

Notice of a public meeting of

Decision Session - Executive Member for Housing and Safer Neighbourhoods

To: Councillor Carr

Date: Monday, 15 February 2016

Time: 3.00 pm

Venue: The Thornton Room - Ground Floor, West Offices (G039)

AGENDA

Notice to Members – Post Decision Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democratic Services by **4:00 pm on Wednesday 17 February 2016**.

*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Corporate and Scrutiny Management Policy and Scrutiny Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by at **5.00pm on Thursday 11 February 2016**.

1. Declarations of Interest

At this point in the meeting, the Executive Member is asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they might have in respect of business on this agenda.

- 2. Minutes** (Pages 1 - 4)
To approve and sign the minutes of the Decision Session held on 16 December 2015.

- 3. Public Participation**
At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is at **5.00 pm on Friday 12 February 2016.**

Members of the public may register to speak on :-

- an item on the agenda
- an issue within the Executive Member's remit;

Filming, Recording or Webcasting Meetings

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at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at:

https://www.york.gov.uk/downloads/file/6453/protocol_for_webcasting_filming_and_recording_council_meetingspdf

- 4. Determination of whether to consult on the possible introduction of a Public Space Protection Order at Holgate Dock.** (Pages 5 - 12)

The purpose of this report is to agree in principle to proceed with public consultation on the potential implementation of a Public Space Protection Order to restrict or ban dogs from the Holgate Dock site.

5. Urgent Business

Any other business which the Executive Member considers urgent under the Local Government Act 1972.

a) Urgent Item: Proposed Changes to the City of York Tenancy Agreement - Results of Consultation (Pages 13 - 91)

In order to allow for 4 weeks notice of the changes to tenancy agreements to be given to tenants and to enable the changes to be implemented for the 2016/17 financial year this report has been added to the agenda as an urgent item.

The Executive Member is asked to consider the results of the consultation with tenants and agree the proposed changes to the City of York Council tenancy agreements.

Democracy Officers:

Catherine Clarke and Louise Cook (job share)

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For more information about any of the following please contact the Democratic Services Officers responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 (01904) 551550

City of York Council

Committee Minutes

Meeting	Decision Session - Executive Member for Housing and Safer Neighbourhoods
Date	16 December 2015
Present	Councillor Carr
In Attendance	Councillor Boyce

21. Declarations of Interest

At this point in the meeting, the Executive Member was asked to declare any personal, prejudicial or pecuniary interests he may have in the business on the agenda. None were declared.

22. Minutes

Resolved: That the minutes of the Decision Session of the Executive Member for Housing and Safer Neighbourhoods held on 16 November 2015 be approved and signed by the Executive Member as a correct record.

23. Public Participation

It was reported that Councillor Boyce, Shadow Labour Member for Housing and Safer Neighbourhoods, had registered to speak on agenda item 4 (Amendments to the Houses in Multiple Occupation (HMO) licensing programme) and item 5 (Proposed Changes to the Tenancy Agreement). It was agreed that she would make her comments during consideration of each item.

24. Amendments to the Houses in Multiple Occupation (HMO) Licensing Programme

The Executive Member considered a report which informed him about the third, five year cycle of Houses in Multiple Occupation (HMO) licensing programme, The report asked him to agree to adopt a new license condition to improve the management and competency of the licence holder by ensuring that all licence holders received adequate training and attended a one-day professional development course which had been recognised by the council. The report also asked him

to approve amendments to the licence process to ensure that it was better streamlined.

The Housing Standards and Adaptations Manager explained the proposed changes. She advised that the proposed new condition requiring training would address the lack of knowledge of some landlords and ensure all landlords had the required up to date knowledge and skills needed to operate an HMO. The proposed changes to the licence process, including the introduction of penalties and incentives, would encourage all landlords to provide all required information and at the correct time so that licences could be issued for the full period. During consultation it had been suggested that online training could be offered as an alternative to attending a training course and this option was being currently being developed.

The Executive Member felt there had been a reasonable response to the consultation and noted the comments made. He agreed that the proposed training would ensure that all landlords had the required level of knowledge. He expressed his full support for the recommendations presented in the report.

Councillor Boyce, Shadow Executive Member, expressed the view that she would have preferred for this report to have been considered at the same time as the review of the Article 4 Direction and the Private Sector Housing Strategy. She acknowledged that, while some HMOs were well managed, others were not and welcomed the proposed new condition with regard to training which she hoped would ensure that all HMOs were, in future, well managed.

Resolved: That option 1 be agreed and it be noted:

- (i) that the council would be starting its new 5 year phase of Houses in Multiple Occupation (HMO) licensing mandatory conditions in 2016
- (ii) that a new licence condition relating to training be introduced and
- (iii) that the licence process be amended as set out in the report including the introduction of penalties and incentives to ensure that licences are issued for the full period.

Reason: To improve the sector by ensuring that Houses of Multiple Occupation in York meet the necessary physical standards and are well managed.

25. Proposed Changes to the Tenancy Agreement

The Executive Member considered a report which sought approval to consult on proposed changes to the existing tenancy agreement for all existing and future tenants.

The Head of Housing Services explained that the tenancy agreement had been reviewed in January 2015 however the amendments (the main one being the reduction in the number of times a tenancy could be succeeded) had not been implemented at the time as the consultation period would have coincided with purdah due to the elections last May. A number of further changes were now proposed including the use of flexible tenancy start dates, a 52 week rent collection year and the introduction of the requirement for formal permission to keep pets. Officers advised that if agreement was given, they would go out to consultation with tenants in January 2016 (and not December as stated at paragraph 6 of the report). After tenants views had been collated, the Executive Member would receive a further report in February detailing the proposed changes.

The Executive Member acknowledged that the proposed change with regard to pets would not prevent a tenant from keeping a pet but would require them to write to the council to seek permission to keep one. He noted that this would mean that where tenancy problems occurred as a result of keeping a pet, the council would then be able to take the appropriate action.

Councillor Boyce, Shadow Executive Member, expressed her overall support for the proposed changes. With regard to keeping pets, she stated that she did not want anything to put people off keeping pets which evidence showed was beneficial to a person's social and mental health, or for the changes to result in more unwanted pets. She asked that she could be involved in the consultation as well as animal welfare organisations and asked that consideration was given to including a clause in the agreement for keeping a pet which required pets to be micro chipped and neutered if appropriate in order that unwanted litters did not end up in animal shelters.

The Executive Member noted the concerns expressed regarding animal welfare and asked officers to tighten the consultation to take this into account.

Resolved: That option 2 be agreed, to allow consultation on the changes already agreed to the Tenancy Agreement and the proposed introduction of flexible tenancy start dates, a 52 week rent collection year and the introduction of the requirement to obtain formal permission to keep pets.

Reason: To allow a full consultation with all council tenants on the proposed changes to the tenancy agreement and for this to inform the final changes to be implemented from April 2016.

26. Approval of the updated Allocations Policy for City of York Councils Gypsy Roma and Travellers Sites

The Executive Member considered a report which sought his approval of an updated Allocations Policy in order to allocate pitches across the Council's three Gypsy Roma and Travellers sites fairly and consistently.

Officers explained the need to update the policy to reflect the changes to North Yorkshire Home Choice (NYHC) policy as much as possible to ensure fairness to all concerned and ensure a consistent process for dealing with allocation of places. They provided clarification regarding the current circumstances of the 18 households on the waiting list for its three sites.

The Executive Member expressed his support for the updated allocations policy.

Resolved: That Option 1 be approved and the updated draft pitch allocations policy for City of York Council Gypsy Roma and Traveller sites and application form be implemented forthwith.

Reason: To ensure the council has an up to date policy which reflects the North Yorkshire Home Choice policy and meets the council's requirements regarding equalities. Approval of this policy will enable the council to allocate pitches to ensure the travelling community are treated in a fair and equal manner.

Councillor D Carr, Executive Member

[The meeting started at 3.00 pm and finished at 3.30 pm].



**Decision Session – Executive Member for
Housing & Safer Neighbourhoods****15 February 2016**

Report of Assistant Director – Housing & Community Safety

**Determination of whether to consult on the possible introduction of
a Public Space Protection Order at Holgate Dock****Summary**

1. The purpose of this report is to agree in principle to proceed with public consultation on the potential implementation of a Public Space Protection Order (PSPO) to restrict or ban dogs from the Holgate Dock site, (see appendix 1).

Recommendation

2. The Executive Member is asked to approve:

Option 1 – To agree that the council will undertake a 6 week consultation process with local residents and interested stakeholders to determine whether to introduce a PSPO for Holgate Dock.

Reason: To ensure that the council actively addresses the issue of anti-social behaviour in our communities.

Background

3. The Anti-Social Behaviour (ASB), Crime and Policing Act 2014 came into force on the 20th October 2014 and changed the powers available to local authorities and the police to deal with anti-social behaviour in our communities.
4. The Act introduced new powers, including, a Public Spaces Protection Order, which is granted by the Local Authority, but can be enforced by either the Local Authority or the Police. A PSPO will allow the council to stop individuals or groups from carrying out acts of anti social behaviour.

5. The PSPO serves to protect a public space from persistent or continuing anti-social activity by individuals or groups that is having a detrimental effect on the quality of life of those in the locality. Such an order lasts for a period of up to 3 years, with provision for extensions for up to 3 years at a time. The process starts by way of consultation, and after this time, a decision is taken by a Local Authority to grant a PSPO. This new power replaces the previous gating orders, designated public place orders (relating to restrictions on alcohol consumption) and dog control orders.
6. Breaching the conditions of a PSPO is a criminal offence with the option open to officers to issue a Fixed Penalty Notice (FPN) or to prosecute the breach in the Magistrates Court. Again Association of Chief Police Officers guidance indicates that all breaches of PSPO and non payment of FPN rests with the Local Authority. Failure to pay a FPN within a given period is likely to lead to prosecution for the original offence.
7. Holgate Dock is a parcel of land situated behind St Pauls Church on Watson Terrace, York. There is an informal agreement between City of York Council and St Pauls Primary School that they may have priority use of the field between 9am and 5pm on school days, and this is the only access that the school have to a grassed area for sports and PE. This is a public health risk, as younger children like those who attend St Pauls are at greater risk of contracting Toxocariasis, (because they are more likely to put things in their mouths) which can cause permanent loss of vision.
8. It measures approximately 100mx50m and was established under a Section 106 agreement under the Town & Country Planning Act 1990 as part of the Barratt homes development at Holgate Mews.
9. Possible options that the council could look at introducing through a PSPO include
 - A complete ban on dogs all year round
 - A ban on dogs during term time only
 - A restriction to use of the Dock by dogs outside the hours between 0900 and 1700hrs
 - Dogs on Leads
 - No dog fouling (current position)

Options

10. **Option 1** – To consult on the introduction of the PSPO which would mean that the Council would have greater powers to deal with anti-social behaviour in those areas.
11. **Option 2** – Not to consult on the introduction of a PSPO which would restrict the Council's ability to tackle anti-social behaviour in the area

Analysis

12. Option 1~ Since May 2015, the Community Safety Hub, have received ten complaints about the use of this land by dog owners.
13. The complainants include local residents/parents of children at St Pauls School, the school and the School PTA and a local councillor, who has also received complaints. The complaints highlighted different issues which can be summarised as follows (the number of times that the issue was mentioned by the different complainants are recorded in the brackets):-
 - Dog fouling left by irresponsible dog owners (10)
 - Use of the field by dog owners between 9:00 and 17:00 hrs on school days (6)
 - Dogs off the lead bounding and knocking over small children and causing intimidation (6)
 - Trip hazards created from dogs digging (1)
14. Further investigation with St Pauls School has established that clearance of dog mess is a daily task for PE teaching staff. Also, parents using the field after school have also been subject to dog mess getting onto clothing. The boundary of the field has vegetation that children like to play in, however dogs are also prone to fouling in these areas, where their owners struggle to access to clean up after them. By tackling this issue it will reduce the likelihood of any child contracting Toxocariasis.
15. The nearest dog walking area is at Upper St Pauls Terrace, which is a small open space which has a dog ban within the children's play area. There is a stretch of grass behind The Fox Public House, Holgate Road, which is only a short walk away. Hob Moor is also within a half mile radius, (see appendix 1).

16. The school have previously written to parents and raised this issue in school to try to stop this problem, and the Neighbourhood Enforcement Officer's have also carried out patrols in the area, but have not been able to catch anybody fouling.
17. Option 2 ~ this will restrict the options available to challenge ASB in this area, and will reduce the levels of additional revenue that can be raised to continue to tackle ASB across the city.

Council Plan

18. The potential introduction of a PSPO in Holgate Dock, supports the priority within the new Draft Council Plan of 'A focus on Frontline Services.' To ensure that residents are protected from harm, with a low risk of crime.

Implications

19. The implications arising directly from this report are:
 - **Financial** – The additional costs incurred in setting up the consultation process would be met from within existing budgets.
 - **Human Resources (HR)** – None
 - **Equalities** – The decision to enforce the PSPO would be the individual officers' decision and the equalities impact will be considered by these officers on a case by case basis.
 - **Legal** – The Council's Legal Services Department have given advice and training to officers in relation to the Act and in relation to the new PSPO powers, have assisted in the drafting of all of the paperwork required to deal with these powers.
 - **Crime and Disorder** – If the consultation recommends considering implementing a PSPO this will support the council in tackling ASB in the area.
 - **Information Technology (IT)** – There are no IT implications.
 - **Property** – There are no property implications.
- Other** – There are no other implications.

Risk Management

20. There are no high risks identified.

Contact Details

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Head of Community Safety

01904 555742

Chief Officer:

Steve Waddington

Assistant Director of Housing & Community
Safety

01904 554016

Report Approved Date

Wards Affected: *List wards or tick box to indicate all* **All**

Holgate

For further information please contact the author of the report

Appendix 1

Map showing alternative exercise areas

Abbreviations

PSPO- Public Spaces Protection Order

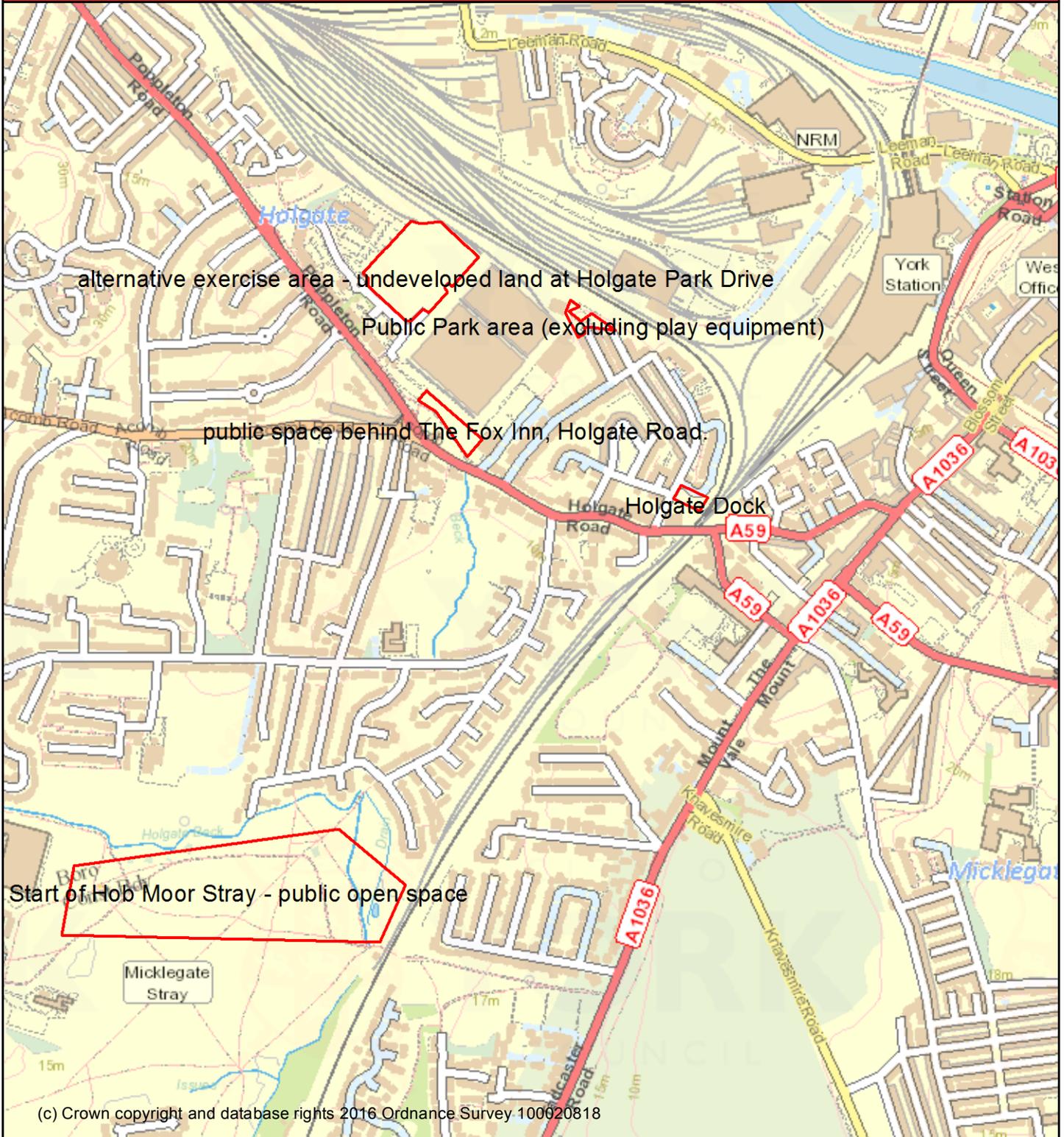
FPN - Fixed Penalty Notice

ASB - Anti Social Behaviour

PE – Physical Education

PTA – Parent-Teacher Association

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Alternative Exercising Areas, Holgate, York

Map Notes: PSPO - Holgate Dock

Date: 02/02/2016

Author: Jackie Armitage

Scale: 1:10,000



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Decision Session – Executive Member for Housing 15 February 2016 and Safer Neighbourhoods

Report of the Assistant Director, Housing and Community Safety.

