

Appendix 1

Summary of comments from tenants with recommended amendments

Of the 91 responses, 68 tenants agreed with the changes and 23 tenants disagreed with the changes.

Tenancy Clause	Comments from Tenants	Response
You, people living with you and any visitors to the property must not use social media or any other form of communication to make false statements, abuse, threaten, harass or be derogatory towards Council employees, contractors, agents or Councillors. Communication includes telephone calls, text messages, e-mails or posting comments on social media. This condition applies wherever the communication takes place.	Concerns about freedom of speech and whether comments on social media about the Council would be acted upon.	Response: The clause will be enacted on a proportionality basis where the acts are deemed to be at a criminal threshold and/or have a direct impact on the ability of the Council to manage the tenancy and/or maintain the property in line with its duties and responsibilities. No amendment required.
We will take photographs of all new tenants. Photographs help us prevent social housing fraud, and for us to help you in the case of an emergency, for example fire, flood etc.	Concerns about the storage of photographs.	Response: – Photographic ID is already requested when a housing applicant signs up for a new tenancy to prevent tenancy fraud. We require a photo for the tenancy file. This in all instances excludes photos of minors. Photographs are stored in line with General Data Protection Regulations (GDPR) and Data Protection Act 2018. No amendment required.
You are responsible for the upkeep of the boundary marker only, such as fencing or hedges and not for the boundary itself.	Clarity was requested on who is responsible for the repair and maintenance of fencing.	Response: The Council is responsible for repair or maintenance of fencing where the Council has installed this, the exception is where tenants have installed this. Amend the wording to:

		The Council is responsible for the demarcation of the boundary only. You must not move a demarked boundary.
You must not routinely dry clothes on radiators and ensure radiators are not obstructed	Concerns about not being able to dry clothes on radiators at all.	<p>Response: the clause states that clothes should not be <u>routinely</u> dried on radiators. This means that it is permissible but offers a common-sense approach to avoiding a potential source of damp and mould in the property.</p> <p>No amendment required.</p>