



Bristol City Council Housing and Landlord Services Statement of Arrangements for Consulting Tenants

1. Purpose of this statement

This statement sets out how Bristol City Council ('the Council') consults and involves council tenants and leaseholders in decisions about housing and landlord services. It brings together existing, published arrangements into a single, clear reference document.

Section 105 of the Housing Act 1985 sets out the legal obligations of a Local Housing Authority for consulting with secure tenants on certain housing matters. Secure tenants include demoted tenants for this purpose. There are similar obligations under Section 137 of the Housing Act 1996 for consulting with Introductory Tenants.

The obligation applies where any of the Council's secure or introductory tenants are likely to be *substantially affected* by a matter of housing management, including any changes to the management, maintenance, improvement or demolition of properties let by the Council or the provision of services in connection with those properties.

This obligation arises where the Council identifies a new programme of maintenance, improvement or demolition, or needs to change a practice or policy which may substantially affect secure or introductory tenants, either as a whole or a group.

These arrangements are in accordance with section 105(5) of the Housing Act 1985 and section 137 (6) of the Housing Act 1996 which set out how the Council will enable secure and introductory tenants to be informed about the proposals and how tenants can make their views known to the Council; notification is to be within a specified period.

A copy of these arrangements is available on the Council website and full details are also available, without charge, at the Council's offices at 100 Temple Street, Bristol BS1 6AN. If you have any questions about any consultation in relation to these arrangements, please contact us by email tpu@bristol.gov.uk or telephone 0117 9222200.

2. Scope

These arrangements apply to:

- Council tenants, leaseholders and shared owners
- Housing and landlord services delivered by Bristol City Council

- Policy, service and operational changes that substantially affect tenants, leaseholders and shared owners

3. Principles for consultation

The Council is committed to meaningful, transparent and inclusive engagement with tenants, ensuring that residents' views influence decisions before they are made and that feedback is shared openly.

Bristol City Council's approach to tenant consultation is based on the following principles:

- Early engagement and tenants being involved before decisions are finalised
- Accessibility and inclusion – opportunities are offered in different formats and through different channels
- Transparency – tenants are told what is being consulted on, why and how their views will be used
- Feedback – outcomes of consultations are published, including how tenant feedback has influenced decisions
- Proportionality – consultation activity is appropriate to the scale and impact of the decision

These principles align with the Council's published consultation approach and housing policies.

4. How tenants are consulted and involved

4.1 Consultations

For specific proposals or changes, the Council undertakes consultations, which may include:

- Feedback and consultations surveys
- Workshops, focus groups and drop-in events
- Targeted engagement with specific tenant groups where appropriate

Citywide consultations are advertised through housing communication channels, the Council's [consultation hub](#) and follows the councils [Code of good practice on consultation](#).

After a consultation closes, the Council publishes a summary of feedback and explains how responses have informed decisions.

4.2. When consultation will take place

The Council consults tenants when:

- Significant changes to housing management, policies or services are proposed
- New or revised housing policies affect tenants' rights or responsibilities
- Service standards or delivery models are being reviewed
- Housing policies published by the Council confirm the requirement to consult tenants on significant changes and to follow established consultation approaches.

4.3 How to comment

We will ensure that affected residents can comment on our proposals, or obtain further information as well as providing the date by which we need to receive comments; contact may be made in the following ways:

- A feedback form
- An email address
- A postal address
- A telephone number

And must include the date by which secure tenants must make their views known to us.

Before making a final decision on any housing management matters that require consultation, we will consider all representations made in accordance with these arrangements. If you have any questions or queries, please contact tpu@bristol.gov.uk

4.3 Building Safety Consultation

In addition to the requirements set out in the Housing Acts 1985 and 1996, the Council also has a legal duty under the Building Safety Act 2022 to consult residents on any decisions that affect building safety. This duty to consult applies to residents living in Council owned high risk buildings (typically high-rise residential properties) and includes tenants, leaseholders and anyone living in the building who is over the age of 16.

Our [Building Safety Engagement Strategy](#) explains what information we will share with residents, how we will support understanding and how we will gather resident views so that they can help shape decisions about their home.

The Principal Accountable Person (PAP) for the Building Safety Engagement Strategy is the Executive Director of Housing. The PAP is responsible for ensuring that each Accountable Person (AP) at the Council shares the strategy for each building with its residents. As part of this, APs must take all reasonable steps to understand any reasonable adjustments which residents may need to stay safe in their homes. More information is available in the Housing and Landlord Fire Safety Policy and Reasonable Adjustment Policy.

4.4 Ongoing Resident Feedback and Involvement

On an ongoing basis, the Council uses a wide range of ways to consult, engage and involve tenants and leaseholders, helping residents to share their views and influence how housing services are run. Residents are consulted and involved through established recognised groups and channels, including:

- Citywide panels
- Resident scrutiny groups and activities
- Leaseholder forums
- Neighbourhood and community drop-in events
- Online and digital engagement channels
- Contact with housing officers and service teams

- Tenant surveys, workshops and digital engagement
- The Council's internal complaints processes

These routes support continuous engagement, not just consultation on individual proposals. A full list of all participation groups and ways to get involved is available on the council's website [Tenant participation: ways to get involved](#)

5. Publishing outcomes and accountability

The Council is committed to accountability and transparency. This includes:

- Publishing consultation outcomes and 'You said, we did' summaries where appropriate
- Using tenant feedback to shape final decisions
- Keeping tenants informed about changes arising from consultation and feedback.

6. Review of these arrangements

This statement reflects current, published arrangements. The Council will review and update this statement when:

- Tenant participation structures change
- Consultation approaches are refreshed
- Regulatory or policy requirements change

7. Further information

Further information about tenant consultation and participation can be found on the Bristol City Council website, including details of current participation opportunities, and consultations.

Note: This consolidated statement does not replace existing policies or published material. It provides a single overview of how Bristol City Council consults and involves tenants, based on existing, publicly available arrangements.

Document control:

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