

CONSULTATION RESPONSES

<u>SECTION 1 – RENT</u>
There is a complete lack of clarity about what these service charges are and whether service charges i currently pay will become additional service charges or even what these additional service charges are
There is no point sharing comments as Kirklees will ignore them.
Do not understand any of it due to my learning disability
Do not agree to having to pay for communal areas cutting
If a property has to pay service charges on a weekly basis as rent is paid on a weekly basis include service charge as part of rent cost so it all one payment.
We pay rent and council tax yet get no helo with nothing no reassurance no helo no support goverment and the system just no words
The rent is fair but sometimes things need updating..plus why dont council have a handy man or lady service for a small free like myself doing DIY painting decorating for tenents ... A small free .
You can't even sort the building out and it taken all most 6 an half years to sort the roof out and you keep putting the rent up
We do not agree with you increasing our rent to include"Ground maintenance",so please do not increase our rent to take this into account.We have maintained our garden/plot/ bushes/ lawn for the 18 years of our tenancy,so we will continue to do so.This garden project is therapeutic, and a healthy hobby,which my husband enjoys.
Keep rents lower.
Too much emphasis on the Tenant. (You) Is used significantly more than (We). You as a Council service should make Tenants feel welcome. Not like prisoners. It's evidently clear that there is an internal financial struggle and you are trying to recover that from Tenants. Do most Tenants give you trouble? Because that's how it comes across in your new proposals. I'd urge the Council to value Tenants more. To provide modern properties. To provide safety and security. To provide furniture for new Tenants. To provide necessary living components so that Tenants feel welcomed. Moving into a home can be daunting. If I were to read your new proposals, as a new Tenant. My first question would be "Are you guys okay?". Because you sound angry. The new proposals don't sound like they are supporting Tenants. They sound like you are looking for angles for financial gain. Good Luck.
I don't consent and will not sign anything
The rent should be consulted with parents with kids who have long term illnesses or disability.
I would like to know what these other charges will be in the rent? Because we are not prepared to pay for other lazy residents who do not keep their Gardens cut back & tidy like xxxxxxxx back Garden is constantly over growing into our flower bed & I have a damaged back & struggle to remove all the weeds that come frequently from noxx, but I still keep the Garden presentable , We are not paying for a Garden service that won't clear the mess next door to us & we cut our own Lawns as well.
I find it somewhat concerning that you will seemingly have the right to charge additional services to the rent account. Seemingly without consultation? I am aware of council debates around gardening services, recycling , communal areas etc. Based on the standard of current

CONSULTATION RESPONSES

gardening services. Which I believe are awful . I would not be comfortable in paying any additional costs.
Illegal changes to tenancy agreement by law it cannot be changed without written agreement of each individual tenant in relation to that property only if the tenant does not agree it cannot be changed period you cannot impose it or enforce it If you try it you will incur legal costs and compensation claims from all tenants running into many millions Illegal changes to tenancy agreement by law it cannot be changed without written agreement of each individual tenant in relation to that property only if the tenant does not agree it cannot be changed period you cannot impose it or enforce it If you try it you will incur legal costs and compensation claims from all tenants running into many millions
Agree with all rules
Where I live: xxx One Bedroomed Bungalow - open plan No delegated /separated areas for a private garden. We need some clarification for this area.I see we have a right to Consultation on the grounds maintenance. Please could you ensure we get this consultation.
If there is going to be a service charge ,think certain things need to be upgraded,,grass cutting and the mess thats left behind
Thank you I am satisfied with the payment options. I am very grateful to KNH for everything. But I would like to suggest KNH allow tenants who are 60+ (or sick tenants) to include 1 family member in the rent agreement to take care of them.
I know rent as to rise with costs ect but we're paying more rent and a service charge, we seem to have to pay more for less services I.e no bins on the estate also back alleys are only being cut in winter all overgrown the rest of the year which obstructs walking, prams and disabled access
No this section is ok.
Rent should be charged monthly not weekley direct debits are taken every month on a fixed date leave it as it is .. for people who are on benefits... get payment off universal credit automatically ... people will not go into arrears .
All ok
Agree
I have lived in my flat 25 years I think I have a right to complain a bit!
Seems to us , if you pay your rent, your well being gets overlooked for the anti social pet tenants!
We would like to respond as follows with regards to your question around service charging. If the variation to the tenancy agreement is approved by the council then as the frequently asked questions (FAQs) say this could include the introduction of a service charge for communal grounds maintenance that will be limited to a maximum amount of up to £1.00 a week in 2025/26. The properties located on xxxxxx do receive a communal grounds maintenance service for grass cutting so a service charge would apply. So does that mean everybody on xxxxxx are charged for the grass in the middle of the street which is cut about 4 times a year I think you just trying to get as much money as you can for the mistakes you have made with your finances and isn't this on your rent or council tax I totally don't agree with this The service charge additional payments is very sneaky of the council. A lot of your tenants will not be able to understand these clauses fully and will then have to pay whatever costs you decide to add on. As a resident I would want to know what to budget for - if a new service charge is introduced I won't have a choice but to pay it, currently the service for communal

CONSULTATION RESPONSES

<p>areas is too much especially when I don't even see the benefit of it all the time. The properties are not well looked after or maintained, guttering, painting, windows, doors are all old and need updating but there is no budget. The grass and bushes hardly get cut and not to pay more for something that's not going to benefit me is not what i expected from my landlord. This is another way to make money from tenants rather than cut back on services which may not be needed and extravagant management fees and wages rather than to provide a better service for tenants.</p>
<p>We live at xxxxxx a lovely area. Regarding the proposed service charge, obviously for cutting communal grass . For myself and joint tenant i strongly object as we pay £13 per fortnight for our grass cut correctly front and back and clippings etc taken away. Also once a year we pay to get our back hedge trimmed back for the winter. We have done this since 2018 . We also keep the upkeep of outside our home ie. Painting handrails , window sills and soffits when required. We have alot of pride in our home and like our garden to look good and have a pleasant outlook. Unfortunately the Kirklees grass cutters dont do this az wd wpuld like . Do as we pay to maintainnpr ptoperty we object to any extra charge for us.</p>
<p>I think the council's intention to include Service charges as part of the rent is unlawful. Extra charges like 'Service' etc should be kept separate from the actual house rental and any extras should be paid for by all regardless of circumstances as this will promote responsible tenants.</p>
<p>If non payment of rent for 3 months or more action will be taken</p>
<p>Customer called to say he disagreed with the extra communal grass cutting charge as states that he often has to challenge the gardeners currently as they never cut it properly now - they miss bits - an extra £4 a month is a lot to someone on either state pension or state benefits - also wanted to add that they will even not cut an area and use things like 'washing line in the way' as an excuse. Concentrate on getting it right now!</p>
<p>Basically you are putting up the rent of our semi detached home for a slimlined service. Making us more responsible for more expenses e.g. boundry walls...Unjustified. If we are responsible for more you should be paid less.</p>
<p>Lack of Transparency on Charges: The agreement references “associated charges” but does not break down how these are calculated or how changes will be communicated. Service charges, in particular, can be complex and should be clearly itemised. Risk of Financial Hardship: Tenants facing temporary hardship (due to illness, job loss, or benefits delays) may be more vulnerable under a stricter enforcement regime. If repayment options or discretionary support mechanisms are not detailed, tenants may feel discouraged from coming forward early. No Mention of Support or Pre-Action Protocol: The agreement does not refer to the Pre-Action Protocol for Possession Claims by Social Landlords, which obliges councils to engage with tenants before starting legal action for arrears. There is no stated commitment to early intervention or referral to financial support services. Lack of Assurance on Reasonableness or Discretion: There is no mention of hardship policies, repayment plan flexibility, or how tenants can dispute charges or errors. Questions: Will the Council provide clear, itemised breakdowns of all rent and service charges, including how these are reviewed and communicated to tenants? Will tenants be consulted or informed in advance of any significant changes to charges? How does the Council intend to support tenants experiencing temporary financial difficulty before enforcement action is considered?</p>

CONSULTATION RESPONSES

<p>Will the tenancy agreement be amended to reflect compliance with the Pre-Action Protocol for rent arrears?</p> <p>Is there a hardship policy in place to guide staff when tenants are unable to pay due to circumstances beyond their control?</p> <p>Will tenants have access to appeal or dispute incorrect charges before they are referred to enforcement?</p>
<p>Hi - We object to any increase in our rent for communal service charge.</p> <p>We have a regular gardener who cuts our front and back grass every 2 weeks which we pay for. We are both retired pensioners and cannot manage it anymore. If the council did a better job were tidier and took away the grass clippings maybe we would agree but they cutters dont and its unsightly to see grass blown around our area. We maintain our home as much as possible also minor repairs which don't require qualified workers we use your repair system for that. We maintain the outside of our property as best we can by painting unsightly areas that wear due yo age and weather. So please don't include us in this extra charge we like to keep things as they are.</p>
<p>Could all services be clearly stated an amounts , and amounts yourself has to pay for an who do we contact if need to find this out.</p> <p>I did think communal cleaning was part of our rent as this has been done since my tenancy started an thought these were your responsibility.</p> <p>Also grounds maintenance such as grass cutting you do a very minimal service an d is left unkempt. Even if these are minimal charges it all adds up to the cost of living for tenants and people who cannot manage due to health reasons.</p> <p>The lighting of the building i had thought that this came in with the heating charges and we wer already paying for this.</p> <p>The lighting in xxxxx retirement living is overboard in each wall light in every corridor there are three bulbs and are several of these lights in each corridor, couldn't these be replaced with some lighting that is more cost effective, also on evening s when gets dark and during daytime we do not need that many lights on could they go on when a person is walking past or reduced lighting if possible as these lights seem to be excessive</p> <p>In daytime do not need that much lighting</p>
<p>I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments</p>
<p>I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments</p>
<p>I understand that the council needs to make money BUT as tenants we are going to have to pay for grass to look like hay fields.</p>
<p>my flat/property has no insulation inbetween the floors so its hell on earth to live in and you wont do anything about it, so much for a right to a peaceful living...</p>
<p>This matter is covered by a package of documents delivered to my home from Kirklees council described as section 103 housing act 1985 preliminary notice changes tenancy agreement this is as written in the covering letter (unsigned and un-dated) attached to the package of ducuments, any errors in grammer, syntax, or spelling are Kirklees council's own.</p> <p>My complaint is about the imposition of a change to my tenancy agreement with Kirklees council. The covering letter states that this change is required because of reasons, unstated and so it is impossible for myself as a tenant to ascertain the reasonableness as defined by law not Kirklee council's own opinion on any reasonableness attached necessarily to Kirlees council's actions in this matter or nature of the alleged need or that any surcharges are in fact lawful. The surchages themselves appear to open-ended as they are to intended to vary at any time in both cost and as to who is to pay the surcharges imposed by diktat of the coucil. That</p>

CONSULTATION RESPONSES

<p>The have a council have discovered a need to obtain more funds this is clear and the council have found what they no doubt think is a clever way around the legal requirements regarding an increase in rent or legal and more likely political difficulties regarding an increase in the council tax which is the more reasonable home of the costs the surcharges are allegedly to cover. the covering letter itself has never been graced by the gaze of the coucil's legal department. the sugestion in the letter that new legislation, unspecified, has some in hand in the matter is I suspect deliberately, left unclear. this whole project stinks of dishonesty. Stop this Tyranny and do the honnest and politically difficult thing and increase the council tax. I have no hope nor expectation that this request will be met with the affirmative</p>
<p>I would not want to pay a service charge for grass cutting as I already pay for my own. I also would prefer the communal grass to be left uncut as when it is mowed it encourages children to congregate and cause issues for the neighbours</p>
<p>Keeps going up every year and at some point I will struggle like any tenets.</p>
<p>Service charges should be at suitable charge shouldn't be a high charge as a lot of tenants are suffering because of the cost of living and the price increase in everything!</p>
<p>I think All rent in England including private rent should be rent controlled and now permanently fixed at rates below what we currently pay, to make up what we've been ripped off so far. Private rent should be the same as council rent. We are renting not buying properties. It is unbelievable what private rent is. It stupid how much council rent is and might as well catch up to private now, as it soon will at this rate. I resent paying so much for property that will never be our own. We never feel settled. Landlords are disgusting and don't do what they should, on both parts, properly. Landlords do not get credit checked or any other checks. I don't see why we should in private renting. I am still tempted to go back to private renting, after my experience in council property last year and this so far. You think i want to pay service charges and constantly increasing rents?No i don't. The council and private renting sector needs changing. Rent cap lowering on both and never increasing, as i said. We're renting not buying. It isn't ours. It's dead money to us. Stop being greedy.</p>
<p>I am concerned about the section regarding additional services. and paying for additional services as yet unspecified. Will these "additional services" be optional or compulsory? The following quoted passage is very vague and open ended "Service charges can be introduced at any time of the year to recover the costs of the serviced delivered. We will tell you, in writing, at least four weeks before we do this."</p>
<p>Agree with new actions</p>
<p>The rent should stay as it is as it is becoming very intense and difficult for people living in high rent property when you have already made it difficult to buy as it is, any notification should be sent out with honesty and integrity not years after the change, there should be no additional charges whatsoever isn't it bad enough as it is and rent in arrears now that's a good point when arrears are made to be there when they have never been there is wrong in so many ways especially when you have that information in writing and nothing whatsoever is being done or has been done, should be allowed to withhold rent for valid reasons.</p>

CONSULTATION RESPONSES

Does my rent go up
We are joint tenants me and my husband this was just addressed to me
I struggle to pay my bills monthly as i am a single person, cost of living is crippling me but still you ask for more money, its ridiculous, rent and council tax go up yearly, to be honest im not sure what i will do if it goes up anymore, and now you are asking people to pay a service charge? I will say now i will not be able to afford this!
I am a single person, i literally work to pay my rent, council tax and bills and rarely have spare money left. Cost of living is crippling me so to have to pay a service charge as well is ridiculous! I work full-time and its hard, you don't think of single people when putting rent , council tax etc and now you want more money?
I have no comments or concerns about the proposed changes in this section.
I feel the rent is getting higher each time and it makes it hard for those off us in work but on low pay to be able to pay for it
i don't agree too these charges too mi tenancy as long as a long term tenant. as i hav long-term mental health issues change is not very gud at al. on that i do not agree too any change.
I think thay should be checks on home to see if anything need doing like new windows as their condensation in ours most of the windows and any damaged kitchens damaged fences roofing and guttering leaking
I retire in December hope the rent don't go up again
I have no comments or concerns about the proposed changes in this section.
The proposed service charge,i have lived on xxx lane estate for 9yrs And the council have done no grass cutting or gardening around my flat,i have done this my self,reason they just do a quick diabolical job. Will this charge be payable by people who have purchased there homes, I know people in the flats do,but what about people who live in 2 and 3 bedroom houses. People pay council tax ,up keep of the estate should come from this
I think the rent is fair
see you have sneaked in two stelth taxes /cutting grass and lighting tax typical labour
shouldn't be so much in rent it's a run down place and area
Yes the rent is to high for a damp and damage property
Bit of a cheek ' Service charges can be changed at anytime ?
I am happy living at the property. Things are generally good, and any problems have been dealt with. We appreciate staying here
Proposed 5- if a repair has been reported multiple times & hasn't been completed the tenant should be able to withhold rent to cover the cost they end up paying another workman for. I've reported an outside repair multiple times which either disappear from the system or appear as 'completed'. It's getting to the point where I'm tempted to pay someone to do the repairs & I expect to be reimbursed!
the strong do what they wish the weak do what they must. I have already filled in this form once completely . only to find that the session had been terminated without warning or notice which to my mind exemplifies the dishonesty of the councils approach in this matter.
The biggest problem with the rent increase is that it is a larger percent than our pension increase and this adds to our financial burden
Any increase in Service Charges or additional charges must be proportionate to the level of service provided as well as considering the cost of living increases already having an impact on tenants income, particularly pensioners who are on a fixed income and not eligible for additional benefits, e.g. Housing and Council Tax benefits.

CONSULTATION RESPONSES

Direct debit stipulation doesn't guarantee payment. Assumes appropriate bank account and sufficient funds. Seems may just increase costs both to council and tenants. Why can tenants continue to pay in manner they see fit including cash and standing order?
I would like to have a full breakdown as soon as possible. In the past we have raised several times that the services included in the rent are not adequate. For example, we are paying for window cleaning but the windows had not been cleaned for over 5 years, yet the charges are being taken regularly. The same applies to cleaning the communal areas - there are days where corridors are left dirty, bins not taken and overall the quality of the cleaning services is not satisfying.
My rent is okay, just the mould remaining a big problem as I've lost fridge, washing machine and Cooker to just the mould is too much am scared to replace those as it's going to be same issue
I think my rent is reasonably
Why do we have to pay for the rent and council tax and have to pay for our repairs.
Mr x does not have a clue what is rent amount is per month due to having no computers, dyslexia therefore cannot read and write. He doesn't know how much rent he owes
I do not understand why the need to separate the charge for communal ground maintenance etc when for years it has worked to be included in the rent. Is it our intention to contract this throughout?
If a choice is made for a service which the council fails to provide then a charge for such period should be refunded.
Yet again we have to pay more, whereas your asb tenants will get away scotch free. We already pay for the so called gardening which asb tenants just let their dog foul there
A new additional service charge. I hope any new service charge affects everybody as we are surrounded by people who have money for weed and beer all day everyday. Which is very unfair to the rent payers.
We are not paying the council to cut the grass, we are paying a relative to cut the communal area from number 20-32. The bloke who cuts the front area from the council, misses a lot of grass and leaves all the cuttings on the path which is dangerous and slippery when wet.
No comments
Considering I put in right to buy form on the 12/11/2024 and have still not received an answer as there is a back log, I would assume that my tenancy agreement would fall under the previous agreement until the process has ended. Especially as I'm unable to have any repairs once the right to buy form is handed in, then surely my tenancy will also remain the same until the process has commenced. So can I please have an update regarding where I stand regarding this new tenancy agreement. I also do not agree to being charged service charges as the ground maintenance that is done is done poorly. I would expect a reply before you proposed changes happen.
NO COMMENT
Why as a tenant of nearly 15 years do I still have to pay a service charge in my rent the communal doors are always broken so anybody can walk in when they like the back communal door is always getting smashed in once again nothing to do with anybody who visits my property I for sure wouldn't allow this it's only been happening in the last 4 years since a certain

CONSULTATION RESPONSES

<p>tenant moved in i refuse to pay service charges for security that isnt their its not fair! I refuse to also pay any charges with regards to any doors been broken or booted in as i would never mistreat anything i have been a very good tenant for the past 14 years and look after things to the best i can so i will not pay for other peoples damages not a chance</p>
No problem
88 replies at noon Friday 9th May
None
<p>I a letter from yourselves about new surcharges and a new tenancy agreement to be forced upon me in a very dishonest manner. What would you like us to do to put it right?: stop this nonsense and just do the honest thing and put up the council tax.</p>
<p>I have no Intention of commenting on each section so I will make a overall comment to cover everything . Here we have another document provided by kirklees ostensibly a Change to our Tenancy agreement but all ii is, is yet another diatribe telling us what we can and can't do , what we will do and what we won't do and as usual all the provisions to increase our rents through the Back door using unwanted and unwarranted "Service Charges" all this whilst forcing those us who live in Flats to live in "Sterile conditions" The Councils definition not ours , conditions they never apply to themselves . Kirklees Council do not abide by anything they say in these agreements , rules for us but not for you ,there is one thing I know for sure that any criticism the like of which I have just written will never get a reply or I would be surprised if it is even read.</p>
90 replies at Monday 12th May
<p>Disagree with being charged for communal clean up. People littering are mainly benefit people. They pay no rent no council tax. Getting everything for nothing. These are the people you should charge. If they are not made to contribute they will just carry on littering. Laughing at the people they already annoy. Knowing that they are being made to pay. This does nothing to either deter littering or punish the wrong doers. Instead it is people who pay their way who are being punished. Disgusting. Our solution - make people who have to do community service do the clean up. No need to do this weekly. Once a fortnight or even a month should be sufficient. Someone should be sent out with them to make sure they do the job right. Full rubbish bags can be collected by the people who pick up the rubbish bags filled by street cleaners. No need for charges at all. If you decide to charge then everyone should be made to pay including benefit people and private owners of flats in the block.</p>
<p>Flytipping - a problem everywhere a service should be set up whereby you can pay a smaller amount say for example £2.00 per item, you book for bulky items to be taken away in advance once a fortnight a van to be sent to each area, where you have a booking to remove items. One trip for council van so cost effective. Fee per item. Whilst you have a bulky item service charges are too high and hence Flytipping for which you recover nothing. Smaller fee could make more people book because the service is more affordable plus each area would know when you were due. So at last you get some payment instead of nothing at all for Flytipping. E.g. an area could have 1st Wednesday of each month for collection day. If the van picks up 10 items at £2.00 each that's £20 in council costs. 1 trip saving petrol and man hours and less Flytipping. Could this be worth a trial in say 3 areas. Right now the full cost of Flytipping is paid by the council or should I say council tax payer. Some items might be able to be sold in your revive shops saving things going to land fill. If people want things taken away quicker then a higher charge should be paid.</p>

