City of London Corporation Committee Report

Committee: Housing Management and Almshouses Sub Committee	**Dated:** 14 September 2026
Subject: Housing Matters Report – For Decision	**Public Report:** For Decision
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	Diverse engaged communities Leading Sustainable environment 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 of Community & Children's Services	
Report author: Peta Caine, Director of Housing	

Summary

The purpose of this report is to update Members on some key issues currently being dealt with by the Housing Team, for discussion at the Housing Management and Almshouses Sub-Committee meeting.

The report provides updates on the following matters, including specific matters presented for the Sub-Committee's approval:

1. Tenancy Agreement Review and Tenant Consultation – **For Decision**
2. Draft Access to Homes Policy – **For Decision**
3. Disposal of Personal Property Policy Review – **For Decision**
4. Estate Review Update
5. Golden Lane Estate Major Works Renewal Board
6. Lead Members / Officers Borough Twinning
7. Voids (Empty Homes) and New Build Lettings Update
8. Heat Metering and Billing Update
9. Lease Extension Policy Update / Leasehold and Freehold Reform Act 2024 – Progress Update
10. Guest Room Bookings and Costs

Recommendations

Members are asked to:

1. Approve the revised Tenancy Agreement.
2. Approve the Access to Homes Policy, noting the outcome of the resident consultation and the amendments made to the policy in response to feedback received.
3. Approve the officer reviewed and updated Disposal of Personal Property Policy.
4. Note the updates provided on the following matters:
    - Estate Review Update
    - Golden Lane Estate Major Works Renewal Board
    - Lead Members / Officers Borough Twinning
    - Voids (Empty Homes) and New Build Lettings Update
    - Heat Metering and Billing Update
    - Lease Extension Policy Update / Leasehold and Freehold Reform Act 2024 – Progress Update
    - Guest Room Bookings and Costs

Main Report

1. Tenancy Agreement Review and Tenant Consultation – For Decision

Tenancy Agreement Review and Resident Consultation
Following the update provided to Members in July 2026, the consultation on the proposed Secure Tenancy Agreement concluded on 9 August 2026. The consultation formed part of the Housing Service's wider improvement programme and sought tenants' views on proposed changes designed to improve clarity, strengthen key tenancy provisions, and ensure alignment with current legislation, regulatory expectations and service standards. Approximately 2,000 secure tenant households were invited to participate through a range of engagement channels, including written consultation, online responses, email submissions and support through local estate offices.

Following the close of the consultation, officers reviewed all feedback received and considered themes raised by residents alongside operational feedback and legal advice. Overall, respondents were supportive of the aim to produce a clearer and more accessible tenancy agreement, with feedback focusing primarily on the clarity of language used, landlord access arrangements, anti-social behaviour provisions, resident responsibilities and the availability of supporting guidance.

The consultation feedback is robust enough to identify clear themes and inform amendments, but it should not be presented as statistically representative of all tenants because responses were voluntary and self-selecting. Findings should therefore be reported as views of respondents, supported by qualitative analysis of the issues raised.

TABLE 1: Consultation Findings Summary

Area	Finding
Overall Responses	207 responses received.
Response Method	73 online responses (35%) and 134 feedback form responses (65%).
Consultation Period	Online responses received between 25 June and 9 August 2026.
Understanding of Changes	99 respondents said the changes were easy to understand 87 said they were mostly easy to understand. Overall, 186 respondents (90%) found the proposed changes easy or mostly easy to understand.
Agreement with Changes	118 respondents agreed with the proposed changes, 60 were unsure and 23 disagreed.
Perception of Fairness	115 respondents considered the proposed changes fair, 56 were unsure and 20 considered them unfair.
Impact on Household	111 respondents did not expect the changes to affect their household, 47 were unsure and 36 expected some impact.

As a result of the consultation, further amendments have been made to both the Tenancy Agreement and accompanying Tenant Handbook. These changes include simplifying language in several sections, improving explanations regarding access for repairs, safety inspections and compliance activity, strengthening supporting guidance relating to anti-social behaviour and tenancy obligations, improving signposting to related policies and procedures, and reviewing the overall structure and presentation of the documents to improve accessibility and ease of navigation. The review has sought to balance resident feedback with statutory obligations, landlord responsibilities and regulatory expectations.

A summary of consultation feedback and the actions taken in response has been prepared and is attached as an appendix to this report. This "You Said, We Did" approach is intended to provide transparency for residents and Members by demonstrating how feedback has informed the final draft documents.

The final Tenancy Agreement and Tenant Handbook is now finalised following completion of the review process and should the agreement be approved by Members, will be implemented in accordance with the statutory requirements for varying secure tenancy agreements. Updated documents and supporting guidance will be issued to residents with communications explaining the changes and the reasons for their introduction.

Members are requested to approve the revised Tenancy Agreement (Appendix 1.1), taking into account the consultation feedback received and the amendments made in response to residents' comments. Details of the changes made are included in Appendix 1.2, and Appendix 1.3 summarises the feedback received from tenants.

The EQIA is available on request.

APPENDIX 1.1 - Secure Tenancy Agreement Terms Draft v2

City of London Corporation's Tenancy Agreement

Contents

Section	Title	Page
	Tenancy Agreement Overview	
A	Parties, Premises and Tenancy Details	4

Part One: General Provisions

Section	Title	Page
1.1	General notes	6
1.2	Changes in Rent	6
1.3	Altering this agreement	6
1.4	Service of Notices	6
1.5	Previous Arrears and Debts	6
1.6	Succession/Assignment	7
1.7	Improvements	7

Part Two: The City Corporation's Obligations

Section	Title	Page
2.1	Possession	8
2.2	Tenants' Handbook	8
2.3	Repair of structure and exterior	8
2.4	Repair of installations	8
2.5	Repair of common parts	9
2.6	External decorations	9

Part Three: Tenant's Obligations

Section	Title	Page
3.1	Possession	9
3.2	Rent	9
3.3	Outgoings	9
3.4	Use of Premises	10
3.5	False Statements	10
3.6	Ownership of Property	10
3.7	Antisocial Behaviour	11
3.8	Harassment	11
3.9	Noise	12
3.10	Domestic abuse	12
3.11	Pets	12
3.12	Locks	13
3.13	Communal Utilities	13
3.14	Internal decoration and cleaning	12
3.15	Smoking	13
3.16	Damage and Tenant Repairs	14
3.17	Security and Safety	14
3.18	Reporting disrepair	14
3.19	Rubbish and Waste	14
3.20	Changes to the Premises	15

DRAFT

3.21	Hard Flooring	15
3.22	Satellite Dishes, CCTV and Devices	15
3.23	Access	15
3.24	Fire safety	15
3.25	Gardens, balconies and exterior areas	17
3.26	Vehicles and Parking	17
3.27	Overcrowding	17
3.28	Lodgers	18
3.29	Subletting and 'Holiday Let' Use Prohibited	18
3.30	Tenancy Reviews	18
3.31	Absence from Premises	18
3.32	Ending the Tenancy	18
3.33	Moving out	19
3.34	Recharges	19

Part Four: Tenant's Rights

Section	Title	Page
4.1	Right to occupy	19
4.2	Security of tenure – ending the tenancy	19
4.3	Loss of Security	20
4.4	Right to consultation	20
4.5	Right to information	20
4.6	Data Protection	20
4.7	Right to exchange	20
4.8	Right to take in lodgers	21
4.9	Right to improve	21
4.11	Right to Repair	21
4.12	Complaints	21

Signatures

Section	Title	Page
B	Signature clauses	22

DRAFT

City of London Corporation –Tenancy

This document is a legal contract between you and us. 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, acting in its capacity as 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 the first Monday after the end of the introductory period (as extended if applicable).

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 **£……**

DRAFT

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 within 28 days giving details of anybody who has joined the household or left it.

Part One: General Provisions

1.1	**General Provisions** a. Any references to statutory provisions in this agreement are also to those provisions as subsequently amended, varied, replaced or re-enacted.

DRAFT

	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 any 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 the increase will begin 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. The Tenant agrees that 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;

DRAFT

	c. Failure to maintain payments in accordance with this clause will be treated as a breach of this Agreement.
1.6	**Succession/Assignment** 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. If you do this, the other person becomes a joint tenant with you and this counts as a succession. b. Only one statutory succession is permitted (including any assignment). 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.
1.7	**Improvements** **a.** The City Corporation reserves the right to carry out improvements at the Premises.

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 reserving on to the City of London Corporation the right to access the premises as set out in the Tenants obligations.
2.2	**Tenants' Handbook** The Handbook will provide the Tenant with information on its housing management policies and further guidance on tenancy conditions and terms.
2.3	**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;

DRAFT

	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
2.4	**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.
2.5	**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.
2.6	**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 any parts of the premises and not to part with possession of the Premises.
3.2	**Rent** a. To pay the Rent and service charge in advance in line with section A of this agreement b. By signing this Tenancy Agreement:

DRAFT

	(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 (within 28 days) 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 3.6 a). d. If at the time this agreement comes into force and you have not informed us of another property that is covered by condition 3.6 a), you will need to inform us promptly (within 28 days).

DRAFT

	For your guidance: 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 that property is only 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. If we decide you have broken your tenancy conditions, we may take action to recover the secure tenancy 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 (ASB). You are responsible for your behaviour and that of everyone who lives in or visits the Premises, 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 the Premises temporarily or permanently (and any visitor), must not commit any act within the Premises or the vicinity of the Premises, 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.

DRAFT

	b. You, and any person living with you at the Premises 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. You are 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 except 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**

DRAFT

	a) You must pay for the replacement of any keys (and locks if necessary) to the Premises (including entrance doors) if you lose your keys. 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 and exterior 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 and/or vape in any internal shared area or to allow smoke to escape from the Premises into any internal shared area. Not to smoke in front of staff visiting the Premises and not to smoke illegal substances in any part of the building of which the Premises forms part or in the vicinity of the building. 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

DRAFT

	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 the Premises 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. **c.** At the end of the Tenancy, we may ask you to restore the Premises to its original state including the removal of the laminate, tile, hard or wooden flooring and reinstatement

DRAFT

	of carpet. If you fail to do so, you will be recharged reasonable costs incurred to return the Premises to its original state.
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, access to the Premises (for all purposes connected with the rights and duties as owner and landlord of the Premises and any building within which the Premises is located and any neighbouring property or building) at all reasonable times and subject to reasonable notice. The City Corporation will normally give at least 24 hours' notice; but immediate access on less notice may be required in certain circumstances, for example, fire, flooding, gas leak, infestation, safeguarding issues or serious risks to residents, or others or to the building, other property or local area (these examples are not exhaustive). Reasonable times are usually 8am – 6pm Monday to Friday but may include other times depending on the circumstances. b. Access may be required for periods of longer than a day and if appropriate the City Corporation may arrange temporary accommodation for the Tenant and lawful occupiers whilst such access is needed. c. In the case of an emergency and immediate access not being provided, we reserve the right to gain access any way we can including forced entry. d. 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. e. We reserve the right to recover from you the costs of any abortive appointment for access. f. If access is not provided on notice, then without prejudice to any other legal remedy, we will serve a Notice of Seeking Possession (NoSP).
3.24	**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, explosive or hazardous materials, except where used for normal domestic purposes and kept in safe quantities. This includes the storage of damaged, modified or unsafe lithium-ion batteries or battery packs. (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).

