

## APPENDIX 1

### Comments from the Tenants and Council Feedback

COMMENTS	FEEDBACK PROVIDED
I have read the notice , and have no problem with it.	Many thanks for your feedback it is most appreciated
Looks great from what I see	Many thanks for this positive feedback
I think the new tenancy policy is very good and fair to abide by the rules	<p>Thank you for taking the time to confirm acknowledgement of our draft Tenancy Management Policy and feedback.</p> <p>Please do not hesitate to contact us if you have any further questions or queries.</p>
I am responding to your letter about the new TM policy, All the questions I would ask have been answered	Many thanks for your feedback, it is appreciated.
I have read the policy online I am happy with the Policy. The only comment I can give is the start of the curb side weeds and over grown hedges and the 2 trees in first car park after no 21 which is totally out of control and are supposed to be chopped down completly but when, as it makes a mess of all the cars.	Many thanks for your feedback on the Tenancy Management Policy. Regarding the state of the curb side weeds, trees and overgrown hedge that are not within the curtilage of your property. They would not be managed as part of your tenancy and would be maintained through our Environmental Services Team. I have forwarded your feedback onto the Environmental Services Team.
<p>1. I find the Council excellent at prompt repairs &amp; improvements.</p> <p>2. I think more checks should be made on houses &amp; gardens to avoid neighbourhood disagreements.</p> <p>3. It is very difficult to move if their needs change. At almost 78 I am thinking of my own future needs and have been on the register for a long time.</p>	<p>Many thanks for your feedback on the Tenancy Management Policy and your positive feedback regarding our Repairs and Maintenance service.</p> <p>We appreciate your feedback regarding the gardens in your area, your Neighbourhood &amp; Tenancy Officer will be completing regular walkabouts to improve the management of properties in your local area.</p> <p>Regarding your request to move you are very well placed on our waiting list and are in band 2, however I can't see that you have not placed any bids on properties. If you are unable to bid, we can place bids on your behalf if you confirm what area and property type you are looking for.</p> <p>You can also look for a mutual exchange to swop homes with another Social Landlord, this can be done by registering at <a href="http://www.homeswapper.co.uk">www.homeswapper.co.uk</a>.</p> <p>If you have any further questions or queries, or require</p>

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	<p>assistance with your bidding please don't hesitate to contact me.</p>
<p>Go ahead with, what you are doing, I hope it goes through. Good luck</p>	<p>Many thanks for taking the time to provide positive feedback regarding our proposed Tenancy Management Policy. If you have any further questions or queries, please don't hesitate to contact us.</p>
<p>I have read through the Tenancy Management Policy and would like it to include whether dog or cats are allowed in flats with communal entrances as I believe this was not the case in the past. This would allow people to make a decision on whether or not the accommodation is suitable as not all people like or may be allergic to animals. Apart from this the policy is fine.</p>	<p>Many thanks for taking the time to feedback to us on the proposed Tenancy Management Policy.</p> <p>We can confirm that the proposed policy does include permission for pets, on pages 9-10. Please see the extracted information from the Policy below.</p> <p><b>Pets and Animals</b></p> <p>The Council recognise that domestic pets can bring joy, happiness, and comfort to people's lives, helping their owners through difficult times and improving their mental and physical wellbeing. The Council will not unreasonably withhold permission for tenants to keep pets depending on the location and size of pet(s) as suitable to the property type, provided they are well looked after and do not adversely affect the lives of others in the community. The Council will always consent to the keeping of one household pet, such as a cat, dog, rabbit or small bird for example.</p> <p>The Council has absolute discretion on granting permission for more than one pet or for such creatures as reptiles, insects, arachnids, and snakes that are kept as pets and the Council will deem what is reasonable given the circumstances. It is the tenant's responsibility to ensure that any pets are always well behaved and kept under control, including the provision of adequate enclosure. Should any pets or other birds or animals cause a breach of tenancy conditions and / or nuisance and annoyance to neighbours or risk to health and safety then the Council has the right to withdraw permission to allow any pet to be kept within the home and is at liberty to request the pet/s be removed and enforce this legally if required. Tenants are not allowed to keep livestock or any animal which has been classified as dangerous under the Dangerous Wild Animals Act 1976, the Dangerous Dogs Act 1991 and as amended in 1997 at or on any property owned by the Council.</p> <p>If you have any further questions or queries in relation to this matter, then please don't hesitate to contact me.</p>

