

Newham Private Rented Sector E-Bulletin

May 2021

Private Sector Housing Standards

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Message from Councillor Mohammed- Lead Cabinet Member for Housing

A warm welcome to you all. Since taking over as Lead Cabinet Member for Housing this year, my focus has been on providing the high quality housing services that our residents need and rely on. Private landlords and managing agents are incredibly important in Newham. We estimate that you provide around 50,000 homes across the borough. I know this continues to be a challenging and uncertain time for the sector, especially those who let to vulnerable and low-income tenants badly impacted by the Covid pandemic. I wanted to bring the following to your attention:

We have launched a **Landlord Survey**, which I urge you to complete. The information will help us to provide further advice and training for landlords and agents in Newham and updates on how we can support you, particularly during these challenging times. The council values your opinion; it is time to have your say!

We have also launched a **tenant's online survey** so that we can tailor our services to better support them and I would be grateful if you could highlight the online link to your tenants.

There are details on the **ECO 3 free loft/cavity wall insulation** for eligible tenants on low incomes or those vulnerable to the cold. Installers are now in Newham and available to carry out this work, so please take advantage of the scheme.

We hope that you are keeping your tenants safe and well, and continue to show flexibility if some tenants are finding it difficult to meet their rental payments over this lockdown period. We are keen to prevent further homelessness in the borough. If you have tenants who you may be thinking of asking to leave, talk to us as soon as possible. Get in touch with my team by emailing; HPASPRSTeam@newham.gov.uk or phoning or by phoning 020 3373 4907 to see if there is anything we can do to help them stay in their home.

Have your say!!

Newham Landlord Survey

- We want to hear what Newham landlords and agents have to say.
- Our Landlord's Survey launched on 10 May 2021. It's open to all landlords and agents operating in Newham and it closes on 9 June 2021.
- The survey is anonymous.
- The information will help us to provide further support, advice and training for landlords and agents in Newham.
- By completing the survey, you will be able to voice how you want Newham to support you as a landlord or agent. The council values your opinions; it is time to have your say!
- Click on this [link](#) to complete the survey.



Tenant engagement project with Generation Rent



GENERATION RENT

The national voice of private renters

Have your tenants been struggling during the pandemic? Are they in rent arrears? We want to hear from them!

During the pandemic, many private renters have faced a number of difficulties relating to economic insecurity, job loss and issues with housing. The need for a safe, secure and affordable home has never been so important.

Newham Council has partnered with [Generation Rent](#), the national campaigning body for private renters, to launch a consultation with private renters.

The project was launched on 10 May 2021 through a survey on the council's website and it is open for all private renters in the borough until 9 June 2021. The link to the survey can be found here: www.newham.gov.uk/rentersurvey.

Please pass this information and the survey link on to your tenants as we want to know what challenges they have been facing and what the council can do now, and in the future, to better support them.

Later in the year, focus group discussions and forums will be set up to discuss private renters experiences in-depth in a safe and supportive environment. By taking part, private renters will have an opportunity to have their say and be part of our plans to improve the standards of housing in their local area. If you have tenants who would like to participate in these forums then please get them to contact us by emailing: tenancyliaison@newham.gov.uk

Inspections have started again

From 12 April 2021, our field officers, Environmental Health Officers (EHOs) and Practitioners will be back to carry out visits and inspections of privately rented homes in Newham. When we visit, here is what to expect:

- We will be wearing personal protective equipment (PPE) including face masks and gloves.
- Before entering we will be checking at the door if anyone has Covid-19 symptoms or is self-isolating.
- If the visit has been arranged, we ask that you arrive slightly earlier than the allotted time, so that you can open all the doors and windows and allow the property to be aired through.
- We will ask you to look at the property before or after the officer has inspected and not at the same time to comply with social distancing guidelines.
- We will discuss any findings of our visits, either outside the property from a safe distance or over the phone.

Free home insulation to Newham residents

Newham Council has partnered with the leading sustainable gas and electricity supplier E.ON Energy, and J&J Crump and Sons installers to offer free cavity, party wall and loft insulation to qualifying homes in Newham through our Keep Warm Keep Well scheme.

You can find out more information about the scheme and eligibility requirements on <https://www.newham.gov.uk/public-health-safety/energy/6> or alternatively, you can call Freephone 0800 7833127.

[Find out more on the J&J Crump & Son website](#)



Thinking of asking a tenant to leave?

Talk to our Housing Advice and Homelessness Team as soon as possible to see if there is anything that they can do to help tenants to stay in their home.

The team can be contacted via email: HPASPRSTeam@newham.gov.uk or by phoning 020 3373 4907.

Free government mediation service for possession proceedings

If you have already started possession proceedings with a tenant then you may be eligible for free a government mediation service for landlords and tenants.

Mediation can be less stressful and expensive than going to a full hearing at court, where additional fees and expenses will apply. It can also be quicker than a full court hearing.

For more information, please visit:

www.gov.uk/government/publications/housing-possession-mediation-service/housing-possession-mediation-service



Letting your property to us

If you have a property to let, and you would like to rent it to Newham Council, then please contact us by **emailing PRSsupply@newham.gov.uk or phone us on 020 3373 1149.** We have local families who can move in immediately.

For further details please visit: www.newham.gov.uk/housing-homes-homelessness/letting-property-us/1

Covid-19 Vaccine & Helpline

The Covid-19 vaccine is the best protection for you, your loved ones and the people you come into close contact with. For further advice and information, please visit: www.newham.gov.uk/coronavirus-covid-19/covid-19-vaccination/2

Newham Council has a Covid-19 Helpline for all residents to contact if they need advice, or support related to Covid-19.

Call **020 7473 9711** or email covidhelp@community-links.org



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