

Greater Manchester Combined Authority (GMCA)

A report on the Focus Group consultation on the Good
Landlord Charter

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Background

Greater Manchester Combined Authority (GMCA) appointed Tpas, in January 2024, to facilitate, as part of the wider consultation process, thirteen focus groups on the Good Landlord Charter (GLC).

GMCA identified that the aims of the focus group are:

- To widen participation in the consultation by speaking to those who may be less likely to respond or engage with a traditional public sector consultation.
- To gather the views of groups where there is evidence of a more negative experience of renting for example those who are disabled or those who are in receipt of welfare benefits.
- To understand the views of those from focus groups on the proposed GLC to inform the development of the GLC.

This report describes Tpas approach to delivering 13 focus groups, the key themes identified across all the focus groups and provides recommendations for changes to the GLC that the participants suggested.

The report also highlights issues of concern around the renting experience of GMCA residents which although not strictly in the scope of this project, we feel they should be noted and acknowledged. We have detailed these out-of-scope views in a separate section in this report.

Executive summary

There is broad support for the good landlord charter from tenants and private rented sector landlords and agents. It is welcomed as an addition to the already existing Regulatory Standards for Social Housing, the voluntary Codes of Practice and Conduct that operate within the private rented sector, and housing and property legislation.

We asked, 'What makes a good landlord' and it is interesting to note that tenants and PRS landlords identified the same characteristics.

- To provide a responsive service especially a responsive repair service
- To provide a home that is safe to live in.
- To not discriminate and adapt service delivery, including repairs, to account for individual difference.
- To be good at communication

The participants did not request or suggest any changes to the GLC criteria. Participants liked the plain language of the Charter. One suggestion, made by a participant, was to ensure that in the final design there are pictures that show wide representation of greater Manchester communities and people.

The biggest source of dissatisfaction for PRS and social housing is when landlords or agents fail to respond to phone calls, emails, or other communications in a timely and appropriate manner. This highlights that good customer service is at the heart of being a good landlord.



Participants queried as to how the Charter would be monitored to ensure compliance and asked what the penalties would be for non-compliance. It was also viewed as another tool in the arsenal for good property management which landlord and tenants would find useful, but it cannot replace good enforcement practices from local authorities using their legal powers to ensure landlords provide safe, decent legally compliant homes, particularly in the private rented sector (PRS). Agents are supportive of the Charter and will encourage their landlord clients to sign-up.

Tenants would like to be part of the process of monitoring compliance with GLC and feel that there is some finer detail behind the criteria that will make monitoring and landlord accountability easier to understand. For example the 'responsive' criteria in which it states that the landlord should 'respond satisfactorily to request for repairs, correspondence and complaints' raised some concerns. Tenants said they would be looking for timescales, for example, in terms of responses for requests for repairs, answering email or returning phone calls but it was not clear to the as to whether the GLC would be this prescriptive. This highlights tenants concerns about how to hold the landlord to account for service delivery. For social housing tenants this matter will be resolved by virtue of the fact that their landlord has to meet the Housing Ombudsman's Complaint Handling Code and, from the 1st April 2024, will be regulated against the four Consumer Standards, and it is the Home Standard that will regulate landlord performance on repairs, maintenance, and property compliance (fire, water, electrics, gas, asbestos and lifts).

For PRS tenants whose agents use the Property Ombudsman scheme, there is a clear line of sight around dealing with complaints about the property management and maintenance service. But for PRS tenants whose landlord does not follow an existing Code of Practice e.g. National Residential Landlord Association (NRLA), their only recourse is with the local authority.

The 'inclusive' criterium of the charter is welcomed and participants liked the phrase 'because of who you are'. The feedback does highlight barriers for some groups in accessing housing with disabled people particularly finding challenges in accessing and staying in their home. It might be that PRS tenants and landlords are unaware of the support that is available to help with minor and major adaptations.

All groups see the GLC as a public statement of commitment to high standards by landlords and that it is a good idea.

Methodology

Over the period 5th February 2024 to 13th March 2024, Tpas facilitated thirteen focus groups, 11 via Zoom and 2 in-person sessions.

- Five focus groups with private rented sector tenants
- Five focus groups with social housing tenants
- Two focus groups with private sector landlords
- One focus group with managing and letting agents for private landlords.



GMCA identified the tenant focus group participants as those whose experiences of renting differed from the general population or the harder to reach groups in terms of responding to consultations. The specific characteristics of the groups included students, families, disabled people, older people, Housing First residents, those from minority ethnic communities, and those from the LGBTQ+ community. The landlord focus groups participants were private rented sector (PRS) landlords and agents.

We aimed for each session to have ten people in attendance. A £40 Love2Shop voucher was offered, as an incentive, to tenants attending the sessions. Only those who booked onto the session and subsequently attended were given vouchers. A Briefing Guide for each session was produced by Tpas and distributed by GMCA beforehand to encourage participation. Please see Appendix 3 for further information.

In total 116 people attended the sessions

- 22 Private rented sector tenants
- 81 social housing tenants
- 9 Private sector landlords
- 4 managing agents for private sector landlords

Overall we spoke with

- 103 tenants i.e. PRS and Social Housing tenants – this represents 89% of all participants.
- 13 PRS landlords and letting agents - this represents 11% of all participants.

Appendix one of this report details the dates and times and attendance record at each of these sessions.

[Focus groups – how they contribute to wider consultation and research.](#)

Focus group interviews are a qualitative research technique. Qualitative research is more concerned with the way people think and feel and the aim is to gather participants perceptions, feelings, attitudes, or ideas.

Focus groups aim to create a normal candid detailed conversation around a specific subject within a group of people who have certain characteristics in common relating to the topic or subject for discussion. Focus Groups are a tried and tested research method that builds on the strength of working with people in groups through a structured focused process of selection and questioning.

A 'true' focus group.

- Meets only once.
- As a part of a wider programme of focus groups
- Is made up of a small group of people who don't know each other.
- Concentrates on only one issue.
- Is facilitated by an independent person.
- Is concerned with attitudes, feelings, beliefs, and responses.



This means that the data, i.e. the numbers attending session is of no statistical significance. In addition, the participants were self selecting and we did not collect equality information about each participant, so we cannot be certain that those attending each focus group are statistically representative of the focus group criteria.

Tpas have used the views, feelings and concerns expressed by participants to identify the key common themes from across all sessions.



Findings

In this section we have summarised and identified the common themes across all of the focus groups. Appendix 2 contains the detailed notes, including comments made in the 'chat' function of Zoom, from each focus group.

Support for the Good Landlord Charter (GLC)

All the groups expressed support for the good landlord charter. It is seen as a means of supporting other forms of regulation, codes of conduct and practice, and the requirements as set out in legislation for the management of property. The participants did not request or suggest any changes to the GLC criteria. Participants liked the plain language of the Charter. One suggestion, made by a participant, was to ensure that in the final design there are pictures that show wide representation of greater Manchester communities and people.

- *It's good because it will raise awareness about good standards for renting but it does need to have an integrity and a level of scrutiny behind it and that means holding the landlord to account, especially private rented sector landlords.*
- *The criteria in the Charter are good but, in all honesty, they are the bare minimum of what a tenant should expect and what a landlord should be delivering. It's just the basics so I would wonder why we need a Charter; it's just telling us what we should expect".*

Comments from PRS tenants

As agents we definitely have landlords who would want to sign-up to this, and it won't be a hard to sell to them and it will complement our services and the complaints process.

NB: Agents sign up to the Property Ombudsman Scheme for the PRS

Comment from a PRS Agent

Social Housing tenants have opportunities to hold their landlord to account as they are already tightly regulated and if they meet this standard of regulation then they will meet the GMCA charter.

Comment from a formally involved social housing tenant

We asked, 'What makes a good landlord' and it is interesting to note that all groups identified the same characteristics.

- To provide a responsive service especially a responsive repair service
- To provide a home that is safe to live in.
- To not discriminate and adapt service delivery, including repairs, to account for individual difference.
- To be good at communication

On this latter point of communication, PRS and social housing tenants specifically expressed this in terms of landlords answering telephone calls, responding to emails, being available to discuss matters, and for



landlords and contractors to make appointments that suit the needs of tenants according to lifestyle. PRS landlords spoke of having business practices that used good communication from the application, viewing and letting stages and working this through to the day-to-day management of the property.

The biggest source of dissatisfaction for PRS and social housing tenants is when landlords or agents fail to respond to phone calls, emails, or other communications in a timely and appropriate manner. This highlights that good customer service is at the heart of being a good landlord.

All groups see the GLC as a public statement of commitment to high standards by landlords and that it is a good idea. Landlords felt that by signing-up to the GLC it might offer them some commercial advantage in attracting new clients looking for property in the Greater Manchester.

- *A step in the right direction as it defines the concept of what the legislation requires of landlords.*
- *Above and beyond the minimum are the things you do every day as part of normal business.*

Comments from PRS landlord/agent

[Support for the Good Landlord Charter \(GLC\) but there are questions about implementation, monitoring, and enforcement.](#)

From a tenants' perspective there are key questions around the implementation monitoring and enforcement of the GLC. Tenants want to know how, if a landlord is signed up to the Charter, they will be monitored against the criteria of the Charter. They want to know how the landlord performs against the Charter criteria and, what redress tenants have if the landlord is not meeting the Charter commitments or penalty the landlord pays for not meeting the Charter commitments.

- *It's a good mission statement and if a landlord doesn't follow the Charter, they should be struck off.*
- *Not clear how it will work and how landlords will prove they are following the Charter.*
- *I'd like to see some more specifics and some more definitions in the Charter that would make it more actionable.*
- *I'd like to know how it will be enforced – what recourse do tenants have if the landlord doesn't meet the Charter standards.*

Comments from PRS tenants

PRS tenants are concerned that an unintended consequence of the GLC is that it would give PRS landlords the opportunity to charge more rent.