Proposed Changes to the City of York Housing Tenancy Agreement – Results of Consultation

Summary

1. This report sets out the results of the consultation with tenants on the proposed changes to the City of York Council Housing Tenancy Agreement. The report asks the Executive Member to accept the changes in the recommendation.

Recommendations

2. The Executive Member is asked to agree:
 - **Option 1** – That all of the proposed changes to the housing tenancy agreement, as set out below, are agreed. The major changes have been set out individually. This changes the tenancy in line with previously agreed amendments for consultation and includes additional amendments that change the rent cycle to 52 weeks, introduces flexible tenancy start dates and requires tenants to have specific permission to keep pets.

Reason: To better enable the council to enforce tenancy conditions for the benefit of all tenants, enable customers to budget more effectively, make sure those most in need get council homes that become vacant and to help promote animal welfare / responsible pet ownership.

Background

3. On 16th December 2015 the Executive Member received a report detailing proposed changes to the tenancy agreement (**Annex A**). The request was for approval to consult on these changes, as required by law, when substantially changing a tenancy agreement or policy. If the changes are agreed, tenants will require four weeks notice of the changes and it is hoped that they can be implemented from the start of

the new financial year 2016 / 2017. Tenants will receive a copy of the new terms and supplementary information on the changes as sent out with the consultation materials. A full policy on pets will also be developed using materials from animal welfare organisations and other housing organisations.

Proposed Changes

4. The proposed changes to the tenancy agreement are:

Consultation

5. Consultation has taken place with housing staff and legal services over the last year and formally with all tenants for a period of five weeks between 4th January 2016 and 5th February 2016.

6. The questions asked as part of the consultation were:

- a. Do you think that the tenancy agreement should be changed to assist City of York Council to enforce it?
- b. Do you feel that tenants should ask permission to have a pet?
- c. Currently City of York council work your yearly rent out over 48 weeks. To help customers budget more easily we want to spread your rent out over 52 weeks, this would not mean an increase in rent. Do you agree that City of council should remove rent free weeks?
- d. City of York council needs to let properties as quickly as possible, so we can ensure people are housed promptly. We are looking to start tenancies on any day of the week and not just a Monday. Do you think that we should do this?
- e. City of York council need to ensure that they make sure properties go to those most in need. In order to do this we are looking at limiting those who can succeed to a tenancy to husband / wife / civil partner. Do you think it is fair to limit succession to wife/husband/ civil partner?
- f. If City of York Council becomes aware that the tenant has not been living at a property for more than a month and not been told why, should they take legal action?
- g. Are there any other proposed changes to the tenancy agreement that you want to comment on?

h. Would you like us to contact you?

7. The consultation process consisted of:

- A mailing to all tenants including:
 - A covering letter (**Annex B**)
 - A summary of the changes to the tenancy agreement (**Annex C**)
 - Questionnaire about the changes (**Annex D**)
 - Details of changes to the succession rules (**Annex E**)
 - Frequently asked questions about the changes to succession rules(**Annex F**) and
 - Freepost envelope for return of the questionnaire;
- Circulation of the above documents to all councillors;
- An online version of the questionnaire on the City of York Council website was available to customers;
- Three community based open sessions held in Tang Hall Community Centre, Acomb, Front Street and West Offices in January as detailed in the letter;
- Two focus groups organised for 25th & 28th January 2016;
- All sheltered housing schemes had organised sessions by Scheme Managers throughout the consultation period, giving residents, carers and relatives the opportunity to ask questions and get help filling in the returns.
- An article about the tenancy changes appeared in Streets Ahead, which goes to all council tenants and leaseholders;
- The housing landlord service manager also met with the Opposition Spokes Person for Housing;
- Email representations from interested parties working in various animal welfare capacities were also received. The submissions received are detailed at **Annex G**.

8. Animal welfare professionals were also asked to comment on the proposed changes around requesting permission to keep pets and the development of a comprehensive pet policy. It was clear from the animal welfare professions that there was favour for:

- Ensuring that the benefits of pet ownership were recognised;
 - Banning the breeding of animals in council tenancies;
 - Encouraging 'identity chipping' (compulsory for dogs from April 2016 nationally), neutering and spaying.
9. When considering the above, it is important to consider the councils ability to enforce any changes and the appropriateness of any clauses considering the primary function of the tenancy agreement.
10. In total 886 tenants responded to the consultation which is approximately 11.5% of all tenants.
11. The collated results of the questionnaire returns are detailed at **Annex H**, the following table summarises the results.

	Yes		No Opinion		No		Combined in favour / no opinion
	Number	%	Number	%	Number	%	
Changes to facilitate greater enforcement	509	57.5	247	28	130	14.5	85.5%
Permission to have pets	552	62.5	89	10	245	27.5	72.5%
Changing for 48 to 52 rent weeks	271	30.5	214	24.5	401	45	55%
Introduction of flexible tenancy start	708	80	141	16	37	4	96%
Changes to succession rules	491	55.5	92	10.5	302	34	66%
Enforcement for Non occupation	586	66	137	15.5	163	18.5	81.5%
Do you want us to contact you	127	14.5	6	0.5	745	85	15%

12. In all cases there was a simple majority of those who supported the changes or had no opinion on the changes happening.
13. As part of the questionnaire we also asked about any other changes that tenants felt should be made to their tenancy agreement. There were

many varied comments on the questionnaire, the main themes from the comments are:

- Concern about drug related activity on 'estates'.
- Neglect of property, gardens and communal areas by tenants and the need for more inspection, attention and enforcement on this.
- The need for more external storage space for flats
- Concern that the proposed succession rules are too limited.
- Concern that properties seemingly not occupied would be taken back when there was a valid reason e.g. tenant in hospital long term.
- Dissatisfaction with the quality of repairs.
- Concern that people would be denied pets but also that larger pets aren't suitable in flats.

Options

14. The options for consideration are:

- a) **Option 1**- Agree to all proposed changes to the tenancy agreement and removal of the rent free weeks as well as the development of a comprehensive pets policy and extra information for customers as detailed in the Analysis section.
- b) **Option 2** - Agree to none of the proposed changes to the tenancy agreement and rent free weeks
- c) **Option 3** - Agree to a selection of the proposed changes following the results of the consultation to include the development of a comprehensive pet's policy and information for customers as appropriate.
 - Requirement to have permission for all pets
 - Removal of the 'rent free weeks'
 - Introduction of flexible tenancy start dates
 - Tightening the succession rules
 - Taking action to recover properties not occupied for any notified reason
 - Amendments to make rules clearer and enable more effective enforcement.

15. The Executive Member is recommended to agree Option 1

Analysis

16. The following is a breakdown of the analysis by proposed change.

Pets

17. It is proposed that the tenancy agreement be amended to include the requirement for gaining permission to have pets in council tenancies. Retrospective will be given with the presumption of granting the request unless there has been a history of nuisance caused as a result of a tenant's failure to effectively control their pet.
18. In addition, a comprehensive pets policy will be developed as well as information to be provided when permission to have a pet or pets is granted. Support for micro-chipping of cats, rabbits and other appropriate animals could be included in this as well as recommendations that tenants consider neutering / spaying and use of obedience classes for their animals. This will help promote animal welfare generally.
19. In considering what additional clauses are formally include in the tenancy agreement, we need to consider the appropriateness of those clauses against the primary purpose of the agreement, managing the tenancy. There are obvious issues with obtaining evidence around chipping and neutering for housing staff. It is felt that using the tenancy agreement as a tool for enforcing this is inappropriate and it would therefore be very difficult to meaningfully enforce these through the tenancy agreement. It is therefore not proposed to include the requirement for micro-chipping and neutering / spaying as a formal tenancy clause, however we will include guidance / best practice on this as part of the pets policy.
20. Given the consultation it is proposed to amend the tenancy agreement clauses to include that breeding animals either as a business or for commercial gain is not allowed under any circumstances.

Advantages

21. Adopting the requirement for permission to have pets will help enforce the tenancy conditions and clamp down on inconsiderate pet owners. This should improve the quality of life for other residents whilst not unduly affecting the ability of customers to have pets. The policy will help promote animal welfare in a more formal way.

Disadvantages

22. As many tenants already have pets without permission a programme to enable these tenants to obtain permission will need to be developed.

Changes to rent weeks - Removal of rent free weeks

23. Annual rent is currently worked out and then divided by 48 rent weeks, meaning that if a tenant is up to date with their rent they in essence have four 'rent free week'. In reality these are not rent free weeks as the amount paid each week $\frac{1}{48}$ of the annual rent. It is proposed to change the way the weekly rent is calculated to be $\frac{1}{52}$ of the annual rent, meaning that rent will be paid every week. Customers annual rental charge will be the same.

Advantages

24. Customers, particularly those claiming universal credit, will find it much easier to budget as Universal Credit (UC) takes no account of any rent free weeks. Exact numbers of likely claimants are not known at present, however around 60% of tenants currently claim Housing Benefit which will be included in UC for many claimants. Monthly payers and Direct Debit payers will also avoid falling in to technical arrears.
25. Customers can pay extra each week to put themselves in credit and take 'rent free weeks' whenever they want to use up the credit. Staff can advise them on adjusted amounts to pay.
26. There will also be a number of advantages for the business administratively, cutting down on staff time and expenses related to the rent free weeks.

Disadvantages

27. Some customer like the rent free weeks to help them save for Christmas for example.

Introduction of flexible tenancy start dates:

28. Currently tenancies always start on a Monday. It is proposed to amend the agreement to allow tenancies to start on any day of the week.

Advantages

29. This will mean that tenants can get the keys and move in straight away when offered a tenancy.
30. It also means that the council can reduce void periods (lost income) and increase the rental income it collects as a result of starting tenancies earlier.

Disadvantages

31. Changes will need to be made to the IT system, however this can be accommodated within the existing system. Customers will have to pay rent for a few more days than if their tenancy start date was the following Monday.

Changes to succession rights

32. Currently the tenancy agreement allows for succession rights to wider members of the family should they have been living with the tenant for 12 months prior to the tenants death. Given the needs to make sure that we make effective use of our limited housing stock it is proposed to limit succession to wife/husband/ civil partner.

Advantages

33. City of York Council faces a dwindling stock. Tightening the succession rules will help it accommodate those customers in the greatest housing need. Customers will be given appropriate housing using other policies when this is appropriate.

Disadvantages

34. Some family members of deceased tenants may need to move to smaller properties or may only qualify for advice and assistance in obtaining alternative housing. Where someone does not have the right to succession support will be provided through the councils Housing Options Service.

Commencement of enforcement action for non occupation where someone has been absent from their home for more than a month.

35. The current tenancy agreement states that a tenant must use the property as their sole or principle home. It also states that the tenant should inform the council where they intend to be away from their home for more than 4 weeks.

36. Whilst abandoned properties are not a frequent occurrence within the city, they do occur. Taking action to prove that the property is abandoned can at times take a significant length of time, having a specific clause in the tenancy agreement that makes it clear that we will start enforcement action for non occupation will speed up enforcement.

Advantages

37. This should help City of York Council send a clear message that properties will be repossessed when tenants are not living in them. It should also encourage those with a valid reason for absence to notify their housing estate manager of the reason for the absence.

Disadvantages

38. Customers have expressed fear that homes will be repossessed when there is a valid reason to be away. This will not happen as extensive checks are undertaken before any action is taken.

Council Plan

39. The proposed changes will contribute to the council plan by supporting a focus on front line services, ensuring the city centre, villages and neighbourhoods are clean and safe environments.

Implications

40. The direct implication arising from this report are:
- **Financial** - cost of consultation and issuing new tenancy agreements are contained within existing budgets
 - **Human Resources (HR)** - none
 - **Equalities** – the effect of these changes will be neutral or where there is detriment, these will be picked up through the application of other policies and statutory duties. A community impact assessment has been completed
 - **Legal** – the changes have been advised and agreed with legal services
 - **Crime and Disorder** – tightening the wording of the tenancy agreement will help City of York Council enforce relevant clauses when needed for anti-social or criminal behaviour

- **Information Technology (IT)** – changes to the IT systems will be funded from existing budgets
- **Property** - none
- **Other** – changes will help promote animal welfare in council homes

Risk Management

41. Changes to tenancy agreements, in particular the changes to succession rights, could lead to challenges by extended family members claiming succession and ultimately legal action may be required to obtain possession.
42. A key principal for the proposed changes is to provide clarity to areas of the current agreement where difficulties have historically arisen. Providing this clarity has the potential to reduce lengthy litigation cases and resultant costs due to lack of clarity of terms.
43. Making it easier for tenants on UC to budget can help reduce the risk of lost income.

Contact Details

Author:

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Housing Services
Tel No. 551298

Chief Officer Responsible for the report:

Steve Waddington

Assistant Director, Housing and
Community Safety.

**Report
Approved**



Date 8th Feb 16

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Annexes

Annex A – Report to 16 December Decision Session of the Executive Member for Homes and Safer Communities.

Annex B - Letter to tenants

Annex C - Summary of proposed changes to the tenancy agreement

Annex D – Survey 2016

Annex E - Proposed changes to succession rules

Annex F – FAQ's

Annex G – Summary of submissions around pet clauses

Annex G1 - Examples of pet clauses in public sector tenancy agreements.

Annex H – Tenancy Agreement Review

Abbreviations

IT - Information Technology

UC – Universal Credit

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Decision Session of the Executive Member for Homes and Safer Communities 16 December 2015

Report of the Director for Communities and Neighbourhoods

Proposed Changes to the Tenancy Agreement

Summary

1. To seek approval to consult on proposed changes to the existing tenancy agreement for all existing and future tenants.

Recommendations

2. The Executive Member is asked to agree option 2:
 - To allow consultation on the changes already agreed and introduce the use of flexible tenancy start dates, a 52 week rent collection year and introduction of the requirement for formal permission to keep pets.

