

Welcome to the Landlord Forum

Landlord Forum

Thursday 18 November 2021



Agenda

9.30am - 10.00am

Arrival, refreshments and networking.

10.00am - 10.45am

Two sessions:

1. Introducing the housing service, and the aims of the Landlord Forum.
2. Private Sector Housing team responsibilities functions and support to landlords.

10.45am - 11.00am

Refreshments (tea, coffee, biscuits)

11.00am - 11.45am

Two sessions:

1. Call Before You Serve (CB4YS) - working closely with landlords.
2. Open Forum – How can the Council help landlords and agents, discussion on relevant topics for the next forum.

11.45am - 12noon

Q&A and networking.

Please complete the questionnaire on your table before leaving.



Introduction to the Housing Service and the Forum

Richard Knott
Service Manager

NFDC Housing Service

Social Housing Landlord Functions

- 5,100+ properties
- 1,800 garages
- Estate Management
- Reactive repairs and maintenance
- Asset Management and compliance
- Income Collection
- Temporary Accommodation
- Right to Buy
- Resident liaison
- Extra Care Housing
- Greener Housing

Private Sector Housing

- Housing Standards
- HMO Licensing
- Disabled Facilities Grants

Statutory Housing Functions

- Housing Register – Homesearch
- Homelessness
 - Support team
 - Temporary accommodation
- Housing Benefit and DHP

Strategic Housing and Development

- Council House Building
- Shared Ownership
- Strategic Housing initiatives

Partnerships

- Citizens Advice
- New Forest Disability Information Service
- Christians Against Poverty
- DWP
- Mental Health Teams
- Adult and Children Services
- Community Safety
- Inclusion
- Dibden Allotment Fund
- Support team
- Food Banks
- Voluntary Support groups
- Landlords
- Forestry Commission

Housing in the district

How many properties in the district in 2020?

76,464 dwellings. In January 2020, 94.5% were occupied with the remaining 5.5% being vacant. Houses and bungalows comprise 68,414 dwellings (89.5%) with the remaining 8,051 dwellings (10.5%) in flats

How many private rented homes are there?

13.7% of properties are privately rented

How does this compare nationally?

23.9% of private sector dwellings in England in 2018 were private rented.

Rates of owner-occupation locally of 86.1% compared with 76.1% owner occupation nationally

Are Housing Standards in the district better or worse than the national average?

Significantly better.

10.5% of occupied private housing fails the Decent Homes Standard compared to 19% of private sector housing nationally (2018).

How many Housing Standards Inspections are carried out by the PSH Team each year?

On average 160 resulting in approx. 88 category 1 hazards

How many Houses of Multiple Occupation are there in the district?

41

Homelessness in the district

How many households approached the service requesting homelessness support in the last 12 months 2020?

1,500

How many households became homeless in the last 12 months

357

What % of actual homeless households were homeless due to the end of a private rented tenancy?

25%

What is the % of single people approaching the service requesting homelessness support?

45%

What % of those households threatened with homelessness are due to the end of a private rented tenancy?

37%

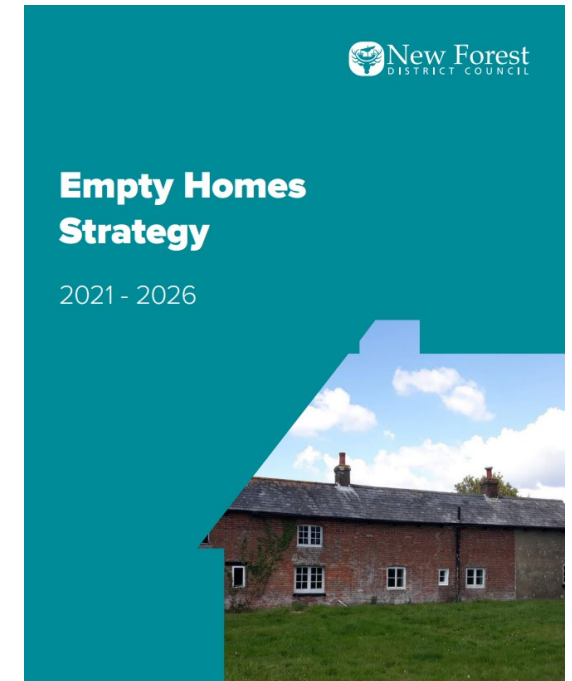
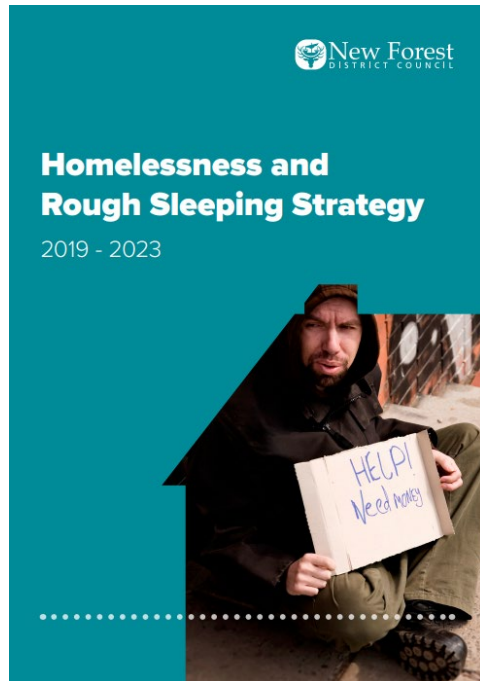
How many applicants are live on the District's Social Housing Register

