

## APPENDIX 2

### Results of consultation

#### Draft Rents Policy

November 2019

	Comments	Response
1	Paragraph 12, Use and Occupation is the only section which I think may require some flexibility to take account of the various types of family and relationship arrangements which can occur and would not necessarily fall under Paragraph 6	Paragraph 6 relates to the issue of whether a tenancy will attract a target rent, or whether the old regime will apply. It is not a statement of our policy on tenancies or occupation.  More detail on our management of tenancies can be found in our Tenancy Policy.
2	Obviously a pretty complicated subject to cover, particularly "Target Rents". Perhaps that could be explained in more detail?  Interesting point about getting a refund if your rent account is in credit, I didn't know that. Still don't understand how a rent account can be in credit or debit, when it's paid by Standing Order?	Government provisions on social rents are very complex and our Rents Policy is not the appropriate place to provide a detailed explanation of 'target rents'.  Accounts can be in credit or debit for many reasons. Not all tenants pay by standing order.
3	I like this paper, a nice short policy paper. Perhaps some mention of what could happen for non-payment of rent should be made. I know this is covered elsewhere but a mention in a policy paper carries more weight	A reference has been added in section 8.  A separate Arrears Policy is due to be drafted.
4	I have read this and it is clear and easy to read. I am not sure how it differs from existing policy	There is no existing stand-alone Rents Policy; the approaches taken in this new policy mirror existing practice.
5	Thank you for sharing this document with me which I think is a good rents policy. It is clear and easy to read.  Under section 7, I would suggest adding the details of when service charges are reviewed. Normally the City of London writes to us in September with details of an increase or decrease of service charges for October.	This is covered in section 9 and reference has been added to the timing of notifications on service charges.