Reason: To allow a full consultation with all council tenants on the proposed changes to the tenancy agreement and for this to inform the final changes to be implemented from April 2016.

Background

3. The tenancy agreement was reviewed in January 2015 however the amendments were not implemented at the time following the advice of the Head of Legal services given that the consultation period would have coincided with purdah due to the general election. The main change was the reduction in the number of times a tenancy could be succeeded to (see Annex 1).
4. Before these changes are introduced there is an opportunity to implement a number of other changes that have become more relevant as a consequence of the results of the national election and further consultations on issues affecting residents with staff, legal services and the Anti Social Behaviour (ASB) hub.

5. A summary of all changes can be found at Annex 2. This will be used for the formal consultation.

Consultation

6. A formal period of consultation will take place with all residents over a period of at least 6 weeks from mid December. All customers will be written to outlining the proposed changes, the implications of these and given the opportunity to comment before final changes are agreed and customers given notice of these along with the rent letters at the end of February 2016.
7. The further amendments to the tenancy proposed here have been introduced following consultations with staff, legal services, the ASB hub and the Federation as well as the scrutiny panel.
8. An information sheet / frequently asked questions on changes to succession right will also be included in the consultation pack.
9. Formal consultation with all tenants will take place throughout January and early February.
10. Specific bespoke consultation sessions will take place within sheltered schemes.
11. A summary of the consultation and any further proposed changes as a result of this will be brought back to the Executive Member in February for decision with the intention of giving the statutory 4 weeks notice to tenants of the agreed changes to take place throughout March.

Options

12. Option 1 – Agree to consultation on the changes already agreed
13. Option 2 – Agree to allow consultation on the changes already agreed and introduce the use of flexible tenancy start dates, a 52 week rent collection year and introduction of the requirement for formal permission to keep pets.

Analysis

14. Option 1 - The authority would continue to collect rent on a 48 week cycle which would be out of synchronisation with the payment of universal credit, and it wouldn't take advantage of the additional income that the use of flexible tenancy start dates would bring. Any ability to withdraw permission and to take action against irresponsible pet owners would be restricted.
15. Option 2 - Over the next 2/3 years the government will have completed the roll out of universal credit to all claimants. Universal Credit (UC) is paid on a monthly cycle in arrears. The rent collection cycle at the moment is a 48 week cycle with two rent free periods of two weeks at Christmas and at the end of the financial year. Universal Credit will take no account of this. If the existing payment cycle continues the rent accounts of tenants on benefit will show a distorted level of arrears. By changing to a 52 week collection period the cycle will align with the payment arrangements for universal credit and make it much simpler for UC customers to budget effectively.
16. At present the current tenancy agreement only allows the council to start a tenancy agreement on a Monday. By introducing flexible start dates, tenancies could start from any day in the week and therefore reduce the period a property is empty and reduce the rent loss on the property. Currently, if a prospective tenant accepts a property on a Wednesday the tenancy start date is set at the following Monday. Analysis of voids in 2014 revealed that 4.54 days was lost on average due to constraints of fixed term tenancies, which roughly equates to void rental loss of £27,240.
17. There are significant issues with tenants keeping pets, especially in blocks of flats and with irresponsible owners allowing the pets to foul in communal areas. This causes neighbour disputes and means other tenants are unable to enjoy the communal gardens fully. It creates a health hazard for the operatives cutting the lawns and young children of tenants who may play in the common areas. It is therefore proposed to amend the tenancy agreement to say that tenants must seek permission to keep pets and that the council will reserve the right to refuse or withdraw its agreement where the animal is causing a nuisance or it is not appropriate to keep pets for any reason, such as, property size, location or facilities, neglect, inconsiderate ownership, infestation or noise problems. A detailed

policy around pets and animal welfare will be developed and issued to customers. Permission will not be unreasonably refused and a reasonable level of evidence will be needed before withdrawing permission as this may be dealt with as a breach of tenancy through the courts and would need to meet the required evidence threshold for a possession order to be made by the County Court. This would only be used in the most serious of cases alongside other sanctions available to the council.

18. A draft policy on pets can be found at Annex 4

Council Plan

19. The proposed changes will contribute to the council plan by supporting the following:

20. A focus on front line services – ensuring the city centre, villages and neighbourhoods are clean and safe environments.

Implications

Financial – cost of consultation and issuing new tenancy agreements

Human Resources (HR) none

Equalities A community Impact assessment will be required following the completion of the consultation exercise

Legal – The changes have been advised and agreed with legal services

Crime and Disorder – none

Information Technology (IT) Minimal changes to existing IT systems will be needed.

Property - none

Risk Management

21. Continued challenges by extended family members may continue and these can be costly.

22. Clarifications too many of the clauses can reduce the potential for losing litigation cases and resultant costs due to lack of clarity of terms.
23. Tenants and residents may be less safe and have less clean environments if the ability to withdraw permission is not written in to the tenancy agreement.
24. Making it easier for tenants on UC to budget can help reduce the risk of lost income.

Contact Details

Author:

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Service Manager
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Tel No. 1298

Chief Officer Responsible for the report:

Steve Waddington

**Report
Approved**



Date

7 .12.15

Specialist Implications Officer(s) - None

Wards Affected: List wards or tick box to indicate all

All



For further information please contact the author of the report

Background Papers: None

Annexes

Can be found on the 16 December 2015 - Decision Session of the Executive Member for Homes and Safer Communities agenda, item 5

Annex A – Proposed Changes to the Tenancy Agreement Report 9 December 2014

Annex B - Summary of Changes to the Tenancy Agreement

Annex C – CYC Tenancy Reference Copy

Annex D – CYC Housing Services Pet Policy

Abbreviations

ASB – Anti Social Behaviour

UC – Universal Credit

Dear Tenant

Re: Changes to tenancy agreement

We are writing to consult with you on several changes to the tenancy agreement which would come into force as of April 2016.

The changes largely focus on the wording. This will help us enforce the tenancy agreement when we need to.

The changes are outlined in the enclosed summary document.

A major change is to succession rights (please consult the enclosed Frequently Asked Questions). These were changed in law by the Localism Act 2011 and we are changing our policy to reflect this. These changes will reduce the number of people who can succeed to a tenancy, and will **only** apply if your tenancy started after April 2012. We are also limiting the number of successions to one per tenancy.

Another change is that a tenant must ask permission to have pets.

We are seeking your views on these proposed changes. You can let us know what you think by emailing housing.CSA@housing.york.gov.uk, you can fill in our survey on the City of York Council website www.york.gov.uk/consultations, you can complete the enclosed form and return in the pre-paid envelope or you can attend a consultation event:

15th January 2016 09.00 to 12.30

Tang Hall Community Centre, Fifth Avenue, Tang Hall, York YO31 0UG

18th January 2016 9.00 to 12.30

Gateway Centre, Front Street, York YO24 3BZ

21st January 2016 15.30 to 19.30

West Offices, Station Rise, York, YO1 6GA

We will also be running consultation events in our sheltered schemes, please contact your Sheltered Housing Scheme Manager for further information.

If you would like a copy of your current tenancy agreement please refer to our Housing downloads page on our website,

<https://www.york.gov.uk/downloads/20012/housing>

We look forward to hearing from you.

Summary of changes to the tenancy agreement

Your Rights as a tenant

The Right to improve your home –

Tenants need permission to carry out improvement works or to decorate fixtures not normally decorated but not for decoration to walls, ceilings and doors where appropriate. This is to prevent people from painting kitchens, tiles etc

The Right to succession – limiting succession to partner/spouse and removing 'contractual' succession in line with current legislation (see separate advice sheet).

The Right to take in a lodger – tenants must inform Housing Benefit and Housing.

The Right to sub-let part of your home – tenants must inform Housing Benefit and Housing.

Our Responsibilities and Rights

Repairs and Maintenance: The Council will be responsible for – any solar panel equipment owned by CYC (not those owned by a third party)

Repair service standards has been removed and will be available in factsheet form or on the website as these can change over time.

Your Responsibilities

Rent and Other Charges

Your weekly rent –

Payable rent – now includes flexible tenancy start date and reads:

Rent, including any service charges is due on Mondays and is payable in advance. Your tenancy is a weekly agreement which runs from Monday to Sunday. Rent is due on Mondays and payable in advance. Your tenancy can start any day of the week and for the first week only will be calculated on how many days are left in the week. In this case the first full weeks rent will be due from the following Monday. You must also

make regular payments towards any other debts such as rechargeable repairs, or arrears and other debts arising from a former City of York Council tenancy. **If you are in receipt of housing benefit or any welfare benefit awarded to help you make rent payments, it is still your responsibility to ensure that your rent is paid.**

If you have agreed to receive the Intensive Housing Management service you will pay the weekly charges for this service as further additional rent. The charge for this will be notified to you by the Council and may increase from time to time as advised by the Council. Intensive Housing Management means practical advice and help to ensure you manage your home well and abide by the terms of your tenancy.

Non payment of rent

Non payment of service and other charges as well as basic rent may result in legal action to end the tenancy.

Previous Tenancies –we will apply to court for possession or other appropriate action if you do not pay Former Tenant arrears.

Ending your tenancy: Notice and return of keys –

- Requirement to return keys by 10am on a Monday to avoid rent for that week.
- Customer to hand keys in to West Offices or another office by pre arrangement.
- You must not leave keys with anyone else
- We will recharge for any work necessary for replacing keys and for rent loss incurred by a delay in returning the keys.
- Notification that we may apply to change gas and electric supplier during the notice period
- Requirement to give a forwarding address
- Requirement to give the name of someone who would deal with their affairs in the event of a death.
- If you fail to leave the property in a clean and tidy condition, or leave behind unwanted furniture you will be recharged for additional costs that the Council incur.

Access to the Property during the Notice Period – Requirement to allow access to council staff during the notice period, allowing repairs to

be carried out, allowing photos to be taken and prospective tenants to be shown around.

Repairs which are your responsibility – a list of repairs that tenants are responsible for and informs tenant that they may change from time to time.

- **Bath and sink plugs and chains**
- **Chimney Sweeping (if you have an open fire)**
- **Cookers (unless you rent one from City of York Council)**
- **Door Bells (except door entry systems)**
- **Washing Machine Fittings (unless fitted by the council)**
- **Decoration inside the home**
- **Wooden Sheds (unless provided to house a wheelchair)**
- **Door Name plate**
- **Timber Garage**
- **Smoke Alarms (battery replacement)**
- **Internal light bulbs including fluorescent light tubes**
- **Security Light bulbs**
- **Any items damaged by you**
- **Any items fitted by you including**

Also included now:

Tiles, Showers, Heating systems, Locks, Kitchen Units, Floor coverings, Gates and Fencing.

Accidental home contents insurance

We strongly advise you to insure the contents of your home for accidental damage. If you accidentally damage fixtures and fittings in your home such as a wash hand basin or glass in windows, we will not cover the cost of this repair. If we repair it we will recharge the cost to you. Our Home contents insurance policy can insure you against such accidental damage.

Access to the property for repairs and inspection – requirement to allow access for periodic property and tenancy inspections (or similar) and the taking of photographs / video for evidential or identification purposes.

You will be recharged for an emergency call out or wasted call by a gas engineer if there is no credit on the meter and a further call out takes place.

If no access allowed for gas service we may apply to court for an injunction order or a possession order.

Care of the Property –

Requirement not to excessively clutter the home so as to cause health and safety problems, access to essential services and damage to the property.

CYC will remove any items left in communal areas to keep the environment sterile and in line with current procedures and relevant legislation.

Gardens, outbuildings and other external areas –

You must keep your garden neat and tidy this includes managing the lawn, removing weeds, pruning hedges, shrubs and trees. If the garden is overgrown and you do not have a good reason for not doing the work yourself, we may do the work and charge you a reasonable cost for doing it.

You are responsible for any trees that are within the boundary of the Property but you (or someone on your behalf) cannot cut down trees and hedges within the boundaries of your home without first getting written Council permission. You must not plant very large or fast growing trees or conifer species in the gardens of the property or that may cause damage, nuisance or obstruction. If you think that a tree may be dangerous you must report this to us. Where we decide that any trees or shrubs are a nuisance or dangerous we will prune, replace or remove.

You cannot drive or park a variety of motor vehicles including a motor home or boat within the boundaries of their home, including the front and rear garden, or take them over council owned grass verges without providing a hard standing to a specified standard and a car crossing over the pavement or path.

Caravans and motor homes can only be parked and stored within the boundary of the property and must not be used to live in, play in or sit in. No person can reside temporarily or permanent in the front or rear garden of your property.

No person can reside temporarily or permanently in the front or rear garden of your property.

You must not keep a vehicle or vehicles within the boundary of the property that have no road tax or insurance without the express permission of City of York Council Housing Services.

Communal gardens – you must allow access and photos to be taken.

Tenants **must not** store rubbish, furniture, household appliances or any unsightly objects in their garden, or in any shared garden.

Improvements to your home – we will take legal action if you make improvements without our written permission and do not put things right when we ask.

Health and Safety

Added to the list of things which are considered to compromise H&S:

Interference with equipment for the supply of electric, gas, water or other utilities

Disposal of Household Waste –The Council will recharge and take action if there are persistent problems with mismanagement of waste.

You must also ensure that you make full use of the recycling facilities provided, ensuring all recyclable waste is placed in the correct container provided.

You must put household waste bins or recycling bins and boxes out on time and bring them in promptly when they have been emptied, so as not to cause any obstructions.

Occupying the property – if a tenant is away for more than one month without notifying Housing, we will deem them as no longer living there and seek possession.

Where we suspect someone is not living at a property Housing will ask the tenant to prove to CYC that they are living there and will involve Veritau (fraud) and carry out checks.

Overcrowding –may apply for possession where the tenant has allowed statutory overcrowding.

Sub-letting- we will liaise with other agencies such as Veritau and share information if it is believed that the tenant is sub-letting without our knowledge and consent. Housing will take legal action if it is believed that the tenant has sub-let the property without our knowledge or consent and will ask the court that they pay the costs of this application.

Harassment - You must not commit or allow member of or visitors to your household to commit any form of harassment on the grounds of race, colour, religion, sex, sexual orientation or disability which may interfere with the peace and comfort of, or cause offence to any others residing in, visiting or offering services in the locality.

Communal (shared) Areas - tenants and their visitors cannot smoke in communal areas and congregate, especially at night as this may cause a nuisance to others in the block.

If your property is a flat with shared areas, it is your responsibility to keep these areas clean, tidy and free from personal items and rubbish even where cleaners may be employed to clean the shared areas periodically. If the council have to remove your items you will be charged for this. All residents will be charged where items have been removed and ownership can not be determined.

Pets – CYC forbid certain categories of animal (defined as dangerous and livestock not suitable for domestic environment) and the requirement for permission to keep pets / animals. This to be withdrawn in appropriate circumstances. Also you must restrain animals when passing through shared areas.

False information – Tenants and their household must not commit housing related fraud which is linked to the tenancy, this includes housing related benefit fraud.

Sheltered accommodation – this is an entirely new section so the full text is included below:

Sheltered accommodation provides a supported environment primarily for older people, which includes some communal space for social activities. To meet the criteria for this type of accommodation, you must be 60 or over or have physical disability or long term health condition. All

schemes are linked to an emergency alarm system and have access to an emergency alarm response service. There are additional service charges for living in sheltered housing. You may be eligible to receive help with some or all of this payment. Due to the nature of this accommodation additional responsibilities apply to tenants in Sheltered Housing.

Safety:

You must allow housing staff to enter your flat to make regular safety checks to the emergency alarm call equipment in your flat.

Smoking is not permitted in any of the communal areas of the scheme (hallways, dining room etc).

You must not keep mobility scooters or other mobility equipment (wheelchairs, walking frames etc) in communal hallways. Designated storage areas are available and may be used to store mobility scooters subject to available space. You must not use mobility scooters inside the scheme. You must transfer to other mobility aids once inside the scheme.

