

Redress – Private Sector Landlords

24th January 2019 - Government outlined plans to introduce a single one-stop shop for housing complaints.

The measures include:

- The introduction of a new Housing Complaints Resolution Service with the aim of helping anyone with a property transaction dispute
- The requirement for all private landlords to belong to a redress scheme - *Currently, landlords are not required to register with a complaints system.*
- The requirement for developers of new homes to sign up to a New Homes Ombudsman
- The introduction of a single Code of Practice on complaint handling across all tenures

These new measures will form part of the government response to the consultation [Strengthening consumer redress in the housing market](#). The consultation looked at a range of issues including:

- how the current complaints and redress landscape works
- whether streamlining redress in housing could help improve delivery of services
- how the 'in-house' complaints process and other practices and processes in redress could be improved
- how any gaps in housing redress could be filled, with a particular focus on purchasers of new build homes and private rented sector tenants

[James Brokenshire (Housing/Communities Secretary)] There will be a new Housing Complaints Resolution Service which will provide a simple way for home owners and tenants to get help when faced with housing disputes. It will be developed with a new Redress Reform Working Group made up of representatives from across the sector.

The Communities secretary also said that private landlords will be legally required to become members of a redress scheme - with a fine of up to £5,000 if they fail to do so.

“Creating a housing market that works for everyone isn't just about building homes – it's about ensuring people can get the help they need when something goes wrong.

But all too often the process can be confusing and overly bureaucratic, leaving many homeowners and tenants feeling like there is nowhere to go in the event of problems with their home.

The proposals I have announced today will help ensure all residents are able to access help when they need it, so disputes can be resolved faster, and people can get compensation where it's owed."

This new measure mirrors changes made to the lettings sector, where from the 1st October 2014, it became a requirement for [all letting and managing agents in England](#) to become a member of a redress scheme.

The NLA have responded by stating that the Government has taken almost a year to confirm its plans for a private landlords' redress scheme, but ministers are going to form a working group first to delay the introduction of the new measure for a little longer.

They understand that no landlord wants to face yet more costs. There is unease among landlords who are aware of this scheme, but they want to allay members' concerns. They are dealing with this process and will be well prepared for the introduction of this scheme when the Government decides to act.

Landlords don't have to do anything yet. The NLA are working closely with the Government and the wider industry to make sure that all NLA members will be covered.

In 2017, the NLA were asked to design a service, so they have a product already. Of course, they don't yet know what the Government will require, but they are well advanced in dealing with this issue.