City of London Corporation Committee Report

Committee(s): Housing Management & Almshouses Sub-Committee – For information	**Dated:** 01/07/2026
Subject: Tenancy agreement update and consultation	**Public report:** For Information and discussion
This proposal: • **delivers Corporate Plan 2024-29 outcomes** Supporting engagement with residents and improving service clarity	Providing Excellent Services
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of:	Judith Finlay – Executive Director Community and Children's Service
Report author:	Zoe Gayle – Service Improvement Manager, DCCS

Summary

This report provides Members with an update on the proposed changes to the City of London Corporation's Secure Tenancy Agreement and outlines the approach to tenant consultation.

The updated Tenancy Agreement has been reviewed and revised to improve clarity, strengthen key terms, and ensure alignment with current legislation, regulatory expectations, and service standards. A formal consultation with tenants commenced 22 June 2026 and will run for a seven-week period, in line with statutory requirements.

Following the consultation, a final version of the Tenancy Agreement, alongside the updated Tenant Handbook, will be presented to the Sub-Committee for approval in September 2026, incorporating tenant feedback.

The consultation has been designed to ensure residents have a clear and accessible opportunity to provide feedback, with multiple engagement channels and support available. Feedback received will be fully considered and will directly inform the final version of the agreement brought back to Members.

Recommendation(s)

Members are asked to:

1. Note the proposed changes to the Tenancy Agreement.
2. Note that tenant consultation commenced on 22 June 2026 for a period of seven weeks,
3. Note that a final version of the Tenancy Agreement and associated Tenant Handbook will be brought back to the Sub-Committee in September 2026 for approval.

Main Report

Background

1. The Tenancy Agreement is a key legal document setting out the rights and responsibilities of both the City of London Corporation and its tenants. The current agreement is a secure tenancy under the Housing Act 1985 and forms the contractual basis for tenancy management.

2. A review has been undertaken as part of the Housing Service's broader improvement work to ensure compliance with current legislation, reflect service standards, and improve accessibility for residents.

3. Changes to tenancy agreements for secure tenants must follow the statutory process under Section 103 of the Housing Act 1985, including formal consultation with tenants prior to implementation.

4. The revised Tenancy Agreement has been informed through extensive internal consultation. This has included structured engagement with housing staff across teams, who have provided feedback based on their day-to-day experience of communicating tenancy conditions to tenants. This feedback has been used to identify areas where the existing agreement lacked clarity or was open to misinterpretation in practice.

5. Legal Services have also been closely involved throughout the review process to ensure the agreement is fully compliant with current legislation. This has included incorporating clearer wording in areas where previous tenancy clauses have been subject to interpretation or challenge, ensuring the document is legally robust and supports effective tenancy management and enforcement.

6. This approach reflects the Housing Service's commitment to improving communication with residents and ensuring that key tenancy documents are clear, accessible and consistently understood. The revised agreement has been developed to support residents in understanding their rights and responsibilities and the City of London Corporation's obligations, as well as supporting staff to apply tenancy conditions fairly and consistently.

Current Position

7. A revised Tenancy Agreement has now been drafted, supported by:

    - A revised cover sheet clearly setting out:
        - landlord and tenant details
        - the premises
        - rent and occupancy information

    - Updated tenancy terms and conditions covering:
        - landlord obligations (e.g. repairs, safety systems)
        - tenant obligations (e.g. use of property, ASB, access requirements)
        - tenant rights and statutory protections

    - A Preliminary Notice of Tenancy Variation, which:
        - sets out proposed changes
        - explains the reasons for those changes
        - invites tenant feedback before any decision is made

8. The revised agreement has been structured to:

    - Improve clarity through clearer language and layout
    - Separate legal terms from guidance (to be included in the Tenant Handbook that will be finalised with the amendments to the Tenancy Agreement)
    - Strengthen key areas such as:
        - access to homes
        - safety and compliance obligations
        - antisocial behaviour and harassment
        - subletting and misuse of homes

9. These revisions reflect both operational feedback from staff and legal input, ensuring that the agreement is clearer in practice, easier to communicate to tenants, and more robust where formal action may be required.

10. The revised agreement has also been designed to improve transparency for residents, making expectations clearer and reducing the risk of misunderstandings or disputes. This supports a more consistent and fair approach to tenancy management and helps ensure residents are better informed about their rights and responsibilities and the City of London Corporation's obligations.

Options

11. Option 1 – Continue with consultation and implementation plan (recommended)
    - Continue formal tenant consultation as per plan
    - Review and incorporate feedback
    - Return to Committee for final approval September 14, 2026

Option 2 – Delay implementation plan
- Would postpone implementation and improvements
- Risks misalignment with regulatory expectations as agreed to consult with tenants Q2 26/27 and implement and communicate new agreement in Q3 26/27

Proposals

12. A formal consultation with tenants commenced 22 June 2026 and is being delivered as follows:

Consultation Approach
- A Preliminary Notice of Tenancy Variation has been issued to all secure tenants
- Tenants have been provided with:
    - a summary of proposed changes
    - full draft tenancy agreement
    - clear options to provide feedback (form, online, email, estate offices)

Consultation Period
- Start date: **22 June 2026**
- Duration: **7 weeks** (closing 9 August)

Engagement Methods
- Written consultation (postal and online)
- Estate office engagement and support – piggy backing on the Major Works Roadshows where possible
- Communications via housing channels (e.g. newsletters, posters, website)

Information has been provided in a clear and accessible format, supported by plain English summaries to help tenants understand the proposed changes. Tenants are able to respond in a range of ways to suit their needs and preferences. Support is available through estate offices to assist residents in understanding the proposed changes and completing feedback

Next Steps
- Review all tenant feedback received
- Amend the Tenancy Agreement where appropriate
- Return to HMASC in September 2026 with:
    - final draft Tenancy Agreement
    - updated Tenant Handbook mirroring the agreement
    - summary of consultation outcomes

- A clear summary of tenant feedback will be produced, including how feedback has informed the final agreement (“Your feedback in action”)

Following approval, a formal Notice of Variation will be issued with a minimum four-week notice period before implementation.

Key Data

Consultation launch: 22 June 2026 (in progress)
Consultation duration: 7 weeks (closing 9 August 2026)
Target approval (final document): September 2026
Applies to all secure tenants
Number of tenants: approx. 2000 households consulted

Corporate & Strategic Implications

Strategic implications - This work supports the Corporate Plan outcome of Providing Excellent Services, by improving the clarity, consistency and accessibility of tenancy documents and strengthening resident engagement.

This work also supports the Housing Service’s improvement journey following the Regulator of Social Housing inspection, particularly in strengthening transparency, communication and resident engagement.

Financial implications - None

Resource implications - Officer time required to manage consultation, analyse feedback, and update documents.

Legal implications - The revised Tenancy Agreement has been developed in close consultation with Legal Services to ensure full compliance with current legislation, including the Housing Act 1985. Legal input has also focused on strengthening clarity in key clauses where ambiguity in previous versions has led to interpretation challenges, ensuring the agreement supports consistent and enforceable tenancy management practice.

