

# Tenancy Strategy 2024

Analysis of stakeholder consultation

March 2024

Consultation and Participation Team  
The Royal Borough of Kensington and Chelsea  
[consult@rbkc.gov.uk](mailto:consult@rbkc.gov.uk)



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# Introduction

## Background

The Council is currently reviewing its Tenancy Strategy. This sets out our expectations for social housing providers in the borough when granting tenancies, supporting tenants to manage their tenancies and deciding not to grant a further tenancy when one ends. Social housing providers includes the Council as well as housing associations/private registered providers in the borough.

Social housing providers must consider the Tenancy Strategy when setting their own Tenancy Policy. The current Tenancy Strategy was published in 2013 and therefore needs to be refreshed.

The consultation on the draft Tenancy Strategy is separate to the previous tenancy conditions consultation, which proposed some changes to actual tenancy agreements for Council tenants.

## Consultation methodology

The consultation sought stakeholders and residents' views on the new draft Tenancy Strategy. It was promoted via e-newsletters, digital screens throughout the borough and social media platforms. The exercise opened on 18 January and close on 29 February.

## Report

A total of 28 surveys were returned by the deadline. This report contains an analysis of survey responses. A separate appendix report is available on request which details all comments made by respondents to the questions within the survey.

## Acknowledgements

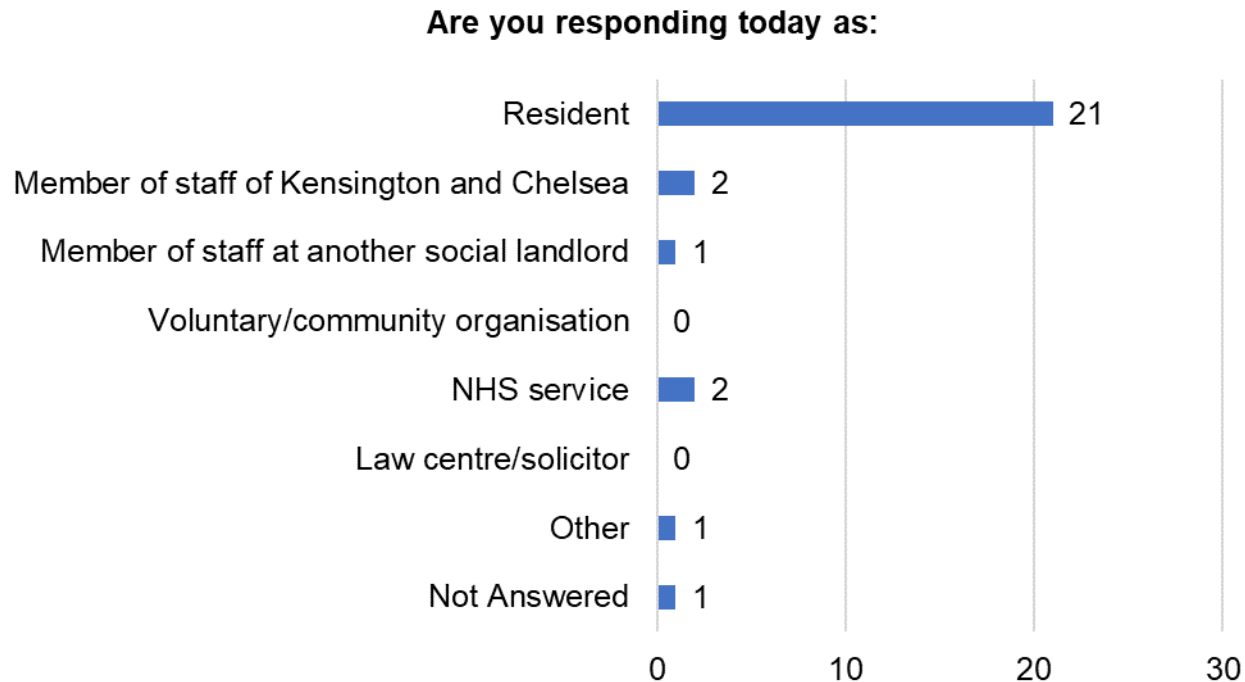
The Council would like to thank all residents and stakeholders that took the time to feedback their views.



# Respondents

Respondents were asked in what capacity they were responding.

