

**TDS CHARITABLE
FOUNDATION
DIGEST OF PROJECTS
2014-2024**



INTRODUCTION BY THE CHAIR OF THE TDS CHARITABLE FOUNDATION

The TDS Charitable Foundation is a charitable incorporated organisation [CIO] and is registered with the Charity Commission for England and Wales.

Training and education are at the heart of what the TDS Charitable Foundation does. Our mission is to help raise the standards of the private rented sector, which is delivered mainly by projects which aim to educate landlords and tenants of their respective rights and responsibilities.

We are funded mainly by donations from The Dispute Service Ltd, which operates a number of tenancy deposit schemes across the UK on a non-profit basis.

In Scotland, The Dispute Service Ltd is a partner in the SafeDeposits Scotland Charitable Trust, a sister charity which works towards similar goals in the Scottish private rented sector.

This publication gives brief details of all the projects which the TDS Charitable Foundation has funded since 2014. We have grouped the projects under four different themes:

- [Tenant education](#)
- [Landlord education](#)
- [Landlord and tenant education](#)
- [Policy and research and advice](#)

By publishing this digest of projects, we aim to demonstrate the excellent work that the TDS Charitable Foundation has delivered through its programme of activities.

More detail is available at the [TDS Charitable Foundation website](#).



Martin Partington KC, CBE
Chair of the TDS Charitable Foundation
September 2024

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What's new?

In the latest version of the TDS Charitable Foundation digest, we have added the most recent projects that have been awarded funding. These are added to the digest below.

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Tenant Education

National Union of Students (NUS)

July 2014 | **Grant awarded £20,000**



Ready to Rent

In 2014, The TDS Charitable Foundation supplied £20,000 in funding to the National Union of Students (NUS) to deliver a tenant training programme for students, rolled out through student unions across the UK.

Aims of the project

- To equip students with the knowledge and understanding they need to make a success of their time in the private rented sector, both during their student careers and beyond.
- To develop a cohort of 'pathfinders' in the private rented sector, whose knowledge and understanding will spread to others they live, and have contact with.
- To improve communication between landlords and tenants, and improve the confidence of student tenants in advocating for their rights in these interactions.

Research

The NUS had conducted research into the levels of satisfaction amongst students living in the private rented sector. Their research indicated that:

- Under a third of respondents (31 per cent) thought that there was enough support for private renters.
- Less than half (47 per cent) felt that they knew their rights as a tenant.
- Just over half of respondents (51 per cent) felt that they knew where to turn if they had a problem with their housing.

Result

The NUS developed the training programme 'Ready to Rent' which had four key objectives:

- Objective 1: Produce high quality "ready-to-go" training resources for unions.
- Objective 2: Train Unions to deliver workshops.
- Objective 3: Support unions to roll out the training to their students.
- Objective 4: Students feel more confident as renters and enjoy a more positive experience in the private rented sector.

Online Ready to Rent Hub: All training resources for unions and renting guides for students was made available on a specially commissioned website

Generation Rent

July 2014 | **Grant awarded £2,500**



Production of a Tenants' Rights poster.

Distributed posters through the following groups:

- Oxford Tenants Union.
- Hackney DIGS.
- Unite Community Membership in London.
- Manchester student unions and community groups.
- Liverpool student unions and community groups.
- Brent Private Tenants Action Group.
- Advice 4 Renters.

Advice4Renters

October 2014 | Grant awarded £6,460



Tenants guide to Selective Licensing

In October 2014 Advice4Renters obtained funds from The TDS Charitable Foundation to employ two part-time community organisers whose primary role in the first year was to contact as many private renters as possible, find out about their experiences of private renting in Brent, and encourage them to become more involved in their work to improve private renting. This was done through a combination of door-knocking, publicity stalls and group Renters Rights sessions.

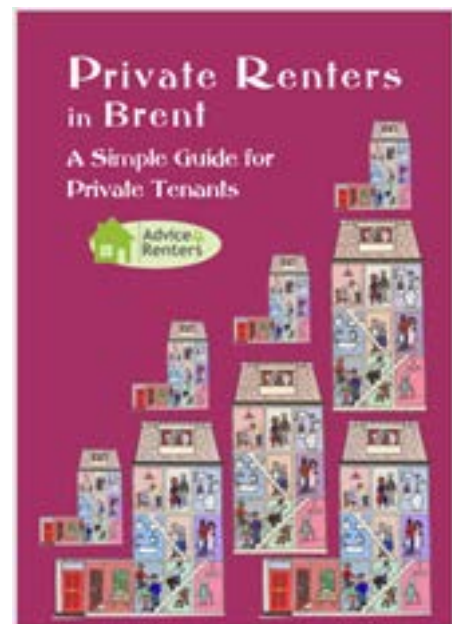
The lack of understanding about tenant's rights and obligations became apparent.

It was concluded that a simple guide specifically for Brent residents, was needed to take account of the fact that:

- Over 85% of renters in Brent are from BME communities and many do not have a good command of the English language.
- Brent had recently introduced borough-wide additional licensing and selective licensing in three wards.
- Brent arguably has some of the worst private rented housing conditions in the country, and is one of the least affordable places to live in terms of the gap between incomes and house prices.
- A high percentage of renters are digitally excluded, or limited to mobile phones which they do not use to search for advice.

The guide was widely distributed to individual renters and is used at all their Advice4Renters' outreach events as well as in their Housing Advice Centre reception.

Advice4renters' ensured that the booklet was written in a way which allowed any updates to be easily added in.



National Union of Students (NUS)

July 2015 | **Grant awarded £17,295**



Ready to Rent phase 2

This was an extension of the Ready to Rent project.

In 2015, TDS Charitable Foundation provided £17,295 in funding to the National Union of Students (NUS) to extend an existing tenant training programme for students, Ready to Rent, which was rolled out through students' unions across the UK in 2014.

Aim of the project

The aim of the second phase of the project was to embed the learning from, and expand participation, in Ready to Rent. Student unions included the programme in their regular annual training package reaching a wider audience over time, including Further Education students.

The project plan identified six objectives for the second phase of the Ready to Rent training programme, programme, with the overall aim to ensure the sustainability and relevance of the training package:

- Objective 1: Review and refine the content of Ready to Rent.
- Objective 2: Deliver the training to more students unions.
- Objective 3: Develop Ready to Rent training resources for new audiences.
- Objective 4: Create new delivery methods for broader audiences.
- Objective 5: Support unions to embed training into their annual student welfare programmes and wider university life.
- Objective 6: Develop and refine the evaluation process.

Warrington Youth Club

July 2015 | **Grant awarded £2,374**



Funding was provided for one year of the club's 'Positive Life Skills' programme for care leavers. This gives two sessions and information on a broad range of issues, including housing.

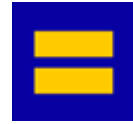
The two sessions funded by the TDS Charitable Foundation were:

- Housing session and conflict resolution.
- Tenants responsibilities.

Their aim was to deliver the course three times with groups of eight young care leavers starting in September 2015, January 2016 and April 2016. All courses were delivered successfully.

Ealing Equality Council (EEC)

October 2015 | **Grant awarded £3,612**



Successfully delivered twenty-four twice monthly walk in surgeries from the following 'pop up' locations: Heaven Green and Ealing Broadway. These pop-up surgeries provided ninety-six hours of free community-based tenancy support, targeted at hard to reach tenants suffering with multi-layered issues of poverty, disadvantage and deprivation.