CONSULTATION RESPONSES

I agree with the Tenancy Agreement. It has been laid out in Black and White and everything is their plain to see. I cannot see anyone Disagreeing with it. As it is all written down in front of them and there is no argument.
<p>Firstly i am quite annoyed that k.h.n is to charge residents a service charge as tenants are paying extortionate amounts of council tax as it is and getting sorry to say it very mediocre services for the council tax they are paying.</p> <p>Also correct me if i am wrong in the literature provided it mentions weekly rents to be paid to k.h.n as i am on ESA and PIP and to be transferred in the coming future by managed migration on to universal credit the government only pay monthly rents how does that impact people like myself.</p>
Not happy
94 replies at Tuesday 20th May
None
I don't have
96 replies at Thursday 29th May
96 replies at Wednesday 18th June 25
<u>SECTION 2 - REPAIRS</u>
I dont bother with repairs unless it is essential as the faff and they always seem rushed. My kitchen is falling to bits but guess thats ok. Because if tgey cam to fix all the things i would be black listed.
Do not understand any of it due to my learning disability
<p>There is no protection for tenants regarding repairs/works that have been reported and not dealt with. My house has a hole in the corner that birds live in. It causes damage and everytime I report it there is a reason they can't fix it - weather, birds nesting, wind, incorrect equipment. My home was treated terribly by the last tenant and some of my home is still damaged from them (eg: bedroom floors, inside of cupboards, bath).</p> <p>I have also been told by repairmen that some things can't be repaired as they don't make it stock that particular item any more so there's nothing they can do about it.</p> <p>My kitchen floor is very uneven and the workman made it worse, because; and I quote "there's no money to replace the floor".</p> <p>My uPVC window sills are fitted terribly and yet I cannot have them repaired as they're not technically broken.</p> <p>There's nothing at all that will protect me from Kirklees saying that I did any of the things that were an issue caused by the previous tenant or from Kirklees charging me because of these things.</p> <p>The repair reporting service doesn't let you report what needs repairing easily. If you leave additional comments so you can specify the issue, these are not passed on to repair people. This can result in repairs not happening.</p>
Online repair reporting would be helpful if able to attach photos and videos to a repair request made online via my kirklees.
Need to do better with repairs and in contacting and time frame as have been waiting months and job still not done
Repairs are ok .could be better ..
Disappointed can't even repair the roof after been told some many time and taken al lost 6 and half years to sort out

CONSULTATION RESPONSES

<p>Throughout our tenancy my husband has cleaned all the guttering, removed all debris from numbers 8 /9/10 along with 15/16/17,taking the rubbish to the tip,with no payment from the council. My husband has rubbed down, undercoated and glossed the wooden outside cupboard and fall pipe over the years, without payment. Surely these are maintenance jobs which need to be carried out each year to make sure the guttering isn't overflowing water on to the brick work,and not needing to be carried out by a tenant?.My husband totally removed at least 12 metres of ivy from the memorial garden wall,disposing of 9 black bin liners,in our car,taking them to the council tip ,with no cost to the council.All we have asked over the years is,to prevent this continuous issue, could the ivy possibly be poisoned?.</p>
<p>Too much emphasis on the Tenant. (You) Is used significantly more than (We). You as a Council service should make Tenants feel welcome. Not like prisoners. It's evidently clear that there is an internal financial struggle and you are trying to recover that from Tenants. Do most Tenants give you trouble? Because that's how it comes across in your new proposals. I'd urge the Council to value Tenants more. To provide modern properties. To provide safety and security. To provide furniture for new Tenants. To provide necessary living components so that Tenants feel welcomed.</p> <p>Moving into a home can be daunting. If I were to read your new proposals, as a new Tenant. My first question would be "Are you guys okay?". Because you sound angry. The new proposals don't sound like they are supporting Tenants. They sound like you are looking for angles for financial gain.</p> <p>Good Luck.</p>
<p>I understand we are responsible for decorating but what about when your home is bad for mould and no matter how many time someone supposedly comes out to sort it it's still not right which means I'm having to redecorate and buy new furniture that's had to be replaced due to covered in mould.</p>
<p>My home is overcrowded and in serious disrepair</p>
<p>Kirklees Council should follow up the repairs done as some workers leave in-completed jobs e.g skirting board after plumbing job and to see if quality items or parts are installed. After moving in to our home we noticed after few months that the old mould and black spots were overpainted which showed after few months. I have already informed council about it.</p>
<p>I am still waiting for our flat roof to be recovered ? We have water ingress in our kitchen but no one has been near to inspect it this year , last year it was patched three times but it hasn't worked</p>
<p>Repairs are generally dealt with very quickly. I would appreciate more clarification on " responsibilities" . I have an ongoing issue with the flooring and ceilings in my property. Basically my carpets are ruined because of the unsealed floor beneath. The matter is in limbo . Without doubt the floor is " fabric of the building" . You are willing to repair but the removal of all furniture, etc . And the cost of new carpets and coverings are mine ? The floor caused the damage .</p>
<p>Illegal changes to tenancy agreement by law it cannot be changed without written agreement of each individual tenant in relation to that property only if the tenant does not agree it cannot be changed period you cannot impose it or enforce it If you try it you will incur legal costs and compensation claims from all tenants running into many millions</p>
<p>I find the repairs service very good.the workers are polite and get the repairs done .</p>
<p>Agree with rules</p>
<p>Make it clear the process if a tenant has to move out due to repairs. Advice of copy of council rehoming policy regarding moving out due to repairs.</p>
<p>No probs</p>

CONSULTATION RESPONSES

<p>🕒KNH You could check the condition of your house or apartment once a year and note what needs to be repaired.</p> <p>🕒KNH could recommend its workers to replace, for example, carpet, wallpaper, etc., for tenants at a reasonable cost.</p> <p>🕒Tenants who cannot repair their property themselves can apply for this service 3 months in advance and set up a payment plan for the work.</p>
<p>I can understand that some basic repairs can be done by ourselves but some items I.e council shower rails can't be purchased anywhere as I've tried myself which means damage to tiles that I'd have to replace just because I can't get the same one anywhere, a good idea would be to have these for sale through Kirklees council along with other things which would be easier for tenants</p>
<p>No this section is ok.</p>
<p>Gas fire was removed, still in working order, removed due to chimney leaking - tenancy agreement states we are responsible for the repair of chimneys so why wasn't the chimney repaired</p>
<p>Repairs for kitchen cabinets, door locking systems, window locking system, toilet,basins, baths, skirting boards gas related appliances boiler electrical skirting boards flushing systems door handles as they are already shabby in many cases should be done by the council your repair men are cowboys i once bought anti mold sealent gave to your repair person told him to use it he still refused before making any changes come change and fix all problems secure all problems the apply your changes if your going to start charging tenants since iv moved here i have got shabby windows shabby door handles even shabby window sills ! You should also repair for damp and you should install extractor fans in ever kitchen i live in a flat there wasnt one installed ! It should come with the property and you should be responsible for for repacing the grills make sure you have plenty if tenents request new ones charge them !</p>
<p>all ok</p>
<p>agree</p>
<p>All my requests have been dealt with efficiently and usually very quickly</p>
<p>Repairs are taking longer to get repairs done, than we use to</p>
<p>The repairs are not always done to a good standard, the lack of appointment availability is disgusting. Over the years I have had so many tradesmen coming, each give conflicting information and depending on who wants to work they all mainly do as little as possible and leave. So many times I have seen them sat in vans on their phones for hours and then they pop in and out of a property within a few minutes. I had a lot of draught coming through the windows and front door. I called so many times, i got handles, hinges and even some glazing changed on some windows. Other times I was told I shouldn't have put blinds in, it's nothing they can do I need curtains! I have now taped the front door shut to keep the wind out, the windows will ultimately need replacing which I am saving up to do. The roof is knackered, the council are not interested in holistic renewal of property, they'd rather let it get to a very bad state. If after every 15 years the roof/windows etc were renewed the properties would have less issues but for that you need to invest in existing housing which the council doesn't want to do by the looks of things</p>
<p>We will do repairs if we are able but anything that needs a tradesman we contact repairs and having lived in our property nearly 8 years i can say we never have had a problem.</p>
<p>All good</p>
<p>Negligence, not reporting repairs, having an impact on neighbouring properties, possible recharges.</p>

CONSULTATION RESPONSES

<p>We have been waiting the upgrades to kitchens that we were told would be undertaken more than 5 years ago so it would be good if the planned repairs could be listed with updated dates for work to be carried out. It just seems to have got lost in the changing over of systems.</p>
<p>Some of the borders of council properties are already in need of repair. By making all tenants responsible for them will just result in fencing and walls etc becoming more dangerous falling apart and looking unsightly.</p>
<p>Improvements and Alterations</p> <ul style="list-style-type: none"> •Will tenants be required to seek retrospective permission for past alterations, especially if no records exist? •Is there an appeals process for denied improvement requests? •Will minor improvements (e.g. painting, curtain rails) be exempt from requiring permission? <p>Risk: Tenants who made alterations (e.g. fitted flooring, sheds, satellite dishes) without formal permission—especially years ago—may be forced to reverse these at their own cost.</p> <p>Potential Consequences:</p> <ul style="list-style-type: none"> •Financial burden due to reinstallation or removal of works. •Risk of legal disputes or rent account charges if alterations are deemed unauthorised.
<p>2.10 Who pays and where do we go. 14. What do you class as regular.</p>
<p>As to keeping drains clear, a lot of people living in sheltered living are not capable of cleaning gullies drains etc Think your responsible for clearing gutters but was told at some point you were not now doing this is this true were not capable of doing this an could lead to damp an damage to building What are we allowed to do or use in hot weather as my flat gets over 30 in hot weather</p>
<p>I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments</p>
<p>I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments</p>
<p>It will be incredibly helpful to have a list of the repairs the council is responsible for & a time scale for them to be completed. It would be greatly appreciated if the council could contact tenants when they are coming to do outside jobs as not everyone has open access to their property.</p>
<p>my flat/property has no insulation inbetween the floors so its hell on earth to live in and you wont do anything about it, so much for a right to a peaceful living...</p>
<p>I would like the council to be quicker dealing with repairs. I have had a damp issue for sometime and im still waiting for it to be resolved</p>
<p>Repairs could be on time , and don't keep tenets waiting in all day .</p>
<p>Good</p>
<p>Repairs are sometimes done without any real care or attention. Since moving in, every few weeks there is a horrific smell of poo all around the flat, all year round. Either myself or her report it. Kirklees men come to clear the drains, which have apparently always backed up.My toilet also blocks and overflows.They have to sort that too. Using a plunger myself us pointless. I've tried. But all they say when i ask why the source of the problem can't be located properly and fixed permanently, is, oh it can't it's ingoinfmg because of what people put down their toilets. Well it can't be this same thing every few weeks, people aren't that consistent. I've been told it could be the soil pipes that wree incorrectly fitted originally at the flats. I mean, they won't automatically come out on a regular basis either to check and unblock</p>

CONSULTATION RESPONSES

<p>anything, so it's clear a much bigger issue that needs addressing. But they won't because they know it will involve spending a lot of money. I'm paying rent for my flat to stink quite often. I shouldn't have to buy candles to be on or smelly sticks all the time to hide it. It's your mistake and problem to sort. You put the rent up a month after i moved in. I was totally gobsmacked. The bixes i've compketed so far, not even that many, tell me that any further rent inceases are jyst a massive rip off to tenants and it should now be rent controlled. As should private renting. Thst should be similar costings to renters as this. We're renting, not buying properties. It's disgusting. I pay rent for this. I hate it.</p>
agree
<p>The repairs should continue as they and get better in service not change for the worse, where the listed repairs at time don't get done for time i am meaning time as in left if tenants don't chase they either cancel or don't bother they should be carried out and are required either way, tenants shouldn't pay for their own locksmith as the amount of money we pay for our rent especially with all these increases in everything as whole shouldn't be made to not in exceptional circumstances but should be done at all times no cost as its not easy or you might not have the capacity to do given all the increases etc.</p>
Could i have an electric fire put in please
Rubbish at the moment
<p>The house has not been painted for well over 10 years since the insulation went on , it said in the letter is was regularly painted this is not tru</p>
<p>It said in the letter that the house's were painted regular, my house has not been painted since the insulation went on over 10 years ago</p>
I have no comments or concerns about the proposed changes in this section.
<p>My repairs are bad, the kitchen is out off date with surface top broken, door that have mould on them, or don't close. I have lived there since 2006. MY home is always cold and needs installation sorting to keep the heat in. The bathroom is old and tile are old and warn</p>
<p>repairs ar not alwys gud an dont like wen people jst turn up on i not notified before hand. work is not alwys gud eg. repairs ar sometimes not very gud sometimes needs improvement. Some of the repairs could be done sooner .instead of giving you all. Day appointments. Give morning or afternoon x</p>
<p>I live in block of 4 flats upstairs one of tennents keeps putting communal doors through but nothing happens ...she should be taken to court and made to pay ...ive been here since December 24 and she as busted locks on six doors being pissed up thinking she owns the block</p>
Repairs I've had have been ok
I have no comments or concerns about the proposed changes in this section.
<p>I asked kirkless for a new kitchen and cuboard storage wall to be removed its dated back from the 60s needs updating for 1 bed flat its taking up too much space in a small kitchen.</p>
<p>Never come when you want them. When they say they have been and no one is and not even knocked on th e door</p>
Repairs that are promised should be sorted
<p>Sometimes dont turn up when there supposed to. Also said they came and no one was in when there actually was</p>

CONSULTATION RESPONSES

Been waiting 2 years for a repair on my council garage,my flat has no Outside water stop tap,or you cannot find it,contacted yorkshire water and they tell me you have plans on paper,and on visual records
The repairs system is ok
I have a dangerous tree that is overgrown in my front garden its lifting the path outside my house and i have raised bumps inside my front room probably caused by the roots of the tree.i have asked a million times as lived here for 34 years for something to be done about it,ive always been told its not your problem but its in section 2 clause so why does it always get passed else where ?
Very good at repairs. Quick to respond
All reasonable efforts are taken to carry out repairs
no consideration for help for the frail and elderly
That I should not be charged so much for a window to be fixed
The lenght of time it takes for them to come and do the work. And when you phone through to council they dont always long it on the records for repairs
Everything good so far
Proposed 14- nothing is mentioned about compensation for certain repairs carried out or compensation for work the tenant has done at the end of the tenancy. see above
Repairs and maintenance can be a bit haphazard, incorrect tradesperson being allocated to the repair. Length of time taken for repairs to be done requires improvement. Communal areas and outside areas are looking neglected and not appealing to prospective new tenants. It would be ideal if a list of repairs the Council is responsible for would be provided to each tenant.N
Our building repairs are a joke as the current waiting period for a repair in our home is almost 4 weeks. To be without access to kitchen sink for this period is totally wrong and unfair, Painting and repairs to the outside of the building has not been done since we moved into the building and we were informed that our repairs are on a cyclice basis and so we still have our guttering and down pipes awaiting repaired for the last 3 years
1.9 what constitute a danger? Ambiguous description which i fear will leave tenants fighting to get things actioned depending on hosuing officer in area. Over 10yrs in my house and for years overgrown bushes NOT trimmed. Took a complaint escalation to get it done. One tree now overgrown to point of branches almost touching ground. Issue unresolved in iver 10yrs as task to housing officer who doesnt seem to follow through. Took much mental health toll to have to raise complaints just to get council to honor agreements. For tenants protection, i would say needs clearer terms maybe even describe vegetation growth in meters etc. However term "danger" seems too Ambiguous.
1.11 Please add who will responsible for costs of temporary accommodation if tenant asked to evacuate as you repair. Same point for 2.10
Please repairs advise what and who is responsible for kitchen appliances that is built in? For example cooker and hob is fully built in. There is no mention who covers the repair or replacement of this.
Repairs take too long at times since i took everything out of cupboards end of last year, am still waiting for someone to come round to sort out the kitchen cupboards but its not happened to date
I have had all my repairs done on tim
The houses have not been painted for years
Cupboard in the kitchen does not work anymore, trying to charge for a new cupboard when it was the council that fitted this kitchen

CONSULTATION RESPONSES

Our communal area has not been painted for 20 years, what does it mean by regular? The council should commit to a programme of maintenance to include clearing gutters or removing mess from the paths
We do report repairs ASAP it is usually the council that takes ages to respond and carry those out.
Tenants have to carry out certain repairs as it is our responsibility. This can be very hard, people can become very distressed and in a bad shape. We would welcome any amendments if necessary.
Not everybody is tech savvy, a certain generation prefer to speak with somebody over the phone. No consideration for those who work and have to wait in all day for somebody to arrive.
Repaired on time and professionally
Operatives need to be more tidy when doing jobs and do the job properly.
Much of the agreement seems to be more relevant to council houses rather than an assisted living complex. It would be clearer if there were separate tenancy agreements to reflect the different types of accommodation proposal 2.10. If a disabled person is required to vacate their property, what provision is there to find suitable alternative accommodation for the period of repair?
I am a tenant in a disabled adapted bungalow as I am a permanent wheelchair user. The oven is a built in accessible oven and hob which I have previously been informed by the surveyor and the housing officer is the responsibility of the council to repair as it is built in and should I leave the property the oven and hob will stay in the premises. Will the tenancy agreement include this please? I also have a wet room shower. Is the wet room shower to be maintained/repared by the council or are I expected to make any repairs to the shower please?
NO COMMENT
Damp and mould issues who pays for the decorating after the work is done as ive had a few works done and not been compensated for it! Its not my fault my flat is damp and mouldy as ive had council out enough times but no one will actually get to bottom of what the issue is!
Grates outside the property not all tenants will comply with this! As they dont look after anything else
It is not clear about who's responsibility falls regarding fencing, gates and outside brick shed.
No problem
91 replies at Monday 12th May 2025
91 replies at Wednesday 18th June 25
Section 2 Repairs B he doesn't agree
The whole of the language used seems to be very harsh and heavily direct.
I agree with the Tenancy Agreement. It has been laid out in Black and White and everything is there plain to see. I cannot see anyone disagreeing with it. As it is all written down in front of them and there is no argument.
Also regarding repairs this service need to improve as it took nigh on nearly 4 years for the gardening and forestry workers to cut one single branch over the property of ***** close over my bedroom of the property as the branch was hitting the roof of my bedroom particularly in the windy autumnal months and could have caused extensive damage to in all honesty a volatile roof that needs replacing. Thankfully about 5 or so weeks ago the offending branches were cut but the amount of hassle

CONSULTATION RESPONSES

<p>to have this ridiculously simple procedure done was quite frankly ridiculous and was told via an email by ***** housing officer ***** due to funding it might never be done so whats the payment of council tax for then it begs the question doesnt it.</p> <p>Also as i made a complaint in december of last year regarding the doubling of costs and continual breakdowns of the ***** communal boiler system as it is more expensive to heat our homes as the unit costs have shot up from 8p to 16.5p as usual nothing was done to mitigate the costs of this extortionate new costs luckily i shouldnt tempt fate the communal boiler as of yet hasnt broke down for wow wait for it nearly 5 months which is a world record as it broke down 8 times in 2024 and you want to charge us service charges on top of the high price for the heating system which has mediocre reliability at best its not on really is it.</p>
not happy
96 replies at Tuesday 20 May 2025
None
I don't have
98 replies at Thursday 29th May 2025
98 replies at Wednesday 18th June 25
<u>SECTION 3 – ACCESS</u>
Haven't read it as it it will be crap
Do not understand any of it due to my learning disability
Access is always granted
Current system for accessing homes for repairs or servicing is terrible. If you report a repair you aren't given a time, but a very vague time period. If a repair person is delayed you're not notified. There's nothing that takes into account the tenants other commitments.
Access is a joke the phones are temporary dont work mosr the time
Suitable access is priority
<p>Too much emphasis on the Tenant. (You) Is used significantly more than (We). You as a Council service should make Tenants feel welcome. Not like prisoners. It's evidently clear that there is an internal financial struggle and you are trying to recover that from Tenants. Do most Tenants give you trouble? Because that's how it comes across in your new proposals. I'd urge the Council to value Tenants more. To provide modern properties. To provide safety and security. To provide furniture for new Tenants. To provide necessary living components so that Tenants feel welcomed.</p> <p>Moving into a home can be daunting. If I were to read your new proposals, as a new Tenant. My first question would be "Are you guys okay?". Because you sound angry. The new proposals don't sound like they are supporting Tenants. They sound like you are looking for angles for financial gain. Good Luck.</p>
The council do not help unless they are forced into doing so
Maintenance of access areas and as to who is responsible, seems ambiguous?