- *I'd be concerned that if the landlord or agent signed up to the Charter that the rent will be more expensive – a sort of premium on the rent.*

Comments from PRS tenants

Likewise PRS landlords and PRS agents also have concerns about monitoring of the Charter but feel that for those who aspire to best practice, it makes sense to sign-up to the GLC.



- *As a PRS landlord with a small portfolio and who does manage the property themselves then I would sign up to this Charter but not sure how it would improve my relationship with my tenants. I already take my role seriously and respect my tenants' rights, but I would still sign up to this charter.*
- *What does above the minimum means and how will it be measured in practice?*

Comments from PRS landlord

Landlords and agents highlighted the fact that bad or rogue landlords are unlikely to sign up to the Charter and it is the enforcement against this group that needs to be strengthened by councils and the courts.

- *The real test for this charter is enforcement – because a rogue landlord is a rogue landlord, and they won't sign-up to his Charter. Councils need to be funded to investigate and take legal action against rogue landlords.*
- *What does above the minimum means and how will it be measured in practice?*

Comment from PRS landlord/agent session

Tenants' views of the seven criteria of the GLC

In this section we have taken the seven criteria of the GLC and identified, were expressed, tenant responses to those criteria. The question asked was 'What do you like about the proposed good landlord Charter?'

- **Affordable -You should understand how your rents and other charges are set and should not be ripped-off.**

Participants agree with the criteria and statement, but the challenge is what 'affordable' means in practice. The term 'affordability' also raised the more complex issues faced by PRS tenants around deposit bonds, guarantors, and demands for rent in advance. The PRS Student participants gave examples of PRS landlords demanding 6 or 12 months' rent in advance and this is in addition to deposits and other fees. As mentioned previously PRS tenants are concerned that a landlord or agent who has signed up to the Charter might use this as an opportunity to charge more rent.

'Not being ripped off' – I have faced issues about getting my deposit returned because of a loose and subjective interpretation of 'fair wear and tear.'

Comment from PRS tenant

A PRS tenant described how their rent had increased in line with market levels, but that rent increase didn't reflect the increase in the household income and the rent is now unaffordable. It is important to identify, which the PRS tenants did, the drivers for finding accommodation in the PRS sector. Location is a key driver and participants described how they wanted a property that provided easy access work and education. Once they have identified a location, they then investigate the size of properties available and



the rent. Affordability becomes an issue once they realise that cannot afford to rent in their preferred location and as market for PRS homes becomes more competitive, so the rent becomes less affordable. One PRS tenant described how they were saving for a deposit to buy their own home and that because the landlord has recently increased the rent, which they can afford, it means that there is less being set aside each month into their savings.

Social Housing tenants did not make any specific comments about this criterion. It could be inferred that this is because their rents are controlled by the Regulator of Social Housing's Rent Standard and by virtue the fact that they rent from a social housing provider and know that the rents are less than the market rent charged in the PRS.

For PRS landlords their views on affordability are seen through limits of Local Housing Allowance (LHA) but they know that in areas of high demand they can charge whatever rent the person is willing to pay. Hence for PRS landlords, the market leads on price.

- Inclusive - You should not have a worse renting experience because of who you are.

This was welcomed and the phrase 'because of who you are' was highlighted as being positive. The feedback shows that there are barriers for some people to access housing and participants described discriminatory practices of landlords.

The minority ethnic group participants, both social housing and PRS, did not specifically describe any situations or give examples of discriminatory practices based on race and ethnicity.

Disabled residents in the private rented sector discussed how if they asked for adaptations or physical changes to a property the landlord would say they couldn't afford them, or they didn't want to do them because they didn't want the property marked as being for somebody who was disabled - this latter example was given in the case of somebody who wanted a ramp installed to the front door.

Disabled residents in the PRS also described how PRS landlords and contractors did not take the needs of the disabled tenant into account when organising repair appointments or thinking about the needs of that tenant and adapting their service response accordingly. For example, making appointments for contractors to visit at a time when the resident is receiving daily care or support.

The participants on PRS Disabled session described how they feel that there is a perception that disabled tenants are more trouble than they are worth, but the because the private rented sector is so competitive it means that all the power sits with the landlord, and they can choose who to house and who not to house. The participants also described how they have experienced retaliatory/no fault evictions because of an occupational therapist review or a social care review. They expressed a view that the landlord thinks *'this tenant's going to need a lot more from me and it's going to cost me time and money and so they*



simply don't want to house people with disabilities. A PRS landlord identified their knowledge gap in respect of helping a disabled tenant.

As a landlord, if I'm not sure how to help someone with specific needs e.g. a disability or language needs, I know of other third part organisations who can help, and the Government website is useful.

Comment from PRS landlord

- *They should respond in a timely way and should understand that they need to make reasonable adjustments as is required under the Disability Discrimination Act*
- *I've been told that there are people who have been denied housing in the private rented sector because of mobility aids such as scooters or walking aids and landlords describing how they don't want the equipment stored in the house.*

Comments from PRS tenants about PRS landlords

Social housing tenants can request adaptations to their properties because many housing associations provide for minor adaptations through the day-to-day repairs budget, but tenants felt that social landlords could be slow in responding to requests and in having the work completed. Examples of the types of minor adaptations provided by social landlords includes, grab handrails, specialist taps for kitchen sinks and bathroom basins. Participants described how, despite informing the landlord about their mobility challenges, contractors called at their home but didn't wait around long enough for the tenant to answer – they assumed the tenant wasn't at home. For social housing tenants this experience is a source of frustration particularly because they have advised the landlord of their circumstances and they are often asked, by the landlord, if the information is still relevant and correct. It highlights the need for this key personal information to be shared with the right people at the right time in the organisation. It should be noted that it is a regulatory requirement under the Safety and Quality Standard that social housing landlords assist tenants with adaptations and under the revised Code of Practice, in place from 1st April 2024, they will need *'provide more information around providing flexibility for more complex repairs and meeting the diverse needs of tenants.*

The LGBTQ+ participants reflections on the term 'inclusive' included:

- *The 'inclusive' criteria and statement is important – for all groups.*
- *I think it should not be discriminating others, on sexual orientation or colour of skin, yeah everyone should be included.*
- *Giving us a call out would make us seem different while we want to be treated the way others are, so I don't see any reason to change the text on inclusivity.*
- *Personally I don't think we should be called out especially in the charter, it doesn't need to be added to - just the parameters in the background need to be fully inclusive.*

Comments from PRS tenants on LGBTQ+ session



Whilst 'inclusive' can be taken to refer to the protected characteristics in the Equality Act 2010 we also heard examples of lived experiences that are not protected by law. For example, Housing First tenants highlighted how easy it is to evict somebody in the private rented sector and how the insecurity of the private rented sector can be a trigger for a person to return to addictive behaviours or to committing criminal offences and being returned to prison. This group also discussed the bias within the private rented sector towards recovering addicts and those leaving the prison system. The discussion then led into describing how unemployment and physical or mental illness is also a barrier to getting access to housing, especially the private rented sector.

In the PRS families group, the participants described the discriminatory practices by PRS landlords who didn't want children and/or pets in the property because of the potential damage to décor.

The Social housing participants discussed the challenges of being accepted onto a waiting list for social housing and how challenging this is for people with 'hidden' disabilities such as autism/ADHD because there isn't a priority for this type of person. They also discussed how, if not accepted onto a social housing waiting list, there they must rely on finding a home in the private rented sector and this has another set of challenges including short supply and high demand and if someone does have mental health needs the ability of a PRS landlord to support them to stay in their home.

- **Private and secure - You should be reasonably free to enjoy your home and make it your own.**

This was welcomed by the participants. Tenants who had a positive relationship with the landlord said that they were able to make the property their home and that their landlord trusted them to look after the property and this led to a responsive service for repairs or other requests.

Those who had a less positive experience in the PRS described how landlords had a set of keys to the property and let themselves into the tenant's home – sometimes the tenant was at home when this happened and on other occasions the tenant was not at home. International students described how they were not clear about UK laws on renting a property and felt that they were taken advantage of because of their status. They are reluctant to complain to or about the landlord as this may result in them being evicted.

- **Responsive - Your landlord should respond satisfactorily to requests for repairs, correspondence, and complaints.**

Under this criteria PRS and social housing participants queried the term 'respond satisfactorily'. They said they would be looking for timescales, for example, in terms of responses for requests for repairs, answering email or returning phone calls but it was not clear to the as to whether the GLC would be this prescriptive. This highlights tenants concerns about how to hold the landlord to account for service delivery. As the regulatory regime for social housing is changing Tpas would suggest that social housing customers should be seeing a more transparent reporting of performance from their landlord, where this



is not already the case. For PRS tenants the 'respond satisfactorily' remains subjective and open to interpretation.

Participants also described the fear of reporting a repair or making an inquiry with a PRS landlord/agent because they did not want to be perceived as being a nuisance, being demanding or to be thought of as a difficult tenant as they feared the consequences of this would be the landlord serving them with a section 21 (no fault eviction) notice or increasing the rent.

Repairs and maintenance are key issues for PRS and social housing tenants. One PRS tenant gave an example of having a roof leak and the contractor advising the landlord what needed to be done but the landlord refusing to have the work carried out. The tenant had taken the issue to council and the MP, but the landlord did not do the repair.

- **Safe and Decent - You should be able to live free from physical or psychological discomfort in your home.**

This commitment in the GLC is welcomed by participants and they understood this to mean that the property is safe and decent i.e. that gas, electricity, water services are working, legally compliant and safe. They queried as to whether that extended to issues such as anti social behaviour and domestic violence.

One PRS tenant provided their concerns about safety in the home as follows:

I've suffered from anti-social behaviour from my neighbour. One of my children has autism and ADHD and he can sometimes be noisy, but the neighbours are not very understanding, and I've had the neighbour, when he's drunk, knocking on my front door, and threatening me. The police are involved and it's frightening. But my landlord won't do anything to help me and my children.