They had four expected outcomes from the project:

1. Over the course of one year, a minimum of 24 pop up shop walk in morning and afternoons were to be delivered in central Ealing. This totalled 96 hours of free community-based tenancy support.
2. 600 private sector tenants to have access to a triage and tenancy health check service.
3. A minimum of 300 clients to receive instant triage, tenancy management plans/health checks and as a result become better informed of their rights and landlords' obligations.
4. A minimum of 40 Families to be prevented from homelessness

Results:

1. As of the 9th February 2017 they had undertaken 24 advice surgeries from their Central Ealing location, resulting in the delivery of 96 hours of free community-based tenancy support.
2. At the time of completion, 429 private sector tenants had taken up the option of a tenancy health check with a trained tenancy welfare officer. These volunteers are supervised by housing solicitors who also support the service.
3. 230 private sector tenants had received advice and 104 pro bono casework matters had been taken on for tenants in need and unable to resolve issues. This had included representation to landlords on matters relating to disrepair, management of rent arrears and negotiations of payment plans to prevent evictions.
4. The service progressed work to save 40 families from eviction through better management of tenancies. 21 of these forty families had secured discretionary housing payment totalling in the region of £36,000 to clear rent areas in order to prevent eviction proceedings. 19 of these forty families had setup with a debt management plan with their housing payment being a priority payment. This was done by working with landlords to alleviate the stress of potential eviction.

Through the commission of this service they have created 34 new volunteering opportunities for Universality of West London law students and Local Community Volunteers.

English For Action (EFA) London

January 2016 | Grant awarded £12,396



English for Action analyse and challenge existing power dynamics and distribution of resources in society. They provide alternative leadership and work to Latino immigrants. Their vision is to be a centre for community building and leadership development, where learners take on leadership roles within the organisation and in the community to build a future.

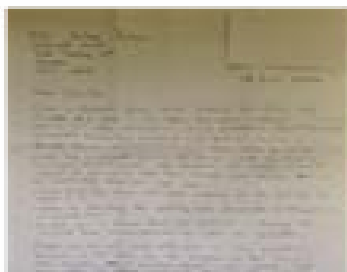
The grant was used to run a tenant training course for students in London.

The project gave 130 adult migrants in Lambeth, Southwark, Tower Hamlets and Greenwich access to housing information and skills around housing rights and responsibilities that they would otherwise not have been able to access due to linguistic barriers.

Outcomes:

- Questionnaires showed that participants better understand their rights as tenants and will share this knowledge with their networks and communities.
- In interviews following the project, participants reported that they feel more confident when communicating with their landlords.
- English for Action now has an increased wealth of knowledge around tenants' rights, and teachers can convey this information to future groups using the resources developed.
- Even elementary level English learners can access information that could potentially protect them from housing complications and insecurity.

Resources produced include: 'Housing as it is vs. Housing as it should be' - a tool that gives people an opportunity to question situations, rather than accept them. Problem Trees are a way of analysing issues in depth and clarifying causes and consequences.



4 The Community

January 2016 | **Grant awarded £12,550**



This is a project based in Rhyl to provide advice and support to tenants living in HMOs on their rights and responsibilities.

4 The Community have delivered the project as follows:

- Enabled a partner organisation that are housing specialists to provide informal education in a small group setting.
- Held 1:1 discussions with tenants seeking help.
- Held an informal small group community workshop to listen to peoples stories of their experiences in private tenancies in Rhyl.
- Met with representatives from housing organisations including DCC Housing Department and Shelter.
- Held meetings with volunteers for project briefings.
- Held meetings with representatives of community organisations to develop co-working.
- Partnership arrangements and developed resources, e.g. information leaflets and Shelter pamphlets.

Brent Private Tenant's Rights Group t/a Advice for Renters



September 2016 | **Grant awarded £18,650**

[A dedicated worker to address gatherings for migrant and refugee renters.](#)

The purpose of the grant was to address the lack of knowledge of tenants' rights and responsibilities among migrant workers and refugees living in the worst conditions in houses in multiple occupation in Brent.

Those who benefited most directly were the migrants and refugees who received direct advice and assistance through the Housing Advice Centre, individually and through whole house meetings and collective advice.

Cardiff Tenants and Residents Federation



January 2016 | **Grant awarded £10,000**

Tenant Education Programme/Wales Renting website.

The purpose of the grant was to allow Cardiff Tenants & Residents Federation to launch a tenant education programme that specifically informed tenants about the key differences around renting in Wales, as well as wider rights and responsibilities.

The key resources that the project set out to create were:

- A website (Website was up and ready to run by November 2016).
- First Time Renters Guide (Guide has been very well received by renters).
- Beer mats (75,000 distributed to 17 outlets who had agreed to participate in the campaign).

Works completed:

- Redesign of Cardiff Tenants and Residents Federation into Tenants in Cardiff.
- Design and testing of main Tenants in Cardiff site (along with resources).
- Design of Campaign website.
- Design of Beer mat.
- Guide to Renting in Wales.



Leeds University Union

September 2016 | **Grant awarded £5,995**



Leeds University Union bid for funding from the TDS Charitable Foundation to run a peer-to-peer advice scheme for students. The bid led to the Housing Buddies scheme, with a team of student staff hired in December 2016 and trained in January 2017 to deliver student-to-student advice, offer a contract checking service and a viewing accompaniment service.

The project began from the start of term on Monday 23 January 2017 with LUU's annual Housing Fair. The project was split into 3 phases:

1. The first phase of the project focused on offering advice, contract checking and viewing accompaniment to first year students.
2. The second phase, deployed once the house hunting window had largely closed from mid-February onwards, focused on data capture from students who had already signed and no longer required their original services. They were able to react and provide advice. Students were asked who their landlord/agent was, when they signed, whether they had to pay sign up or admin fees, whether their contract was joint or individual and whether they were happy with their decision.
3. The third and final phase, deployed from 27 February through to Friday 24 March and the project's end, focused on encouraging second- and third-year students to rate their landlords using their TripAdvisor-style website, Rate Your Landlord. 305 students who had already signed up to the scheme were emailed with a link to a Housing Quiz, with prizes available for participants including a GoPro+, John Lewis vouchers, Adidas vouchers, local restaurant discounts and more.

The union had social media coverage via Facebook (38,000 followers), Twitter (33,100 followers) and Snapchat (800 regular viewers).

They also generated significant amounts of digital content to promote the scheme and distribute information to students.

The Housing Buddies visited the majority of the university's halls of residence to engage students face-to-face, offering advice, contract checking services and viewing accompaniments. The team also polled students who had already signed; asking them who their landlord/agent was, when they signed, whether they paid any admin or sign up fees and how much if applicable, whether their tenancy agreement was joint or individual and whether they were happy overall with their decision. The team spoke to 2,171 students directly in shared flats, which had a wider impact on approximately 4,190 students.

Stride Partnership

September 2016 | Grant awarded £10,640



Stride Partnership is a Community Interest Company (CIC) that provides accommodation and basic reintegration support services to refugees within the North West of England, predominantly focussing on the Greater Manchester region.

Funding was provided for a 12-month programme of training workshops for refugees. Families arrived in the local areas through the Syrian Resettlement Programme.