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<p>Having read through the new tenancy management policy, the contents appear to be in order. We await sight of the new tenancy agreement in due course, in which we hope Redditch Borough Council will stipulate that tenants should keep both front and rear garden are tidy and well maintained.</p>	<p>Many thanks for taking the time to feedback to us on the proposed Tenancy Management Policy. We will be consulting on our proposed Tenancy Agreement following the closure of the current consultation period for the Tenancy Management Policy. There will be further information around property and garden conditions in the proposed Tenancy Agreement.</p>
<p>Hi. Thank you for information. I read new Policy. I have no comments to this.</p>	<p>Many thanks for taking the time to confirm you have read the proposed tenancy management policy.</p> <p>If you have any further questions or queries in relation to this matter than please don't hesitate to contact us.</p>
<p>Thank you for taking the time to send me the rules, as I don't have internet I have looked through the paperwork and agree that there should be check on council properties to keep them in good condition there is no excuse for dirty messy properties and if things are checked they can be kept to a good standard. After all council own properties not the tenant, If people looked after rented properties better than would be better for everyone.</p>	<p>Thank you for taking the time to feedback to us regarding the proposed Tenancy Management Policy, and for your support regarding property inspections and improving the condition that our housing stock is kept in.</p> <p>You mentioned you didn't have internet access, so I have enclosed a copy of the proposed Tenancy Management Policy.</p> <p>Should you have any further queries regarding the above matters, please don't hesitate to contact me.</p>
<p>I live very well, it's peaceful and quiet I'm well thank you.</p>	<p>Many thanks for taking the time to feedback to us regarding the proposed Tenancy Management Policy, it is also wonderful to hear how much you are enjoying your tenancy. If you have any further questions or queries in relation to this matter, please don't hesitate to contact me.</p>
<p>Having read the document version of Tenancy Management Policy my wife and I are pleased with the proposal in accordance with the Housing Act 1985</p>	<p>Many thanks for taking the time to feedback to us regarding the proposed Tenancy Management Policy. Your positive feedback is very much appreciated.</p> <p>If you have any further questions or queries in relation to this matter, then please don't hesitate to contact me.</p>

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<p>Ref: to parking. Disabled parking bays are only reserved parking spaces and should only be occupied by a driver displaying a blue badge. Under the current policy these spaces are advisory only, and have no legal standing. Will this proposed change mean it will become illegal to park in a marked space and therefore be liable for a fine?</p>	<p>Many thanks for taking the time to feedback to us regarding the proposed Tenancy Management Policy.</p> <p>Disabled Parking is a separate policy and is not included in the Tenancy Management Policy. Disabled Parking on Redditch Borough Council land is not restricted to tenants, any residents can make an application if they are eligible and hold a blue badge regardless of their tenancy type. For this reason, disabled parking holds its own policy which will be reviewed in due course.</p> <p>In conclusion, as it currently standards, there are no changes to Disabled Parking bays on Redditch Borough Council land, they remain advisory bays that aren't enforceable.</p> <p>If you have any further questions or queries in relation to this matter then please don't hesitate to contact me.</p>
<p>I have read and understood the above and am happy with the content.</p>	<p>Many thanks for your positive feedback</p>
<p>I am happy with the information and except from what I could understand seems fair and reasonable.</p>	<p>No response required</p>
<p>The tenancy management policy is easy to understand and straight forward detailing all sections of policy for tenants to know where we stand.</p>	<p>No response required</p>
<p>I am very happy with it</p>	<p>No response required</p>
<p>I didn't change anything I am happy with everything</p>	<p>No response required</p>
<p>You are not saying what the changes are you just point out that you are changing or adding thing to them without saying what they are so how can we know what they are if you don't state them.</p>	<p>You will note from the information we sent that we provided a Comparison Table that sets out the main changes between the old and new proposed tenancy. We sent this to aid people in understanding what the main changes are. I hope this helps inform you of the general reasons as to why we are having to update our tenancies. I have also attached a draft Secure Tenancy for your reference, and I would welcome you reading it and commenting on any aspects of it that you see fit. I will be happy to ring you at a mutually convenient time if you would like to discuss anything in more detail.</p>