CONSULTATION RESPONSES

<p>Illegal changes to tenancy agreement by law it cannot be changed without written agreement of each individual tenant in relation to that property only if the tenant does not agree it cannot be changed period you cannot impose it or enforce it If you try it you will incur legal costs and compensation claims from all tenants running into many millions</p>
<p>Currenty my bins are out front becuse i find it very difficult to get them up the steps.my limited mobility is a big problem.need a pathway have asked council panel to look into it and spoken to housing officer</p>
<p>Agree with rules</p>
<p>No probs</p>
<p>A camera would be desirable to be able to monitor deliveries and also people coming in for security.</p>
<p>I agree gardens pathways ect should be kept clean and accessible but that should go for walkways ect that arnt maintained by tenants they should be kept maintained more than once a year and in the spring/summer when they're accessed more</p>
<p>No this section is ok.</p>
<p>Access is ok council should be notified if you go on holiday they can use a spare key to enter if you are away you should have a spare key for every house</p>
<p>All ok</p>
<p>Agree</p>
<p>My upstairs think they have a right to sit in front of my door when it is windy. I have to ask them to move each time I want to go out not right ?</p>
<p>None, apart from this should apply to ALL TENANTS</p>
<p>The outside of the property is not always maintained as it should be as per the policy. I have never seen any guidance regarding CCTV or doorbells, this was not part of my tenancy agreement and I feel that tenants should be advised of this at sign up, for residents already in the property this information should be given in easy to read, simple format not just referred to in this consultation when we have never had sight of this before. So many people now have cameras up, it's a violation of privacy - if the council are giving permission then they should also be checking to ensure no one is breaching data protection laws and just keeping tabs on others in the area</p>
<p>No problems.</p>
<p>All good but would benefit from compulsory annual inspections from housing office</p>
<p>Must provide NOK information and keep us updated with change of contact details</p>
<p>Access to properties is always going to be contentious</p>
<p>Section 3 outlines the Council's right to access tenants' homes for a range of purposes, including inspections, repairs, compliance checks (e.g. gas, electrical, or fire safety), and to address tenancy breaches. While the landlord's right of access is a legal necessity under the Housing Act and related regulations, the way this clause is framed has important implications for tenant rights, autonomy, and wellbeing.</p> <p>The section allows the Council to enter the home with reasonable notice (usually 24 hours) except in emergencies, and states that failure to provide access may be treated as a breach of tenancy. However, there is no detail on what constitutes "reasonable attempts," how access will be scheduled, or how vulnerable tenants will be supported through this process.</p>

CONSULTATION RESPONSES

Additionally, the clause does not mention tenants' rights to reschedule non-urgent visits, to have a representative present, or to receive accessible communication in line with the Equality Act 2010. For tenants with mental health conditions, learning disabilities, or those who have experienced trauma, unscheduled or unaccommodated access can be invasive and harmful.

Furthermore, there is no mention of the Council's responsibilities during access—such as treating the property respectfully, leaving it secure, or providing identification and clear explanations. Tenants have a right to know not just that entry is permitted, but also how it will be conducted and what safeguards are in place.

Risks Associated with Section 3 – Access

Risk to Privacy and Mental Wellbeing

Issue: Without adequate notice or flexibility, access could feel intrusive and violate a tenant's sense of safety in their home.

Potential Consequences: Tenants with anxiety, PTSD, or sensory processing needs may experience distress or panic during home visits.

Forced access may damage trust and engagement between tenant and landlord.

Risk of Inadvertent Breach Due to Missed Communication

Issue: Tenants may miss or misunderstand notices of access, especially those with literacy issues, learning disabilities, or language barriers.

Potential Consequences:

A tenant may be deemed in breach for failing to grant access even if they never received or understood the notice.

Risk of escalation (e.g. legal action) without fair warning or opportunity to respond.

Risk of Discrimination

Issue: The policy does not reference reasonable adjustments under the Equality Act 2010 for disabled or neurodivergent tenants.

Potential Consequences:

Failure to make adjustments (e.g. longer notice, use of support workers, calmer environments) could amount to unlawful discrimination.

Vulnerable tenants may be disproportionately impacted by rigid enforcement.

Lack of Transparency or Appeal

Issue: The agreement does not describe how tenants can challenge access decisions, request alternative arrangements, or complain about inappropriate conduct during visits.

Potential Consequences:

Tenants may feel powerless or disrespected during inspections or checks.

No clear accountability for staff behaviour during visits.

Notice and Scheduling:

What is the standard notice period the Council will give before accessing a tenant's home for non-emergency purposes?

Will tenants have the right to reschedule non-urgent inspections or visits if they cannot accommodate the proposed time?

Equality and Reasonable Adjustments:

How will the Council ensure reasonable adjustments are made for tenants with disabilities, mental health conditions, or neurodivergent needs (e.g. longer notice, quieter visits, presence of a support worker)?

CONSULTATION RESPONSES

Will the Council involve support services or carers in arranging access where appropriate, to prevent enforcement against vulnerable tenants?

Communication and Accessibility:

How will the Council communicate access requests to tenants who have language barriers, literacy difficulties, or limited access to post?

Will access notices be available in accessible formats (e.g. Easy Read, translated materials, audio notifications)?

Conduct and Safeguards During Access:

Are staff or contractors required to provide identification and explain the reason for the visit upon arrival?

What procedures are in place to ensure staff conduct themselves respectfully and leave the property secure after access?

Enforcement and Disputes:

Will tenants be considered in breach of tenancy for missing one access appointment, even due to illness or misunderstanding?

Is there an appeal or complaints process for tenants who feel that access was unreasonable, poorly communicated, or distressing?

Accountability and Oversight:

How is the Council monitoring its compliance with the Equality Act and its duty to accommodate access-related needs?

Will there be any internal review process if access enforcement disproportionately affects vulnerable groups?

Proposed 3 & 11.

Section 3.4.

As I am an electric wheelchair user both inside and outside the home (my only means of mobility) I have no option but to keep it in the home. Now apparently I will need written permission, which seems a little ridiculous. I don't have a choice other than to use the chair. This section needs a rethink and rewording unless you now want all permanent electric wheelchair users to seek permission, just to have some level of independence.

Section 3.5

Quote 'This includes removing batteries when charging'.

This is very vague. What is it supposed to mean? Are you expecting us to charge the batteries outside?

I can't remove the batteries and have no option but to charge in the house.

This shows a complete lack of understanding of the day to day problems of permanent electric wheelchair users. We can't just remove batteries to charge from our only means of mobility.

If forced entry to check for burst or other hopefully you will pay for replaced locks keys as we do have key entry safes if necessary to enter the flats as to which ILOS

Have details of these an contact should be made to ourselves or if not the ILO to check our pin

CONSULTATION RESPONSES

<p>entry code the ILOS should be available for these at all times</p> <p>If a repairs person causes a flood or your heating system does i assume you will cover this with your insurance</p>
<p>I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments.</p>
<p>I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments.</p>
<p>I agree the council should do yearly inspections to ensure everything is ok.</p>
<p>my flat/property has no insulation inbetween the floors so its hell on earth to live in and you wont do anything about it, so much for a right to a peaceful living...</p>
<p>Access to bungalow when needed.</p>
<p>I hate that we have a shared area under the steps.I hate the steps. It said there were 10 steps in the ad when i bid. It was still too many but i wanted to be back in xxxx and knew nothing else would come up.</p> <p>Boy, have i regretted it, with the nasty and fake people living here. There are at least 6 steps up, which are metal, so they're dangerous to start with. Then at least another 12 or more steps down in a curve, with nothing to hold on both side, only a railing on one side. The stupid neighbour hangs rope up to put washing on at the bottom, where you have to walk through, ridiculous. It's too low, and i've had to lift it up out of my way many times when i reach the bottom of the steps, so i don't walk into it. Disgusting. Should not be allowed. I'm tall and this is a disgrace. She thinks she owns the estate anyway. Her at No.1.</p> <p>I suggested ways to make the space better for both of us, but they deliberately did opposite, so that they still had to put their things against mine under the steps. I clearly had more things to put under there, but she bullied me into taking things to tip before i was ready then immediately put some of their things under the steps, after i moved mine, when i hadn't even finished sorting what i wanted to put out there, i had more to bring out from inside. Ever since she deliberately puts things against mine, and when i move them, she puts them right back like a three year old would do. Disgusting behaviour.</p> <p>Also the gardeners, they hardly anything. They cut grass, don't gather up the remains, they leave a big strip down the middle every year all year, claiming they can't do it because there are bulbs, yes there are bulbs.....underneath the ground, that doesn't stop them mowing over them to get rid of the usual weeds etc.</p> <p>I think we should have doors from our living rooms down to the grass area, so we can properly use it more. The people upstairs don't anyway and there is bits of grassy areas they can use which aren't outside downstairs flats.</p> <p>We should be able to fence them off and not have to have a through access section. I would be happier to pay an independent gardener to cut it. Kirklees gardeners are useless on every level. I cannot stand walking past the bully flat to go round to the grass area in front of my flat, when i could just have a patio door and wide steps. I do not want to pay extra service charges, when they do nothing.</p>

CONSULTATION RESPONSES

<p>Same with the binmen. Most times i don't get left bin bags in either bin. There are toi many steps for me to have the tall bins. I had to move my bins out of the bully's way too. So they are closer to me. I try to doubke up my bin bags, but i can't afford to, when they dob't even leave me any every time. I've requested an area by the steps to be concreted months and months ago. Because i use it to put heavy bags and items there to collect when i've used the steps and l9ng access routes to my flat. It gets so muddy that i can't use it. They syill have my request in the office. I've lived here since January 2024. It wasn't too long after that i requested the area to be concreted. Last week a Kirklees driver knocked into a wall with his larger van and it was then crooked but not safe. He never reported it to be fixed. So a resident had to do it. The other residents are older and it could be dangerous. Other residents moaned but it was left to my friend and myself to sort and report. But the nasty residents stick their noses in when it suits them. I was disgusted. This estate is horrible. I hate it here and wish i never came. I stay inside all the time. I lived being oytside and was the reason i returned to Holmbridge, so i could enjoy the fresh air again. I haven't enjoyed it more than once in over a year almost a half.</p>
Agree
Never had issues from my side about access even in emergency when your door is being broken into access to sort issues as emergency whatever it may be but then doesn't get dine or left boarded for months on end with sorry for this will have to wait.
I have no comments or concerns about the proposed changes in this section.
I am still at a age where i can still go up and down stairs so access is ok at the moment
Put drives in with ppl that have cars im disabled and sometimes i carnt get out of our drive
Upstairs as a quad bike on stairs been told loads of times to move but when she does move it it comes straight back some new people in a private rented flat above me had to stride over quad first to get to steps yet again nothing done about it she thinks she owns the block
I have no comments or concerns about the proposed changes in this section.
More help with gardens for those with disabilities such as myself and elderly
No problem with access
No issues
Only 1 access
I am.ok with that
we have just received new fobs for access to our building and low and behold we can use a fob from another building to gain access to our building which should never happen, So why waste

CONSULTATION RESPONSES

money to replace fobs for each building and then I can access any of the buildings in xxxx with my current fob
No problem with allowing access as long as informed previously. This does not always happen. In emergencies no issue with allowing access.
None
Section 2.5 in mentions that we are responsible for the safe keeping of the keys and fobs provided including doors, windows and communal access locks. Can this incorporate keys and access to the electricity meters in the basement? This is an enormous inconvenience as we are unable to provide readings on time due to not having the access. We are waiting for the officer to do it when it is convenient to them but often this is exceeding the time given by the electricity provider which results in discrepancies in the accuracy of the bill. This has a negative impact on our finances as often we are requested to pay more due to estimated and not the actual readings.
I always get notified anytime tradesmen come to do jobs
None i am happy were i live and have been since day one
Communal garden front and back is full off rubbish, my upstairs neighbour cleans up all the leaves but takes ages for the council to come and clear.
They call and give time for access and ask if it is convenient. They work with tenants well I have not faced any problems.
proposal 3.1 and 3.2 regarding hazardous materials appear to be contradicted by 3.8
PROPOSED 1 [Incl 1&2] I support the proposal of an annual home visit. Suggestion: To make available the option of outside office hours visit for those tenants in full time employment who may not be able to afford/get time off work.
No problem
People who are terminally ill such as my son and can not walk far without collapsing, should be given access to the house via drives so they can enter the house easily and safely at no risk to their conditions.
60 Replies at Monday 12th May
60 Replies at Wednesday 18th June 25
Anti Social Behaviour 3a you and any other person living in or visiting your home must not do or fail to do anything which causes or is likely to cause a nuisance or annoy residents his comment is Nurses coming in the building early morning Nurse entry before 7-00a.m.
I agree with the Tenancy Agreement. It has been laid out in Black and White and everything is their plain to see. I cannot see anyone disagreeing with it. As it is all written down in front of them and there is no argument.
not happy
63 Replies at Tuesday 20th May
None
I don't have
65 Replies at Thursday 29th May
65 Replies at Wednesday 18th June 25

CONSULTATION RESPONSES

<u>SECTION 4 - USING YOUR HOME AND KEEPING YOU SAFE</u>
You let anybody live here when it was an old people complex. Despite old people looking after the grounds, flats and paying their bills you dump the people you want out of Huddersfield. Kirklees is the only council that doesnt protect its elderly
Do not understand any of it due to my learning disability
In relation to 4.3. I have such a bad condensation issue in my toilet that I have bought a dehumidifier. This is because the toilet has no heating and is on an outside wall with leaky guttering. I do not have an extractor fan of any sort downstairs and I am on a waiting list to have one fitted. There is mould INSIDE the walls of my bathroom and no amount of running my dehumidifier, fan and wiping it down stops the mould from coming back. I take reasonable action and still have a massive issue. This clause could punish me.
5.1 & 5.2 I have no pets. Neighbourhood cats use my garden as a toilet. Cats are habitual and despite my best efforts to stop them, I haven't yet found an effective way. I pick up the waste when I mow, but I don't feel I should have to do a daily patrol to get rid of other people's pets waste. My garden floods, often, and if we have had a wet autumn, winter or spring I often cannot mow it until it has sufficiently dried. I love my garden and try and take the best care of it, but I cannot always do this because it's like a quagmire.
Have a homes and neighbourhood representative do unannounced property visits at least once a year. So state of property can be viewed and if anything illegal is happening.
Neighbours need to have consideration for others whom live in same building and have respect
Council need too be harder on people's that dont look after there property..
Agree
Garden area by kirklees, in flats that kirklees cut, do not cut grass as much as it should, leaving grass far too long, all so grass should be picked up, maintained of edges not done enough, no weeding, putting watching out in very long grass get or feet very wet, also grass on shoes trails in side.

CONSULTATION RESPONSES

<p>Too much emphasis on the Tenant. (You) Is used significantly more than (We). You as a Council service should make Tenants feel welcome. Not like prisoners. It's evidently clear that there is an internal financial struggle and you are trying to recover that from Tenants.</p> <p>Do most Tenants give you trouble? Because that's how it comes across in your new proposals. I'd urge the Council to value Tenants more. To provide modern properties. To provide safety and security. To provide furniture for new Tenants. To provide necessary living components so that Tenants feel welcomed.</p> <p>Moving into a home can be daunting. If I were to read your new proposals, as a new Tenant. My first question would be "Are you guys okay?". Because you sound angry. The new proposals don't sound like they are supporting Tenants. They sound like you are looking for angles for financial gain.</p> <p>Good Luck.</p>
<p>Were not safe really the condition is horrendous</p>
<p>Illegal changes to tenancy agreement by law it cannot be changed without written agreement of each individual tenant in relation to that property only if the tenant does not agree it cannot be changed period you cannot impose it or enforce it If you try it you will incur legal costs and compensation claims from all tenants running into many millions</p>
<p>My limited mobility make things difficult to do. I have had adaptations done inside and outside. My son come home when he's not at university he has shared accommodation so not always here</p>
<p>Agree with rules</p>
<p>Suggested points for inclusion in new Tenancy Agreement.</p> <p>Points 5 & 6</p> <ul style="list-style-type: none"> - Tenants to be prevented from digging up the grassed areas to create their own garden space - often encroaching on their neighbours' residences. Likewise, not to be removing the grass and creating 'curved' patterns round the edges and gradually the grass is disappearing. - Also, not to store unwanted junk/rubbish in their Back gardens i.e. old rugs, electric appliances etc. Piling this up, creating unsightly conditions, i.e. they should approach their local Housing Officer as needed. - Council Maintenance of Grounds <p>Some residents have 'inherited' a small Border area (about 1 metre). This comes immediately in front of Lounge, Bedroom & Kitchen. Some of us are now reaching the stage of 'old & creaky' & can no longer keep up to this gardening.</p> <p>So, constructively, we are asking the Council if these 'Borders' can be cleared and restored to a 'grassed' area.</p> <p>However, we can see advice in the draft document to the effect that Tenants are required to (points 5 & 6) 'Look after the garden', 'keep bushes, hedges or grass at a reasonable level' etc etc Some of these bushes etc were planted years ago by previous tenants. Are they seriously our property?</p> <p>Proposed Service Charge & Grounds Maintenance</p> <p>How will these affect our area?</p> <p>Currently: Bushes are not trimmed, Edges & Paths not 'strimmed' - nor are spaces between flags on access paths - dangerous!! Neighbours from Private houses, i.e. on boundary lines of or residences are refusing to trim Leylandii Trees - these are at alarming heights & need lopping These is a large 'rockery' area, belonging to the Council, & this has not been tidied up or pruned for at least 3 years & is now a real eyesore.</p>
<p>ok</p>

CONSULTATION RESPONSES

<p>A telephone would be desirable so that in SOS cases tenants could call the police, ambulance, fire brigade, electrician from a public telephone. Tenants need one in every apartment or at least in every entrance.</p> <p>For example, I don't have a ring signal for my mobile phone in my rooms and I don't use a regular phone. In difficult cases I have to go out into the street to call...</p>
I agree
no this section is ok
<p>Camras and door bells should be allowed but they should remain with property when they leave or uninstallment should not cause significant damage uninstaqling stuff like thiw will leave marks pretty obvious if you start putting security stuff in amd people dont in stall theywill be at risk because of your policy</p>
All ok
Agree
Lock doors and windows when out
Where i live , we have to suffer antisocial and nuisance ongoing, as the council cant or wont sort it.
<p>You should impose harsher action for those keeping electric scooters and bikes as the batteries are a fire hazard, a lot of tenants keep these in communal areas despite being asked not to which is dangerous. Some residents have filthy places that they live in, some neighbours when they open the door flies come out and it smells but even after reporting to the council nothing is done other than a few visits. If you won't take enforcement action and help residents just remove this clause as it's not seriously binding even on the council since nothing gets don</p>
<p>Lodgers living with a tenant can impact other tenants living nearby, in a negative manner. More specifics on numbers needed, especially in small properties. Kirklees homes ideally need to be for named tenants and their family only. There is scope for abuse when lodgers can stay, including financial. (Proposals 1,2,7,8)</p> <p>Proposals 3,11: Would prefer a total ban on bulk flammable substances being stored in any property. I note that when these are used in a workplace, training in their handling is seen to be necessary, and the substances are stored in fireproof external building.</p> <p>If tenants are allowed to store such substances, there need to be inspections and written permissions at the very least. I do realise that there may be exceptions, such as during power outages where paraffin heaters may be needed. But Kirklees can fit these so they cannot be knocked-over, and only with assessments.</p> <p>Please, more specifics on both of the above issues.</p>
Yearly gas checks always done. Aldo 5 tear cyclical Electric slways done
More involvement between Kirklees and the police to advise on extra door locks and community safety cameras in suspect areas where known illegal/antisocial areas are.
Carrying out regular visits and enforcement action will be taken if any concerns are raised
All good
Some very good ideas put forward.
<p>Section 4 outlines the tenant's responsibilities regarding how their home is used, and reinforces the Council's right to enter the property for health, safety, or compliance checks. While the purpose of this section is to maintain safe and habitable conditions across all council properties, several elements require clarification—especially around access, enforcement, and tenants' rights.</p>

CONSULTATION RESPONSES

A key concern is the broad language around the Council's right to enter a tenant's home. While it is legally appropriate for landlords to carry out safety inspections (e.g. gas servicing, electrical checks, or fire safety work), the agreement does not clearly define:

The amount of notice required before access,
Whether tenants can reschedule an appointment, and
Under what circumstances access can be forced.