Stride Partnership:

- Met with the families and the landlords to sign up ASTs.
- Ran group sessions to talk about working with the landlords and maintaining tenancies.

Stride Partnership met with all the families and landlords to explain the tenancy agreement, EPC certificates, reporting issues, how to use the boiler and who is responsible for what as well as how to rent in the UK.



OISC No. F201800080



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Recent News

CASE STUDY: Housing and reintegration support
Rental House Available for Refugees (Manchester)
Convention Travel Document and Passports

[Link to website](#)

Open Doors Housing

September 2016 | **Grant awarded £6,120**

A grant to fund the development of training materials and video clips for students explaining tenant and landlord responsibilities for their Tenancy Awareness Course.

Open Doors:

- Produced video presentations for the course.
- Contacted a university careers service and recruited 4 students to join a student working group to discuss common issues, share ideas and gain an understanding of the experiences of students who seek accommodation in Brighton. The students in the working group also assisted in putting together the scripts and with filming that had taken place at various sites throughout the City.

Mediation sessions were made available via a notice board and Facebook as well as advertised through the housing options team and local venues frequently used by students.

The informative courses had gave over 100 students access to knowledge about seeking housing in the area that they may otherwise have struggled to find. Knowledge in the local area, repairs and housing law has been gained amongst a large group of students.

Due to unforeseen circumstances, the final instalment was not paid and the remainder of the project was cancelled.

Arch (North Staffs) Ltd



February 2017 | Grant awarded £15,008.09

Arch supports people with complex needs to develop their independence, well-being, skills and confidence. They help people who are homeless or at risk of homelessness, victims and survivors of domestic abuse, people suffering from poor mental well-being and people struggling to maintain their independence or their tenancy.

The programme was initially introduced as a "train the trainer" initiative, with the trainer providing session structure, content and training specifically to identified teachers to deliver the sessions within their schools. However, the delivery model of the programme changed and the sessions were delivered directly to the students.

The learning outcomes of the workshops were centred around helping young people to:

- Increase their understanding of what homelessness is.
- Increase knowledge of why people become homeless.
- Challenge stereotypes surrounding homelessness.
- Learn about the harsh realities of independent living and homelessness.
- Have a basic understanding of the cost of independent living (benefits, employment, housing options and the housing market, cost of running a 1 bed flat).
- Know where to go to for help and support should they be at risk of homelessness or become homeless.

Following session delivery, all school pupils stated that they felt their confidence in the subject matter had increased and that they would recommend the programme. Young people completed feedback questionnaires pre and post session detailing their level of knowledge and awareness. All young people were able to demonstrate an increased level of understanding post session.

Outcome	Target	Achieved
Percent of teachers / mentors reporting increased confidence	85%	100%
Percent of teachers / mentors who would recommend the programme	85%	100%
Percent of YP demonstrating increased knowledge of homelessness / tenancy issues	90%	100%

	Number of Programmes Delivered	Number of Pupils Reached
January	1	200
February	2	255
March	1	300
April	1	150
May	1	150
July	1 (NCS)	120
August	2 (NCS)	255
October	1	150
March	1	106
Total	11	1686

Age and Number of Young People Reached



- 11 to 12 yrs (150)
- 13 to 14 yrs (475)
- 14 to 15 yrs (280)
- 15 to 16 yrs (300)

Newcastle City Council (Private Rented Service)

June 2017

Grant awarded £12,000



A series of short educational films for tenants to help them understand their rights and responsibilities.

Topics include understanding an EPC, paying rent and budgeting, reporting repairs and ending your tenancy.

The promotion of the videos was aimed to ensure that the films reached as many people as possible, as well as create a memorable association with the service, users to make the videos the go to point of reference. The guides look at a range of subjects which will be of benefit to tenants at different stages in their tenancy, including:

- How to choose your new home.
- Budgeting and affordability.
- How to be a responsible tenant.
- Landlord responsibilities.
- Bin collection and waste disposal.
- How to report a repair.
- Where to get help.

The videos have proven to be of benefit to support workers who may have clients either currently living in the private sector or those looking to move into private rented accommodation.

Avon and Bristol Law Centre (ABLC)

June 2017

Grant awarded £7,184



Bristol Law Centre provided four one-off appointments on a weekly basis to tenants in privately rented accommodation in order to educate tenants on their rights and responsibilities, as well as their potential next steps. These appointments were held with trained volunteer law students in order to develop their research and communication skills.

They had originally planned to market the project to students in the Bristol area as they are one of the groups vulnerable to lack of accurate information as they venture into independent living for the first time. The centre then marketed it to include all tenants in order to help a wider range of clients across the South West and beyond via the distribution of email information. Giving advice in this way allowed the centre to support tenants who live in areas with less access to free legal advice.

Milestones reached

- Advertised and recruited law student volunteers.
- Developed and completed housing training sessions for tenancy information volunteers that can be used for future volunteers.
- Set up WhatsApp groups as a network of support for volunteers.
- Written template documents for session notes as well as tenant and landlord letters.
- Formal catchups with volunteers.
- Feature about tenancy information project on UJIMA Radio.

Living Options Devon

June 2017 | **Grant awarded £11,143**



The project recruited a Deaf person (who uses British Sign Language) to lead the project. The project created easy to understand information about Housing Rights and Responsibilities in British Sign Language video clips. Clips were then shared online via website/social media and directly to local Deaf people via email or by DVDs sent through the post.

Deaf people from Devon have received information about tenant rights and responsibilities in general and in particular about private renting via:

- 13 drop-in sessions held.
- 6 presentations given.
- 84 people attended presentations.
- 8 people attended drop-in sessions.
- 30 People received a one to one session.
- 12 young people attending.
- Easy to understand information was produced in video clips.
- 481 social media views/likes.
- Easy read flyers were produced and handed out in 6 meetings.
- Easy read flyers were produced and posted to 10 letting Agencies.

Following attendance at a presentation or one to one drop-in session:

- Fifty two people (81%) reported that they learned new information about tenant rights and responsibilities. 12 people (19%) stated that they knew the information already.
- Fifty two people (88%) reported that they now understand more about the rights of tenants. Four people were not sure (6%) and Two people (3%) stated that they did not understand more.
- Fifty nine people (92%) stated that they understand more about their responsibilities as a tenant. One person was not sure. Four people did not answer or stated not applicable.
- Fifty nine people (92%) reported that they would share this information with other Deaf people.
- Fifty four people (84%) reported that they now feel more confident about being a tenant now or in the future. Six people (9%) were not sure and one person stated that they did not feel more confident. Three people did not answer or stated not applicable.
- Sixty people (94%) reported that the information would be useful for them in the future. One person was not sure, and three people did not answer or stated not applicable.
- 11 people who received one to one support completed feedback forms. All of these people (100%) reported that the support they received helped them to 'sort out problems' with renting their home. All these people also reported that the drop-in sessions helped them.

Firvale Community Hub

June 2017 | **Grant awarded £9,984**

(Previously Pakistan Advice and Community Association)



The Hub worked with Slovak Roma families to explain tenancy agreements and the responsibilities of a tenant as well as providing resources. A dedicated Housing mediator was hired to respond to referrals and resolve conflicts between tenants and landlords and tenants and their neighbours.

