

# Simple Lets

## BOROUGH OF BROXBOURNE

Broxbourne's Local Lettings Service



**BOROUGH OF  
BROXBOURNE**  
[www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

# Overview of Simple Lets

- The scheme is to make the entire process of letting properties, much more streamlined, effective and efficient
- The emphasis is on service, communication, advice and support
- Our objective is to retain landlords and agents, and to grow the scheme by forging mutually beneficial working relationships

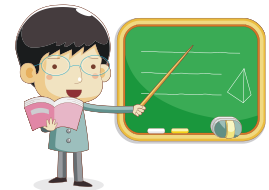
# Simple Lets – What's on Offer

- Unlimited supply of tenants ready to move into homes
- Choice of prospective tenants
- A Simple Lets Officer will work with you throughout the tenancy to ensure a successful let
- Deposit, rent in advance paid at tenancy commencement
- Free tenancy agreements
- Affordability assessment on all tenants
- The Simple Lets Team are available for both landlord and tenant. Contactable as a 'one stop shop' throughout the duration of the tenancy to resolve any issues that may arise.





# Simple Lets – What's on Offer

- Tenants ready to move at short notice
- No Letting Fees
- Landlord guidance, incorporating information on current legislation, H&S requirements.
- In the event of Landlords or Tenants not having access to printer we will post documents.



# Simple Lets – What's on Offer

- Early intervention work in partnership with the Financial Inclusion Team, the Community Safety Team and Environmental Health to attempt to resolve any issues as early as possible.
- If notice is served, the council will offer to move tenants at the expiry of the notice rather than insist on a court order, most Councils do not do this! 
- Assistance with deposit disputes that may arise at the end of the tenancy 
- Support worker available to tenants if required, via our Floating Support Team

# Simple Lets – An Update

- Simple Lets first ever sign up was in January 2012 and the tenant remains there still today
- There are currently 513 families still living in their Simple Lets property
- Simple Lets have tenancies both inside and outside the borough of Broxbourne

# Simple Lets – Survey

- At the end of 2023, the Simple Lets team developed and distributed surveys to landlords and agents.
- We have asked our landlords and agents for their feedback about the Simple Lets Scheme
- The information that has been provided is extremely valuable and we would like to thank you for taking the time to complete the survey.

# Survey findings

Findings highlight landlords' main concerns are:

- High interest rates
- Increased mortgage payments due to tax relief changes
- The complexities of legislative compliance

Findings highlight landlords' expectations of tenants are:

- Timely rent payments
- Property upkeep
- Adherence to tenancy agreement



# Survey findings

- 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 are have stated that they are very likely to let through the scheme again.

# Survey findings

Survey findings highlight that 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

We would like to thank you all again for your contributions with the survey and would like to say that we are currently working through the findings to better your experience on the Simple Lets Scheme.

# Simple Lets - Survey

## Have Your Say

- Before you leave, can you please complete a survey about how you have found the event this evening

# SIMPLE LETS

# Any Questions?

# Contact Details

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