This is particularly important for tenants with mental health issues, trauma backgrounds, or neurodivergent conditions who may experience significant distress if staff enter their homes unexpectedly. Under the Equality Act 2010, Kirklees Council is legally required to make reasonable adjustments in such cases—including offering flexible access times or advance liaison with support workers.

Furthermore, the agreement should offer clear guidance on what actions tenants must or must not take to ensure their homes remain safe. For example, references to not tampering with fire safety equipment are appropriate, but vague or overly technical safety obligations could lead to confusion or unintended breaches—especially for elderly or vulnerable tenants.

The section also references the prohibition of illegal activity in the home, which is standard. However, it should be clarified that accusations alone will not lead to enforcement without investigation, and that tenants have a right to respond or defend against such claims.

Questions/Recommendations:

How much notice will tenants be given before the Council accesses their property, and will there be flexibility for rescheduling?

How will the Council ensure that vulnerable tenants (e.g. with anxiety, PTSD, or learning disabilities) are not adversely affected by enforcement of access clauses?

Will the Council provide information in plain English or accessible formats to help tenants understand their safety responsibilities?

What safeguards are in place to ensure that enforcement for alleged illegal activity is based on evidence and due process?

Can tenants nominate a representative (e.g. support worker or advocate) to be present during inspections where appropriate?

Issue: The agreement gives the Council broad powers to access tenants' homes for health and safety purposes without clearly outlining the process, notice periods, or limitations.

Potential Risk:

Tenants may feel their privacy is being breached or that access is forced without adequate justification or warning.

Vulnerable tenants (e.g. survivors of domestic abuse, people with anxiety or trauma) may experience distress or fear around unexpected visits.

Risk of Discrimination Against Vulnerable Tenants

Issue: There is no reference to making reasonable adjustments for tenants with mental health conditions, learning disabilities, or other support needs.

Potential Risk:

Tenants with neurodiverse needs may be overwhelmed by inspections or misunderstand their obligations, leading to unfair enforcement.

Lack of flexibility around access appointments could result in a breach being recorded even when non-compliance is unintentional.

Risk of Misunderstanding or Unintentional Breach

CONSULTATION RESPONSES

<p>Issue: Safety obligations (e.g. not tampering with smoke alarms, ensuring safe use of heating systems) are not explained in plain or accessible language.</p> <p>Potential Risk: Tenants may unknowingly breach conditions—such as moving furniture near fire doors, unplugging alarms during cooking, or using portable heaters. Lack of tenant education could result in penalties or recharges despite good intentions.</p> <p>Risk of Enforcement Without Due Process Issue: The clause on illegal or dangerous use of the property is not accompanied by language on investigation, presumption of innocence, or right of reply.</p> <p>Potential Risk: Tenants could face warnings or eviction threats based on accusations (e.g. alleged drug use or illegal activity) without sufficient evidence or a chance to respond. This poses a serious risk of unfair or discriminatory treatment, particularly for tenants who may already be marginalised or misunderstood.</p> <p>Lack of Clear Communication Channels Issue: There is no mention of how tenants will be informed of access appointments, their rights during visits, or how they can raise concerns.</p> <p>Potential Risk: Tenants may miss appointments and be marked in breach through no fault of their own (e.g. if letters are lost or not understood). There may be no opportunity to challenge or reschedule inspections, even when there are valid reasons.</p>
1+2 What about the situation at number 30. 3 adults, a number of animals, dogs roaming free and messing in gardens, allowed to escape and attack other dogs.
I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments
I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments.
my flat/property has no insulation inbetween the floors so its hell on earth to live in and you wont do anything about it, so much for a right to a peaceful living...
No comments because where I live is very safe.
Safe and secure
<p>I was told on moving in i couldn't do anything structural. I only wanted to put up a small breakfast bar, which isn't structural. I asked a person in Kirklees who makes decisions i won't name. My housing officer said i needed permission.</p> <p>I was rushed to signing the tenancy that day i viewed the flat and didn't have a moment to know what to do.</p> <p>I couldn't afford to get carpets etc down before i moved in or anything else like that done in advance.</p> <p>I didn't. I still haven't done it.</p> <p>I think it's disgusting that nothing as basic as carpets are not provided when someone moves in.</p> <p>I couldn't afford any.</p> <p>I still don't have any, well over a year after i've moved in, because it would be too much hassle to move furniture now.</p> <p>At least carpets should be fitted fresh for new tenants, as a basic feature.</p> <p>I also don't see why we can't be allowed to work from home if we want to.</p>

CONSULTATION RESPONSES

<p>I have medical issues, if i were able to work, i'd prefer to work from home, so that i can stay on my own, and not have to be among other people in a work environment. I've had too many people cause trouble for me, including the residents here, and i just want to keep to myself. I hate it here.</p>
<p>Agree</p>
<p>That needs to get better in using and keeping our home safe as i have repairs that have not been done for years and Kirklees is thinking about cutting or charging tenants you wont have many left at this rate, how can house be kept clean and tidy when advised by Kirklees that cannot do any decoration or upgrade until we have carried out necessary repairs which unfortunately takes years with Kirklees especially when you have been in property for a long time, boundaries with my property we have not been given our full boundaries due to big tree which would be in our garden and a problem to deal with.</p>
<p>I could do with an electric fire especially when we have cold weather</p>
<p>I disagree with having to get permission for having a motorised wheel chair in the property, if one is needed to move around! This feels discriminatory, some people are reliant on them. If permission is denied, they cannot mobilise/ manage in their home!</p>
<p>I have no comments or concerns about the proposed changes in this section.</p>
<p>Im on third floor my daughter is autistic and i cant leave my daughters pushchair downstairs i have too keep taking it upstairs i need help with this please</p>
<p>I don't see our local police officer or the housing officer, but this maybe often du to me being at work during the day It would be good to see either off them around in the evening even if its just to say hello</p>
<p>some council workers ar in gud in how they do ther work. an others rush job as don't hav enough time too finish a job so in end's nother day too complete. upset plan s somt time. eg mi sen</p>
<p>Should be cameras in lights ppl selling drugs on street</p>
<p>Again upstairs person who thinks she owns the block when drunk with friends in property throw whatever is at hand out of window empty beer cans sandwiches tea caddy tissues cig butts lighters ecigs thats run out recently only last night she threw water on veranda and washed a good few cig butts by communal doors and guess what still there .xxxxxor housing officer as picture of everything</p>
<p>Everything seems ok at the present time</p>
<p>I have no comments or concerns about the proposed changes in this section.</p>
<p>.need new kitchen and wall cuboard to be removed its dated back from the 60s</p>
<p>Cupboards and windows could be mades easier to use for shorter people such as myself</p>
<p>Make windows and cupboards easier to reach for shorter people</p>
<p>I am safe enough</p>
<p>Knh have no interest in keeping me safe.</p>
<p>Shouldn't need to pay £30 for a doctor letter just to prove I have vertigo</p>
<p>We have asked 3 times if we can fence off the back because anyone can come and use othe tenets stuff</p>
<p>Maybe a problem cutting grass etc. for older/ health problems, doesn't take this into account.</p>
<p>Regarding the section proposed 5&6 it won't matter how you alter the tenancy you don't make people abide by it. This is proved by the fact my next door neighbours (both sides) have been allowed to grow the hedges to such an extent my fences are having to be replaced, they also don't seem to have had to cut the lawns since they moved in. So why bother</p>

CONSULTATION RESPONSES

Safety is one of the biggest concerns too many tenants but a large number of tenants do not comply with the safety protocols and leave the access compromised. Windows on the ground floors communal areas need to be better monitored
No issues or concerns with this section
Point 3.1 in section permits holding of gases if stored in appropriate containers however section 3.8 prohibits altogether. Appears 3.8 contradicts 3.1. Please clarify. 4.2 Please take into account people's mental health conditions that may impact their ability to do so. If possible please state the exception and help/support you would offer. 4.3 there are some property structural matters that encourage condensation and mold. Will you add your responsibility to address these eg extractor fans that are barely extracting? Windows seals with holes in them. Also a lot of points referring to tenants responsibilities but not enough points explaining or stipulating tenant's recourse where council fails to meet their repair obligations.
Section 3.7 quote: You must not let waste or other materials build up which may cause a fire or attract vermin. How should tenants maintain this? We are regularly paying towards the cleaning services which includes regular removal of trash and bin liners from the designated area. On several occasions this hadn't been done promptly which resulted in the area being unhygienic and floor area infested with maggots.
Its safe and I felt safe till when the neighbours opposite started doing their vehicle repairs and the street has people we don't know in front of their house and in front of no. gathering for car repairs
I have no problems on being safe I live on a lovely quiet street
People are parking cars each day and night days on end
Communal area is cleaned once a week by a tenant Tell the new tenants they must keep their area and garden clean and tidy
Housing Officers used to attend coffee meetings and do estate inspections, I don't even know who mine is anymore. There are rats on the estate Tenants leaving car parts under the trees
We have been here 9 years in July, outside has never been painted. Police had advised the council should take the area seriously. xxx is 1 bedroom yet there is mother, son and friend living there.
You are proposing that the tenants keep the shrubs, trees & hedges must be cut back & well maintained, however, as I live in a block of 8 flats who share a communal garden which for the last 13/14 years has been taken over by 3 tenants who were keen to enhance the garden & plant shrubs, trees & hedges, put down patios & a fish pond. It did look beautiful & they were rightly proud of what they'd done, but, I raised concerns as far back as 2015 with KNH & xxx who was at the time Housing Manager, my question was then & is still the same now. What happens when they are no longer capable of doing it anymore? I was never given an answer to my question. Regrettably 2 of the tenants have now passed away As there is a key on the gate to the garden & only 3 of us have keys to gain access, what happens now? The rest of the tenants are either in ill-health themselves or have never had any interest in the garden or access. The trees & shrubs are already in need of attention, luckily after being locked out of the garden for all these & therefore didn't need to cut the grass they have been given access for the last year as the tenants who are still in charge of the garden have allowed them in to cut the grass. As I said I raised my concerns years ago & a meeting was arranged by the Housing Manager

CONSULTATION RESPONSES

for myself & 4 of the tenants to discuss what I saw as the problem coming in the future , it was dismissed as a ' Vendetta ' against the tenants who had done all the work on the garden .

Over a period of 5 years two of the ground floor tenants have been given permission to install patio doors at the rear of the properties giving them direct access to the communal garden. They then immediately set about putting down patios, digging fish ponds, planting large flower beds and small vegetable plots. They then also put a padlock on the gate which effectively stopped KNH staff access to cut what grass was left after all the planting they had done, as they declared they would be cutting the grass from now on .

When I questioned how much of the garden they had taken over on their own behalf, their reply was that KNH was encouraging residents & tenants to take control of their own gardens.

Which, as they had direct access to the garden they were doing with some gusto!!

I have never found out if they asked permission to put down patios, however, as the garden is owned by KNH I can only assume they were granted permission by the appropriate unit in KNH.

Now , I realise that the garden does look very pretty , and while the two tenants are able bodied they will manage the upkeep for now, what happens in a few years' time when they may no longer be capable of the upkeep , does KNH step into the breach and maintain their flower beds & patios ?

One of my main concerns however is that it has given the two tenants a very strong sense of ownership, they have never stopped the other tenants in the block from using the garden as they know they have no right to.

I doubt I am the only tenant in my situation that has come across this problem regarding direct access to communal gardens, I have in the past had to contact xxxxx with specific concerns on the matter , which, I am glad to say he has helped me with immensely, but. As the saying goes 'The damage has been done'

If KNH is going to carry on with this policy (direct access to communal gardens) I think you will find some very pretty gardens but some very disgruntled tenants.

I have actually spoken to two Estate Agents who advised me that in the private market, the ground floor flats with direct access to the gardens would most likely command a higher rent than the 1st floor flats.

My apologies for being so long-winded about the matter, however, as I said, I have watched this happen over 5 years. If KNH still think allowing tenants to install patio doors to the garden definitely has as many drawbacks as plus points. Which I think should be taken into consideration in future.

regarding proposed grass cutting charges I can understand the reasons but wonder if :-

Consideration has been given to any re wilding ?

There are places, even close to housing, which would possibly enhance the area with careful re wilding.

Cut grass will it be removed or used as mulch around trees ?

Re wilding would of course obviate this.

Use of weed killer on grassed areas especially near footpaths but sometimes indiscriminate where common sense has not prevailed.

Whilst understanding the reason the dead grass area is often replaced by flat leafed weeds which, in my experience, are more dangerous than grass when walked on, especially when wet. Alternatively keep the weedkiller off areas obviously tended by tenants.

Thankfully the majority do keep their area clean but there is a few that has no respect for others, especially those in blocks of flats

Yes I use my house to dwell not business

CONSULTATION RESPONSES

<p>18.5 refers to payment for heating services by tenants. However, there is no mention of the landlord's duty to provide reliable meters and to bill regularly and promptly for utilities consumed by tenants which would allow tenants to budget properly for usage. Our experience has been that bills are not timely and often based on incorrect meter readings and are incorrectly calculated.</p>
<p>I work from home for employers and it is all computer-based. I need to work from home due to my disability. I have previously had permission from the housing officer to work from home, this was some years ago via email. Do I now need to get written permission from the current housing officer to continue to work from home please? I do not disturb my neighbours and my work is all computer based?</p>
<p>PROPOSED 5 & 6 Regarding: Securing Against Intruders: Point Raised: Door entry system in blocks of flats occasionally faulty and ajar for periods of 24 hours or more meaning outsiders have access, effectively reducing security. General Suggestion: Tenants to be given option of consultation with Local Police Crime Prevention Officer as part of Proposed Annual Home Visit. Purpose: i) expert home security advice; ii) Council, Police and tenants (as part of wider Public) working in conjunction and improving social cohesion; iii) reduction in crime.</p> <p>PROPOSED 13 [13.1] I support proposal of not throwing out of windows/balconies. Suggestion 1: Extend proposal to include no lowering of items via string/rope etc. Purpose: i) prevent unnecessary injury; ii) prevent damage to windows & sills; iii) reduce ASB disturbance factor. Suggestion 2: Extend CCTV to uncovered areas where behaviour has increased since original coverage installed. Purpose: Extend effective preventative elements as Suggestion 1.</p>
<p>No problem</p>
<p>There should be more policing and security implemented on the streets because of antisocial behaviour.</p>
<p>79 replies at Monday 12th May</p>
<p>Proposed 4.3 The part about wiping down the window sills and walls wouldn't be a big problem if there was extractor fans in the bathroom. Using your home and keeping safe It doesn't seem fair that people that need to use mobility scooters need permission to have one.</p>
<p>Section 4 Using your home. We have had considerable problems with multiple piles of black bags not removed by the collection each week. I complained for some time about the rubbish build up on behalf of my neighbours but it took months, and a great many phone calls and emails, for this to be resolved.</p> <p>5/6; those of us with small plots and gardens do our best to keep them tidy and in good condition but when straying dogs destroy plants and leave faeces in them it is very annoying</p>

CONSULTATION RESPONSES

I agree with the Tenancy Agreement. It has been laid out in Black and White and everything is their plain to see. I cannot see anyone Disagreeing with it. As it is all written down in front of them and there is no argument.
not happy
83 replies at Tuesday 20th May
None
I don't have
85 replies at Thursday 29th May
85 replies at Wednesday 18th June 25
<u>SECTION 5 – ANTI-SOCIAL BEHAVIOUR</u>
it is pointless having a contract about anti-social behaviour when you dont enforce them
You dump drug dealers in our old peoples complex so from not seeing the police here in 6 years now we see them in force and sometimes with guns weekly. We also fpget knocked out of bed in the early hours of the morning trying to get access to one of "your" drug dealers. The smell of drugs, noise and constant police presence is having an affect on our elderly peolles lives. Also when you let a flat you tell people tgey can park anywhere instead of pointing out as a community carpark most people agree spaces and vusitors bad parking is the responsibility of the flat they are coming to visit.
Do not understand any of it due to my learning disability
Antisocial behaviour is currently poorly dealt with so needs a massive improvement
More to be done to tackle anti social behaviour. Not just warnings that are not taken into account.
Absaloutey horrendous have no words at all
This should be delt with quickly people should not have too pit up with bad tenents..
Sick of loud cars driving passed been loud early hours of the morning
From time to time people think it's ok to fly tip around xxxxxx, I have reported this a few times to xxx
Too much emphasis on the Tenant. (You) Is used significantly more than (We). You as a Council service should make Tenants feel welcome. Not like prisoners. It's evidently clear that there is an internal financial struggle and you are trying to recover that from Tenants. Do most Tenants give you trouble? Because that's how it comes across in your new proposals. I'd urge the Council to value Tenants more. To provide modern properties. To provide safety and security. To provide furniture for new Tenants. To provide necessary living components so that Tenants feel welcomed. Moving into a home can be daunting. If I were to read your new proposals, as a new Tenant. My first question would be "Are you guys okay?". Because you sound angry. The new proposals don't sound like they are supporting Tenants. They sound like you are looking for angles for financial gain. Good Luck.
It's an estate I have lived in worse nice people getting shafted by the council
People constantly leave rubbish outside on the footpath specifically our home and I keep cleaning it but council is not punishing anyone even There are cctv on top of our street.