1,420

How many social housing properties were let in 2020/21?

358

Strategic Aims



Strategic Aims

Establish a Landlord Forum to improve relationships with landlords and letting agents.

Provide advice and assistance on energy efficiency measures, alternative methods of heating and energy provider switching services to residents:

- Identify and bid for funds to promote energy efficiency and tackle fuel poverty.
- Improve access for residents to information and advice to resolve situations of hardship.
- Explore partnerships with Citizen's Advice and other community support agencies.
- Ensure landlords are compliant with the Minimum Energy Efficiency Standards (MEES).

Administer and enforce the mandatory Houses in Multiple Occupation (HMO) licensing regime.

Build effective relationships with private rented sector landlords and agents to maintain confidence in the sector and improve access to our homeless clients (direct or through our PSL Scheme)

Develop a Private Sector Housing Strategy outlining the Council's role in increasing access to and standards in the private rented sector, protecting tenants health and safety and promoting energy efficiency and fuel poverty schemes.

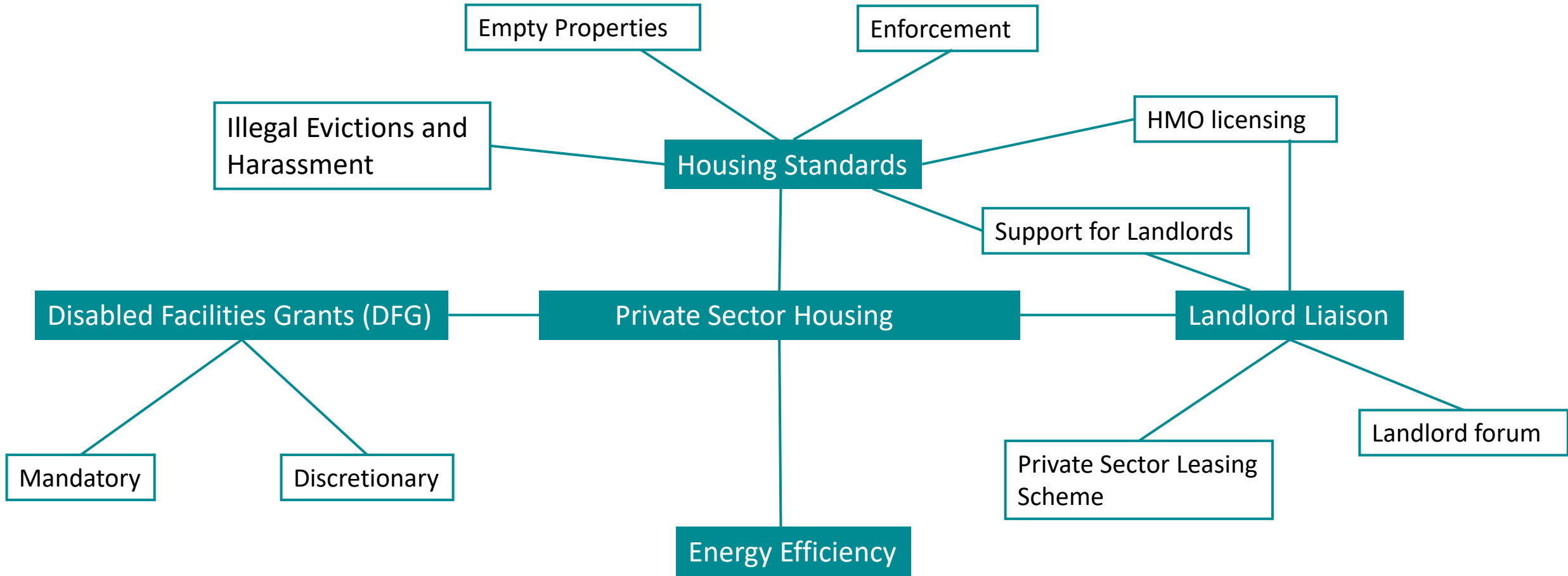
Engage with, educate and support private landlords in the provision of rented accommodation.

