
Greater Manchester Housing Action & Tenants Union UK present

MANCHESTER RENTERS FORUM

1st March 6.30-9PM
Mechanics Institute M1 6DD

ACORN

TUUK



Shelter

EVENT REPORT

MARCH 2018



Supported by:



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Executive Summary

Across Greater Manchester, local authorities **rely heavily on the private rented sector** to meet the housing needs of those unable to access social housing or owner-occupation. Recent years have seen a vast expansion of the sector, with an ever-increasing number of individuals and families left with no other option than to rent their home privately.

The 2014 Devolution Agreement involved the transfer of certain powers and responsibilities from central government to the city region. Housing continues to be an essential part of the devolution agenda, with a new Greater Manchester Housing Investment Fund promising over £420 million of investment and devolved planning powers to 'encourage regeneration and development'. In order for the Greater Manchester Combined Authority (GMCA) and its ten councils to achieve its vision and goal for 'safe, secure and affordable housing' for everyone, this report makes it clear that transformative steps need to be taken to improve and regulate the private rented sector.

In deciding on those next steps, we believe that **the 400,000 renters across the region need a voice**. Local politicians must listen to their calls for improved conditions, stability and affordability. They must provide

opportunities for renters to play a significant part in influencing and directing future policy decisions.

The 'Manchester Renters' Forum' on March 1st 2018 sought to begin the process of creating a platform that encourages and empowers renters to highlight their specific housing issues. The Forum also sought to foster better partnerships between ordinary private sector tenants, grassroots campaigners, support services, local councillors and the GMCA. It is hoped that these strengthened partnerships will continue to work together to push for vast improvements across the private rented sector.

The Renters' Forum received positive commendation from the GM Mayor Andy Burnham and Manchester City Council (MCC) councillors, and it is hoped that these local bodies will continue to support the future work of its organisers in providing spaces which amplify the voices of tenants.

This report presents the views of approximately a hundred renters who attended the Forum. It includes key demands for local policy makers, summarised on **page 3**.

Representatives from the Renters' Forum will be looking to meet with Andy Burnham, GMCA staff, and staff and councillors at MCC, to highlight the issues raised in this report and to agree commitments which will form the basis of holding these local policy-makers to account over the coming months.

Background

The private rented sector and housing in Greater Manchester

The private rented sector (PRS) is expanding dramatically across Manchester, with an increasing amount of individuals and families left with no other option than to rent their home privately. In 2003 only 6% of people were living in the PRS, rising to 20% by 2016. A poll conducted in 2017 by *Shelter* revealed that around 400,000 people were living in private rented housing across Greater Manchester. Moreover, it is almost impossible to precisely gauge the extent of the sector due to its often informal and transient nature.

Research published by Citizens' Advice¹ has repeatedly illustrated that those who rent privately 'suffer from rip-off charges, unacceptable maintenance, and weak consumer protections', and it concludes that the entire sector is in a 'state of disrepair'. These issues form part of the growing national and local housing crisis, and are inextricably linked to a serious lack of social housing, soaring house prices, insecure work, homelessness, poverty and welfare benefit changes.

The GMCA and its ten local authorities rely heavily on the PRS to house those unable access social housing or owner-occupation.

¹<https://www.citizensadvice.org.uk/Global/CitizensAdvice/Housing%20Publications/PRS-AStateofDisrepair.pdf>

² 'Our People, Our Place - Greater Manchester Strategy', Full Version

If the PRS is to play an integral part in providing homes across the region, those properties must be safe, secure and of a decent standard.

The devolution agenda

The Greater Manchester Strategy - 'Our People, Our Place' - outlines several goals that centre on the region taking greater control over its future to improve the lives and economic inclusion of all its residents and communities. A key component of its vision is to provide 'safe, decent and affordable housing'.²

Two further strategy documents are relevant here. The Greater Manchester Spatial Framework, which is currently being re-written to address initial public feedback on the original contents, will set out how the ten Greater Manchester authorities will ensure they have the right land available to support the right housing and jobs up to 2035.³

The GM Housing Strategy, which is being drafted by Salford City Mayor Paul Dennett, promises a renewed focus on the PRS, acknowledging its failure to provide good quality homes for local people. It is hoped that this strategy will take a more holistic and proactive approach to the PRS across the region, and in doing so engage fully with a broad spectrum of renters and respond to their concerns.

