

Tenancy Consultation Feedback

Q1. Do you understand the draft tenancy agreement enclosed?

Yes	91%	384
No	6%	25
Don't Know	3%	11

Q2. Are you happy with the contents of the agreement?

Yes	92%	381
No	8%	32

Q3. What impact do you think the new agreement will have on you, good or bad?

Don't Know	15%	57
None	25%	97
Good	57%	224
Bad	3%	13

Comments	Code	Issue	
Dogs & Fouling	1	Too many dogs	
	1	& the dog mess left by ***** at the back of the flats. Also of ** Fforddilas.	
	1	Unsociable behaviour i.e dog fouling	
	1	Struggling to deal with cleanliness of the building & shared garden. Dog urine litter & faeces in corridor/hallway	
	1	It was agreed at social services scrutiny 2007/8 that a new tenant given a flat in Bruton park could not keep a dog. I am happy if this is in the agreement	
	1	Need to emphasise to all tenants that barking dogs need to be kept under better control	
	1	That they did not leave the gates open allowing dogs in to foul on the lawns - to be trod in the hall & stairs	
	1	There are too many cats on our estate & a pest, fouling gardens & killing birds	
	1	Dog Fouling	
	1	What are the rules on pets	
	1	Dog fouling in communal areas. Dogs should be on leads at all times. Dog fouling is a nuisance on this court & should not be tolerated	
	Wardens	2	Not happy with withdrawal of warden service. One of the reasons for going into the accommodation
		2	Don't understand why the sheltered housing has lost the umbrella of security it provided for older residents
2		I am feeling let down that our warden service are being removed. I feel isolated	
2		Bad - Losing my warden	
2		No mention about wardens	
2		Shamne about fewer visits by the warden	
2		I don't have a warden. I am lonely	
2		Don't want to lose my warden, vulnerable & suffer with anxiety	
2	I live in sheltered accommodation & used to have a warden, I have not seen the warden for months		
2	Unhappy with loss of warden, no easy route to housing now.		
Parking	3	Children on square, could be knocked down by cars	
	3	Cars up & down Clwyd Ave should have a special speed limit & a quiet sign for banging of car doors	
	3	Other people are using the residents car park	

- 3 Complex has 24 adresses but only parking for 9 cars. We have problems parking
- 3 People who do not live in the flats use up the parking bays so we have to park on the road
- 3 Would appreciate a better sign stating "parking for residents only" Have asked on many occasions. Existing sign is badly defaced & wrongly sited
- 3 Visitors should be told to use the car park rather than outside tenants houses. Also company cars & vans
- 3 I cant park near & have to find somewhere to park
- 3 Parking
- 3 Need a large sign at junction of Ruthin Rd stating that Clwyd Ave is a cul de sca (dead end) to stop increasing number of vehicles turning in by mistake
- 3 Would benefit all if car parking was made car parking was made absolutely clear, i.e. no one tenant hasan exclusive parking space. Would stop a lot of unplea
- 3 Need more parking, 25 properties & 10 - 11 spaces
- 3 Would like to know how council will police areas of discord, i.e parking by residents, visitors & school pick ups
- 3 There is waste land at the end of the road where more parking bays could be made to make it easier to park & not block the road. Can that be sorted in the fu
- 3 Poor parking by visitors on site, blocks in cars, makes me late for hospital appointments
- 3 Only parking at Maes Pengwern is a nightmare
- 3 Better organised parking needed