Risk implications - Risks of non-compliance or challenge are mitigated through:

- formal consultation process
- legal review of the agreement
- clear audit trail of feedback and decisions

Equalities implications – Consultation will be accessible and inclusive, with multiple channels to enable participation and support for residents where required.

Climate implications - None

Security implications - None

Conclusion

The Tenancy Agreement has been comprehensively reviewed to improve clarity, strengthen key provisions, and ensure alignment with current legislation and service expectations.

A formal consultation with tenants commenced on 22 June 2026 and is currently underway, ensuring compliance with statutory requirements and providing residents with a meaningful opportunity to shape the final agreement.

The approach taken places a strong emphasis on clarity, accessibility and transparency, supporting residents to better understand their rights and responsibilities and helping to build trust in housing services.

Appendices

Appendix 1 - Draft Tenancy Agreement
Appendix 2 - Preliminary Notice of Tenancy Variation
Appendix 3 - Tenant Feedback Postal Form
Appendix 4 - EQIA - Tenant Agreement Variation

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Appendix 1

Draft Tenancy Agreement

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City of London Corporation – Secure Tenancy

This document is a legal contract between you and us. It is a secure tenancy agreement which is a form of tenancy under the Housing Act 1985. It explains the services you can expect from us, and the conditions you must keep to. Please read this agreement carefully before signing it and ask us to explain anything you do not understand. You can also get help from Citizens' Advice, a solicitor, or an independent advice agency. Please note that this agreement is subject to any future changes in legislation and any future guidance received from the Regulator of Social Housing or any other future regulator.

This tenancy agreement is between:

Name and address of Landlord	City of London Corporation ('the Landlord', 'the City Corporation', 'We', 'Us') of P.O. Box 270, Guildhall, London EC2P 2EJ, which is a Local Housing Authority.
and	
Name of Tenant(s)	…… …… …… ('the Tenant') (In the case of joint tenants, the term 'Tenant' applies to each of them and the names of all joint tenants should be written above. Each Tenant jointly and individually has the full responsibilities and rights set out in this Agreement.)
Address	…… …… Hereby referred to as "the Premises".
Description of Premises	The Premises is (tick which applies): ☐ a flat on the …… floor ☐ or a maisonette on the …… and …… floors ☐ a house ☐ a bungalow The Premises has (tick which applies): ☐ it has …… bedrooms and …… people are permitted to occupy the property ☐ no garden

☐ its own front garden
☐ its own back garden
☐ shared use of front garden
☐ shared use of back garden
☐ part of a garden (state which part) ……
☐ car port
☐ own drive
☐ shared drive

The Tenancy

This Tenancy is an Introductory Tenancy for 12 months starting on ……..

If after 12 months you have complied with the terms of the tenancy and the introductory period has not been extended (for a maximum of 6 months) or steps been taken to recover possession of the property it will automatically convert to become a weekly periodic secure tenancy starting on a Monday.

The terms of the Tenancy are set out in this agreement.

A. GENERAL TERMS

It is agreed as follows:

A.1 Payments for the Premises

The weekly rent for the Premises *(exclusive* of service charge) at the start of the tenancy shall be

Weekly Rent **£……**

Services

A.2

The City Corporation shall provide the services set out in the attached Schedule 2 for which the Tenant shall pay a service charge.

Service charge (weekly) **£……**

Heating/hot water charge (weekly) **(if applicable)**
This charge is variable for communal heating/power, see Schedule 2. **£……**

Total weekly payment) **£……**
The Total is payable weekly, in advance, every Monday

Details of Occupants
Tenant(s) details

Family name:	**Other name:**	**Date of birth**	**Relationship if joint tenants:**
……	……	……	……
……	……	……	……

Other Household Members			**Relationship to tenant**
……	……	……	……
……	……	……	……
……	……	……	……
……	……	……	……
……	……	……	……
……	……	……	……

If there is a change in household members you must notify us giving details of anybody who has joined the household or left it. No more than [ ] people may occupy the property.

Part One: General Provisions

1.1	**General notes** a. Any references to statutory provisions in this agreement are also to those provisions as subsequently amended, varied, replaced or re-enacted. b. If any part of this agreement is held to be invalid for any reason, the remainder of this agreement will remain in force. c. Any person or body that is not a party to this agreement cannot enforce any term of this agreement under the Contract (Rights of Third Parties) Act 1999. d. This agreement contains all the terms of your tenancy. Other documents that we provide to you, such as the Tenancy Handbook or online guidance will not change the terms of your tenancy unless you and we agree. e. We can offset any money you owe us against any money we owe you. This means that if we are liable to pay you compensation or other money, we can deduct any money you owe us, such as rent arrears, and pay you the balance (if any).
1.2	**Changes in Rent** a. The City Corporation may increase the Rent by giving the Tenant not less than four weeks' notice in writing beginning from a Monday. The notice shall specify the Rent increase proposed. b. We can reduce the Rent at any time on less than four weeks' notice.
1.3	**Altering this agreement** With the exception of any changes in Rent or other charges, or in legislation, this Agreement may be altered only with the consent in writing of both the Tenant and the City Corporation, or under the procedure set out in Section 103 of the Housing Act 1985.
1.4	**Service of Notices** a. Notice is hereby given in accordance with Section 48 of the Landlord and Tenant Act 1987 that the address of the City Corporation for the receipt of legal notices, and any other communication arising from this Agreement, is: Executive Director of Community & Children's Services, City of London Corporation, P.O. Box 270, Guildhall, London EC2P 2EJ. b. Any legal notice, or any other communication arising from this Agreement, shall be validly served on the Tenant if posted or delivered to the Premises. It is the responsibility of the Tenant to make any appropriate arrangements for the collection or forwarding of mail.
1.5	**Previous Arrears and Debts** (**This term only applies if Clause (b) below has been completed**):

	a. If this section is filled in it means that you have been granted this Tenancy when you owe rent arrears and/or other debts from a previous Tenancy and on condition that the debt is repaid to us in accordance with the following clause; b. By signing this Tenancy Agreement you agree to repay arrears and/or other debts totalling £ from a previous Tenancy of: [insert address] at the rate of £ per week on top of your rent and other sums due to your landlord under this Tenancy Agreement; c. Failure to maintain payments in accordance with this clause will be treated as a breach of this Agreement.