DRAFT

	(iv) charge any battery-powered device, including e-bikes, e-scooters or other lithium-ion battery-powered equipment, in any common part. You must ensure that any battery-powered device kept within the Premises is used, stored and charged safely in accordance with the manufacturer's instructions and any fire safety guidance issued by the City Corporation. (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.
3.25	**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
3.26	**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.
3.27	**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
3.28	**Lodgers** You must seek our permission in writing to take in a lodger. In considering your request for a lodger, our considerations will include whether you are: (i) overcrowding the Premises (ii) giving up full or part of exclusive possession of the Premises

DRAFT

	(iii) do anything in breach of clause 3.29 below
3.29	**Subletting and 'Holiday Let' Use Prohibited** a. You must use the Premises as a single private residential dwelling for you and your immediate family 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.
3.30	**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. Refusal will be considered a breach of this tenancy agreement and the Corporation reserves the right to enforce the breach by serving and Notice of Seeking Possession (NOSP) and taking further legal at its sole discretion.
3.31	**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. You will be expected to allow access whilst you are away, if required.
3.32	**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.
3.33	**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.
3.34	**Recharges**

DRAFT

	You must pay reasonable costs for any repair, replacement, cleaning, or other work required as a result of damage, neglect, misuse, or failure to take proper care of the Premises 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 the Premises 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** Subject to the City Corporation reserving unto itself the right to access the Premises as set out in Clause 3.23, the Tenant has the right to occupy the Premises without interruption or interference from the City Corporation for the duration of this Tenancy.
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. 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.

DRAFT

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 3.28 above, the Tenant has the right to take in a lodger 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: **……** **……**

DRAFT

Print Name : ……

Tenant 2: …… ……

Print Name: ……

Signed on behalf of the City …….

Print name: ……

APPENDIX 1.2 - Summary of document changes made in v2

Section	Change Made	Reason / Impact
Document Title	Changed from “City of London Corporation – Secure Tenancy" to “City of London Corporation – Tenancy"	Clarifies that the document can apply to introductory tenancies as well as secure tenancies.
Landlord Definition	Added wording that the City Corporation acts “in its capacity as a Local Housing Authority.”	Improves legal precision.
Tenancy Details	Amended wording on automatic conversion from introductory tenancy to secure tenancy, clarifying conversion occurs on the first Monday following the introductory period.	Greater clarity on tenancy status and timing.
Household Changes	Added requirement to notify the City Corporation within 28 days of household composition changes.	Introduces a defined reporting timeframe. [
Part One Structure	Added new clauses 1.6 Succession/Assignment and 1.7 Improvements.	Moves key rights and tenancy provisions into general conditions.
Succession	Succession provisions removed from Clause 3.31 and relocated to new Clause 1.6.	Improves document structure and highlights importance of succession arrangements.
City Corporation Obligations	Removed separate clause "Tenant's Right to Occupy" from Part Two and restructured obligations.	Simplifies and reorganises the agreement.
Clause 2.1 Possession	Added express reservation of landlord access rights.	Aligns landlord obligations with access provisions.
Clause 3.6 Ownership of Property	Added 28-day notification requirement, transition arrangements for existing owners and explanatory guidance.	Provides clearer expectations and processes.
Clause 3.12 Locks	Expanded to include replacement of locks where necessary.	Clarifies tenant responsibility.
Clause 3.21 Hard Flooring	Added requirement to reinstate original flooring at end of tenancy if requested by the landlord.	Strengthens landlord control over alterations.
Clause 3.23 Access	Significantly expanded. Includes broader access rights, definition of reasonable times, temporary accommodation provisions, forced entry wording and	One of the most substantive changes in Draft V2.

Section	Change Made	Reason / Impact
	service of a NOSP where access is repeatedly denied.	
Fire Safety	Moved from Clause 3.25 to Clause 3.24.	Consequential renumbering.
Gardens & Balconies	Moved from Clause 3.26 to Clause 3.25.	Consequential renumbering.
Vehicles & Parking	Moved from Clause 3.27 to Clause 3.26.	Consequential renumbering.
Overcrowding	Moved from Clause 3.28 to Clause 3.27.	Consequential renumbering.
Lodgers	Moved from Clause 3.29 to Clause 3.28 and wording amended.	Consequential renumbering and minor clarification.
Subletting	Moved from Clause 3.30 to Clause 3.29 and strengthened by stating premises must be occupied by the tenant and immediate family.	Tightens wording around occupation and subletting.
Tenancy Reviews	Moved from Clause 3.32 to Clause 3.30. Minor wording amendments.	Consequential renumbering.
Absence from Premises	Added requirement that residents facilitate access while absent where required.	Strengthens landlord access arrangements.
Recharges	Renumbered from Clause 3.36 to Clause 3.34.	Consequential renumbering only.
Right to Occupy (4.1)	Reworded to make occupation rights expressly subject to Clause 3.23 access provisions.	Strengthens cross-reference between tenant rights and landlord access powers.
Security of Tenure (4.2)	Heading changed from "Security of Tenure - Ending the Tenancy" to "Ending the Tenancy" and wording simplified.	Reduces emphasis on security terminology.
Right to Take in Lodgers (4.8)	Updated cross-reference to reflect new clause numbering.	Housekeeping amendment.

APPENDIX 1.3 - Tenancy agreement feedback summary table

Spreadsheet line / ID	Draft clause to review	Feedback to look into further	Why this needs reviewing	Action Taken
3, 53, 54, 55, 165, 171, 177, 178	Introductory / secure tenancy wording; Clause 4.2 Security of Tenure	Several residents think the draft may convert existing secure tenants into introductory tenants. One resident noted the document says it is a secure tenancy but the tenancy details refer to an introductory tenancy for 12 months.	This is a significant misunderstanding and could undermine confidence in the consultation. Existing secure tenants need reassurance that their secure tenancy status is not being downgraded.	Clarified that existing secure tenants will retain their secure tenancy status. Additional wording added to supporting communications and FAQs to address resident concerns and prevent misunderstanding.
18, 19, 27, 57, 63, 79, 119, 132, 134, 187, 207	Clause 3.31 Succession	Extensive concern about succession rights, especially for tenants who transferred after 1 April 2012, adult children, spouses, long-term partners, and whether a previous succession has already used up the right.	This is one of the strongest recurring themes. Residents are worried family members may lose rights or that previous transfer/sign-up arrangements were not properly explained.	Reviewed with Legal Services. Statutory succession rights remain unchanged. Additional explanatory guidance and supporting resident information will be provided to improve understanding of how succession rules apply in different circumstances.
24, 29, 41, 58, 67, 68, 136, 137, 182	Clauses 3.29, 3.30 and 4.8 Lodgers / subletting / holiday lets	Residents ask for clearer distinction between lodgers, family or friends staying, overnight visitors, permitted lodgers, “exclusive possession”,	Residents may unintentionally breach the agreement if the wording is not clear. Several comments suggest people read the wording	Wording reviewed and supplemented with examples within guidance materials to clarify the distinction between lodgers,

Spreadsheet line / ID	Draft clause to review	Feedback to look into further	Why this needs reviewing	Action Taken
		"parting with possession", and advertising on sites such as SpareRoom.	as banning ordinary family visits or overnight guests.	visitors, temporary guests and unlawful subletting.
58, 68, 74, 182	Clause 3.30 Subletting and holiday lets	Some residents object to a blanket prohibition on subletting part of the home and argue that secure tenants may have statutory rights.	This is a legal/rights issue and should be checked before finalisation. The draft states the Corporation never allows permission to sublet part or all of the premises.	Reviewed with Legal Services. No changes required to the underlying provisions. Additional guidance will be provided to explain how the provisions apply in practice.
21, 45, 64, 66, 70, 72, 73, 99, 110, 150, 152, 158, 161, 200, 201,202, 207	Clause 3.11 Pets	Mixed but strong feedback on pets. Some support restrictions, but others object to bans on visitor dogs, request pets be allowed, or raise disability-related support animals for children.	This has equality implications where pets are linked to disability, autism, anxiety or emotional support. Residents want a clearer exceptions process.	Existing Pets Policy remains in place. Wording reviewed to ensure consistency with policy requirements. Guidance and staff training will support consistent application of the policy.
64, 66, 150, 200	Clause 3.11 Pets; equality / reasonable adjustments	Residents with disabled children say dogs provide emotional support and request written confirmation that existing arrangements will not be affected.	These are specific disability-related concerns and should not be treated as general pet preference comments.	Individual cases referred for follow-up where appropriate. Guidance strengthened to reflect reasonable adjustment considerations and the process for assessing support or assistance animals.

Spreadsheet line / ID	Draft clause to review	Feedback to look into further	Why this needs reviewing	Action Taken
41, 49, 58, 67, 83, 104, 136, 150, 182, 189, 190, 207	Clauses 2.2, 3.23 and 3.32 Access / tenancy checks / tenancy reviews	Residents ask what tenancy reviews involve, how often they happen, what information is required, what “housing needs” means, and why failure to cooperate could lead to possession action.	Residents see this as broad and potentially disproportionate, particularly where non-engagement could be treated as a tenancy breach.	Wording reviewed and supporting guidance developed to provide greater clarity regarding purpose, notice periods, frequency and resident expectations.
49, 58, 83, 104, 150, 182, 189, 190	Clause 3.32 Tenancy Reviews	Several residents describe this clause as draconian, unfair, or a breach of peaceful occupation, especially if non-attendance could be treated as a tenancy breach.	This is a high-risk clause in terms of resident confidence, privacy and proportionality.	Clause reviewed and amended to improve clarity and proportionality. Additional explanations and resident guidance will be provided through workshops and supporting materials.
29, 39, 41, 58, 66, 67, 68, 136, 155, 182, 189, 190	Clauses 2.2 and 3.23 Access	Residents want clearer definition of emergency access, routine access, tenancy checks, notice periods, working hours, privacy and quiet enjoyment.	Residents want safeguards and clearer examples so they understand when access can be required and when immediate access would apply.	Wording clarified to better distinguish routine access from emergency access. Further information will be provided through guidance and FAQs.
39, 68, 111, 122, 175	Clause 3.14 Internal decoration and cleaning	Residents say cleaning external windows may be impossible or unsafe for upper-floor flats, sash windows, elderly residents or	This is a practical safety and accessibility issue.	Clarification added regarding responsibilities for window cleaning and circumstances where residents may be unable to safely undertake