They have achieved the following:

- Mediators have met with new arrivals to review tenancy agreements in their own languages.
- Mediators have helped to resolve conflict between landlords and tenants.
- Information sessions have taken place to bring tenants and landlords together in a group setting to discuss new ideas and solutions.

Benefits from project:

- The language barrier has been eliminated between tenants and landlords.
- New arrivals to the area have a clear transition into a new home.
- Conflicts between landlords and tenants have reduced now that everything is being understood clearly.

Ealing Equality Council

June 2017 | **Grant awarded £1,500**



This project successfully delivered twenty-four free walk in tenancy guidance and support surgeries from a 'Pop Up' location in Ealing Broadway.

They have:

- Advised and supported clients with possession matters – providing legal aid access in order to avoid the eviction taking place.
- Assisted clients in understanding the terms of the tenancy.
- Clients have been assisted with negotiating terms and conflicts with their landlord.
- Advised clients on debts matters and a housing health check to ensure they do not fall into arrears with their tenancies.

Father Hudson's Society

June 2017 | Grant awarded £9,994



The Safe and Sound Project

Aim of the project

The aim of the project was to provide to provide information, education and support to refugees and EU migrants about the rights, responsibilities and opportunities of renting in the private sector, supporting them to secure and sustain tenancies, and creating more opportunities for dialogue between landlords and migrant tenants in Sandwell.

Countries of Origin for clients in the Safe and Sound Project

Belgium	Cameroon	Congo	Eritrea	Holland
Hungary	Gambia	Guinea	Iran	Iraq
Italy	Jamaica	Latvia	Lithuania	Nigeria
Pakistan	Poland	Portugal	Romania	Russia
Slovakia	Somalia	South Africa	Spain	Sri Lanka
Sudan	Uganda	UAE	UK	USA
Zimbabwe				

The project provided advice to 79 households, with 257 individuals benefiting indirectly from their support. An additional 46 individuals attended one of their private sector tenant rights and responsibilities sessions with community groups. A total of 303 individuals directly benefited from the project.

The project successfully recruited four peer housing mentors from migrant backgrounds who were provided with training and mentoring to develop their understanding of the rights and responsibilities involved in private tenancies.

Mentors supported the delivery of the private sector rights and responsibilities sessions to migrant community groups, and by the end of the project had run two of these sessions on their own.

The project has demonstrated an increased demand for housing and welfare advice, particularly among EU nationals.

The project provided three landlord/ migrant training sessions. These sessions offered an opportunity to explore the respective challenges and issues faced by landlords and tenants, and the additional support the project could provide.

Community Links Bromley

June 2017 | **Grant awarded £8,870**



Online tool kit for new tenants entering into the private rented sector in the Borough of Bromley

The tenant and landlord tool kit is an online resource for private rented sector tenants & landlords in the Borough of Bromley and its focus is on providing relevant information to sustain long term tenancies, with an emphasis on good communication.

The tenant & landlord tool kit is a free online resource and has been well received by local and regional partners. The tool kit focuses on support for both tenants and landlords, acknowledging that there needs to be a collective, multi-sector approach to addressing issues in the private rented sector.

Who benefited both directly, and indirectly?

Directly:

- Advice workers in the Borough, from the following organisations: Citizens Advice Bromley, Bromley Homeless Shelter, Bromley Mencap, AgeUK Bromley & Greenwich, and Bromley, Lewisham & Greenwich MIND.
- Housing Officers.
- Children's Centres – who have used the postcards to signpost families to the support sections of the toolkit.
- Private rented sector landlords & letting agents.

Indirectly:

- The tool kit is being used by Community Links Bromley as an advocacy tool to demonstrate the need for local support for both tenants and landlords.

They received positive support and recognition of the tool kit from organisations outside the Borough such as: National Landlord Association, Renters Rights London, MIND (national office) and Shelter, all of whom have recognised the proactive approach the steering group has made in developing a multi sector approach to the project.

Fair Housing for Frome

January 2018 | Grant awarded £9,700



Fair Housing for Frome employed a Tenant and Lodger Project Worker for 7 hours per week over 30 weeks. The Tenant and Lodger Project Worker attended Fair Housing for Frome meetings as a facilitator, and to engage with those in attendance. Over the course of the project, the Tenant and Lodger Project Worker attended Fair Housing for Frome Project Team meetings.

The aims of the Project Worker post were to:

- Reach out and engage with people in Frome who are renting their homes from private landlords.
- Establish a Frome Tenants Forum (or similar) for private sector tenants.
- Publicise the work of FHfF on Facebook and other relevant platforms.

Research was undertaken of similar successful projects elsewhere such as:

- Acorn Renters Union (physical unions in geographic areas, and virtual support network via Facebook).
- Generation Rent (well established national campaign group, signposting to local groups).
- Marks Out Of Tenancy (reviews and ratings for landlords, letting agents, rental properties and neighbourhoods as well as tools for tenants).
- Citizens Somerset (a local organisation in Taunton looking to set up a tenant's group).
- Vent Your Rent (self-help Facebook Group for tenants in Colchester).
- Focus E15 (local campaign group fighting with secure housing for all).

A range of promotional and information leaflets were prepared by the Project Worker:

- Tenants information leaflet.
- Lodging information leaflet.
- Frome Housing Survey (paper and online surveys).
- Flyer promoting Frome Tenants and Lodgers Association launch event.
- Setting up and publicising the association launch event using Facebook.
- Undertaking polls using the FHfF and launch event Facebook pages.
- "Did you know...?" series - information sharing and signposting via FHfF Facebook.
- Responding to messages asking for help/advice and signposting where appropriate.

A range of events and activities were run

Initial consultation events were held at the Asda Superstore in Frome and Frome Library. A further, more extensive week of consultation work was carried out in various locations around the town.

Surveys

Over 100 surveys were completed, around half of which were completed by tenants and lodgers who felt they did not have enough support and were interested in knowing more about a private rented sector tenants and lodger's association.

Refugee Council

January 2018 | **Grant awarded £10,000**



Contribution towards the London based 'refugee private rented scheme' providing advice sessions and group pre-tenancy support to prepare newly recognised refugees for searching, securing, and maintaining tenancies.

During the year 2018/19, the Refugee Council's Private Rented Scheme supported a total of 109 refugees towards finding and securing accommodation.

Their clients are newly recognised refugees who faced homelessness a result of a positive asylum decision once evicted from their Home Office Asylum accommodation.

In 2018/19, they provided 526 one-to-one sessions and held group pre-tenancy training sessions attended by 24 people.

The project provided advice and support on:

- searching for accommodation and how to communicate with landlords.
- how to secure funds for rent deposits and rent in advance.
- maintaining good relationships with neighbours and landlords.
- understanding and applying for welfare benefits and housing benefit.
- understanding the benefits of taking up employment.
- tenancy options and rights and entitlements.

What they achieved:

- helped to successfully secure 52 private rented tenancies in the year 2018/19.
- helped 29 people secure a deposit.
- supported people from 13 different countries.

[Link to private rented scheme website can be accessed HERE](#)

Bromley by Bow Centre

June 2018 | Grant awarded £25,000



This project recruited a part-time Community Development Officer to promote the 'Tower Hamlets Rental Charter' throughout the borough, raising awareness and ensuring that the charter is implemented more consistently and effectively.

