

Tenancy Policy consultation

This consultation is about the council's Tenancy Policy, which sets out how the council manages its own homes.

A separate consultation is being carried out on the council's Tenancy Strategy, which sets out high-level principles and expectations for social housing providers in the district.

All responses will be considered before the Tenancy Policy is finalised, alongside legal, regulatory and equality duties.

Please see our privacy notice [canterbury.gov.uk/sites/default/files/2026-02/Consultations%20general%20privacy%20notice.pdf](https://www.canterbury.gov.uk/sites/default/files/2026-02/Consultations%20general%20privacy%20notice.pdf) for consultations to find out how we store, process and share your personal information.

1. **Which of the following best describes you? ***

- A current council tenant
- Applying for council housing
- Living with or supporting a council tenant
- Another interested resident or organisation
- Other (please specify):

2. **Overall, how easy was the draft Tenancy Policy to understand? ***

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

If you have answered Neither easy nor difficult/Difficult/Very difficult, please tell us more about your answer

3. How clear is the explanation of tenancy types (for example introductory, secure, non-secure or licences)? *

- Very clear
- Clear
- Neither clear nor unclear
- Unclear
- Very unclear

If you have answered Neither clear nor unclear/Unclear/Very unclear, please tell us more about your answer

4. To what extent do you agree with the council's approach of normally offering an introductory tenancy first, followed by a secure (lifetime) tenancy where the tenancy has been conducted satisfactorily? *

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not sure

If you have answered Neither agree nor disagree/Disagree/Strongly disagree/Not sure, please tell us more about your answer

5. **To what extent do you agree that the policy is fair about how tenancy decisions are made (for example succession, household changes, or ending a tenancy)? ***

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not sure

If you have answered Neither agree nor disagree/Disagree/Strongly disagree/Not sure, please tell us more about your answer

6. **How clear is the policy about tenants' rights and responsibilities? ***

- Very clear
- Clear
- Neither clear nor unclear
- Unclear
- Very unclear

If you have answered Neither clear nor unclear/Unclear/Very unclear, please tell us more about your answer

7. To what extent do you agree that the policy strikes the right balance between supporting tenants, and making best use of limited council housing? *

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not sure

If you have answered Neither agree nor disagree/Disagree/Strongly disagree/Not sure, please tell us more about your answer

8. If you live in, or may move into, age restricted accommodation: to what extent do you agree that the policy properly explains how decisions will reflect the purpose of these schemes? *

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not sure

If you have answered Neither agree nor disagree/Disagree/Strongly disagree/Not sure, please tell us more about your answer

9. To what extent do you agree that the policy shows a clear commitment to supporting tenants to sustain their tenancies and taking vulnerability into account? *

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not sure

If you have answered Neither agree nor disagree/Disagree/Strongly disagree/Not sure, please tell us more about your answer

10. Is there anything you expected to see in the draft Tenancy policy that is not included? *

11. Overall, to what extent do you support the Tenancy Policy as proposed? *

- Strongly support
- Support
- Neither support nor oppose
- Oppose
- Strongly oppose

If you have answered Neither support nor oppose/Oppose/Strongly oppose, please tell us more about your answer

12. Do you have any other comments about the draft policy? *

13. Does anything in the policy feel unclear, unfair, or difficult to apply in real life?

Corporate consultations

We have several corporate consultations coming up soon and we would like to hear from you. Would you like to be informed about these? *

Yes No

If you'd like to be informed, and are happy for the council to contact you about corporate consultations, please tick the box to indicate your consent to us contacting you:

I consent to being contacted by the council

How would you like to be contacted? *

By email By post

Please provide your email address: *

Please provide your details:

Title *

First name

Surname *

Address *

Address

Town *

Postcode *

How did you find out about this consultation? * Please tick those that apply

- | | |
|---|---|
| <input type="checkbox"/> Email from the council | <input type="checkbox"/> Council website |
| <input type="checkbox"/> Council Facebook post | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Council Twitter post | <input type="checkbox"/> Other, please state: |
| <input type="checkbox"/> Council LinkedIn post | _____ |

Equality information

We ask a small number of optional questions so we can better understand who is taking part in our consultations and, just as importantly, who we may not be reaching. This helps us to make sure our services and engagement are fair, inclusive and accessible to everyone. You can read our privacy notice [canterbury.gov.uk/sites/default/files/2026-02/Consultations%20general%20privacy%20notice.pdf](https://www.canterbury.gov.uk/sites/default/files/2026-02/Consultations%20general%20privacy%20notice.pdf) at any time to see how we handle, store and protect your data.

What age are you? Please tick one box only

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 55 to 64 |
| <input type="checkbox"/> 18 to 25 | <input type="checkbox"/> 65 to 74 |
| <input type="checkbox"/> 26 to 34 | <input type="checkbox"/> 75 to 84 |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 85 and above |
| <input type="checkbox"/> 45 to 54 | <input type="checkbox"/> Prefer not to say |

What gender are you? Please tick one box only

- Male
- Female
- Prefer to self-describe (for example, non-binary, gender fluid etc)
- Prefer not to say

Do you consider yourself to be disabled? Please tick one box only

- Yes No Prefer not to say

What is your ethnic background? (select the group that best describes you)

- White (English, Welsh, Scottish, Northern Irish or British)
- Irish
- Gypsy or Irish Traveller
- Any other White background (please specify):
- Mixed or multiple ethnic groups
- Asian / Asian British
- Black / African / Caribbean / Black British
- Other ethnic group (please specify):
- Prefer not to say

Thank you for taking the time to participate in this consultation.