



# Revised Tenancy Agreement

Cabinet Housing Panel  
19 February 2025



# Tenancy Agreement

- Tenancy agreements set out the terms and conditions to occupy and reside at rented homes
- Most of our tenancy agreements are secure
- tenancy agreements
- The agreement has been revised and updated to clarify landlord and tenant obligations further
- The proposed revised tenancy agreement is in Appendix 1 of the report



# Proposed Changes – Landlord Obligations

- Detailed in Appendix 3 of the report and summarised in paragraph 3.7
- Clarifies the landlord responsibilities such as:
  - New information about when we require access to the property
  - Sections 6.2 to 6.4 are new sections setting out our repairs obligations
  - New section stating we will provide information about our housing services, standards, management policies and performance
  - Focuses on the council's obligations to the tenant
  - New section explaining when the council will consult with tenants
  - Focuses on right to information about tenancy, repairs, consultation, allocation and landlord performance
  - Gives details of the Housing Ombudsman



# Proposed Changes – Tenant Obligations

- Detailed in Appendix 3 of the report and summarised in paragraph 3.7
- Clarifies the tenant responsibilities such as:
  - New section explaining tenant’s right to occupy
  - Adds information on how the tenant is expected to give notice and what they need to do before moving out
  - Amended wording, including not sub-letting whole property
  - Amended wording to include what action will be taken if there is a breach of tenancy
  - New section specific to ASB and noise
  - New section on damage caused by tenant
  - Makes clear it is tenant’s responsibility to insure the property



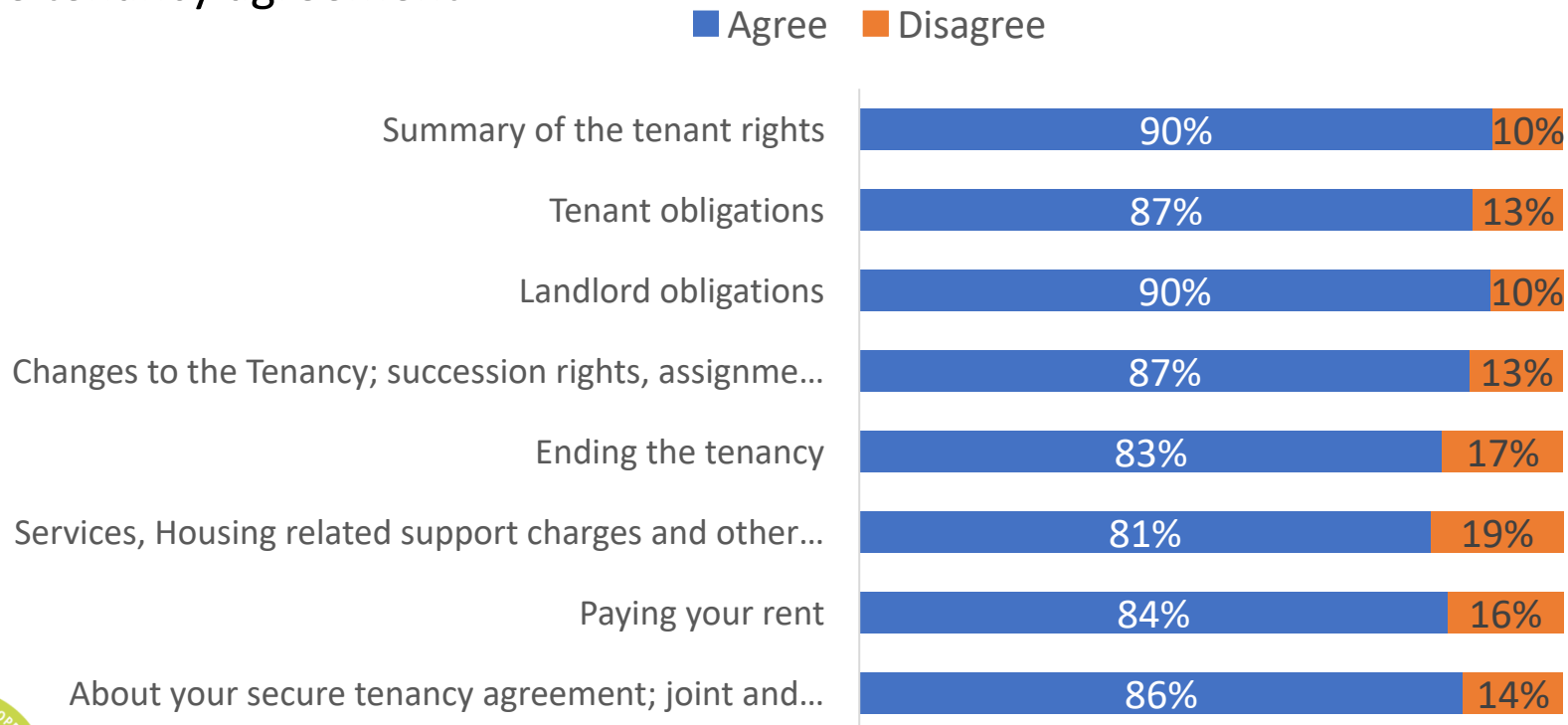
# Consultation with Tenants

- A consultation was carried out with all tenants (around 8,800 tenanted properties) in January 2025 on the proposed revised tenancy agreement
- The tenant panel was also consulted
- An online survey was placed on the council's website
- 10,475 letters (with FAQs) promoting the survey were posted out
- Joint tenants were written to individually
- There were 232 hard copies of the survey posted out with a pre-paid return envelope, which included 2 versions in large print
- 3 translations into Polish were requested
- Some consultations were completed on the telephone



# Consultation Results

- There were 1,085 responses to the survey
- 1,021 online responses and 64 hard copy responses
- There was a very high level of support (over 81%) for the proposed changes to the tenancy agreement



**WELWYN  
HATFIELD**

# Consultation Comments – Common Themes

## Concerns about rent increases or other charges being imposed

- Some tenants concerned about rent increases due to the cost of living and other comments with concern there was going to be further rent increases that had not been specified
- Concern about other charges being imposed (eg service charges)

## Changes not understood

- Comments that some tenants did not understand what the changes were and what the implications of the proposed changes to the agreement



# Consultation Comments – Common Themes

## **Lack of detail (in the agreement)**

- All the information was available on the website consultation page and assistance was given by telephone also
- Comments that there was not enough detail in the tenancy agreement about the changes (misunderstanding that these are the terms and conditions of the tenancy agreement)

## **That the tenant just disagreed**

- Either didn't agree with the changes or felt that the tenancy agreement did not amending





# Consultation Comments – Common Themes

## **That the tenant had signed a lifetime agreement**

- Some misunderstanding that the agreement might change the security of tenure (ie lifetime secure tenancies)
- Misunderstanding that secure tenancy agreements can be revised as needed

## **Issues with the webpages/website**

- Concerns raised about the formatting of the information on the website, or small text or could not find the information
- Where residents contacted us to say they were having difficulties reading the materials on their phones or the webpage we sent out PDF versions



# Next Steps

- Having considered the feedback from the consultation, no amendments to the tenancy agreement were considered necessary
- However, the comments are being looked at in more detail so that there is improved information on the website to assist the understanding of the tenant agreement for tenants
- If the revised tenancy agreement is recommended by CHP to Cabinet, and is approved:
  - would be to write to tenants giving the required notice varying their tenancy agreement



# Questions?