You must not encourage wild (feral) pigeons, rats, mice or grey squirrels into your home or garden/balcony areas. You must keep balcony/garden areas tidy, and not allow a build up of bird droppings.

Pets:

You may not keep a pet in your home unless you have written permission from a housing officer. Dogs must be kept on a lead at all times in communal hallways, and are not allowed in any other communal areas. Pets must not be allowed to roam free in communal areas. Permission for pets may include reasonable conditions, and permission may be withdrawn if they cause a nuisance to other tenants living in the scheme.

You do not need permission to keep an assistance dog, and these may accompany you into communal parts of the scheme.

You must not allow pets to foul in communal garden areas of the scheme, or on footpaths outside the scheme. All waste must be disposed of responsibly.

Lodgers:

You must not overcrowd your home, and must not take in a lodger unless you have written permission from a housing officer. Any person who you have living with you as a lodger must not cause any disruption to other tenants, and permission may be withdrawn at any time if a lodger causes disruption or nuisance to other tenants.

You should note that if you take in lodgers and they pay you, this might affect your claim if you are in receipt of Housing Benefit. You must tell the Housing Benefits section of the Council about any changes in your circumstances.

We may seek possession of your tenancy if you take in an unauthorised lodger.

Succession:

When you die, your tenancy will pass to your spouse or civil partner (this includes couples of the same sex) if he or she lived in the property as their only or main home when you died. If you are not married or in a civil partnership your tenancy will not pass onto a partner or another relative, regardless of whether they are living with you on the date of your death.

Use of communal areas:

The communal areas are provided for the enjoyment of all tenants. Tenants are free to use the communal areas to arrange social activities, but these must be open to the attendance of other tenants, and may not be booked for private functions.

Communal areas must be kept tidy after use by tenants, for example clearing up after food preparation or after parties and other social gatherings. Persistent failure to do so may be regarded as a breach of your tenancy agreement

You must behave in a respectful manner towards council staff and other tenants. For example you must not swear or use other offensive language, behave aggressively, or attempt to exclude other tenants from social activities in communal areas.

Tenancy Agreement review

The tenancy agreement was last reviewed in 2004. Over the last year Housing and Legal Services have been looking at changes to the tenancy agreement to reflect legislative change and lessons learnt from management of tenancies. We would welcome your views in our Tenancy Agreement survey.

Name (s)

Address

Telephone Number

Email address

Length of time in current property

Do you think that the tenancy agreement should be changed to assist City of York Council to enforce it?

Yes

No

If not why

No Opinion

Do you feel that tenants should ask permission to have a pet?

Yes

No

If no why

No Opinion

Currently City of York council work your yearly rent out over 48 weeks. To help customers budget more easily we want to spread your rent out over 52 weeks, this would not mean an increase in rent.

Do you agree that City of council should remove rent free weeks?

Yes

No

If not why

No Opinion

City of York council needs to let properties as quickly as possible, so we can ensure people are housed promptly. We are looking to start tenancies on any day of the week and not just a Monday. Do you think that we should do this?

Yes

No

If not why

No opinion

City of York council need to ensure that they make sure properties go to those most in need. In order to do this we are looking at limiting those who can succeed to a tenancy to husband / wife / civil partner.

Do you think it is fair to limit succession to wife/husband/ civil partner?

Yes

No

If not why

No opinion

If City of York Council becomes aware that the tenant has not been living at a property for more than a month and not been told why, should they take legal action?

Yes

No

If not why

No opinion

Are there any other proposed changes to the tenancy agreement that you want to comment on?

Would you like us to contact you?

Yes

No

Best method of contact

Phone

Email

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Proposed changes to succession rules

One of the most significant proposed changes to the tenancy agreement is to amend the rights to succession. It is necessary for the policy to be brought in to line with the Localism Act 2011 and the tenancy agreement needs to be changed to reflect this.

The idea behind this change is to allow councils to ensure that they house those in the most need.

To understand the changes, the existing and new proposals are set out below.

The old rules (pre April 2012):

Succession is the ability to inherit a tenancy when the tenant dies.

When a tenant dies, the tenancy passes to the tenant's husband, wife, or partner, as long as they were living together as a couple (this includes couples of the same sex); and they were living in the property as their only or main home when the tenant died.

If the tenant was not married, other family members could succeed as long as they lived in the property for the previous 12 months.

In law there has only ever been one succession to a tenancy, but City of York Council policy allows for a 'second' succession. As the law does not recognise a second succession, this complicates matters.

The first succession is to the property in question but the second one could be to a property of a more suitable size if it was too large or adapted for someone with disabilities.

The new rules available since April 2012

The Localism Act 2011 has, since 1 April 2012, amended the statutory succession rights of **new** secure tenants. Statutory succession to a secure tenancy entered into after 1 April 2012 in England, only applies to the spouse or civil partner of the deceased tenant.

The rights of existing secure tenants at 1 April 2012 (and the succession rights of people living with them) are also, as yet, unaffected by the changes in the law.

Proposed changes

To limit succession as outlined in the Localism Bill to succession to a spouse or civil partner. In addition, limiting the number of successions to 'one' tenancy.

It would still be possible to help customers with housing and social need through other policies. Customers who cannot succeed can be accepted as 'at risk' of homelessness, where they are in priority need (for example, they have children, are pregnant, suffer severe ill health or are vulnerable); and housed elsewhere through the North Yorkshire Home Choice lettings policy, or by providing other suitable accommodation.

Where customers cannot succeed because they are not the husband, wife, or civil partner, we are able to offer a property on a discretionary basis. This could be made in cases where it is proven that the circumstances are exceptional e.g. the person(s) in question have lived at the property for a considerable portion of their lives; have been a carer for the deceased tenant, or are vulnerable in some way.

Succession - Frequently asked questions

1. Can my single son/daughter succeed to my 3 bedroom house?

If your tenancy started before April 2012, your adult son/daughter has been living with you for 12 months or longer and this can be proven, there have no previous successions; then your son/daughter can succeed but not to a property that is too large for him/her. We would find a property of a suitable size.

2. My husband/wife is not on the tenancy, can he succeed?

Yes, your husband will have the right to succeed to the tenancy. We cannot ask him/her to move even if the property is too large for him/her, but if your husband/wife wants to move to a smaller property we will help with this.

3. Can my civil partner succeed?

Yes, and 'as above', we cannot insist that they move to a smaller property even if the property succeeded to is too large; but if your husband/wife wants to move to a smaller property we will help with this.

4. If my husband/wife/civil partner dies and we are joint tenants, what happens to my tenancy?

As you are joint tenants you would be able to keep the tenancy and remain in the home. This is called survivorship.

5. If my carer moves in to look after me when I am ill and gives up a tenancy, can they stay when I die?

No, regardless of when your tenancy began, they would not be eligible to succeed as they are not a family member.

6. I have just become a secure tenant, my brother/sister has lived with me for 6 months, can they succeed?

No, as your tenancy started after April 2012, only a civil partner/husband/wife can succeed. If your tenancy had started prior to April 2012, they still could not succeed until they had lived at the property for over 12 months.

7. I succeeded to this tenancy from my mother, can my son/daughter succeed?

No, the law only allows one succession.

8. Can I give my tenancy to someone before I die?

As a secure tenant you can gift a tenancy to someone who would have the right to succeed. We would consider the size of the property and refuse if the property is too large.

9. My ex-partner is still a joint tenant but has moved out, can they succeed?

Yes, as the tenancy would continue under survivorship, but if someone is not living in the property as their main sole or main home they should contact us about getting their name removed from the tenancy.

10. What happens if I cannot succeed and refuse to leave?

We would apply to the court for a possession order. We will ask the court for the costs of doing this and for you to pay them.

11. My mother was a tenant prior to April 2012 and as her daughter/son can succeed but do not what to move to a smaller property, what will you do?

We will consider your age and how long you have lived at the property. If we decide it is reasonable to ask you to move, and you still refuse, we will serve notice and apply to the court. We will ask the court for the costs of doing this and for you to pay them.

12. How long will I have to move out when my mother/father dies?

We would ask that you return the keys as soon as you can, rent will be charged to the deceased's estate until the keys are handed in. If you do not hand these within an agreed time period we will apply to court for a possession order.

13. Will you pay to help me move if you offer me another property?

No, unless you have a right to succeed to the tenancy, you are downsizing to a smaller property and can show financial hardship.

14. If I have not succeeded to the tenancy what happens next?

If you can show you have a priority need such as you are pregnant, have severe physical or mental health problems, you would be considered as Potentially Homeless. You would be placed in Gold Band on the North Yorkshire Homechoice Register and would be able to bid for properties.

If you are not classed as having a priority need but there are exceptional circumstances with your case, such as you have lived at the property all your life, then we may consider offering you a move on a discretionary basis.

If you are not classed as in priority need and there are no exceptional circumstances you can seek advice and assistance on re-housing from our Housing Options Team.

You can exercise the right of appeal and your case will be looked at by a committee of councillors.

Summary of submissions around pet clauses from non tenants

I am a Landlord and I also work for the dog rescue registered charity Yorkshire Rose Dog Rescue, most of our unwanted dogs come from council estates where indiscriminate breeding takes place for extra income without a thought as to where these poor dogs end up, usually put to sleep if it is an unwanted Bull Breed as the rescues are full of them, it's about time someone got a grip, I have written to David Cameron in the past to no avail.

I think as an owner of property, you are right to control pet numbers in your rented accommodation. I think they should at least microchip all pets, neuter, and worm them at least every 3 months. The main problem would be enforcement of these issues. I think the damage done to your property by large uncontrolled pets is the main problem. Therefore you could request evidence of attendance at obedience classes. Yours -
(submission from a Vet)

Representative of the Cats Protection League

From a feline welfare perspective the things that Cats Protection would be eager see to implemented are on the whole similar to those you have already highlighted.

Neutering is vitally important and if you are able to add a clause to encourage this it would be fantastic. The problems we see due to lack of cats being neutered are numerous. There is some good information in our Cats Protection Neutering leaflet.

- Obviously people deliberately breeding cats adds to these issues too.
- Limiting the number of cats people have is also a good idea. Firstly cats are not a social species, they are territorial and therefore in most cases prefer not to have to share their space with other cats. Secondly, where we see a lot of health and behavioural issues in cats is when they have come from multi-cat households. We see more disease like cat flu, flea problems and gastrointestinal problems from such environments – largely because it is difficult to keep the home clean when dealing with multiple cats and often people end up with so many cats they can't afford to provide appropriate veterinary care when it is needed. Similarly when cats are kept in large numbers their stress levels are increased

and issues such as over grooming, straying and inappropriate toileting round the house are much more likely to occur – the latter being something I would imagine is pertinent to council owned properties.

- If you can encourage microchipping the benefit to the Council as a landlord would be that ownership of a specific cat could be proved. From a cat welfare perspective it means if the cat goes missing and then brought in to an organization like Cats Protection or a vets we can reunite with its owner.
- Any promotion of regular treatments for parasites like fleas and worms would be beneficial for the cats, and their owners – and in the case of council properties a particular focus could be made on fleas which utilise carpet and soft furnishings as part of their environment
- Also any promotion of regular vaccinations would be great for the ongoing health and welfare of people's pets.

Cats Protection does provide financial assistance for neutering for cats owned by people on benefits or low incomes. We would be glad to provide you with some literature about this scheme to place in your housing office.

Leeds Council appear to have a robust policy for pet ownership on their properties <http://www.leeds.gov.uk/docs/Pets%20Policy.pdf>

Good morning, I am more than happy to put my thoughts forward on the changes to the Council House Pet Policy which I list below in note form. I appreciate that some of these may not be able to be achieved but I feel strongly that they would be a big help from the point of view of animal welfare for a start:-

1. Microchipping - all dogs MUST be chipped by April 2016. Could this be extended to include all cats and rabbits in Council properties? Cats frequently go missing (and rabbits fairly often too) - this is the easiest way for them to be reunited.
2. Absolutely NO breeding of animals whatsoever should be permitted and cats and dogs should be neutered/spayed as soon as possible. (Both the RSPCA and Cats Protection recommend 4 months of age for kittens but some vets are unwilling to carry this out until 6 months of age). I believe dogs should be spayed/neutered around 6 months of age.

This not only prevents unwanted offspring but I understand has health benefits too for the animals. (I have read that the younger a male dog is neutered, the more effective the neutering can be on curbing aggression too so this could be another good reason for early neutering.)

3. I do not think that a limit should be placed on the numbers of animals that people already have as that would seem unfair and indeed cruel to both the owners and the pets (providing of course no nuisance is being caused by the animals) - however it may be that deciding on a reasonable number for new tenants could be a good idea.

However how could this be policed? Would it rely on people being reported by others if their cat had a litter of kittens or their dog puppies? Or would paperwork have to be provided proving that animals had been neutered/spayed? If they didn't provide this, how would it be followed up?

Is the Council considering working with animal welfare organisations or licensed implanters to encourage tenants to ensure their dogs are chipped by April? (and hopefully cats too)

Cats Protection recently had a spaying/neutering campaign for only £5 for people entitled to certain benefits and I, along with some others, delivered around 10,000 or more leaflets door to door, targeting in particular areas with a high percentage of Council properties. Is this something the Council is interested in looking into- promoting these campaigns when they run?

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**Examples of pet clauses in public sector tenancy agreements.
All require express permission for each pet.**

5.27 You and other members of your household must not breed animals in your home or garden (Lewes District Council)

13.5 You must not allow your animals to breed (Harlow Council)

13.1 You must not cause a nuisance by breeding any animals or birds at the property (not sure if this means they can breed if they don't cause a nuisance, whatever that means!) Islington Council

20.1 You may keep a dog if your property is suitable and you have written permission from your housing office. If permission is given, it will be on condition that the dog is micro chipped and relevant owner details recorded and kept up to date. (Lambeth Council)

2 Consent for keeping a pet will include the requirement for microchipping and neutering. Prohibited animals includes “dogs used as weapons” (Colchester Borough Homes)

4.1 Permission should be sought by contacting Housing Customer Services who will arrange for the form “Application to keep a Pet in a Council Owned Property” to be completed.

4.6 Applications to adopt pets from rescue societies will be prioritized, and will be processed within three working days from the date of application in order to facilitate the rehoming process.

4.7 Pet owners will be required to give details of a person who can care for their pet in an emergency, or if they become unable to do so

4.8 The breeding of all pets is prohibited in council homes. Owners will be encouraged to neuter their pets. If they choose not to, or neutering is not practical or safe (i.e., as may be the case with very small animals such as hamsters or mice) owners will be required to take practical steps to stop them from breeding, such as separating pets of opposite sexes. If breeding does occur, we may require that the pet is neutered.

4.9 We will never give permission for residents to operate a pet breeding business from their home

5.5 All dogs living in Council owned properties must be micro chipped

- Dogs must be kept on a lead on all Housing land, including the shared areas of blocks of flats, the surrounding land, and shared gardens
Dogs must not be left unsupervised on balconies or in any communal areas
- Residents must not leave their dog unattended overnight, or for periods exceeding five hours
- Where a resident has a private garden, they are responsible for ensuring that their dog is safely contained within it by providing hedging, fencing or some other form of restriction.
- Dog fouling in private gardens and on balconies must be cleared up promptly

(Brighton and Hove City Council)

8.33 You must not breed any animals or birds at your home, build a pigeon cove or aviary without obtaining our written permission. (not sure if this means they can breed with permission) (Gateshead Council)

80a You must not keep a cat or dog in any high or medium rise flat (three storeys or above) under any circumstances.

80e Animals must not be kept in the dwelling, or any part thereof, for breeding or any commercial or illegal purposes.