<https://www.greatermanchester-ca.gov.uk/ourpeopleourplace>

³ <https://www.greatermanchester-ca.gov.uk/GMSF>

The Homelessness Reduction Act 2017

The introduction of the Homelessness Reduction Act in April 2018 places numerous new duties on local authorities to prevent homelessness at earlier stages and to provide more effective interventions.⁴ Evictions from private tenancies remain the biggest cause of individuals and families becoming homeless, signalling the importance of such preventative measures for the provision of more stable, affordable and decent accommodation for those housed in the sector.

Housing movements in Greater Manchester

As the effects of the housing crisis in Greater Manchester have become increasingly visible, numerous groups, organisations, support services and initiatives have come together to demand greater transparency and the inclusion of residents in policy development and implementation. A diverse range of groups form part of Manchester's growing housing movement, including Greater Manchester Housing Action (GMHA) and Tenants Union UK (TUUK), who call for

progressive and radical policy change locally and work hard to ensure that the need for good quality, affordable housing remains at the top of the policy agenda across Greater Manchester. More recently, a branch of ACORN set up in Manchester to form a union of tenants and take direct action to protect their interests.

The need to amplify the voices of renters

There is a wide policy consensus that creative localised solutions are needed to improve private renting. Yet tenants are often excluded from policy discussions and are poorly represented in policy forums. A positive and transparent dialogue between renters, landlords, support services and local authorities is essential to begin tackling the issues we face. GMHA and TUUK are committed to building a platform for renters to voice their common challenges, influence policy, push for greater protections and help raise standards across the board. By giving renters such a platform, we believe that Greater Manchester can act as an example of how we can transform private renting by listening to those with the most experience of it.

⁴<https://news.streetsupport.net/2018/01/29/homeless-reduction-act-2018-key-changes-to-current-legislation/>

The Renters' Forum - what did we do?

Our Vision

Start a renter-led forum that educates, empowers and defends the rights of those in the precarious private rented sector across Greater Manchester. The forum will provide a space that amplifies the voices of renters, enabling them to highlight their key issues and propose solutions to influence policy change.



Our Event

One function of the Forum was to connect renters with the advice and support that they need to solve their immediate issues. Attendees were given time at the start of the event to browse stalls hosted by advice agencies including Shelter, JustLife, Greater Manchester Law Centre, and The Mustard Tree, as well as stalls from organisations within Manchester's housing movement, where they had the opportunity to join local housing campaigns.

The Forum began with opening remarks from organisers and the GM Mayor Andy Burnham, who commented on the current housing

situation in Manchester and the need for a renter-led forum.

The event then broke off into ten working groups, each with a facilitator and note taker, tasked with a specific topic to discuss. The attendees, totalling around a hundred people, were invited to talk about their own experiences, and to propose solutions that could alleviate the problems in Greater Manchester.

Partnerships

To ensure the best possible levels of inclusiveness and representation within the Forum, we developed partnerships with front-line advice and support services who support those experiencing problems with housing, immigration and other social welfare needs. Each organisation was invited to refer interested service users to the Forum, with a particular emphasis placed on the need to reach those who would find it difficult to access the Forum through other channels.

The Forum was heavily supported by Shelter Greater Manchester and funded by the Nationwide Foundation as part of their programme 'Transforming the Private Rented Sector in Greater Manchester'.⁵ Support and referrals were also provided by the support and advice agencies who had stalls.

Promotion

To reach the widest demographic of renters, organisers used several strategies to promote the event and enable renters to engage with it. These included:

- Working in partnership with front-line services to encourage both staff and clients to attend the event.
- Door-knocking in high density rental areas to provide information about the Forum and about renters' rights. Organisers carried this out in



Longsight, Rusholme, Moss Side and Moston.

- Marketing and promotional material was distributed and displayed across Manchester in numerous community venues.
- Promotion through local media (online and radio) and social media.

More information on the demography of attendees can be found in **Appendix 1**.