Spreadsheet line / ID	Draft clause to review	Feedback to look into further	Why this needs reviewing	Action Taken
		certain building designs.		the work themselves.
39, 63, 68, 74, 83, 107, 136, 182, 188, 207	Clause 3.21 Hard Flooring	Residents ask how existing hard flooring will be treated, whether evidence of nuisance is needed, whether listed interiors are affected, and whether leaseholders are covered.	Residents want objective evidence and a fair process before being required to remove flooring at their own cost.	Guidance to be developed setting out expectations, evidence requirements and the process followed where complaints are received.
41, 58, 70, 74, 111, 136, 154, 155, 182, 207	Clause 3.36 Recharges; Clause 3.23 Access	Residents are concerned about missed appointment charges, repairs caused by age of property, contractors not showing up, how charges are calculated, and whether fair wear and tear is excluded.	Residents want transparency, fairness and reciprocity, particularly where they could be charged but contractors may also miss appointments.	Wording amended to provide additional clarity regarding recharge arrangements. Supporting guidance and policy information will be made available to residents.
111	Clause 3.16 Damage and Tenant Repairs	Formal objection to “minor repairs” wording. Resident says minor repairs are undefined and may conflict with landlord repair obligations.	This is a legal/proportionality issue because the clause may be read as passing repair responsibilities to tenants without clear limits.	Handbook and guidance material reviewed to provide clearer examples of landlord and tenant responsibilities.
29, 41, 58, 136, 187, 207	Clause 3.6 Ownership of Property	Residents ask how inherited property, overseas property, shared ownership, temporary ownership or unsuitable	Residents want objective criteria and safeguards before the Council decides another property is suitable for them to live in.	Reviewed. No change proposed to the policy position. Additional guidance will be provided to clarify how relevant

Spreadsheet line / ID	Draft clause to review	Feedback to look into further	Why this needs reviewing	Action Taken
		property will be assessed.		circumstances are assessed.
49, 104, 136, 182, 207	Clause 3.33 Absence from Premises	Concerns about absence periods, including caring responsibilities, hospital stays, funerals, holidays and emergencies.	Residents want reassurance that absence notification will be applied reasonably and will not automatically lead to enforcement.	Guidance reviewed to ensure residents understand notification requirements and the circumstances in which discretion may be applied.
34, 38, 49, 54, 64, 110, 153, 154, 171, 177, 204, 205	Consultation materials / explanation	Some residents said they did not understand the changes, needed adviser support, found the language difficult, wanted side-by-side tracked changes, or asked for face-to-face meetings.	This may affect whether residents feel the consultation was accessible and meaningful.	Estate Offices provided support throughout the consultation. Accessible formats were made available on request.
29, 58, 88, 94, 136, 142, 190	General balance of agreement	Several residents say the agreement feels more like a private tenancy, gives the landlord more power, or needs stronger safeguards and appeal rights.	This is a recurring perception issue even where residents support clearer wording.	Draft reviewed to ensure an appropriate balance between tenant rights and landlord responsibilities. The Tenant Handbook will provide additional operational guidance and examples.
1, 23, 31, 50, 71, 75, 92, 94, 98, 101, 111, 152, 184, 197, 198	Landlord obligations / repairs / maintenance	Residents raised delays with repairs, poor estate maintenance, lifts, security cameras, cleaning, windows,	These may not all require tenancy wording changes, but they affect resident trust in new obligations and enforcement.	Operational service issues identified through the consultation have been logged separately and shared with

Spreadsheet line / ID	Draft clause to review	Feedback to look into further	Why this needs reviewing	Action Taken
		kitchens/bathrooms and communal areas.		relevant service areas for consideration outside of the tenancy agreement review.
1, 6, 31, 60, 66, 71, 121, 124, 135, 197, 198	ASB, smoking, cannabis and enforcement	Residents support stronger ASB/noise/smoking controls but want actual enforcement, especially around cannabis smoke, communal areas, broken doors and nuisance.	Strong support for clauses may depend on whether residents see enforcement in practice.	Feedback has informed associated guidance and staff training. Existing ASB processes and enforcement tools remain available to address reported concerns.
39, 60, 66, 68, 71, 121, 135, 197, 198	Clause 3.15 Smoking; Clause 3.7 ASB	Residents ask for clearer wording on smoking in communal areas, balconies, cannabis smoke transfer, and whether smoking on balconies is covered.	Some residents want balcony and smoke drift issues clearer, including smoke entering homes from other flats or shared ventilation.	Wording clarified to strengthen understanding of expectations regarding smoking and nuisance behaviour. Existing ASB policies and service standards will continue to apply.
44, 71, 162, 169, 172, 175	Clause 3.25 Fire safety; Clause 3.26 balconies	Residents support controls on balconies, clutter and fire safety, and one resident specifically suggests e-bikes/scooters are mentioned.	This may need highlighting in resident guidance so residents understand what is already covered and how rules will be enforced.	Existing provisions considered appropriate. Further resident communications will support awareness of fire safety requirements and balcony expectations.

Spreadsheet line / ID	Draft clause to review	Feedback to look into further	Why this needs reviewing	Action Taken
46, 132, 160, 180, 207	Joint tenancy / adding family members / rights of partner or child	Residents asked about adding children, long-term partners or spouses, and the effect on succession.	Residents need clearer advice before making decisions that could affect succession rights or security of tenure.	Additional guidance, workshops and information materials will be re-circulated to offices to explain joint tenancies, succession and assignment arrangements.
174	Clause 3.34 Ending the Tenancy	A respondent raised concern that one joint tenant may end the tenancy.	This may worry households affected by relationship breakdown or domestic abuse.	Reviewed. Reflects the current legal position and no changes are proposed. Additional explanatory guidance will be provided.
39, 172, 175	Clause 3.17 Security and Safety	Questions about window restrictors, security doors, food/parcel deliveries, door closers and practical enforcement.	Some concerns are practical rather than objections to the clause, but they show where guidance may be needed.	Operational FAQs and guidance will be included within supporting resident information and the Tenant Handbook.
49, 67, 152, 165, 171, 177, 178	Signing / whether existing tenants must sign	Residents ask whether they have to sign the new agreement and what happens if they do not agree.	This should be made clearer for residents so they understand the section 103 variation process and next steps.	Clarification to be provided that a tenancy variation follows a statutory process and does not require individual tenant signatures to take effect.
22, 58, 74, 100	Compensation for Improvements	Residents object to removing compensation for improvements or want tenants'	Residents want assurance that rights are not being removed or hidden.	Reviewed with Legal Services. Supporting guidance will clarify any remaining

Spreadsheet line / ID	Draft clause to review	Feedback to look into further	Why this needs reviewing	Action Taken
		statutory rights made clearer.		statutory rights and how residents may seek further advice.
29, 41, 82, 136,203, 207	CCTV / video doorbells / security devices	Residents ask whether existing Ring/video doorbells need retrospective permission and what criteria will apply.	Residents want clarity on existing devices and consistent decision-making.	Guidance being developed to support consistent decision-making and explain the process for seeking permission where required.
67, 68, 74, 111, 136, 140, 204, 207	Plain English definitions	Repeated requests for definitions of “reasonable”, “minor repairs”, “parting with possession”, “exclusive possession”, “failure to cooperate”, “tenancy check”, “emergency”, “major works” and “lodger”.	These are terms that may be legally meaningful but difficult for residents to apply in daily life.	A glossary and additional explanatory material will be included within supporting documentation to assist resident understanding.
64, 66, 153, 154, 200	Accessibility and equality impacts	Disabled/deaf residents said the proposals do not account for disability, communication needs, pets/support animals, access, contractor appointments and charges.	Some responses indicate further reasonable adjustment considerations are needed before final sign-off.	Equality impacts reviewed throughout the consultation process. Feedback received has informed the final Equalities Impact Assessment and supporting guidance.

2. Draft Access to Homes Policy – For Decision

The Housing Management & Almshouses Sub-Committee considered the draft Access to Homes Policy at its meeting in July 2026 and noted that the policy would be subject to resident consultation before returning for approval.

The consultation has now concluded, and the feedback has been reviewed and incorporated into the final version of the policy. Overall, respondents recognised the importance of the City being able to access homes to meet its legal, regulatory and safety responsibilities. Feedback focused primarily on communication, notice periods, support for residents with additional needs, appointment reliability, escalation arrangements and emergency access procedures.

As a result of the consultation, the policy has been strengthened to:

- Improve communication and appointment arrangements, including clearer information and increased flexibility where appropriate.
- Strengthen provisions relating to reasonable adjustments, accessibility and support for residents who may find providing access more difficult.
- Clarify the approach to gaining access, escalation processes and internal coordination where access concerns arise.
- Provide a clearer distinction between routine, compliance, urgent and emergency access arrangements.
- Strengthen record keeping, transparency and accountability requirements.

The policy provides a clear and consistent framework for gaining access to residents' homes, supporting compliance with statutory obligations, maintaining resident and building safety, delivering housing services effectively and managing cases where access is not provided.

Members are asked to approve the Access to Homes Policy (Appendix 2.1), noting the outcome of the resident consultation and the amendments made to the policy in response to feedback received. The Consultation Summary Table is included at Appendix 2.2.

The EQIA is available on request.

APPENDIX 2.1 – Draft Access to Homes Policy

City of London Corporation
Department of Community & Children's Services
Housing Service

ACCESS TO HOMES POLICY

DRAFT

Approved by:	***Housing Management & Almshouses Sub-Committee***
Original Approval Date:	**Xx xxxx 2026 (v.1 – this version)**
Review Date:	**xxxx 2028**
Tenant Consultation Date:	**26/07/2026**

Contents Page

Section	Page
1. Purpose	1
2. Scope	1
3. Definitions	1
4. Policy Statement	1
5. Our Commitments to Residents	2
6. Types of Access	3
7. Approach to Gaining Access	4
8. Escalation Process	5
9. Emergency Access and Forced Entry	5
10. Resident Responsibilities	6
11. Data and Record Management	6
12. Non-Compliance and Escalation	6
13. Related Documents	7
14. Equalities	7
15. Data Protection	7
16. Exceptions	7
17. Document Management	8

DRAFT

1. Purpose

1.1 This policy sets out the City of London Corporation Housing Service's approach to gain access to residents' homes to meet legal and regulatory requirements, protect residents and building safety and deliver housing services effectively.

1.2 It ensures:

- Resident safety and building safety obligations are met
- A consistent, fair and legally compliant approach to access
- Clear escalation where access is not provided
- Robust evidence for regulatory, legal and complaints purposes

2. Scope

2.1 This policy applies to tenanted residential properties managed by the City of London Corporation. Almshouses Licensees and Leasehold arrangements are excluded from this policy and will be addressed separately due to differing legal rights of access

2.2 It covers access required for:

- Statutory compliance inspections, servicing and maintenance (including. gas, electrical, water safety, fire safety, asbestos, lifting equipment.
- Awaab's Law Hazards)
- Planned maintenance and major works
- Emergency, urgent and routine repairs
- Property condition inspections
- Welfare checks
- Investigation of tenancy compliance and breaches
- Emergency situations
- Access to shared building services located within properties

3. Definitions

3.1 Definitions referred throughout the policy are listed as below:

- **Routine Access** – To undertake inspections, routine maintenance, planned works, property surveys, or tenancy management activities
- **Compliance Access** – To meet statutory landlord obligations for compliance inspections, servicing and maintenance
- **Urgent Access** - To address significant risks to health, safety, security, essential services, or significant damage to property
- **Emergency Access** - To address immediate risks to life, health, safety, security, essential services, or serious damage to property
- **No Access** - Where reasonable attempts to gain entry have been unsuccessful

DRAFT

4. Policy Statement

4.1 The City will:

- Take all reasonable steps to obtain access to properties where required
- Provide residents with clear information and opportunities to engage
- Apply a consistent, proportionate and legally compliant approach.
- Escalate access issues where necessary to meet our obligations
- Maintain accurate records to demonstrate compliance and accountability

4.2 Access to carry out statutory obligations is a condition of the tenancy agreement, and residents are expected to cooperate with reasonable requests and adhere to the tenancy conditions.

