

APPENDIX 3

Tenancy Agreement Consultation – Requests for feedback/ further information

Contact	Query	SNAP Case no. (Policy)	Response
	<p>As I have been a tenant for over 20 years would that time still stand re: right to buy? So in essence my contract would still be the amount of years I have resided here - not a new start date but an amended one?</p>	275	<p>E-mail: 22.12.17 Hi</p> <p>Thank you for responding to the recent consultation on the proposed changes to the tenancy agreement. We are now analysing the responses to the consultation and will report back to tenants on the results in due course. As you raised a specific query as part of the consultation (see below) I am writing to respond directly to that enquiry:</p> <p><i>As I have been a tenant for over 20 years would that time still stand re: right to buy? So in essence my contract would still be the amount of years I have resided here - not a new start date but an amended one?</i></p> <p>The changes to the tenancy agreement do not affect the Right-to-Buy or eligibility for the Right-to-Buy. Any time you have 'accumulated' would still stand in any Right-</p>

			<p>to-Buy application and count towards any calculation of a discount. Your tenancy start date will not be amended it is only the terms of your tenancy.</p> <p>If you have any further queries please do not hesitate to get in touch</p> <p>Regards</p>
	<p>I would be interested to hear the council's view on this either by post or email - I think the Council should allow tenants to pay four weekly or monthly as well as weekly as I get paid monthly.</p>	<p>452</p>	<p>Thank you for responding to the recent consultation on the proposed changes to the tenancy agreement. We are now analysing the responses to the consultation and will report back to tenants on the results in due course. As you raised a specific query as part of the consultation (see below) I am writing to respond directly to that enquiry:</p> <p><i>I would be interested to hear the council's view on this either by post or email - I think the Council should allow tenants to pay four weekly or monthly as well as weekly as I get paid monthly.</i></p> <p>Tenants can already pay their rent on a monthly basis and will continue to be able to do so. Please contact the Rents Team if you wish to speak to the to discuss your payment options and set up a monthly direct debit. The team can be contacted on: 01246 345510 and further information can</p>

			<p>be found on the Council's website.</p> <p>https://www.chesterfield.gov.uk/housing/council-tenants/paying-your-rent.aspx</p> <p>https://www.chesterfield.gov.uk/home/i-want-to/i-want-to-pay/council-rents-garage-rents-water-rates-careline.aspx</p> <p>If you need to know anything further please do not hesitate to get in touch</p> <p>Regards</p>
	<p>[Tenant] has no use of his right side due to a stroke. I would say with his disability that you should do the repairs. If he wasn't disabled he would have no problem doing the small jobs. This form is not clear enough for people who have no movement. [Tenant] is retired so he could do with information on how his housing benefit will be paid as he doesn't claim universal credit.</p>	<p>551</p>	<p>E-mail response: 5.1.18</p> <p>Thank you for responding to the recent consultation on the proposed changes to the tenancy agreement. We are now analysing the responses to the consultation and will report back to tenants on the results in due course. As you raised a specific query on behalf of a tenant as part of the consultation (see below) I am writing to respond directly to that enquiry:</p> <p><i>[Tenant] has no use of his right side due to a stroke, I would say with his disability that you should do the repairs. If he wasn't disabled he would have no problem doing the small jobs. This form is not clear enough for people who have no movement. [Tenant] is retired so he could do with information on how his</i></p>