Repairs

- 4 People in rural areas are often forgotten when it comes to large scale improvements or maintenance
- 4 What standard of repairs will the council carry out
- 4 Time limits of repairs & being informed of whats going on. Phone to let us know if someone would be calling, possible appointment
- 4 Require more info on working central heating system
- 4 Will there be provision for the council to repair plumbing, internal doors, heating, wiring
- 4 Worried I will have to do my own repairs
- 4 I hope my fence gets put up in my garden. I havnt had one since I moved in (Oct 2007)
- 4 The communal property is in a poor state & needs external renovation
- 4 Section on repairs has nothing about inner walls, plastering ceilings
- 4 The property could do with pointing outside, been here 7 years & not been done
- 4 Why can they not put a porch on the back door. I don't know why I have to do it
- 4 Not happy with things that have not been done by the council
- 4 The back door has the rain coming in - fed up with it
- 4 Been waiting 18 years for a new fence 7 for rubbish to be removed from behind my shed
- 4 I know I can turn to the council for repairs etc
- 4 The stairway is in poor condition
- 4 Ceiling in the entrance way are disgusting & have never been paintedn in 8.5 years
- 4 The communal are to the rear of the flats is swept when I do it
- 4 V Grateful to recent improvements
- 4 We have suffered from moss covered roofs for years
- 4 Asbestos slates which must have taken & caused life difficulties
- 4 leaking joints & downspouts, paintless weatherboards
- 4 Will only make a difference if repair office take notice that some tenants are disabled
- 4 Been waiting 4 years for shed to be repaired.. The wall & covering is cracked & one window wants a pane of glass
- 4 When will painting & repairs to the outside of the flats take place as they are in poor condition
- 4 Change the front door when possible - the arm for the door electric (douple amputee)
- 4 Various personal concerns re repairs & permissions

- 4 Are wasps still being covered by pest control, will this be chargeable in the future
- 4 Switch on wall for bathroom fan is 7' in are, I can't reach. If it is on, the fan still goes round. Needs lowering
- 4 Gas & Electric housing of meters outside house, who maintains them
- 4 Hope repairs are dealt with quicker. Hope they will sort out my damp
- 4 The fence around my bungalow is in poor condition. Could it be replaced & a gate provided, to make me feel secure

ASB

- 5 Why are you moving alcoholics into our flats. Causing disturbances.
- 5 Children playing football is protected by the UN convention on rights of child
- 5 Look into drugs being sold out of *****
- 5 Look into drugs being sold out of *****
- 5 Been here 28 years, always nice & clean, until people you are letting to with children are trashing everything - rubbish everywhere
- 5 Make it a cleaner place to live.
- 5 Hopefully council will have more powers to remove individuals / families who are a constant nuisance
- 5 I wish neighbours did not feed the seagulls or pigeons
- 5 I also worry that the tenants being moved into these flats are not the type I can mix with. There are alcoholics & drug users. I feel frightened
- 5 Concerned about the type of people who are being housed in our block, especially from Rhyl
- 5 Hopefully the new one will make a big difference to those who break the rules, damage property & help those who live by the rules
- 5 Considering the trouble at my previous address it will help the council sort out the problems
- 5 What checks are the council doing on new tenants backgrounds to protect sitting tenants
- 5 ***** at number ** is on drugs
- 5 Important that all tenants respect their homes & neighbours & terms of tenancy
- 5 Having complained several times about noisy neighbours I think this new agreement will give me more rights
- 5 Hopefully give DCC more power to clamp down on ASB & those that don't respect their property or gardens
- 5 I think it's a good thing that you are tackling ASB
- 5 The council need to follow up on complaints about other tenants
- 5 Could you look into CCTV for Maes Bryn Melyd for ASB - drinking outside houses & in communal gardens until early hours Also smoking pot
- 5 We did have community police coming more often, but now it seems to have ceased
- 5 Littering also a problem
- 5 Think it could be good for nuisance neighbours. Had trouble with mine but nothing has been done
- 5 I find it helpful that it details out what has to be done in terms of anti social behaviour & how to report it
- 5 Concerns about people feeding gulls & pigeons
- 5 Any complaints about non residents using communal areas to dump waste, old furniture etc, should be acted on quickly
- 5 Tenants of council should have rights against neighbours who have bought
- 5 My neighbour on one side lets her weeds grow through the wire fencing
- 5 My other neighbour is a pervert that spies on me sunbathing I could do with a high fence
- 5 Its good because I know wher my money goes, ASB
- 5 Good to know that ASB will not be tolerated & dealt with more quickly
- 5 Happy as has had problems with drugs & alcohol issues with neighbours in the past
- 5 Are we working with NW Police regarding ASB issues & new legislation
- 5 Council need to listen to complaints regarding other tenants. I have complained & nothing has been done
- 5 Gardens should be fenced off to stop playing & running around cars
- 5 After 14 years on Neighbourhood watch, most ASB is caused from persons outside the avenue. ASB is not going down as more than 70% is unreported