Comment from PRS tenant

The following examples of landlords failing to carry out repairs shows the frustration of tenants:

- *We have waited since May of last year for a repair to be done to our roof. There is a hole in the roof and the landlord is refusing to do repairs. We have been to the council and to our local MP, but nothing has happened. We can't afford to move house at the moment stop we were advised to get the repair done ourselves and send the invoice to the landlord, but we are on a limited income at the moment because I'm on maternity leave and so we're not sure we'd get the money back for the repair. The house we live in is just not fit for human habitation. The solution for us would be to move but we'd have to find a deposit and guarantors, and we'd need moving fees. It's really expensive to move house in the private rented sector.*
- *We live in a bungalow, and we suffer from quite severe damp and mould. All the landlord says is that the damp and mould is all our fault. We have had a surveyor independently look at our property and they have told us that it's a structural problem and that bungalows, built during the late 1950s early 1960s suffer with damp and mould there is an easy solution, but the landlord won't spend the money on having the air circulation system installed in the roof space.*

Comments from PRS tenants



- Supportive - You should have essential information about renting your home and be helped to access support if you need it.

PRS and social housing tenants thought this also highlighted how a landlord needs to be good at communicating with tenants. This also relates to the basic safety information a tenant must have about the property including a gas safety certificate, electrical safety certificates and an EPC (Energy Performance certificate).

PRS landlords and agents discussed the requirement for homes to reach an EPC rating of C. They felt that this was not an important issue to their tenants because for some tenants' bills are inclusive as part of the rent agreement so irrespective of whether the property meets the EPC-C Rating the tenants are not concerned. The issue of EPC was not raised by the tenant participants but the counter argument to the landlord view is that an energy efficient home is important to tenants because it reduces the overall outgoings. If tenants are paying a rental charge which is inclusive of bills how does the landlord prove to the tenant that the utility costs are a fair and accurate reflection of the actual costs.

- Well managed - Your landlord should be competent or use a competent managing agent.

Participants asked how you would measure competency. Social housing tenants queried the qualifications of staff as well as the experience of staff in managing properties. It is welcomed as part of the GLC, but the participants queried how it, i.e. the suitability and qualifications would be measured or enforced.

- *They need to employ the right people and staff need to be trained properly.*
- *I like this bit about being competent. In my experience as soon as a member of staff is competent, they leave, and we end up with someone who isn't competent. I'm not even sure if my landlord has proper training for new staff.*

Comments from social housing tenant

PRS landlords and agents – What would encourage them to sign up to the Charter?

The GMCA brief asked us to explore with PRS landlords and agents the drivers that would encourage them to join the Charter.

As stated previously, landlord and agents, like tenants, have a positive view of the GLC and welcome it.

- *It's a step in the right direction as it defines the concept of what the legislation requires of landlords.*
- *We already have a good brand – signing up to this Charter might have some incentive but not sure it would change anything for us.*

Comment from PRS landlord

Some would welcome an incentive for signing up such as an exemption from some or part of the fees they are charged for schemes such as selective licencing or HMO licencing.



- *An incentive would be if by signing up to the Charter we were exempt from some or part of the fees we are charged for other schemes such as Selective Licensing Schemes and HMO licensing.*
- *If a landlord qualifies for this scheme, then by definition they would also meet the requirements of HMO licensing and Selective licensing schemes.*
- *If we operate an HMO we are checked and need to prove our homes meet legal standards – by signing up to the Charter might this enable the Housing Enforcement Teams to focus on those homes and landlords that are not meeting safe standards.*

Comments from PRS landlord/agent

They also wanted to understand more about how the GLC will be monitored and are concerned that signing-up and proving they meet the Charter will become another administrative task.

- *What does above the minimum means and how will it be measured in practice?*

Comments from PRS landlord/agent

We wanted to understand how agents would champion the GLC with their clients. Agents work with a wide variety of landlord clients from a person owning a single property to a company operating a Buy to Rent investment scheme. Agents also have to be registered and accredited to operate. They felt that signing up to the GLC would be welcomed by their clients but if the scheme became another cost to the landlord or if the PRS sector was more heavily regulated this might put people and organisations off from entering the PRS market as a landlord.

This being said there is positive support from Agents for the GLC and they will encourage their landlord clients to sign up.

- *Agents want to work with good landlords, and we can use this to tell landlords that we won't represent them if they don't meet the Charter criteria.*
- *Agents are part of the process of educating landlords, but we don't want to make life harder for landlords and we must be mindful of their individual circumstances.*
- *We should see the Charter as part of journey to improvement.*
- *Agent support GMCA's Charter but we can't enforce it and would want representation on the oversight of the Charter in the longer term.*

Comments from PRS Agents



Wider issues of concern beyond the scope of the focus group research into the GLC.

The focus group discussions took us beyond the scope of the GLC, but we felt it was worth highlighting in this section some of those issues identified by landlords and tenants that relate to housing, more generally, and accessing suitable housing. In no particular order these issues include:

- **The challenge of supply of and demand for affordable housing of all tenures**

Underlying all the discussions is this key issue of supply and demand of affordable homes, of all tenures, across the region. People want choices about where they live, about the size and type of home and the permanency of that home. They want a home that also gives them access to their wider support and social networks of family and work.

- **The power imbalance between landlord and tenant especially in PRS tenancies**

Tenants' views about the power imbalance are expressed earlier in this report where we describe how tenants are fearful of contacting the landlord to report repairs as this might result in the landlord serving them with a Notice to Quit. The converse of this is the view expressed by PRS landlords is that the legislation specifically the 1988 Housing Act, which introduced assured shorthold tenancies, gives them the freedom to rent out their asset and to get that asset back when or if they need it by virtue of the fact, they can serve a Section 21 notice on the tenant at any time and without good reason. PRS landlords cited delays in getting court dates as one of the reasons they use the Section 21 route to end a tenancy and that by not using this they risk financial losses because the tenants are not paying the rent.

- **PRS landlords expressed concern about proposed new legislation which they feel will restrict their ability to end PRS tenancies quickly and cheaply.**

There was a view expressed that the potential changes to legislation e.g. Renters Reform Bill will lead to PRS landlords leaving the sector because they won't be able to gain access to their asset easily and quickly. A view was expressed that this proposed new legislation will result in good landlords leaving the PRS market and that this will lead to an increase in homelessness. In addition, another view that was expressed relates to the increase in mortgage costs due to increasing interest rates which might mean small portfolio landlords are leaving the sector resulting in an increase in corporate investors in the Buy to Rent market. This was described as a seismic shift in the PRS.

At the heart of this we would suggest is the argument about the economics of housing, the affordability of housing, and the supply of housing across the UK.

- **Access to suitable housing for older people and those with disabilities**

The social housing participants discussed the challenges of being accepted onto a waiting list for social housing and how challenging this is for people with 'hidden' disabilities such as autism and ADHD because there isn't a priority for this type of person. They also discussed how, if not accepted onto a social housing waiting list, then they must rely on finding a home in the private rented sector and this has



another set of challenges including short supply and high demand and concerns that a PRS landlord or agent might not be sympathetic to the specific needs of the tenant.

The social housing participants also described the challenges when wanting to move from family accommodation to smaller accommodation. The example given was a move from a three-bedroom family house to two/one bedroom flat or maisonette. They described how they would willingly move but the lack of supply of suitable accommodation for single person or older person households in the area in which they already live is in short supply or does not exist. They want to stay in the area because this is where their family and social connections live and so, they have decided it is better to stay in their current home. This highlights that location and community links matter to people and not building enough accommodation for an older age group or smaller households that enables them to live within their existing communities means that social landlords are not able to make best use of existing housing stock. This issue then links to the wider housing need strategy as well as planning strategies and planning for the future for an ageing population.

- **The restrictiveness of the social housing register**

Older Social housing tenants discussed how difficult it is for their children to access social housing because the threshold for the highest band is generally unachievable and they lamented the lack of stability their adult children had in respect of their housing.

For PRS tenants with children, the meeting at Home-Start highlighted the reality of families struggling with a complex system. Home-Start is 'a local community network of trained volunteers and expert support helping families with young children through their challenging times' (www.home-start.org.uk) We met families who use the service and also had the opportunity to speak with the staff who described how they signpost families to the right places for specialist advice e.g. Housing Options teams for specialist advice on housing. They described how Homestart is a place where families feel safe and as place where clients will report issues of concern and housing is an issue of concern. They gave an example of a family of two adults and two children placed into temporary accommodation which was an attic room in a large Victorian house. The cooking facilities were very basic, the child had asthma and the property was full of mould and damp, but the Housing Option teams said that this was acceptable accommodation for this family.

The staff team also described how they helped a family of four, (2 adults and 2 children) who were living in one room in a house that they shared with their parents. They couldn't afford the upfront fees for private rented housing and one of the children had special needs. Home-Start and other agencies had to provide the evidence to enable this family to be given a priority banding for social housing – this took two years to achieve. The family now has its own home with a social landlord. Staff described how they spent a lot of time helping people who are struggling to access housing lists and decent housing.



Acknowledgements

Tpas would like to extend thanks to the GMCA staff who helped to advertise the focus group sessions amongst the wider network of public, private and statutory organisations who work with landlords and tenants across Greater Manchester.

Tpas would also like to thank colleagues at GM Housing First who invited us to attend their Co-Production meeting to talk to Housing First tenants about their experiences.

We would also like to thank colleagues at Home-Start for enabling us to attend an in-person session with families at Ryecroft Hall, Urmston.

Finally, Tpas would like to thank each of the participants in the focus groups for the candour and honesty about their experiences and for sharing their views on the proposed Good Landlord Charter.

Should you require more information please contact us info@tpas.org.uk.