Event Feedback

The Renters' Forum received positive commendation from the GM Mayor Andy Burnham and MCC councillors, and it is hoped that these local bodies will continue to support the future work of its organisers in providing spaces which amplify the voices of tenants.

Despite the efforts made, this event did not reach enough members of certain communities across Manchester. With further support and resources, we believe that we can better engage groups such as lone parent families, disabled people and those with caring responsibilities to participate in future forums and initiatives.

⁵<http://www.nationwidefoundation.org.uk/manchesters-private-rented-sector-set-to-undergo-significant-transformation/>

What did renters say?

During the Forum, each table was assigned one of the following topics to discuss:

- Knowing your rights as a renter – what more can be done?
- Poor conditions – what can be done?
- Barriers to accessing privately rented accommodation – what are the issues and how can we solve them?
- Instability and insecurity for renters
- Are renters well-represented?

Facilitators were present to ensure that topics were dealt with by first sharing experiences and identifying issues encountered, followed by an opportunity for renters to consider any policy solutions which may help to address the issues raised. We asked that groups focussed on local context and the potential for localised change, rather than sweeping reforms to housing law at a national level.



Knowing your rights as a renter – what more can be done?

Issues identified

Renters consistently reported issues arising from a **power imbalance in the landlord and tenant relationship**. There was a feeling that the law and housing markets operate in favour of landlords, who are able to easily replace tenants if they dispute rent rises, try to negotiate better tenancy terms or raise issues such as disrepair. This

was compounded by many landlords operating professionally or through professional management agents. This businesslike approach, coupled with high levels of demand in the PRS and a lack of available social housing, has left renters feeling rushed into signing tenancy agreements without taking proper advice.

Renters widely reported problems with **knowing and understanding their rights and obligations**. They described not knowing who was responsible for certain elements of maintenance such as the upkeep of appliances. Concerns were raised

about the availability and accessibility of advice, both of which have been adversely affected by cuts to legal aid and local advice services.

Repairs were repeatedly raised as an issue at the Forum. Renters felt they needed more information surrounding their right to request repairs and timescales in which repairs should be completed. **Quick-fix repairs** were described as commonplace in the sector, with some landlords failing to ensure the long-term safety of their properties. Renters also wanted more information about the enforcement powers that local authorities have. Many indicated that they were **worried about reporting repairs** in case of reprisals from the landlord. Recent legislative changes in this area seem to have done little to allay their concerns.

Letting agents were repeatedly mentioned in the discussions. Whilst hidden fees and the attitudes of agents towards urgent repairs were central issues, some felt that landlords were potentially not aware of the poor condition of their properties. Renters reported constantly having to chase agents about repairs.

Solutions considered

Discussions initially centred on structural issues which renters felt underpinned the issues experienced within the sector. Renters made it clear that they want **concrete commitments from government, both at a local and national level, to build more homes** and reduce the pressure on housing supply.

Although the supply of housing is not directly linked to renters knowing their rights, many felt that the issues faced by renters in enforcing their rights were exacerbated by the lack of affordable rented accommodation available.

Education was viewed as a key part of any future action, with renters feeling encouraged by the work of local housing activist organisations and unions and their focus on providing housing rights education to communities. Renters called for education to be more openly available and to be offered in schools, colleges and local community centres.

In terms of access to information and advice, renters suggested **a single online resource for reliable rental advice**. This should be a government website setting out the legal rights and obligations of landlords and tenants. It was suggested that **public information campaigns** would improve awareness surrounding housing rights and that simple messages placed strategically across libraries, community centres, hospitals and billboards (much like the BigChangeMCR campaign) would help renters to understand their rights and where to go for advice.

The prospect of a **'Tenants' Charter'**, directly informed by Tenants. This would set out clear and enforceable rights for tenants, rather than our existing patchwork system of legislation and guidance.

Poor conditions – what can be done?

Issues identified

Poor conditions within private rented accommodation was seen as a major problem across Manchester. Renters generally reported facing one or more of following issues in private rented accommodation:

- **damp and mould**
- **poor heating and/or insulation**
- **infestation of mice, rats, ants and cockroaches**
- **poor quality appliances or white goods supplied**

Many renters set out the issues they had faced in **requesting repairs** to be carried out by their landlord. This process was often more protracted when a letting agent was involved, as renters reported a 'blame game' between letting agents and landlords. Moreover, it was felt that often it was difficult to get in touch with landlords in order to inform them of disrepair, and that some landlords were either very slow to respond or didn't respond at all.