Encourage and support landlords and agents to reduce the number of hazards in private rented homes.

Introduction to The Private Sector Housing Service

Kirsty Farmer

Private Sector Housing Manager



The Team



Housing Standards

- Work with Landlords to improve standards and rectify issues
- Housing Act 2004
- HHSRS
 - 29 Hazards
 - Free from category 1 and 2 hazards
- Enforcement
 - Last resort



Housing Standards

What are the Hazards assessed by our Team?

A. PHYSIOLOGICAL REQUIREMENTS

Hygrothermal Conditions

1. Damp and Mould
2. Excess Cold
3. Excess Heat

Pollutants (non – microbial)

4. Asbestos (and MMF)
5. Biocides
6. Carbon Monoxide and fuel combustion products
7. Lead
8. Radiation
9. Uncombusted fuel gas
10. Volatile Organic Compound

B. PSYCHOLOGICAL REQUIREMENTS

Space, Security, Light and Noise

11. Crowding and Space
12. Entry by intruders
13. Lighting
14. Noise

C. PROTECTION AGAINST INFECTION

Hygiene, Sanitation and Water Supply

15. Domestic Hygiene, Pest and Refuse
16. Food Safety
17. Personal hygiene, Sanitation and Drainage
18. Water Supply

D PROTECTION AGAINST ACCIDENTS

Falls

19. Falls associated with baths etc
20. Falling on level surface etc
21. Falling on stairs etc
22. Falling between levels

Electric Shocks, Fires, Burns and Scalds

23. Electrical Hazards
24. Fire

Flames, hot surface etc

Collisions, Cuts and Strains

26. Collision and entrapment
27. Explosions
28. Position and operability of amenities etc
29. Structural collapse and falling elements

HMO Licensing

What is a House of Multiple Occupation (HMO)?

An HMO is a dwelling or a converted flat which is occupied by 3 or more people who do not form the same household (for example family members) AND where such households lack or share basic amenities such as a toilet, personal washing facilities or cooking facilities.

When does a HMO need to be licenced?

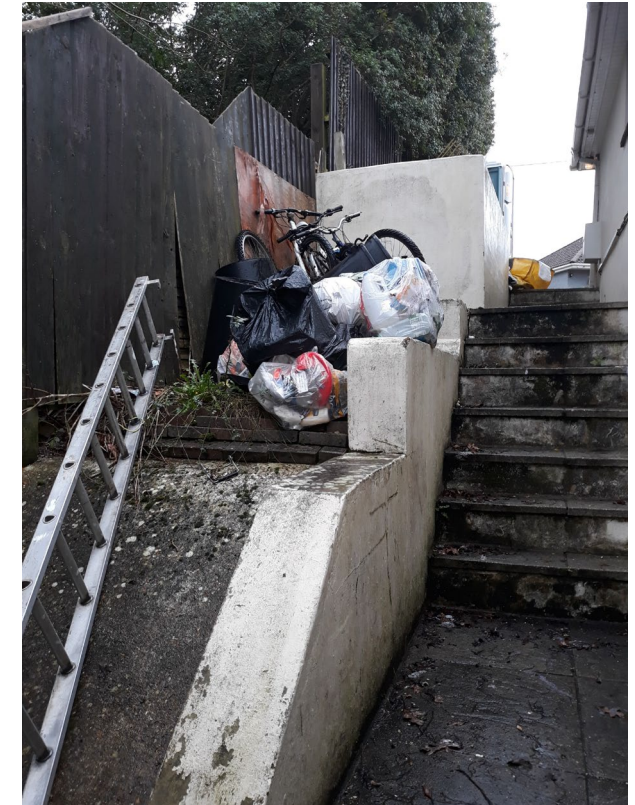
The Licensing of Houses in Multiple Occupation (Prescribed Descriptions) (England) Order 2018 came in to force on the 1st October 2018, and extended the mandatory licensing of HMOs.