- The majority of respondents (21) are **Residents**
- An equal number of respondents stated they are Member of staff of Kensington and Chelsea (two) and from NHS service (two)



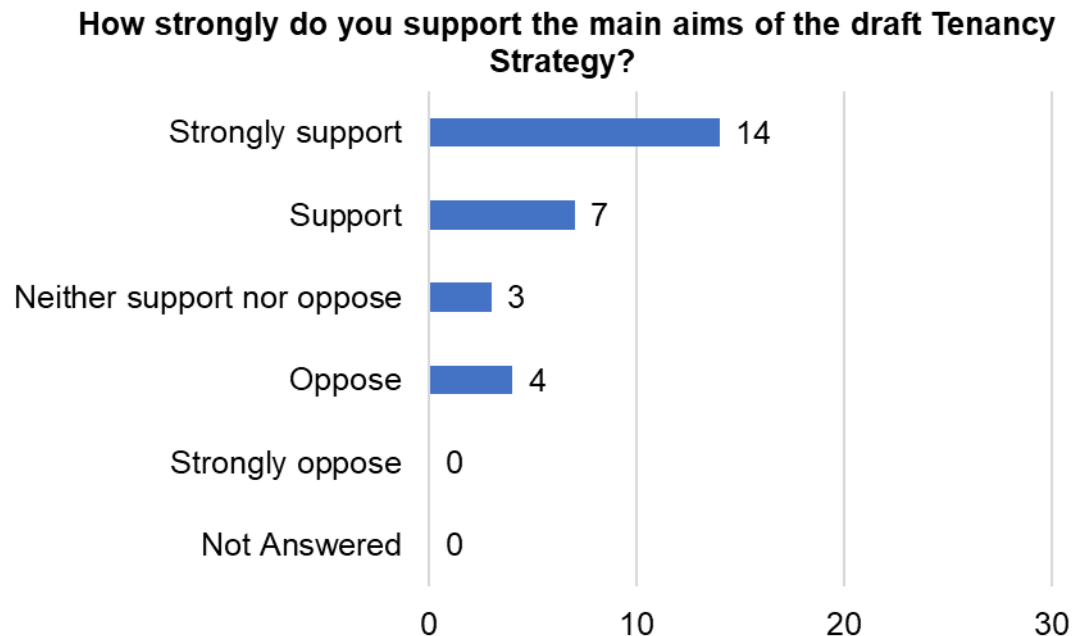
*Base: All respondents (28)*



# Your views on the draft Strategy

Respondents were asked how strongly they support the main aims of the draft Tenancy Strategy.

- Three quarters of respondents combined (21) stated they **Strongly support** or **Support** the main aims of the draft Strategy
- A minority of four respondents **Oppose** the main aims of the draft Strategy



*Base: All respondents (28)*

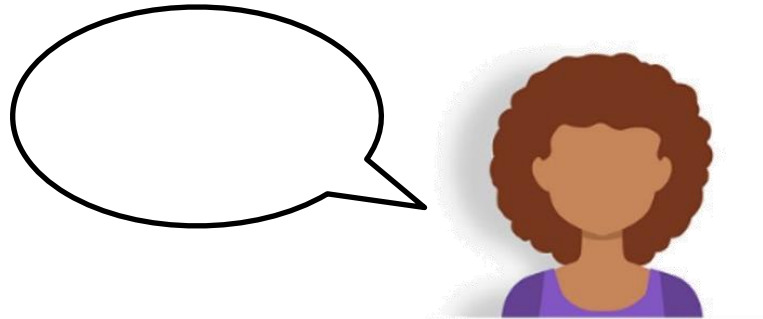


# The main aims the draft Strategy

Respondents stating they do not support the main aims of the draft Tenancy Strategy were asked to explain their reasons.

There were four responses to this question. It was not possible to theme them but comments made were in relation to the below:

- Overcrowded conditions
- Insufficient social housing
- Tenants' right



## The relationship with social housing

Respondents were asked to comment on the Strategy commitment to strengthen the relationship with social housing providers in the borough.

There were seven responses to this question, but they were mainly related to the respondents' personal circumstances.