80f The keeping of dogs and cats is limited to a total of two animals. (Wolverhampton City Council)

Permission should be refused:

1. If the tenant or another household member has any convictions for, or past history of abandonment, cruelty, neglect or mistreatment of animals, or convictions for any offences under the Dangerous Dogs Act 1991, or has been disqualified from keeping animals or a particular type of animal due to a conviction.
2. 3.1.5 When the tenant or another member of the household has previously left a pet behind when the tenant/household member moved out of a council owned property.
3. 3.1.6 When the tenant or another member of the household has previously had any tenancy enforcement action taken against them in relation to their previous ownership of pets in a council owned property. The council may consider giving permission to keep pets with additional conditions placed on the tenant in exceptional circumstances.

4. 3.1.7 If the tenant wants to keep too many animals for the type of property. See section 8 for information about what pets can be kept in which property type. Tenants should not keep more than two cats **or** dogs (i.e. a total of 2 animals). They may keep more than two smaller animals such as rodents, birds, reptiles or fish, but the council will only give permission to keep a reasonable number of pets. The housing office staff should use their discretion based on the number of animals the tenant wants to keep, the type of animal and the type of accommodation needed for the small pet, the size of the property and the number of people living in the property when deciding whether to give permission or not. In order to keep the number of animals kept to a reasonable number, the council stresses the importance of neutering animals or, where appropriate, keeping them in same sex combinations. (Leeds City Council)

You must have your dog permanently identified by microchip, neutered and wear a collar. (City of Lincoln Council)

You must not allow your dog to breed. (Tendring District Council)

Tenants are not allowed to breed or arrange for the sale of any kind of domestic pet. (St Albans Council)

A tenant must nominate at least one person and/or an organisation (such as an animal welfare charity) to be responsible for their pet should the resident become ill or die.

Tenants must not breed any animal kept in Council property or offer any animal for sale from the property under any circumstances. (Darlington Borough Council)

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Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
1 Y	Y	NOP	Y	N	N	N	
2 Y	Y	N	Y	Y	Y	N	
3 Y	Y	N	Y	N	Y	N	
4 Y	Y	N	N	Y	Y	N	
5 Y	Y	N	Y	N	N	N	
6 NOP	Y	N	N	NOP	Y	N	
7 NOP	N	N	Y	Y	Y	N	
8 Y	Y	N	Y	N	Y	N	
9 Y	Y	N	Y	Y	Y	Y	
10 Y	Y	Y	Y	Y	Y	N	
11 Y	Y	NOP	Y	Y	Y	N	
12 NOP	NOP	N	Y	NOP	N	N	
13 NOP	NOP	N	Y	N	N	N	Bedroom tax should be axed. Tenants should not be forced to down size unless they want, as losing a family home can be distressing.
14 N	N	N	Y	N	NOP	N	
15 NOP	N	NOP	NOP	N	N	N	
16 Y	N	Y	Y	N	N	N	Should tenants have no reasonable explanation for an empty property council should take legal action.
17 NOP	NOP	Y	Y	Y	N	N	
18 Y	Y	N	Y	Y	Y	N	Men of a certain age that are single for whatever reason should be able to be housed in their own place, not offered shared housing. We seem to be able to house youngsters with or without children but not give men respect by giving them a home that they can rebuild themselves and respect. I also think it's time to get tough on residents who don't look after properties or out buildings.
19 Y	Y	Y	Y	Y	N	N	
20 N	N	N	Y	N	NOP	N	People need to stop backing out of drives as it is still going on and very dangerous. You also need to start checking peoples' back gardens as they are full of rubbish.
21 Y	NOP	NOP	Y	Y	Y	N	
22 Y	N	N	Y	N	Y	N	
23 NOP	Y	NOP	Y	N	Y	N	
24 N	Y	N	N	Y	Y	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
25	Y	Y	Y	Y	Y	N	
26	Y	Y	Y	Y	Y	N	
27	NOP	Y	Y	N	Y	N	
28	Y	Y	Y	N	Y	N	
29	N	Y	Y	Y	Y	N	
30	NOP	N	Y	N	Y	N	
31	Y	Y	Y	Y	Y	N	
32	NOP	N	Y	Y	Y	N	
33	NOP	N	Y	N	Y	N	
34	NOP	N	Y	N	Y	N	
35	N	N	Y	N	N	N	
36	Y	Y	Y	Y	Y	N	
37	NOP	Y	N	NOP	N	NOP	
38	NOP	N	N	Y	Y	Y	
39	Y	Y	Y	Y	Y	Y	
40	Y	N	Y	Y	N	Y	
41	Y	Y	Y	Y	N	Y	
42	Y	Y	NOP	Y	N	Y	
43	N	Y	N	N	Y	Y	More should be done to keep house maintained, checking on windows and doors - especially for older people.
44	N	N	N	Y	N	N	
45	Y	N	N	Y	Y	Y	
46	N	Y	N	Y	Y	Y	
47	NOP	Y	N	NOP	Y	NOP	
48	NOP	N	Y	Y	Y	NOP	
49	Y	Y	N	Y	Y	N	
50	N	Y	N	Y	Y	N	
51	Y	Y	N	Y	Y	Y	
52	Y	Y	Y	Y	Y	Y	
53	NOP	NOP	NOP	Y	Y	Y	
54	NOP	Y	Y	Y	Y	Y	
55	Y	Y	Y	Y	Y	Y	
56	Y	Y	Y	Y	Y	Y	Too many single parents been provided with council houses.
57	Y	N	Y	Y	N	Y	
58	Y	Y	N	Y	Y	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
59	NOP	NOP	NOP	N	Y	Y	
60	Y	NOP	NOP	Y	Y	N	
61	Y	N	N	Y	N	Y	
62	Y	Y	Y	Y	N	Y	
63	NOP	Y	N	Y	Y	NOP	
64	NOP	Y	N	NOP	Y	NOP	
65	Y	Y	Y	Y	Y	Y	Please provide information to new tenants about nuisance neighbours. I have terrible neighbours above me - last tenants moved out because of them. I have cancer and a heart condition. Check homes are kept in a reasonable state.
66	NOP	N	N	Y	Y	Y	
67	Y	Y	Y	Y	Y	Y	
68	NOP	N	Y	Y	Y	N	
69	Y	Y	N	Y	Y	Y	
70	Y	N	Y	Y	Y	N	To fine people who keep feeding pigeons in communal gardens. Not only do they make mess when they sit on the roods waiting for food, the noise is awful.
71	NOP	Y	N	NOP	NOP	N	I wish people would take into account the drug problem, with certain council areas. Too many young people just use them for drug dens and sales. There must be a way of vetting them before they move in and cause many problems for other tenants.
72	Y	NOP	Y	Y	Y	NOP	
73	N	N	N	Y	N	Y	
74	NOP	Y	N	Y	Y	N	
75	N	Y	N	Y	Y	N	
76	Y	Y	N	Y	Y	N	
77	Y	Y	Y	Y	Y	N	
78	Y	Y	N	Y	Y	N	
79	N	N	N	Y	N	Y	
80	Y	Y	NOP	Y	Y	N	
81	Y	NOP	Y	NOP	Y	NOP	
82	Y	Y	N	Y	Y	Y	
83	Y	N	N	Y	Y	N	
84	NOP	Y	N	NOP	NOP	N	
85	Y	N	Y	Y	Y	Y	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
86	NOP	Y	Y	NOP	Y	N	
87	Y	Y	NOP	Y	N	N	Strongly disagrees and disgusted with council coming into homes and taking pictures/videos. Violation of privacy, respect and human rights. Needs to be raised at meetings and with councillors.
88	NOP	NOP	N	N	N	NOP	N
89	NOP	N	N	N	N	N	N
90	NOP	N	N	NOP	NOP	NOP	Y
91	Y	N	N	Y	Y	Y	N
92	Y	N	Y	Y	Y	Y	N
93	Y	NOP	N	Y	Y	Y	N
94	Y	Y	N	Y	Y	Y	N
95	Y	NOP	N	Y	Y	Y	N
96	N	N	N	Y	Y	Y	N
97	Y	N	N	Y	Y	Y	N
98	NOP	NOP	Y	Y	Y	Y	N
99	NOP	Y	NOP	Y	N	NOP	N
100	NOP	Y	NOP	Y	Y	Y	N
101	Y	NOP	NOP	Y	N	Y	N
102	NOP	Y	NOP	Y	Y	Y	N
103	Y	Y	N	Y	N	Y	N
104	Y	N	N	Y	N	N	N
105	Y	Y	NOP	Y	N	N	N
106	Y	Y	N	Y	Y	Y	N
107	Y	Y	Y	Y	N	NOP	N
108	Y	Y	Y	Y	Y	Y	N
109	Y	N	N	Y	Y	Y	N
110	Y	Y	Y	NOP	Y	Y	N
111	Y	Y	NOP	Y	Y	Y	N
112	Y	N	N	Y	Y	Y	N
113	Y	Y	Y	Y	Y	Y	N
114	Y	Y	N	Y	Y	N	N
							The council should do checks on people every week, who do not declare others living in the property. This would stop people having people living with them for benefits and claiming housing benefit.

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
115	Y	Y	N	Y	Y	Y	N	More storage space is a must, a brick/wood shed wouldn't go amiss. People on benefits should only pay half the cost of improvements to their property.
116	Y	Y	N	Y	Y	Y	N	
117	Y	Y	N	Y	N	Y	N	
118	Y	Y	Y	Y	NOP	Y	N	
119	Y	N	NOP	NOP	Y	Y	N	Drug dealing can become very unpleasant for others who live nearby. Groups gathering day and night, speeding cars. Incomprehensible how some tenants keep their tenancies.
120	Y	Y	Y	Y	Y	N	N	CYC need to review their policy again.
121	NOP	Y	N	N	NOP	N	Y	
122	Y	N	Y	Y	Y	Y	N	
123	Y	Y	N	Y	Y	Y	N	
124	NOP	N	NOP	Y	N	Y	N	
125	Y	Y	Y	Y	Y	Y	Y	
126	Y	NOP	Y	Y	N	Y	Y	
127	Y	Y	N	Y	Y	N	N	As houses seem to rise in value yearly, this makes it difficult for those wanting a home who cannot afford to buy and in most need. If I feel that my grandchildren need help I would like to be in the position to do that. The new changes should include grandchildren.
128	Y	N	N	Y	N	Y	N	
129	Y	Y	Y	NOP	Y	Y	N	
130	Y	Y	Y	Y	Y	Y	N	
131	N	N	Y	NOP	Y	Y	N	
132	Y	Y	Y	Y	Y	Y	Y	
133	NOP	Y	N	Y	Y	Y	N	Tenants made aware of their responsibility to keep communal areas clean. Using keys to get into flats not just kicking doors in.
134	Y	Y	NOP	Y	Y	Y	N	
135	NOP	N	N	N	N	N	N	
136	Y	Y	Y	Y	N	Y	N	The upkeep of gardens is being neglected by tenants - need assistance with gardening due to disability.
137	NOP	N	NOP	Y	Y	Y	N	
138	Y	Y	N	Y	Y	Y	N	
139	Y	Y	N	Y	Y	Y	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS	
140	NOP	Y	N	Y	NOP	N	N	
141	Y	Y	Y	Y	Y	Y	N	
142	Y	Y	NOP	Y	Y	Y	N	Stop renting to junkies and alchies who cause disruption to other tenants and cause damage to council properties and are responsible for damage caused when police raids take place.
143	Y	Y	N	Y	Y	Y	N	
144	NOP	N	N	NOP	Y	Y	N	
145	Y	N	NOP	NOP	NOP	Y	Y	
146	Y	Y	N	Y	N	Y	N	
147	NOP	Y	N	NOP	N	Y	Y	
148	N	N	N	Y	Y	N	N	
149	Y	Y	Y	Y	Y	Y	Y	No dogs in flats at all
150	NOP	NOP	NOP	Y	Y	NOP	N	
151	N	N	N	Y	N	N	N	I disagree with limiting the number of successions to one tenancy. Common law marriages should be equal to official marriages.
152	Y	N	Y	Y	Y	Y	N	
153	N	N	NOP	NOP	N	Y	N	
154	Y	Y	Y	Y	NOP	Y	N	
155	N	NOP	N	Y	Y	N	N	
156	N	Y	N	Y	Y	Y	N	
157	Y	Y	Y	Y	Y	Y	N	Fines need to be enforced for dog mess.
158	NOP	Y	N	Y	Y	Y	N	
159	NOP	Y	Y	Y	N	Y	N	
160	Y	Y	Y	Y	Y	Y	N	
161	Y	Y	N	Y	N	Y	N	
162	Y	Y	NOP	NOP	NOP	Y	NOP	
163	NOP	N	Y	N	Y	Y	N	
164	Y	Y	N	Y	Y	Y	Y	We hope the free weeks stay - it's like money saved at a much needed time.
165	NOP	NOP	NOP	NOP	Y	NOP	N	
166	Y	N	N	Y	Y	Y	Y	
167	Y	Y	Y	Y	Y	Y	N	
168	Y	N	N	Y	N	N	Y	
169	NOP	NOP	N	NOP	Y	Y	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
170 Y	Y	NOP	NOP	Y	N	Y	
171 Y	Y	NOP	Y	NOP	Y	Y	
172 NOP	N	NOP	Y	Y	NOP	N	
173 NOP	Y	N	NOP	Y	NOP	N	
174 NOP	N	NOP	Y	N	Y	Y	Council need to be stricter on the boundaries of a property - ie. the upkeep of gates and fences.
175 N	Y	Y	Y	N	Y	N	
176 NOP	NOP	NOP	NOP	NOP	NOP	N	Single people should not be allowed to occupy family homes - massive issue. Families need the space more.
177 Y	Y	Y	Y	Y	Y	N	
178 NOP	NOP	NOP	NOP	NOP	NOP	N	
179 Y	Y	NOP	Y	NOP	Y	N	Council needs more power to enforce action.
180 Y	Y	N	Y	Y	N	N	
181 Y	Y	NOP	Y	NOP	Y	N	
182 Y	Y	N	Y	Y	Y	N	
183 NOP	N	NOP	Y	Y	N	N	
184 Y	Y	Y	Y	Y	Y	N	
185 NOP	Y	N	NOP	Y	Y	N	
186 N	Y	N	Y	N	Y	N	
187 NOP	Y	Y	Y	Y	Y	N	
188 Y	Y	N	NOP	Y	N	N	
189 Y	N	Y	Y	N	Y	N	
190 Y	Y	N	Y	Y	Y	N	
191 Y	Y	NOP	Y	Y	Y	N	
192 Y	N	NOP	Y	Y	N	N	
193 NOP	N	N	Y	N	Y	N	Needs to be a better system for removing a joint tenant - having issues with this. Think they should be removed after so long.
194 NOP	Y	NOP	NOP	NOP	Y	N	
195 NOP	Y	NOP	NOP	NOP	NOP	N	
196 Y	Y	Y	Y	Y	Y	N	
197 NOP	Y	NOP	Y	N	Y	N	
198 NOP	N	N	NOP	Y	Y	N	
199 Y	Y	N	Y	Y	Y	Y	
200 Y	N	Y	Y	Y	Y	N	
201 Y	Y	Y	Y	Y	Y	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
202	N	N	NOP	N	Y	N	
203	Y	N	NOP	Y	Y	N	
204	Y	Y	N	Y	Y	NOP	
205	N	Y	Y	Y	Y	N	
206	Y	Y	NOP	Y	Y	N	The questionnaire is not very clear.
207	N	Y	N	Y	Y	N	
208	Y	Y	N	Y	N	N	
209	Y	Y	N	N	N	N	
210	Y	NOP	NOP	NOP	NOP	N	
211	Y	Y	Y	Y	Y	N	
212	Y	Y	N	Y	Y	N	
213	NOP	Y	NOP	NOP	Y	N	
214	Y	Y	Y	Y	Y	N	
215	Y	N	N	Y	N	N	
216	Y	N	NOP	NOP	NOP	N	
217	Y	Y	N	Y	Y	Y	Need to stop tenants leaving their belongings in communal areas and stop littering.
218	Y	Y	Y	Y	N	N	
219	Y	N	N	Y	N	N	
220	NOP	Y	NOP	Y	NOP	N	
221	Y	Y	N	Y	Y	N	
222	Y	Y	Y	Y	Y	N	
223	Y	Y	Y	Y	Y	N	
224	NOP	Y	NOP	Y	Y	N	
225	N	Y	Y	Y	Y	Y	
226	Y	N	N	Y	N	N	
227	Y	Y	Y	Y	Y	N	
228	Y	Y	NOP	Y	Y	N	No changes, however good, are only any use if they are enforced .
229	N	N	NOP	NOP	NOP	N	
230	Y	Y	N	NOP	Y	N	More enforcement of rubbish/tipping rules. Legal action to be taken against culprits.
231	NOP	Y	N	Y	Y	N	
232	N	N	N	Y	Y	N	
233	NOP	NOP	NOP	Y	Y	NOP	
234	NOP	N	NOP	Y	N	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
235 Y	Y	NOP	Y	Y	Y	N	
236 NOP	N	N	NOP	N	Y	N	People don't take pride in their gardens and I've never seen this enforced. Keep the right to buy and help tenants that have put a lot of money into their properties.
237 N	Y	N	NOP	N	NOP	N	
238 Y	Y	NOP	Y	NOP	Y	N	
239 Y	Y	N	Y	Y	Y	N	
240 NOP	Y	N	Y	Y	Y	N	
241 NOP	Y	Y	Y	Y	Y	N	
242 NOP	Y	N	NOP	N	NOP	N	
243 Y	N	N	Y	N	NOP	N	
244 N	N	N	Y	N	NOP	N	
245 Y	Y	Y	Y	Y	Y	N	
246 NOP	N	N	NOP	N	Y	Y	People who have lived in a property for a lengthy amount of time should not be expected to downgrade or pay bedroom tax when it is not expected of people over the age of 60.
247 NOP	NOP	Y	Y	Y	NOP	N	
248 Y	N	NOP	Y	N	Y	N	Subjected to a 'Tenant's Choice' upgrade - dissatisfied with the service. You have abandoned decent repair service standards in favour of penny-pinching.
249 N	N	N	NOP	N	N	N	
250 Y	Y	Y	Y	Y	Y	N	
251 NOP	N	NOP	NOP	NOP	Y	N	
252 Y	Y	Y	Y	Y	Y	N	Gardens need more tending to - I have arthritis and can't look after mine.
253 Y	Y	Y	Y	Y	Y	N	
254 NOP	N	NOP	Y	N	NOP	N	
255 Y	Y	N	Y	Y	Y	N	
256 NOP	Y	NOP	Y	Y	Y	N	
257 Y	Y	Y	Y	N	Y	N	
258 Y	N	N	N	N	Y	N	
259 N	N	N	Y	Y	Y	N	
260 N	Y	NOP	Y	N	Y	N	
261 Y	Y	N	Y	Y	NOP	N	
262 Y	Y	Y	Y	Y	Y	Y	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
263 NOP	Y	Y	Y	Y	Y	N	
264 Y	Y	NOP	NOP	NOP	Y	N	
265 Y	N	NOP	Y	Y	Y	N	
266 N	N	N	NOP	N	N	N	
267 Y	Y	N	Y	Y	N	N	
268 N	N	N	N	N	N	N	
269 Y	Y	NOP	NOP	Y	Y	N	I honestly think there are more important issues than the tenancy agreement.
270 Y	Y	Y	Y	Y	Y	N	
271 Y	Y	N	Y	N	Y	Y	
272 Y	Y	Y	Y	Y	Y	N	
273 NOP	N	NOP	Y	N	Y	N	Has lived in the property for 10 years and never actually received a tenancy agreement.
274 NOP	Y	N	Y	Y	Y	N	
275 NOP	NOP	Y	Y	Y	Y	N	
276 NOP	NOP	N	Y	Y	Y	N	
277 Y	Y	N	Y	Y	Y	N	Need more parking outside flats - do away with grassed areas.
278 Y	Y	N	Y	Y	N	N	
279 Y	Y	Y	Y	Y	Y	N	
280 Y	Y	NOP	Y	N	Y	N	
281 Y	Y	NOP	Y	N	Y	N	
282 NOP	NOP	Y	Y	Y	NOP	N	
283 N	Y	N	Y	N	N	N	
284 Y	Y	N	Y	Y	Y	Y	A fixed time frame for any agreed work to be completed within.
285 Y	Y	Y	Y	N	N	N	
286 Y	Y	Y	Y	Y	N	Y	If you want tenants to look after the property the council must do their part too.
287 NOP	N	Y	N	N	Y	Y	It is unfair to limit succession to wife/husband civil partner because not everyone has one - maybe the oldest child too.
288 Y	Y	N	Y	Y	Y	N	
289 N	N	N	Y	N	Y	N	