Appendices

Appendix 1 – Summary of Focus Group dates, times, and attendance

Appendix 2 – Detailed notes from each focus group

Appendix 3 – Focus Group Briefing Guides (four guides)



Appendix 1 – Summary of Focus Group dates, time, and attendance

Session Number	Date	Time	Group	Method	Number booked	Number attended
*1.	5.2.24	10am to 12pm	*Private Rented Sector Landlords	Online	9	3
2.	13.2.24	10am to 12pm	Minority Ethnic Groups Social Housing tenants	Online	29	26
3.	19.2.24	11am to 1pm	Disabled Social Housing tenants	Online	25	25
4.	19.2.24	5pm to 7pm	LGBTQ+ Private rented sector customers	Online	10	9
*5.	20.2.24	10am- 12pm	*Private Rented Sector Agents	Online	6	4
6.	20.2.24	1pm to 3pm	Elders Social Housing tenants	Online	14	14
*7.	20.2.24	6pm to 8pm	*Private Rented Sector Landlords	Online	10	6
8.	26.2.24	2pm to 4pm	Students Private rented sector tenants	Online	10	4
9.	29.2.24	10am to 12pm	Family Social Housing tenants	Online	11	9
*10.	29.2.24	1pm to 3pm	*Housing First Customers Attended the Co-Production meeting	In person	N/A	7
11.	12.3.24	10am to 12pm	Family Private rented sector tenants (3 staff also attended) Meeting held at Homestart, Ryecroft Hall, Urmston	In person	8	6
12.	12.3.24	2pm to 4pm	Disabled Private rented sector tenants	Online	8	2
13.	13.3.24	4pm to 6pm	Minority Ethnic Groups Private rented sector tenants	Online	9	1

- **TOTAL NUMBER OF PEOPLE ATTENDING A FOCUS GROUP SESSION = 116**
- **Total Number tenants =103 (89%)**
- **Total Number Landlords/Agents = 13 (11%)**
- Social Housing tenants = 81 (70% of all participants or 78% of tenant participants)
- PRS tenants = 22 (19% of all participants or 21% of tenant participants)



Note Well: Groups with an * were not incentivised to attend.

Appendix 2 – Focus Group detailed notes of each session.

This information is presented by cohort type and into three key groupings, as shown below.

Cohort	Session Number (as per described in Appendix 1)
Landlords and Agents	1, 5 and 7
Social Housing tenants	2,3,6, 9 and 10
Private rented sector tenants	4, 8, 11,12 and 13

COHORT	DATE	TIME	NUMBER IN ATTENDANCE
PRS Landlords	5.2.2024	10am to 12pm	3
<p>Summary of views, comments, concerns</p> <p>What makes a good landlord?</p> <ul style="list-style-type: none"> • Somebody who communicates well from the start to the end of the process – at application, viewings, lettings. • Customers need one point of contact throughout the process and during the time of the tenancy – they need to know who to talk to. • The geographical location of Head Office should not matter as long as the customer knows who is and how to get in touch with their main point of contact. • Landlords should have clear lines of communication and use different channels. • Landlords should provide an easy way of customers getting access to information about the landlord and the landlord services. • Landlords should respect that the property is the customer's home. <p>What would encourage you to sign up to the charter?</p> <ul style="list-style-type: none"> • An incentive would be if by signing up to the Charter we were exempt from some or part of the fees we are charged for other schemes such as Selective Licensing Schemes and HMO licensing. • If a landlord qualifies for this scheme, then by definition they would also meet the requirements of HMO licensing and Selective licensing schemes. • If applicants knew about the Charter not sure how this would benefit landlords – would we get 'better' clients for instance? • If applicants don't know about the Charter, then this becomes a 'tick-box' exercise for landlords. • How would landlords demonstrate that they are meeting the Charter – might this become another administrative task. 			



- If we operate an HMO we are checked and need to prove our homes meet legal standards – by signing up to the Charter might this enable the Housing Enforcement Teams to focus on those homes and landlords that are not meeting safe standards.
- Private landlords use ‘HomeView’ as a place for tenants to rate their landlord (bit like a TripAdvisor for housing) – would the Charter be something like this? Could it be something like this?
- We already have a good brand – signing up to this Charter might have some incentive but not sure it would change anything for us.
- Any PRS landlord who is already a good landlord will sign-up – but they are not the problem. The problem is the ‘bad’ landlords with poor management practices.
- How is the Charter going to achieve its aims and how will it help to tackle the ‘bad’ PRS landlords.

What concerns do you have about the proposed charter?

- How will it be enforced, staffed, and resourced?
- How will tenants (potential and current) know about the scheme and be able to judge the landlord’s performance.

Other points raised.

We discussed what the drivers are for tenants in the PRS – and it was agreed that location is a key driver when people are looking for a PRS property. The group identified the key drivers as proximity to work, the area’s reputation, schools, transport links, the impact of seasonality on the PRS lettings market. They are not sure that a Charter would make an impact because it’s not the first thing on the renters mind. BUT it was felt that if the PRS landlord had the ‘charter badge’ attached to the advertisement on say Right Move or Zoopla, this will give the renters an indication of quality of service and certainty about landlord conduct.

We ended the session with the fact that good communication and service from the start of the experience (application, viewing etc) remains hugely important as way to build a good relationships with the customer.

COHORT	DATE	TIME	NUMBER IN ATTENDANCE
PRS Agents	20.2.2024	10am to 12pm	4

Summary of views, comments, concerns

What makes a good landlord?

- Everything on the Charter makes a good landlord.
- Landlords need to be compliant with the law.
- A landlord should be qualified to be a landlord.
- Landlords need to recognise that it is their property, but it is the tenants home.
- I know all my tenants and have good communication channels with them – WhatsApp has really changed the way I can communicate with my tenants and they with me.
- A good landlord is a good communicator and is aware of cultural differences.



- We need to be seen and this means visiting the property and speaking with residents to understand what they are asking of us.
- We need to be better at listening.
- We want tenants to stay with us as our customers and so it is in our best interest to ask, as soon after they have moved in, if we have missed any repairs or maintenance issues.

How might you encourage/champion the Charter to your clients?

- As a landlord I'd have no problem signing up to this.
- As a landlord, if I'm not sure how to help someone with specific needs e.g. a disability or language needs, I know of other third part organisations who can help, and the Government website is useful.
- As agents we definitely have landlords who would want to sign-up to this, and it won't be a hard to sell to them and it will compliment our services and the complaints process (the one agents sign up to is the Property Ombudsman Scheme for the PRS).
- Enforcement of the Charter – would it result in a fine?
- Agents could encourage landlords to sign up if there was a financial incentive such as a reduction in licensing fees but not sure if this would be consistently applied across all the borough's within GMCA.
- Agents want to work with good landlords, and we can use this to tell landlords that we won't represent them if they don't meet the Charter criteria.
- We should see the Charter as part of journey to improvement.
- Agent support GMCA's Charter but we can't enforce it and would want representation on the oversight of the Charter in the longer term.

What concerns do you have about the proposed charter?

- It's a step in the right direction as it defines the concept of what the legislation requires of landlords.
- Agents are part of the process of educating landlords, but we don't want to make life harder for landlords and we have to be mindful of their individual circumstances.
- What does above the minimum means and how will it be measured in practice?
- Above and beyond the minimum are the things you do every day as part of normal business.
- The real test for this charter is enforcement – because a rogue landlord is a rogue landlord, and they won't sign-up to his Charter. Council's need to be funded to investigate and take legal action against rogue landlords.

Other points raised.

We discussed the fact that agents are NOT landlords. In some cases the landlord is not known to the tenants, and they deal with agent for everything. Agents are accredited in some way through a voluntary scheme such as NRLA or SafeAgent and this gives assurance to tenants about the process of making a complaint with ultimate redress via the Property Ombudsman Scheme. This ensure that Agents have a clearly defined complaint process.



Agents have to be checked and validated each year for their SafeAgent accreditation. The question asked is if they meet the accreditation could they automatically be signed up to or be recognised as a champion of the GMCA Good Landlord Charter?

Should it be a Landlord and Agents Charter? Or should agents be able to say that they are ‘Champions’ of the Charter instead?

We also discussed the issue facing PRS landlords in respect of rent arrears and waiting for a court date for a hearing, liaising with the councils on S21 and eviction notices, the role of PRS in preventing homelessness – on this point it was asked if the Charter specifically makes reference to the ‘Duty to Refer’ under the Homelessness Prevention Act?

COHORT	DATE	TIME	NUMBER IN ATTENDANCE
PRS Landlords	20.2.2024	6pm to 8pm	6

Summary of views, comments, concerns

What makes a good landlord?

- Somebody who looks after their tenants.
- We have tenants who are students, many are international students, and we need to be aware of their specific needs.
- You need to manage expectations – this means we need to tell tenants what is expected of them as well as what they can expect from us. We must be transparent with tenants.
- The PRS has an over representation of younger people and often this is the first time they have lived away from home – this is challenging for them and for landlords.
- When tenants vacate there are issue about what constitutes ‘fair wear and tear,’ and this can lead to disputes about return of deposits and it at this point that tenants feel exhorted.
- Communication
- Doing repairs on time
- Affordability – rent controls are in place via LHA caps and social housing rents are regulated. PRS led by the market demands.
- Make the relationship less adversarial and have it as customer/supplier relationship.

What would encourage you to sign up to the charter?

- Signing up won’t make a difference.
- On the build to rent schemes the landlord is usually an anonymous company, so tenants don’t have a direct relationship with a landlord because the day-to-day service delivery relationship is through the agent. It means tenants in these schemes have a detached relationship with a landlord – so is this Charter for agents or landlords?
- As a PRS with a small portfolio and who does manage the property themselves then I would sign up to this Charter but not sure how it would improve my relationship with my tenants. I already take my role seriously and respect my tenants rights, but I would still sign up to this charter.
- Manchester student homes is an example of a good landlord. It's accredited with the NRLA.



- As a social housing provider we will sign up to the scheme. We already do this work as we're obliged to through our regulatory standards. Our housing association board discussed the charter and decided that if we didn't sign up to it, we'd be creating a further divide between people in the private rented sector and people in the social housing sector.
- If you're a renting to students, they might not be interested in this Charter, but their parents might be and if students had a concern, they would probably use GM Student Housing for complaints rather than the council.

What concerns do you have about the proposed charter?