A very serious issue raised was that many **renters without settled immigration status feared contacting their landlords**. Renters suggested that since the introduction of 'right to rent' legislation, certain tenants are offered only partial protection from bad landlords.

One renter felt very strongly that where poor conditions exist or arise the situation becomes cyclical. They felt that systemic problems meant

that many tenants have **no realistic options to challenge a landlord** who refuses to carry out repairs. It was felt that this often leads to inaction and the disempowerment of tenants.

It was also suggested that there is **no incentive for landlords** to carry out maintenance or refurbish older properties. Due to the demand for private rented accommodation, landlords do not have to work to fill a property. Therefore, they can allow it to deteriorate, as they do not stand to directly benefit from insulating and properly maintaining properties.

Solutions considered

Renters were keen to see a system of **local recognition and incentives introduced to promote good practice across the sector**. Landlords should be encouraged to provide high-quality accommodation, and greater efforts should be made by the local authority to actively engage with landlords and inform them of legal, policy and regulatory changes which may affect them (e.g. Universal Credit). It was suggested that a 'good landlord scheme' could be utilised to foster a better lettings culture in the locality.

Enforcement was viewed as a key element of any future strategy for the PRS. Concerns were raised, across several discussions, that the local authority teams responsible for enforcing standards in private rented properties are heavily under-resourced. As such it was felt that

there is a general lack of proactive enforcement and that the current process is likely to cause difficulties for vulnerable tenants, as it requires renters to collect sufficient amounts of information to trigger an investigation. It was suggested that many renters may not want to pursue a complaint against their landlord due to the potential for retaliatory evictions. Recent legislative changes do not appear to have eased renters' concerns on this front.

Renters were encouraged by the introduction of **selective licensing** to certain areas across the city. However, concerns were raised that the cost of licensing can simply operate to increase rents, putting pressure on low income renters. More evidence is needed to ensure that selective licensing is not having this impact. Renters also expressed concerns about the limits placed on the powers that the local authority has to implement selective licensing. If a local authority wants to licence more than 20% of its PRS (in terms of geographical area or number of privately rented properties), it must seek permission from the Secretary of State for Homes, Communities and Local Government.

Barriers to accessing private rented accommodation – what are the issues and how can we solve them?

Issues Identified

Renters highlighted a number of **financial or monetary-related barriers** to accessing private rented accommodation. An initial challenge highlighted was the **financial outlay** required to secure accommodation, including upfront deposits (often up to 6 weeks' rent), agency fees and additional 'hidden' fees, all of which require renters to have access to significant funds. Many felt that, due to market conditions, landlords were able to be very **selective** about the tenants they house, which has led to the exclusion of benefit claimants and those in insecure or poorly paid employment in some areas of Greater Manchester.

Rent affordability was viewed as a key issue encountered by renters. Rents across many parts of Manchester outstrip the Local Housing Allowance rates, causing difficulties for households on low incomes. Concerns were raised about the **'ghettoisation'** of certain communities based on the affordability of accommodation, as well as the impact of **short-term tenancies** which provide landlords opportunities to easily increase rents, and leave tenants in a difficult predicament whereby they either accept the increase or the termination of their tenancy.

One group felt that the PRS was **unable to cater for more vulnerable communities** within Greater Manchester, such as those exiting homelessness and young people. It was felt that associated support services, resources and employment opportunities were very much based in the city centre, with a lack of outreach services for those living in other communities across Greater Manchester.

Solutions considered

Renters felt that greater efforts were needed from the local authority to provide **assistance with the initial cost of securing accommodation**. Although it was acknowledged that existing mechanisms were in place, it was felt that these needed to be more openly available and widely publicised. Others suggested that the difficulty of raising a lump sum at the start of a tenancy could be helped by local schemes offering low-interest loans to cover rental deposits and fees. Costs could also be spread by letting agents offering payment schemes to allow renters to pay the fees and/or the deposit over a few months, rather than expecting a large amount upfront.