		<p><i>housing benefit will be paid as he doesn't claim universal credit.</i></p> <p>The responses to the consultation will inform what arrangements the Council will put in place for tenants who are unable to carry out the list of repair jobs we have proposed transferring the responsibility for. Factors such as disability will be taken into account in the proposed changes and tenants will be advised of these in due course when the outcomes of the consultation is published.</p> <p>If [Tenant] is receiving a state pension age he will not be transferring onto Universal Credit. His Housing Benefit would continue to be paid directly to the Council. If [Tenant] is retired but under State Pension Age then a claim for Universal Credit may need to be made. This will only need to be done once a letter from the Department of Work and Pensions (DWP) is received advising of the change. The details of the process will be set out in the DWP letter. The link below is to the Government website that sets out the principles of Universal Credit and Housing costs. https://www.gov.uk/housing-and-universal-credit</p> <p>If you have any further enquiries please do</p>
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			not hesitate to get in touch
	In regards to the repairs where do you draw the line between major and minor repairs? What repairs are tenants expected to do?	704	<p>Thank you for responding to the recent consultation on the proposed changes to the tenancy agreement. We are now analysing the responses to the consultation and will report back to tenants on the results in due course. As you raised a specific query as part of the consultation (see below) I am writing to respond directly to that enquiry:</p> <p><i>In regards to the repairs where do you draw the line between major and minor repairs? What repairs are tenants expected to do?</i></p> <p>In the consultation pack you should have received a document setting out the repair obligations of the Council and tenants and what the proposed changes to this would be. Apologies if you did not receive this in your consultation pack – I have attached the document to this e-mail for your reference. If you need a paper copy please advise and I will send one to you.</p> <p>If you have any further queries please do not hesitate to get in touch.</p> <p>Regards</p>
	Change to paying Severn Trent direct. I	883	Contacted ----- 22.12.17 to check

	<p>contacted them as suggested in your letter and they replied that they would need notification from CBC before I can sort my mum's payment plan/meter. Please clarify as my email to CBC enquiries has been ignored.</p>	<p>whether 3C's enquiry responded to.</p> <p>----- confirmed no enquiry on 3C's system 28.12.17.</p> <p>Reply to [Tenant] 5.1.17: Thank you for responding to the recent consultation on the proposed changes to the tenancy agreement on behalf of your mother. We are now analysing the responses to the consultation and will report back to tenants on the results in due course. As you raised a specific query as part of the consultation (see below) I am writing to respond to that enquiry:</p> <p>Change to paying Severn Trent direct. I contacted them as suggested in your letter and they replied that they would need notification from CBC before I can sort my mum's payment plan/meter. Please clarify as my email to CBC enquiries has been ignored.</p> <p>I have checked with our online enquiries system and not found any record of a query being raised in relation to your mums property and Severn Trent water. If you have contacted a specific person – or have a copy of the original e-mail please could you advise / forward on and I will look into why no response was provided.</p>
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	<p>The Council have always been very helpful and very kind to me, I really appreciate I was so fortunate to when I got my flat. Thank you so much. My home really is my pride and joy. Will the Council be able to send me a payment book for Severn Trent Water so I can pay my water rates directly to Severn Trent please? I have no problem paying my water rates to Severn Trent but need a payment book or card.</p>	534	<p>Letter written 22.12.17 Text attached below: Query from Chesterfield Borough Council Tenancy Agreement Consultation November 2017</p> <p>Thank you for responding to the recent consultation on the proposed changes to the tenancy agreement. We are now analysing the responses to the consultation and will report back to tenants on the results in due course. As you raised a specific query as part of the consultation (see below) I am writing to respond directly to that enquiry:</p> <p><i>The Council have always been very helpful and very kind to me, I really appreciate I was so fortunate to when I got my flat. Thank you so much. My home really is my pride and joy. Will the Council be able to send me a payment book for Severn Trent Water so I can pay my water rates directly to Severn Trent please? I have no problem paying my water rates to Severn Trent but need a payment book or card.</i></p> <p>In the new year Severn Trent will be in touch with every tenant to go over their payment options and ensure they are on the most appropriate payment plan for the circumstances. Severn Trent have many</p>
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			<p>different payment options available for their customers including using payment cards.</p> <p>If you have any further enquiries please do not hesitate to get in touch</p> <p>Posted 4.1.18</p>
	<p>Don't understand changes, I have learning difficulties</p>	<p>953</p>	<p>Referred to ----- and -----</p> <p>22.12.2017</p>