CONSULTATION RESPONSES

<p>Anti social behaviour is definitely on the increase . Damage to communal areas, littering, dog fouling, drug misuse . Motor vehicles, bikes, quads etc. All being ridden " off rd " frequently. This needs more policing and deterrent, urgently . Please, please.</p>
<p>Illegal changes to tenancy agreement by law it cannot be changed without written agreement of each individual tenant in relation to that property only if the tenant does not agree it cannot be changed period you cannot impose it or enforce it If you try it you will incur legal costs and compensation claims from all tenants running into many millions</p>
<p>Have had a few problems with neighbours. Seems to have calmed down at moment</p>
<p>Agree with rules</p>
<p>Refer tenant to relevant agency and how to contact regarding asb. Along with what is a clear breach of tenancy and what consequences it can lead to.</p>
<p>Tenants to be discouraged from throwing out 'Pigeon' Food. This is currently going on & we are fearful of getting Rats. This is unhealthy & needs stopping. There is a difference between using Bird Feeders in trees to feed garden birds - a few sparrows - and neighbours deliberately encouraging a flock of pigeons on a daily basis by throwing large amounts of bread, food waste etc on the ground. .</p>
<p>Finally, we need positive consultation as to how the Council hopes to deal with living standards in our area- as we want to 'keep it nice'.</p>
<p>The bullies need to be sorted out, we dont all live like everyone else</p>
<p>Camera at the entrance that controls who enters Phone in apartments or houses for SOS calls(receiving the call, the responsible authority sees where the call is coming from) Silence after 11 p.m. Rules on the wall in the corridor and the imposition of fines for disturbing the peace in cases of disputes, fights, etc.</p>
<p>I agree with the tenancy but not everybody does, I've had numerous issues with noisy tenants but I get passed from one department to another, also it should have somewhere that can be reported anonymously as I've seen others get backlash for reporting people and their behaviour</p>
<p>No this section is ok.</p>
<p>Agree</p>
<p>I would like changes added to anti social behaviour from neighbours who smoke drugs which enter neighbours property. It should be made easier to deal with these tenants because unlike noise and nuisance it is a lot harder to prove because you cannot record evidence. There needs to be a different system to deal with this issue. I have been having this issue with my neighbours for over 10 years and the council still haven't been able to stop the illegal use of cannabis from them as the smell of cannabis smoke enters my home through cavities and under floor boards and by the time council come to check it has cleared. So by being able to call someone at the time so they can come and check would catch them doing it at the time.</p>
<p>Make a lot of noise slamming doors no need get them seen to</p>
<p>Council do nothing about this effectively, especially if it certain trash tenants</p>
<p>Too much details are required before any action is taken, would be better to install monitoring devices and take action when we tell you rather than let things escalate</p>

CONSULTATION RESPONSES

<p>We live in a area in Mirfield where we are all of pensionable age.</p>
<p>I do believe the council and its partners should use the availability of covert surveillance in a timely manner on all council managed estates. DRUG dealing and taking must be discouraged and stop turning a blind eye.</p>
<p>The only thing I would like to bring to attention is the part about tvs being used after 11pm. I understand that people need to keep these volumes down as to not affect neighbours but I don't think it should be written that they cannot be used. As a parent of a child that doesn't really sleep because of disability and complex needs it should be worded for them to be used quietly.</p>
<p>Would it be possible to specify about fire safety, i.e. any fire related incidents which could cause damage to property or surrounding area? I have been challenged by a tenant because she advised there was nothing in the tenancy agreement about not setting fires. I advised this was anti social behaviour and she disagreed.</p>
<p>Mentioned that we should be able to make it easier to evict tenants for ASB</p>
<p>this section seems to be very difficult. I think it's easy to accuse innocent people. All that is needed is for one neighbour to dislike you and you have had it. People I know who have problem neighbors are too afraid to report them</p>
<p>Section 5 of the proposed tenancy agreement introduces expanded and more detailed clauses around anti-social behaviour (ASB), aiming to set clear expectations for tenant conduct. While addressing ASB is vital to ensuring safe and respectful communities, the language and approach used in this section raise important concerns around fairness, proportionality, and the risk of misapplication—particularly for vulnerable tenants.</p>
<p>One of the main issues is the broad and potentially subjective definition of ASB. The agreement includes a wide range of behaviours under this term, from noise and nuisance to more serious acts like harassment and criminal activity. While this provides flexibility for enforcement, it also risks being applied inconsistently or unfairly, especially in cases where behaviour is misunderstood, culturally different, or unintentional. Without clear thresholds or examples of what constitutes a breach, tenants may face enforcement action for minor or isolated incidents.</p>
<p>There is also no reference to how the Council will investigate allegations of ASB before taking action. Tenants could be exposed to warnings, injunctions, or eviction based on neighbour complaints without sufficient evidence or an opportunity to respond. This is especially concerning for tenants with mental health conditions, autism, or learning disabilities, whose behaviour may be misinterpreted as disruptive. Under the Equality Act 2010, the Council must ensure that enforcement decisions take account of a tenant's disability and make reasonable adjustments where appropriate.</p>
<p>Additionally, the agreement does not outline a clear or transparent process for resolving ASB disputes. It should commit to early intervention, mediation, and support as the first step, rather than defaulting to legal or punitive action.</p>
<p>Questions/Recommendations: Can the Council provide clearer definitions and examples of ASB, distinguishing between serious, persistent, and minor incidents? What processes are in place to ensure fair investigation and evidence-gathering before enforcement action is taken?</p>

CONSULTATION RESPONSES

<p>Will tenants be offered the opportunity to respond to complaints before any formal warnings or notices are issued?</p> <p>How will the Council ensure that tenants with disabilities, mental health conditions, or neurodiverse needs are not unfairly penalised under this clause?</p> <p>Will the agreement include reference to early-stage interventions such as mediation, tenancy support, or behavioural agreements?</p> <p>How will the Council determine whether behaviour qualifies as anti-social, given that perceptions of nuisance can be subjective?</p> <p>Will a formal appeals or dispute resolution process be available to tenants accused of ASB?</p> <p>How will malicious or unfounded complaints by neighbours be addressed to prevent misuse?</p> <p>Risk:</p> <p>The expanded definition of ASB, including accountability for the behaviour of visitors and household members, may lead to enforcement actions against tenants for conduct outside their direct control.</p> <p>Potential Consequences:</p> <ul style="list-style-type: none"> •Eviction proceedings or loss of tenancy rights due to the actions of others (e.g. teenagers, guests). •Increased neighbour disputes or false allegations leading to stress and stigma. •Vulnerable tenants (e.g. those with mental health issues) being disproportionately affected.
<p>The council needs to look at it's own policy on vetting people prior to allocation of property. A tenant arrived with nothing, has now left under a very dark cloud.</p>
<p>I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments.</p>
<p>I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments</p>
<p>It would be worth while knowing what the maximum amount of pets (especially dogs & cats) is for all properties.</p>
<p>my flat/property has no insulation inbetween the floors so its hell on earth to live in and you wont do anything about it, so much for a right to a peaceful living...</p>
<p>Where I live no problem with antisocial behaviour.</p>
<p>I am for help antisocial behaviour</p>
<p>There isn't anti social behaviour as such in terms of criminals, except for the bullies i've mentioned below. Which, in my opinion is anti social behaviour.</p> <p>There was a massive chunk of grass and soil taken out of the grass slope last year, i'm not sure the reason, but it was not good.</p> <p>It was a mess for months, like a car had been trying to hide along our road and either gone up or down the grass slope at speed, grinding up the earth.</p> <p>Disgusting.. there should be railings, with just a small gap to get a person through at a certain point if they need to go down the grass to avoid going right round.</p> <p>I've only lived here jyst over a year, and i've regretted it from the start.</p> <p>The sign saying resident only parking needs to be an official Kirklees one and more prominently placed, but more than one, also on the straight bit where people that shouldn't park. Like the man who's current vehicle ends FSY can be told he shouldn't be there. He has his own property.</p> <p>We don't have enough spaces for the residents, never mind anyone else.</p> <p>It's also too small a space, why they had to put so many flats is just stupid, when the car park area should have been larger.</p>

CONSULTATION RESPONSES

Agree
Luckily where i live we don't really get any social behaviour but would like to see it being tackled by everyone and Kirklees to do more to protect their residents
any positive changes in this section are welcomed but unfortunately it seems when anti social behaviour/ disruptive neighbours is a problem nothing much gets done about it
I am very respectful to my neighbours just a shame they don't do the same
I have no comments or concerns about the proposed changes in this section.
Its not too bad, we do have bikes going up and down the street and sometimes cars going to fast
it should b be addressed an people removed. as too much ov these problems.
Children playing on street with football .teenagers being mouthy wen you ask them to watch the car or mind the plants.
Yet again person upstairs as parties with mates but 9 times out of 10 she is stoned befor it starts smoking joints stinks in communal areas should not have to put up with this then when party starts its all shouting but hang out of window shouting too or coming in through communal door at 2 am bannng on door as cant find key going whoop whoop then Bang booted door in ...its not good living here i move in December 24 but didn't sign up for all the shit we are getting from one upstairs flat when sun is out so is she in communal garden plus all her mates music playing loud outside our bedroom window so cant open any windows i had my washing on washing line and they started to light a barbecue not good at all like i say did not sign up to be like a prisoner in our own flat ...its like we can only play out when she is not playing out...not good ..
I have no comments or concerns about the proposed changes in this section.
I had issues in the past with 2 neighbours xxxx from 48 flat above 50 flat and 2nd neighbour is from 54 flat his name is xxx they give me antisocial abuse as much as i ignore them i do feel intimidated by these 2 men.They both are friends.Ive contacted the police twice bcause they threatened me. I dont feel safe anymore going out of my flat to walk.
More control over these rouge bikers please going round reving there engines
Alot needs to be done about other tenants especially in flats certain neighbours that need to learn they cant go around hitting other people also spying on the neighbours across the road with a camera thats pointing directly to the garden and door
Especially bikers that think its fun going round the estate reving the engine and no helmet
I have reported antisocial behaviour by phone and online,asked you to re house me for 6 years,no help,spoke to estate managers ,there comments Just duck and dive/we cannot do anything about it,you will have to get used to it. The problem is kirklees housing put drug addicts,jail birds prostitutes in there houses,but will not help ok people
This has been a problem from day 1 of moving in, and you are aware of this.and its getting on for 2 years. How can it be right 2 adults and four children in a 2 bed flat.... the noise is unbearable. To make it worse alot of the noise is made deliberately. No consideration for me, the tenant below..and it is every day. I understand the flat above is private rent, however their inconsiderate behaviour has caused damage to your flat with flooding and cracks to walls and ceiling.
Knh, Are totally and utterly non-existent in helping and supporting me, in the ongoing issues of anti social behaviour, they are good at writing down reports and oral, but all without substance, even when 100% evidence is provided.
about time but will you follow this up with action's not just words

CONSULTATION RESPONSES

It feels like am back living at xxxxx again
we fully agree as we are suffering with our next door neighbour his girlfriend causes trouble when she comes up she invites all her friends and their dog they home at 1 30am and 4 am making a lot of noise
I dnt have any issue yet
Not too much of a problem in our building but some tenants who have stayed in the complex make their own rules and do not allow to do anything that new tenants were to was okay to do for example having a barbeque in the complex.
Need housing officers to be more proactive in tackling some of these issues as they notice them. Eg officer seeing a messy neighbour garden but failing to raise matter with them. Everything shouldn't be a complaint before it is addressed.
The only thing worth mentioning is the use of the CCTV and the security of the main entrance door. There are occasions where vandals and people who do not live in the building forced entry and occupied the communal areas. This makes it unsafe environment and despite my complaint and reassurance from the officer this had been happening again Perhaps the security of the entrance should be revised.
It has become much better than it used to be years before the covid-19 pandemic
I have no comments on that were i live its so quiet
Gas bottles in the garden, a fire is lit in the garden near those which is a huge health and safety concern.
They does not seem to be any mention of dustbin compounds that are allowed to become a dumping ground for all sorts of rubbish. Dustbins left on the pavements for weeks and months causing a hazard to pushchairs and mobility scooters. Who is monitoring this poor behaviour within the estate?
We are suffering from asb and the tenants know they will be no consequences and certainly no chance of eviction they are feral and have full control
Could you make sure all staff knows about the rules as we've complained about excessive noise from the flat below. We have been told by xxx they can make as much noise as they want before 10pm. Surely this cant be right
whilst most grassed areas near me are fenced off from the public the area in front of my lounge window and others is not and dog walkers seem to think it is a public area and bring their dogs along which foul the area. Not very nice if one is enjoying a cup of tea and a biscuit !! Most appear to collect the mess but some decide to use the grey bins of tenants.(Our bins, incidentally, are collected by the bin men who often only need to pull out the bags , dog mess bags are thus left in the bin.)
I have challenged some of these people only to receive foul mouthed abuse on some occasions, counter challenges from others and understanding from a few. Until about five years ago there was a small sign on a lamppost which said :- No Dog Fouling.Grassed Area is for tenants use only.
Some time ago I asked the housing manager, I forget his name, if the sign could be replaced and offered to pay for it or contribute up to £100 towards it. I was told it could not be policed ! The most inane answer I've had from anyone, supposedly intelligent, in many years.
Aged 84 and with normal age related problems, heart in particular, I'm not in the best position to argue with people. To be able, along with others nearby, to point to a sign would be of considerable help .

CONSULTATION RESPONSES

<p>Occupants of Belmont Grange are also treated to the spectacle and the difference for us living here is not that a dog acts naturally but that it is deliberately walked onto the area for all to see. Sheer bad manners in addition to being anti social.</p> <p>So, we have financial problems locally and I have basically no objection to contributing to grass cutting but not for the benefit of irresponsible dog walkers and I think it is incumbent upon the Council to provide signage as described above . My offer to contribute still stands.</p>
<p>It seems nothing gets done about these tenants, they get treated better than tenants who haven't caused the ASB. Currently we have a situation that is living hell, with no regard for others with mixed generations which is a bad move. We have different lifestyles whilst im trying to sleep they want to party and stay up late and sleep all day.</p>
<p>I keep my garden neat and tidy. I have problems with my next door neighbour on no 24 everyday young boys are at my door step smoking, I can't open my windows it will be smoke in my house, they stand at my door and spit at my door. Smoke cannabis and bits of cannabis at my door. I have asked them to stop but they continue doing it. They also let their dogs urinate and pupu at my door step and this is so annoying. Am tired of putting up with this undesirable behaviour.</p>
<p>No smoking in the communal corridors. Communal doors getting vandalised.</p>
<p>Currently the council cut the grass outside my bungalow as I am permanent wheelchair user, will they no longer do this and I am expected to hire someone to cut the grass please?</p> <p>Also, there are some very high conifers on the border of my bungalow - technically its not my front or back garden it's on a piece of land belonging to the council that my accessible path to my property runs across. I have previously reported to the council on a few occasions that these conifers need cutting. They are very high and are interfering with the phone lines. Kirklees council employees have been out to take a look at the conifers on a couple occasions over a year ago, but have not taken any action. Is it now my responsibility to get these conifers cut or is it the council please? I have previously been told the conifers are the council's responsibility but they have never been cut</p>
<p>PROPOSED 1 [1.1 through 1.6]</p> <p>I support proposal in principle but not completely in practice. Term 'Visitors' is too vague. Subject area can be more complex.</p> <p>Consider personal experience has shown that it is indeed 'possible' to reduce ASB and the potential for it from certain individuals/groups by removing oneself from those relevant acquaintance(s) but that this can take considerable time, patience and diplomacy and not always successfully.</p> <p>Consider also: a) Nobody can be held responsible for the actions of others; b) Not tolerating ASB in or immediately outside of one's home is not in itself sufficient to prevent such behaviour; c) Attempting to deter ASB which in itself may not be deemed severe enough to be criminal and thus insufficient reason to telephone police can exasperate matters as indeed can contacting police/council in the form of retribution; d) well behaved visitors are occasionally accompanied by badly behaved visitors.</p> <p>Suggestion 1: Proposal must include as fully an investigation of further complexities before taking action against tenants who may have done everything reasonably possible within the wider tenancy agreement and law to reduce or eliminate ASB from in and around their home but to no avail.</p> <p>Suggestion 2: Increased CCTV and/or onsite management presence.</p> <p>[1.8]</p> <p>Suggestion 1: During proposed Annual Home Visit/Beginning of tenancy (secured or</p>

CONSULTATION RESPONSES

<p>introductory) Tenant given opportunity to demonstrate measures taken to reduce/prevent likelihood of disturbance to neighbours.</p> <p>Example 1: Permitted soundproofing.</p> <p>Example 2: Headphone facility on respective audio equipment.</p> <p>Example 3: Proposed/acceptable practice times/durations of acoustic musical instrument, including but not exclusively of cultural association.</p> <p>Suggestion 2: Introduction of minor compulsory soundproofing in flats/maisonettes.</p> <p>Example: Carpets; Sufficient sized Rugs; Runners</p>
<p>Will these proposed rules be followed? Once again everything on this list that you are NOT TO DO a certain tenant does it all and nothing gets done about it ive been neglected as a tenant of KNH they do nothing to help me with any of the mentioned in section 5 so dont write rules that people dont comply with! I would hate for anyone to be suffering the way i am its beyond words and heartbreaking!</p>
<p>Dont know how you intend to sort these problems out because sertain people seem to get away with everything and others you frow the book at them .</p>
<p>This is one of the main concerns for us as tenants and many others on our street at xxxxxx, we have lived in this property for 9 years and every year all year round we have the same problems.</p> <p>This consists of unlicensed trials motor bikes, scooters and quads, speeding up and down xxxx and xxx avenue pulling wheelies, riding recklessly and dangerously at a risk to pedestrians and license paying vehicles. XxxxxCrescent is used as a speed way for cars and unlicensed motorbikes on a daily basis, this is causing anxiety for a lot of law abiding people. There are no cameras or speed bumps or even chicanes for any sort of prevention, even tho after speaking to many residents who have made their concerns clear to the council have not implemented anything, when you speak to the council they say its a police matter, and the police say its a council matter and around we go, there needs to be something put in place for decent tenants that want a nice neighbourhood. This is a big issue and concern.</p>
<p>81 replies at Monday 12th May</p>
<p>Proposed 5&6 Gardening he says not my job</p>
<p>Proposed 5.4 Outbuildings can't be secured if the door needs replacing. If you have a padlock on the door it can let people know that you have something in it.</p>
<p>Section 5 Anti social behaviour The conduct of some neighbours and their visitors has been very disturbing for this small area. Elderly people are often too frightened to report the trouble not knowing how it will turn out. If the council is notified can they be sure something will be done?</p>
<p>I agree with the Tenancy Agreement. It has been laid out in Black and White and everything is their plain to see. I cannot see anyone Disagreeing with it. As it is all written down in front of them and there is no argument.</p>
<p>Also in the literature i was sent it mentions nothing as far as i can see anything regarding tenants use of barbecues and the nuisance it brings as i have complained to K.h.n some weeks ago regarding this matter and a certain ***** was looking in to this matter as i suggested literature on the do s and donts and protocols of having a barbecue in the form of a letter sent to every tenant at springwood hall close i wait in anticipation and hope regarding this matter.</p>
<p>not happy</p>
<p>87 replies at Tuesday 20th May</p>

CONSULTATION RESPONSES

None
I don't have
89 replies at Thursday 29th May
89 replies at Wednesday 18th June 25
<u>SECTION 6 – FLATS, MAISONNETTES AND SHARED AREAS</u>
We a had a nice complex but you dont repair paths you dont do the grounds and when you did they did more damage than good.
Do not understand any of it due to my learning disability
Gardens could be better
Parking is a joke can't even park my car out side dew to people that don't live in the area
Shared areas of xxxxxxx, who have dogs do not pick up after their dogs.
Too much emphasis on the Tenant. (You) Is used significantly more than (We). You as a Council service should make Tenants feel welcome. Not like prisoners. It's evidently clear that there is an internal financial struggle and you are trying to recover that from Tenants. Do most Tenants give you trouble? Because that's how it comes across in your new proposals. I'd urge the Council to value Tenants more. To provide modern properties. To provide safety and security. To provide furniture for new Tenants. To provide necessary living components so that Tenants feel welcomed. Moving into a home can be daunting. If I were to read your new proposals, as a new Tenant. My first question would be "Are you guys okay?". Because you sound angry. The new proposals don't sound like they are supporting Tenants. They sound like you are looking for angles for financial gain. Good Luck.
Gardener's are a joke do half a job and rather do it myself don't pay them or change contractors
Illegal changes to tenancy agreement by law it cannot be changed without written agreement of each individual tenant in relation to that property only if the tenant does not agree it cannot be changed period you cannot impose it or enforce it If you try it you will incur legal costs and compensation claims from all tenants running into many millions
Agree
If area gets a lot of leaves during autumn. Who is responsible for clearing them and how the council will help with disposal.
Some people just dont have the skills to look after there bit

CONSULTATION RESPONSES

<p>☺ Put up a list on each floor about floor maintenance 1st floor tenants clean the entrance corridor 2nd floor tenants clean the stairs, 1x per week each room</p> <p>☺ do not keep garbage at the apartment door, warn about a fine</p> <p>☺ Take out trash bins for collection when they are full and clean the place where they are located, Impose a fine for disorder</p> <p>☺ Do not put personal belongings under the stairs.</p> <p>☺ Allow to create a relaxation corner at the back of the house in the communal garden near the windows</p> <p>☺ Allow to create a small enclosed area(so that children do not run close to the neighbors' windows, for example)</p> <p>☺ It would be nice if, at the request of the tenants, black soil could be brought for a certain fee(if someone interested)</p> <p>☺ Regular Window cleaner for all tenants.</p>
No this section is ok.
We should not be responsible for shared areas if you are in flats towers or maisonettes the gullies should be cleaned by council and every 3 months they should come and clean the outside up charge it in service charge clean gullies yourself clean guttering systems and manholes and rain gullies yourself
agree
.I try to keep my self to myself
Our so called communal areas , are taken over by druggies ferals etc, so free loaders 1 , decent tenants 0 and pay for something we dont use!
the shared areas should be cleaned more regularly and updated. Some areas have old windows in shared areas, floors that are lifting up etc, this should all be dealt with rather than saying there is no money for this
I think more spot checks by housing staff would be a good thing
Fire safety as above. A tenant set a bed and mattress alight at the back of the 4-block of flats. Fire brigade were called by a concerned neighbour.
Policing such areas will be incredibly difficult. Can't see the changes will make any difference to the people who don't care.
Section 6 sets out rules for tenants living in flats, maisonettes, or other properties with shared or communal areas. While it is important to maintain safety, cleanliness, and access in shared environments, the current wording of this section raises concerns about clarity, proportionality, and how the rules will be applied in practice—particularly for tenants with specific needs or vulnerabilities.
One of the main concerns is the blanket prohibition on storing any personal items in shared spaces such as corridors, stairwells, or landings. While this may be justified from a fire safety