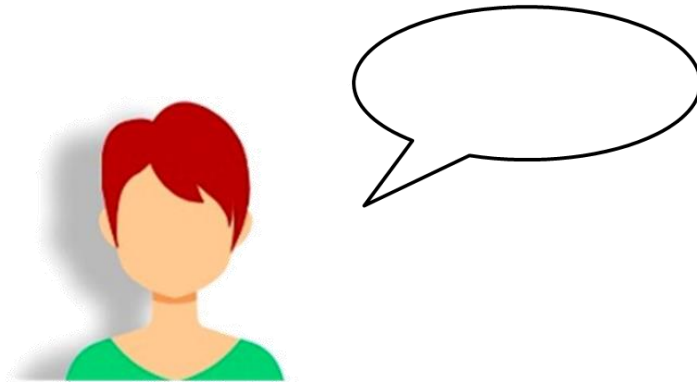
Full list of comments made can be found in the appendices report

# Additional comments

Respondents were asked if they thought there was anything else to be included in the Strategy.

There were seven responses to this question. Responses varied hence it was not possible to theme them but below are few points that were raised:

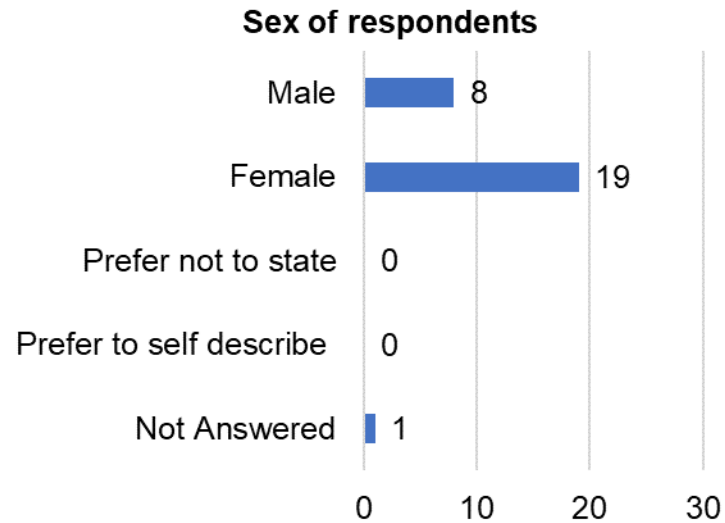
- Overcrowding
- Key workers accommodations
- Long term accommodations
- Protection from rent increase
- Housing needs rules



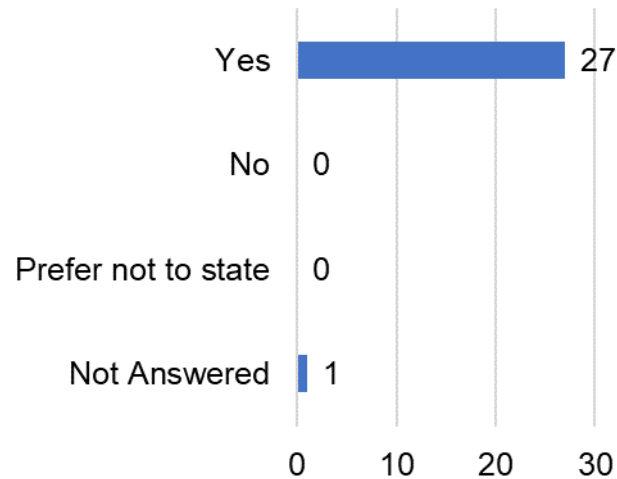
Full list of comments made can be found in the appendices report.

# Profile of respondents

Respondents were asked a series of questions about themselves.



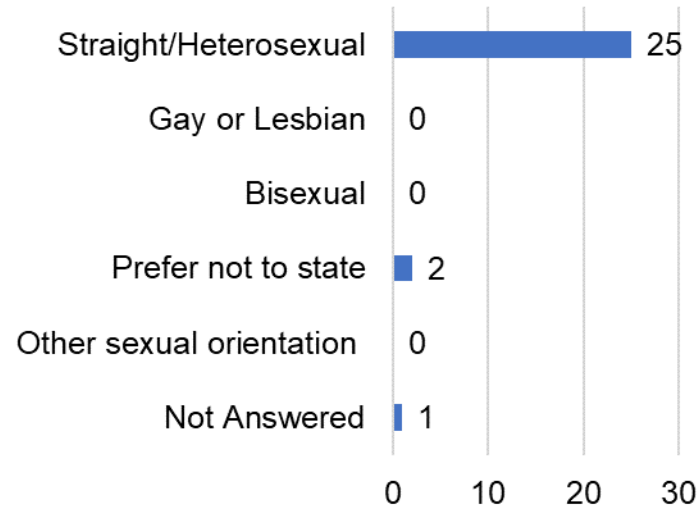
**Is the gender you identify with the same as your sex registered at birth?**