Rents	6 Rent due weekly in advance, unfair as we should accommodate people who pay monthly/4 weekly 6 We would like a statement of our rent sent out regularly to see if we have any arrears or credits 6 I get paid monthly & would like to still pay monthly & council tax
Gardening & GM	7 The hedge at the back of our bungalow should be kept tidy 7 I am unable to do the gardening myself, everyone in the complex is elderly, hope you can help in some way 7 Is the council insured for damage to property & cars from trees surrounding the car park at the complex 7 Would we receive any help in paving our front garden. Don't think it's fair to pay full price as it's a council property 7 I will have to pay for the grass to be cut 7 We would like to see trees outside the bungalows that are now overgrown cut back. Overhanging cars & falling twigs etc 7 Concerned about tall trees on the estate, especially when it's windy 7 I am not in a position to weed the lawns but keep it as tidy as I can 7 As an elderly resident I would find it difficult to maintain the garden 7 I'm 87 & find it difficult caring for the garden. Find it impossible to employ gardeners 7 Would like to see what it says about keeping your garden tidy. I see so many with knee high weeds, furniture & broken toys in the garden. I'd like to see spot c 7 Hope that at a certain age we can get help with gardening 7 Our back garden is all grass & when it rains it floods. We have slabbed a small area & will put it back if we leave 7 We are trying to create a communion garden where we are & keep the place tidy for all the flats 7 I keep my garden tidy but my neighbour does not 7 I take it the council will still maintain the shrubbery outside the complex 7 We appreciate the gardeners work cutting the grass at the back of the bungalows, long may it continue 7 I hope the grass will be cleaned off my door & windows & will be collected away from the drains & taken away 7 Trees are a hazard as they are growing under the eaves & along the side of the property & foundations 7 New GM contract, will they be taking grass away, will quality of work be better as we will be paying for it 7 Gardeners blowing cuttings onto front door & area, gets trodden into house, should be cleaned up better 7 Unhappy that play area equipment is spoiling view 7 Communal gardens, open plan estate, problem with children playing in front garden, kids climbing trees - who is responsible if one falls 7 Communal front garden never been maintained - why not 7 Garden areas around tenants home, not maintained by council, I have been doing this myself 7 Should be a limit on height of trees
Succession	8 What would happen if one tenant terminated whilst the other was still living there 8 What would happen if partner/son/daughter who are not on the agreement are still living there. 8 My wife who came to live with me after I became a tenant would like to be assured in writing that she can continue to live here in the event of my death 8 Nothing about a partner leaving & taking that name off the tenancy. I did it a few years ago & it was not easy 8 Now have a partner. Tenancy in my name, if I pass away will tenancy go to him or should I get a new one?
Laundry	9 My original tenancy says there are laundry facilities. Lately there have been rumours that this facility is being taken away. This will cause me a problem as I h. 9 What is the future for our washroom facilities 9 No mention about laundry rooms - please contact me
Service Charges	10 Not happy to pay for community centre as I don't use it. It should be turned into accommodation 10 Is window cleaning included in service charges. Many pay for this privately
Positive Comments	11 If I continue to respect the house & abide by the rules I can't see any problems. 11 Agreement is very general in its points

- 11 Hope its fair alround
- 11 We hope that it applies to everyone
- 11 Rules & guidance are important to abide by
- 11 Very grateful to be here, lovely area
- 11 Things can only get better
- 11 Hope contents will be put in place with full effect. All should comply.
- 11 It brings things up to date that have been forgotten
- 11 Changes being made in our best interest
- 11 It can only be good as welfare is first priority
- 11 I have to follow the rule & agreement, but my opinion is its good
- 11 Useful to know what the council agreement is all about. Happy
- 11 Clear understanding of whats expected.
- 11 Makes residents aware of their rights, available services & security
- 11 Good impact especially regarding visitors & minors living at properties, same rule for all not just tenant holders
- 11 good - gives people some boundaries
- 11 Makes me aware of my responsibilities
- 11 If council stand by what is proposed it should be beneficial to all
- 11 It will be good if everyone sticks to it
- 11 been a tenant since 1998, nothing but good & positive feedback - I have no worries
- 11 If everyone sticks to the rules it will be OK
- 11 Think it will have a good impact on the are
- 11 Well written, better to understand, whole format easier to read through.
- 11 Good to know Council is there for tenants to talk about problems they have

