

# The future for regulation of the private rented housing sector 31<sup>st</sup> October 2018

## **CONDITIONS FOR USE OF TRANSCRIPTS:**

This document is intended to provide a timely reference for interested parties who are unable to attend the event to which it refers. Some portions are based on transcripts of proceedings and others consist of text submitted by speakers or authors, and are clearly marked as such. As such, apart from where it is indicated that the text was supplied by the speaker, it has not been possible for the transcript to be checked by speakers and so this portion of the document does not represent a formal record of proceedings. Despite best endeavours by Westminster Forum Projects and its suppliers to ensure accuracy, text based on transcription may contain errors which could alter the intended meaning of any portion of the reported content. Anyone who intends to publicly use or refer to any text based on the transcript should make clear that speakers have not had the opportunity for any corrections, or check first with the speaker in question. If in doubt please contact the forum first.

# **Contents**

About this Publication	3
<u>Agenda</u>	4
Session Chair's opening remarks	
Martina Lees, Property Writer, The Sunday Times (transcript)	6
The current state of the private rented housing sector	
Theresa Wallace, Co-Founder and Chair, The Lettings Industry Council (transcript)	7
Reforming rental agreements - tenancy length, transparency and costs	
Hannah Slater, Policy and Public Affairs Manager, Generation Rent (transcript)	10
Richard Lambert, Chief Executive Officer, National Landlords Association (transcript)	13
<b>Dr Julie Rugg</b> , Senior Research Fellow, Centre for Housing Policy, University of York (transcript)	16
Questions and comments from the floor with Theresa Wallace, Co-Founder and Chair,	
The Lettings Industry Council (transcript)	19
Policy priorities for private rented housing	
Anne Frost, Deputy Director, Private Rented Sector Division,	
Ministry of Housing, Communities and Local Government (transcript)	23
Questions and comments from the floor (transcript)	27
Session Chair's closing remarks	
Martina Lees, Property Writer, The Sunday Times (transcript)	33
Session Chair's opening remarks	
Karen Buck MP, Vice Chair, All-Party Parliamentary Group for the Private Rented Sector and Sponsor,	
Homes (Fitness for Human Habitation) Bill 2017-19 (transcript)	34
Property standards in the private rented sector - implementing 'fit for habitation' laws and enforcement	
David Smith, Policy Director, Residential Landlords Association (transcript)	36
Rhea Newman, Policy Officer, Shelter (transcript)	39
Alicia Savva, Senior Projects Officer, Greater London Authority (transcript)	42
Questions and comments from the floor (transcript)	44
The future for complaints resolution in the private housing market	
Emma Foxall, Director of Dispute Resolution, Housing Ombudsman Service (transcript)	48
Katrine Sporle, The Property Ombudsman (transcript)	50
Consumer redress in the private rented housing sector - introducing housing courts and reforms to the	
Ombudsman Control Cont	
Fiona Bourke, Partner, Carter Jonas (transcript)	52
Rocio Concha, Strategic Policy Partner, Housing and Connectivity, Which? (transcript)	53
Giles Peaker, Partner, Anthony Gold Solicitors (transcript)	55
Questions and comments from the floor with <b>Emma Foxall</b> , Director of Dispute Resolution,	
Housing Ombudsman Service and Katrine Sporle, The Property Ombudsman (transcript)	58
Session Chair's and Westminster Legal Policy Forum closing remarks	
Karen Buck MP, Vice Chair, All-Party Parliamentary Group for the Private Rented Sector and Sponsor,	
Homes (Fitness for Human Habitation) Bill 2017-19 (transcript)	64
Sean Cudmore, Deputy Editor, Westminster Legal Policy Forum (transcript)	65
<u>Comments</u>	
Katrine Sporle, The Property Ombudsman	66
<u>List of Delegates Registered for Seminar</u>	67
Contributor Biographies	71

Please be advised that speakers' PowerPoint presentations are included within the transcript itself, just beneath the relevant speaker's text. Please note that not all speakers are able to grant permission for us to include their slides.

# **About this Publication**

This publication reflects proceedings at the Westminster Legal Policy Forum Keynote Seminar: The future for regulation of the private rented housing sector held on 31<sup>st</sup> October 2018. The views expressed in the articles are those of the named authors, not those of the Forum or the sponsors, apart from their own articles.

Although Westminster Legal Policy Forum is grateful to all sponsors for the funding on which we depend, participation in events and publications is never conditional on being a sponsor. As well as funding ongoing operations, sponsorship enables the Forum to distribute complimentary copies of publications, and offer complimentary tickets for events, to Government ministers, parliamentarians and officials most involved in policy.

This publication is copyright. Its copying, in whole or in part, is not permitted without the prior written consent of the publishers. However, extracts of the text may be reproduced for academic or review purposes, subject to the conditions of use outlined in the previous page, providing they are accurate, are not used in a misleading context and the author, their organisation and the Westminster Legal Policy Forum are acknowledged. We would also appreciate being informed.

# **Westminster Legal Policy Forum**

UK Headquarters 4 Bracknell Beeches Old Bracknell Lane West Bracknell Berkshire RG12 7BW

T: 01344 864796 F: 01344 420121 publications@westminsterforumprojects.co.uk

## **Directors**

Peter van Gelder Chris Whitehouse