



*Welcome to*

## **REPORT LAUNCH**

### **Private Renters' Rights:**

**Safe and stable homes in Kensington and Chelsea**

**&**

## **ANNUAL GENERAL MEETING**

*Thursday 19 November 2015*



**Keynote address:**

## **The future of the private rented sector**

***Professor Christine Whitehead, London School of Economics***



*Private Renters' Rights: Safe and stable homes in Kensington and Chelsea*



## Key research findings

*Amina Khatun, Kensington & Chelsea Social Council*

An orange house-shaped icon with a chimney, containing a green square with the text 'Report launch' in white.

Report  
launch

*Private Renters' Rights: Safe and stable homes in Kensington and Chelsea*






# PRIVATE RENTERS' RIGHTS

Safe and stable homes in  
Kensington and Chelsea

2015



# BACKGROUND

-  According to a MORI survey poverty and inequality - biggest issue facing Britain today.
-  1 in 5 people living in London are living in poverty.
-  Around 3.1m people, experience poverty after housing costs.

# COST OF RENTING

When asked what was the **worst experience** of private sector renting in the borough nearly 1 in 4 (23%) of our respondents considered it to be the cost.



**23%**  
COST OF  
RENT

Unable to pay for essentials after paying rent?

YES  
**33%**

NO  
**67%**

**33% unable to pay for other essentials after paying rent.**



## Charlotte:

*I went to [an] agency in Earls Court. I told them that I want to rent. In one day I paid £5000, I borrowed from my sister.*



# 1. RECOMMENDATIONS

- Rent stabilisation
- Promote wider housing discretionary payments
- Outlaw letting agent fees
- Tenancy relations service
- Private Rental Access Scheme to include low paid workers



# CONDITIONS OF RENTING

1 in 3 (32%) of tenants felt that their home **did not** meet their expectations regarding its conditions.

Worst experiences of private renting...



**23%**  
COST OF  
RENT



**19%**  
MAINTENANCE  
ISSUES



**16%**  
PEST  
CONTROL



**Simon, 36, lives with his daughter:**

*I have to sleep in the living room in the winter because of the extreme cold. It causes damp in the bedroom.*



## 2. RECOMMENDATIONS

- Selectively licence landlords
- Promote tenancy relations service/strengthen environmental health

# CUSTOMER SERVICE

13% of the tenants we surveyed said they were not confident to report a problem to their landlord.



■ 58% Repairs not being resolved

■ 27% Fear of rent rise

■ 15% Fear of eviction

...Reasons for not reporting issues

Who is less likely to report...



20%

of men were not confident to report a problem



80%

of women were not confident to report a problem



**Wendy:**

*I left messages for him yesterday and he hasn't called me back and he has never ever contacted me about it....I have to fight all the battles with the builders next door and they are battles.*



# 3. RECOMMENDATIONS

- A Landlord forum
- Online free subscription-based newsletter
- A Tenants charter
- Promote information on retaliatory evictions law
- Investment into advice services

# CONCLUSION

- Our report highlighted a gap on local in-depth intelligence on the experiences of private renting.
- We propose some new approaches to improving the PRS to be endorsed and led by the Council.
- Council to use its powers locally to be at the forefront of championing progressive housing strategies that works for everyone.



## Panel Questions & Answers

**Allison Roche**  
*UNISON*

**Betsy Dillner**  
*Generation Rent*

**Cllr Rock Feilding-Mellen**  
*Royal Borough of Kensington and Chelsea*

**Professor Christine Whitehead**  
*London School of Economics*

**Chaired by *Ross Fraser, HouseMark***



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# *Break and Networking*

***The Kensington & Chelsea Social Council  
Annual General Meeting  
will begin at 6pm***



*Annual General Meeting 2015*



## **A roundup of 2014-15**

*Angela Spence, Chief Executive Officer*

## **An address from our chair**

*Michael Bach, Board of trustees*

## **Treasurer's report**

*Mark Anfilogoff, Board of trustees*



*Annual General Meeting 2015*



# ELECTION TO THE BOARD OF TRUSTEES

Conducted by *Siobhan Sollis*

## NOMINATIONS:

**Mark Anfilogoff**

**Stephen Duckworth**

**Jamie Renton**

**Michael Bach**

**Jan Halliday**

**Lynda**

**Christine Bennett**

**Marie Mulcahy**

**Rosenior-Patten**

**Howard Taylor**



*Annual General Meeting 2015*



- The commissioning challenge
- Voluntary sector premises challenge
- Public consultation challenge
- The Social Value challenge
- Tour for new councillors to see the local voluntary and community sector in action north and south of the borough