Part Two: The City Corporation's Obligations

The City Corporation agrees:

2.1	**Possession** To give the Tenant possession of the Premises at the commencement of the Tenancy.
2.2	**Tenant's right to occupy** Not to interrupt or interfere with the Tenant's right peacefully to occupy the Premises except where – a. access is required subject to reasonable notice, to inspect the condition of the Premises (including gas safety, electrical safety and damp & mould inspections, to complete a tenancy inspection and/or to carry out repairs or other works that the landlord must carry out to the Premises or adjoining property, or b. the City Corporation is entitled to vacant possession at the end of the Tenancy or expiry of Notice. However, the City Corporation reserves its rights under the Tenancy Agreement and the Housing Act 1985 to enter the premises, if required.
2.3	**Tenants' Handbook** The Handbook will provide the Tenant with information on its housing management policies and further guidance on tenancy conditions and terms.
2.4	**Repair of structure and exterior** To keep in repair the structure and exterior of the Premises including: a. drains, gutters and external pipes;

	b. the roof; c. outside walls, outside doors, windowsills, window catches, sash cords and window frames including necessary external painting and decorating; d. internal walls, floors and ceilings, doors and door frames, door hinges and skirting boards but not including internal painting and decoration; e. chimneys, chimney stacks and flues but not including sweeping; f. pathways, steps or other means of access; g. plasterwork (but not minor cracking); h. integral garages and stores
2.5	**Repair of installations** To keep in repair and proper working order any installation, including improvements, provided by the City Corporation for space heating, water heating and sanitation and for the supply of water, gas and electricity, including- a. basins, sinks, baths, toilets, flushing systems and water pipes; b. electric wiring including sockets and switches, gas pipes and water pipes; c. water heaters, fireplaces, central heating, and other primary heating installations; d. Sprinkler and fire safety installations.
2.6	**Repair of common parts** To take reasonable care to keep the common entrance, halls, stairways, lifts, passageways, rubbish chutes and any other common parts, including their electric lighting, in reasonable repair and fit for use by the Tenant and other occupiers of and visitors to the Premises.
2.7	**External decorations** So long as the City Corporation is responsible for the exterior of the Premises, it will keep the outside of the Premises, and any areas shared with neighbours in a reasonable state of decoration. We will decorate in line with any planned maintenance programme.

Part Three: Tenant's Obligations

The Tenant agrees:

3.1	**Possession** To take possession of the Premises at the commencement of the Tenancy and not sub-let all or parts of the property and part with possession of the Premises.
3.2	**Rent** a. To pay the Rent and service charge in advance in line with clause X of this agreement b. By signing this Tenancy Agreement: (i) You agree to repay the arrears and/or other debts from a previous Tenancy of (address) at the rate set out in clause 1.5 (if applicable), on top of your rent and other sums due to the City Corporation under this tenancy agreement. (ii) If you owe more than one debt to us (whether in respect of rent or otherwise) we may decide in our absolute discretion to which debt any payments received from you will be applied despite any stipulation by you to the contrary. (iii) Failure to maintain payments in accordance with this clause will be treated as a breach of this Tenancy Agreement.
3.3	**Outgoings** To meet all outgoings and liabilities applying to the Premises for which the Tenant is responsible, including water charges, heating, electric and other costs whether prepaid or billed.
3.4	**Use of Premises** a. To use the Premises as a private residential dwelling only and as the Tenant's only or principal home b. Not to operate any business at the Premises unless you seek permission in writing and permission is granted.. The Premises cannot be used in any way that might cause a nuisance or annoyance to other persons in the neighbourhood. We reserve the right to use our discretion and withhold permission. c. Not to use the Premises, or allow it to be used, for any criminal, illegal and/or immoral purpose.
3.5	**False Statements** If you, or someone acting for you, have knowingly or recklessly given us incorrect or misleading information which led us to grant you this tenancy, we reserve the right to:

	(i) apply for a possession order to evict you (ii) instigate civil proceedings for the recovery of any financial losses or unlawful profits (iii) carry out fraud investigations (iv) refer the matter for criminal prosecution
3.6	**Ownership of Property** a. During your tenancy you must not (either solely or jointly) own or rent any other residential property which it would be reasonable for you to live in as your main and principal home. b. You must inform us promptly if you own a residential property or have another residential lease or tenancy. This includes properties owned abroad. c. If you inherit a property, you can retain ownership for up to 12 months before you are in breach of this condition. d. In deciding whether you have broken this tenancy condition, we will consider: (i) whether the property is fit to live in (ii) whether you have acquired the property for use as a holiday home only and whether it is suitable for that purpose (iii) whether the property is suitable for your household, taking into account the size of the property, your income and employment, any disabilities or medical conditions you have (iv) whether it would be reasonable in the circumstances for you to sell the property. e. If we decide you have broken your tenancy conditions, we may take action to recover the property and you may lose your secure tenancy.
3.7	**Antisocial Behaviour** a. You must not commit, or allow your household members or visitors to commit, antisocial behaviour. You are responsible for your behaviour and that of everyone who lives in or visits your home, including when in shared areas and the locality. b. You, or anyone else whose behaviour you are responsible for (this includes children), must not cause or threaten to cause, a nuisance, annoyance, harassment or disturbance to: (i) your neighbours, their visitors or those lawfully in the locality of the Premises (ii) members of the City Corporation's staff, its agents or contractors.

	c. Antisocial behaviour includes, but is not limited to, the following examples: (i) Using violence, or threats of violence (ii) Causing damage to property, or making threats to do so (iii) Hate-related incidents based on race, religion or belief, disability, age, sexual orientation, sex, gender identity, or marital status (iv) Verbal abuse, harassment, intimidation or threatening behaviour (v) Prostitution or indecent acts (vi) Drug misuse, cultivation or dealing (vii) Alcohol misuse and drunkenness (viii) Using the Premises for any illegal or immoral purpose (ix) Misuse of common parts which causes, or could cause, nuisance to others (x) Fly-tipping, littering or leaving waste in common parts (xi) Making malicious or unfounded complaints against others (xii) Allowing any pets to cause nuisance or annoyance, e.g. fouling or noise (xiii) Criminal activity in the Premises or the vicinity
3.8	**Harassment** a. You, and any person living with you at your home temporarily or permanently (and any visitor), must not commit any act within your home or the vicinity of your home, or at any of our offices which could cause harassment to any person including another tenant, visitor, neighbour, lawful visitor to the area (e.g. postal workers), members of the City Corporation's staff, its agents or contractors. b. You, and any person living with you at your home temporarily or permanently and any visitor, must not use email, text, social media or other digital platforms to harass or cause a nuisance to anyone including the City Corporation's staff, agents, contractors and residents.
3.9	**Noise** a. You must not cause, or allow any household member or visitor to cause, any noise so that it results in a nuisance or annoyance to other persons in the Premises or in the vicinity of the Premises at any time. The Tenant is reminded that noise is likely to be a particularly sensitive issue between the hours of 11.00pm and 8:00am. b. Not to carry out any home improvements or repairs outside the hours of 8am to 6pm on weekdays and 9am to 1pm on Saturdays, or at any time on Sundays and public holidays.
3.10	**Domestic abuse** a. You must not engage in any form of domestic abuse towards any person residing in or visiting the Premises. For the purposes of this clause, domestic abuse includes, but is not limited to: (i) Physical or sexual abuse (ii) Violent or threatening behaviour