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
290	Y	Y	N	Y	Y	Y	N	Tenants are not looking after their gardens - they look awful. Needs to be a clause that enforces the upkeep of gardens.
291	Y	N	NOP	Y	Y	Y	Y	Council should be responsible for the safety and maintenance of communal gardens.
292	N	NOP	N	Y	NOP	N	N	
293	NOP	Y	N	Y	N	Y	N	
294	N	N	Y	Y	N	Y	Y	
295	Y	Y	N	Y	Y	Y	Y	Get the Tang Hall Estate Manager to enforce the upkeep of gardens - they are disgusting.
296	Y	Y	N	Y	N	Y	N	
297	Y	Y	Y	Y	Y	Y	N	
298	Y	Y	Y	Y	Y	N	N	
299	NOP	Y	Y	Y	N	NOP	N	
300	N	Y	Y	Y	Y	NOP	N	
301	Y	N	N	Y	N	Y	N	
302	Y	NOP	Y	Y	Y	Y	N	
303	Y	Y	Y	NOP	Y	Y	N	
304	N	Y	NOP	N	N	Y	N	
305	Y	Y	N	Y	N	Y	Y	
306	NOP	Y	N	Y	NOP	NOP	N	
307	NOP	NOP	N	Y	N	NOP	N	
308	Y	Y	Y	Y	Y	N	N	
309	Y	Y	N	Y	Y	NOP	N	
310	N	N	NOP	NOP	N	NOP	N	
311	Y	Y	Y	Y	Y	NOP	N	
312	N	Y	N	Y	N	N	N	
313	Y	Y	Y	Y	N	Y	N	
314	NOP	Y	NOP	Y	Y	Y	Y	
315	NOP	Y	NOP	NOP	Y	Y	N	
316	Y	Y	NOP	NOP	NOP	NOP	N	
317	N	N	Y	Y	Y	N	N	
318	Y	Y	Y	Y	Y	Y	N	
319	NOP	N	Y	Y	N	Y	N	
320	Y	Y	NOP	Y	Y	Y	N	
321	Y	Y	Y	Y	Y	Y	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
322 Y	Y	Y	Y	Y	Y	Y	
323 Y	Y	Y	Y	Y	Y	N	
324 NOP	NOP	Y	NOP	NOP	NOP	N	
325 Y	Y	N	Y	Y	Y	N	
326 NOP	N	NOP	Y	Y	N	Y	
327 NOP	NOP	NOP	NOP	N	N	N	Tenants should be allowed to do work to their properties if it is well carried out. Why complain if tenants are improving your houses?
328 Y	N	N	Y	N	Y	Y	
329 NOP	Y	N	NOP	Y	N	N	
330 Y	Y	N	Y	N	N	N	
331 Y	Y	Y	Y	Y	Y	N	
332 NOP	Y	NOP	NOP	NOP	Y	N	
333 Y	Y	Y	Y	Y	Y	N	
334 N	Y	N	Y	Y	Y	N	
335 N	Y	N	N	Y	NOP	N	
336 Y	Y	Y	Y	Y	Y	N	
337 Y	Y	N	Y	N	NOP	N	
338 NOP	NOP	Y	Y	NOP	N	N	
339 Y	N	N	Y	N	Y	N	
340 Y	Y	N	Y	N	Y	N	Repairs - council should fix bathroom lights and plugholes for all pensioners. How can a pensioner change an overbath internal striplight? Poor service.
341 Y	Y	NOP	Y	Y	Y	N	
342 Y	Y	NOP	Y	NOP	Y	N	
343 NOP	NOP	NOP	NOP	Y	NOP	N	
344 Y	Y	Y	Y	Y	Y	N	
345 Y	Y	NOP	Y	Y	Y	N	
346 Y	Y	N	Y	Y	Y	N	
347 Y	Y	NOP	Y	N	Y	N	
348 Y	Y	N	Y	Y	Y	N	
349 N	N	N	NOP	N	Y	N	
350 NOP	Y	N	NOP	Y	NOP	N	
351 Y	N	N	Y	Y	Y	N	
352 Y	Y	NOP	NOP	NOP	Y	N	
353 Y	N	Y	Y	N	Y	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
354 Y	N	NOP	Y	Y	Y	N	
355 Y	Y	Y	Y	N	NOP	N	
356 Y	Y	NOP	Y	Y	Y	N	
357 N	NOP	N	NOP	N	Y	N	
358 Y	Y	Y	NOP	Y	Y	N	
359 NOP	N	N	NOP	N	N	N	
360 Y	Y	NOP	NOP	Y	Y	N	
361 Y	N	N	Y	Y	Y	N	
362 N	N	N	Y	N	Y	N	
363 N	Y	N	Y	N	Y	Y	The council are not very helpful and the repairs are the worst. I am not a joint tenant but have been with my husband 26 years - I think this is unfair.
364 Y	Y	NOP	NOP	NOP	Y	N	
365 Y	Y	N	Y	N	N	N	
366 Y	Y	N	Y	Y	Y	N	
367 Y	NOP	Y	Y	Y	Y	N	
368 Y	N	N	Y	Y	Y	N	
369 N	N	N	Y	N	N	N	If the system is working as it is then why change it?
370 NOP	N	N	NOP	N	Y	N	
371 Y	N	Y	Y	N	Y	N	
372 Y	N	N	N	N	Y	N	
373 NOP	N	N	Y	N	NOP	N	
374 Y	Y	Y	Y	NOP	Y	N	
375 Y	Y	Y	Y	Y	Y	Y	Be tougher on nuisance neighbours. Encourage tenants to recycle.
376 NOP	NOP	N	NOP	Y	N	N	
377 Y	Y	N	NOP	N	Y	NOP	
378 Y	N	N	Y	Y	Y	N	
379 N	Y	Y	Y	N	Y	N	
380 NOP	N	Y	Y	Y	N	N	
381 Y	Y	Y	Y	Y	Y	N	
382 NOP	Y	N	NOP	Y	NOP	N	73 year old - no relatives or friends around to look after me. Worried what will happen if I die suddenly. No one ever checks up on me.
383 Y	Y	Y	Y	Y	Y	N	
384 Y	Y	Y	Y	Y	Y	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
385	Y	NOP	Y	Y	NOP	N	
386	N	N	NOP	N	Y	Y	
387	NOP	N	Y	N	NOP	Y	
388	Y	NOP	Y	Y	Y	N	
389	Y	N	Y	NOP	Y	N	
390	Y	N	Y	Y	NOP	N	
391	N	N	N	N	NOP	N	
392	NOP	NOP	Y	Y	NOP	N	
393	N	N	Y	N	N	N	
394	N	N	NOP	NOP	NOP	N	
395	NOP	Y	NOP	N	Y	N	
396	Y	Y	N	Y	Y	N	
397	Y	Y	N	Y	Y	NOP	
398	NOP	N	Y	Y	Y	N	
399	NOP	N	NOP	Y	N	Y	
400	Y	N	Y	Y	N	N	
401	NOP	N	N	Y	N	N	
402	N	N	N	Y	N	N	
403	NOP	Y	Y	Y	N	Y	
404	N	Y	NOP	NOP	NOP	Y	
405	Y	Y	NOP	Y	Y	Y	
406	Y	N	Y	Y	N	Y	Rent over 52 weeks is a great idea.
407	Y	N	N	Y	Y	N	
408	Y	Y	Y	Y	N	Y	
409	NOP	NOP	Y	Y	NOP	NOP	
410	N	N	Y	Y	Y	Y	
411	N	N	N	Y	N	Y	
412	Y	Y	N	Y	Y	N	
413	Y	Y	Y	Y	Y	Y	
414	N	N	NOP	NOP	NOP	N	
415	Y	N	NOP	Y	Y	Y	Jessica Lomax - hasn't lived in her flat masionette for 18 months, previously reported to you that she lives with her parents. Why hasn't this been pursued?
416	NOP	Y	Y	Y	Y	Y	
417	NOP	N	N	NOP	Y	N	
418	NOP	N	NOP	NOP	N	NOP	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS	
419	NOP	N	NOP	N	Y	N		
420	N	Y	Y	N	Y	N		
421	Y	Y	Y	N	Y	N		
422	Y	N	Y	N	NOP	N		
423	Y	Y	Y	Y	N	Y	Would like to see people move in permanently instead of it being used as temporary accommodation. This way a friendly environment can be built up.	
424	NOP	Y	NOP	Y	Y	N		
425	Y	Y	N	NOP	Y	N		
426	NOP	Y	N	N	Y	N		
427	Y	N	NOP	Y	N	Y		
428	Y	Y	Y	Y	Y	NOP		
429	N	Y	N	Y	Y	NOP		
430	Y	Y	N	Y	Y	Y		
431	Y	Y	N	Y	Y	Y		
432	Y	Y	Y	Y	Y	Y		
433	Y	N	N	Y	N	N	Y	Under the right to buy the discount price from valuation should be increased or decreased depending on the state and condition of the property.
434	Y	Y	N	Y	Y	Y	N	
435	N	Y	N	Y	NOP	NOP	N	
436	Y	Y	N	Y	Y	Y	N	
437	NOP	N	NOP	Y	N	NOP	Y	How can you ask permission for pets if you already have them?
438	Y	Y	NOP	Y	Y	Y	N	Nothing mentioned about people with mental health issues.
439	Y	Y	Y	Y	Y	Y	Y	
440	Y	Y	Y	Y	Y	Y	Y	
441	Y	Y	Y	NOP	Y	Y	N	
442	Y	Y	NOP	Y	N	N	N	
443	NOP	NOP	NOP	Y	Y	NOP	N	
444	NOP	Y	NOP	Y	Y	NOP	N	
445	Y	Y	Y	Y	Y	Y	N	
446	Y	Y	N	Y	N	Y	N	
447	NOP	NOP	NOP	NOP	NOP	NOP	N	
448	NOP	N	NOP	Y	N	Y	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
449 Y	Y	Y	Y	N	Y	N	Please can we have an evening or Saturday access to Housing Services or repair appointments?
450 NOP	Y	Y	Y	NOP	Y	N	
451 Y	Y	N	Y	Y	Y	N	
452 NOP	N	Y	Y	N	N	N	
453 NOP	NOP	NOP	Y	N	NOP	N	
454 NOP	Y	N	Y	NOP	NOP	Y	
455 Y	Y	N	Y	Y	Y	Y	
456 NOP	NOP	N	Y	Y	Y	N	
457 Y	Y	Y	Y	N	NOP	N	
458 Y	Y	Y	Y	Y	Y	N	
459 NOP	Y	N	Y	NOP	N	N	
460 N	N	N	N	NOP	NOP	Y	
461 Y	Y	Y	Y	Y	Y	N	
462 Y	Y	Y	Y	N	Y	N	
463 N	N	N	Y	N	Y	N	
464 Y	Y	Y	Y	Y	Y	N	
465 Y	Y	N	Y	Y	N	N	
466 NOP	Y	NOP	Y	N	NOP	N	
467 Y	Y	Y	Y	Y	Y	N	
468 Y	Y	N	Y	Y	Y	N	
469 N	N	NOP	NOP	N	N	N	
470 NOP	N	N	Y	N	N	N	
471 NOP	N	N	N	Y	N	N	
472 Y	N	Y	Y	Y	Y	N	
473 N	Y	Y	Y	N	N	N	Stop people parking on grass verges - turning the areas into mud baths.
474 NOP	Y	N	N	N	NOP	N	I think house should be passed down to the tenants son/daughter even if it has already been passed down to the surviving spouse.
475 NOP	Y	NOP	Y	NOP	Y	Y	
476 NOP	N	NOP	Y	N	N	N	
477 NOP	N	NOP	Y	N	Y	N	
478 NOP	Y	NOP	Y	N	NOP	N	
479 NOP	Y	NOP	Y	N	N	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
480 N	Y	NOP	Y	N	Y	N	Bereavement is a very stressful time and to feel you are then going to lose your home too is so unfair.
481 N	Y	NOP	Y	N	Y	Y	
482 Y	Y	Y	Y	Y	Y	N	
483 Y	Y	N	Y	Y	Y	N	
484 Y	Y	N	Y	N	Y	Y	
485 NOP	Y	NOP	Y	Y	NOP	N	
486 Y	NOP	Y	Y	Y	Y	N	
487 Y	Y	NOP	Y	Y	Y	N	
488 Y	Y	N	Y	Y	Y	N	
489 Y	N	Y	Y	Y	Y	N	
490 Y	N	NOP	Y	Y	Y	N	
491 NOP	NOP	N	Y	N	NOP	N	
492 Y	Y	N	Y	N	Y	N	
493 NOP	Y	Y	Y	Y	Y	N	
494 Y	Y	NOP	NOP	N	Y	N	
495 NOP	N	N	Y	N	Y	N	
496 NOP	Y	N	Y	Y	Y	N	
497 NOP	N	NOP	Y	NOP	Y	N	
498 Y	Y	Y	Y	Y	Y	N	
499 NOP	Y	NOP	NOP	Y	NOP	N	
500 Y	Y	N	Y	Y	Y	N	
501 N	N	N	Y	N	Y	N	
502 N	N	N	N	N	Y	N	
503 NOP	Y	Y	Y	Y	Y	N	
504 NOP	N	N	Y	Y	Y	N	
505 Y	Y	Y	Y	Y	Y	N	
506 Y	NOP	N	Y	Y	Y	N	
507 NOP	Y	Y	Y	NOP	Y	N	
508 NOP	Y	N	Y	Y	Y	N	
509 N	Y	N	Y	Y	Y	Y	
510 NOP	NOP	N	Y	Y	NOP	N	
511 Y	Y	NOP	NOP	NOP	Y	Y	
512 Y	N	N	Y	Y	Y	N	
513 NOP	Y	N	Y	Y	Y	N	
514 Y	Y	NOP	Y	Y	Y	N	No dogs and cats in flats unless a guide dog.