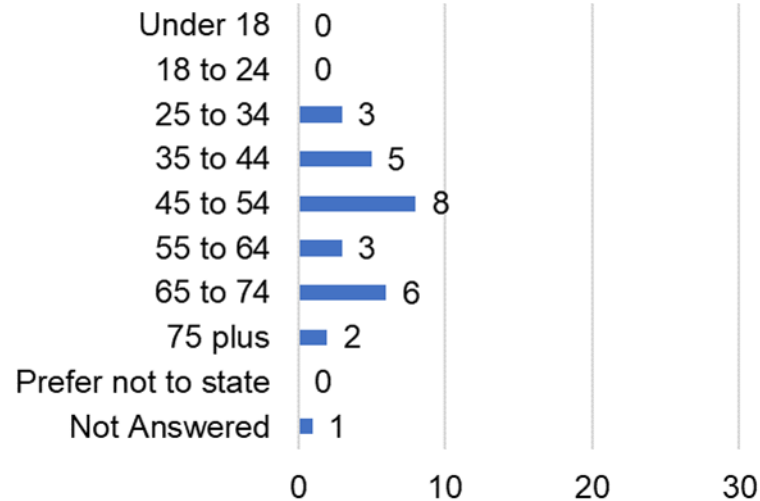
Base: All respondents (28)

# Profile of respondents

Which of the following best describes your sexual orientation?



Age of respondents



Base: All respondents (28)



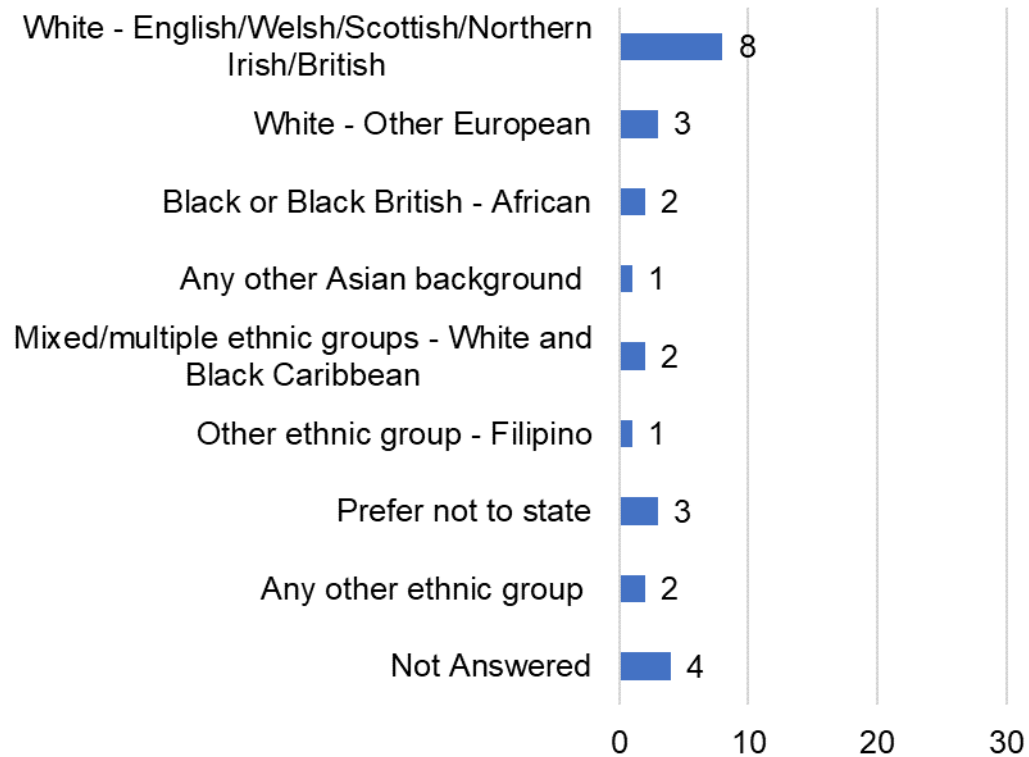
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# Profile of respondents

Please note, the below graph shows only options we received a response for.