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<p>Thank you for your letter received today. My query is as a secure tenant, what will happen if we sign a new housing agreement. Does this mean that we will go back to the beginning and become 'Introductory' tenants whereby the council can tell us to leave at any point. Unfortunately this is not clear in the proposals.</p>	<p>Many thanks for taking the time to respond to my letter. I can confirm that you will not lose any of your Secure Tenancy rights if we decide to proceed and move all tenants onto new tenancy agreements. If we proceed, you will be sent a new Secure Tenancy Agreement and the date by which the new terms will come into effect. Please rest assured we are doing this to ensure that all tenants are treated fairly and consistently, as many of our older tenancies do not clearly set out your legal rights as tenants in the manner that they should. I hope this confirmation reassures you.</p>
<p>I have no comments to make, as I believe the transparency in your letter is as per your communication. I confirm and agree.</p>	<p>No response required</p>
<p>Dear RBC, I am writing to you regarding the new variation of my tenancy agreement. I have a learning disability and need support to understand the changes. I would also like to know: How I will be supported through the transition of the tenancy agreement. If I will need to do anything to maintain my tenancy. If the previous housing act still applies after the variation, and for how long. I would appreciate it if you could get back to me as soon as possible. Thank you for your time.</p>	<p>Many thanks for getting in touch. I have copied my colleague Wayne into this email, and he will arrange to contact you directly to discuss any specific help or support you might need. In answer to your questions below no direct support will be required to transition onto the new tenancy, we are simply updating the current terms so tenants are fully informed as to their rights and services they can expect from us as Landlord. If we choose to proceed, we will simply send you out a new tenancy for your future reference. You will not need to do anything to maintain your tenancy and all the rights you have as a Secure Tenant will not change. The Housing Act referred to on the information we sent you is simply a reference to the law that requires us to consult you on matters regarding your tenancy. By writing to you we are complying with that Act and if we do proceed and grant new tenancies to all our tenants our statutory obligations to you will have been met. The Housing Act itself is a Statutory Law and can be referenced by you or us at any point. I'm sure Wayne will be able to advise on any other matters you may wish to address.</p>
<p>I really don't understand all of this...? How will it affect me???? I'm vulnerable and easily alarmed at the moment, and need reassurance....</p>	<p>I do apologise if my contact with you has caused you any distress. In short, I have written to all our tenants (approximately 5,700 households) to advise that we are looking to update the terms of our tenancy so that as a tenant you have clear information about your tenancy rights and what to expect from us as a landlord. Likewise, the new tenancy will also advise of what we as a landlord can expect from you as a tenant, for example the payment of rent and your behaviour in your home. The new tenancy does not affect your rights as a tenant in any way and there isn't anything further you will need to do apart from be aware that early in the new year, we will send out a new tenancy for your records and for you to refer to</p>

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	<p>when or if you need services from us. I am happy to answer any other specific queries you may have prior to or after receiving your new tenancy. Kind regards, Jon</p>
<p>Sorry I don't fully understand all that is enclosed, re tenancy management policy. But i am satisfied at present on how things stand. I don't do technology so if my response is not sufficient please get in touch by phone or post.</p>	<p>Many thanks for completing the comments form regarding our tenancy agreement consultation. It was great to read how satisfied you are in your current tenancy.</p> <p>In your comments you advised you didn't understand the content of the consultation, I am therefore writing to you to explain this in further depth. In short we have written to all Redditch Borough Council tenants to advise that we are looking to update the terms of our tenancy so that as a tenant you have clear information about your tenancy rights and what to expect from us as a landlord. Likewise, the new tenancy will also advise of what we as a landlord can expect from you as a tenant, for example the payment of rent and your behaviour in your home.</p> <p>The new tenancy does not affect your rights as a tenant in any way and there isn't anything further you will need to do apart from be aware that early in the new year, we will send out a new tenancy for your records and for you to refer to when or if you need services from us.</p>
<p>As long as I can stay in my home, I'm no good giving comments. I will be happy thank you.</p>	<p>Many thanks for taking the time to respond to my letter. I can confirm that you will not lose any of your Secure Tenancy rights if we decide to proceed and move all tenants onto new tenancy agreements. If we proceed, you will be sent a new Secure Tenancy Agreement and the date by which the new terms will come into effect. Please rest assured we are doing this to ensure that all tenants are treated fairly and consistently, as many of our older tenancies do not clearly set out your legal rights as tenants in the manner that they should.</p>