Renters called for **greater control over the costs of renting**. Many suggested better regulation of letting agents and the fees that they can charge. Recent changes to the law surrounding such fees will not come into force until Spring 2019. More general regulation of rents was also called for, as one group discussed the historical regulation of rent increases

through the 'fair rents' framework. Renters expressed an interest in the re-introduction of a similar system to offer tenants greater financial and housing security.

Instability and insecurity for renters

Issues identified

The discussions here consistently identified a **lack of permanence** within the PRS. This, renters contended, has wider impacts on community cohesion and identity. On an individual level, renters said that instability and insecurity has a **detrimental impact on their mental health**, making it more difficult to build local support networks and community links.

Renters suggested that this lack of permanence stemmed from the lack of security of tenure offered by assured **shorthold tenancies**, as well as a lack of knowledge amongst tenants of their legal rights in terms of notice and eviction procedures. It was felt that existing legislation provides only weak protection for tenants, especially given that assured shorthold tenancies can be brought to an end using the 'Section 21' no-fault possession procedure.

The **lack of legal protection**, it was observed, causes difficulties for renters wishing to put down roots in a particular locality. Transient forms of employment offered by zero-hours contracts were said to increase this sense of insecurity, with constant fluctuations of hours worked causing

havoc for those claiming benefits. The **suspension of benefit payments** due to changes in circumstances was said to leave some renters on the verge of homelessness. Others reported the difficulties they had experienced travelling to schools and places of work when forced to move.

Solutions considered

To address the issue of insecurity generally, renters felt that an **increased offering of social housing for everyone** would help to combat the monopoly of the PRS over individuals currently unable to access social housing.

Within the PRS, it was felt that measures should be introduced to **encourage or require longer term tenancies**. This was of particular concern in relation to families wishing to establish roots and a settled life in a particular area. One group suggested that tenants should be able to choose the length of their tenancy from the outset, rather than being subject to short fixed-term arrangements.

Renters called for **greater transparency within tenancy agreements**. It was suggested that contractual terms should be drafted in a 'user-friendly' manner and in plain English. Landlords should be encouraged to offer tenants favourable contractual arrangements to encourage a good relationship based on mutual respect between parties. Ending the ability of landlords to seek 'no fault' Section 21 evictions was seen as one measure which

would redress the fundamental power imbalance in favour of tenants.

Education has a key part to play in ensuring that tenants know their rights. Renters felt that measures such as the **Renters' Forum** help to raise awareness of issues and bring renters together. Renters also called on the local authority to invest in more community spaces to help combat the endemic levels of isolation within our communities.

Are renters well-represented?

Issues identified

Concerningly, renters spoke of negative experiences in their dealings with the local authority. Many felt that **bureaucracy stood in the way of tenants having their voices heard within local authorities**. Renters reported the circular nature of interactions with MCC, often being passed from department to department without being assigned to an individual officer with direct responsibility. One renter said that when he did get through to the correct department, he wasn't listened to as he 'wasn't speaking their language'.

This **lack of confidence** in the local authority was a common thread throughout several of the discussions. There was a sense that complicated processes and delays within the local authority have led to the disempowerment of local tenants. Renters want to feel that their local authority is listening to them and

taking their concerns seriously. Many renters observed that there is a **lack of dedicated resources** within the local authority to assist tenants facing issues with their landlord. They felt that such services need to be well-staffed, publicised and accessible.

One group was particularly concerned by the **disempowerment of young people and those on benefits** within the PRS. It was suggested that these groups are 'not wanted' by private landlords and have no representation within the policy making arena.

Solutions considered

Renters called for **greater engagement** by the local authority in housing issues. One group suggested that MCC could set up **regular clinics** throughout Manchester for tenants to attend and receive advice, support and guidance from council officers. Although some advice services do exist at present, it was felt that renters need to be involved in the design and delivery of services. Tenants should know where to go for advice, and the local authority should campaign vigorously to raise awareness of the services it and other providers offer. This should be made available not only via the internet to enable those with limited IT skills to access.

