

# APPENDIX E - DRAFT TENANCY STRATEGY CONSULTATION SUMMARY REPORT

**Report of:** Councillor Lisa Homan

**Report author:** Beatrice McGuire, Senior Housing Strategy & Growth Officer

**Responsible Director:** Glendine Shepherd, Assistant Director Housing Management

---

## CONTENTS

Introduction .....	1
Method of Consultation .....	1
Consultation Objectives .....	3
Consultation Findings.....	3
Outcome .....	4
CitizenSpace Summary Reports .....	4

## INTRODUCTION

1. This report sets out the research methodology and findings of the Draft Tenancy Strategy consultation. The Council invited residents and registered providers with stock in Hammersmith & Fulham, and the Mayor of London to contribute to the development of the new Tenancy Strategy by sharing their views on the draft Tenancy Strategy.
2. The Tenancy Strategy Consultation took place between 5 February and 7 March 2021.
3. The Consultation was delivered by the Senior Housing Strategy and Growth Officer, and supported by the Resident Involvement Team.

## METHOD OF CONSULTATION

4. Views were gathered using two methods: online resident questionnaire with reference to the draft tenancy strategy, and invitations to comment on the draft by email.
5. On 5 February 2021, the draft tenancy strategy was sent email was sent to all Registered Providers with stock in H&F, with comments requested by 26 February 2021.

6. On 5 February 2021, the draft tenancy strategy was sent via email to the Mayor of London, with comments requested by 26 February 2021 in line with his 20-day response window.
7. On 9 February, we launched an online questionnaire for residents, requesting comments on the draft strategy and a short survey.
8. The resident consultation was publicised on the H&F's 'Get Involved' website (16 February 2021).
9. An invitation to take part in the consultation was shared via the following Resident Involvement email lists:
  - Get Involved mailing list (750 recipients)
  - TRA network (120 recipients)
  - Resident Involvement third sector directory (90 organisations)
10. The following Registered Providers were sent the draft Tenancy Strategy, and asked for comments by 26 February 2021;
  - A2Dominion Homes Limited
  - Notting Hill Genesis
  - Octavia Housing
  - Southern Housing Group Limited
  - Peabody Trust
  - Metropolitan Thames Valley
  - Shepherds Bush Housing Association Limited
  - London & Quadrant Housing Trust
  - Catalyst Housing Limited
  - Arhag Housing Association Limited
  - Circle Thirty Three Housing Trust Limited
  - Network Homes Limited
  - Westway Housing Association Limited
  - Ducane Housing Association Limited
  - Places for People Homes Limited
  - The Guinness Partnership Limited
  - Optivo Housing
  - Women's Pioneer Housing Limited
  - Central and Cecil Housing Trust
  - Habinteg Housing Association Limited
  - Metropolitan Housing Trust Limited
  - PA Housing
  - Innisfree Housing Association Limited
  - Ebony Sistren Housing Association Limited
  - Orbit South Housing Association Limited
  - Co-op Homes (South) Limited
  - The Sir Oswald Stoll Foundation
  - Harrison Housing

- St Christopher's Fellowship
- YMCA London South West
- Anchor Hanover Housing Association
- Home Group Limited
- Centrepont
- Golden Lane Housing Ltd
- Sanctuary Housing Association
- Notting Hill Home Ownership Limited
- The Abbeyfield (Chelsea & Fulham) Society Limited
- Look Ahead Care and Support Ltd
- Southern Home Ownership Limited
- St Mungo Community Housing Association
- Salvation Army Housing Association
- Almshouse Charity of Sir William Powell
- Legal&General Affordable Housing
- The Lygon Almshouses
- Hammersmith United Charities
- One Housing Group Limited

11. Easy read guidance on accessible language was followed when developing the questionnaire and communications materials.

12. In order to make the consultation accessible, the online questionnaire was hosted on CitizenSpace. CitizenSpace, powered by Delib software, facilitates zooming in up to 200% without the text spilling off the screen; navigating the website using just a keyboard; navigating the website using speech recognition software and listening to the website using a screen reader. Delib test the software against the Web Content Accessibility Guidelines V2.1 AA standard.

## **CONSULTATION OBJECTIVES**

13. The Localism Act 2011 requires local authorities to develop a tenancy strategy. When preparing, or modifying, its tenancy strategy the local authority must consult with all PRPSHs in its area.

14. The Council is committed to doing things with residents, not to them. This means involving residents in decisions that affect them. That's why we wanted to gather the views of residents, as well as local registered providers, to help shape the strategy from the outset.

15. The objective in delivering the online questionnaire and inviting comments on the draft strategy was to ensure that the strategy is in line with the priorities and needs of residents and partners, and to keep them informed of work underway to modify the strategy.

## **CONSULTATION FINDINGS**

16. 11 residents responded to the online consultation. 2 registered providers gave comments by email.
17. The Mayor of London did not raise any concerns.
18. A consultation summary report was produced using CitizenSpace when the consultation closed. This report provided quantitative data which described trends in priorities and views.
19. Full consultation responses and comments were extracted from CitizenSpace, and were read and considered. Additional analysis was performed, particularly in regards to gathering qualitative data such as written comments and suggestions.
20. Responses received by email were aggregated and analysed for themes and items for consideration.
21. The following key messages were identified:
- Resident Consultation:
    - i. 90% of respondents support the Council's use of lifetime tenancies when issuing tenancies in the borough.
    - ii. 70% of respondents support the Council's view that we should only use fixed term tenancies in very limited situations.
  - RP Consultation:
    - i. The two RP responses are in support of our draft tenancy strategy approach of offering lifetime tenancies, and are very much in alignment with the Borough.

## **OUTCOME**

22. Comments and suggestions raised in consultation responses were considered by housing managers for inclusion where viable, or not already addressed in linked strategies referred to in the strategy.
23. Reference to the Defend Council Homes policy was added to the strategy.
24. It was concluded that the draft strategy accurately reflects the key messages from residents and partners.

## **CITIZENSPACE SUMMARY REPORTS**

### **Tenancy Strategy Consultation**

<https://lbhf.citizenspace.com/growth-and-place/tenancy-strategy-consultation>

This report was created on Monday 08 March 2021 at 12:19  
The consultation ran from 10/02/2021 to 07/03/2021

Responses to this survey: **11**

1: Do you support the Council's use of lifetime tenancies when issuing tenancies in the borough?

### **Support tenancies**

There were 11 responses to this part of the question.

<b>Option</b>	<b>Total</b>	<b>Percent</b>
<b>Yes</b>	10	90.91%
<b>No</b>	1	9.09%
<b>Not Answered</b>	0	0.00%

2: Do you support the Council's view that we should only use fixed term tenancies in very limited situations?

### **Fixed term tenancies**

There were 10 responses to this part of the question.

<b>Option</b>	<b>Total</b>	<b>Percent</b>
<b>Yes</b>	8	72.73%
<b>No</b>	2	18.18%
<b>Not Answered</b>	1	9.09%

3: Do you have any other views or comment on the draft Tenancy Strategy?

### **Please state your views or comments**

There were 6 responses to this part of the question.

4: What is your email address?

### **Email**

There were 9 responses to this part of the question.

5: What is your postcode?

### **Postcode**

There were 9 responses to this part of the question.