- Big institutional landlords of the buy to let/build to rent schemes don't want their investors and funders to be worried about letting properties as they want a regular return on their investment and so don't want to be overly regulated.
- How can we get rogue/bad landlords to sign-up to this charter?
- If we don't meet the Charter criteria what happens and where do tenants go for redress (other than existing Ombudsman schemes)
- What powers sit behind the Charter and what is enforceable.

Other points raised.

This group discussed how there are many bad landlords and how they get away with bad behaviours and bad service because of the deficit in the supply of housing and lack of targeted enforcement by councils. The group also discussed EPC ratings and the expectations and the challenges of meeting the rating 'C.' The example given was that some tenancy's are inclusive of bills, so the EPC rating has little effect on tenants.

The group also discussed how there is a two tier PRS market - by this they meant a large number of 'grey' lettings which result in overcrowding issues and illegal letting situations. It was felt that local authorities should be focusing on dealing with these illegal and unsafe lettings.

PRS landlords are worried about the Renters Reform bill. They explained that they use section 21 (no fault eviction) because it's easier than going through the courts and relying on the legal process.

The group also discussed how to future proof this charter and the impact of potential upcoming legislation such as the Renters Reform Act which is about re balancing the relationship between tenants and landlords. But the climate for landlords is one of concern because we want a return on our investment. If the government devolve more power to GMCA a will this mean more left-wing influence and more changes to housing law – this will mean fewer PRS in the sector. Regulating of the PRS is making us feel vulnerable and we feel there are risks of good landlords leaving the PRS market. This will lead to an increase in homelessness and won't tackle the issue of bad landlords. Couple all of this with higher mortgage costs and we are seeing small portfolio landlords all leaving the sector and an increase in the big corporate investors in buy to rent market - this is a seismic shift in the PRS sector. The 1988 Housing Act brought more private sector landlords into the market because they knew they could easily get their homes back. This Charter won't address the fact that housing supply is a big issue.



COHORT	DATE	TIME	NUMBER IN ATTENDANCE
Minority Ethnic Groups Social Housing tenants	13.2.24	10am to 12pm	26
<p>Summary of views, comments, concerns</p> <p>What makes a good landlord?</p> <ul style="list-style-type: none"> • Willingness to work with the tenant. • Transparent • Does not discriminate. • Willing to listen to tenants and to resolve issues. • The property and the service should be what the was led to believe it would be. • Listens to tenants and pays attention to details. • Fair and competent – goes above and beyond to look after your home and treats everyone with respect irrespective of where they are from. • You want to feel safe both inside and outside your home and it's the landlord who is responsible for this. • Landlords need to have an input into the community and work to make an area good. • They need to respond to all reports of anti-social behaviour with fairness. • Good communication generally • Ability to communicate with people from different backgrounds. • Be available and to sense/plan for issues before they happen (repairs and property safety) • Property should be up to standard before it is let – deal with damp and mould, improve or put in decent flooring. • It's when I start seeing that rents are affordable, and I get the same type of housing someone who is Caucasian gets. <p>What do you like about the proposed 'Good Landlord Charter'?</p> <ul style="list-style-type: none"> • I like everything in the Charter, but the landlord needs to do everything in the Charter. • If landlords followed the Charter, it would make the renting experience better. • It will give a landlord credibility if they meet the Charter commitments. • Tenants will know, from their own experience, if the landlord is meeting the Charter requirements. • Social Housing tenants have opportunities to hold their landlord to account as they are already tightly regulated and if they meet this standard of regulation then they will meet the GMCA charter. • I like that it mentions 'inclusivity.' • It hits the right points that tenants want and expect from a good landlord. • It's written in good plain language. • I would say the Charter would work if lots of landlords adopt it but being voluntary makes it even better because the ones who really want it would adopt and implement it. 			



- I think the Charter is great, my problem is in it being voluntary and, in this way, I don't think it would work much and thinking about that too, it would make landlords adopt what they can't maintain if it's not voluntary.
- The Charter is great and is an amazing resource and I hope most landlords adopt it.

What you might change about the proposed 'Good Landlord Charter.'

- How will landlords be encouraged to sign-up to the Charter?
- Will they be 'rewarded' for proving that they are good (meeting the Charter commitments)
- Will tenants be able to report a landlord who doesn't meet the Charter commitments?
- How will I know if my landlord has signed up to the GMCA Charter?
- Pictures would be helpful in the final design to show inclusivity and pictures will help people who do not have English as their first language or who have literacy challenges.

Other points raised.

This group discussed homes that were let with damp and mould but because of the Choice Based Letting system and allocation of social housing they felt they had to take the property, irrespective of the standard, as a refusal would mean being taken of the social housing register.

The group also talked about a landlord being accessible in the sense that there needs to be a local contact for emergencies.

They also talked about social landlords having staff to cover holidays and sickness when the designated Neighbourhood Officer is not available.

They also asked if the social landlord could be 'reported' to GMCA if they did not meet the Charter commitments – this led to a discussion about social housing tenants' rights to complain to the Housing Ombudsman Service.

COHORT	DATE	TIME	NUMBER IN ATTENDANCE
Disabled Social Housing tenants	19.2.24	11am to 1pm	25

Summary of views, comments, concerns

What makes a good landlord?

- It has a good relationship with tenants.
- Completes repairs.
- Good all-round communication from how they speak to you on the phone, how soon they answer the phone, how they answer emails etc.
- They need to employ the right people and staff need to be trained properly.
- Need to have a good business plan which means they can invest in their homes.
- They must respect that this is my home.



- My physical disability means that it takes me a long time to answer the front door so if I have told them this then it needs to be passed down the line to staff and contractors so that they wait for me to answer the door.
- I don't want to have to fight for aids and adaptations to be fitted/installed in my home.
- Tenants should be treated as a partner.
- There needs to be a trusting relationship and if I don't get my repairs done then I don't feel I can trust the landlord.
- Landlords need to remember that we are the custodians of the property.
- Landlords must provide reasonable accommodations for disabled tenants. Housing facilities must be accessible. Disabled tenants cannot be harassed or evicted based on disability.

What do you like about the proposed 'Good Landlord Charter'?

- It's a good mission statement and if a landlord doesn't follow the Charter, they should be struck off.
- Not clear how it will work and how landlords will prove they are following the Charter.
- Is this another 'tick-box' exercise?
- It shows that GMCA care, which is good, but will it change the way landlords behave.
- Tenant expectations need to be managed – don't give tenants false hope and think about how allocations impact those with a disability.

What you might change about the proposed 'Good Landlord Charter.'

- How does Manchester Move link into the Charter?
- The void standard for property needs to be better and could be included in this Charter.

Other points raised.

This group discussed the challenges of being accepted onto a waiting list for social housing and how challenging this is for people with 'hidden' disabilities such as autism/ADHD because there isn't a priority for this type of person.

They also discussed how, if not accepted onto a social housing waiting list, there they must rely on finding a home in the private rented sector and this has another set of challenges including short supply and high demand and if someone does have mental health needs can/will a PRS landlord be able or willing to support a person to stay in their home?

Would GMCA support the setting up of a formal independent Manchester tenant representative body – funded, with its own employed staff.

COHORT	DATE	TIME	NUMBER IN ATTENDANCE
Older People Social Housing tenants	20.2.24	1pm to 3pm	14

Summary of views, comments, concerns

What makes a good landlord?

- Good listening skills – listens to what customers say and acts upon it.



- I've been involved in developing a new customer strategy and it feels to me that there is culture shift from top to bottom and a refocus on customers.
- We used to get regular feedback from our landlord at meetings, but we haven't had any of those meetings for a while.
- I've reported a damp and mould problem in the communal areas of my block but I'm not feeling very confident that anything will get done. I felt the person talking at the other end of the phone just explained their process and didn't understand my concerns.
- I live in an over 55's block and the landlord treats us like imbeciles – attitudes to 'older people' are ageist.
- We are told they can't do anything because finances are tight, but we see that on their website they talk about how much investment they are doing in other places – I need a new kitchen but doesn't look like I'll get one any time soon.
- I'm on a scrutiny panel and it's great because the staff have to answer our questions and explain processes and decisions – repairs is big issue for our tenants.
- Lack of communication and poor communication is an issue and changes in staff doesn't really help as they need time to get to know an area and the customers.
- I know that we need to use online systems more, but we'd also like to speak to a real person – I think landlords think that as long as everything is online then they've got it sorted. They haven't people need help.
- We need a variety of ways to contact the landlord and they need to communicate with us in different ways – for example they might write to us, but I know that there are people in my area who never open a letter from the landlord.
- A landlord should be accessible – an office nearby would be good.
- For me it's about the bread-and-butter things – they need to be better at repairs, communication, accessibility.
- They need to be aware of people living alone as they are often the silent ones, and this is why face to face contact is so important.
- Are homes for older people really suitable for older people – for example, my landlord has some bungalows for older people but there are steps into the bungalows so they're not really accessible for anyone with mobility issues?
- Service charges bother me – they are charging us for things, but I can't see what we get for the money.
- I get a good service from my landlord and if I do have a problem, I just contact the Head of Older People Services.
- The willingness to work with them to ensure that their housing needs are met, regardless of their race or ethnicity.
- Fair and transparent rental policies that do not discriminate against them based on their race.
- A landlord who is willing to listen to their concerns and work with them to resolve any issues.



What do you like about the proposed ‘Good Landlord Charter’?

- ‘Well Managed’ – I like this bit about being competent. In my experience as soon as a member of staff is competent, they leave, and we end up with someone who isn’t competent. I’m not sure even if my landlord has proper training for new staff.
- ‘Safe and decent’ – how would GMCA enforce this? What would the reporting system be? Is this just an airy-fairy comment. Is the Charter meant to be ‘policed’ and checked?
- ‘Safe and decent’ – this is not just about the condition of the property, is it? Does it also mean ASB?
- How will the Charter be enforced and checked? How many strikes will a landlord get before they are struck off as members?
- Overall the proposals in the Charter are commendable and will support the changes in the social housing sector around regulation.

What you might change about the proposed ‘Good Landlord Charter.’