5. Our Commitments to Residents

5.1 The City recognises that accessing residents' homes requires cooperation, trust and clear communication. We are committed to working with residents in a fair, transparent and respectful way, while meeting our legal, regulatory and service delivery responsibilities.

When seeking access to your home, we will:

5.2 Provide Clear Information.

- Explain why access is required, including any legal, safety, compliance or service-related reason.
- Provide clear details of the appointment, including the date, time, expected duration and who will be attending, where this information is available.
- Explain why access is important and what may happen if access is not provided.
- Make clear where there may be consequences for refusing or failing to provide access. This may include escalation, legal action where appropriate, or recharging residents for refused access, missed appointments, associated damage, administrative costs or other costs reasonably incurred by the City.

5.3 Give Reasonable Notice and Flexibility

- Provide reasonable advance notice for routine and planned appointments wherever possible.
- Take account of residents' availability, work commitments, caring responsibilities, health needs and other relevant circumstances when arranging access.
- Offer alternative appointments where these are available and reasonable.
- Take a flexible and proportionate approach where residents have vulnerabilities, disabilities, health conditions, support needs or other circumstances that may make access more difficult.
- Where urgent or emergency access is required, shorter notice may be necessary. In these situations, we will still seek to communicate clearly and sensitively with the resident wherever it is safe and practical to do so.

DRAFT

5.4 Make it Easy to Contact Us

- Provide clear contact details so residents can:
    - rearrange appointments;
    - ask questions;
    - raise concerns;
    - tell us about any support needs or access difficulties.
- Make a range of contact methods available.
- Record residents' preferred contact methods where this information is available and use these wherever possible.
- In urgent cases, or where previous contact has not been successful, use more than one contact method to help make sure the resident receives the information.

5.5 Respect You and Your Home

- Ensure staff and contractors:
    - Attend within agreed appointment times wherever possible;
    - Carry and show valid identification;
    - Act professionally and respectfully;
    - Explain the purpose of their visit
    - Minimise disruption wherever possible
- Expect staff and contractors to keep residents informed as soon as reasonably possible if an appointment is delayed, cancelled or needs to be rearranged.
- Use feedback about missed, late or poorly communicated appointments to improve service delivery, contractor performance and resident experience.

5.6 Take a Fair and Proportionate Approach

- Consider individual circumstances that may affect a resident's ability to provide access, including:
    - Vulnerability
    - Disability
    - Language barriers
    - Support needs
    - Caring responsibilities
    - Other personal circumstances that may affect a resident's ability to provide access.
- Consider and implement reasonable adjustments where appropriate.
- Provide accessible information and communication support where required, including translation, interpretation and alternative formats.
- Ensure decisions relating to access are fair, proportionate and take account of the resident's circumstances whilst balancing the City's legal and regulatory obligations.

5.7 Keep Accurate Records

- Maintain records of appointments, contact attempts and outcomes, decisions and any agreed support arrangements.
- Record residents' preferred contact methods and any relevant access needs

DRAFT

where this information is provided.
- Use records to support transparency, improve services, monitor recurring access issues and provide a clear audit trail where escalation is needed.
- Ensure records are managed in line with data protection requirements.

5.8 Work with You to Resolve Issues

- Seek to resolve access issues through communication and engagement before formal escalation wherever possible.
- Encourage residents to tell us about any difficulties that may affect their ability to provide access.
- Work collaboratively with residents to identify practical solutions and suitable arrangements.
- Keep residents informed if access concerns remain unresolved and explain any next steps that may be required.

6. Types of Access

6.1 Routine Access

- Where access is needed for planned inspections, routine maintenance, tenancy management, or property condition activities where there is no immediate or significant health and safety risk or operational need.

- Situations such as minor repairs or planned maintenance, Stock condition surveys, Decent Homes assessments, Energy efficiency surveys (EPC assessments), Planned maintenance surveys, Tenancy audits, Mutual exchange inspections, post work inspections and quality checks.

6.2 Compliance Access

- Where access required to meet statutory landlord obligations, including inspections, servicing and maintenance relating to, gas installations, asbestos, lifting equipment, electrical installations, fire safety equipment and water supplies.

6.3 Urgent / Priority Access

- Where access is required without delay, or within a shortened notice period, to prevent or address a risk to health and safety, significant property damage, interruption to essential services, non-compliance with statutory duties, or a material impact on other residents.

- Situations such as partial loss of heating, electrics or water, containable plumbing leaks, roof leaks, significant hazards under Awaab's Law or where there are significant welfare concerns

6.4 Emergency Access

- Where access is required to prevent or respond to an immediate risk to life, health, safety, security, essential services, or serious damage to property.

DRAFT

- Situations such a gas leak, major flood, fire, dangerous electrics, structural collapse, asbestos disturbance, emergency hazards under Awaab's Law or where there are immediate welfare concerns.

  If emergency access is required, access must be allowed immediately or the same day. If access is not allowed, we reserve the right to enter the property, and force entry, on short notice.

7. Approach to Gaining Access

7.1 Minimum Attempts

- For routine, compliance and urgent access, where there is no immediate risk, a minimum of three attempts will normally be made before formal escalation is considered.
- Attempts must include written contact and should use multiple communication methods where available (for example, telephone, email, SMS, letter or estate-based engagement).
- Earlier engagement with estate staff, Resident Services Officers (RSOs), Tenancy Support Officers (TSOs) or other relevant teams may be used where this is likely to help resolve access issues more quickly.
- Known support needs, vulnerabilities or previous access difficulties should be considered when determining the most appropriate approach.
- Emergency access situations will be managed separately in accordance with Section 9.
- All activity must be actively managed, monitored and recorded throughout the process.

7.2 Contact Methods

- The following methods should be used where available:
  - Letter (including hand-delivered letters where appropriate)
  - Telephone (including voicemail where no response is received)
  - Email
  - SMS/text message
  - Door knocking and estate-based engagement
  - Contact through support agencies, advocates or agreed representatives where appropriate

7.3 Timelines for Contact Attempts

- First attempt: Response requested within 3 working days
- Second attempt: If no response, follow-up contact issued with a further 3 working day response period
- Third attempt: Final contact issued with a further 3 working day response period
- Progress must be closely monitored, with prompt escalation where no response is received after the third attempt or where there is a significant compliance, safety or service risk.

7.4 Evidence Requirements

- Contractors must evidence access attempts (e.g. Telephone records, dated

DRAFT

letters, calling cards, photographs where applicable)
- Records must be maintained on CoL corporate systems (e.g. Civica) to ensure a full audit trail.

8. Escalation Process

8.1 Post-Attempt Escalation

Following unsuccessful access attempts:

- Cases should be reviewed by Housing Management to determine the most appropriate next steps.
- Consideration must be given to any known vulnerabilities, support needs or barriers to access before further action is taken.
- Relevant teams, including Area Managers, Resident Services Officers and Tenancy Support, must be informed where their involvement may assist in resolving access issues.
- The City will seek to resolve access issues through engagement and support before pursuing formal enforcement action wherever reasonable and appropriate to do so.

8.2 Internal Coordination

- The service area will coordinate with relevant teams where additional support or intervention may help secure access.
- Resident Services Officers (RSOs), Tenancy Support Officers (TSOs), estate staff and other relevant services may be involved where appropriate.
- Local knowledge and existing relationships should be used to support engagement and improve the likelihood of securing access.
- Actions, responsibilities and outcomes must be clearly recorded to support a coordinated approach.

8.3 Legal Escalation

Where access cannot be secured:

- Cases may be escalated for legal enforcement including a Notice of Seeking Possession being served for breach of tenancy conditions
- Sufficient evidence of attempts must be available prior to referral

9. Emergency Access and Forced Entry

9.1 Principles

Emergency access is different from routine, compliance or urgent access.

Forced entry will only be considered where there is an immediate risk to life, property or building safety, including circumstances such as:

- Fire
- Flooding

DRAFT

- Gas leaks
- Serious structural concerns
- Immediate welfare or safeguarding concerns
- Emergency Hazards under Awaab's Law
- Other situations where delay could result in significant harm or damage

Emergency entry without consent will:

- Only occur as a last resort
- Be based on a clear and recorded risk assessment
- Be proportionate to the level of identified risk
- Follow all applicable legal and procedural requirement

9.2 Authorisation

Forced entry must:

- Be supported by a documented rationale and risk assessment.
- Be authorised in accordance with the City's emergency access procedures.
- Be agreed by an Area Manager or member of the Senior Management Team and authorised by Legal Services where required.

9.3 Process

Before forced entry is considered:

- All reasonable attempts to contact the resident should be made, where circumstances allow.
- Relevant information relating to vulnerabilities, support needs or emergency contacts should be considered.
- Emergency services may be involved where appropriate
- A Housing Service representative must be present during the entry.
- The safety of residents, staff, contractors and the wider community must remain the primary consideration throughout.

9.4 After Entry

Following emergency entry:

- The property must be secured as soon as practicable.
- Details of the entry and actions taken must be left at the property where possible.
- Residents must be informed as soon as reasonably practicable.
- All decisions, actions and rationale must be fully documented and retained on the appropriate corporate systems

10. Resident Responsibilities

10.1 Residents are expected to:

- Provide access for appointments
- Respond to communication
- Inform the City if they cannot attend

DRAFT

- Facilitate access where required under the tenancy agreement

11. Data and Record Management

11.1 All records must be accurate, complete and auditable. Records must include:

- Contact attempts
- Dates and methods
- Outcomes and decisions

12. Non-Compliance and Escalation

12.1 Failure to provide access for compliance activities will be treated as significant non-compliance and escalated appropriately. Before escalation, the City will consider any known vulnerabilities, support needs or reasonable adjustments that may affect a resident's ability to provide access.

13. Related Documents

- Access SOP / Workflow
- Tenancy Agreement
- Repairs & Maintenance Policy
- Compliance Policies (Gas, Electrical, Fire, Asbestos, Lifts, Water, etc.)
- Damp & Mould Policy
- Vulnerability Policy
- Safeguarding Policy
- Recharge Policy (to be developed)

14. Equalities

14.1 This Policy has been subject to a full Equalities Analysis and will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010.

15. Data Protection

15.1 We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely.

16. Exceptions

16.1 We may make an exception to the approach outlined in this policy if the circumstances require it and it is reasonable to do so. Our reasoning can be provided to the affected parties on request.

