

Appendix 1 – Tenant Handbook - Resident and Staff Feedback on the Revisions to the Tenant Handbook

GENERAL FEEDBACK

- The tabs on the Contents page should match the corresponding sections (colour)
- Throughout ensure tenants know what to do if they don't receive the service (how to get in contact)
- Do we add the contacts within the sections rather than having just Contacts at end.
- At beginning of each section, the bullet points need to match the heading within the section
- Need to say where other information is available for those that are not digitally involved i.e. at estate office
- Say when some services may change as mandated by law and not just CoL policy i.e. RTB scheme.

OTHER SECTIONS

- Clearer detail needed on Succession - Just to make it clear whether a person living in the property, but not in the tenancy agreement (such as a dependent) would be able to keep living in the property, and be granted a tenancy for such property, in the event of the secure tenants passing away.
- Pets – (page 16, paragraph 2) doesn't read well. link to policy
- Pets – be clear about position on dogs. It refers to pet policy on website, where else can it be found – estate office
- Are we being clear about resident's Right to Buy and not Right To Acquire - perhaps, add a little table of the discounts for different lengths of tenancy, including a short sub-text stating that it's subject to Government legislation, and, thus, it could change in the future.
- Overcrowding – needs to be defined.
- Subletting, Airbnb lodgers is ambiguous. Need to be aligned to gov website.
- The Is lodgers & subletting duplicated? 13-20?

RENT & SERVICE CHARGE

- The "Every pound..." comment sounds cringey. Patronising. Not necessary. Fill with content we need to know. Give examples of what it's actually spent on.
- Make it clear that the rent and service charges are separate charges. Dispel myth that tenants do not contribute to service charges.
- (Service Charge subheading) Clarify that service charges do not pay for garages/sheds etc.
- Clarify what rent & service charge covers. Make the distinction.
- Likes layout, clear and informative. Has contact numbers and emails
- Some rent agreements include water, some don't, can cause confusion. Make clear in document.

REPAIRS & IMPROVEMENTS

- (Our responsibilities subheading) Clarify about gas, electricity and water responsibilities.
- Define alterations and improvements better, section is vague, provide examples.
- We don't mention "Maintenance"
- Drying your washing on balconies not mentioned (usually allowed within reason, low, ppl are starting to hang higher)

- Curtains and window standards – Windows standards have slacked, Dressed windows for aesthetics, some residents may need support (RSO)
- Do we need a policy about certain standards? Tin foil (growing toms)? Political? Cig butts outside window. used to be an agreement. Looks like shanty town.
- New blocks have balconies – will that ruin the aesthetics?
- Need information about who to contact when repairs go wrong, want info on how to escalate issue within section
- (Shared spaces subheading)– doesn't explain why you shouldn't store items on balcony - Paragraph 1 – add “as this is a health and safety hazard OR could pose a hazard
- Pet Policy is not clear
- Is laminate flooring allowed? Make it clear before seeking permission if it's worthwhile

SERVICE STANDARDS

- “please contact us” – who?
- Making a Complaint – make it into pictorial stages with timescales
- Section is wordy, but does not explain well
- “your procedure” – what procedure?
- Mediation – information/contacts within section
- Unacceptable Behaviour – Clarify, not just about staff if it is – residents, contractors?
- “Thumbs up”
- “I find it clear”

RESIDENT INVOLVEMENT

- Home magazine – doesn't say how to sign up
- Resident Associations - Typo on page 86
- Community Projects – can we say how it is done? Flyer?
- Talk about community grants that are available.
- Walkabouts – drop ins are not on all estates i.e. – make clear and do what we say. Be clear with residents how they can find that information
- update the HUB section in the handbook to Commonplace

CONTACT & RESOURCES

- Children are forgotten. Make it clear what they can, can't do i.e. play instruments
- Remember the elderly, lots of online and links
- Evacuation / H&S plan – where to find the localised information.
- Gresham is not listed
- Communications is in italic font
- Include estate office opening times

OTHER COMMENTS

- Make sure everyone gets a handbook
- Queries about a book for Leaseholders
- imbalanced – says what tenant needs to do, doesn't balance with what tenants can expect and what they can do if things go wrong.
- Too long? Can it be condensed? Maybe Make margins smaller. For costs and getting through.
- Line to say this document is accurate at the time of printing?

- walkabouts – should be better advertised on estates. Attendee not aware.
- Not considered effective workshop. Think about better engagement
- Thank you for facilitating workshop

FINAL STAFF FEEDBACK

Change picture on front to a more modern image (a la annual report)
On front page "The Tenant Handbook" font looks old fashioned
CoL crest, is it best placed there?
Font throughout, do we like the mix between Playfair and Century Gothic?
on the RI section. Under Consultations, it repeats the first sentence twice 'As a secure tenant...'
And secondly there's two S' at the start of Some on the Resident Association section
Page 21, Right to Buy 1 st line "T" is missing. ...he Right to buy...
Page 36 - The last sentence says 'Some repairs may not be carried out immediately, as they may need to be inspected first by a surveyor'
I think we need to change this to 'Some non - emergency repairs may not be carried out immediately, as they may need to be inspected to diagnose the repair issue and to ensure appropriate repairs are carried out'
Hard to be specific but should it broadly define and alteration or improvement e.g. making a significant and/or permanent change to the building structure, or the fixtures and fittings provided at the start of the tenancy e.g. removing internal walls ,doors or replacing a kitchen, bathroom or heating system. You do not need to seek permission to re-decorate the interior of your home, hang pictures, or put up shelves and curtain poles and shower rails ???
We would broadly say 'the services supplying water, gas, electricity, sanitation, and space and water heating and where those services are within the boundary of the property and not the responsibility of the utility provider??