An HMO needs to be licenced if it meets the following criteria:

It is occupied by 5 or more people;

Who live as 2 or more households; and

Who share amenities, such as a kitchen or bathroom



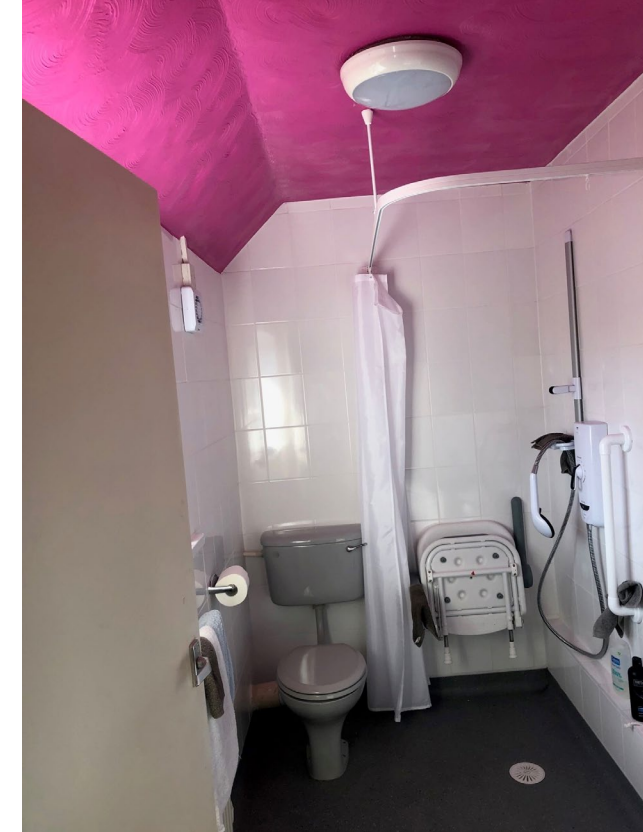
Empty Properties

Aim: To work with owners to bring Empty Properties back into use



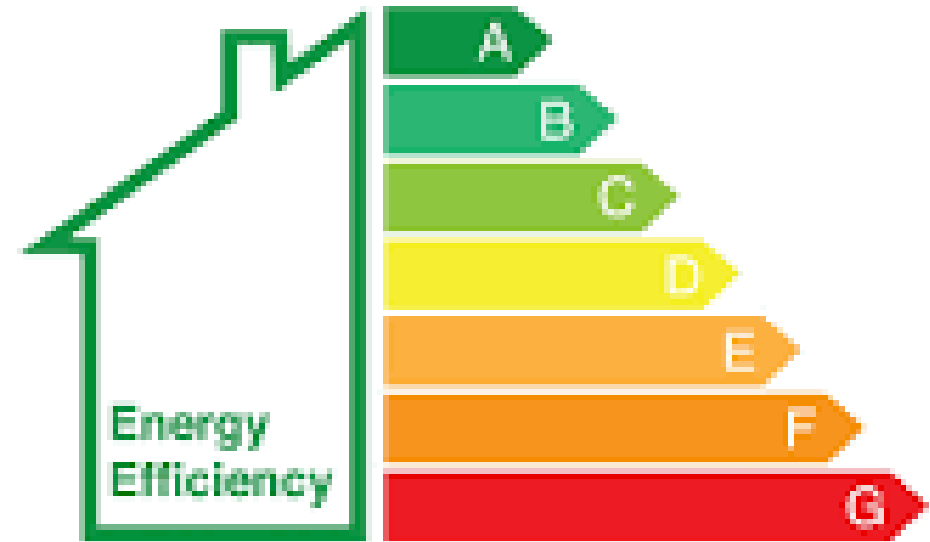
Disabled Facilities Grants (DFGs)

- Facilitating grant provision from the Government's Better Care Fund to:
 - Facilitate access by disabled occupant to, from and within the property, i.e. ramps and door widening
 - Make the property safe for use by the disabled person
 - Provide suitable and accessible living, sleeping, bathing and cooking facilities
 - Alter as required the heating, lighting and electrical systems/fittings
 - Promote independent living and allow residents to live longer in their own homes
 - Avoid a move into care or in enabling someone to leave hospital.
- NFDC work in partnership with New Forest Disability Information Service (NFDIS) on two schemes:
 - Just Got Home
 - Independence matters