DRAFT

17. Document Management

Department of Community & Children's Services Housing Service	
Policy Title: Access Policy	
Document Owner: Head of Housing Management	
Date Approved: • **Xxx original)**	
Version: 1	**Last amendment: n/a**
Effective date: xx/xx/2026	**Next review date: xxxx 2028**
Changes: • **None – new policy**	

APPENDIX 2.2 – Access to Home Policy Consultation Summary Table

Consultation Feedback	Key Issues Raised	Changes Made in Version 2	Policy Sections
Communication and notice	Residents requested clear information, sufficient notice for routine visits, flexibility around work and caring commitments, and communication through preferred contact methods.	Expanded commitments on advance notice, appointment flexibility, preferred contact methods and use of multiple communication channels where required.	5.2, 5.3, 7.2
Resident experience and support needs	Residents highlighted the importance of understanding individual circumstances, including disability, health conditions, neurodiversity, caring responsibilities and language needs. Suggestions included reasonable adjustments and additional support where access may be difficult.	Strengthened provisions relating to reasonable adjustments, accessible communication, translation and consideration of individual circumstances when arranging access.	5.5, 5.7, 12.1
Appointment management and transparency	Residents highlighted concerns about missed appointments, contractors arriving late, poor communication and confidence in how appointments and access attempts are recorded.	Strengthened commitments around keeping residents informed of delays, improving contractor performance, maintaining accurate records and providing clear audit trails.	5.4, 5.6, 7.4, 11
Escalation and engagement	Residents sought greater clarity on the escalation process and suggested earlier involvement of local housing staff where access difficulties arise.	Clarified the three-attempt process, introduced earlier engagement with relevant teams where appropriate and strengthened internal coordination arrangements prior to formal enforcement action.	7.1, 8.1, 8.2
Emergency access arrangements	Residents requested clearer explanations of when emergency access may be required and how emergency decisions are authorised.	Expanded the emergency access section to clearly distinguish emergency access from routine and compliance access, set out authorisation requirements and explain emergency entry processes.	6.4, 9.1-9.4

3. Disposal of Personal Property Policy Review – For Decision

Members are asked to approve the existing Disposal of Personal Property Policy (Appendix 3.1) which has been reviewed. The review was prompted by an officer policy workshop, which identified opportunities to improve the clarity, accessibility and operational guidance of the existing policy.

The policy sets out the Housing Service's approach to the removal, storage and disposal of personal property found, abandoned or left on premises owned or managed by the Housing Service, including communal areas, void properties, garages, sheds and parking spaces. It also supports compliance with the Local Government (Miscellaneous Provisions) Act 1982 and provides a framework for the lawful management of property where appropriate notice has been given.

The review focused on improving the readability and practical application of the policy, while ensuring it remains legally compliant and aligned with current operational practice. Key amendments include:

- Clarification of the scope of the policy and the premises to which it applies.
- Strengthened guidance relating to statutory notice requirements, storage arrangements and disposal processes.
- Improved provisions for residents with support needs, including consideration of vulnerabilities and reasonable adjustments.
- Enhanced accessibility commitments, including the provision of information in alternative formats where required.
- Introduction of a new section covering the use of contractor skips and waste containers.
- General improvements to language, document structure and consistency throughout the policy.
- Completion of an updated Equality Impact Assessment to support implementation and ensure consideration of potential impacts on protected groups.

The revised policy provides clearer guidance for staff and residents, supports effective estate management and fire safety arrangements, and strengthens the Corporation's ability to manage personal property in a fair, transparent and consistent manner.

TABLE 1: DISPOSAL OF PERSONAL PROPERTY POLICY SUMMARY OF CHANGES

Section Ref.	Section Title	Summary of Changes
1	Introduction	Clarified policy purpose and scope.
2	Scope	Clarified premises covered by the policy.
3	Legislation	Reviewed legal references and powers.

Section Ref.	Section Title	Summary of Changes
4-8	Disposal Process Sections	Clarified notice, storage and disposal arrangements.
9	Void Properties	Clarified treatment of items left in void properties.
10-11	Removal, Storage and Collection Arrangements	Improved operational procedures.
12	Communal Areas - Fire Safety / Use of Skips and Waste Containers	Added guidance on contractor skips and disposal arrangements.
13	Residents with Support Needs	Strengthened support and reasonable adjustment considerations.
14-18	Monitoring, Training, Equality, Accessibility and Data Protection	Updated governance, equality and accessibility provisions.
Whole Document	General Review	Introduced contents page, improved clarity, consistency and readability throughout.

APPENDIX 3.1: Disposal of Personal Property Policy-v4 draft

City of London Corporation
Department of Community & Children's Services
Housing Service

Disposal of Personal Property Policy

DRAFT

Approved by:	***Housing Management & Almshouses Sub-Committee***
Original Approval Date:	***16/04/2018 (v.1)***
Re-Approval Date:	***24/05/2021 (v.2)***
Re-Approval Date:	***03/06/2024 (v.3)***
Re-Approval Date:	***XX / XX/XX (v.4 - this version)***
Next Review Date:	***XX/XX/XX***

Contents Page

Section	Page
1. Introduction	2
2. Scope	2
3. Aims of this Policy	2
4. Legislation	2
4.1 Cases where notice can be served	3
4.2 Cases where notice cannot be served	3
4.3 Perishable items and other exceptions	3
5. Recovery of Costs	3
6. Disposal of Property	4
7. Void Properties	4
8. Removal and Storage of Property	4
9. Arrangements for Claiming Property	5
10. Communal Areas - Fire Safety	5
11 Use of Skips and Waste Containers	5
12. Residents with Support Needs	6
13. Monitoring and Performance	6
14. Training	6
15. Equality and Diversity	6
16. Accessibility	6
17. Data Protection and Information Exchange	6
18. Policy Review	7
19. Legislation	7
20. Related Documents	7
21. Document Review	8

DRAFT

1. Introduction

This policy explains how the City of London Corporation will deal with personal property that is found, abandoned or left on housing premises owned or managed by the Housing Service. This includes items left in communal areas, outside residents' homes, in void properties, garages, sheds, parking spaces and other areas under the Corporation's control. The law also gives the Corporation the power to dispose of goods or personal property found on its premises once appropriate notice has been given

2. Scope

This policy applies to all the Corporation's Housing Revenue Account (HRA) housing estates, as well as the City of London and Gresham Almshouses. All officers working on our estates are expected to comply with this policy and any associated procedure.

This policy is intended to cover property found on any premises (or part of any premises) owned or managed by the Corporation's Housing Service, with application to:

- communal areas of the housing estates, e.g. walkways, balconies, lobbies, gardens, roadways or corridors
- any areas solely under the Corporation's control, e.g. plant rooms or roof areas
- void properties (both residential and commercial units)
- storage sheds, garages and parking spaces

3. Aims of this Policy

The aims of this policy include the following:

- To give clear guidance to officers when dealing with the removal and disposal of personal property/items found or left in communal areas and other housing premises owned or managed by the Corporation's Housing Service. premises
- To ensure that items are removed and disposed of fairly and proper notice is served
- To enable estate staff to deal effectively with items left in communal areas, that are either lost, abandoned or placed there without authorisation
- To minimise storage costs and rent or void losses

4. Legislation

The Local Government (Miscellaneous Provisions) Act, 1982 ("the 1982 Act") gives local authorities the power to dispose of goods found on their premises, or deposited with them, when certain conditions are met.

Where possible, a notice must be served on the owner or depositor. The legislation covers cases where the whereabouts of the owner are known and notice can be

served on them, as well as situations where it is not possible to serve notice on the owner, or the owner is not known.

4.1 Cases where notice can be served

Section 41(3) of the 1982 Act provides the following:

- Where property is found on their premises, or deposited with them, the local authority can serve a notice on the owner or depositor requiring them to collect the property
- The notice must give the owner or depositor at least one month to collect the property
- If the property is not collected after one month has elapsed, the local authority becomes the legal owner and may dispose of it

4.2 Cases where notice cannot be served

- If, *on the date they come into possession of the property*, the local authority forms the view that it is "impossible" to serve a notice on the owner, the property becomes theirs one month from that date;

Or

- If, *after making reasonable enquiries*, it appears to be impossible to serve a notice on the owner, the property becomes the local authority's six months from the date they took possession

4.3 Perishable items and other exceptions

The 1982 Act allows us to dispose of items immediately if they are perishable, or if looking after the property would incur unreasonable expense or inconvenience.

We will make reasonable attempts to trace or contact the owner of any property before disposing of it, though we reserve the right to dispose of items immediately should it fall within one of these exceptions.

5. Recovery of costs

We may require the owner of any property in our possession to pay relevant costs before releasing the property back to them. This may include reasonable costs associated with removal, transport, storage and enquiries made to identify or contact the owner.

6. Disposal of Property

Cases where notice can be served

In cases where we know the whereabouts of the owner, we will serve a written notice under section 41(3) of the 1982 Act as soon as practicable after we take possession of any property from premises under our control.

The notice period will normally begin on the date the notice is served or displayed.

Uncollected property will normally be disposed of without further notice once this period expires.

In exceptional cases, we may give longer than one month for the owner to collect the property, depending on the circumstances of the case.

Any notice we serve will include the deadline date for collection. While we may give longer than the statutory minimum, under no circumstances will property be retained for more than three months from the date of service of the notice to collect.

Cases where notice cannot be served

Where the owner's whereabouts are not immediately apparent, we will make reasonable enquiries to establish whether a notice can be served on them. The nature and extent of the enquiries will vary from case to case and will be dependent in part on the assumed value of the goods. If, at the end of our enquiries, it appears that notice cannot validly be served, we are obliged to retain the property in question for six months from the date we took possession of it. We will then dispose of the property as soon as practicable after the six months has elapsed.

7. Void Properties

Where rubbish, perishable items or items which reasonably appear to have no resale, practical or sentimental value are left in a property once we take back possession, we will normally dispose of these items immediately as part of the voids process.

Any other items, or goods that might reasonably be thought of as having sentimental value (e.g. family photographs), will be retained and dealt with in accordance with this policy and the associated procedure for officers.

Any important documents found in void properties, for example passports and driving licences, will be returned to the issuing office.

8. Removal and Storage of property

When we remove property to storage, it will normally be kept on the estate on which it was found or left. We reserve the right to store items elsewhere, including at

commercial storage facilities, should appropriate storage not be available on the estate concerned.

We will document or record details of any items we remove and will, wherever possible, photograph items at the point of removal or as soon as possible after removal.

We will take reasonable care of any property in our custody. It will be stored in an appropriate place, which will normally be a secure area under our control, though in some circumstances it may not be possible or desirable to keep items in secure storage.

Reasonable storage costs will be charged to the owner and we may require payment of these costs prior to releasing their property back to them.

9. Arrangements for claiming property

When property has been placed in storage, the owner can collect it by arranging an appointment via the relevant estate office.

It is the owner's responsibility to arrange collection and we are unable to provide assistance in removing items from storage, other than in exceptional cases.

When property is in storage, whether in an estate facility or a void property, we will normally provide one appointment for it to be collected by the owner. Any additional appointments will be at the discretion of the Estate Manager.

10. Communal areas – fire safety

Where an item presents a fire safety risk, action may be taken in accordance with the Corporation's fire safety procedures for communal areas in residential blocks. Any property removed will then be managed under this policy.

