

Housing Succession and Assignment Policy: Consultation Feedback and Our Responses

Thank you to all residents and members of our Tenant Panel, Subgroup and Reading Group whose feedback helped to shape the Housing Succession and Assignment Policy. Below are some of the key points raised and the Council's responses, explaining how your views will inform our approach.

Tenant feedback: Can you offer support for those that are young and might not understand the process?

Our response: Thank you for raising this. We recognise that younger residents, and others who may find the process difficult to understand, may need additional support. We have updated our operational procedures so that our team can explain the process, provide appropriate assistance and signpost residents to other sources of support where needed.

Tenant feedback: Can we be clear if not accessible to those that can't understand the policy?

Our response: Thank you for highlighting the importance of accessibility. We have reviewed the policy to make the information clearer and easier to navigate. We will support residents who need help to understand the policy or access it in another format. Alternative formats, including large print and translations, will be available on request. We will make this support clearer and promote it through our website and quarterly tenant newsletters.

Tenant feedback: Can you make legislation clear?

Our response: Thank you for your feedback. We have revised the policy so that the relevant legislation is identified more clearly, legal requirements are explained in plain language and technical terms are clarified where necessary.

Tenant feedback: Can we refuse if anti-social behaviour has occurred?

Our response: Thank you for raising this important point. Whether a succession or assignment can be refused depends on the relevant legal requirements, the tenancy agreement and the circumstances of the case. The policy does not create a separate discretionary ground to refuse a succession solely because of anti-social behaviour. However, anti-social behaviour may provide grounds for possession under housing legislation. Where there is sufficient evidence, the Council may therefore take appropriate tenancy enforcement action, which can include possession proceedings, in accordance with the law and the Council's procedures.

Tenant feedback: Can we make clearer what happens in a divorce situation

Our response: Thank you for this suggestion. Divorce and relationship breakdown cases can be complex, and the outcome will depend on the individual circumstances, the type of tenancy and any relevant court order. The policy therefore does not attempt to cover every possible situation. We will consider each case individually, explain the available options and provide appropriate advice and support throughout the decision-making process.

Tenant feedback: Can we be clearer on who they appeal to if refused?

Our response: Thank you for your feedback. The policy includes the postal and email addresses for submitting an appeal. If an application is refused, the decision letter will clearly explain the reasons for the decision, the right to appeal, who will consider the appeal, how to submit it and any applicable time limit.