CONSULTATION RESPONSES

<p>perspective, there should be clear communication about what items are considered a risk and how these decisions are made. For example, tenants may need to temporarily place mobility scooters, prams, walking aids, or small plants in shared spaces, especially where individual property layouts are cramped or unsuitable. Without appropriate guidance and flexibility, tenants risk enforcement for practical and harmless actions.</p> <p>The agreement does not explain whether reasonable adjustments will be made under the Equality Act 2010 for tenants with mobility needs or disabilities. For example, tenants who rely on mobility scooters may need designated storage or charging access in communal areas. Failing to accommodate this could constitute indirect discrimination unless the Council can demonstrate it has made all reasonable efforts to meet those needs safely.</p> <p>There is also a concern that enforcement could be inconsistent or overzealous if there is no clear inspection and notification process. Tenants should be informed in writing before any action is taken to remove items and given time to rectify the issue voluntarily.</p> <p>Lastly, the section should address the Council's responsibility for maintaining communal areas—such as cleaning, lighting, and repairs. Tenants should not be held responsible for the condition of shared spaces beyond their control or usage.</p> <p>Questions/Recommendations: Will the Council provide a clear list of prohibited and permitted items in communal areas, including safety-based justifications? How will reasonable adjustments be made for tenants with disabilities, particularly regarding mobility aids and scooter storage? Will tenants be given written notice and a reasonable timeframe before any items are removed from shared areas? What mechanisms are in place for tenants to challenge enforcement or request exemptions? Will the Council clarify its own maintenance obligations in shared areas?</p>
I have none at this time
I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendment
I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendment
my flat/property has no insulation inbetween the floors so its hell on earth to live in and you wont do anything about it, so much for a right to a peaceful living...
No problem.
I might as well live in a prison with the bully neighbour nextdoor. Telling me to remove my stuff weeks after moving. Inside was priority for months. She still does it. Purposely putting her stuff against mine, when she has tons of space in an end ground floor flat. I since moved everything, even my bins, because i am sick of her bullying behaviour. She has done other things too. She gets people to be her pals, she is fake and nothing can be done. She has made my mental health worse. Her family are known to be bullies. Her neighbour friend called police on me because i stuck up for another new neighbour who was doing work on his flat during the day, not at night. She was contradicting herself many times. I got annoyed and swore, because again, she was fake and just because they've been there a long time, think they own the place. Communal areas are exactly that. I shouldn't have had to move my things, even storing them now in my car because of this. Nothing is done. I wanted to be moved. I've bid. She should be

CONSULTATION RESPONSES

<p>or the new one upstairs she has deliberately got on her side to tell lies about me to. It's disgusting behaviour, that is like school children. I wanted peace and everyone to get on or at least speak, living here. They've made my life here miserable. I hate it. I'm paying to be made to feel miserable everyday. Agree actions in telling tenants to remove things need to happen as we have bikes tied in communal hallways</p>
<p>More care should be taken in shared or communal areas especially where there are vulnerable families and individuals living for inside and out, why specifically for cats I understand some can be allergic when attending the property but measures should be made to find out and either not send them or prepare then and advise cats to be moved dogs I understand can be temperamental but cats are gentle, why does permission be required for that cats not dogs.</p>
<p>I have no comments or concerns about the proposed changes in this section.</p>
<p>I don't have a shared area</p>
<p>ther is a lot noise people don't hav respect. so i old school brought up different way things shud be.</p>
<p>No im in house</p>
<p>Quad bike causing obstruction again upstairs never gets moved</p>
<p>I have no comments or concerns about the proposed changes in this section.</p>
<p>I have concern on the blocked guttering pipes front and back drainage ive complained many times its not death with it need new guttering on the roof water drainage that is damaged needs replacing above my lounge window xxxxx. Has a fawl smell.</p>
<p>Shared gardens needs sorting i have the front garden also the back garden is shared with my neighbours upstairs but refuse to let my daughter play in the garden its alot safer than the front with it being near the main road</p>
<p>Section 5 people dumping furniture fridges ect all the time by the street rubbish bins/ xxxxx they will not pay for it takeing away. Reported it 3times since march</p>
<p>Not acceptable to pay £1 a week for grass cutting, state pensioners have very little money as it is, and the grass is not cut on a regular basis and also spaces in in large communal garden areas should be allowed to be left as nature area's ect and please be aware that not all communal garden areas are NOT shared and enjoyed by everyone when a single tenant has sole freedom to use and do as he likes for his own benefit at the expense of the other residents.</p>
<p>That's people should not hog the shared back garden</p>
<p>Every thing fine so far</p>
<p>Proposed 1.5- I don't think it's fair for people in flats, etc to have to obtain written permission before owning a cat or dog. If the animal is annoying neighbours then the affected people should complain to the council.</p>
<p>We have many problems with the heating in the corridors as ther are certain residents who think its their rights to have the heating in the total building for 12 month of the year at the highest output and refuse to switch off the lighting . I believe we need motion sensed lighting in all communal areas and heating should be restricted in the summer months</p>
<p>Quote: 2. You must share responsibility with your neighbours for cleaning any shared corridors, stairs, landing or entrance halls. I'd like to understand what are the cleaning services that tenants pay for then? Surely these tasks are dedicated to the external cleaning services which tenants are being charged for. Quote 5. If there are rubbish chutes in flat, bed-sit or maisonette blocks, you must only use them for small amounts of rubbish. You should put large items of rubbish in the special are provided, in a suitable plastic sack or container. Again please clarify how do you measure 'small amounts'?</p>

CONSULTATION RESPONSES

<p>As a normal household of 2 we have approximately 2-3 sacks of rubbish a week, there are however situation where cleaners did not remove the accumulated rubbish from the area which leads to hygiene issues and potential for maggots and smell. We are also not aware of where the are for larger items is, please provide details.</p>
<p>Does the council intend to cutting the grass in shared areas around communal/old people/bungalows in xxxx. If so is they going to be a charge how would this be decided or shared out fairly?</p>
<p>The fence at the back fell and we managed to share to cost with my neighbor and fixed it.</p>
<p>Regarding variations to the Tenancy agreement specifically charges for ground maintenance ect.</p> <p>I am against my property being charged for the above . I feel I pay enough already with my rent plus the charge for the brown bin which I have signed up for since it was first introduced.</p> <p>I have always kept the outside areas around my home clean and tidy ,cutting grass, hedges and having pots with flowers and shrubs. Odd occasions if not being well I pay for a gardener to do what I wasn't able . I am a pensioner and really don't need extra charges for something I don't use. Plus Council do not take away grass they cut , it looks a mess and gets on the pavements and road so those areas look a mess too.</p>
<p>Feels that pesticides should not be used when people are sensitive to it. Suffers with severe asthma and can not get out in the garden because of it. Also no smoking in the communal corridors. States that the lighting in the communal area is too bright. Tenants should have a choice.</p>
<p>PROPOSED 1 [1.5] Clarification required over number [*'a'] of dogs permitted in proposal. Consideration required over likelihood of dog(s) causing considerably greater danger and/or (continual/intermittent) disturbance than audio equipment. Dogs cannot be turned off in the evening. Suggestion 1: That resolving likelihood of nuisance via dogs is given priority ahead of likelihood of nuisance via audio equipment during proposed Annual Home Visit/beginning of tenancy. Suggestion 2: That NO NEW introductory or secured tenants of flats/maisonettes be granted permission of ownership of dogs within implementation of Revised Tenancy Agreement - the keeping of dogs in flats/maisonettes to be eventually phased out with the departure of existing permitted dog owning tenants. Suggestion 3a: That nobody a) marrying or b) identifying as a dog be granted a Council Tenancy. Suggestion 3b: That any tenant either marrying or identifying as a dog be considered to have broken the terms of their tenancy agreement.</p>
<p>Thats funny as the last 4 years the communal has always been obstructed by a certain tenants stuff prams, qaud bikes push bikes, door mats, kids toys,shoe racks, bags of food waste the list is endless and again nothing ever gets done about it once again KNH are a let down and have failed me as a tenant.</p> <p>I will also refuse to clean areas of the communal area i dont use such as the stairs area i dont live above and dont go up stairs so il only be cleaning the area i use as it will never be kept clean after its done as some people have no respect!</p> <p>Fire doors and security doors are always propped open in this block with bricks once again only once certain tenant does what they like and so does everybody who enters the communal</p>

CONSULTATION RESPONSES

and their property to that certain tenant.
Communal lights smashed on landing upstairs and handrail broken away from wall due to all criminals that tenant allows in no responsibility at all for nothing! Tenant is always throwing rubbish outside the communal and even leaves bags of rubbish at bottom of stairs stinking! Throws rubbish out the bedroom window into the communal yard and leaves it for days even electrical items.
Don't know what you intend to do differently because you give warnings and they dont listen so keep doing stuff until they get avicted .
52 replies at Monday 12 th May
Section 6 flats shared areas f F,g,h, he doesn't agree he says not my job(he lives in a retirement scheme and we have a cleaner who keeps the area clean) 6 if there is shared parking he says Disabled parking used by Nurses carers and Visitors
I agree with the Tenancy Agreement. It has been laid out in Black and White and everything is their plain to see. I cannot see anyone Disagreeing with it. As it is all written down in front of them and there is no argument.
not happy
55 replies at Tuesday 20th May
None
I don't have
57 replies at Thursday 29th May
57 replies at Wednesday 18th June 25
<u>SECTION 7 - ANIMALS</u>
It is pointless having strictures about animals when you dont enforce breaches. You dont say what you will do if a tenant does not have consent to keep a pet nor what you will do to the pet or tenant if the breach their tenancy
Dogs run and shit where they like, they chase and attack wild life. Cats get abandoned by young people moving out.
Do not understand any of it due to my learning disability
I keep my cat inside or my balcony but the amount of cats that wee in the building is disgusting
People that have dogs cats should clean up after the dogs poos 🐾 some resedents dont clean it up at all .This is disgusting. People should look after thr properties better .
Sick of people feeding pigeons then they shitting on my car and it's bringing rats as well
It would be a good idea for a council member to walk around xxxxxx area to take note of dog owners in this area, who are not picking up faeces,especially where children are walking/playing.

CONSULTATION RESPONSES

<p>Too much emphasis on the Tenant. (You) Is used significantly more than (We). You as a Council service should make Tenants feel welcome. Not like prisoners. It's evidently clear that there is an internal financial struggle and you are trying to recover that from Tenants.</p> <p>Do most Tenants give you trouble? Because that's how it comes across in your new proposals. I'd urge the Council to value Tenants more. To provide modern properties. To provide safety and security. To provide furniture for new Tenants. To provide necessary living components so that Tenants feel welcomed.</p> <p>Moving into a home can be daunting. If I were to read your new proposals, as a new Tenant. My first question would be "Are you guys okay?". Because you sound angry. The new proposals don't sound like they are supporting Tenants. They sound like you are looking for angles for financial gain.</p> <p>Good Luck.</p>
<p>There are dogs barking all night in our neighbourhood but council is not treating it seriously.</p>
<p>Fouling in communal areas can be problematic. I feel there is a need for more signage , deterrent etc.</p>
<p>Illegal changes to tenancy agreement by law it cannot be changed without written agreement of each individual tenant in relation to that property only if the tenant does not agree it cannot be changed period you cannot impose it or enforce it If you try it you will incur legal costs and compensation claims from all tenants running into many millions</p>
<p>I have two cats at the property they have their beds in kitchen at night. They are 14 years old sleep most of time.i keep them out of the way when building services come out .</p>
<p>agree</p>
<p>I love wildlife,but neighbours dont,i dont see why i should change my outlook for a few bullies</p>
<p>Animals can be kept, but they must be taken care of So that cats do not walk around hungry And clean mess after animals, do not keep dogs in the corridor. Establish rules.</p>
<p>agree</p>
<p>No this section is ok.</p>
<p>Dogs shouldnt be allowed in flats . Unless guide dogs cats are ok dogs need plenty of room to move about</p>
<p>agree</p>
<p>I keep my small dog on lead all time Up stairs let it wander all over no lead</p>
<p>We were told all animals in communal areas must be on lead, doesnt happen where i live and again council do nothing</p>
<p>Dogs should not be allowed in communal areas or block of flats, it's not fair to the other families who live in them and they end up having to clean up after the mud. I am sacred of animals, having a resident leave theirs without a lead petrifies me and causes constant problems. The council cannot and does not enforce ASB practice. You can ask the tenant to keep the dog on the lead but you don't have to live with them so you don't care. You shouldn't let them have permission to have dogs in blocks.</p>
<p>"Impact of proposed changes": with keeping of pets, rules on the size and type of the property details suitable for animals needed. Say, in flats, only a cat, small dog / bird / hamster. (Section 1.14) Not good for large dogs - size and breed needs to be specified - to be kept in a flat. health hazard from extra mess, and noise (eg. barking when left alone).</p>

CONSULTATION RESPONSES

No problems with animals . We have a small dog which we keep under control.
I think dogs cats should be limited to one per hourshold
I think on the animals side of things it needs to be made clear that service animals are not counted in the amount of pets if this is the case. A lot of people now have guide, buddy, disability, hearing and epilepsy dogs I think Kirklees could make it more clear that they are disability friendly as an organisation so to highlight these animals not being included in the “pet” group of a household is very important.
Large dogs kept in flats with communal access, shedding dog hairs in communal areas
unfair to those who are good considerate animal lovers, especially those who have animals as therapy or have indoor cats that do no damage.
<p>Section 7 introduces updated rules around keeping pets in council properties, including a requirement to seek written permission for certain types or numbers of animals and to ensure that pets do not cause nuisance or damage. While a degree of regulation is understandable to protect neighbours and property, there are several concerns around fairness, clarity, and the potential impact on existing tenants and vulnerable individuals.</p> <p>Firstly, the lack of detail about permitted vs. restricted pets creates uncertainty. The agreement should clearly specify which pets are allowed without permission (e.g. small caged animals, fish), which require permission (e.g. dogs, cats), and what constitutes a prohibited pet (e.g. dangerous breeds, livestock). This would help prevent unnecessary disputes and ensure consistency in enforcement.</p> <p>Secondly, it is unclear how the Council will handle existing pets that may exceed the new rules. Many tenants may have responsibly kept pets for years without issue or prior written consent under the old tenancy agreement. Requiring retroactive permission or threatening enforcement could be deeply distressing, especially for tenants who see pets as part of the family or rely on them for emotional support. A compassionate and proportionate approach is essential here.</p> <p>There is also a risk that these rules could disproportionately affect tenants with mental health needs, learning disabilities, or social isolation, for whom pets may play a vital role in wellbeing. Under the Equality Act 2010, the Council has a duty to consider reasonable adjustments, including accommodating emotional support animals where appropriate. There is no mention of this in the current draft.</p> <p>Furthermore, the process for requesting permission is not explained—tenants need to know how to apply, what factors will be considered, how long decisions will take, and whether they can appeal a refusal.</p> <p>Suggested Questions/Recommendations: Will tenants with existing pets be “grandfathered in” and not penalised under the new rules? Can the Council publish a clear policy listing what types of pets are permitted, require permission, or are prohibited? Will tenants be provided with a clear, fair process for requesting pet permission, including the right to appeal a decision? How will the Council make reasonable adjustments for tenants whose health or disability is supported by having a pet? Will tenants be notified in writing if their pet is deemed a nuisance, and given the opportunity to rectify the issue before any enforcement?</p>

CONSULTATION RESPONSES

<p>Risk: Tenants may be required to remove animals if they breach new pet limits or cannot provide written permission—retrospective or otherwise.</p> <p>Potential Consequences:</p> <ul style="list-style-type: none"> •Emotional distress, particularly for tenants who rely on pets for companionship or wellbeing. •Difficulty complying if a tenant has multiple animals acquired legally under previous rules. •Pet rehoming or legal disputes if permissions are revoked.
Please refer to using home.
Can a visitor bring their pet to see me if are looked after in a reasonable manner
I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments
I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments.
It would be worthwhile knowing what the maximum amount of pets per property is - especially cats & dogs.
my flat/property has no insulation inbetween the floors so its hell on earth to live in and you wont do anything about it, so much for a right to a peaceful living...
Just get fed up with dogs barking ,and dog poo not picked up. Needs sorting .
<p>I have an indoor cat. I appreciate that the windows don't open fully unless manipulated to do so.</p> <p>I don't think people should be moved into upstairs flats, with dogs, the noise is atrocious, especially if they don't have carpets.</p> <p>I hear the dog even moving slightly.</p> <p>The owner of the dog did work until well into after 1am. Housing Officer still hasn't spoken to him weeks later. It's a violation of tenancy. There shouldn't be procedures, it is within 1st year. He should be thrown out.</p> <p>I'm being bullied by these people and nothing is being done.</p>
Yes once a dog is reported for barking or noise reported it needs dealing with straight away and the dog rehomed on the first warning
Cats are in house unless you have allergy cant be helped but dogs there is a reason why they are the way they are an rules in place, if they don't then they should for dogs I understand but cats respectfully no not needed. But cleaning up after your selves is only natural but not looking after or even neglecting is different but worded very harshly. They can be put in another room or out of way.
People don't a stick to this
I have no comments or concerns about the proposed changes in this section.
There ate some dogs on our street which we have reported to the police that are dangerous and I myself reported them. I was going to my car one morning when the dog charged at my gate growling at me, i was lucky that I got back in my house. But one off these days one off these dogs will bit someone and cause serious harm or death to someone
Ppl with dogs make sure there is fencing all around
I have no comments or concerns about the proposed changes in this section.
Flat number 48 xxxx above 50 flat xxxx has a cat its kept locked indoors .xxxx is a drug addict and alcoholic.he abandons the cat for days and the cat is not looked after or fed properly im worried for the cat ive seen it looking through the upstairs window.the cat should be taken away and give a good home.xxxx flat is filthy and not safe for human or cats to live in.action must be taken.

