



## Balancing housing & homelessness

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## Overview



- Need to ensure enough housing available
- Need for regulation and better standards
- Balancing regulation and supply



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2

## Availability of housing



- Change in demand & price for rented homes
- Increase in homelessness
- Ability to discharge homeless duty
  - Councils have an interest in PRS being available
- New approaches to social housing waiting lists
  - Housing different people in the social sector?
- Future changes
  - Impact of benefit reforms in social and private

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3

## CIH message



- **BUILD MORE HOMES!**
- Supportive of focus on new build PRS
- Need to match the provision and the demand



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4

## Regulation of what?



- Rent level & rent increases
- Deposits
- Physical standards
- Management standards
- Nature of landlord
- Agents / letting terms & practices



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5

## To tackle which problem?



- Resolution Foundation:
  - 1.1m low-middle income in PRS
- Shelter:
  - Short term fixed tenancies dominate
  - Rents rise faster than incomes
  - Lower social grade = less likely to complain
- BSA:
  - 33% usually enjoy a good standard of housing
- 14% increase in complaints to Ombudsman
  - 54% from landlords



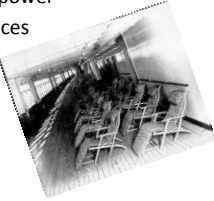
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6

## CIH message



- We do need to ensure quality
- Especially where consumers lack power
- Lower standards have consequences
- But regulation isn't a silver bullet



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7

## The balancing act



- Linking departments & objectives
- Strategy not just process
  - Informed by clear baseline
- Understand landlord types & client groups
- Role for clear standards & expectations
- Role for help and incentives



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8

## Thank you



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9