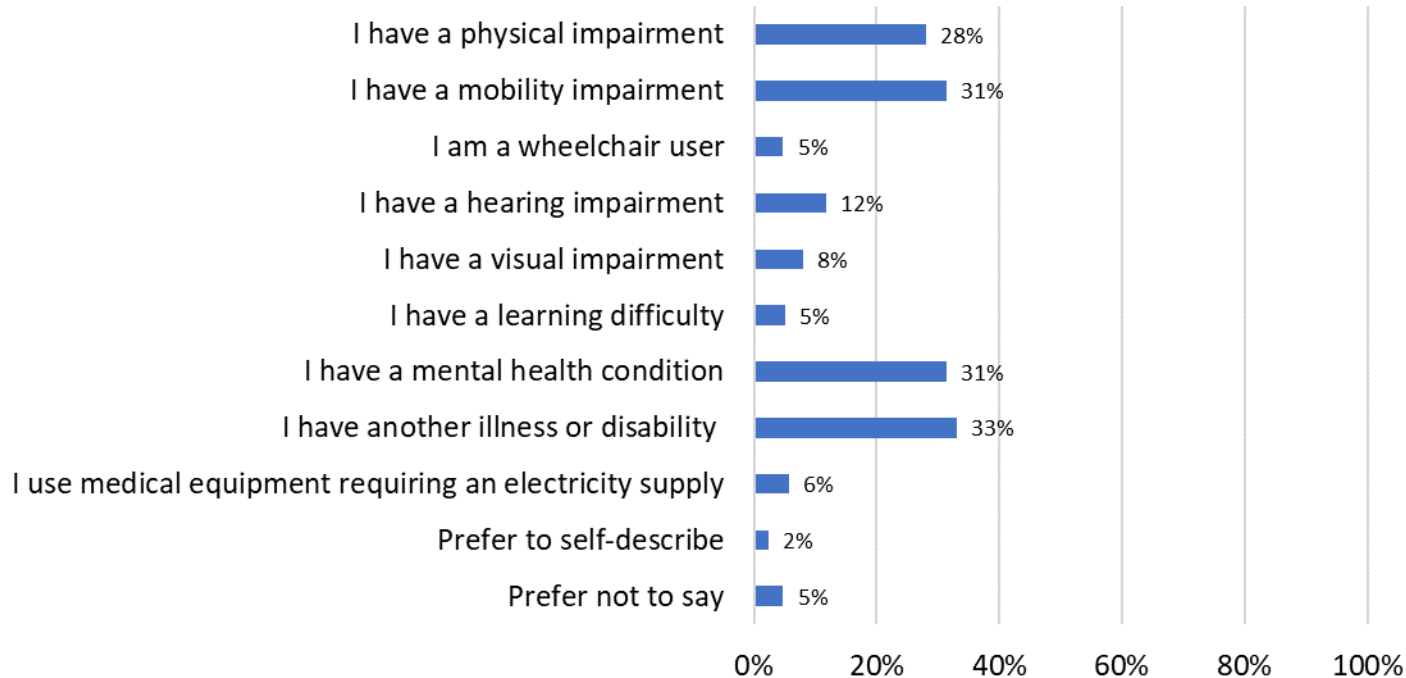


Base: All responses (640)



Survey findings: Profile of respondents

If yes, what is the nature of your health problem or disability?