The Community Development Officer has attended weekly Bow Food Bank sessions and has liaised with service users who are either homeless, or renting privately, to identify any hidden needs; make more private renters aware of their rights; and refer those in need of support to specialist advice and other statutory services.

The Community Development Officer has supported private renters with debt, benefits and housing issues. This included initial advice sessions and follow up appointments to submit applications and appeals.

The Community Development Officer has supported clients with PIP appeals, housing priority appeals, and DHP applications.

Citizens Advice Manchester

June 2018 | Grant awarded £21,000

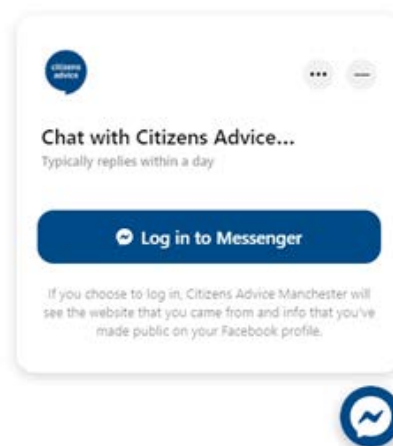


The Facebook messenger platform was utilised to build an Advicebot; machine learning to provide advice 24 hours a day, provide early access and deliver in the way that users are now requesting.

Analysis from Citizens Advice discovered that demand for a webchat is high, with 51% of consumers reportedly believing that organisations should respond to their queries 24 hours a day, 7 days a week.

Benefits of the Advicebot include:

- reducing demand on their services.
- improving access and responsiveness.
- enhancing the clients experience.
- driving better decision making from data insights.



Citizens Advice Manchester

October 2020 | Grant awarded £25,000



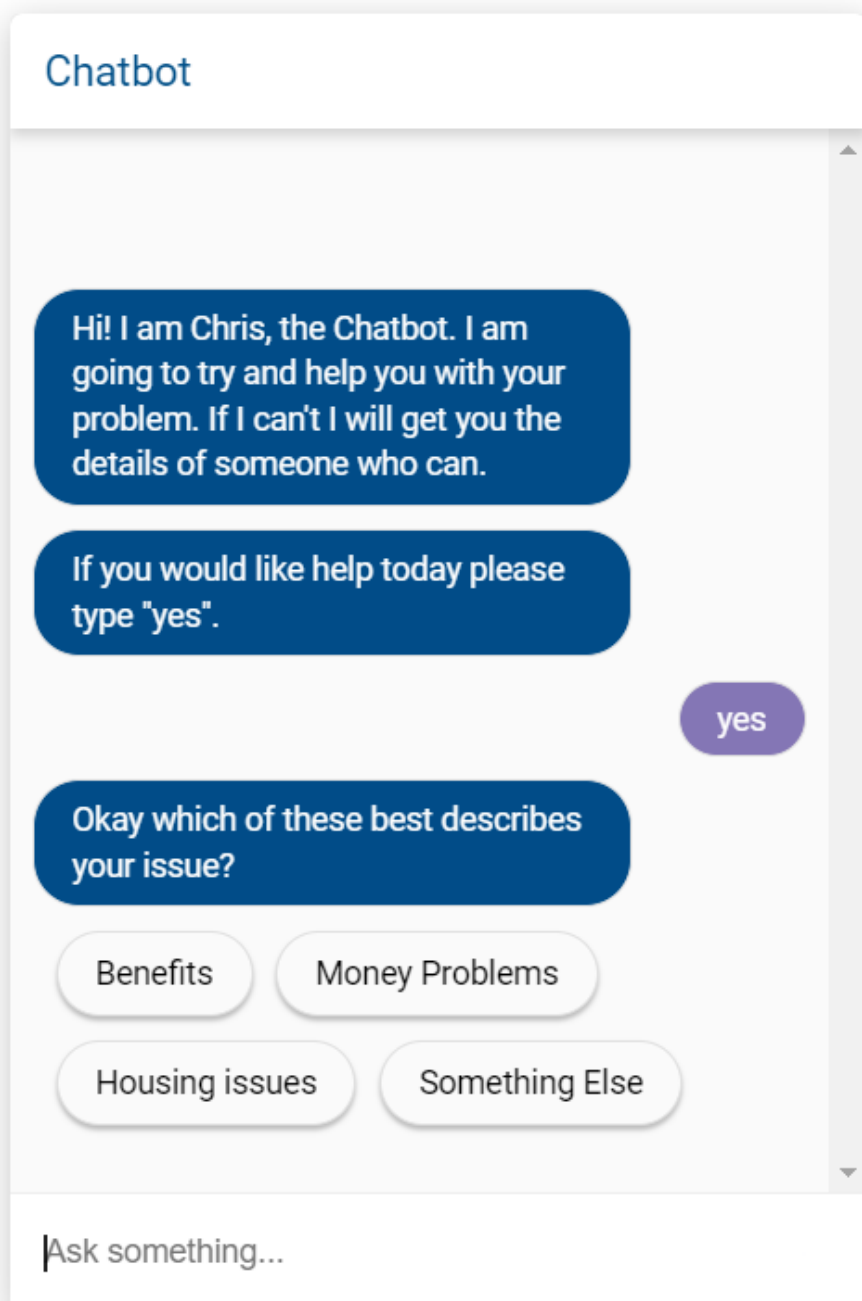
Funding was granted for the continuation of the Advicebot project, increasing availability of the product as well as creating a self-contained initial advice chatbot that can easily be ported to any website.

Manchester CAB have also used the additional funding to improve the functionality of the Advicebot by adding a feature where the technology guides users through advice options such as: benefits, money issues, housing, relationships, immigration and work problems.

The Advicebot won the national 'Innovation of the Year' at the National Conference. Between April 2019 and March 2020 over 3,200 people accessed the chatbot.

Resources:

[Link to chatbot](#)



Bristol Citizens Advice Bureau

June 2018 | Grant awarded £10,258



A student focused campaign, with social media, radio, a presence at Freshers Week, information stalls in common areas of Bristol University, newsletter and student focussed event at the West of England’s Landlord Expo.

The project was designed to raise awareness of the rights and responsibilities of being a tenant in privately rented accommodation amongst the student population of Bristol.

Their aim was to deliver a mixture of awareness raising work and advice to ensure that Bristol’s growing student population have the advice and support they need to manage being a tenant in Bristol’s private rented housing sector.

To reach students they have:

- used social media.
- visited universities and attended events, such as Advice Fairs.
- approached Student welfare services, student unions etc.
- held focus groups of students who were using their services.
- used alternative channels of advice such as WhatsApp.
- ran a web-based survey to find out about students renting habits.

Survey

Q1. While renting privately, have you ever experienced problems with your housing such as issues with the landlord, unsafe or below standard property conditions, problems getting your deposit back, inability to pay the rent?

- Yes
- No (Go to Q2 - over the page)

Q2. Did you get any advice or information on your rights or how to resolve the issue?

- Yes (Go to Q3)
- No

Q3. Why not? (Choose the option that best describes your reason for not seeking advice or information on your rights, then tick ahead to Q3 over the page)

- I did not know where to get help from
- It seemed like too much trouble
- I had to wait too long to get help
- I read but the information / advice was not helpful
- Other (please specify): _____

Q4. Where did you get advice / information from?