Processes and procedures which operate to 'gate-keep' or restrict access to under-resourced services should be redesigned in **collaboration with tenants**. Renters should also be **consulted more broadly on the expansion of schemes** such as selective licensing, with renters across Manchester having a say on priority areas.

Renters want MCC to allocate **more resources** to the departments involved in liaising between landlords and tenants and enforcing standards in the sector. It was felt that clear and transparent procedures are needed to increase confidence in the council. These should govern the assistance available to tenants and the enforcement procedures to be followed, including timescales for responses and actions.

Renters want to see **further engagement through the Renters' Forum**, but they were keen to stress the need for it to have 'teeth'. One group expressed that they would like there to be some mechanism whereby councillors and council officers commit to taking action on important issues raised in that space. Accountability should lie at the heart of any future tenant engagement by the local authority.

What next for the Renters' Forum?

Our policy demands

For decades, national housing policy has severely restricted renters' rights by prioritising the needs of the market and failing to include tenants in the policymaking process. Whilst recognising the difficult national climate for changes in housing policy, we maintain that we cannot wait for a change of government. **Addressing the housing crisis is urgent**, and steps must be taken locally to improve conditions in the PRS. Renters were encouraged by the attendance of elected representatives from MCC and the GM Mayor Andy Burnham, but they want concrete commitments that more resources will be devoted to solving the problems in the PRS, and that their local authority will be there to support them when they face issues.

This report has focussed on the issues raised by renters across five themes. Below, we summarise **seven** of the key issues and make clear demands of local policymakers to take steps to address these issues. This report will be made publicly available circulated to local councillors, the Greater Manchester Mayor and the Greater Manchester Combined Authority.

1. Renters feel disempowered and unsupported because of an unequal power relationship between tenants, landlords and letting agents

Renters said:

- There is a power imbalance in the landlord and tenant relationship
- They have no realistic options to challenge a landlord
- There are weak protections for tenants
- They do not have the confidence to challenge landlords
- They struggle to get letting agents to respond to their issues and carry out repairs
- They were treated poorly by letting agents and received a generally poor quality of service across the sector – leaving them feeling powerless

Renters' demands:

1. Public information campaigns on renters' rights
2. Local support for housing rights education sessions to be delivered in schools, colleges and local community centres
3. A single online hub for reliable advice on renting
4. Support from GMCA and councils for further renters' forums

2. Renters are worried about reporting repairs and feel that many completed repairs are of a poor standard

Renters said:

- That quick-fix repairs are commonplace and do not address the poor general condition of properties and the need for planned maintenance
- They worry about reporting repairs
- Those without settled immigration status feared contacting their landlords
- There is no incentive for landlords to carry out maintenance

Renters' demands:

1. A local 'Tenants' Charter' – to be developed and informed by tenants
2. Local recognition and incentives to promote good quality homes across the sector
3. Better local enforcement – use of rent repayment and banning orders where necessary
4. An extension of selective licensing, and enforcement of current schemes

3. Financial or monetary barriers

Renters said:

- There are financial barriers to accessing accommodation – a large initial outlay is required to secure accommodation
- Some struggle to pay their rent as costs continue to rise across the sector

Renters' demands:

1. Local assistance schemes to help with the initial costs of securing accommodation
2. Greater regulation of rent increases
3. Regulation of fees charged by landlords and letting agents
4. Increased offering of social housing for general needs

4. Instability and short-term tenancies

Renters said:

- They are often only offered short-term tenancies
- Instability in the sector makes it difficult feel at home – there is a lack of permanence
- They feel it is unfair that landlords can evict tenants without a reason

Renters' demands:

1. Local incentives or requirements for landlords and letting agents to provide longer term tenancies

5. Renting and mental health

Renters said:

- Renting privately had, in some cases, had a detrimental impact on their mental health
- Living in private rented accommodation can be stressful, and does not cater for the needs of those with mental health issues

Renters' demands:

1. High quality advice services and early intervention to provide support with housing issues

6. Challenges faced by benefits claimants in the private rented sector

Renters said:

- They were worried that a suspension of their benefit payments could put their accommodation at risk
- Young people find it difficult to access affordable accommodation
- Benefits claimants face discrimination when trying to rent a property