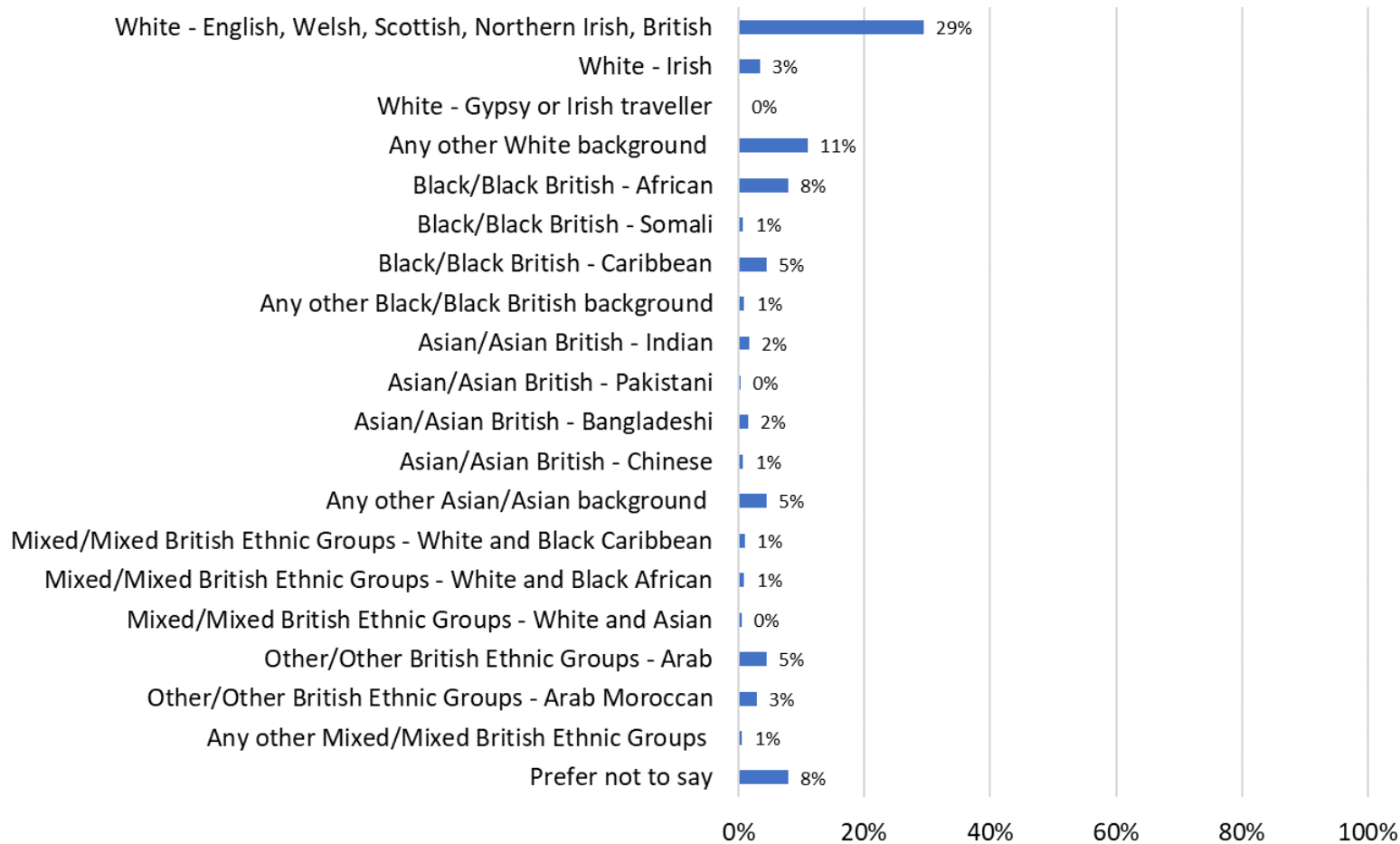


Base: Respondents indicating they have a health problem or disability (299)



Survey findings: Profile of respondents

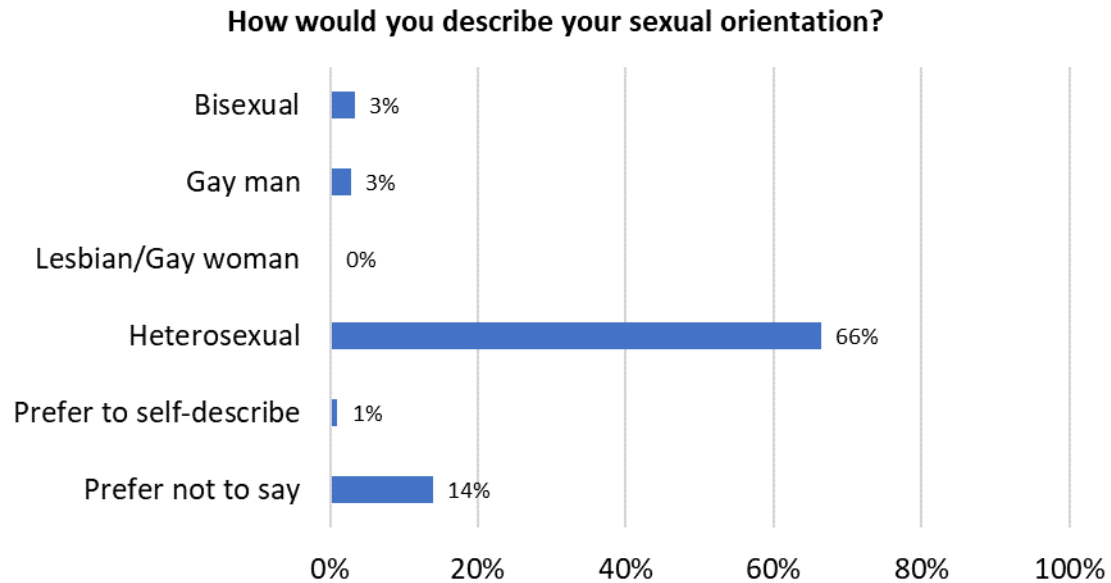
How do you describe your ethnic origin?



Base: All responses (640)



Survey findings: Profile of respondents



Base: All responses (640)