- University Housing Service
- Friends or family
- Internet - did a google search
- Local advice agency not connected to the university
- If search only: _____
- Other (please specify): _____

Q5. If you needed housing advice or information in the future where would you look first? (Please choose the place you would look first)

- University Housing Service
- Friends or family
- Internet - did a google search
- Local advice agency not connected to the university
- If search only: _____
- Other (please specify): _____

Q6. If you were to access advice or information in the future, what would be your preferred way to do it? (You can choose up to 3 options)

- Online - website
- Online - information
- Text or whatsapp
- Email
- Speak to someone on the phone
- Speak to someone face to face
- Other (please specify): _____

Thank you for taking the time to fill this in! If you would like to take part in our show to win £20 of vouchers please go to your contact details in here.
 All personal information is confidential - it will be kept only for the purposes of this pilot survey, will be shared in case as the above is finished and will not be shared with anyone else.

Name: _____
 Email or phone number: _____

Examples of social media graphics used.



Ulster University Students Union

October 2018 | **Grant awarded £5,146**



Funding was used to train and equip seven Students' Union Officers, Advice Co-ordinator, Advice Caseworker and a member of Student Support with the OCN accredited Level 3 Housing Advice Training Programme (HATP). It also covers annual membership of the Housing Rights Network as well as Rent Right videos.

Shropshire Housing Alliance

October 2018 | **Grant awarded £5,000**



The funding was used to host a specific area on the website for a bespoke YouTube channel enhancing information in an existing tenant handbook as well as allowing updates to be publicised in real time.

The grant was used to purchase equipment, digital brochures and to train staff in order to manage the ongoing production of uploading informative video messages to the channel.

However, as of the 1st January 2020, the Shropshire Housing Alliance brand has ceased to exist, meaning that the YouTube channel has been re-branded as 'Specialist Housing Services' which is a wider function of the Wrekin Housing Group.

The videos have been shared at awards nights, Wrekin Housing Group's monthly meetings and on their social media which has a reach of over 7,000 people.

They intend to use the training and equipment that was paid for through the TDS funding to continue to produce videos, but with reference to the Specialist Housing Services.

Oxford CAB

October 2018 | **Grant awarded £5,000**



Funding was used to provide tenancy rights information in five languages (Spanish, Portuguese, Polish and Italian, plus English). CAB distributed information directly on their website as well as on their partner platforms as part of a campaign in February 2019 to raise awareness of tenants' rights.

As a result of the project, they were invited to speak at Open House Oxford on 'the Future of Rent' with Samir Jeraj, author of The Rent Trap and board member of Generation Rent, and Shaista Aziz, local Labour Councillor for Rose Hill & Iffley. Shaista then supported their work which resulted in the campaign reaching a larger audience, and consequently have developed a relationship with Open House who are facilitating a Tenants Union in Oxford.

Reach of project:

- 50 posters and 340 hard copy leaflets in 5 languages across the City of Oxford.
- 30 second film in 5 languages was shown on all Oxford Bus Company buses during campaign week reaching 385,000 passengers.
- Email materials were circulated to 150 Councillors, Council Officers and partner organisations.
- 163 individuals have downloaded materials from their website.
- Social media activity reached 3,042 people with 103 engagements on their Facebook page.
- Interview on Jack FM and Oxford Mail readership at around 100,000.

South Hams Citizens Advice Bureau

October 2018 | **Grant awarded £5,000**



Energy assessments.

The funding was used to continue the previously funded project of an Adviser providing a range of energy efficiency information and advice, including offering free energy efficiency assessments to low income households living in private rented properties.

From October 2018- 2019, the project has supported 102 unique clients.

Since the original project began, estimated annual savings for all clients assessed to date by switching tariff, claiming Warm Home Discount, resolving billing errors and ECO funding, is £49,161.

Successful client case studies provided by South Hams Citizens Advice Bureau as a result of the project include:

Man with mental health issues struggling to keep warm

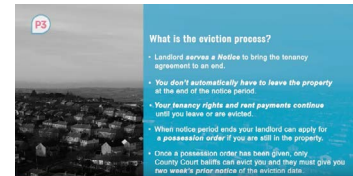
"This client initially attended our office requesting support with completing a disability benefit application. He also mentioned that he could not afford to put on heating very much and the flat was very damp and mouldy. I did a home visit and found that the storage radiators were unusable and so he had resorted to using a plug in electric heater – I calculated that this was using up most of his energy at about £60 a month. CI also has a very old hot water immersion heater that needs replacing. I advised on how he could reduce these costs by simple behavioural changes. In the meantime I have spoken to the landlord and agreed to put the property forward for consideration for a mains gas central heating system funded by a local project – this should significantly reduce heating and hot water costs, and enable the tenant to adequately heat the property and minimise damp/mould problems. I also assisted CI with understanding how to use a new prepayment meter and have offered to assist with an energy switch as soon as his tariff increases. Finally, I signed this vulnerable client up to the Priority Services Register."

18-year-old man with severe developmental condition unable to manage energy bills

"It appears that the client was put on an a tariff that he did not understand and his request for use of a prepayment meter, so he can more effectively manage his energy bills, has not been acted upon by British Gas. I raised a complaint and requested reimbursement and compensation as well as fast-tracking a prepayment meter. I also gave general advice on making more effective use of the heating system, including showing him how to set the boiler programmer. There may also be options for replacing the very old boiler and I have offered support in finding funding, subject to cooperation with the landlord."

People, Potential, Possibilities (Private Rented Service)

February 2020 | Grant awarded £7,900



Aim of the project

The grant was awarded to create bite-size videos (<1 minute) using plain English, info graphics, photography, film and animation, informing tenants of their rights and responsibilities in an accessible way. These have been presented by people with first-hand knowledge of the subjects.

Results

The Videos have enabled P3's support workers to have a resource to share with the people they work alongside. Overall, the simplicity of the videos has been seen to help people get to grips with some of the basic concepts of the themes discussed within the films.

Feedback from the short clips have included:

- 'very useful'
- 'helpful'
- 'easy to follow'

The simple language utilised has helped tenants to better understand their tenancies and rights.

Peterborough Asylum and Refugee Community Association

September 2021 | **Grant awarded £9,919**



PARCA is a multicultural charitable organisation that offers guidance and assistance to Refugees, Asylum Seekers, EU Migrants and BAMER (Black, Asian, Minority Ethnic and Refugees) in Park Ward, Dogsthorpe, Millfield, New England and across all the other residential areas in Greater Peterborough.

The funding was granted to run training sessions for staff and volunteers to understand the PRS and the rights of tenants. The purpose of the training is to develop their knowledge to support clients more effectively with these issues. A second focus is a campaign to increase landlords renting to migrants and refugees.

The aim of the project is to increase understanding amongst refugee and migrant communities of their rights as tenants in private rented accommodation and to improve tenant-landlord relationships.

Six training sessions run from July 2022 – Dec 2022:

23rd July 2022: 11.30am-1.30pm

Advice for people who are looking for private rented accommodation

19th August 2022: 12pm -2pm

Advice for people facing issues with their landlords

15th Sept 2022: 5.30pm-7.30pm

Budgeting advice to prevent people falling into rent arrears.