**Negative
Comments**

- 12 I understand that the Council get more provision than the tenants
- 12 Disjointed & amateurish document, confusing. Better to just issue as we are all going to have to sign it.
- 12 Overall agreement is negative, lots of don't do's.
- 12 Layout complex & confusing
- 12 Photo of SkyTower is out of date - not the best choice
- 12 How dare you waste thousands of pounds of tax payers money on this incomprehensible document
- 12 draft comparison was not made clear so a lot of unnecessary reading
- 12 Worrying for the elderly with all the changes
- 12 Think its rather confusing
- 12 Don't understand the red tape
- 12 Hard for elderly to understand - too many changes at one time
- 12 Better if it was clearer
- 12 Perhaps the council should get their own house in order first.
- 12 84 years - could I have it in simpler form
- 12 Tenants should be able to hold council to tenants rights
- 12 Could it have been made smaller?
- 12 needs to be explained better to the elderly
- 12 Document very technical, could be more user friendly

- 12 Info should be available at one stop shops & housing office upon request most of the packs will not be read., Post & Printing is expensive
- 12 As this is a draft, what will the final one be?
- 12 Need to ensure that we keep communications as simple as possible
- 12 Bad if DCC carry on as they are
- 12 As 82, hard work to read & understand. OK as long as HB doesn't change

RTB/ Exc

13 Still waiting for a garage since 2001 (one that is nearer)

Sec TA's

13 I would like the chance to buy my property after 12 months

13 I made an application 4 years ago to exchange & not heard anything Would appreciate some feedback

13 I am still worried about not having the right to exchange which I was hoping to do in the future

VOR

14 Need to be clearer on unroadworthy

Permissions

15 Why do you need permission for a water meter - should be tenants choice

15 I agree with the Written Permission first, but not been the case in the past Has been verbally agreed, perhaps some form of acceptance of works already done

15 What if I were to run an internet business from home

Lett Sds

16 As lettable standards were not in force when I took my tenancy, how can I be expected to leave it at that standards

Legalities

17 You should stipulate a notice period for changes

17 What is the legal position if I could not accept the new tenancy

17 New agreements are difficult to assess until they are put into practice.

17 As well as punishing bad tenants, reward the good ones

17 Need it on blue paper - Done

17 Needs to clearly show who a tenant complains to if they are unhappy with the service they are receiving from us

17 Is it available in other formats & Languages

17 No contenets on aged & disabled persons

DCC Enforce

18 How can I request a copy of my property file to see what improvements I have been given permission for.

18 Newsletter today for a drop in tomotrrow. Will there be any more in Ruthin

18 Tenants should be able to burn bank stmts & personal letters

18 Will the council check that any changes to accommodation & check use of sheds

18 Been a resident for 2.5 years. Apart from intro to secure not received any visits. You seem to wait for complaints to bring a breach of tenancy

18 There is also not enough bins

18 I believe there are people in **** with mental problems

18 Will only be better if all tenants stick to it

18 There is a discarded door to the rear of the flats that's been there for a year.

18 I have a gas BBQ - does it mean I cant have one because the gas is flammable

18 I have a pet rabbit in a clean hutch in the rear garde.

18 These are a few of the concerns I am highlighting

18 Only be effective if council enforcement drive round & enforce the agreements otherwise no one will take any notice

18 We would like sun blinds allowed to reduce the effects of the sun entering our lounge area

18 Council should come around more often to inspect gardens & houses & take action against those who keep them in a dirty state

18 The nearby river should be fenced off as people (with dementia/alzheimer) may wandfer off & fall in at night. Also children at risk

18 Needs to be regular checks on houses - people abuse your rules. Unless someone complains no one investigates

18 For as long as services are fully maintained for tenants

seant arguements

iture

hecks

ave no space for a washing machine