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
515	NOP	N	Y	Y	N	Y	
516	N	Y	NOP	N	Y	N	
517	Y	Y	NOP	N	N	N	
518	Y	N	Y	N	NOP	N	
519	Y	Y	Y	Y	NOP	N	
520	Y	Y	Y	Y	Y	N	
521	Y	Y	NOP	Y	N	Y	
522	Y	Y	Y	N	Y	N	It seems unfair to charge all residents if ownership of a removed item of rubbish from a communal area cannot be ascertained.
523	Y	Y	Y	Y	Y	N	
524	N	Y	N	Y	N	Y	
525	Y	Y	N	Y	Y	N	
526	Y	Y	Y	Y	Y	N	
527	N	Y	Y	Y	Y	N	
528	Y	Y	N	Y	N	N	
529	NOP	NOP	NOP	Y	N	NOP	
530	Y	N	N	Y	Y	N	
531	Y	Y	N	N	Y	Y	People should be better screened - not all tenancies are being lived in for several months of the year. When a tenant has been a nuisance or violent they should not be allowed to stay on the estate - a threat.
532	Y	Y	NOP	NOP	NOP	Y	
533	NOP	Y	Y	Y	Y	NOP	
534	Y	Y	Y	Y	Y	N	
535	NOP	N	N	NOP	N	N	
536	Y	Y	NOP	NOP	Y	N	
537	Y	Y	Y	Y	Y	N	
538	Y	Y	NOP	NOP	NOP	N	
539	Y	Y	N	Y	N	Y	
540	Y	Y	Y	Y	Y	Y	
541	N	N	N	N	N	Y	
542	Y	NOP	N	Y	N	NOP	
543	Y	Y	NOP	Y	NOP	Y	You do a great job - keep up the good work!
544	NOP	Y	N	Y	Y	N	
545	NOP	NOP	NOP	NOP	NOP	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
546 Y	NOP	NOP	Y	Y	NOP	N	
547 Y	Y	Y	Y	NOP	Y	N	
548 Y	Y	NOP	Y	NOP	NOP	N	
549 Y	NOP	N	Y	Y	N	N	
550 Y	Y	N	Y	Y	N	N	
551 NOP	N	Y	NOP	Y	Y	Y	
552 Y	Y	N	Y	Y	Y	N	
553 Y	NOP	N	Y	Y	NOP	N	
554 N	N	N	NOP	Y	Y	Y	
555 NOP	N	N	Y	Y	Y	N	Q2 - All properties should be able to have pet, if one property cant then they all shouldnt. Q3 - Nice idea from the council, bonus for the tennants. Q6 - Only if they have been in touch or someone on there behalf. Example person is ill in hospital.
556 NOP							
557 NOP	Y	NOP	Y	NOP	Y	N	
558 Y	Y	Y	Y	Y	Y	N	
559 N	Y	N	N	Y	Y	N	
560 Y	NOP	NOP	N	Y	N	N	I was unexpectedly taken into hospital with heart infection problems, and stayed for three to four months, as a person living on my own with no family, and recently moved here. The question is "What are you claiming you are going to do"
561 Y	Y	NOP	Y	Y	Y	N	
562 Y	N	N	Y	N	Y	N	Q2 - All properties should be able to have pet, if one property cant then they all shouldnt. Q3 - Nice idea from the council, bonus for the tennants. Q6 - Only if they have been in touch or someone on there behalf. Example person is ill in hospital.
563 Y	N	N	Y	N	Y	N	Q2 - No, But should not have more than two or council should visit the flat to seen if it would fit as some flats are small.
564 NOP	NOP	NOP	NOP	NOP	NOP	N	I live alone and i have no family who would want to take over the tenancy of my flat when I die. My brother lives in London and has no wish to live in York.
565 NOP	N	N	NOP	Y	Y	N	

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
566	Y	Y	Y	Y	Y	Y	N	
567	Y	Y	N	Y	NOP	Y	N	Q3 - The rent free weeks allow people to easily catch up with arrears.
568	NOP	Y	NOP	NOP	Y	Y	N	
569	N	N	NOP	NOP	NOP	N	N	Q6 - Not unless the council has changed why hospitalised isnt a reason to evict.
570	Y	Y	Y	Y	Y	Y	Y	
571	NOP	Y	Y	Y	N	N	N	Q5 - Because there maybe a son/daughter who has lived with their parent for many years who should be allowed to stay in their home. Unless agreeable alternative accomadaion is offered. Q6 - Depends on reason why + so long as rent is being paid it shouldn't be an issue. (hospital away caring for relative) for instance.
572	N	NOP	N	Y	Y	NOP	Y	Looking for a ground floor flat with garden, back is bad, legs no good. Thank you
573	NOP	Y	NOP	Y	Y	Y	N	
574	NOP	Y	NOP	Y	Y	N	N	Q6 - Maybe illness
575	Y	Y	Y	Y	Y	Y	Y	If the rent over 52 weeks doesn't happe can i start paying mine on a Monday over 52 weeks instead of 48?
576	Y	Y	NOP	Y	N	N	N	
577	Y	Y	N	NOP	Y	Y	N	Q2 - Especially in flats. Q3 - The rent free weeks are useful in budgeting .
578	NOP	NOP	N	Y	N	Y	Y	
579	NOP	NOP	N	Y	N	NOP	N	
580	Y	N	N	Y	N	Y	N	
581	Y	Y	Y	Y	Y	Y	N	
582	Y	Y	N	Y	N	Y	Y	to emma greenall
583	NOP	N	N	Y	N	Y		Q2-As long as its clean & quiet I see no problem Q5 - My daughter was born here & has never left home, she is now 25. She loves her home & pays generously towards the upkeep & rent. It will be heartbreaking to think that after my death she will of not only lost her parent but her home tool as long as the rent is paid and she respects it she should be able to stay & not be homeless. To Emma Greenall
584	NOP	Y	N	NOP	Y	NOP	N	to hazel whur

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS	
585	NOP	Y	N	NOP	N	Y	to linda stubbs	
586	NOP	Y	N	Y		N	to mel dobbin	
587	Y	Y	Y	Y	N	Y	to mel dobbin	
588	Y	Y	Y	Y	Y	Y	to claire viney	
589	Y	Y	N	Y	Y	NOP		
590	Y	NOP	NOP	Y	Y	Y	to sharron hutchinson	
591	Y	Y	NOP	Y	N	Y	to mel dobbin	
592	Y	Y	Y	Y	Y	N	to linda stubbs	
593	Y	Y	Y	Y	Y	N	to dan mackey	
594	Y	Y	N	Y	N	Y	Y	Still unsure of what the procedure would be if I moved out or passed away - in the event of my death I would wish for the property to go to my daughter.
595	N	N	Y	Y	N	N	N	
596	Y	Y	N	N	Y	Y	Y	More action taken against drug dealers/users.
597	N	N	N	Y	Y	N	N	
598	N	N	N	Y	N	NOP	N	Are the council willing to put driveways in, to stop people parking on the grass verge?
599	N	N	N	N	N	Y	N	
600	Y	Y	NOP	Y	N	Y	Y	
601	Y	Y	N	Y	Y	Y	N	
602	N	Y	N	Y	Y	Y	N	People need to take care of their own gardens - they are disgraceful.
603	Y	Y	NOP	Y	N	Y	Y	
604	Y	N	Y	Y	Y	Y	Y	The standard of council repairs is not very good - we treat our homes with respect, so should you.
605	Y	Y	Y	Y	Y	N	N	
606	Y	Y	N	NOP	Y	N	N	
607	Y	N	N	Y	NOP	Y	N	
608	Y	Y	N	Y	Y	Y	Y	
609	Y	Y	NOP	Y	Y	Y	N	
610	Y	Y	N	Y	Y	Y	N	
611	Y	Y	Y	Y	Y	Y	N	
612	Y	Y	N	Y	N	Y	N	
613	Y	Y	Y	Y	Y	Y	N	
614	Y	Y	Y	Y	Y	Y	N	Damages to grass verges should be charged to those responsible. Fines for people parking on grass verges.

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
615	Y	Y	Y	NOP	Y	N	Y	
616	N	N	N	Y	N	N	N	Please reconsider the pet permissions - this will cause more dogs in shelters/being put to sleep.
617	NOP	Y	N	Y	Y	Y	N	
618	Y	Y	NOP	Y	Y	Y	N	
619	NOP	N	N	Y	N	Y	N	
620	NOP	N	NOP	Y	N	NOP	N	
621	Y	Y	NOP	Y	Y	Y	N	
622	Y	Y	NOP	Y	Y	Y	N	Pet policy - make sure dogs have third party insurance, the dog has been micro chipped and the breed of the dog.
623	N	N	N	Y	Y	Y	N	
624	Y	N	Y	Y	Y	Y	N	
625	Y	N	Y	N	N	Y	N	
626	Y	Y	Y	Y	Y	Y	N	
627	NOP	N	Y	Y	Y	Y	N	
628	NOP	N	N	Y	N	NOP	N	
629	NOP	Y	NOP	Y	N	Y	N	
630	N	Y	N	Y	Y	Y	N	
631	Y	Y	NOP	Y	Y	Y	N	
632	Y	N	N	Y	Y	Y	N	
633	N	N	N	Y	N	N	N	
634	NOP	Y	N	Y	Y	Y	N	
635	N	N	N	Y	Y	Y	N	
636	NOP	N	N	NOP	N	N	N	
637	Y	N	Y	Y	N	N	N	
638	N	N	Y	Y	Y	NOP	N	
639	NOP	NOP	NOP	NOP	NOP	NOP	N	
640	Y	Y	Y	Y	Y	Y	N	
641	Y	Y	NOP	NOP	N	Y	Y	Children that are old enough should be allowed to stay in properties even after their parents have died.
642	N	Y	N	Y	N	NOP	N	
643	Y	Y	Y	Y	Y	Y	N	
644	Y	Y	N	Y	N	Y	N	
645	N	Y	NOP	NOP	NOP	Y	N	
646	N	N	N	Y	N	N	N	
647	Y	N	N	N	N	Y	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
648 Y	Y	N	Y	Y	Y	N	
649 Y	N	N	Y	NOP	N	N	
650 Y	Y	N	N	N	Y	N	
651 Y	Y	Y	Y	Y	Y	N	
652 N	N	N	Y	N	N	N	
653 Y	Y	Y	Y	Y	Y	N	
654 Y	Y	N	Y	Y	Y	N	
655 Y	Y	Y	Y	NOP	Y	N	
656 Y	Y	Y	Y	Y	Y	N	
657 N	N	N	Y	N	N	Y	Bins need to be emptied quicker.
658 Y	Y	Y	Y	Y	N	N	
659 Y	Y	N	Y	Y	Y	N	
660 Y	Y	NOP	Y	Y	Y	N	
661 Y	Y	Y	Y	Y	N	N	
662 NOP	NOP	Y	Y	Y	N	N	
663 NOP	Y	NOP	Y	N	NOP	N	
664 Y	Y	Y	Y	Y	N	N	There needs to be sufficient safeguards to protect people who are away from home legitimately and who aren't in position to inform the council of their exact plans.
665 NOP	Y	N	Y	N	Y	N	
666 Y	Y	N	Y	Y	Y	N	
667 Y	Y	Y	Y	Y	Y	N	
668 Y	NOP	Y	Y	N	Y	N	
669 Y	N	NOP	NOP	N	N	N	
670 Y	N	NOP	Y	Y	Y	N	Noise kept to an acceptable level.
671 Y	N	N	Y	Y	Y	N	
672 Y	Y	Y	Y	N	Y	N	
673 N	N	N	NOP	N	Y	N	
674 Y	Y	N	Y	Y	Y	N	
675 NOP	N	NOP	Y	Y	N	Y	
676 NOP	NOP	Y	NOP	NOP	NOP	N	
677 Y	Y	NOP	Y	N	Y	N	
678 N	Y	NOP	NOP	NOP	Y	N	
679 Y	Y	N	Y	Y	NOP	N	
680 N	N	N	Y	Y	N	N	
681 Y	Y	Y	Y	Y	Y	N	

