



Shelter Scotland PRS Conference

20th March 2019

Kim Murphy

Let's talk.



What is Landlord Advice NI?

- A free advice service helping landlords **meet** their legal requirements and promoting good practice in the Private Rented Sector.
- Housing Rights started offering the service in 2017.

Let's talk.



Who are Housing Rights?

- The leading specialist provider of independent housing advice in Northern Ireland.
- Established as a Charity in 1964

Let's talk.



Why is Landlord Advice needed ?

- NI's PRS has quadrupled in the last 10 years- Now the second largest housing tenure.
- Majority of landlords small scale and can be unaware of their legal obligations.
- Policy reform & review
 - New legislation introduced

Let's talk.



Getting the service started

- Making the case for landlord advice
- Using experience and relationships to design a service that helped landlords.
- Dealing with the doubters

Let's talk.



The Pilot

- Housing Rights proposed pilot of a new helpline giving free advice to landlords
- Funding granted by the Department for Communities and pilot started Jan 2017

Let's talk.



The Aims

- Give advice on good practice and legal requirements
- Signpost to other specialist services
- Encourage good communication
- Help sustain tenancies in the Private Rented Sector

Let's talk.



Who can use Landlord Advice?

- Registered residential landlords
- People thinking about renting out a property
- Professional estate and managing agents

Let's talk.



Our Top Queries

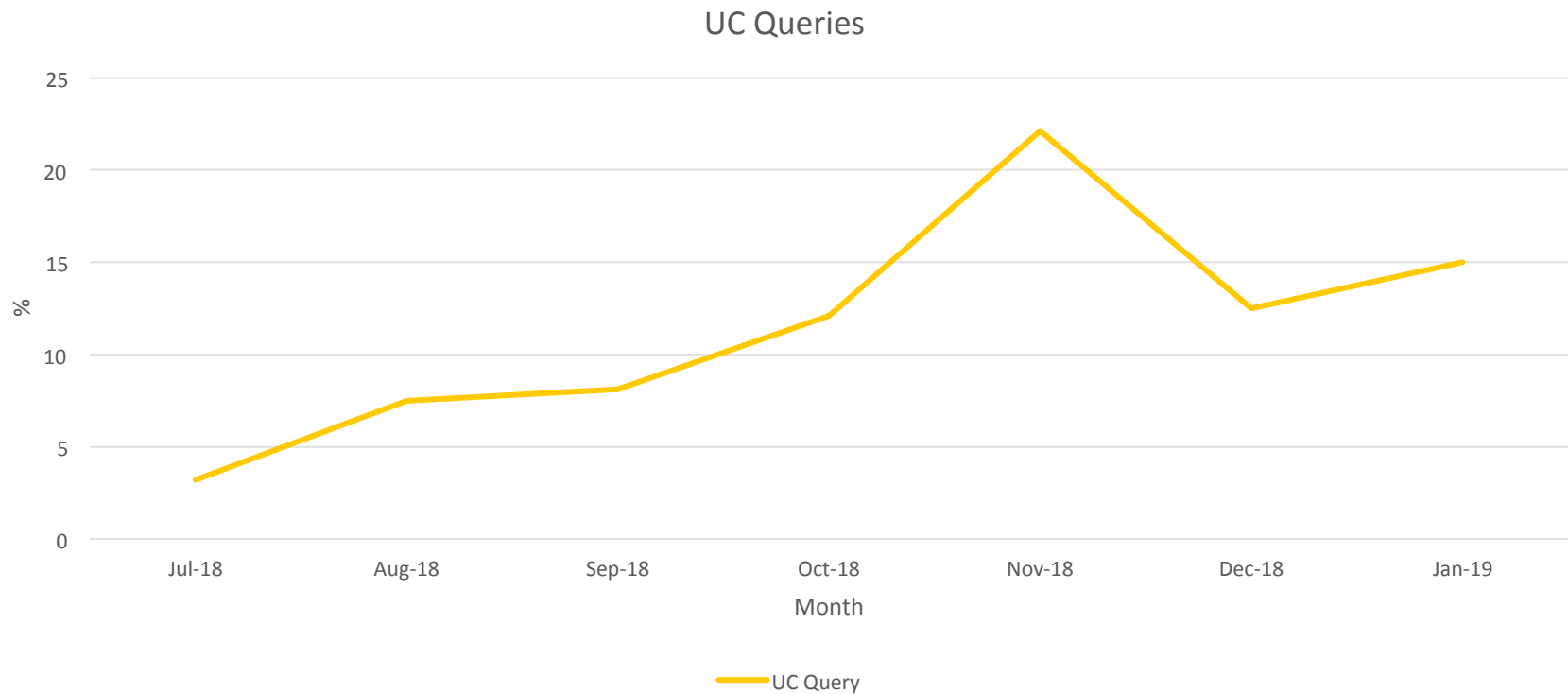
- Landlord registration
- Setting up a tenancy
- Repairs/Damage
- Rent arrears
- Ending a tenancy
- Universal Credit



Let's talk.



Impact of Universal Credit



Let's talk.



The Story so far

- Service contacted over **2500** times
- 100% of users are happy with the overall service.
- Funded for further 3 years
- Nominated for a Chartered Institute of Housing award for customer service excellence in 2018.

Let's talk.



Future Issues impacting NI's PRS

- Change in HMO regulations in April 19
- Department for Communities proposals going forward.
- Impact of Universal Credit
- No Assembly

Let's talk.



Going forward

- Issues for both landlords and tenants in the future
- Demand for more:
 - Mediation
 - Landlord Information Seminars
 - Promotion to grow the service
- Developing relationships with others.

Let's talk.



What users say...

“The service I received was 5 star, the adviser knowledgeable and courteous.”

“I was very satisfied with the service I received and would recommend it to anyone.”

Let's talk.



Thank you

www.landlordadviceni.org



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