	(iii) Controlling or coercive behaviour (iv) Psychological, emotional, or other abuse (v) Economic abuse b. Domestic abuse is defined in accordance with the Domestic Abuse Act 2021 and includes abusive behaviour directed at a person to whom the Tenant is personally connected, such as a spouse, civil partner, intimate partner, family member, or co-parent. c. Any breach of this clause may result in enforcement action, including but not limited to possession proceedings. We reserve the right to take appropriate legal action to protect the safety and wellbeing of any affected individuals
3.11	**Pets** a. The Tenant must not keep any dog at the Premises (including any dog belonging to other people) either permanently or temporarily, long or short-term, without first getting our written permission (which will be considered in line with our policies). b. If you live in a flat, you cannot keep or allow to visit any dog to the Premises save for visiting assistance dogs. Should you require an assistance dog you must seek permission from the City Corporation in writing and include medical evidence for us to review. Permission must be allowed (which will not be unreasonably refused) before obtaining a dog. c. The Tenant must in all respects comply with our Pets Policy. d. The Tenant must not keep at the Premises any animals for the purpose of breeding for sale.
3.12	**Locks** a) You must pay for the replacement of any keys to your home (including entrance doors) if you lose them. b) You must not interfere with the locks or door entry systems on any communal doors or entrances or make unauthorised copies of any keys or key fobs for communal doors, gates or barriers. c) You must not prop open communal doors or entrances or allow them to be propped open.
3.13	**Communal Utilities** You must not use, or interfere with, or allow members of your household or visitors to use or interfere with, any communal electricity, gas, utilities or communications supply.
3.14	**Internal decoration and cleaning**

	a. To keep the interior of the Premises in good and clean condition and to decorate all internal parts of the Premises as often as is necessary to keep them in good decorative order. b. To clean the outside of any windows at the Premises for which the tenant is responsible, as often as is necessary to keep them in good and clean condition.
3.15	**Smoking** a. Not to smoke tobacco in any internal shared area or to allow tobacco smoke to escape from your home into any internal shared area. Not to smoke in front of staff visiting your home and not to smoke illegal substances in any part of the building of which your home forms part or in the vicinity of the building. Smoking includes e-smoking (vaping). b. To dispose of smoking materials safely and not to discard any smoking materials on any balcony or in any common part.
3.16	**Damage and Tenant Repairs** a. You agree to make good any damage to the Premises or the City Corporation's fixtures and fittings or to the common parts caused by the Tenant or any member of the Tenant's household or any visitor to the Premises, fair wear and tear excepted, and to pay any costs reasonably incurred by the City Corporation in carrying out such works in default. b. You are responsible for carrying out minor repairs to the Premises using suitably qualified tradespeople where appropriate.
3.17	**Security and Safety** a. You must not damage, remove, alter or tamper with any lock or restrictor fitted to any window in the Premises or any common part b. You must not damage, remove, alter or tamper with any security or safety equipment or apparatus belonging to the City Corporation in the Premises or common parts (e.g. communal entrance doors, CCTV cameras, security lights, alarms) c. You must inform your Estate Office if you are thinking about purchasing or installing private CCTV or a recording device on your main property door or around the perimeter of your property. If the use of such equipment causes nuisance or annoyance to others, we may require you to remove it. d. e. You must not compromise shared security arrangements by allowing strangers into the building through the door entry system (if applicable) or any other means f. You must not enter any restricted areas, including (but not limited to) roof spaces, water tank rooms, riser cupboards or boiler rooms.

3.18	**Reporting disrepair** To report to the City Corporation promptly any disrepair or defect for which the City Corporation is responsible in the Premises or the common parts. If reports are not dealt with, within a reasonable amount of time, you should follow our complaints procedure and the Pre-Action Protocol for Housing Conditions Claims (England), if necessary.
3.19	**Rubbish and Waste** a. You must ensure that all refuse and household waste is put into appropriate bin bags, chutes or containers used for the purpose of refuse disposal/recycling and is not left in any common parts or gardens. Where applicable, such waste and refuse should be placed in areas designed for bins where such are provided. b. You must not purposefully or negligently block any bin chute provided for refuse disposal. If you do so, you must pay any reasonable costs incurred in rectifying the problem. c. You or any person who resides at or visits the Premises must not leave, dump or dispose of any refuse, including bulk refuse such as old furniture, in shared or common parts at the Premises or in any common parts. If you do you will be recharged for its removal.
3.20	**Changes to the Premises** a. Not to make any alterations and additions to the Premises or anything in it that belongs to us unless you ask us first and get our written permission. We will not unreasonably withhold permission. b. Any permission we give will be on condition that any work is carried out to a good standard. c. We may also ask you to agree to restore the Premises to its original state at the end of the tenancy. If you fail to do so you will be recharged any reasonable costs that we incur to return it to its original state.
3.21	**Hard Flooring** a. You must not lay laminate flooring or other wooden, tile or hard flooring in your home without first getting our written permission. b. If permission is given but the flooring causes a noise nuisance to neighbouring residents, we may ask you to remove the laminate, tile, hard or wooden flooring and reinstate carpet. This will be at your own cost.
3.22	**Satellite Dishes, CCTV and other Devices** You must not place or affix any device or apparatus to the exterior of the Premises or in any common part, including CCTV, video doorbells or satellite dishes, without first obtaining our written permission.

3.23	**Access** a. To allow the City Corporation's employees, or contractors acting on behalf of the City Corporation, access at reasonable times and subject to reasonable notice to carry out a tenancy check, to inspect the condition of the Premises or to carry out repairs, improvements or other works to the Premises or adjoining property and common parts. The City Corporation will normally give at least 24 hours' notice, but immediate access may be required in an emergency, for example, fire, flooding, gas leak, infestation, safeguarding issues or serious risks to residents, others or the building/local area (these examples are not exhaustive). In the case of an emergency, we reserve the right to enter your property immediately and if access is not allowed, we will force entry. b. The City Corporation forces entry; it will secure the premises immediately and arrange to repair any damage caused by entering the home in such a way. c. We reserve the right to recover from you the costs of any abortive appointment for access.
3.24	**Gas safety** a. To allow the City Corporation's employees or contractors acting on behalf of the City Corporation access to the Premises to carry out the annual gas safety check upon reasonable notice being provided save for in an emergency. We consider reasonable notice to be seven (7) days. b. If you do not allow access after the 7 days we will serve a Notice of Seeking Possession (NoSP) c. The Corporation may give up to 24 hours' notice to seek access, if immediate access is required due to an emergency.
3.25	**Fire safety** a. You must adhere to the City Corporation's policies and rules relating to fire safety in the Premises, and any common parts. b. You must not: (i) use or store in the Premises (or any store, shed or garage) any flammable materials except where used for ordinary domestic purposes and in safe quantities. (ii) cause or allow fire exits, or routes, from the property or in any common part, to be blocked or obstructed, or otherwise do anything which creates a health and safety risk.