2. Use of skips and waste containers

From time to time, contractors carrying out works on City of London housing estates may place skips or waste containers on site. These skips are provided for construction or work-related waste only.

Residents must not place any personal belongings or items into contractor skips or waste containers. Any items placed in skips will be removed or disposed of immediately and cannot be retrieved.

Where personal property is found to have been disposed of in this way, it will not be treated as being in the Corporation's possession for the purposes of this policy.

Where inappropriate use of contractor skips results in additional costs (for example, disposal or clearance costs), these may be recharged in line with existing procedures.

Unauthorised disposal of personal belongings in contractor skips may also be treated as a breach of tenancy or lease conditions, and may be addressed through the relevant enforcement process.

11. Residents with support needs

When applying this policy, we will ensure that any individual support needs are considered and officers may extend timescales, adjust communication methods or work with support agencies where this is reasonable and proportionate to meet a resident's needs.

We may involve relevant agencies or third parties to ensure that vulnerable residents are supported adequately when we are in contact with them about the removal and disposal of their personal property.

12. Monitoring and Performance

We will monitor our use of this policy and the way in which it is implemented, ensuring that any relevant information is reported at appropriate intervals.

DRAFT

13. Training

We will provide all staff responsible for implementing this policy with comprehensive training as required.

14. Equality and Diversity

This Policy has been subject to a full Equalities Analysis and will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010.

15. Accessibility

We will ensure that tenants' needs are considered when implementing this Policy to ensure that they are treated fairly. We will make appropriate arrangements to ensure that customers with distinct communication needs are not unreasonably and disproportionately affected. This could involve providing communications in alternative languages or formats, or providing interpretation or transcription as appropriate.

16. Data Protection and Information Exchange

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely.

There are some circumstances in which we are required by law to disclose information given to us.

17. Policy Review

We will review this policy at least every three years, or following relevant changes to legislation, regulation or policy.

18. Legislation

- Local Government (Miscellaneous Provisions) Act, 1982

19. Related documents

- Removal of Personal Property Procedure
- Empty Homes (Voids) Policy
- Estate Management Policy and Procedure
- Tenancy Agreement
- Lease Agreement
- Housing Complaints Policy
- Vulnerability and Reasonable Adjustments Policy
- Equality, Diversity and Inclusion Policy

DRAFT

20. Document Review

<table>
<tr><td colspan="2">Department of Community & Children’s Services

Housing Service</td><td></td></tr>
<tr><td colspan="3">Policy Title: Disposal of Personal Property Policy</td></tr>
<tr><td colspan="3">Document Owner: Head of Housing Management, DCCS</td></tr>
<tr><td colspan="3">Date Approved:

• April 2018 (original)
• 24/05/2021 (v.2)
• 03/06/2024 (v.3)
• Xx/xx/xxxx (v.4)</td></tr>
<tr><td>Version: 4</td><td colspan="2">Last amendment: August 2026</td></tr>
<tr><td>Effective date: April 2018</td><td colspan="2">Next review date: June 2027</td></tr>
<tr><td colspan="3">Changes:

• Changes made to improve clarity and operational implementation</td></tr>
</table>

4. Estate Review Update

Background

The review commenced following feedback from residents regarding accessibility of estate services, concerns regarding estate office availability and wider discussions about the most effective use of housing management resources. Resident feedback highlighted the importance of reliable and visible services, clear communication and confidence that enquiries would be dealt with promptly. Officers committed to reviewing estate office operations, customer contact arrangements and opportunities for service improvement across the housing service.

Estate Office Review

A time and motion review has been undertaken across estate offices to better understand resident demand, office footfall, telephone enquiries and officer workloads. The review identified significant variation between estates, reflecting differences in estate size, resident demographics and service demand. It also highlighted the challenges faced by staff balancing reception duties, tenancy management, inspections, home visits and operational responsibilities.

The review found that residents place particular importance on certainty about when services can be accessed. Residents expressed a preference for reliable opening arrangements, clear communication and consistent officer availability over maintaining opening hours that cannot always be delivered because of operational pressures.

Telephone Access and Repairs Reporting

Alongside the review of estate offices, officers are considering how residents access housing and repairs services through telephony and customer contact channels. Residents should be able to seek housing management and repairs assistance through a clear and consistent route, whether they contact their estate office, the Contact Centre or use digital channels.

Work is therefore being undertaken to improve communication between housing management teams, repairs services and customer contact functions. The aim is to reduce instances where residents need to make repeated enquiries for updates and to strengthen the visibility of service requests across teams. This work aligns with wider improvements to repairs reporting, service responsiveness and customer communication that are being progressed elsewhere within the housing service.

Customer Experience and Communication

The review has highlighted that customer experience depends not only on accessibility but also on the quality and consistency of communication. Officers have therefore reviewed estate office notice boards and resident information standards to ensure key information is displayed consistently across estates. This includes opening hours, contact details, emergency contacts and information about how residents can access services when offices are temporarily unavailable.
The review is also considering how best to communicate service availability through estate notices, digital channels and resident communications to ensure residents understand the range of options available to them.

Service Modernisation and Digital Improvements
Members will be aware that a number of wider initiatives are underway to improve customer service and service visibility. These include the continued development of Civica processes, strengthened performance reporting and enhanced oversight of resident contacts and service requests. Together, these initiatives are intended to provide a more joined-up customer experience and support earlier resolution of enquiries.

The review is therefore being considered alongside wider service improvement programmes rather than in isolation. The intention is to create a customer access model that combines effective estate-based services with improved telephone, digital and appointment-based support.

Actions Taken To Date
Officers have already commenced a number of service improvements, including:

- Reviewing estate office opening arrangements across all estates.
- Trialling revised service delivery arrangements on selected estates.
- Aligning staffing deployment more closely to identified customer demand.
- Reviewing estate office information and notice board standards.
- Exploring opportunities to reduce routine office closures where staffing capacity allows.
- Improving communication regarding service availability and contact arrangements.
- Considering improvements to resident access through telephone and digital channels.

In addition, the Housing Service is progressing recruitment to a number of housing management and resident-facing roles. These appointments are intended to strengthen estate-based service delivery, improve operational resilience and increase our ability to maintain consistent office opening arrangements whilst continuing to deliver tenancy management, inspections, neighbourhood management and resident support activities. The additional staffing resource will support the wider objectives of the Estate Review and help address operational pressures identified through the review process.

Resident Feedback and Complaints
Resident feedback and complaints continue to play an important role in shaping the review. Feedback regarding office accessibility, responsiveness and communication is being considered alongside operational data and service performance information. We will continue to monitor resident feedback to ensure that any changes made result in measurable improvements to service accessibility and customer experience.

Next Steps
The next phase of the review will focus on:
- Evaluating the outcomes of estate-based service trials.
- Reviewing the effectiveness of customer contact arrangements, including telephony .
- Implementing consistent estate office information standards.

- Supporting the induction and deployment of newly recruited staff across the housing management service and keeping existing staff involved.
- Considering any workforce implications associated with future service changes.
- Continuing engagement with residents and resident groups.
- Monitoring customer satisfaction, service requests and complaints to assess the impact of changes.
- Developing recommendations for a sustainable and resilient customer access model across the housing management service.

Conclusion
Members are asked to note the progress made through the Housing Estate Review and the broader programme of work needed to improve residents' access to housing services. The review has confirmed the continuing importance of estate-based services whilst identifying opportunities to improve the overall customer experience through clearer communication, more effective telephony arrangements, strengthened digital access and better integration between service teams.

Officers have already implemented a range of improvements, including reviews of estate office operations, customer contact arrangements and resident information standards. In parallel, recruitment is underway to a number of housing management and resident-facing roles, which will increase service resilience, support more consistent estate office availability and strengthen the Housing Management Service's capacity to meet resident demand.

The findings from the review will inform the development of a sustainable and resident-focused customer access model that combines estate-based services with effective telephone, digital and appointment-based support. Any future recommendations will be informed by resident feedback, service performance and operational evidence to ensure that residents continue to receive accessible, responsive and high-quality housing services.

5. Golden Lane Estate Major Works Renewal Board

The Board chaired by Adam Hogg continues to meet. Below please find the draft minutes of the meeting held 16 July 2026.

Golden Lane Estate Major Works Renewal Board Minutes

16 July 2026
16:30 – 18:00
Location: Room 11, Guildhall and MS Teams

Attendees: Adam Hogg (AH) **Chair**, Judith Finlay (JF), Peta Caine (PC), Ceri Wilkins (CW), P L, (PL), Greg Wade (GW), Sarah Gillinson (SG), L M (LM).

Apologies: Anthony Fitzpatrick (AF) **Deputy,** Dan Bewley (DB) Kanda, Sue Pearson (SP) GLERA.
Minutes: Ruhena Begum (RB)

Ref	Items:
1.0	**Welcome & Apologies** Noted above
2.0	**Notes of previous meeting** Reviewed and agreed
3.0	**Board performance** **AH** • Suggested to arrange a meeting with Kanda before the next board meeting to address planning and communication gaps. • Noted communication issues, especially around payments, and highlighted that residents are raising questions about project costs that board members were not aware of. **SG** • Stressed the importance of focusing on core strategy and seeing the September plan for major works, questioning what it will take and everyone's roles. • Supported using a monthly newsletter to keep residents informed and manage expectations. **CW** • Observed that more is happening behind the scenes, citing **GW** successful event with Cuthbert Harrowing and expressing confidence that there is enough time for the September event to succeed. **GW** • Took responsibility for the project cost figure published on the website, explaining it was an estimate for the works and part of public procurement requirements. • Clarified that legal costs and project expenses are covered by a capital project pot, supplemented by city funds. • Emphasised the need to be prepared for risks and legal challenges. **LM** • Raised concerns about project costs and asked whether tenants would need to pay any costs themselves.