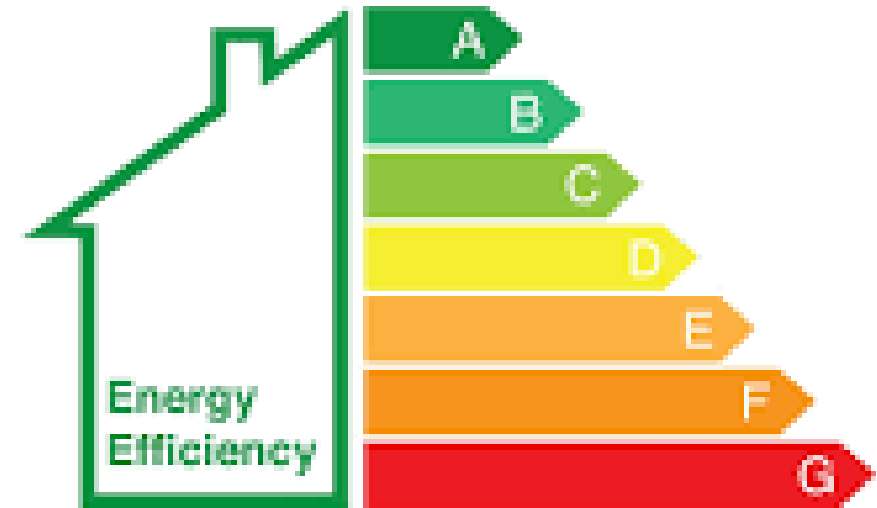
Energy Efficiency

- Energy Performance Certificates
 - Minimum Energy Efficiency Standards (MEES) – Landlords can no longer let or continue to let properties if they have an EPC below E, unless they have a valid exemption in place.
- Advice on Grant Funding (when available)
- Promoting Energy Efficiency and energy saving tips
- End of Gas Boiler installations



Energy Efficiency

- Working with Government Agencies to make funding available in the district.
- South West Energy Hub
 - Model options to improve the energy and carbon performance of the existing housing stock across Hampshire
- Sustainable Warmth Grant
 - Portsmouth City Council Consortium
 - Around £32.7 million for the region (if successful)
 - Local Authority Decarbonisation (LAD) for on-gas properties (up to £10,000)
 - Home Upgrade Grant (HUG) (up to £25,000)



Working together

- Supporting Landlords
 - Providing advice and support to landlords to meet legal requirements e.g. gas safety certificates, electrical certificates
 - Reduce the number of hazards
 - Assisting landlords to help resolve tenant issues
- Landlord Forum
 - Working with landlords to achieve a buoyant sector and good quality private rented accommodation
- Private Sector Leasing Scheme
 - NFDC lease homes from private owners to provide temporary homes for those in need of help securing housing
- Homelessness
 - Providing access to housing to homeless households
 - Financial packages and support

Call Before You Serve (CB4YS)



Andrew Pidgeon
Homelessness Prevention Officer

Call Before You Serve



We all want to see successful private tenancies.

It is important to remedy tenancy issues before they deteriorate

- We are often approached when it is too late to resolve the situation and homelessness is inevitable
- Results in notices of possession being served (s21 and s8) and legal costs

Council often approached to provide housing as a remedy

- There is not enough social housing stock to go round
- High demand and low supply in the private sector currently
- Affluent area with high rents
- Hard working families unable to secure properties

How can we help?



The service includes:

- A personalised housing plan agreed with the tenant.
- Potential rent arrears assistance through housing benefit services, Universal Credit, local government housing prevention funds and charities.
- A financial assessment of tenants to maximise income.
- Referrals and signposting to specialist services for more long-term support, should the need be identified.
- A mediation service between landlords, tenants and local authorities.
- Help and advice on leasing properties to a range of supported housing providers.

Working Together



... to reduce the impact of failing tenancies on Landlords and Agents, Tenants, homelessness and support services

- Reduces costs, rent loss, damage, turnover, stress, anxiety, landlords leaving the sector, confidence in renting, homelessness, health, mental health issues etc. for all involved
- We have enhanced relationships and partnerships with support services.
- We can support tenants to engage with agencies to help them manage debts, improve budgeting, tackle benefit issues, address mental health, disability issues and other difficulties they may be experiencing which impact on their ability to sustain the tenancy.
- We also have our inhouse support worker– Toby who has regular 1:1 sessions with clients and provides practical tenancy sustainment work.
- It is easy to contact us by phone or email and we can get involved very quickly.
- A referral form is also online on our website www.newforest.gov.uk/callbeforeyouseve

Open Forum:

**How can the Council support you?
What topics would you like to discuss at the next
Forum?**

Q&A
and
Networking with attendees