Renters' demands:

1. Access schemes (e.g. bonds) which provide security for landlords to assuage their often-unfounded concerns about letting to tenants who claim benefits
2. Public awareness campaigns to combat the 'NO DSS' narrative
3. Local action and awareness to prevent Universal Credit based evictions (e.g. through Discretionary Housing Payments)

7. Tenant voice and local policy-making

Renters said:

- Bureaucracy stood in the way of them having their voices heard within local policy forums
- They are often not consulted about policy changes which may affect them

Renters' demands:

1. Support for further forums, such as the Renters' Forum, to ensure that renters' voices are heard
2. Direct consultation on the introduction or expansion of any schemes or initiatives (e.g. selective licensing)

Our next steps

This report is to be made publicly available and circulated with the attendees of the initial Renters Forum Event in March 2018. Representatives from the Renters' Forum will be meeting with Andy Burnham and GMCA staff and a further meeting will also be requested with MCC on the same basis. We hope these meetings will provide the opportunity to:

- Discuss the issues identified within the report and provide the opportunity for GMCA, the Mayor and MCC to feedback on the potential ideas and solutions identified by the renters of Greater Manchester
- Explore the opportunities, and develop commitments, for implementing the proposed solutions within Greater Manchester
- Improve collaboration between the Renters Forum and GMCA and the Local Authorities; including obtaining support for future engagement opportunities.

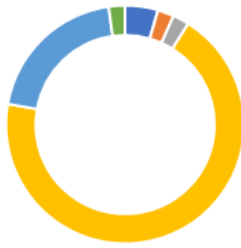
Following the meetings, we will be asking the authorities to provide a formal response to the report and an identification of commitments to help address the issues raised. We will be looking to develop formal and regular engagement with the Local Authorities, to review progress and push for local action and accountability over housing issues. It is hoped that these strengthened partnerships will continue to work together to push for vast improvements across the PRS.

Thank you

We would like to thank the organisations and residents of Greater Manchester who supported our event and made it the success that is reported within this document. A further thank you to the Greater Manchester Mayor Andy Burnham and local councillors who attended the event, we value your support and hope to continue working with you to help improve the daily lives of renters within Greater Manchester. A special thanks must also be extended to the Nationwide Foundation and Shelter Greater Manchester as funders of the event.

Appendix 1 - Demographic information

Sexual Orientation



- Bisexual
- Gay man
- Gay woman or lesbian
- Heterosexual or straight
- Prefer not to say
- Other

What is your gender identity?



- As a man
- As a woman
- In some other way
- Prefer not to say

Employment Status



- Full-time employment
- Part-time employment
- Self-employed
- Retired
- Not employed - looking for work
- Not employed - not looking for work
- Student - full-time or part-time

Which of the following best describes your household?



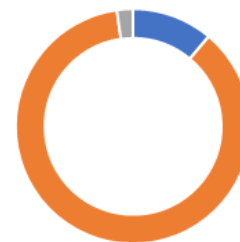
- Married, civil partner or cohabiting couple family with children
- Married, civil partner or cohabiting couple family without children
- Lone parent family with children
- Single person without children
- Shared accommodation (e.g. house share/ HMO)
- Student household