- Overall the proposals in the Charter are commendable and will support the changes in the social housing sector around regulation.

Other issues

The group discussed the challenges around downsizing from a family home to smaller accommodation. The example given was someone who lives in a three bedroomed house and would willingly downsize but wants to stay in the area they live in but because of the lack of one and two bedroomed accommodation in the area then she doesn’t feel the need to move. She said this felt wrong because she knows that there are younger people with families who really need her type of property.

COHORT	DATE	TIME	NUMBER IN ATTENDANCE
Family Social Housing tenants	29.2.24	10am to 12pm	9

Summary of views, comments, concerns

What makes a good landlord?

- Being attentive to the needs of tenants
- Provide a safe home and enforce safety.
- Easily approachable and accessible
- Able to communicate well.
- Respects the tenant’s privacy.
- Knowledge of the law
- Provides a secure and safe home that meets legal standards.
- Good maintenance service
- Takes responsibility for its action and how it operates.
- Being flexible and open to listening to tenants and tenants needs



- Tenants need to feel they belong and if the landlord isn't listening and isn't getting things done then I don't feel I belong with them.
- A good landlord must look out for the general wellbeing of his tenants
- A good landlord should know how to effectively communicate with their tenants and sense problems even before they happen.
- A good landlord must cater for the welfare of the building and the tenants as well.
- I feel quite insecure and intimidated as I can't express myself enough to my landlord. This Charter looks a lot cooler and well detailed. A competent and capable landlord is a very important thing to me though.
- Should be a good and trusting relationship between the landlord and tenant.
- Landlord should be flexible and willing to compromise.
- Tenants need to feel safe in their home and not fear contacting the landlord.
- Landlords should know how to approach problems in the property or with the tenant.

What do you like about the proposed 'Good Landlord Charter'?

- 'Responsive' – this is the most important criteria because they should be able to communicate with you.
- 'supportive' – that's also about being good at communicating with you
- 'Private and secure' – wouldn't want to see that change.
- 'Well Managed' – any association is bound to have problems with the homes, so the staff need to do checks from time to time. They need to inspect homes to make sure they are safe and decent. I would say that safe and decent should be very important and put into practice - I rarely set my eyes on my landlord.
- My landlord does come for general check just once a year, but he does send other representatives more frequently.
- My landlord used to do regular check but hardly comes at all now – this Charter will make things better for everyone.
- The Charter has potential to improve things, but landlords need to prove that they 'practice what they preach' – they need to show evidence that the tenant is happy, and they need their website to be accurate and up to date.
- Tenants could leave reviews about a landlord and how they are doing against this Charter.

What you might change about the proposed 'Good Landlord Charter.'

- There needs to be an independent body that oversees the activities of the landlord – if this were in place it would protect the interest of both landlord and tenant.
- How will I check on how the landlord is doing against this Charter – will there be a review team to make sure that landlords are reaching the criteria in the Charter?

Other issues



The group discussed being fearful of reporting repairs because there might be consequences for them as the tenant.
They also want to understand more about how and when they will know if the Charter is successful.

COHORT	DATE	TIME	NUMBER IN ATTENDANCE
Housing First Social Housing tenants	29.2.24	1pm to 3pm	7

Summary of views, comments, concerns

What makes a good landlord?

- One who listens.
- Gets stuff done properly.
- Does repairs.
- Answers the phone.
- Who knows the job and if they can't help, they can sign post you to someone else.
- Someone who cares.
- Visits the property and keep appointments with you.
- I want a home and I want the landlord to look after the report – keep an eye on by doing an MOT on the property.
- They need to check when they let the property that there is no debt (for gas, electricity, or water) already attached to the property – this happened to me, and I had to fight with the gas company to explain that the debt belonged to the previous tenant – it was stressful to deal with.

What do you like about the proposed 'Good Landlord Charter'?

- It's good but will it change anything?

What you might change about the proposed 'Good Landlord Charter.'

- What's the incentive for landlords if they sign up to the Charter?
- How will we know if the landlord is meeting the standard in the Charter?
- Rogue landlords won't sign up to this. They're not doing the basic legal stuff and they need to the council to pursue them and take legal action so that they do provide homes that meet the legal standards.
- Is it just another Charter and will it change anything – there are bigger problems to deal with like supply of housing and affordability of housing.

Other issues

This group all lived in social housing but had experience of the private rented sector. They discussed the barriers to find a home in the private rented sector and cited things like the upfront costs and checks that are required. For example the demand for six months' rent in advance, deposit bonds and guarantees. They also highlighted how quickly is to evict somebody in the private rented sector and



how the insecurity of the private rented sector can be a trigger for a person to return to addictive behaviours or to committing criminal offences and being returned to prison. The group also discussed the bias within the private rented sector towards recovering addicts and those leaving the prison system. The discussion also then led into identifying how unemployment and physical or mental illness is also a barrier to getting access to housing, especially the private rented sector.

The group agreed that the Housing First programme, which has given them access to secure accommodation, has proven to be beneficial for each of them. One delegate used the words that they felt blessed to be able to live in social housing. Another delegate described how, in the past, they had been set up to fail but now with the support of Housing First and the social housing provider they feel safer, they feel they can achieve and that they can help themselves.



COHORT	DATE	TIME	NUMBER IN ATTENDANCE
LGBTQ+ PRS tenants	19.2.2024	5pm to 7pm	9

Summary of views, comments, concerns

What makes a good landlord?

- The know what the Charter says.
- They are available to make complaints to.
- Able to listen to my frustrations.
- Understand what I feel about the property.
- Understand that I'm not making trouble by asking for things to be fixed.
- Who understand and listens to me.
- A landlord should be considerate.
- They should be proactive and not reactive.
- One who isn't defensive when you ask for something that is your right.
- They should trust their tenants to do the right thing.
- You need a relationship of trust as this means you are more confident to report repairs.
- When you leave that they repay your deposit.

What do you like about the proposed 'Good Landlord Charter'?

- It describes what every tenant wants from their landlord – no need to add to it.
- It's a good mission statement and if a landlord doesn't follow the Charter, they should be struck off.
- The 'inclusive' criteria and statement is important – for all groups.
- I think it should not be discriminating others, on sexual orientation or colour of skin, yeah everyone should be included.
- Giving us a call out would make us seem different while we want to be treated the way others are, so I don't see any reason to change the text on inclusivity.
The charter talks about how to make things quite easy for tenants and I love it!
- I don't think anyone was asking for a call-out for any specific groups. We were just asked if, like the disabled group this morning, there was anything from an LGBTQ+ perspective that concerns us around the charter or being a tenant in general.
- Personally I don't think we should be called out especially in the charter, it doesn't need to be added to - just the parameters in the background need to be fully inclusive.
- I think in signing up to the Charter Landlords should be given access to information to support them in being inclusive and signposting (e.g. what to do if your tenant's name changes)
- Not clear how it will work and how landlords will prove they are following the Charter.
- Is this another 'tick box exercise'?



If this Charter was in place, what impact might it have on you when looking for a home in the private rented sector?

- You would know if they were a good landlord by their appearance and conduct with you when you meet them.
- I’d look at online reviews as well as looking for this Charter.
- Will there be a way of making a complaint to GMCA if the landlord doesn’t meet the Charter criteria.

Other points raised.

We discussed if this scheme is similar to the Disability Confident scheme.

The group also asked how GMCA will administer the scheme. Will they for example, have a data base of landlords who have signed up.

They suggested that at the end of a tenancy you could give review and or feedback to GMCA on how the landlord performed against the Charter criteria – and would this be a way of landlords understanding their value.

COHORT	DATE	TIME	NUMBER IN ATTENDANCE
Students PRS tenants	26.2.2024	2pm to 4pm	4. 2 from Manchester Metropolitan University and 2 from Salford University

Summary of views, comments, concerns

What makes a good landlord?

- Someone who is experienced.
- A good communicator
- Is available easily when you need to contact them.
- Understands what we need and that we understand what is expected of us.
- My experience is that they don’t answer emails – poor communications.
- I live in fully furnished accommodation, but the quality of the furniture is poor, and the landlord takes too long to fix things like the shower and washing machine – this is not helpful as I’m living with my family, and we all need these things to work.
- Being responsive and being quick to deal with problems.
- Letting you know in plenty of time if/when they will be visiting (at least 24 hours notice but more notice would be better because I need to make sure I can be there when they visit. I think they assume that we are just sitting at home all day.
- Regular checks on the property to ensure that repairs are up to date.
- We report repairs, as we are meant to, and they make appointments but don’t turn up to do the repair and then turn up when it suits them and blames us for not giving access – not a balanced or respectful relationship.
- My experience with the landlord is really bad. Landlord treats us like we are nothing less of a being and to be grateful to the landlord as he has given us a place. Rather we are paying him.



- For me, the things that can make a good property is the best care. The important thing in UK is good heating in room. Most of the landlords visit home every time just to check if the residents are using heating every time or not. Just to save bills.
- My landlord uses WhatsApp and share messages with other house mates and they pass the messages to me. Which sometimes gets offensive.

What do you like about the proposed 'Good Landlord Charter'?

- 'affordable' – I like this bit. The problem is that the rent is increased in line with market levels, but the rent does not reflect my income, so the rent is, for me, becoming unaffordable.
- 'Well managed' – what does competent mean and how would I know if the landlord was competent?
- 'Not being ripped off' – I have faced issue about getting my deposit returned because of a loose and subjective interpretation of 'fair wear and tear.'
- 'Respond satisfactorily' – I think I'd be looking for timescales- for example, if I send an email should I expect a response in 24 hours or two weeks?
- On the whole I like the Charter as it has all the right things in it
- I like the affordable and safe and decent clauses of the charter.

If this Charter was in place, what impact might it have on you when looking for a home in the private rented sector?