2nd Cohort

20th Oct 2022: 5.30pm – 7.30pm

Advice for people who are looking for private rented accommodation

11th Nov 2022: 12 pm – 2pm

Advice for people facing issues with their landlords

10th Dec 2022: 11.30am – 1.30pm

Budgeting advice to prevent people falling into rent arrears

PARCA employed 6 volunteers to support with translating advice to other languages to include (Lingala, Arabic, Pashto, Kurdish, French and Tigrinya). The project has reached many people who were in need to understand the tenant and landlord responsibilities under their tenancy agreement.

Six people from PARCA team have been trained for better understanding, so they can support the beneficiaries to provide advice one to one from Monday – Thursday 10-2am. The project has reached 266 people from different backgrounds.

The workshops were well attended with being between 8-12 people each session. Since the project has concluded, these drop-in sessions continue to run a weekly basis.

“My Housing Issue” Gateway

January 2024 | **Grant awarded £100,000**

The TDS Charitable Foundation engaged the tech company PocketApp to design and deliver a “My Housing Issue” gateway website to help both private and social housing tenants in England progress towards a resolution of their disputes.

Why is it needed?

The existing redress landscape in the private rented sector in England is complex and confusing for tenants. There are several places a person might go to resolve a housing issue, including: local councils, ombudsman schemes, county courts, tribunals, deposit adjudication services and trading standards.

Various organisations and housing experts have called for the creation of a single point of access or portal to simplify the redress system. Despite its popularity, a single access point for those experiencing housing disputes has not yet materialised.

Aims of the project

In partnership with PocketApp, the TDS Charitable Foundation is developing a website to help tenants identify the correct dispute resolution mechanism or resolution provider for their problem. The website will act as a signposting service and diagnostic tool, providing tailored information about housing rights and options in an interactive and user-friendly format. It will be launched at the end of 2024 as an MVP, with the potential for future expansion and development.

Landlord Education

Keyhouse

October 2014 | **Grant awarded £3,650**



Landlord events in Bradford District focussing on the obligations of landlords.

The events took place in Keighley on the 25th November 2014 and in Bradford on the 25th February 2015.

The offer at the Keighley event was as follows:

- A representative from the National Landlords Association.
- A local insurance agency with a speciality around private sector and empty property insurances.
- A private company specialising in ventilation solutions for condensation / damp properties.
- Local Authority input from the Housing Standards, Environmental Health and Empty Homes teams.
- Keyhouse staff offering advice on their housing management services, legal advice on housing law.

The offer at the Bradford event was as follows:

- A representative from the National Landlords Association.
- A local insurance agency with a speciality around private sector and empty property insurances.
- A private company specialising in ventilation solutions for condensation / damp properties.
- Local Authority input from the Housing Standards, Environmental Health and Empty Homes teams.
- Keyhouse staff offering advice on their housing management services, legal advice on housing law – covering specifically deposits, energy performance certificates and gas safety.
- Information on tax liabilities.
- General information on relevant EU legislation and impact on landlords.
- General information on the changing welfare benefits system which may apply to tenants.

Posters and flyers were produced for the events with a pack of material for every attendee to take away.

UNIPOL/ANUK

July 2015 | **Grant awarded £10,112**



A new website for ANUK (the Accreditation Network UK)

ANUK is a network of professionals and organisations which promotes and assists the development of accreditation of housing and management standards within the private rented housing sector. Accreditation is supported by a wide range of private rented sector stakeholders including the Government, the Local Government Association, national landlord associations (now the NRLA), local authorities, Shelter, the National Union of Students and the Chartered Institute of Environmental Health.

The purpose of the grant was to enable a new ANUK website sponsored by TDS to promote the values and purpose of ANUK, educating both providers of accommodation, and students, of the benefits and fundamentals of accreditation.

The information on the website is in a digestible format presented in a simple manner, allowing users to easily access the information they require regarding accreditation.

The site has accomplished the following objectives regarding aesthetics and functionality:

- Easy to use.
- Visually attractive.
- Has simple mapping.
- Can be viewed on almost any device (PCs, hand-held devices and mobiles).

Information on the website has been split into themes:

- Core values.
- Accreditation.
- Schemes near you.
- FAQs.
- Resources.

[The website can be accessed HERE](#)

Residential Landlords Association

January 2015 | Grant awarded £7,000



To support the production of a training pack for the ANUK Landlords' Guide.

The Foundation offered the RLA £7,000.00 for commissioned work to develop a tenant and separate landlord training pack available through a dedicated website.

The training packs were aimed at those who would not necessarily have access to free training, and help raise awareness and standards.

The packs were originally distributed via the "train to rent" website which has subsequently been taken down. The TDS Charitable Foundation has copies of the packs stored on file.



Exercise example



A Landlord's Guide to the Lettings Process
 Exercise – HMO regulations/licensing

A 4 bed Victorian semi is let to a family – single mother with 4 children. The property has recently had a light refurb with new kitchen and bathrooms (property has 1 family bathroom and 1 en-suite). The accommodation is over 3 floors.

There are currently 3 battery operated smoke alarms sited on the hallways/stair wells. There is a current gas certificate but the electrical safety check is yet to be carried out. The property retains many of its original features with wooden panelled doors, coving, and has an open plan living room diner and separate kitchen.

What changes would need to be made to the property, and the way you manage it, if you were to rent to a group of 3 sharers?

Would you require a mandatory HMO license if the property was let to 2 couples and two of their friends (6 tenants in total)?

City College Norwich

January 2015 | **Grant awarded £20,000**



Education courses

Funding was granted in support of the development of a full time and part time course in Residential Lettings Management to encourage school leavers and others into the letting agency sector.

Aims of project:

- To provide a recognised pathway for 16-18 year olds to train for careers in the lettings and estate agency property services professions.
- To strengthen the talent pool from which estate and letting agents can recruit.
- To establish standards for new recruits into the sector and enhance customer service.

Course structure:

- Year 1: L3 Diploma in Business (equivalent to 3 'A' levels) and NFoPP Level 2 Award (Residential Property Management Practice).
- Year 2: complete L3 Business Diploma and work towards Property Services qualifications (L3 Technical Award in Letting & Property Management or Sale of Residential Property).

Achievements:

- NFoPP Examinations adapted to allow for under 18 students.
- Awarding Body (NFoPP) grants Authorised Examination Centre to Norwich City College, meaning students no longer have to visit Pearson Vue to take exams.
- June 2016 – ARLA and NAEA allow (1 year) free student membership for Norwich Property Academy students, leading to 14 new student memberships.
- Students worked with 'The Space' (Norwich) to learn about networking and have now initiated their own networking breakfasts with local letting and estate agents.
- Teaching staff attended the prestigious NFoPP Examination Awards, at the Banking Hall in London, as guests of NFoPP.
- Students undertook mock interviews with a local property industry recruitment agent.
- Students and staff were guests at the ARLA conference in April 2016.

City College Norwich

February 2017 | **Grant awarded £0**



Purchase of workbooks, travel costs for students and development of AV learning materials.

Funding used from Round 3 January 2015.

Financial breakdown:

28/09/17 Level 2 workbooks £2,875.

23/01/17 Coach trip to Rightmove Head Office in London £495.

The remaining balance of £4,605 was used to purchase workbooks and exam fees for the September 2018 intake.

The funding was from the unused balance of Phase 1.