	(iii) leave any bicycles, pushchairs, mobility scooters or similar items in any common part (other than in areas we have designated for this purpose). (iv) charge any battery-powered devices of any description in any common part (e.g. e-bikes or scooters). (v) use any barbecue or cooking apparatus on any balcony and you must obtain our permission before using a barbecue or other cooking device in any common part. (vi) install any grille, gate or security bars over any door or window at the Premises, without first obtaining our permission in writing. (vii) prop open or otherwise interfere with or alter any fire door in the Premises or in any common part. (viii) Damage, alter or modify any equipment installed by us in the Premises or any common part for the purposes of fire protection, e.g. call points, alarm sounders, detectors etc.
3.26	**Gardens, balconies and exterior areas** a. You must keep any garden for which you are responsible reasonably maintained. b. You must not use any balcony forming part of the Premises for storage purposes, or keep any refuse or combustible or hazardous items on the balcony
3.27	**Vehicles and Parking** a. Not to block local roadways and other vehicular access, and to keep them, and car parking spaces, clear of unroadworthy vehicles and other obstructions. b. Only to park any vehicles in designated areas c. You must not park any unroadworthy vehicle at the Premises or on the land or roads around your property.
3.28	**Overcrowding** a. Not to allow more people to occupy the Premises than the number set out at Section A of this agreement. b. If you deliberately overcrowd the Premises, you will be in breach of this agreement
3.29	**Lodgers**

	You must seek our permission in writing to take in a lodger. In considering your request for a lodger, we will consider whether you are: (i) overcrowding the Premises (ii) giving up full or part of exclusive possession of the Premises (iii) do anything in breach of clause 3.30 below
3.30	**Subletting and 'Holiday Let' Use Prohibited** a. You must use the Premises as a single private residential dwelling and not sublet your property in part or in full and/or part with possession of the whole or part of the Premises at any time. b. You must not advertise the Premises in part or full, or any portion of the Premises such as a bedroom, on any short-term or long-term sleeping accommodation or 'holiday let' platforms (e.g., Airbnb or similar services). c. You must not use the Premises, or any part of it, to provide short-term sleeping ('holiday let') accommodation, where use of the Premises (or part of it) is given to paying or non-paying guests. d. The Corporation never allows permission to sublet part or all of your premises, or to part with some or all of your premises. You, will, therefore, be acting without our permission or written consent and will be in breach of the terms of your Tenancy Agreement.
3.31	**Succession** a. If the Tenant dies, the tenancy may pass to a person who is entitled to succeed under the Housing Act 1985. If your tenancy started before 1 April 2012, you can assign your tenancy to your: • Spouse/civil partner, as long as they are living with you. • cohabiting partner or another member of your family including children, parents, siblings and most other close relatives and they must have been living with you for at least one year. If your tenancy started on or after 1 April 2012, you can assign your tenancy to: • your spouse/civil partner and cohabiting partner, who has been living with you for at least one year. • When changing your tenancy from 'sole' to 'joint', in addition to granting joint responsibility, you are also granting the 'right of succession'. • The right of succession can only be granted once.

	b. Only one statutory succession is permitted. If the Tenant was already a successor, no further statutory succession is allowed. c. Where more than one person qualifies to succeed, the City Corporation will exercise discretion who is granted the tenancy.
3.32	**Tenancy Reviews** a. During your tenancy we will review your circumstances and your housing needs. You agree to cooperate with us by attending these reviews and allowing access to the Premises for the purposes of the review and any related matters. b. Failure to do so will be a breach of this tenancy agreement and the Corporation has the right to enforce the breach by serving and Notice of Seeking Possession (and taking further legal action).
3.33	**Absence from Premises** If you are going to be away from the Premises for more than six weeks (42 days), you must let us know in writing as soon as possible. You must give details of the expected return date and provide contact details so we can contact you while you are away.
3.34	**Ending the Tenancy** To give the City Corporation at least four weeks' notice in writing (ending on a Monday) if the Tenant wishes to end the Tenancy. For Joint tenants, service of notice by one joint tenant shall be sufficient to end the Tenancy.
3.35	**Moving out** You must give the City Corporation vacant possession and return all keys to the Premises (including all fobs, pre-paid meter keys, gate keys, shed keys, garage keys and any other keys) at the end of the Tenancy and leave the Premises and the City Corporation's fixtures and fittings in good lettable condition and repair. This includes the removal all furniture, personal possessions and rubbish.
3.36	**Recharges** You must pay for any repair, replacement, cleaning, or other work required as a result of damage, neglect, misuse, or failure to take proper care of your home or communal areas. This includes damage caused by you, anyone living with you, or your visitors. We may also charge you for: • repairs that are your responsibility • missed appointments where access has not been provided • clearing or cleaning your home if it is not left in a reasonable condition Where possible, we will tell you if a charge applies. Once the work has been completed, we will send you an invoice for the cost.

	You have the right to request a review of any recharge if you believe it is incorrect or unreasonable. Further detail on how recharges are applied is set out in the **Recharge Policy.**

Part Four: Tenant's Rights

The Tenant has the following rights:

4.1	**Right to occupy** So long as the tenancy remains a secure tenancy, the Tenant has the right to occupy the Premises without interruption or interference from the City Corporation for the duration of this Tenancy (except for the obligation contained in this Agreement to give access to the City Corporation's employees or contractors).
4.2	**Security of Tenure** – **Ending the Tenancy** a. While you are an introductory tenant, we may end your tenancy if you are in breach of the terms of the tenancy agreement. We may choose to extend the tenancy probationary period for a further 6 months to investigate further. If there is a clear breach we may serve a notice pursuant to s.128 of the Housing Act 1996 to end the tenancy (which you have the right to review) and obtain a court order for possession. b. While you are a secure tenant, we may end the tenancy if you are in breach of the terms of the tenancy agreement. We will do this by obtaining a court order for possession of the Property following service of a Notice of Seeking Possession (NoSP) pursuant to one or more grounds contained in Schedule 2 of the Housing Act 1985 (as amended). We reserve the right to rely on any grounds for possession introduced or amended by future legislation. c. We will normally give you a minimum notice period of four weeks, save in cases involving anti-social behaviour where we can give short notice. We can also ask the court to dispense with any period of notice.
4.3	**Loss of Security** The Tenant shall remain a secure tenant so long as he or she occupies the Premises as his or her only or principal home. If the Tenant ceases to occupy the Premises and has no intention to return, parts with possession, sublets the whole, or dies (and there is no successor or person to whom the tenancy is devolved under his or her will or intestacy or who has succeeded to the tenancy) we shall be entitled to end the tenancy by service of a Notice to Quit.
4.4	**Right to consultation**