CONSULTATION RESPONSES

Also animals that poo in the garden and the owners dont clean it up until she cuts the grass which is once a year
Lots of dogs running loose soiling open areas,people do not pick up People in section 5 to blame Dogs running loose on roads,there is going to be a bad accident soon
No issues
Animals should be kept and looked after in a proper and caring situation, not sll residents do this.
start enforcing
We should be allowed to have 2 dogs with out promision from housing officer
People walking the dogs and don't clean up after them self's
Proposed 1- It's not fair for tenants to have to seek written permission before owning a pet. The majority of people are responsible pet owners. The council DO NOT need to be involved unless neighbours complain about said pets. You're treating tenants like children!!
Unless animals are required for medical reasons no dogs and cats should be allowed as pets in flats , because we have controlled access and this leads to animal feaces in communal areas
1.8 good point but again we need council to enforce. No good mentioning it but when it comes to enforcement tenants receive no support.
People taking their animals or pets for walk must pick up their poor
I dont have any animalsi
Who will have the animals if the member dies or becomes ill and just leaves cats around the estate to breed
Most people have not asked for permission and unfortunately do not care for them, so not so friendly, it makes people feel uncomfortable
have a dog which use to escape through the back garden now he cant escape since we sort the fence
PROPOSED 1 [1.2; 1.3] With reference to my considerations in Section 5 and Section 6, I otherwise support this proposal. Further Consideration for Suggestion of no new tenants to be given permission to own, marry or become a dog: Tenants currently in or moving into full time employment in the future increase likelihood of disturbance after tenancy has begun. Personal experience has shown that such a tenant may be unaware of disturbance/nuisance caused by their dog and upon being politely informed of such can become aggressive. Conversely, tenants owning or impersonating dogs (through barking/howling) may occasionally provoke aggressive behaviour from fellow tenants and escalate Anti-Social Behavioural interaction affecting the wider neighbourhood and community relations as has actually happened on xxxxx.
In my old property me and several other reported dog fouling out side our doors and some of us only had one door so i had to remove someone's dog poo before going out and returning but it still carried on i now live up the road and come home the other day and dog poo on path just before i got to my shared path so dont know whose dog did it but even if i did you can not be present at all times .
62 replies at Monday 12th May
Shared Areas proposed 1.5 You should not be able to decide whether a tenant can have a cat or dog. Animals proposed 1.4

CONSULTATION RESPONSES

<p>Not every tenant can afford to chip and neuter their pets. It's not fair to need permission for your pets to (cannot read the last part)</p> <p>Animals</p> <p>You shouldn't have the right to tell tenants how many pets they can have.</p>
<p>Section 7. Animals</p> <p>Most of my neighbours are responsible dog owners but some just allow their dogs to roam without a lead and they do not clean up after them. Apart from being unsightly this is a dangerous health hazard to all, especially small children. Can I be sure this will be addressed?</p> <p>I agree with the Tenancy Agreement. It has been laid out in Black and White and everything is their plain to see. I cannot see anyone Disagreeing with it. As it is all written down in front of them and there is no argument.</p>
<p>not happy</p>
<p>67 replies at Tuesday 20th May</p>
<p>None</p>
<p>I don't have</p>
<p>69 replies at Thursday 29th May</p>
<p>69 replies at Wednesday 18th June 25</p>
<p><u>SECTION 8 – VEHICLES AND PARKING</u></p>
<p>%# off you tell people to park where they like instead of pointing out people will often have a fixed space which allows for their disability or needs. And community etiquette means they must ask their visitors to park responsibly.</p> <p>Quoting a new tenant that moved in and had 6 or 7 cars visiting and parked one car where 3 normally park.</p> <p>He said, "they said it is a community car park and you can park where you like!"</p>
<p>Do not understand any of it due to my learning disability</p>
<p>More parking is needed as more homes are now more than two cars and parking is becoming a problem. Grass area could be tarmaced and provide more parking space for residents</p>
<p>Have a warden come visit to check parking areas are being used properly. So that bin wagons and emergency services are not being blocked if needed to get in.</p>
<p>Yes we have cars that are parked on our street that don't live here .its not fair for people that live here .I</p>
<p>Parking is a joke can't even park my car out side due to people that don't live in the area Ever time I complain nowt gets done about it</p>
<p>You don't let people know they can't park on blocks like xxxxxxx</p>
<p>Parked cars around xxxxxxx, are deliberately throwing cans ,emptying ash trays,crisp packets, paper,baby wipes etc out of their cars,we litter pick up regularly.</p>

CONSULTATION RESPONSES

<p>Too much emphasis on the Tenant. (You) Is used significantly more than (We). You as a Council service should make Tenants feel welcome. Not like prisoners. It's evidently clear that there is an internal financial struggle and you are trying to recover that from Tenants.</p> <p>Do most Tenants give you trouble? Because that's how it comes across in your new proposals. I'd urge the Council to value Tenants more. To provide modern properties. To provide safety and security. To provide furniture for new Tenants. To provide necessary living components so that Tenants feel welcomed.</p> <p>Moving into a home can be daunting. If I were to read your new proposals, as a new Tenant. My first question would be "Are you guys okay?". Because you sound angry. The new proposals don't sound like they are supporting Tenants. They sound like you are looking for angles for financial gain.</p> <p>Good Luck.</p>
<p>Your saying that under new changes we can't use the driveway if the kerb isn't lowered yet the house was advertised as having a driveway without lowered kerb when I bided on property in 2016. I have a son with special needs to get into the car and with my bad ankle due to going over on a council road due to pothole I caught my trainers on, which led to surgery I need to park on drive as he doesn't have any awareness of danger near road. If they still insist on dropped kerbs then council should pay it's there properly which is advertised with a drive</p>
<p>Terrible should be permit only</p>
<p>There are shops, barbers and takeaway in our street which's customers are making it hard for us the tenants to find parking. Please make our street tenants parking only.</p>
<p>Illegal changes to tenancy agreement by law it cannot be changed without written agreement of each individual tenant in relation to that property only if the tenant does not agree it cannot be changed period you cannot impose it or enforce it If you try it you will incur legal costs and compensation claims from all tenants running into many millions</p>
<p>Parking is okay i think</p>
<p>agree</p>
<p>Advise not to park in areas that could block bin wagons or prevent emergency services getting through.</p>
<p>I dont have a car, and so glad i dont as neighbours are very possessive over there parking places ,which really anyone can park there</p>
<p>pay for parking</p>
<p>no issues</p>
<p>No this section is ok.</p>
<p>Parking if avabile outside your home or flat should be for you only i get people parking right outside my door they can litrally look into my living room parking outside flat or private property should be assigned to you not your neighbour espically if they have a paking space themself visitors can park behind them or anywhere where it does not obstruct the other neighbours</p>
<p>agree</p>
<p>Any parking goes , despite parking bays and double yellow lines</p>
<p>Residents should have parking slips to make sure we know the others have permission to park. People just leave the cars parked and dont live in council properties</p>
<p></p>

CONSULTATION RESPONSES

<p>Proposal 1.4 Would like to see more specific guidelines and rules on the use of disabled spaces, and who to contact in problem cases. Parking is indeed at a premium in many areas, so even more of a need for help for those with mobility and pain issues.</p>
<p>No problems.</p>
<p>A limit of one vehicle per household and monitoring of commercial vehicle parking should be monitored and managed</p>
<p>Where you have narrow roads like xxxxx that are affected by bin wagons not able to get down when there are cars parked I think it would work out cheaper to just drop the curb on the side that everyone parks or work with highways to put full drivesways in not just single so more cars are off the road so the cars are slightly on the pavement or on drives within the law as people worry about blocking the pavements and getting tickets. Use the community common sense in these areas and work with them to make it better and safer for your workers and the public. In the long run full drives to get cars off the road then cuts down on the need for multiple collections of rubbish so cuts down on rubbish bags on streets and rats also cuts down on overtime needing to be paid because of extra runs.</p>
<p>There are many 2-3 car homes wanting to park right outside taking up spaces so other residents can't park 1 car, being respectful of other neighbours</p>
<p>Some good proposals. Still don't think it will make any difference. How will it be policed and do you expect neighbours to be whistle blowers.</p>
<p>Section 8 introduces stricter rules around vehicle ownership, parking, and storage within council-managed housing. While it is reasonable for the Council to manage parking to prevent obstruction or environmental damage, several aspects of this section raise concerns about fairness, clarity, and proportionality—particularly for tenants with limited alternatives or specific needs.</p> <p>Firstly, the section prohibits parking on grassed areas, pavements, or unapproved driveways, which may impact tenants who have historically used such spaces without issue, especially in areas with limited designated parking. Tenants may not have had access to dropped kerbs or formal hard standings, and changes to long-standing practices could lead to breaches or enforcement without proper support or notice.</p> <p>Secondly, the requirement to seek written permission for certain vehicle types (e.g. caravans, trailers, commercial vans) may be unclear or inconsistently applied. Tenants who rely on such vehicles for work, or who have limited financial means to store them elsewhere, could face disadvantage without clear guidance on the approval process or available alternatives.</p> <p>The section also prohibits keeping unroadworthy or untaxed vehicles without written permission, which is understandable for health and safety reasons—but it would be helpful for the agreement to specify what process exists for temporary exemptions (e.g. during repairs, bereavement, or short-term financial hardship). This is particularly relevant for low-income tenants who may need a grace period before taking action.</p> <p>Importantly, there is no reference to reasonable adjustments for tenants with disabilities. Under the Equality Act 2010, the Council is required to make adjustments that ensure equal access to parking, including consideration for mobility needs and access to designated or adapted parking spaces.</p> <p>Questions/Recommendations: Will the Council offer a grace period or formal application process to regularise existing informal</p>

CONSULTATION RESPONSES

<p>parking arrangements?</p> <p>Can the Council clarify the criteria for granting or refusing permission for vehicles such as vans or trailers?</p> <p>Will tenants be informed of accessible alternatives if permission is denied?</p> <p>How will the Council ensure compliance with the Equality Act for tenants who require parking-related adjustments due to disability?</p> <p>Will guidance be provided on how tenants can request disabled parking bays or apply for dropped kerbs?</p> <p>Risk:</p> <p>Tenants who have long-standing informal parking arrangements (e.g. on verges or communal areas) may be penalised under the new rules.</p> <p>Potential Consequences:</p> <ul style="list-style-type: none"> •Fines or enforcement against tenants without alternatives, especially those in dense housing areas. •Reduced quality of life due to inaccessible parking or fear of enforcement
<p>In our case can't park within boundary.</p> <p>1.5 Parking is not designated, therefore people from xxxxxx park here. However parking within the estate is designated.</p> <p>1.10 Red vehicle parked near number 30 has flat tyres and not now used.</p>
<p>I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments.</p>
<p>I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments</p>
<p>XXXXXX Close has a big difficulty with parking as on the left of the cul-de-sac the residents have parking but the turning circle is used by residents. The right hand side of the street is almost full with cars partly on the pavement.</p> <p>my flat/property has no insulation inbetween the floors so its hell on earth to live in and you wont do anything about it, so much for a right to a peaceful living...</p>
<p>I'm ok with parking I have a disabled marking .</p>
<p>Parking is ridiculous. It is a tiny road. Visitors come and park so there is nowhere for residents then.</p> <p>Disgusting.</p> <p>A vehicle from across the road parks on our road everyday. They have their own property and should have thought about how tiny their drive is when they bought or built it.</p> <p>Our road should be officially for residents only. Even visitors should be made to park along the straight bit.</p> <p>There just isn't space for everyone, especially when Kirklees vans rock up in threes.</p> <p>Deluvery vans plink in the middle of the road, driver disappears, then glares at us when we return home and can't get past their van to park.</p> <p>One residents daughter leaves her dog at her dads and a van that only she uses to walk dog when she comes. That red van should not be kept here, even if registered to the dad who is resident. He doesn't drive it. She does. She should take the van away, it is using up resident space. Also, she comes most evenings to see to her dad and again parker car in a resident space, not acceptable, when i know of another resident who can't always park because of visitors and people parking here that shouldn't be. xxxxxxxxis the worst place i've ever lived, for quite a lot of reasons.</p>
<p>Yes cars parking on the paths is illegal and it recently happen to me the neighbour got into argument with me as she didn't see anything wrong about parking fully on the path and nearly</p>

CONSULTATION RESPONSES

running me over to the point she reported me with dash cam footage without my knowledge and then was bragging about reporting me when she was the one in the wrong she also used the excuse of having a small child that is never dressed properly and is neglected as the excuse of parking as close as she could to door on the side of the building when there was plenty of car spaces
There should be parking for vehicles ie driveways made from the council to help with people and amount of people living within a property so it prevents problems with parking ie parking wars and vehicles getting broken or broken into, and as for parking on kerb or garden is not an issue as its not illegal to park slightly on kerb as spacious and road issues but something needs to be done about this too or is all responsibility to tenants and Kirklees does nothing, not fair.
My neighbours break this all the time
I have struggled with parking as neighbours have no respect for others on tge street
I have no comments or concerns about the proposed changes in this section.
Some of our neighbors have more than one car some time I can't find parking place The fees for residents permit holders label is too expensive
No issues with parking at the moment
people just park al ovr shop. i need too b able park near mi bungalow.
Im disabled and sometimes i carnt get out of the drive .
Ive emailed council over cars been parked on pedestrianised areas xxxxx the flats xxxxx And the rest Cars are going over the grass to park at the front of property grass was ruined in winter with such doing but still nothing been done cars belong on roads not grass or public paths ive reported been passed to whoever but heard nothing one day a child will be seriously hurt its a completely pedestrianised area
We have 7 bungalows and 3 parking spaces and the get other cars using them which is annoying needs addressing
I have no comments or concerns about the proposed changes in this section.
Allocate parking outside houses or even turn front gardens into drive ways make more room on the road dust bin trucks
Should be allocated parking outside your own home or even turn front gardens into parking space leave more room on the road
Reported parking in front of council garages by people who do not rent them,there are signs saying no parking,you do nothing about it
Cars parked on both sides of the road
Parking is limiited. With a lot of pavement parking.
about time but who will enforce it
Vehicles need to learn to stop parking on the pavement as hard to walk around
Yes people park where they want outside my gates, speeding cars and road rage
We dnt have enough parking space in fro t of our there is empty space belongs to council kindly put that to parking space to solve alot of issue . Alot of time of you park side of the road new car get damaged . Need a parking space please.
Vehicles must leave gateway clear if it doesn't belong to them
I dont drive
Motorhome on the estate which is lived in, and smells of weed, doesnt think this has been reported

CONSULTATION RESPONSES

In the area mentioned above xxxxx we hear rumours of parking fees and permits being introduced. We already suffer from people parking here who do not live in the area and this should be considered before decisions are made
problem with parking is that some household have more than one vehicle so its hard to find parking.
Cars parked in front of your house, vehicles on pavements.
NO COMMENT
Parking is terrible round the back by garages anybody parks where they want and how they want to park on curbs, slants they block garages that people still use people park right outside the ginnels making it hard for emergency vehicles to get near by should any be ever needed
No problem
Parking is a big concern, everyone should be given a drive way when you're a tenent for safety and less conjection on the streets, new council builds come with driveways but there is a mixture of people who have driveways and who don't yet still pay the same rent, this is unfair and should be rectified so everyone is equal.
68 replies at Monday 12 th May
I agree with the Tenancy Agreement. It has been laid out in Black and White and everything is their plain to see. I cannot see anyone Disagreeing with it. As it is all written down in front of them and there is no argument.
not happy
70 replies at Tuesday 20th May
None
I don't have
72 replies at Thursday 29th May
72 replies at Wednesday 18th June 25
<u>SECTION 9 – LEAVING AND ENDING TENANCY</u>
No i will stay here till i die or my autism leads to me killing a drug dealers by viciously beating them with a wet lettuce. Fyi that is and emotion not a threat but they government will jail me fir thinking that. Kirklees is cirrupt.
Do not understand any of it due to my learning disability
If tennent is leaving the property if viewings are made via appointments current tennent should be within the home at the time of viewing to ensure safety of property.
Living were i do affects my mental health massively but im grateful for having roof over my head
I like my flat but people around here some are terrible tenents. I live in good block but if anybody moved you never know what tenents you may get ..drug addiction people..drug dealers.
i think if youve lived your property for many years and pass away the house should b offered to your next of kin

CONSULTATION RESPONSES

<p>Too much emphasis on the Tenant. (You) Is used significantly more than (We). You as a Council service should make Tenants feel welcome. Not like prisoners. It's evidently clear that there is an internal financial struggle and you are trying to recover that from Tenants.</p> <p>Do most Tenants give you trouble? Because that's how it comes across in your new proposals. I'd urge the Council to value Tenants more. To provide modern properties. To provide safety and security. To provide furniture for new Tenants. To provide necessary living components so that Tenants feel welcomed.</p> <p>Moving into a home can be daunting. If I were to read your new proposals, as a new Tenant. My first question would be "Are you guys okay?". Because you sound angry. The new proposals don't sound like they are supporting Tenants. They sound like you are looking for angles for financial gain.</p> <p>Good Luck.</p>
If I could afford I would
<p>Illegal changes to tenancy agreement by law it cannot be changed without written agreement of each individual tenant in relation to that property only if the tenant does not agree it cannot be changed period you cannot impose it or enforce it If you try it you will incur legal costs and compensation claims from all tenants running into many millions</p>
I like living here dont want to leave or end tenancy
agree
ok
<p>But what are the rules if I want to buy it 😊</p> <p>Tenant's obligations</p> <ul style="list-style-type: none"> 🕒 The house must be left clean 🕒 Warn KNH if you want to move out, set a time.. 🕒 KNH can check new tenants, warning in advance. (for example this week, but not a specific time).
No problems with what's stated
No this section is ok.
<p>Ending tenancy give notice council does inspection and tells you what you need to repair and if not they give u a price on what they will charge you if you do not have it done this must not be a estimate it must be a price</p>
agree
All good
Need to give notice if they intend to leave the property
This was complicated to understand properly.
<p>Section 9 of the proposed agreement sets out the tenant's responsibilities when leaving the property or ending the tenancy. While many of these expectations—such as giving notice, returning keys, and leaving the property in good condition—are standard, there are several important concerns that need clarification and consideration, particularly to protect tenants from unexpected charges or procedural unfairness.</p> <p>One key concern is the lack of detail around what constitutes “acceptable condition” when returning a property. Without clear standards or checklists, tenants—especially vulnerable or</p>

CONSULTATION RESPONSES

<p>elderly residents—may be at risk of recharges for cleaning or minor damage that could fall within fair wear and tear. The agreement should explicitly state that normal wear over time will not incur penalties and that any cleaning or repairs required must be reasonable and proportionate.</p> <p>There is also no mention of whether tenants will be offered a pre-termination inspection or advisory visit, which could help prevent disputes and allow tenants to correct issues before vacating. This is a best practice approach used by many housing providers and should be considered.</p> <p>Additionally, the clause should recognise vulnerable circumstances, such as bereavement, domestic abuse, hospitalisation, or sudden moves into care homes, where a tenant may not be able to fulfil every obligation in the standard way. In such cases, a discretionary or compassionate approach should be adopted, and this should be made explicit in the agreement or its supporting guidance.</p> <p>There is also the potential for confusion around responsibility when a tenant dies. The agreement should clarify who is expected to manage the end of tenancy process in such cases, and what support the Council will offer to next of kin or appointed representatives.</p> <p>Questions/Recommendations: Will the Council provide a detailed checklist or guide to help tenants understand what is expected when ending a tenancy? Will tenants be offered a pre-move-out inspection to avoid unnecessary recharges? How will the Council determine what constitutes fair wear and tear versus chargeable damage? Will the Council consider waiving or reducing recharges in cases of bereavement, health crisis, or other exceptional situations?</p> <p>Risk: Vague standards for the condition of vacated properties may lead to inconsistent recharges or disputes over damage vs. wear and tear.</p> <p>Potential Consequences: •Unanticipated final charges causing financial stress. •Disputes over liability and damage leading to reputational harm or withheld references.</p>
<p>How long does your relatives have to clear your possessions if you die I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments.</p>
<p>I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments.</p>
<p>Why can't decent items be offered to the next tenant to see if they want it before throwing things away. This would save future tenants money.</p>
<p>my flat/property has no insulation inbetween the floors so its hell on earth to live in and you wont do anything about it, so much for a right to a peaceful living...</p>
<p>I won't be ending my tenancy I'm ok where I am.</p>
<p>I can't comment on this because i haven't done it yet with a council property. Although it won't be long after how i'm treated here by neighbours. I can't remember what it says on the tenancy agreement. Yes, i have read it.</p>
<p>Agree</p>

CONSULTATION RESPONSES

If things continue to get worse we have no choice but leaving our home and ending tenancy shouldn't be penalised for that other issues are and should be dealt individually instead of rules and more rules you wont have any tenants left at this rate
I have no comments or concerns about the proposed changes in this section.
I dont know lived here 28 year not planning on moving
I have no comments or concerns about the proposed changes in this section.
I am not looking to leave
I have no intenions of leaving my home unless iiits in a wooden box
I do not intend to leave my home. I live within my boundaries.
NO COMMENT
No problem
38 replies at Monday 12th May
I agree with the Tenancy Agreement. It has been laid out in Black and White and everything is their plain to see. I cannot see anyone Disagreeing with it. As it is all written down in front of them and there is no argument.
39 replies at Tuesday 20th May
None
I don't have
41 replies at Thursday 29th May
41 replies at Wednesday 18th June 25
<u>SECTION 10 – INFORMATION, CONSULTATION AND PARTICIPATION</u>
Consultations are a paper exercise and the corrupt kirklees have already decided what tgey are going to do inspite of this.
Do not understand any of it due to my learning disability
Once changes to tenancy are made if any. Copies of updated tenancy should be posted and emailed to all tenants.
In May 2024 ws received a letter concerning a council member was going to walk around our area to see if any outdoor repairs/painting/ wood work,etc requiring attention!!. Over months we didn't see anyone looking around, so in Dec 2024,I sent an email stating the jobs which we required doing, but still no response!!.

