

APPENDIX 3

Results of consultation

Draft Lettings & Transfers Policy

August 2018

	Comments	Response
1.	6 - I think it may be important to say here that 4 weeks rent is due, I know it comes later but surely you cannot sign the agreement if you do not have the available funds to pay on the following Monday	A reference to the relevant section has been inserted here.
2.	6 - Should you also include specific Estate handbooks?	The list was not intended to be exhaustive and we do provide these handbooks at sign-up
3.	16 - Surely customers is the wrong term – shouldn't it be 'tenants'?	Agreed, this has been changed to 'tenants'
4.	<i>"If the local connection to the City is via work, we will require a letter from the applicant's employer confirming that this connection still exists"</i> Why would an internal transfer tenant need to do this?	They wouldn't - the wording has been altered to make clear that this only applies to new tenants
5.	<p>You say - "Residents on income-contingent benefits such as Universal Credit may pay two weeks' rent in advance instead"</p> <p>Many, and I strongly suspect the majority of people on benefits such as Universal Credit, will not have enough money to pay two weeks rent in advance.</p> <p>The idea that people on benefits have hundreds of pounds to spare, smacks of the Tory ideological viewpoint that assumes people right at the bottom of the benefits scrapheap can somehow magically conjure up finance, despite living on the breadline. Having had the misfortune of experiencing our mean, incompetent and often vindictive benefits system, I'm very well aware of the financial hardship people suffer at the hands of a system that presumably is meant to help, but consistently fails.</p>	<p>The wording of this section has been changed to clarify that this is not an inflexible rule (it never has been). Our use of the word "normally" was meant to imply that exceptions can be made.</p> <p>Current practice is that new tenants are <u>requested</u> to pay something onto their rent account in advance. Most are able to do so.</p> <p>If they cannot pay due to extreme financial hardship, this will not prevent them from signing the tenancy.</p> <p>We have extensive support available for housing applicants who are experiencing hardship due to issues with Universal Credit and other benefits.</p>

	It is cruel in the extreme to deny people desperately needing housing because they're being failed by the benefits system. Potential tenants in receipt of benefits should be given all leeway necessary to allow them to take up tenancies, allowing for the inevitable wait for their housing benefit to get sorted out and paid.	
6.	A well thought out policy document and the points covered, particularly regarding how the allocation of properties to people is decided, is very clearly explained and helpful	