	The City Corporation shall consult the Tenant before making changes in matters of housing management or maintenance that are likely to have a substantial effect on the Tenant.
4.5	**Right to information** The Tenant has a right to information from the City Corporation about the terms of this Tenancy and about the City Corporation's repairing obligations, its policies and procedures on tenant consultation, housing allocation and transfers, and its performance as a landlord.
4.6	**Data Protection** The City Corporation will use your personal information to manage the performance of this Agreement. The legal bases we rely on for the processing and your legal rights under the Data Protection legislation are set out in the Privacy Notice and Privacy Policy which are published on our website. Hard copies of the Privacy Notice and our Privacy Policy are available by writing to P.O. Box 270, Guildhall, London EC2P 2EJ.
4.7	**Right to exchange** The Tenant has the right to exchange this Tenancy with another tenant of a registered provider of social housing subject to the prior written consent of the City Corporation, which shall be withheld only on specified grounds. Such an exchange shall be affected by mutual assignment of the Tenancies in accordance with the relevant legal and regulatory provisions.
4.8	**Right to take in lodgers** Subject to clauses 3.4 and 3.30 above, the Tenant has the right to take in any persons as lodgers if permission is granted (after permission is applied for) and they do not overcrowd the property.
4.9	**Right to improve** Subject to clause 3.20 above, the Tenant has the right to make improvements, alterations and additions to the Premises.
4.11	**Right to Repair** The City Corporation has a scheme providing the Tenant with a remedy if the City Corporation fails to carry out its obligations to repair. The City Corporation shall provide details of the scheme at the beginning of the Tenancy and inform the Tenant of any changes.
4.12	**Complaints** The City Corporation has a procedure for dealing with complaints raised by the Tenant on any matter arising from this Tenancy. The City Corporation shall provide details of the scheme at the beginning of the Tenancy and inform the Tenant of any changes. We are a member of the Housing Ombudsman Scheme and tenants have the right to

	contact the Housing Ombudsman at any time. Details can be found on the City of London Corporation website under Housing Services or in the Tenancy Handbook.

B. Signature clauses

The information I/we gave in my/our housing application was and is still true. I have read, understood and agree to the conditions of this agreement.

Signed by the tenant(s) **Date**

Tenant 1: **…… ……**

Print Name : **……**

Tenant 2: **…… ……**

Print Name: **……**

Signed on behalf of the City …….

Print name: **……**

Appendix 2

Preliminary Notice of Tenancy Variation

Section 103(2), Housing Act 1985

To	**[Name and Address of Tenant(s)]** ***This notice is being issued to all current Secure Tenants***
From	**City of London Corporation** **Department of Community & Children's Services** **Housing Service**
Date	**22 June 2026**

THIS NOTICE is given under section 103(2) of the Housing Act, 1985.

The City of London Corporation ("the City Corporation") intends to vary the terms of all its Secure tenancies. Details of the proposed variations are set out below, along with reasons for the proposals. These variations will apply to all current Secure tenants if they are implemented.

You are invited to comment on the proposed variations to the Secure tenancy agreement. To do so, you can:

- complete the enclosed form and return it to your local estate office
- complete the online form: https://forms.office.com/e/Ti29gvEBfT
- Any comments can also be sent to: Service Improvement Manager, DCCS - Housing Service, Barbican Estate Office, 3 Lauderdale Place, London EC2Y 8EN.

All comments on the proposals must be received by 9 August 2026.

Before the City Corporation makes a final decision on the proposals, it will consider all comments received from its tenants, provided they are received by the deadline above.

No changes will be implemented until a further Notice of Variation has been served on each tenant, giving four weeks' notice of any variations.

Subject to the comments received and the service of the required Notice, it is intended that any changes will take effect from 19 October 2026.

A summary of the effect of the proposed changes is shown in Appendix A. A copy of the proposed Secure Tenancy Agreement is enclosed.

To access a digital copy of the current tenancy agreement, please visit www.cityoflondon.gov.uk/services/housing

If you need this information in another format, such as large print, Easy Read, audio, Braille or in another language, please contact us and we will arrange this for you.

Translation and interpretation support is also available. Please get in touch if you need help to understand the proposed changes or to complete your feedback.

Yours Sincerely

City of London Corporation
Department of Community and Children's Services
Housing Division

Appendix 2 A – Summary of Effect of Changes

A. Format

1. The Tenancy's wording has been rewritten to be clearer and more concise. Information which does not form part of the legal terms and conditions of the Tenancy has been removed and will be contained in the separate Tenancy Handbook.

2. Numbered clauses and sub-clauses are now used throughout the Tenancy Agreement to make it easier to navigate and reference.

3. The Tenancy is now split into clearer sections, with headings and sub-headings.

4. A section has been included which clearly describes the premises to be let and allows us to indicate any amenities to be included in the Tenancy, and clearly state the maximum occupancy allowed.

5. Greater prominence is given to the declaration by the tenant(s) that the information provided in their initial housing application was, and still is, true. This is to strengthen our ability combat social housing fraud.

B. Terms and Conditions

1. Several changes are proposed to the terms and conditions of the Tenancy. In most cases, the changes are limited to clearer wording. Some important topics such as domestic abuse and harassment have been given their own sections to highlight their importance. Please see section C for more details.

C. Summary of sections and changes made

1. General Provisions

This section summarises the rent, services included, service charges and other important information such as the address for service of legal notices under the tenancy.

2. The City Corporation's Obligations

Our obligations as a landlord are set out clearly in this section, which includes repair and maintenance duties and the provision of information to tenants. Changes are being proposed to the wording of the following areas:

(a) Clause 2.2 (Tenant's right to occupy): clarified when access is required (including for inspections, repairs and improvements), with provision for immediate access in emergencies where necessary.

(b) **Clause 2.5 (Repairs of Installations):** updated to clearly define the installations maintained by the City Corporation and to explicitly include responsibility for safety systems such as fire and sprinkler installations.

3. Tenant's Obligations

This section includes a comprehensive list of the tenant's obligations. Changes are being proposed to the wording of the following areas:

(a) **Clause 3.1 (Possession):** clarified to reinforce that tenants must not sublet or part with possession of any part of the property.

(b) **Clause 3.4 (Use of Premises):** clarified to confirm homes must be used as a private residence only and not for business or commercial purposes without prior permission.

(c) **Clause 3.5 (False Statements):** strengthened to confirm action for providing false or misleading information, including possession, recovery of losses, investigation and potential prosecution.

(d) **Clause 3.6 (Ownership of Property):** new restriction on owning or occupying another suitable residential property, with notification requirements and enforcement implications.

(e) **Clause 3.7 (Antisocial Behaviour):** expanded to provide a comprehensive definition covering nuisance, criminal behaviour and impacts on residents, staff and the wider community.

(f) **Clause 3.8 (Harassment):** separate clause introduced covering harassment of residents and staff, including behaviour via social media, email and text.

(g) **Clause 3.9 (Noise):** new standalone clause covering noise nuisance, including unsociable hours and DIY activity.

(h) **Clause 3.11 (Pets):** clarified to strengthen controls on keeping animals, including permission requirements and restrictions in flats.