CONSULTATION RESPONSES

<p>Too much emphasis on the Tenant. (You) Is used significantly more than (We). You as a Council service should make Tenants feel welcome. Not like prisoners. It's evidently clear that there is an internal financial struggle and you are trying to recover that from Tenants.</p> <p>Do most Tenants give you trouble? Because that's how it comes across in your new proposals. I'd urge the Council to value Tenants more. To provide modern properties. To provide safety and security. To provide furniture for new Tenants. To provide necessary living components so that Tenants feel welcomed.</p> <p>Moving into a home can be daunting. If I were to read your new proposals, as a new Tenant. My first question would be "Are you guys okay?". Because you sound angry. The new proposals don't sound like they are supporting Tenants. They sound like you are looking for angles for financial gain.</p> <p>Good Luck.</p>
<p>Terrible you all need looking into and a reset needs to happen</p>
<p>I regularly supply comments to ongoing initiatives, etc. Nothing ever seems to happen , and I never receive any feedback . Is there a " live forum" where Tennant's can share ideas and complaints . Seeing fellow tennants thoughts actions, etc. Along with the Councils thoughts on this ? I always vote at council elections . I know who my ward councillors are . But see absolutely nothing on what they vote in or do , etc.</p>
<p>Illegal changes to tenancy agreement by law it cannot be changed without written agreement of each individual tenant in relation to that property only if the tenant does not agree it cannot be changed period you cannot impose it or enforce it If you try it you will incur legal costs and compensation claims from all tenants running into many millions</p>
<p>Council housing people all give good information</p>
<p>agree</p>
<p>ok</p>
<p>📞KNH representatives can meet with all the tenants of the floor together by sending a message with a time, to discuss everything.</p>
<p>No this section is ok.</p>
<p>Every area is diffrent so consultation should be done for every street not regionally for e.g xxxx all residents yyyy all residents zzz then all section it aswell for flats with no gardens flats with gardens houses tower blocks etc etc</p>
<p>agree</p>
<p>Hard to get in touch with anyone</p>
<p>would be nice to see what you do with all response, if any notice is actually taken</p>
<p>Happy</p>
<p>I believe that Kirklees could use more email communication to better understand communities. Send out more frequent questionnaires regarding local issues, improvements and asking for community ideas to help increase the attraction to the Kirklees housing areas.</p> <p>The work with the dvsa van and the police seems to be improving some areas but maybe an initiative between Kirklees council and the police would help to look at reducing risk to tenants. In particular looking at street lighting, putting cameras up in suspect areas or areas known for antisocial/illegal activity, making sure security is maintained even as far as looking at adding</p>

CONSULTATION RESPONSES

<p>more door locks and window locks so it feels safer.</p> <p>On the whole Kirklees seem to be getting it right but to shine and go the extra mile to show the community you care makes a massive difference.</p>
<p>If tenancy agreements are changed we must adhere to our own policy rather than picking and choosing how we want to interpret it</p>
<p>You need to use more simple english. Some of the paragraphs and phrases were not easy to understand.</p>
<p>Section 10 outlines the Council’s commitment to providing information to tenants, consulting on key changes, and supporting tenant participation. While the inclusion of this section is welcome, as it acknowledges the importance of tenant voice and transparency, it would benefit from greater specificity and stronger commitments.</p> <p>Currently, the section uses general terms like “may consult” or “will usually provide information,” which do not establish clear obligations. Given the significant power imbalance between social landlords and tenants, there should be a stronger guarantee of timely, accessible, and meaningful consultation—particularly where policy changes directly affect tenants’ rights, rent levels, or service standards.</p> <p>In addition, the section does not make reference to inclusive participation. Tenants with learning disabilities, mental health issues, language barriers, or limited digital access may be excluded from engagement if appropriate adjustments or formats are not proactively offered. Under the Equality Act 2010, the Council has a duty to ensure that consultation and participation processes are inclusive and accessible to all tenants.</p> <p>Furthermore, there is no mention of how tenant feedback will be used or how outcomes of consultations will be reported back to the community. This creates a risk of tokenism, where tenants are “consulted” without meaningful influence on decisions.</p> <p>Questions/Recommendations:</p> <p>Will the Council commit to always consulting tenants on changes that materially affect their tenancy rights or conditions?</p> <p>How will the Council ensure that consultations are inclusive of tenants with disabilities, mental health needs, language barriers, or digital exclusion?</p> <p>Will the Council provide Easy Read, translated, or accessible versions of key documents for consultations?</p> <p>How will tenant feedback be documented and reported back following consultation exercises?</p> <p>Can tenant representatives or forums be more formally recognised in decision-making processes?</p>
<p>Nothing is given about this ?</p>
<p>I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments.</p>
<p>I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments.</p>
<p>I think these are good ideas.</p>
<p>my flat/property has no insulation inbetween the floors so its hell on earth to live in and you wont do anything about it, so much for a right to a peaceful living...</p>

CONSULTATION RESPONSES

<p>I don't know if these comments are put somewhere public, if so please just remove my identifying comments about street and people. I've put everything i'm angry about here, because i know nothi g will ever be done. This survey is just a box ticking exercise to cover all your backs and to prove yoy're doing what you should in relation to tenants.</p>
<p>Agree</p>
<p>I would participate in any consultation as long as i have been given ample time and opportunity to do this with an agreed timeframe to suit everyone, tenants should be up to date and send regular updates to all its tenants not just some or handful.</p>
<p>I agree</p>
<p>I have no comments or concerns about the proposed changes in this section.</p>
<p>never meet my housing officer, back in my days we use to do passionate about the patch and go round meeting our tenants, sometimes days, some late afternoons. Now don't think they have ever been out to my area Its almost like as long as i pay my rent you wont do anything else including up dating things like kitchens and bathrooms</p>
<p>Dont understand</p>
<p>I have no comments or concerns about the proposed changes in this section.</p>
<p>Tenants would appreciate feed back</p>
<p>I believe this is a joke. We were only consulted about the new heating increases once Kirklees had already made the decision to change supplier and increase the costs. ,The person from the council who came to discuss this with us was so under prepared and could not answer any of our questions except to tell us the new prices</p>
<p>Consultations must be made available to all sections of the community, and not limited to on-line consultations. By using on-line processes only discriminates and excludes those sections of the community who are not computer literate or do not have these items. Consultations need to be better advertised so residents are aware of these consultations in the first place. Consultation periods need to be extended to give residents time to access assistance if required to help do the consultation. Technology is not the only way to consult. The Council needs to improve the way it communicates with tenants.</p>
<p>Its good to consult tenants about any changes taking place or due to take place</p>
<p>Who is the housing officer for xxxx we have no idea</p>
<p>What was wrong with the old tenancy agreement?</p>
<p>Has the council got a main office now?</p>
<p>I agree with most of the tenancy agreement. I have lived in my house for most of my life. I have good neighbours and that is worth a lot. I want to end my days in this house</p>
<p>I moved here 10 years ago and had to be over 55 to live here. Then without warning, kirklees changed the policy which is still on the kirklees website. No thought went into this process regarding the tenants already here. On my sign up i was told the wash room was part of my rent. After a few years, we was told because we dont pay for this the room will be taken away which had a washer and a dryer. Also told the place would be decorated every 3 years and this has never been done. I was promised a new kitchen and windows and this never happened. The rent goes up every year and we get nothing for it. It is just empty promises. More discussions with colleagues would benefit everyone. Just putting anyone in their properties and mixing generations doesnt work. Unfortunately this is happening where i live i used to call home, now it is living hell.</p>
<p>I applied for permission to the new kitchen and changed my internal doors. It was approved and I did it.</p>

CONSULTATION RESPONSES

NO COMMENT
Aslong as non of my personal information or anything ive commented on is shared with any other tenant then it sounds fair
<p>Considering I put in right to buy form on the 12/11/2024 and have still not recieved an answer as there is a back log, I would assume that my tenancy agreement would fall under the previous agreement until the process has ended.</p> <p>Especially as I'm unable to have any repairs once the right to buy form is handed in, then surely my tenancy will also remain the same until the process has commenced. So can I please have an update regarding where I stand regarding this new tenancy agreement.</p> <p>I also do not agree to being charged service charges as the ground maintenance that is done is done poorly.</p> <p>I would expect a reply before you proposed changes happen.</p>
47 replies at Monday 12th May
I agree with the Tenancy Agreement. It has been laid out in Black and White and everything is their plain to see. I cannot see anyone Disagreeing with it. As it is all written down in front of them and there is no argument.
wants to speak to the person who wrote it
49 replies at Tuesday 20th May
None
I don't have
51 replies at Thursday 29th May
51 replies at Wednesday 18th June 25
<u>SECTION 11 – NOTICE</u>
Kirklees council hates disabled people and hates elderly people. They bang on abouts equality but dont treat people equally. Fyi a disabled gate, door or toilet may meet needs of legislation but doesnt make it disability accessible if you dont look at access to and from and around a location. And howthe disabled perdon will use the location.
Do not understand any of it due to my learning disability
Sick of where I'm living
<p>Too much emphasis on the Tenant. (You) Is used significantly more than (We). You as a Council service should make Tenants feel welcome. Not like prisoners. It's evidently clear that there is an internal financial struggle and you are trying to recover that from Tenants.</p> <p>Do most Tenants give you trouble? Because that's how it comes across in your new proposals. I'd urge the Council to value Tenants more. To provide modern properties. To provide safety and security. To provide furniture for new Tenants. To provide necessary living components so that Tenants feel welcomed.</p> <p>Moving into a home can be daunting. If I were to read your new proposals, as a new Tenant. My first question would be "Are you guys okay?". Because you sound angry. The new proposals don't sound like they are supporting Tenants. They sound like you are looking for angles for financial gain.</p> <p>Good Luck.</p>
Just move me please

CONSULTATION RESPONSES

<p>Illegal changes to tenancy agreement by law it cannot be changed without written agreement of each individual tenant in relation to that property only if the tenant does not agree it cannot be changed period you cannot impose it or enforce it If you try it you will incur legal costs and compensation claims from all tenants running into many millions</p>
ok
<p>📞 provide a specific phone number to contact. The number may be in the corridor. A notice board in the apartment corridors would be advisable Rules Telephone numbers Common room cleaning list Warnings News</p>
I agree
No this section is ok.
agree
Happy
<p>Again notices need to be much easier to understand. I know many people who have no idea what you mean to do because they have difficulty understanding what you are talking about because of the english you have used.</p>
<p>Section 11 of the proposed tenancy agreement sets out how notices may be served to tenants, including by hand, post, or by leaving documents at the property. While this provides the Council with flexibility, there are several concerns regarding the clarity, accessibility, and fairness of this process, particularly for vulnerable tenants.</p> <p>Firstly, the section makes no reference to tenants who may have learning disabilities, mental health conditions, or limited English proficiency—all of whom may struggle to understand or respond to legal notices. Under the Equality Act 2010, the Council has a legal duty to make reasonable adjustments for tenants with protected characteristics, which should include providing notices in accessible formats, using plain language, and ensuring information is communicated in a way the tenant can understand.</p> <p>There is also no detail on how the Council will verify that a notice has been meaningfully received and understood—particularly in cases where it is “left at the property.” This creates a risk that vulnerable tenants could miss important legal information, leading to avoidable enforcement action or even eviction. For example, a tenant in hospital, in mental health crisis, or with cognitive impairments may not engage with written correspondence at all without support.</p> <p>Additionally, the section does not clarify whether digital methods (such as email or a tenant portal) may be used and whether tenants can opt into a preferred method of communication that suits their needs and capabilities.</p> <p>Questions/Recommendations: How will the Council ensure that notices are issued in accessible formats for tenants with learning disabilities, mental health conditions, or limited literacy/language skills? Will the Council provide plain English or Easy Read versions of legal notices where</p>

CONSULTATION RESPONSES

appropriate? How will the Council comply with its Equality Act duties when issuing notices to tenants who require reasonable adjustments? Can tenants opt for communication via a support worker, advocate, or next of kin where appropriate? Will the agreement be amended to reflect the Council's responsibility to take proactive steps to ensure vulnerable tenants are not disadvantaged in the notice process?
Nothing is given about this ?
I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments.
I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments.
my flat/property has no insulation inbetween the floors so its hell on earth to live in and you wont do anything about it, so much for a right to a peaceful living...
I don't really know what this section refers to. It isn't at all clear. If it is physical notices on land unforming of parking for residents only only fir example, then there should be more, they need to be more prominent and have Kirklees on them, not just a simple sign flung up under trees that no one can see.
Agree
Any notice that is given should be clear instructions with no room for doubt from Kirklees especially Kirklees, should be hand delivered and if posted secure post options not first and second class every time
I have no comments or concerns about the proposed changes in this section.
My house is two bed rooms one of them too small We are five person my kids ages are 4&5&8 the 8 is girl my band on choose and move is C I will take long time to getting suitable house for our family
Notices are another joke as the changes in Kirklees staff who make new decisions willy nilly and the old notices are never removed so many times there at least 3 fire procedure notices on our boards, If changes are made all old notices should be removed before the new ones are displayed
Ot would be nice to be kept informed
any notice should bemposted in property
I have no comments or concerns about the proposed changes in this section.
No comment
No comment
No problem
30 replies at Monday 12th May
I agree with the Tenancy Agreement. It has been laid out in Black and White and everything is their plain to see. I cannot see anyone Disagreeing with it. As it is all written down in front of them and there is no argument.
31 replies at Tuesday 20th May
None
I don't have
33 replies at Thursday 29th May
33 replies at Wednesday 18th June 25

CONSULTATION RESPONSES

SECTION 12 – TENANCY FRAUD

There is fraud and people get masses of benefits but make money from selling drugs. But i guess drug dealers need to live somewhere and putting them in old people complexes makes sense.

Oh and we can ignore the bit in the rent agreement that says you are not allowed to run a buisness or criminal venture from a council property are this breeches the agreement and you can be evicted.

I deal with kirklees as little as possible because you are not worth it. You have some good people wirking for you but that is undermined by a corrupt councillors and council leaders.

Do not understand any of it due to my learning disability

Too much emphasis on the Tenant. (You) Is used significantly more than (We). You as a Council service should make Tenants feel welcome. Not like prisoners. It's evidently clear that there is an internal financial struggle and you are trying to recover that from Tenants. Do most Tenants give you trouble? Because that's how it comes across in your new proposals. I'd urge the Council to value Tenants more. To provide modern properties. To provide safety and security. To provide furniture for new Tenants. To provide necessary living components so that Tenants feel welcomed.

Moving into a home can be daunting. If I were to read your new proposals, as a new Tenant. My first question would be "Are you guys okay?". Because you sound angry. The new proposals don't sound like they are supporting Tenants. They sound like you are looking for angles for financial gain.

Good Luck.

Ha jokers U could catch half the estate if U tried but U don't really care

I presume this is a growing issue ? What is the focus from the council on rectifying this.

Illegal changes to tenancy agreement by law it cannot be changed without written agreement of each individual tenant in relation to that property only if the tenant does not agree it cannot be changed period you cannot impose it or enforce it If you try it you will incur legal costs and compensation claims from all tenants running into many millions

I dont know what tenancy fraud is but i would never not inform council about changes .i am here by myself and xxxx when around for work he got shared accomation as hes at uni .

agree

I dont do fraud

Rules should be drawn up for

- ☺ how long people can stay with tenant
- ☺ If someone wants to live with the tenant,
- ☺ the tenant must notify the KNH and
- ☺ A rent increase can be agreed upon..

I agree

Section 12 is ok, but section 13 I think it should be ok to throw spiders out of the bathroom window.

CONSULTATION RESPONSES

agree
If deliberate overcrowding is tenancy fraud, perhaps you need to check X, Y and Z areas !!!!
The council needs to be proactive and encourage anonymous intelligence gathering.
Unoccupied properties, claiming housing benefit but not living in the property
very good idea but how do you expect to find out what's happening in the property.
<p>I understand and support the Council's need to prevent tenancy fraud, including unlawful subletting, false housing applications, and misrepresentation of circumstances. However, Section 12 would benefit from clearer definitions and safeguards to ensure that tenants acting in good faith are not wrongly accused or penalised.</p> <p>Firstly, the section does not sufficiently distinguish between deliberate fraud and unintentional breaches, such as misunderstandings around lodgers, family support arrangements, or changes in household composition. Many tenants, particularly those from multi-generational or culturally diverse households, may allow extended family members to live with them temporarily without realising this could be considered a breach.</p> <p>Secondly, the clause does not detail what steps the Council will take to investigate alleged tenancy fraud fairly. There should be a commitment to:</p> <p>Clearly communicate the allegations and give tenants the opportunity to respond. Consider whether there has been an innocent error or misunderstanding before proceeding with enforcement. Provide an appeals or dispute resolution mechanism.</p> <p>Finally, it is important to ensure that efforts to address fraud do not deter vulnerable tenants from reporting changes in household circumstances out of fear of enforcement. The agreement should be accompanied by accessible guidance on what constitutes tenancy fraud, how to stay compliant, and how to report changes safely.</p> <p>Questions/Recommendations:</p> <p>Will the Council provide a clear definition of what is and is not considered tenancy fraud? Will there be an opportunity for tenants to explain or correct a situation before legal action is taken? Can the Council confirm that support will be provided to tenants who may have unintentionally breached rules due to language barriers, mental health, or lack of understanding?</p> <p>OTHER CONSIDERATIONS TO ADDRESS - General and Implementation Concerns</p> <ul style="list-style-type: none"> •Will there be a grace period before enforcement of the new agreement begins, especially for existing tenants? •Will tenants receive a "side-by-side" version comparing old vs. new clauses for easier understanding? Or a what this means for you guidance. •Will the Council provide translated versions and accessible support (e.g. drop-in sessions) for tenants who may have difficulty understanding legal language? - Will vulnerable tenants or those with learning difficulties receive additional support or advocacy to understand the new agreement? •Will council staff receive training to apply the new rules fairly and consistently? •Will tenants have access to a formal appeals process for any decision related to permissions, enforcement, or disputes? (e.g., denial of a pet, permission for improvements, etc.)? •What is the average response time expected for decisions requiring written permission under the new terms? <p>Legally based questions and considerations:</p>

CONSULTATION RESPONSES

<ul style="list-style-type: none"> •Has the council assessed the proposed agreement against current housing law and upcoming reforms to ensure legal consistency? •Will tenants be protected from retrospective enforcement where previous agreements did not clearly require consent? •What legal safeguards are in place to ensure enforcement actions (e.g. for ASB, pets, or alterations) are proportionate, evidence-based, and challengeable? •How will the council ensure the agreement does not indirectly discriminate against vulnerable tenants or those with protected characteristics? <p>Risks:</p> <ul style="list-style-type: none"> •Disproportionate impact on vulnerable groups: older tenants, those with disabilities, mental health conditions, or lower literacy. •Communication gaps if tenants do not fully understand the new rules or cannot access support. •Reduced tenant engagement if changes are seen as punitive or one-sided
Nothing to say
I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments.
I am writing to inform you that I am in full agreement of the proposed tenancy agreement amendments
It is good that the council are hoping to stop tenancy fraud.
my flat/property has no insulation inbetween the floors so its hell on earth to live in and you wont do anything about it, so much for a right to a peaceful living...
Fraud is everywhere.
<p>Again.</p> <p>It's simple.</p> <p>I have no experience or knowledge of this but i imagine it goes on a lot.</p> <p>If it happens, why do you give people chances in the first place?</p> <p>The clue is in the title....fraud.</p> <p>It is illegal ablnD should therefore be immediately dealt with as such.</p> <p>Eviction.</p> <p>No exceptions.</p> <p>It takes too long as it is when someone who genuinely deserves to be evicted is.</p> <p>All the proceedings should be quickened up and the offending tenant evicted within 2 mo ths.</p> <p>No exceptions.</p> <p>Tenants know what they're doing when they commit things like this.</p> <p>It's quite simple.</p>
Agree
Never done that I would never think of it shouldn't be an issue and should be taken seriously by all.
I have no comments or concerns about the proposed changes in this section.
Thay should get sent to prison
I have no comments or concerns about the proposed changes in this section.
Everyone should be made aware of this
Everyone should be made aware of this

CONSULTATION RESPONSES

Have told estate managers about people living in houses with tenants on benefits, having friends and relatives, mates, comments from them cannot do anything about it, we are not allowed to go in their houses to check
about time
Well anyone participating in fraudulent activities must face the law
Yes it shouldn't be aloud some people just don't care as long as they are getting something out of it they shouldn't be doing it
No tenant fraud
NO COMMENT
No problem
39 replies at Monday 12th May
I agree with the Tenancy Agreement. It has been laid out in Black and White and everything is their plain to see. I cannot see anyone Disagreeing with it. As it is all written down in front of them and there is no argument.
40 replies at Tuesday 20th May
None
I don't have
42 replies at Thursday 29th May
42 replies at Wednesday 18th June 25