

# MINUTES OF BROXBOURNE LANDLORDS' FORUM

## Wednesday 8<sup>th</sup> May 2024

### ATTENDEES

Landlords – 16 in total

Richard Blanco – National Residential Landlords Association (NRLA)

Lauren Clark – Senior Simple Lets Officer

Lee Anne Hill – Housing Services Manager (Strategy)

Katy Leman – Housing Services Manager (Operations)

Kerim Tapki – Graduate Management Trainee

Ibrahim Balta – Senior Litigation Lawyer at Broxbourne Borough Council

Jessica Verdicchio – Property and Corporate Lawyer at Broxbourne Borough Council

The recording of this event including all the presentations can be accessed by logging into the NRLA website and visiting the Training and Events section.

### WELCOME

Lee Anne Hill and Katy Leman, Broxbourne Council, welcomed everyone.

### SIMPLE LETS SCHEME

#### Overview of the scheme

Lauren Clark and Kerim Tapki from Broxbourne Council provided an update on the Council's Simple Lets scheme.

Lauren explained the scheme was launched in November 2011 and to date, 555 families have been housed in the private rented sector (PRS) through the scheme.

The Simple Lets team currently consists of a Senior Simple Lets Officer and two Simple Lets Officers.

The main aims of the scheme are to:

- make the process of letting properties streamlined, effective, and efficient
- Service focus is on, communication, advice and support for landlords and tenants
- objective is to retain landlords and agents by forging good working relationships

There are many benefits, the scheme offers:

- No letting fee
- Unlimited supply of tenants ready to move into homes at short notice
- Choice of prospective tenants
- A Simple Lets Officer will work with you throughout the tenancy to ensure a successful sign up and letting
- Free tenancy agreements
- Affordability assessment on all tenants so that only tenants that can afford the rent will attend a viewing
- The Simple Lets Team are available for both landlord and tenant. Contactable as a 'one stop shop' for the duration of the tenancy to resolve any issues that may arise
- Landlord guidance information on current legislation, health and safety requirements
- Paper copies of documents available on request

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- Support for landlords to resolve any issues as soon as possible, using the Council's other services such as Financial Inclusion Team, the Community Safety Team, and Environmental Health
- If notice is served, the council will offer to move tenants at the expiry of the notice rather than insist on a court order.
- Help with deposit disputes that may arise at the end of the tenancy

#### Simple Lets Survey results

Kerim Tapki from the Simple Lets team then gave an update on the Simple Lets survey results. Kerim shared some of the findings from the surveys, stating that:

- A majority of 61% of landlords and letting agents on the scheme have expressed their satisfaction.
- 68% are extremely satisfied with the support provided by the Simple Lets team.
- 57% of landlords and agents on the scheme has stated that they are very likely to let through the scheme again.

Kerim also highlighted that surveys suggest landlords and agents believe the scheme could be even better if:

- Guaranteed rent is introduced.
- Property inspections are introduced.
- Officers provide additional support for tenants navigating benefit claims.

Kerim thanked the landlords for filling out the survey and stated that the Housing service is currently working through the findings to improve landlords and agents experience on the Simple Lets Scheme.

The Council recognises the importance of the PRS and continues to work with private landlords and agents through its successful Simple Lets scheme.

#### **BROXBOURNE COUNCIL LEGAL DEPARTMENT**

Ibrahim Balta from the Council's Legal team gave more information to landlords about what to do if a rented property is abandoned or death of a tenant occurs. Ibrahim Balta explained what the procedure is if a tenant abandons a property, how landlords can gain possession of their property if their tenant passes away and the best practices for dealing with the family during a tragic event like this.

Full presentation is available online [here](#)

#### **RICHARD BLANCO NRLA REPRESENTATIVE**

Richard Blanco, the London NRLA representative, gave an update on all the latest legal and policy developments affecting the sector with. The Renters Reform Bill and other regulatory business. Richard also covered where the housing market is heading in 2024 and Bank of England rate changes.

Full presentation is available online [here](#)

Richard closed the meeting and thanked attendees for their time.

Landlords were asked to complete the Landlords Forum satisfaction survey.

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Date of next meeting: To be confirmed

Venue: Council Chamber, Council Offices, Bishops' College, Churchgate, Cheshunt, EN8 9XQ