(i) **Clause 3.17 (Security and Safety):** strengthened to prohibit interference with safety systems and to introduce clearer controls on CCTV/recording devices.

(j) **Clause 3.21 (Hard Flooring):** clarified to require permission for installation and allow removal where it causes nuisance.

(k) **Clause 3.23 (Access to Your Home):** clarified to explain when access is required (including inspections, repairs and improvements), with provision for emergency access.

(l) **Clause 3.25 (Gas Safety):** updated to include defined notice periods and confirm enforcement where access is refused.

(m) **Clause 3.29 (Lodgers):** clarified to confirm permission requirements and safeguards around overcrowding and loss of possession.

(n) **Clause 3.30 (Subletting / Holiday Lets):** strengthened to clearly prohibit any subletting or parting with possession, including via short-term letting platforms (e.g. Airbnb).

(o) **Clause 3.31 (Succession):** updated to reflect statutory rights, including pre- and post-2012 rules and the limitation to one succession.

(p) **Clause 3.32 (Tenancy Reviews):** new requirement for tenants to engage with tenancy reviews, with non-compliance treated as a breach.

(q) **Clause 3.34 (Ending the Tenancy):** clarified notice requirements, including that one joint tenant may end the tenancy.

(r) **Clause 3.36 (Recharges):** new clause confirming tenant liability for costs arising from damage, neglect, missed appointments and failure to leave the property appropriately, with a right to request a review and reference to the Recharge Policy.

4. Tenants' Rights

We have included a clearer statement of tenants' rights, which is missing from the current Tenancy. These are the rights of Secure tenants contained in the Housing Act 1985. Changes are being proposed to the wording of the following areas:

(a) **Clause 4.2 (Security of Tenure):** updated to clearly distinguish between introductory and secure tenancy regimes, including the legal processes for ending tenancies, notice requirements, and use of statutory grounds for possession.

(b) **Clause 4.8 (Right to Take in Lodgers):** clarified to link to strengthened controls on use of the property, subletting and overcrowding provisions.

(c) **Clause 4.11 (Right to Repair):** clarified to confirm the existence of a formal scheme and the City Corporation's responsibility to notify tenants of changes.

(d) **Clause 4.12 (Complaints):** strengthened to include clearer reference to the complaints process and escalation to the Housing Ombudsman

(e) **Compensation for Improvements**: this provision has been removed from the tenancy agreement.

Appendix 3

City of London Housing Service

Tenancy Agreement Changes – Feedback Form

We are proposing some changes to your tenancy agreement. We want to hear your views before we make any final decisions. Please use this form to tell us what you think.

About You (Optional)

- Name: _____
- Address: _____

You do not have to fill in your name if you prefer to stay anonymous.

Understanding the Proposed Changes

1. **Did you find the proposed changes easy to understand?**
   ☐ Yes
   ☐ Mostly
   ☐ No

If no, please tell us which parts were unclear:

Your Views on the Changes

2. **Do you agree with the proposed changes to the tenancy agreement?**
   ☐ Yes
   ☐ No
   ☐ Not sure

Please explain your answer:

Specific Feedback

3. **Are there any changes you strongly agree with?**
   (Please tell us which ones and why)

---

4. **Are there any changes you do not agree with?**
   (Please tell us which ones and why)

Fairness and Impact

5. **Do you think the proposed changes are fair?**
   ☐ Yes
   ☐ No
   ☐ Not sure

   Please tell us why:

---

6. **Do you think these changes will affect you or your household?**
   ☐ Yes
   ☐ No
   ☐ Not sure

   If yes, how will they affect you?

Suggestions

7. **Do you have any suggestions to improve the tenancy agreement?**

Anything Else

8. **Any other comments?**

Returning Your Form

Please return your feedback by **9 August 2026.**

You can return this form:

- **By email:** home@cityoflondon.gov.uk
- **By post:** Head of Housing Management, DCCS – Housing Service, Barbican Estate Office, 3 Lauderdale Place, Barbican, London, EC2Y 8EN
- **To your local estate office**

What happens next?
We will review all feedback before making a final decision. We will let residents know the outcome and any final changes.

Appendix 4

Equality Impact Assessment Form

The Equality Impact Assessment (EQIA) will identify how any proposed policies, practices, activities, service changes or procedures will impact or affect diverse groups or communities if implemented. It supports officers in assessing whether the impacts are positive, negative, or unlikely to impact each of the nine protected characteristic groups. The assessment will also demonstrate whether there are ways to proactively advance equity, equality, diversity and inclusion. An EQIA is required before you finalise your proposal, or it may not be legally compliant.

Section 1: To be completed by all

Proposal Title	Proposed Changes to the Secure Tenancy Agreement (Tenancy Variation)
Details of the lead officer completing the Assessment/ Role responsible for the completion of the EQIA	Zoe Gayle Service Improvement Manager
Department Responsible:	Department of Community & Children's Services – Housing Service
Who has been involved in creating the EQIA: (please summarise/list stakeholders you have engaged with and how)	• Housing Management and operational staff (document review) • Legal Services (review and drafting input) • Housing Communications Team (consultation approach and accessibility) • Resident feedback (Tenant Handbook engagement work and service delivery outcomes)
Date of Initial assessment:	03/06/2026
Dates of review (as applicable)	September 2026 (following receipt of consultation outcomes)

1.PROPOSAL OVERVIEW

What does the proposal aim to achieve? Please outline your proposal below

➔ If no potential impacts are identified at this stage, proceed to **Section 3**

➔ If you believe there may be potential negative impacts, continue to **Section 2, Steps 2,3,4, and 5** to complete a full EQIA, then move to **Section 3**

➔ If you identified any positive impact, please record and monitor at **Section 2, Step 5,** then move to **Section 3**

Please feel free to attach supporting documents/ information

The proposal is to vary the terms of the City of London Corporation's Secure Tenancy Agreement to:

- Improve clarity and structure of the tenancy agreement
- Ensure compliance with current legislation and regulatory expectations
- Strengthen provisions relating to safety, access, tenancy conditions and enforcement
- Separate legal terms from guidance, supported by a Tenant Handbook

The proposal includes issuing a Preliminary Notice of Tenancy Variation and undertaking a formal statutory consultation with all secure tenants before implementation.

The changes are largely clarificatory, with some strengthening of provisions where required to ensure legal robustness and effective tenancy management.

A formal statutory consultation with all secure tenants commenced on 22 June 2026 and will run for seven weeks. This consultation provides residents with the opportunity to review the proposed changes and submit feedback before any final decision is made.

Section 2: To be completed for a full EQIA

2. EVIDENCE AND IMPACT ANALYSIS

Please highlight the potential impact on these groups, actions taken to mitigate impact and advance equality, diversity and inclusion (include data/evidence upon which the analysis is based)

Protected Groups:

- Age
- Disability
- Gender Reassignment
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Race
- Religion & Belief
- Sex
- Sexual Orientation

Additional Groups

- Socio-economic background
- Care leavers
- Carers & Parents
- Veterans

Where relevant note relevant intersectional impacts: where combinations of different group identities may result in unique or compounded impacts.