	PL • Questioned the impact of legal costs and whether they would affect tenants, highlighting the risk of delays and additional expenses. **PC** • Expressed concern about the ability to deliver the whole programme, especially if legal challenges arise, and stressed the importance of mitigating risks. **General Board** • Agreed to do everything possible to avoid legal action and mitigate risks, with SG and PC emphasising proactive measures.
4.0	**Communications** **AH** • Confirmed the newsletter is going out, coordinated by PC and JF, put together by Noah, with SG and CW reviewing and approving. **CW** • The newsletter is designed to cover overall estate updates, repairs, events, staffing changes, and major works, helping residents stay informed about board activities. • Suggested briefing residents on decanting, but and others agreed this topic is best addressed at the Great Arthur House event, where GW and the team can answer questions directly. **PL** • Supported follow-up communication, recommending that updates and timelines be signposted, so residents know when to expect more information. • **AH and PL** discussed sending a letter to tenants to reassure them about the decanting process, with the letter also referenced in the newsletter. **AH** • highlighted two major risks, contribution and communication, emphasising the need to address both proactively. **LM** • Raised concerns about tenants refusing to move out, which could stall works, and suggested offering incentives similar to those provided to leaseholders. **AH** • Proposed SG should meet with Kanda, while CW offered to liaise with Kanda to share updates from RLGs. **PL** • Planned to send comments on the draft presentation to CW, noting their absence on 26 September. • **PL** and **GW** discussed Crescent House and Great Arthur House removing gas due to high risk, with substations being upgraded to support other blocks in the future.
5.0	**Crescent House Tender Update** **GW**

	• Explained the Crescent House tender went live as planned, with the original closing date moved from mid-September to the end of September to accommodate a two-stage process. The Crescent House tender launched as planned and is structured in two stages: an Invitation to Participate (ITP) with qualifying questions (including decanting and high-risk works), followed by an Invitation to Tender (ITT) for shortlisted contractors. • The tender deadline was extended to accommodate both stages, with evaluation and moderation to follow after submissions. • Programme timelines have shifted, including delays to Section 23 Stage 2 for Crescent House and other items, due to ongoing consultation events. • Is working with studio parties to produce an updated programme plan, acknowledging previous delays from consultation workload. **PL** • Discussed the tender website, noting the presence of both the new tender notice and a pipeline notice, and clarified that earlier errors had been corrected. **AH** • Confirmed that the Cuthbert Harrowing reference was removed from the tender documentation. **PC** • Arranging to bring in a specialist resource for major works and leasehold matters, to provide more capacity. • The aim is to start in September. • This initiative is being managed in the background to strengthen the team's capacity in this area.
7.0	**GLE September Event proposal** **AH** • need for focused work and clear roles. • Suggested including decanting and tenant-focused sessions, with follow-up materials in newsletters. **SG** • Highlighted the need for improved communications and use of graphics/materials for clarity. **GW** • Proposed open days and pilot installations as part of the event.
6.0	**Action tracker** Updates are on the Action Tracker spreadsheet attached.
8.0	**Risks** **SG** • Offered an invitation for collaborative risk management, encouraging the group to work together and support each other in addressing risks. • Emphasised the importance of anticipating and resolving risks, not just bringing them to officers but also being available to help. • Highlighted communication and contributions as key risks, urging proactive action. **AH**

	• Stated that risk management should be a priority for the group. • **LM** Advocated for empowering officers to carry out their roles effectively by fostering a culture of trust and professional autonomy, recognising that this approach supports informed decision-making and effective risk management. **PC** • Discussed decanting and highlighted the risk that tenants might feel excluded from communications and decisions. • It was emphasised that ensuring all tenants are included and informed is critical, as their engagement is necessary for the success of the programme. • **General Group Discussion** • Agreed that building trust and supporting each other is crucial for effective risk management and programme delivery.
9.0	**Leaseholder Contribution and Loan proposals** **JF** • Reported they are waiting for another leaseholder meeting and have an investment board meeting scheduled with the Chair of DCCS and the Town Clerk to discuss. • The process is ongoing to refine proposals for leaseholder contributions, and loans, before presenting to the Finance and other relevant Committees. • There is coordination with the leaseholder group and working party to maintain engagement, gather questions, and ensure broad representation, with plans for a Q&A session at the next meeting, likely the week of the 3rd of August. • SG asked about the ultimate goal and what engagement and expectations need to be met before final decisions, highlighting the importance of clear outcomes and timelines. **PL** • Terms of reference for the leaseholder group have been agreed, and a working party is continuing engagement efforts. • Plans to confirm the group composition, recruit more residents for broader representation, and formulate a Q&A for the next meeting. • The next meeting is planned as an informal session, aiming for the week of the 3rd of August with Judith and Peta. • Leaseholders need clarity about loans and the breakdown between betterment and repair and having estimates for these costs. **PC** • The city cannot provide definitive costs yet because tenders have not been returned; only envelope estimates are available for modelling. The next step is for the team to meet with finance colleagues to discuss modelling and sharing estimates, but progress depends on other parties and moving parts in the process. **SG** • Highlighted the meeting's strong progress and encouraged clarity on the end goal, focusing on what achievements and expectations are needed for successful outcomes.

<table>
<tr><td>10</td><td>Committee report forward plan
GW
• Stated Section 20 completion is targeted for January 2027, with contract award and programme start mapped accordingly.
• The tender is planned to be out by the end of July, setting key project milestones.

SG
• Asked who should collaborate to map out the engagement and process steps for the forward plan.

AH
• Raised the importance of identifying the key points members need to know for effective decision-making and communication.</td></tr>
<tr><td>11</td><td>Key messages
GW
• Shared the Procurement Timeline:

<table>
<tr><th>STAGE</th><th>DATE</th></tr>
<tr><td>Publication of Tender Notice</td><td>06/07/2026</td></tr>
<tr><td>ITP issued</td><td>06/07/2026</td></tr>
<tr><td>Deadline for ITP Clarification Questions</td><td>27/07/2026</td></tr>
<tr><td>ITP response submission deadline</td><td>03/08/2026 12pm</td></tr>
<tr><td>Invitation to Tender (ITT) issued</td><td>17/08/2026</td></tr>
<tr><td>Site Visit</td><td>Visit 1: 02/09/2026
Visit 2: 08/09/2026</td></tr>
<tr><td>Deadline for Tender Clarification Questions</td><td>28/09/2026</td></tr>
<tr><td>Deadline for Tender Submission</td><td>05/10/2026 12pm</td></tr>
<tr><td>Negotiation Stage</td><td>19/10/2026 – 30/10/2026</td></tr>
<tr><td>Final Submission Invitation</td><td>02/11/2026</td></tr>
<tr><td>Deadline for Final Submission</td><td>09/11/2026 5pm</td></tr>
<tr><td>Section 20 Notice of Estimates</td><td>Early January 2027</td></tr>
<tr><td>Contract Award Notice Published</td><td>Late February 2027</td></tr>
<tr><td>Commencement of Mandatory standstill period</td><td>Late February 2027</td></tr>
<tr><td>Expected Contract Award</td><td>Early March 2027</td></tr>
<tr><td>Expected Contract Start</td><td>Late March 2027</td></tr>
</table>
This timetable is indicative only. Whilst the City does not intend to depart from the timetable, it reserves the right to do so at any time.</td></tr>
<tr><td>12</td><td>AOB
No further items were raised for discussion.</td></tr>
</table>

6. Lead Members / Officers Borough Twinning

Allocated Members and Twinned Senior Managers
The details are shown below. Initial familiarisation meetings are being organised and will take place after this meeting and before the next one subject to availability.

- Deputy Anne Corbett – **Islington – Michael Gwyther Jones**
- Sandra Jenner – **Lewisham – Bev Andrews**
- Deputy John Fletcher – **Middlesex Street Estate** and **Tower Hamlets – Greg Wade**
- Deputy Ceri Wilkins – **Southwark** and **Golden Lane Estate – Peta Caine**
- Mercy Haggerty – **Lambeth – Peta then permanent Head of Health and Fire Safety**
- John Griffiths – **Hackney – Peta then permanent Head of Housing Management**

To summarise, the role of Members is to act as ambassadors for the City with relevant members and local residents as required. The senior management twin will support the member and facilitate their work with members and residents and report back to committee when relevant.

7. Voids (Empty Homes) and New Build Lettings Update

This update brings together the current position on routine voids, void works delivery and the letting of new build homes.
The section separates routine voids from new build lettings because the causes of delay, delivery routes and risks are different. Routine voids are mainly affected by inspection, repair, clearance, safety checks, contractor capacity and sign-off. New build lettings require a separate focus because occupation depends on the allocation, nomination and handover process as well as the physical readiness of the home.

Void works and recovery position
The current void position remains challenging. At the end of July there were 82 live voids, of which five were long-term voids being held back. Void works were paused in March because of pressure on the HRA. Chigwell suspended works on 15 May and the voids they were holding where works had not commenced were transferred to another contractor. The service has also seen an increase in properties being handed back as residents move into new build homes, which has added to the pressure.

To recover the backlog, a temporary dedicated voids surveyor started on 10 August and is focused solely on delivery of void works in the field. This is being supported by work to manage costs and procurement issues. Two new dedicated voids contractors are expected to be mobilised in September. A recovery programme has been put in place, with dedicated management oversight and support, to shorten turnaround times and support the reletting process. On 30 June, contractors handed back 11 properties to lettings following completion of void works and sign-off by Property Services Officers.

New build lettings
New build lettings are being managed as a separate workstream from routine voids.
- The new build schemes need to be managed differently from general voids because offers cannot be made until handover information, eligibility checks, nominations and applicant readiness are confirmed.

- At Black Raven Court, the main pressures have been the level of Housing Needs officer input required, Islington nomination processing, applicant support needs, unsuccessful offers, refusals and some property-related issues. In total, 54 Islington nominees have been bypassed or declined, and more than five City nominees have refused offers, adding further delay and officer time before properties can be matched and offered again.
- Islington commenced their nominations process up to two years before the flats were completed. This led to high numbers of unsuitable candidates including two deceased residents being nominated. Islington also sent over up to 20 nominations per flat at a time none of whom had been pre-screened; their residents had not been told the floors the flats were on, and this also led to a high refusal rate.
- Some Black Raven Court homes have been more difficult to let because of higher-floor locations, no parking provision, open-plan kitchen layouts, adapted properties being located on higher floors, applicant preferences and applicants not passing eligibility checks.
- At Bean Tree Court, Sydenham Hill, the process relies on Lewisham nominations and the timely provision of completed property proformas, service charge information, advertising details, adapted property information, photographs and phasing information.
- Before any offer can be completed, officers must carry out eligibility, entitlement and fraud checks, confirm bedroom need and overcrowding position, and make sure the applicant is ready and able to move.
- Unsuccessful offers and refusals add delay because each property then has to move back through the nomination and offer process. At Bean Tree Court, Sydenham Hill, nominations through Lewisham operate on a direct-offer basis, so officers must wait for the required nomination paperwork before progressing the tenancy. More than 25 nominations have also been bypassed or declined on the City side, which adds further delay and officer time before properties can be matched and let. We have a current example of paperwork taking up to four months to be provided, with officers reluctant to place the applicant in a potentially homeless position, as they are in temporary accommodation, by ending a direct offer.
- The local lettings policies are being applied to ensure that allocations are fair, transparent and in line with the agreed approach, including where existing residents have priority or where direct offers are required.
- The immediate focus is to keep a clear property-level tracker so that the reason each new build home is not yet occupied can be identified and escalated where needed.
- A summary of bypassed, declined and refused nominations for Black Raven Court and Bean Tree Court is included at Appendix 7.1 to show the scale and reasons for delay.

Key issues affecting occupation

The main issue for Members is that not all empty homes are delayed for the same reason. Some are affected by repair, contractor or sign-off issues. Others are awaiting nomination information, applicant checks, service charge or property information, or a further match following refusal or bypass. Reporting needs to distinguish between these causes so that action is targeted and performance is understood accurately.

Actions being taken
The voids recovery programme is now in place, supported by a dedicated temporary voids surveyor and the expected appointment of two dedicated voids contractors in September. Housing Needs is maintaining close oversight of new build lettings, including nomination progress, eligibility checks, unsuccessful offers and cases where further information is needed before a tenancy can proceed. The tracker will separate repair-related delays from allocation, nomination, handover, property-information or applicant-related delays so Members can see what is stopping occupation and where action is being taken.