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
682	NOP	Y	NOP	Y	NOP	NOP	Y	
683	N	Y	N	Y	Y	N	N	
684	N	N	N	Y	N	N	N	
685	Y	Y	N	Y	Y	Y	Y	
686	Y	Y	N	N	N	Y	Y	Council home insurance should be offered to all council tenants as a standard practice.
687	NOP	Y	NOP	Y	Y	Y	N	
688	Y	Y	Y	Y	Y	Y	N	
689	Y	Y	Y	Y	N	Y	N	
690	Y	Y	Y	Y	Y	Y	N	
691	Y	Y	Y	Y	Y	Y	Y	
692	Y	Y	NOP	Y	Y	Y	Y	
693	Y	Y	Y	Y	Y	Y	N	
694	Y	Y	NOP	Y	Y	Y	N	
695	Y	Y	N	Y	Y	Y	N	
696	Y	Y	Y	Y	Y	Y	N	
697	Y	Y	NOP	Y	Y	Y	N	
698	N	N	N	Y	Y	Y	N	
699	NOP	Y	NOP	NOP	Y	NOP	N	
700	NOP	N	Y	Y	N	Y	N	
701	Y	Y	N	NOP	N	Y	Y	More help for tenants who have been a victim of abuse or violence from neighbours.
702	NOP	NOP	NOP	Y	Y	NOP	N	
703	NOP	Y	NOP	NOP	NOP	NOP	N	
704	Y	N	N	Y	N	Y	N	
705	NOP	NOP	N	NOP	NOP	NOP	N	
706	Y	Y	NOP	Y	Y	Y	N	
707	Y	Y	N	Y	N	Y	N	
708	NOP	Y	N	Y	NOP	Y	N	
709	Y	Y	Y	Y	Y	Y	N	
710	N	Y	Y	Y	N	N	N	
711	Y	Y	Y	Y	Y	Y	N	
712	Y	NOP	Y	Y	Y	Y	N	
713	Y	Y	Y	Y	NOP	NOP	Y	
714	Y	Y	Y	Y	NOP	NOP	Y	
715	N	N	N	Y	N	Y	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
716	NOP	Y	NOP	Y	Y	N	
717	N	N	Y	N	N	N	
718	Y	Y	NOP	Y	NOP	N	
719	N	N	NOP	Y	Y	N	
720	Y	Y	Y	N	N	Y	Repairs done by the council are of a very low standard.
721	Y	Y	NOP	Y	Y	N	
722	N	N	NOP	Y	Y	N	
723	Y	Y	NOP	N	Y	Y	
724	N	N	Y	N	N	N	
725	NOP	N	NOP	N	Y	N	
726	N	N	NOP	N	NOP	Y	
727	Y	Y	Y	Y	N	Y	
728	NOP	Y	Y	Y	Y	N	
729	Y	N	Y	Y	Y	N	
730	Y	N	Y	N	NOP	N	
731	NOP	N	Y	N	Y	N	
732	Y	NOP	Y	N	N	N	
733	Y	Y	Y	Y	Y	N	
734	Y	Y	Y	N	Y	Y	
735	NOP	Y	NOP	N	N	N	
736	Y	Y	Y	Y	Y	Y	
737	N	N	Y	NOP	Y	N	
738	Y	Y	NOP	Y	N	N	
739	NOP	Y	N	NOP	NOP	N	
740	Y	N	N	Y	N	N	
741	Y	Y	Y	NOP	Y	N	
742	Y	Y	Y	Y	Y	N	
743	Y	Y	NOP	Y	Y	N	
744	NOP	N	NOP	NOP	Y	N	
745	N	N	Y	Y	N	Y	
746	NOP	Y	NOP	Y	N	N	
747	Y	Y	N	Y	Y	N	
748	NOP	N	N	Y	N	N	
749	N	NOP	N	Y	N	N	Children of deceased parents should be offered the property.
750	Y	Y	N	Y	N	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
751	NOP	Y	N	Y	N	Y	N
752	NOP	NOP	N	Y	Y	Y	N
753	Y	Y	Y	Y	Y	N	N
754	NOP	Y	Y	Y	NOP	NOP	N
755	Y	Y	Y	Y	Y	Y	N
756	Y	Y	N	Y	N	N	Y
757	Y	Y	NOP	NOP	Y	N	N
758	Y	Y	N	Y	Y	Y	N
759	NOP	Y	Y	Y	N	Y	N
760	Y	Y	Y	Y	N	Y	N
761	Y	N	N	Y	Y	N	N
762	NOP	N	NOP	Y	N	Y	N
763	Y	Y	Y	Y	Y	Y	N
764	NOP	Y	Y	Y	Y	NOP	N
765	Y	Y	Y	Y	N	Y	N
766	Y	Y	N	Y	N	N	N
767	NOP	NOP	NOP	Y	Y	NOP	N
768	N	N	N	Y	N	N	N
769	N	Y	N	Y	Y	Y	N
770	N	N	N	Y	Y	Y	Y
771	NOP	Y	N	Y	Y	N	N
772	NOP	NOP	N	NOP	NOP	Y	N
773	NOP	NOP	NOP	NOP	NOP	N	N
774	N	Y	N	NOP	Y	Y	N
775	N	N	N	Y	N	Y	N
776	N	Y	N	Y	Y	N	Y
777	Y	Y	Y	Y	Y	Y	N
778	NOP	Y	N	Y	Y	N	Y
779	NOP	Y	NOP	Y	Y	Y	N
780	NOP	Y	Y	Y	Y	Y	N

Tenants need to be responsible for cleaning up rubbish and tending to their gardens - this will reduce rat problem.

Why do you leave houses unoccupied for so long? The house next to me was let out to a single man who has not stayed there for well over a year for more than a night every few months. House could be put to better and proper use.

Would like some help doing my garden as I have lupus/joint pain.

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
781 Y	Y	N	Y	Y	N	N	
782 NOP	N	N	Y	N	Y	N	
783 NOP	N	N	NOP	NOP	Y	N	
784 NOP	N	NOP	Y	Y	Y	N	
785 Y	Y	Y	Y	N	NOP	Y	
786 NOP	NOP	NOP	NOP	NOP	NOP	N	
787 NOP	NOP	NOP	NOP	NOP	NOP	N	
788 N	Y	N	N	N	NOP	Y	
789 NOP	NOP	NOP	Y	N	NOP	N	
790 Y	Y	Y	Y	Y	Y	N	
791 Y	N	N	Y	N	Y	N	
792 Y	Y	N	Y	NOP	Y	Y	It makes no sense to have a couple living in a 3 bedroomed house - it is a waste of space. Houses should be for families and couples should be in flats/maisonettes.
793 NOP	N	NOP	NOP	NOP	NOP	N	
794 Y	N	Y	Y	N	Y	N	Rent should be paid every two weeks - not weekly.
795 NOP	Y	N	Y	N	Y	N	
796 Y	Y	Y	Y	Y	N	N	
797 Y	N	N	Y	Y	N	N	
798 Y	Y	N	Y	Y	Y	N	
799 NOP	Y	N	Y	Y	Y	N	
801 NOP	NOP	NOP	NOP	NOP	NOP	N	
802 Y	NOP	N	Y	Y	Y	N	Pets - some pets are a comfort to people as they get older and live alone.
803 Y	Y	NOP	Y	N	Y	N	Anti-social neighbours? No mention in changes of dealing with this growing problem.
804 NOP	Y	N	Y	N	Y	N	
805 Y	NOP	Y	Y	Y	Y	N	
806 Y	Y	Y	Y	N	N	N	Dogs - no notice of intent to prosecute owners whom allow their dogs to foul in communal areas. One bedroom flats are no place for a cat or dog. More assistance for children after their parent(s) pass away - they should be able to keep the house.
807 Y	Y	N	Y	Y	Y	N	
808 NOP	NOP	N	NOP	Y	NOP	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
809 N	N	N	Y	N	N	N	The council should make strenuous enquires to find out why properties are empty for a lengthy period of time. Houses should be allowed to go to sons/daughters if their parents die.
810 Y	Y	N	Y	N	N	N	
811 Y	Y	NOP	Y	Y	NOP	N	Stop council/sub contractors driving onto and parking on front lawns/communal grassed areas
812 NOP	Y	N	Y	Y	N	Y	Would like help with garden due to lupus
813 Y	Y	NOP	Y	Y	Y	N	fault with the gas cooker
814 Y	Y	N	NOP	N	Y	Y	Would like to discuss problems with neighbours re anti social behaviour towards him
815 Y	Y	N	Y	Y	Y	Y	re wheelchairs/pushchairs in communal areas does this include visitors
816 Y	Y	Y	NOP	Y	N	Y	re right of succession part of agreement re co-habitees
817 N	Y	N	Y	N	Y	NOP	anti social behaviour checks on relatives before succession of tenancy.
818 Y	Y	NOP	Y	N	Y	Y	Agree re permission to have pet
819 Y	Y	NOP	NOP	Y	Y	N	
820 NOP	N	NOP	NOP	Y	Y	N	
821 NOP	Y	NOP	NOP	Y	Y	N	
822 Y	Y	N	Y	N	N	N	
823 Y	Y	NOP	NOP	NOP	Y	N	
824 Y	Y	Y	Y	NOP	Y	N	
825 Y	Y	Y	Y	Y	Y	N	
826 Y	Y	Y	Y	Y	Y	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
827 NOP	N	NOP	Y	Y	Y	N	Q2 - Its peoples choices - having a pet could be apart of the way they live if they have been brought up with them all their lives. Or maybe a relatavie has died, so has to be taken in and the pet homes or trust have no room. Implementing to ask permission is taking peoples choice away from them. We all entitled to choices of how we live. Q3 - This is because i do not take advantage of free rent weeks, i continue to pay my rent on these weeks but considering other tenants they may be having some hardship, eg. Christmas time. So they may rely on the free rent weeks. Q6 - If the tenant has no reasonal explanation which cannot be counted for.
828 NOP	N	Y	Y	N	N	N	Q2 - Dictating what a person or person's can and cant do. Q5 - They should be given first choice if they can keep up payments(rent, council tax) then they should have the right to stay. Q6 - To short a time limit.
829 NOP	Y	NOP	Y	Y	Y	N	Q2 - Some irresponsible pet owners shouldn't have them as they are left to destroy the propertys which cost money to repair on the othe hand people who will care correctly for an animal should be given a oppportunity to have one. Q3 - I wouldnt mind either way as it is always cheaper than a private rent.
830 N	Y	Y	Y	N	Y	N	
831 N	Y	Y	Y	N	Y	N	
832 N	N	N	Y	Y	Y	N	
833 Y	Y	N	Y	N	Y	N	
834 N	Y	Y	Y	N	Y	N	Security of the doors: Tenants should have a say on materials used those that feel anxious could be offered more secure doors.
835 Y	Y	N	Y	N	Y	Y	
836 N	Y	N	Y	N	N	N	
837 Y	Y	N	Y	N	Y	Y	
838 Y	Y	N	Y	N	Y	Y	
839 Y	N	N	Y	Y	N	N	
840 Y	Y	NOP	Y	Y	N	N	Q6- They might be in hospital and no one to care for them.
841 Y	Y	Y	Y	Y	Y	N	

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
842	Y	Y	NOP	NOP	NOP	NOP	Y	
843	Y	N	Y	Y	Y	Y	N	Q2 - As long as it isnt dangerous, people should be allowed to have a pet if they want. Q3 - As long as rent stays the same.
844	NOP	NOP	NOP	NOP	N	NOP	N	
845	N	Y	N	Y	N	N	N	Q1 - Need to liase with tenant. Q6 - Find out why, what happening
846	Y	Y	Y	Y	Y	Y	N	I would of liked time limitations included again, like the no noise or quiet consideration before 7am and after 11pm on a night. Although this has had no effect on my neighbours who live above us as they do not like being dictated to by anyone. Other than that i think the tenancy agreement is OK. I certainly agree on the pets rule as i would never have said yes to the people who live above us with 3 dogs, because they let them sleep in there bedroom above me and i dont get decent sleep. I was told by Sue Clark then the estate manager that these flats were sound proof but we did not hear the two boys as much that lived here when we first moved in, as one was a nurse and the other was a student. But it has never been the same for the last 12 years or so. Q3 - I think it's good to have free weeks of rent during Christmas and New Year time as it is hard to family. Q6 - Its to short time for us. As we go to holiday for a month.
847	Y	NOP	N	Y	Y	N	N	
848	NOP	N	N	Y	Y	Y	N	
849	N	N	N	Y	N	N	N	
850	NOP	Y	N	Y	N	Y	N	Q3 - These free weeks pay for our Christmas.
851	Y	Y	Y	Y	Y	Y	N	
852	NOP	Y	N	Y	Y	Y	Y	
853	NOP	Y	NOP	NOP	NOP	NOP	N	
854	Y	Y	Y	Y	Y	Y	N	
855	Y	N	N	Y	Y	NOP	N	Q2 - If my child wants a goldfish or a hamster i would have to ask for permission? DONT THINK SO! Q3 - The two weeks free a christmas helps so many family's it would be wrong to stop it. The other two weeks you could take back to save money.

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS	
856	N	N	Y	Y	Y	Y	N	Q2 - It is unfair as everyone has a free choice. If you have a pet it is your responsibility to look after it. If the owner of the pet doesnt take responsibility then that is a diffrent issue. - I think people who lived in council properties and looked after them shouldnt be made to worry or feel they may have to downsize or move somewhere else. Families change and grow which means people may need space for grandchildren. Just a thought.
857	Y	Y	NOP	Y	N	Y	NOP	CYC should follow up all neccessary repairs/ensure they have been completed to everyones satisfaction.
858	Y	N	N	Y	N	Y	Y	Q6 There should be more than succession allowed re children
859	Y	Y	Y	Y	Y	Y	N	Repairs should change lights in the kitchen and bathroom
860	NOP	NOP	Y	N	N	NOP	N	Assistance with changing bathroom and kitchen light fittings, I would not be able to change bulbs - "health & safety".
861	Y	Y	Y	Y	N	Y	Y	
862	Y	NOP	N	Y	Y	Y	N	
863	Y	N	N	Y	Y	Y	N	
864	N	N	N	NOP	N	N	N	
865	NOP	Y	Y	Y	Y	Y	N	
866	NOP	Y	Y	Y	N	NOP	Y	Unless you have reason to believe someone has abandoned their home with no intention of returning (But why would anyone do this?) then it is none of your business where they go or for how long.
867	Y	N	N	N	N	NOP	N	The council should have to provide carbon monoxide and smoke detectors the same way as private landlords do for their tenants.
868	Y	N	NOP	Y	Y	NOP	N	
869	Y	NOP	NOP	NOP	NOP	Y	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
870 Y	Y	N	N	Y	NOP	N	The bit about not encouraging pigeons, rats, mice, and grey squirrels. I have fed the birds here for 34 years. We have had 1 incident of rats in that time. I wonder what is altering their feeding habit to bring them into houses now? I feel this must be a change in the outside areas e.g. their former feeding grounds. My daughter has had great pleasure out of watching the birds and recording this for British Trust of Ornithology. The birds have changed as well as the so-called pests over the years, there must be a reason!
871 Y	Y	N	Y	N	Y	N	
872 Y	N	N	Y	Y	Y	N	
873 NOP	Y	NOP	Y	Y	Y	N	
874 Y	Y	NOP	Y	N	NOP	N	
875 Y	Y	Y	Y	Y	Y	Y	More physical effort should be made to help tenants to downsize as those wishing to are likely to be elderly / infirm.
876 Y	Y	N	Y	Y	Y	Y	
877 Y	N	NOP	Y	N	Y	N	Tenants in shared property i.e. flats should not be allowed pets.
878 Y	N	N	Y	Y	N	Y	RE: Communal gardens - council should provide suitable temporary storage (i.e. sheds) as 1 bed flats have inadequate storage for large items (i.e. when replacing sofas, wardrobes etc) pending disposal of items (either by arranging collection by council or taking to a household waste site). The amended rules allow penalisation of tenants for using garden area for temporary storage which is unacceptable. Disposal of household waste: Recycling bins need to be larger or additional bins provided (alternately weekly collections) - we end up storing recycling for a week and then bin fills up a couple days after being emptied. Communal areas or shared gardens - an exemption should be made for storage of bicycles to promote this method of transport. q3.Easier to save money with the gaps in the rent. Good for saving up tax money for end of year taxes
879 NOP	Y	N	NOP	Y	Y	N	
880 Y	Y	N	Y	Y	Y	N	

Q1	Q2	Q3	Q4	Q5	Q6	Q7	COMMENTS
881 NOP	NOP	N	NOP	N	N	N	
882 Y	Y	Y	Y	Y	Y	Y	q3.happy as they are
883 NOP	Y	NOP	Y	N	Y	N	q3.can give breathing space to tenants financial situation q5.In some cases any family members may have lived most of their lives there over long periods of time q6. not until reasons become apparant
884 Y	N	N	Y	N	Y	NOP	q5.i'm a single person and my son has lived with me for 9 years. Its our home
885 Y	Y	Y	Y	N	Y	N	Q2 Not everyone likes dogs-i am not keen on them-was not happy about being consulted when tenants with dogs moved in
886 Y	Y	NOP	N	Y	N	N	
887 Y	N	Y	Y	Y	Y	N	

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