Overview of approach

The statutory consultation process forms a key mitigation, ensuring that any potential impacts on residents are identified and addressed through tenant feedback prior to implementation.

While most changes are clarificatory, some provisions strengthen landlord rights and tenant obligations. This may have a disproportionate impact on vulnerable tenants if not appropriately communicated or supported.

The proposed changes are expected to have primarily neutral or positive impacts, improving transparency, consistency and accessibility.

Potential risks arise where strengthened wording or enforcement provisions may affect vulnerable groups, and these have been considered below.

Protected Characteristics

Age

Potential impact:

- Older tenants may find legal language difficult to understand

Mitigation:

- Use of plain English summary documents
- Supporting Tenant Handbook
- Availability of alternative formats
- Local estate office staff available and briefed to support

Outcome: Positive/neutral – improved clarity supports understanding

---

Disability

Potential impact

- Written materials may not be accessible to tenants with visual, cognitive or learning disabilities
- Requirements around access (e.g. safety inspections) may disproportionately affect some residents

Mitigation:

- Information available in alternative formats (large print, Easy Read, audio, Braille)

- Translation and interpretation services available
- Reasonable adjustments maintained through existing policy framework
- Estate office support for engagement including availability of visual support tools

Outcome: Positive - improved clarity and accessible communication reduces barriers

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Gender Reassignment

Impact: No specific impact identified

Outcome: Neutral

Marriage & Civil Partnership

Impact: No direct impact identified

Outcome: Neutral

Pregnancy & Maternity

Potential impact:

- Access requirements or tenancy conditions may impact those temporarily unable to engage

Mitigation:

- Flexible engagement through multiple consultation channels
- Support via estate offices

Outcome: Neutral/positive

Race (including language barriers)

Potential impact:

- Language barriers may affect understanding of tenancy changes

Mitigation:

- Translation and interpretation services available
- Plain English summaries
- Multiple communication channels

Outcome: Positive – improved accessibility of information

Religion & Belief

Impact: No direct impact identified

Outcome: Neutral

Sex

Impact: No direct impact identified

Outcome: Neutral

Sexual Orientation

Impact: No direct impact identified

Outcome: Neutral

Additional Groups

Socio-economic background

Potential impact:

- Tenants may have varying levels of literacy, digital access and confidence

Mitigation:

- Hybrid consultation (online, postal)
- Estate-based engagement and support
- Printed materials available

Outcome: Positive – inclusive consultation approach supports participation

---

Care leavers

Potential impact:

- May require additional support to understand tenancy obligations

Mitigation:

- Clearer wording of obligations
- Ongoing tenancy support services

Outcome: Positive

Carers and parents

Potential impact:

- Time constraints may affect ability to engage

Mitigation:

- Multiple ways to respond
- Flexible engagement options
- Consultation period exceeding statutory requirements of 28 days.

Outcome: Neutral/positive

Veterans

Impact: No direct impact identified

Outcome: Neutral

Intersectional Impacts

- Some tenants may experience multiple barriers (e.g. older residents with disabilities or language needs).

Mitigation includes:

- Multiple communication formats
- Estate-level support
- Accessible engagement methods

3. STAKEHOLDER ENGAGEMENT

Outline any consultation/engagement activity and additional information gathered not outlined above (if relevant)

Include information on stakeholders involved, and methods used for engagement / consultation.

Describe any further work required on proposals as a consequence of engagement/consultation (if relevant)

The proposal has been informed by:

- Internal consultation with housing staff across teams
- Legal Services input throughout drafting
- Resident engagement work linked to the Tenant Handbook development
- Planned formal consultation with all secure tenants (22 June – 9 August 2026)

A formal statutory consultation with all secure tenants is currently underway (22 June to 9 August 2026). Tenants are able to respond through multiple channels, including written, online and in-person support via estate offices. Feedback will be analysed and used to inform the final version of the Tenancy Agreement.

Further work:

- Review and analysis of tenant feedback
- Incorporation of feedback into final documents
- Reporting outcomes to Committee

4. DECISION MAKING (MITIGATIONS AND CHANGE)

After completing steps 1-3, please outline your informed decision.

Possible outcomes could be that:

a. **No changes are required; there is no negative impact or discrimination**
b. **Available actions have been taken to remove or minimise potential negative impacts**
c. **Adjustments to the proposal to remove or minimise potential negative impacts – monitoring and regular review will take place to manage this with a view to taking further mitigation actions**
d. **Where a negative impact is identified that is not unlawful discrimination, or where discrimination can be objectively justified- justify and continue with the proposal: there may be other factors (such as other proposal aims or financial constraints) that make it reasonable to adopt the proposal, despite the negative impact – potential impacts will be monitored and kept under regular review. Please seek advice from the EDI team and the Legal team before making the decision.**
e. **You decide not to take the proposal forward.**

Following assessment:

- The proposal does **not introduce unlawful discrimination**
- Potential impacts have been identified and mitigated through:
    - accessible communication
    - consultation approach
    - support to residents

Conclusion:

- No changes to the overall proposal are required
- Adjustments to communication and engagement ensure accessibility

- The proposal will proceed with mitigation and monitoring

5.MONITORING AND REVIEW

How will you monitor and review the impact (positive or negative) of the proposal once it has been put into effect, if so, how? What are the timescales for reviewing the EQIA once proposals are implemented?

This may take the form of an action plan.

The impact of the proposal will be monitored through:

- Analysis of tenant consultation feedback
- Review of complaints and enquiries relating to the new agreement
- Ongoing engagement with residents and resident groups

A summary of consultation feedback, including any equality-related impacts identified, will be reported to Members alongside the final agreement.

Timescales:

- Initial review: September 2026 (report to HMASC)
- Ongoing monitoring: through Housing performance frameworks and annual review

Section 3: To be completed by ALL

6.RECORDING YOUR DECISION AND SIGN-OFF

1. Submit to your line manager for review and sign-off
2. Submit to Director or Chief Officer (as relevant) for sign-off
3. Where possible, share the final document with the corporate EEDI team

The Equality Impact Assessment identifies that:

- The proposal has **primarily positive impacts** in improving clarity, transparency and accessibility of tenancy information
- Any potential negative impacts have been mitigated through inclusive consultation design and accessible communication
- The proposal aligns with the Public Sector Equality Duty and supports fair and consistent tenancy management

Sign off

1. Officer completing the EQIA

Name	Zoe Gayle
Job Title	Service Improvement Manager
Date	03/06/26
Signature	Z.Gayle

2. Second Approval Manager

Name	
Job Title	
Date	
Signature	

3. Senior Manager or Chief Officer

Name	Peta Caine
Job Title	Director of Housing
Date	15 June 2026
Signature	Peta Caine

Once this form has been signed off, please send a copy of the form to the EDI Team: CSPT.EDI@cityoflondon.gov.uk