## Ethnicity of respondents

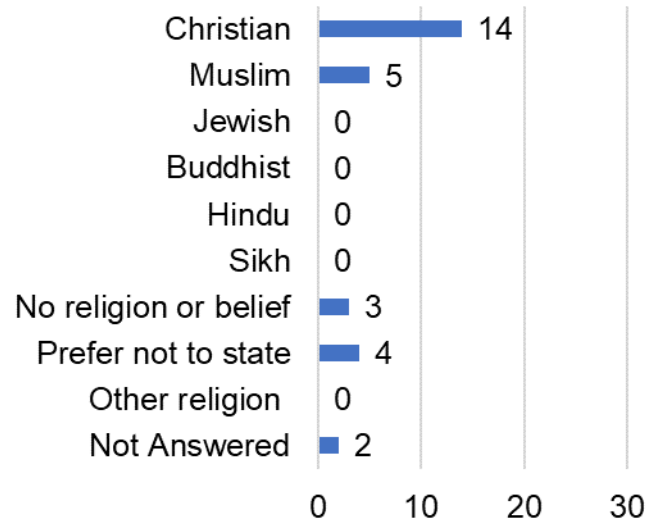


*Base: All respondents (28)*

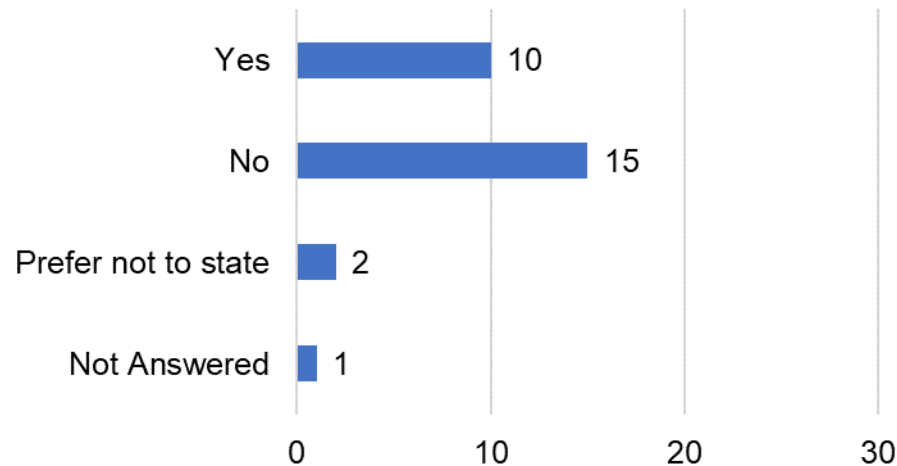


# Profile of respondents

Religion of respondents



Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

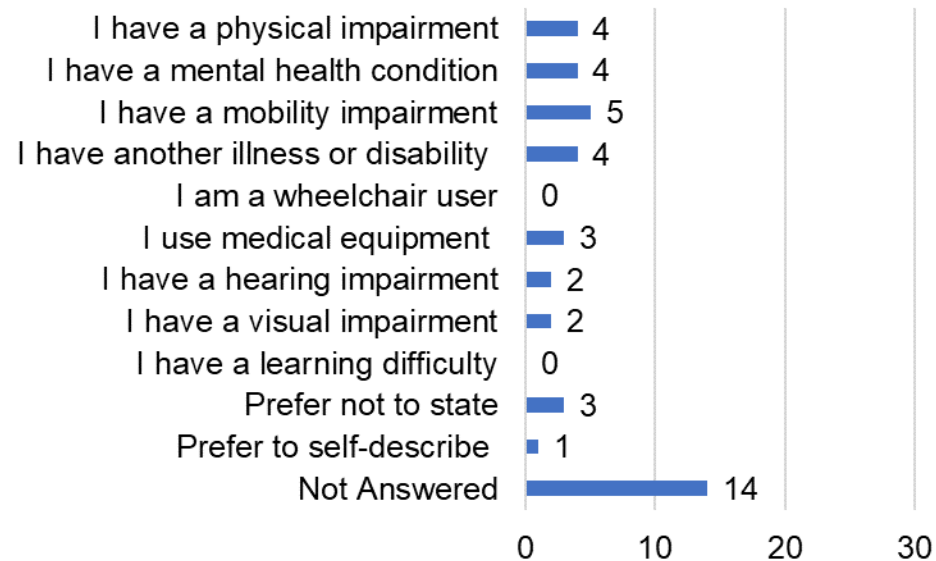


Base: All respondents (28)



# Profile of respondents

**If yes, what is the nature of your physical or mental health condition or illness?**



*Base: All respondents (28)*