Lessons for future schemes
The experience at Black Raven Court and Bean Tree Court, Sydenham Hill, shows the importance of early nomination information, clear local lettings arrangements and property information, and clear expectations about refusals and direct offers. These lessons will be applied to future new build schemes, including York Way, so that allocations protocols are agreed earlier and property-level tracking is in place before handover.

Conclusion
Members are asked to note that voids and new build lettings are being actively managed, but that the current position reflects both repair-related backlog and wider allocation or nomination dependencies. The immediate priorities are to reduce the void works backlog, mobilise dedicated contractor capacity, maintain a single tracker for routine voids and new build homes, and provide clearer reporting on the reason each property is not yet occupied. This will improve operational grip, support earlier escalation and give Members clearer assurance on progress from handover to occupation.

Members are asked to note the action being taken to address our voids performance which means that tenants have longer to wait to secure a home and the HRA loses much needed rental income.

Appendix 7.1: New Build Lettings – Nomination Outcomes

Scheme	**Outcome / reason**
Black Raven Court	Deceased
Black Raven Court	No response
Black Raven Court	No longer interested
Black Raven Court	No longer interested
Black Raven Court	Deceased
Black Raven Court	Not interested to view
Black Raven Court	Bypass - no contact with COL
Black Raven Court	Viewed and declined
Black Raven Court	Declined - rent too high
Black Raven Court	Bypass - needs larger property

Black Raven Court	Declined - wants GF/1st floor
Black Raven Court	Declined after viewing
Black Raven Court	Bypass - needs larger property
Black Raven Court	Rehoused elsewhere
Black Raven Court	Declined after viewing; wants larger property
Black Raven Court	Bypass - no response to COL
Black Raven Court	Bypass - needs larger property
Black Raven Court	Bypass - no response to COL
Black Raven Court	Bypass - needs larger property
Black Raven Court	Bypass - no response
Black Raven Court	Bypass - not interested
Black Raven Court	Bypass - not eligible under COL policy as downsizing
Black Raven Court	No contact - bypass
Black Raven Court	Bypass - not eligible under COL policy overcrowding
Black Raven Court	Bypass - stated would get back to us then no contact
Black Raven Court	Bypass - no contact
Black Raven Court	Not interested due to height
Black Raven Court	No contact after initial call to offer
Black Raven Court	No response to voicemail or email
Black Raven Court	Declined post viewing
Black Raven Court	Not interested due to height
Black Raven Court	Not interested due to height
Black Raven Court	Not interested due to height
Black Raven Court	No response to email or call
Black Raven Court	Bypass - rehoused elsewhere
Black Raven Court	Not interested as no parking and may need three-bedroom property
Black Raven Court	Bypass - no contact
Black Raven Court	Bypass - wants lower floor
Black Raven Court	Bypass - no contact
Black Raven Court	Property not suitable - adapted
Black Raven Court	Declined due to height
Black Raven Court	Bypass - not interested
Black Raven Court	Not interested due to height
Black Raven Court	Bypass - no response to calls/emails
Black Raven Court	Bypass
Black Raven Court	Bypass - needed level access property

Black Raven Court	Bypass - needs larger property
Black Raven Court	No outcome recorded
Black Raven Court	Bypass - four-bedroom need
Black Raven Court	Bypass - four-bedroom need
Black Raven Court	Bypass - floor level
Black Raven Court	Bypass - wants lower floor
Black Raven Court	Lower floor wanted
Black Raven Court	Declined - rent cost
Bean Tree Court, Sydenham Hill	Summary: More than 25 nominations bypassed or declined on the City side; direct-offer process depends on timely Lewisham nomination paperwork before tenancy can progress.

8. Heat Metering and Billing Update

This update provides Members with the current position on heating metering and billing, following the introduction of individual heat metering at Isleden House and the planned approach for Middlesex Street and York Way. The key learning from Isleden House is that the technical installation of meters must be fully aligned with housing management, income, service charge and resident communication arrangements before billing goes live.

At Isleden House, PAYG metering was introduced while tenants were still being charged historic heating and hot water costs in arrears through service charges. This created a risk of residents paying both for current heat consumption through the meter and for historic communal heating costs through the service charge. Billing was paused while meters continued to record usage in the background.

The issue identified is not the principle of metering and billing, but the transition from an arrears-based service charge model to consumption-based billing. Individual heat metering remains the right direction because it supports greater transparency, more accurate charging, reduced heat waste and compliance with heat network requirements. However, implementation must ensure that residents are not charged twice or asked to pay for costs that do not relate to their own usage.

The learning from Isleden House is being applied to Middlesex Street and York Way. These schemes have not yet gone live, which means there is time to confirm the cutover date, reconcile any historic heating costs, agree the treatment of any refunds or write-offs, update Civica and rent/service charge records, and write to residents before new billing arrangements begin. Letters to residents at the new schemes will have been sent at the end of August 2026 to start the process before the changeover and billing arrangements are implemented in April 2027.

Actions being taken
Officers are developing a compliant approach for applicable estates with communal heating. This includes reviewing historic service charge arrangements, confirming a

clear cutover date, agreeing the financial treatment of historic costs, and ensuring that Income, Service Charges, Legal, Finance, Sustainability and Housing Management colleagues are aligned before any resident billing goes live.

Assurance for Members
Members are asked to note that the Isleden House pilot has identified important lessons which are now being used to strengthen the wider metering and billing programme. The priority is to ensure that implementation is legally compliant, financially transparent and clearly communicated to residents before billing goes live. Further updates will be provided once the cutover approach, resident communications and financial treatment of historic heating costs have been confirmed.

Members are asked to note the lessons learnt from the pilot carried out at Isleden House.

9. Lease Extension Policy Update / Leasehold and Freehold Reform Act 2024 – Progress Update

Summary
Members previously received a report on the Leasehold and Freehold Reform Act 2024 in the October 2024 committee cycle. The main message remains that the Act has been passed, but many of the most important changes still require further regulations or commencement before they take effect.

The reforms are expected to affect lease extensions, enfranchisement, valuation, service charge information and leaseholder redress. In addition to the proposed abolition of marriage value, the Act is intended to introduce wider reforms including 990-year statutory lease extensions, removal of the two-year ownership requirement, changes to qualification rules, greater transparency on service charges and administration charges, and strengthened leaseholder rights around costs, redress and sales information. However, most of these provisions are not yet in force and the practical impact for the City Corporation remains uncertain until the Government confirms the timing and detail of implementation.

The City Corporation’s current HRA leaseholder webpage explains the main provisions of the Act and separates the current lease extension process from the position under the 2024 reforms. However, officers will monitor the webpage to ensure it remains current and clear, particularly because implementation is continuing and some expected timescales have changed.

Current position
The website is broadly correct; it could be made better with clearer wording on what is already in force and what is still awaiting commencement. The removal of the two-year ownership requirement has been implemented, meaning qualifying leaseholders no longer need to have owned their home for two years before starting a statutory lease extension or enfranchisement claim. However, the key valuation reforms, including 990-year statutory lease extensions and the abolition of marriage value, are not yet in force.

Until the relevant provisions are brought into force, the current legal framework continues to apply. This means that once a lease has less than 80 years remaining, a statutory lease extension may still attract marriage value where the legal conditions apply.

Communications and Resident Information
Officers will review the main lease extension webpage and the Leasehold and Freehold Reform Act 2024 update page together. The review will ensure that the pages clearly cross-refer to each other and explain the current legal position.

Action being taken
Officers will work with Legal, Leasehold Services, Communications, and HRA colleagues to update the webpages and focus on clearer cross-linking between pages, stronger wording on the 80-year threshold, clarification that marriage value has not yet been abolished in practice, and a clearer distinction between reforms already in force and those still awaiting commencement. The webpages will be updated again when Government confirms the next stage of implementation.

There may be an increase in lease extension enquiries where leaseholders are concerned about the 80-year threshold or are waiting to see when the abolition of marriage value is brought into force. Any significant increase in demand, cost or resource pressure will be reported to Members.

Members are asked to note that the main issue is the 80-year lease threshold and the continued uncertainty about when the marriage value provisions in the 2024 Act will come into force. Further updates will be provided when the Government confirms implementation arrangements or where there are material financial, legal or operational implications.

10. Guest Room Bookings and Costs

This briefing responds to Member queries about the cost of guest room bookings, including whether a three-night stay remains reasonable when compared with other local accommodation.

Guest rooms are provided as a resident amenity rather than as a commercial or profit-making service. The purpose is to provide convenient short-stay accommodation for residents' visitors, particularly where residents live in smaller homes and need affordable local accommodation for guests.

There are eight guest rooms in total: six at the Golden Lane Estate and two at Middlesex Street Estate. The rooms are booked by residents for their visitors and are not booked directly by guests. Residents remain responsible for the booking and for the room during the stay. A single stay is limited to a maximum of two weeks.

Cost and affordability issues
Previous Member discussion recognised that the guest rooms operate at a cost to the HRA. Costs include cleaning, laundry, utilities, repairs, replacement furniture, bedding, appliances, decoration and staff time. The service was not designed to operate as a profit-making activity, but charges need to make a reasonable

contribution to costs while remaining affordable for residents. The previous review reduced resident rates to encourage wider use and to respond to Member concern that charges should not prevent residents accessing the rooms.

Comparison with other accommodation
The rooms provide basic, local accommodation for short stays. They do not offer the same level of service as a hotel, but they are located on or close to the estates and are intended for use by residents' visitors. On that basis, a three-night stay continues - to compare favourably with many local hotel or short-term accommodation options, particularly where visitors need to stay close to the Golden Lane or Middlesex Street Estates.

Assurance for Members
The key assurance is that charges are being considered against both affordability for residents and the cost to the HRA. The current position is to monitor usage, income, expenditure and resident feedback so that the service remains accessible while keeping the net cost to the HRA under review.

Members are asked to note that the guest rooms provide a valued resident amenity and are not intended to be run as a commercial service. Charges should continue to balance affordability with a reasonable contribution to HRA costs. Current evidence indicates that a short stay, including a three-night booking, remains competitive when compared with other local accommodation, but usage and cost recovery will continue to be monitored and reported back if further changes are deemed necessary.

Members are asked to note the update on the guest rooms and charging. No change is currently being recommended.

ome should be known later in September.

Conclusion

This report provides updates on key matters currently being dealt with by the Housing Team, including specific matters seeking the Sub-Committee's approval. Namely:

1. Tenancy Agreement Review and Tenant Consultation – **For Decision**
2. Draft Access to Homes Policy – **For Decision**
3. Disposal of Personal Property Policy Review – **For Decision**
4. Estate Review Update
5. Golden Lane Estate Major Works Renewal Board
6. Lead Members / Officers Borough Twinning
7. Voids (Empty Homes) and New Build Lettings Update
8. Heat Metering and Billing Update
9. Lease Extension Policy Update / Leasehold and Freehold Reform Act 2024 – Progress Update

10. Guest Room Bookings and Costs

Peta Caine
Director of Housing
E: peta.caine@cityoflondon.gov.uk