

## **Frequently Asked Questions about the review of the Tenancy Agreement**

### **Why are you reviewing the tenancy agreement?**

The Tenancy Agreement was last reviewed in 2011. We need to update it:

- To take into account new legislation such as the Anti-social Behaviour, Crime and Policing Act 2014, Localism Act 2011 and the General Data Protection Regulation 2018.
- To reflect up-to-date policy and practices
- To make it easier for tenants to understand their rights and responsibilities

### **Is it just me that's received a letter?**

No, we have written to all council tenants.

### **Who are you consulting with?**

We are consulting with all South Holland District Council Introductory and Secure tenants.

### **How long does the consultation run for?**

The consultation will run until **DATE**. Any comments arriving after this date will not be considered.

### **What documents should I receive?**

You will receive a Preliminary Notice (letter), a summary of changes and a copy of the proposed Tenancy Agreement to comment on.

### **Why have you served a Notice?**

Under Housing Act 1985 we need to serve a Preliminary Notice outlining the changes being proposed for tenants to respond to.

### **Is it an eviction notice?**

No, we have sent a Preliminary Notice to advise you of proposed changes to the Tenancy Agreement.

### **I've just signed up for a new tenancy, does this affect me?**

Yes, all tenants are affected by the proposed changes.

### **I've just completed a mutual exchange, does this affect me?**

Yes, all tenants are affected by the proposed changes.

### **My details on the letter is wrong, what do I do?**

Let us know the correct details and we will update our records. We may need supporting evidence to make the changes.

### **I need the information in a different format**

Let us know what format you require and we will aim to assist.

### **How do I respond to the consultation?**

A dedicated email address has been set up for responses:

[tenancy.agreement.review@sholland.gov.uk](mailto:tenancy.agreement.review@sholland.gov.uk)

You can also telephone or write in with your response. Details are on the Preliminary Notice.

### **What's the Tenant Handbook?**

The Tenant Handbook is a booklet given to new tenants that includes useful information about managing their tenancy. This is currently being reviewed. Please let us know if you would like to be involved in this process.

**I don't understand the proposals**

The changes being proposed to your existing tenancy are listed in the 'summary of changes' document. We have also sent a full copy of the draft Tenancy Agreement which incorporates all the proposals and includes a 'Definitions' section which explains some of the terms used.

**I've been a tenant for years, so why does the Tenancy Agreement say welcome to your new tenancy?**

The introduction to the tenancy agreement welcomes new tenants who are signing up to be a tenant for the first time, but the final version of the agreement will be issued to all tenants.

**How will my views be taken into account?**

All responses received during the consultation will be logged and your comments will be taken into account when the final agreement is drawn up.

**What if I don't agree with the proposed changes?**

This is your opportunity to have your say. You can respond to the consultation and your comments will be taken into account when the final agreement is drawn up.

**When will I receive the new Tenancy Agreement?**

We expect to be issuing new agreements in May 2019, but this may change. We will write to you again with a copy of the final Tenancy Agreement at least 4 weeks before it comes into effect.

**Do I need to sign a copy of the new Tenancy Agreement?**

No, once the revised Tenancy Agreement takes effect, it will become your new Tenancy Agreement. You will not need to sign a new agreement with us.

**Will the review change my security of tenure?**

No, the Tenancy Agreement review will NOT introduce fixed term tenancies or remove your rights to your periodic tenancy (commonly known as 'lifetime tenancies').

**I want to raise an issue about my tenancy, what do I do?**

If your query relates to a general tenancy issue, such as reporting a repair, please report it in the usual way.

**I have a question that is not covered here**

Please contact us with your question and we will try to answer it. You can email us at [tenancy.agreement.review@sholland.gov.uk](mailto:tenancy.agreement.review@sholland.gov.uk). You can also telephone or write in. Details are on the Preliminary Notice.