- It would make me feel it's a safer property I'm more likely to look at the property and consider whether or not to rent it.
- If a PRS landlord signed up to this charter would that make the property more expensive to rent because it (the Charter) is a quality mark.
- If you are renting in the private rental sector you are led by the rent price so you live where you can afford to live
- As an international student and temporary visitor to the UK I wouldn't know what a quality private rented sector property was. The key drivers for us are the location, the size of the property and the rental price.
- The charter has great potential, but it depends very much on what teeth it must change anything in the private rented sector.
- I would like the place if I will feel more mentally safe at a place rather than physically safe. Physical safety is also mandatory but living in a place where you are always under pressure that someone will/ might criticise you of not doing this or doing that is quite strategically hurting.
- I prefer asking the students or individuals who are from the same place I am from to guide me about which place to see, and which person would be best to ask for getting a property.

Other points raised.



This group discussed how difficult it was as international students to make complaints about landlord behaviour because by making a complaint they felt they were putting their housing at risk. The examples given were of landlord's calling at the property and letting themselves in with their own key sometimes when the tenant was in the property but also at times when the tenant was out. This is of course illegal practise, but the delegates felt they could not make a complaint as this might result in them losing their homes and as they were in the UK with their families it was putting not just themselves at risk but also their family.

As international students they also described the issues around having a UK based guarantor if they wanted to rent. The issue of guarantors means that landlords have all the power and you, as the tenant, lose all your bargaining power because landlords can ask for 12 months of rent upfront if a guarantor can't be found.

The group also discussed how even when they make a complaint that it's not taken seriously because they are international students and have fewer rights than the UK born students.

- The starting month for international students gets really difficult to find a place. I would request the charter to make the starting months easier. By providing the easily accessible and little cheaper in the beginning would be helpful rather than us relying on everyone to just share a place.
- As this is confidential and I would like this information to be anonymous. Some of the houses are not registered from the council.
- They prefer the international students in it just to take advantage as they don't have enough information about the law.
- My landlord even asked me to leave when I said to him that you are being intimidating and not fulfilling the said requirements.
- My landlord come every week thrice and never informed us before coming. Just show up using his own keys.
- I believe an informed twice a month visit will be helpful.
- Yes, everyone must pay. But my landlord asked for UK based individual who can give guarantee. But unfortunately me and my friend didn't manage anyone so we couldn't find a home altogether. So now me and my friend are sharing a small room together.



COHORT	DATE	TIME	NUMBER IN ATTENDANCE
Families PRS tenants	12.3.2024	10am to 12pm	6

Summary of views, comments, concerns

What makes a good landlord?

- When you tell them a problem or report a problem they act upon it. I waited three years for my landlord to sort out a damp problem. I told the agent, and the council enforcement team came out and contacted the agency, but the agency denied there was an issue and that meant we had to move. We moved to a new property and the new landlord is so much better - they fixed the boiler within a couple of days of us reporting it.
- I feel that because we are young, and we have young children that we're not respected, and we are taking advantage of because they think we are quite naïve.
- A landlord should be contactable easily and quickly. I've got the landlords number and the agents number.
- Our experience of a letting agent was quite positive. We had someone we could contact, and they were very helpful. We've now got a different person to contact but they're really not as responsive and don't answer emails or return our phone calls.
- We have waited since May of last year for a repair to be done to our roof. There is a hole in the roof and the landlord is refusing to do repairs. We have been to the council and to our local MP, but nothing has happened. We can't afford to move house at the moment stop we were advised to get the repair done ourselves and send the invoice to the landlord, but we are on a limited income at the moment because I'm on maternity leave and so we're not sure we'd get the money back for the repair. The house we live in is just not fit for human habitation. The solution for us would be to move but we'd have to find a deposit and guarantors, and we'd need moving fees. It's really expensive to move house in the private rented sector.
- We live in a bungalow, and we suffer from quite severe damp and mould. All landlord says is that the damper mould is all our fault. We have had a surveyor independently look at our property and they have told us that it's a structural problem and that bungalows, built during the late 1950s early 1960s suffer with damp and mould there is an easy solution, but the landlord won't spend the money on having the air circulation system installed in the roof space.
- Some landlords aren't keen on having children in their properties because they think children are going to damage the property. I think that sometimes means they'll charge more rent if you have children. That's really hard for us as a young family.
- I've suffered from anti-social behaviour from my neighbour. One of my children has autism and ADHD and he's can sometimes be noisy, but the neighbours are not very understanding, and I've had the neighbour, when he's drunk, knocking on my front door, and threatening me. The police are involved and it's frightening. But my landlord won't do anything to help me and my children.
- I'm lucky because my partner earns a good wage. We're trying to save to buy our own house but it's hard when you have quite high rent costs. Being pregnant with my second child is also going to be challenging for us as a family. I will return to full time work at some point in the future. At the



moment we are relying on my partner's income and will have to do so for the foreseeable future until such times as the children are eligible for funded nursery places.

- I've had a good experience of renting. I've lived in my property for 10 years and I've always had a really good partnership with the landlord and the agency. Repairs are done when we ask for them, we are left to live in our own home without interference from the landlord. Landlord doesn't mind how we decorate the house, and we can put up pictures - it is our home. The landlord doesn't do spot checks, but I know that if I ring and ask for a visit they will turn up and they will help, so we've got that balance of privacy and freedom. The rent been increased a couple of times over the 10 years, and we always get a letter to explain how much it will go up by. I'm allowed to live my life in my home. We use text messaging and WhatsApp messaging if we do need to talk to each other. The biggest concern is that at some point the landlord will want to sell the property and you do worry about getting the section 21 notice.
- A good landlord should be proactive rather than reactive. They need to keep an eye on things and look to see when things need to be repaired and replaced rather than waiting for it to break down because when this happens there's lots of back and forth and chasing for repairs to be done. It would be better if they planned and thought about what works might need to be done in the future.
- The good relationship between landlord and tenant is really important. If the property is an investment for the landlord surely, they need to look after not just the property, but they need to look after the people who are looking after their investment.

What do you like about the proposed 'Good Landlord Charter'?

- 'affordable' – I like this bit. But what does affordable really mean?
- Private and secure- what does this really mean in practise. Our information as individuals should be confidential. A participant gave an example of a private rented sector landlord who was a friend off the tenant's ex- partner and the landlord would share information with his friend about the tenant.
- The criteria in the charter are good but, in all honesty, they are the bare minimum of what a tenant should expect and what a landlord should be delivering. It's just the basics so I would wonder why we need a Charter; it's just telling us what we should expect.
- Is this for agents as well as landlords? The landlord might sign up, but the agent doesn't and sometimes the agents are not as easy to contact all as responsive as you would want them to be.

If this Charter was in place, what impact might it have on you when looking for a home in the private rented sector?

- I'd look out for the charter because we all want good quality accommodation.
- If there's no legal basis for the Charter what are the consequences for the landlord if they don't meet the criteria of the charter.
- How often will the landlord be checked that it's meeting the Charter standards?



- I'd be worried that if the landlord says it's meeting this Charter that means they can charge higher rents.
- If the Charter was recognised, I'd feel confident when seeing it as part of the landlord's business, so I think it's a good idea.
- I think there's a lot that goes into being a landlord because they are investing their own money into property and if it is only the money that they're focused on that means they sometimes don't want to carry out repairs and regular maintenance, so they don't want to adhere to the standards in the Charter what do we do about these landlords.
- How will we know if the landlord or agent is living up to the standards in the Charter who will check this and how will we know that they have been checked?
- If I saw that a landlord had signed up to the Charter, I think I'd probably be more likely to choose them and their property than somebody who didn't sign up to the Charter.
- Might this result in landlords attracting better tenants.
- We need to see a register that tenants can check that the landlord has not only signed up to the Charter but has also met the charter criteria. I work in a sector where there is a voluntary accreditation scheme, and you see other organisations who have not signed up to the accreditation scheme using the logo and it fools people into buying products so we wouldn't want it to happen with this Charter. If somebody doesn't comply with the Charter, they should be taken off the list with GMCA.
- Could tenants be involved in checking that a landlord is complying with the charter perhaps we could use something like the star rating that the food hygiene people use for restaurants?

Other points raised.

Homestart hosted this session with families and the staff team described how this is a valuable local resource and is a place for free advice as well as providing play activities for children. They described how they signpost families to the right places for specialist advice e.g. Housing options teams for specialist advice on housing. They described how Homestart is a place where families feel safe it's also a place where they're more likely to report issues of concern and housing is an issue of concern. They gave an example of a family of two adults and two children placed into temporary accommodation which was an attic room in a large Victorian house. The cooking facilities were very basic, the child had asthma and the property was full of mould and damp, but the Housing Option teams said that this was acceptable accommodation for this family.

The staff team also described how they helped a family of four, (2 adults and 2 children) who were living in one room in a house that they shared with their parents. They couldn't afford the upfront fees for private rented housing and one of the children had special needs. Homestart and other agencies had to provide the evidence to enable this family to be given a priority banding for social housing – this took two years to achieve. The family now has its own home with a social landlord. Staff described how they spent a lot of time helping people who are struggling to access housing lists and decent housing.



The group also described the challenges of getting deposits back and how unreasonable landlords can be about deductions from deposits.

COHORT	DATE	TIME	NUMBER IN ATTENDANCE
Disabled PRS tenants	19.2.2024	2pm to 4pm	2

Summary of views, comments, concerns

What makes a good landlord?

- Someone who understands what accessibility really means in practice.
- Ability of landlord staff to understand that they need to work around the care and support a disabled tenants has – this means organising repairs when the tenant isn't having any care needs met.
- Being able and willing to do minor adaptations for tenants both inside and outside the property.
- When I phone and ask for help or repairs, I need them to adapt their approach - I once phoned for a repair and they answered that 'they'd like to help but they couldn't.'
- They should respond in a timely way and should understand that they need to make reasonable adjustments as is required under the disability Discrimination Act
- I've been told that there are people who have been denied housing in the private rented sector because of mobility aids such as scooters or walking aids and landlords describing how they don't want the equipment stored in the house.
- We've also seen examples of private sector landlords who don't want to put in ramps to help with accessibility even if the cost of installing that ramp is covered by another organisation or the tenant themselves, the landlord doesn't want their property marked as being for a disabled person.
- I've had a landlord make ablest comments about me and also a landlord that does not want to deal with damp and mould in my home.

