



# Vulnerable tenants in the private rented sector

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# Overview

- A focus on disadvantaged and vulnerable consumers
- Access, affordability and choice – can people get the housing that they want and need?
- Housing conditions in the PRS – the issues for vulnerable tenants
- Information – do tenants know what they need to know?
- Representation – how do tenants get their voice heard?
- Redress – how do problems get put right?

# The context for vulnerable and disadvantaged tenants in the PRS

- A highly diverse group of consumers
- How do we define who is vulnerable or disadvantaged?
- Key trends in supply in the private rented sector and what this means for vulnerable tenants

# Can the PRS provide vulnerable tenants with the housing they need?

- Costs – the challenges facing disadvantaged tenants
- Short Assured Tenancies – do these work for those most in need?
- Tenancy deposits and the potential impact on access

# Housing conditions in the PRS – do these meet tenants' needs?

- What are the issues for vulnerable tenants?
- The impact of the repairing standard and the Private Rented Housing Panel
- Energy efficiency and supply

# Do tenants in the PRS know what they need to know?

- What information rights do tenants have and to what extent are tenants aware of these rights?
- The impact of information gaps for consumers
- Challenges and barriers to tenants acquiring the knowledge that they need

# How can tenants make their views heard?

- Why does representation matter?
- A diverse sector – representation is more straightforward for some tenants than others
- How can the circumstances and problems of disadvantaged tenants be taken into account in the policy debate?

# What happens when things go wrong?

- The redress options open to consumers
- To what extent are these options taken up?
- What are the barriers that vulnerable consumers experience in seeking redress?

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