



## KETTERING BOROUGH TENANTS FORUM

19<sup>th</sup> May 2011

### Draft Secure Tenancy Agreement

This report provides the Tenants Forum Members with information on the review process and presents the new Draft Secure Tenancy Agreement .

For Discussion

- 1 The Tenants Handbook and Tenancy Agreement was last comprehensively reviewed in 2005.

In 2010, discussions at the Tenants Forum on updating the Tenants Handbook highlighted the following:

- We need to produce a new and updated Tenant's Handbook that has been reviewed with extensive tenant involvement that includes both the content and style of the document
- The Forum requested more clarity on tenant's rights and responsibilities.
- There is a need to consult widely on the proposed new document
- We must ensure the document is tenant friendly and fit for purpose
- We need to set clear expectations and standards of service for tenants
- We should aim to reduce barriers to information relating to equality and diversity issues
- We must involve key staff in the review within affected service areas
- The Forum requested that we separate all contractual information from handbook information

#### 1.1 This report presents the contractual information in draft format for discussion.

The process so far has involved the following consultations:

- We used our Tenants Profiling information to identify tenants expressing an interest in involvement and noted their preferred means of working with us.

This included:

- Email surveys

- Letter and questionnaire sent to 135 tenants who expressed an interest in customer care
- Telephoned tenants with learning/reading difficulties – telephone questionnaire completed and comments noted.
- Telephoned tenants with tenancy dates ranging 1986-2009. Questionnaire completed and comments noted
- Visited recently signed up new tenants – questionnaire completed and comments noted.
- Consultation events have also been arranged for officers.
- Silver Service Forum
- Legal Team

3 There are currently 6 tenants in the Tenancy Review Group plus our Tenancy Support Worker and a Neighbourhood Manager. We would value the comments of the Forum tonight and would like to feed back your opinions to the review group.

Clare Harper  
10<sup>th</sup> May 2011