Caring Responsibilities

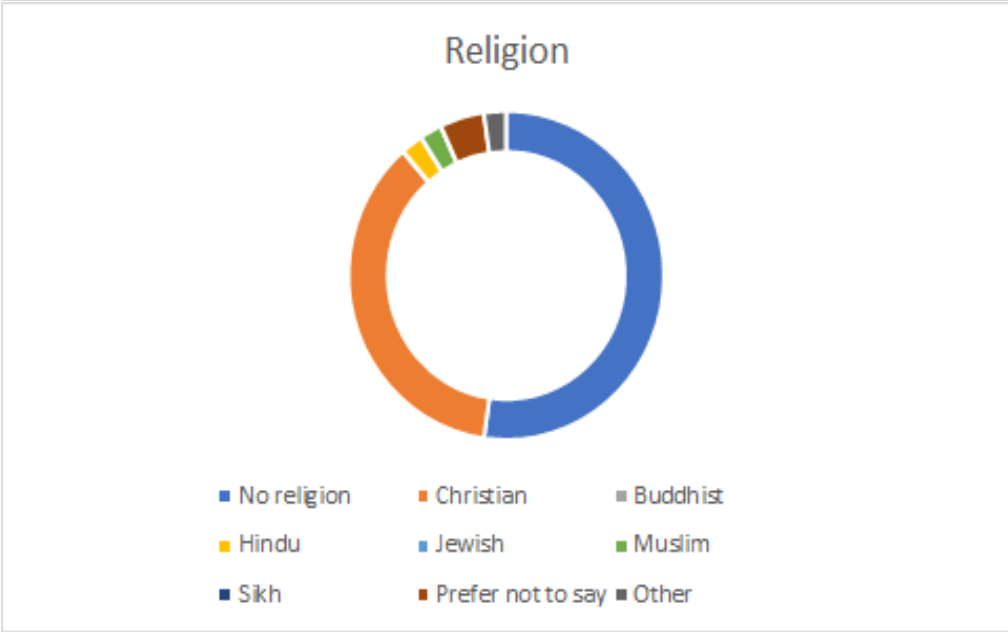
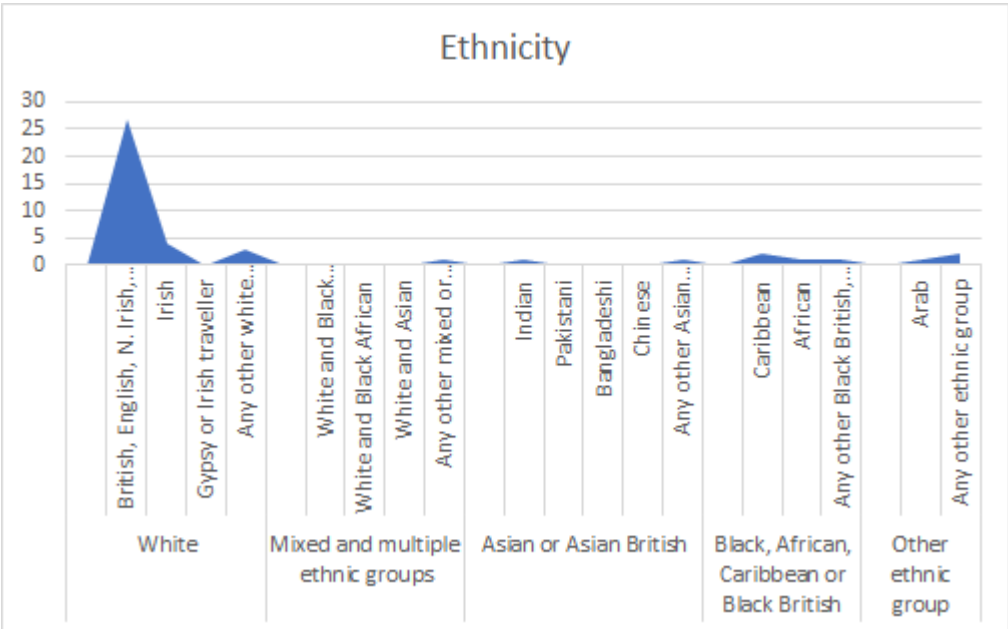


- None
- Primary carer of a child or children (under 18 years old)
- Primary carer of a disabled child of children
- Primary carer of a disabled adult (18 years and over)
- Primary carer of older person or people (65 years or over)
- Other

Do you have a disability or long term health condition?



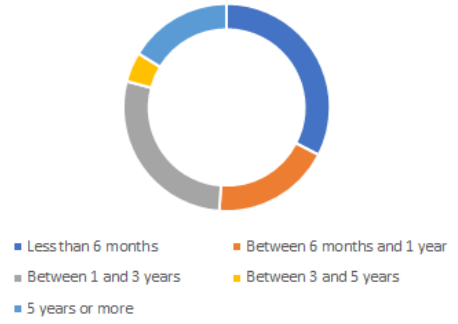
- Yes
- No
- Prefer not to say



Is the property managed by an estate agent?



How long have you lived in the property?



Who is your landlord?