What do you like about the proposed 'Good Landlord Charter'?

- 'Private and secure' -I like this because it defines and describes that it means you can make the place your own,
- The criteria and headings in the charter are really good and the phrasing is good, but we wonder about what the detail is behind those phrases. I'd like to see some examples with more tangible descriptions.
- 'Inclusive' -like the phrase 'because of who you are.' But it needs to be recognised that there are barriers for certain individuals including discriminatory practices by landlords for those people with a marginalised identity and this includes disabled people.
- How realistic is this charter and how will I know if it works.
- 'Safe and Decent' - this section needs more teeth to it. For example surely there should be a reasonable response time for responding to a repair request. Waiting months for repair is not acceptable but without a way of measuring this against other landlords then how do we know if the service we receive is any good. I know of a disabled person who waited nine weeks for a boiler replacement because the landlord was waiting for a friend to do the repair and the friend wasn't



available to do the repair. This is an example of how the response is based around the landlord needs and not around the needs of the tenant.

- We'd like better guidelines for repairs especially, for example, where children are part of the household, or older people, or disabled people, or immuno-compromised people. If we had tangible measurements, we would then know whether the landlord is meeting the charter requirements.

If this Charter was in place, what impact might it have on you when looking for a home in the private rented sector?

- I'd definitely look for the charter mark, but I do want to understand more about how it will be implemented how the landlord will be held to account and how tenants will be able to feedback on their experience.
- It's good because it will raise awareness about good standards for renting but it does need to have an integrity and a level of scrutiny behind it and that means holding the landlord to account, especially private rented sector landlords.
- What measures or actions would be taken if the landlord does not meet the criteria standards because if there is no penalty then the Charter is paying lip service to the experience of tenants

Other points raised.

Participants described how PRS landlords are sometimes not keen to house a person with disabilities because they think it's going to cost more money.

The biggest thing that private rented sector landlords could do is to take a socially informed approach when either housing or offering housing to somebody with a disability.

We feel there is a perception that disabled tenants are more trouble than they are worth, but the private rented sector is so competitive it means that all the power sits with the landlord, and they can choose who to house and who not to house. The participants also described how they have experienced retaliatory/no fault evictions because of an occupational therapist review or a social care review. We feel that the assumption is that the landlord thinks this tenant's going to need a lot more from me and it's going to cost me time and money and so they simply don't want to house people with disabilities.

This group also discussed the meaning of and understanding of the words equality and diversity. The view was that PRS landlords don't understand the difference between these two words and don't understand that the actions from these two words are vastly different. The group was very clear that equality is about treating everybody in a fair way and diversity is about adapting how you treat people so that you don't treat people in the same way i.e. you recognise difference and change your approach and it was felt that that fundamental difference was perhaps not always understood by some private rented sector landlords and agents.



COHORT	DATE	TIME	NUMBER IN ATTENDANCE
MEG PRS tenants	13.3.2024	5pm to 7pm	1

Summary of views, comments, concerns

What makes a good landlord?

- Rent increases are always a source of concern.
- The response times for requests for repairs and maintenance need to be defined in the Charter. The Charter doesn't have any timescales then we need to understand what that really means in reality for tenants.
- PRS landlords should be responsible in their use of notices to their tenants. There is a massive power imbalance, and the landlord holds all the power because of their ability to serve a section 21 notice. What this means is that if you feel you are annoying your landlord by asking for repairs maintenance or other services, they hold the power over you to end your tenancy, so it is quite a fearful place to be because of this power imbalance.
- Tenants need to know what the service standards are of the landlord or the agent as that's the only way the landlord can be held to account and potentially measured against the criteria in this Charter.
- They should listen to the tenants be respectful of their tenants.

What do you like about the proposed 'Good Landlord Charter'?

- The charter is a good idea as it might help address the power imbalance between landlord and tenant.
- I've lived in the PRS for over 10 years, and it is stressful finding an apartment and this Charter just might be a good way of helping us to see how good an agent or landlord is or aspires to be.
- If an agent or landlord is signed up it will mean that they have committed publicly to being better than just providing a service that meets the legal minimum requirements. I'd like to see some more specifics and some more definitions in the Charter's that would make it more actionable.
- I'd like to know how it will be enforced – what recourse do tenants have if the landlord doesn't meet the Charter standards.
- I'd be concerned that if the landlord or agent signed up to the Charter that the rent will be more expensive – a sort of premium of the rent.
- I've had a good experience of renting because I have good managing agent and my rent is expensive, but it is part of the price I pay for receiving a good standard of service.
- The Build to Rent sector is I feel a higher standard of property than general needs sector and I think the Build to Rent sector already contains a premium
- When I first rented housing in Manchester, I was a student and the accommodation I was living in was poor quality and not well managed. When I think back to this time to where I am now, I can see how this Charter has the potential to have a positive benefit on the student rental market because it's likely to raise standards and improve the condition of homes for students. I can also imagine that parents who are sending their child to university in Manchester might look to see if



the Charter is being used by the landlord or agent who is providing the accommodation for their child.

If this Charter was in place, what impact might it have on you when looking for a home in the private rented sector?

- It wouldn't be the deciding factor. The deciding factors when you're looking for accommodation in the private rented sector are price, location, and amenities. These are the key factors when deciding whether you do or don't accept a property.
- It might make me look at a landlord or an agent in a different way. I'd come to a decision more quickly if they'd signed up to the Charter. For example if an agent or landlord hadn't signed up to the Charter and I knew others had I probably wouldn't go with that agent because it would make me think they weren't committed to higher standards



Appendix 3 – Briefing Guides for Focus Group Participants

1. Briefing guide for agents attending a focus group to discuss GMCA's proposed Good Landlord Charter

We are Tpas, England's leading tenant engagement experts. We're dedicated to improving tenant engagement standards across the country. We bring tenants and landlords together through a wide range of services, independent and impartial advice, support, consultancy, and training.

We have been commissioned by Greater Manchester Combined Authority (GMCA) to hold a series of focus group sessions about their proposed Good Landlord Charter.

We are pleased you are keen to attend and give your views – thank you.

How will the Focus Group session be held?

This will be an online session held via Zoom.

Housekeeping for the session

- Respect the views of others.
- The facilitator will ensure everyone has the opportunity to contribute.
- Your thoughts, feeling and views will be used as feedback to GMCA on the proposed 'Good Landlord Charter'.
- Tpas will be collating the views and themes from each session and producing a report for GMCA.
- Your names and personal details will not be shared with GMCA.
- It is a confidential session and views and comments made will be anonymised in the Tpas report.
- The session will last no more than 2 hours.

What are the aims of the Focus Group?

As agents we are keen to understand

- What you think makes a good landlord.
- How might you encourage /champion the charter to your client landlords.
- What concerns you have about the proposed charter.

[Good Landlord Charter Focus Group Advertisement PDF](#)



2. Briefing guide for landlords attending a focus group to discuss GMCA's proposed Good Landlord Charter

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- It is a confidential session and views and comments made will be anonymised in the Tpas report.
- The session will last no more than 2 hours.

What are the aims of the Focus Group?

As landlords we are keen to understand

- What you think makes a good landlord.
- What would encourage you to sign up to the charter.
- What concerns you have about the proposed charter.

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3. Briefing guide for Private Rented Sector tenants attending a focus group to discuss GMCA's proposed Good Landlord Charter

We are Tpas, England's leading tenant engagement experts. We are dedicated to improving tenant engagement standards across the country. We bring tenants and landlords together through a wide range of services, independent and impartial advice, support, consultancy, and training.

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We are pleased you are keen to attend and give your views – Thank you.

How will the Focus Group session be held?

This will be an online session held via Zoom.

Housekeeping for the session

- Respect the views of others.
- The facilitator will ensure everyone has the opportunity to contribute.
- Your thoughts, feeling and views will be used as feedback to GMCA on the proposed 'Good Landlord Charter.'
- Tpas will be collating the views and themes for each session and producing a report for GMCA.
- Your name and personal details will not be shared with GMCA.
- It is a confidential session and views and comments made will be anonymised in the Tpas report.
- We cannot resolve any specific issues you may have with your landlord.
- The session will last no more than 2 hours.

What are the aims of the Focus Group?

As private rented sector tenants we are keen to understand:

- What you think makes a good landlord.
- What you like about the proposed 'Good Landlord Charter.'
- If this Charter was in place, what impact might it have on you when looking for a home in the private rented sector.

[Good Landlord Charter Focus Group Advertisement PDF](#)



4. Briefing guide for social housing residents attending a focus group to discuss GMCA's proposed Good Landlord Charter

We are Tpas, England's leading tenant engagement experts. We are dedicated to improving tenant engagement standards across the country. We bring tenants and landlords together through a wide range of services, independent and impartial advice, support, consultancy, and training.

We have been commissioned by Greater Manchester Combined Authority (GMCA) to hold a series of focus group sessions about their proposed Good Landlord Charter.

We are pleased you are keen to attend and give your views – Thank you.

How will the Focus Group session be held?

This will be an online session held via Zoom.

Housekeeping for the session

- Respect the views of others.
- The facilitator will ensure everyone has the opportunity to contribute.
- Your thoughts, feeling and views will be used as feedback to GMCA on the proposed 'Good Landlord Charter.'
- Tpas will be collating the views and themes for each session and producing a report for GMCA.
- Your name and personal details will not be shared with GMCA.
- It is a confidential session and views and comments made will be anonymised in the Tpas report.
- We cannot resolve any specific issues you may have with your landlord.
- The session will last no more than 2 hours.

What are the aims of the Focus Group?

As customers/tenants of a social landlord we are keen to understand

- What you think makes a good landlord.
- What you like about the proposed 'Good Landlord Charter.'
- What you might change about the proposed 'Good Landlord Charter.'

[Good Landlord Charter Focus Group Advertisement PDF](#)