Enfield Citizen Advice Bureau

September 2016 | Grant awarded £1,500



Enfield Housing Alliance' forum - comprised of landlords statutory & voluntary agencies.

The purpose of the grant was to launch a new partnership between private landlords and statutory and voluntary agencies, called the Enfield Housing Alliance.

This was comprised of two sessions where a total of 199 landlords attended (150 attending the afternoon session and 49 the evening session).

All 199 who attended were given information presentations on a variety of topics. The itinerary was as follows:

- Citizens Advice - Introduction.
- Sian Berry, London Assembly Green Party - Welcome .
- London Mayor's Office - Mayor's approach to the Private Rented Sector.
- DWP & LBE Benefits Team - Universal Credit, Welfare Reform & Benefit Cap.
- LBE - Legislative Changes & Procurement of Private Rented & Leased Accommodation.
- HM Immigration - Right to Rent Checks + Eviction Notices & Prosecutions.
- HEET - Grants for Home Improvements.
- LFB - Fire Safety in Rented Properties.
- Trading Standards - Letting Agents issues.
- ALL - Q & A Discussion session.

They also offered:

- Free Financial Advice (EA Financial Solutions Ltd).
- Free Legal Advice (JIBBS Legal Advice).



Propertymark Qualifications'

February 2017 | **Grant awarded £50,000**

propertymark
QUALIFICATIONS

Development of centre-based programmes

TDS Charitable Foundation granted Propertymark Qualifications funding to support the development and roll out of Propertymark Qualifications' to colleges and training providers, delivering programmes to learners in full and/or part time education and training. The training was targeted principally at students aged 16- 19, leading initially towards Propertymark Qualifications Level 2 Award in Residential Lettings.

The sum of £50,000 over a 2-year period, was used to support:

- development of online learning resource materials.
- capacity building for a programme/centre development/facilitation of employer/professional body member support.
- development of promotional materials to support centre/learner take up and employer/member support.

Over the period of funding, 117 Level 2 Lettings qualifications have been awarded. Given the stimulus provided by the promotion and awareness raised as part of the project, 1,737 lettings and letting-related qualifications at Levels 2 and 3 were awarded during the same period.

Centre for Sustainable Energy

December 2022 | **Grant awarded £41,460**



The Centre for Sustainable Energy has been successful in working with the Foundation to support an additional project.

Aims of the Project

This project aims to provide support and advice to landlords in complying with the Minimum Energy Efficiency Standard (MEES) regulations. The project includes a website with advice and free telephone helpline for landlords in Bristol, Somerset, and Birmingham. The CSE hopes to expand it’s advice service nationally, ultimately helping landlords comply with MEES regulations and improve the energy efficiency of privately rented homes.

MEES regulations set a minimum energy efficiency level for domestic private rented properties, which under the current rules is a rating of at least Band E. The government announced plans to raise the requirements to Band C for new tenancies from 2025, and existing tenancies from 2028.

Milestones

Time line	Activity
September 2017	Project set-up Identification of target areas Drafting of CSE briefing documents
October 2017	Formal MEES guidelines published by BEIS Press release in partnership with TDS Review of briefing documents in view of published guidance
November 2017	Landlords forum exhibition and surgeries in West Somerset and Sedgemoor
November 2017 - August 2018	One-to-one support for landlords Referrals for energy efficiency grants
November 2017 - August 2018	Engagement with letting agents & professional bodies
November 2017- December	Discussions with local authority private housing teams on promoting the service, Bristol, South Somerset, West Somerset, Taunton Deane, Sedgemoor, Dorset and Wiltshire
January 2018	Awareness mailing to landlords inviting them to contact us
March 2018	Article in Bristol Evening Post
June 2018	Landlords' Expo- this is a big event in the South West for landlords and letting agents and generated ongoing enquiries for July and August.

Exeter Private Rental Forum

October 2020 | **Grant awarded £9,943.29**

Funding was used to tackle how tenancies are managed, both in terms of day-to-day physical management throughout the stages of a tenancy, and also to ensure that the paperwork and safeguards of good tenancy management are in place.

Aim of the Project

The aim of the training and, accompanying further reading, is to help landlords access the information they need to ensure they are up to date with current legislation and feel confident in dealing with the day to day management of their rental property.

The bite-sized modules cover the following topics.

- Property Standards Modules
- Introduction to the Training Modules
- Housing Health & Safety Rating System (HHSRS) & Fitness for Human Habitation (FFHH)
- Excess Cold & Minimum Energy Efficiency Standards (MEES)
- Damp & Mould
- Gas & Carbon Monoxide Safety
- Electrical Safety
- Repair
- Fire in Single Occupancy Property
- Housing Roles & House in Multiple Occupation (HMO) Licensing
- House in Multiple Occupation (HMO) Management
- House in Multiple Occupation (HMO) Amenities
- Fire Principles in Houses in Multiple Occupation (HMOs)
- Fire in Shared House in Multiple Occupation (HMOs) and Bedsits
- Property Management Modules
- Pre-marketing: Getting it Right
- Avoid Marketing Complaints
- Letting: Keep it Safe & Simple Part I
- Letting: Keep it Safe & Simple Part II – Getting it Right from Day One
- Looking After Property & Tenant
- End of Tenancy: Avoiding Pitfalls

The training modules are available to the 1,400 HMO license holders and the 1,200 plus landlords registered to receive the Private Sector Housing Newsletter.

Centre for Sustainable Energy

December 2022 | **Grant awarded £41,460**



This project provided guidance for landlords on the Minimum Energy Efficiency Standards (MEES). Under the current rules, domestic private rented properties must meet a rating of at least Band E. The government had previously announced that the requirement would be raised to Band C for new tenancies from 2025, and existing tenancies from 2028, but this plan was abandoned in September 2023.

Aims of the Project

This project aimed to provide support and advice to landlords in complying with the MEES regulations. It included a dedicated website with advice and guidance, featuring an online enquiry form that allowed landlords to get in contact with questions or queries. There was also a free telephone helpline for landlords staffed by experienced energy advisors

Results

The website gained 860 hits between May 2023 and March 2024 · 26 individual enquiries were received through the webform between May 2023 and March 2024 · 31 calls were made into the advice line with the most popular months being April, May and November 2023

Recommendations

- It is recommended that an ongoing online platform where all relevant MEES information is available in one place, in an easy-to-understand format.
- It is recommended that a joined-up approach is taken by engaging landlords and their tenants at the same time.
- It is recommended that those properties that cater for the student market are also a focus of any future project

Landlord and Tenant Education

Caerphilly County Borough Council

July 2014 | **Grant awarded £5,000**



Production of bilingual guidance to tenants and landlords on rights and responsibilities.

Guidance documents were developed to help ensure that landlords, whether council, social or private are provided with support and information on legal matters relating to building regulations, health and safety issues and a range of other practical matters that have an impact on their role. Little had been offered in the past around equalities-related guidance and the relationship between landlords, tenants and neighbours.

The document, developed between May and September 2014, contains the legal background of equalities issues in Wales and how it relates to the landlord/tenant relationship, a case law example, practical suggestions, and links to local support and training.

The guidance provides landlords with greater access to equalities information and support when dealing with tenants from different backgrounds, or, for example, if issues arise between their tenants and neighbours.

The Council's Equalities and Welsh Language Team submitted a bid to the Foundation for £5,000 to both expand the print run for the guidance document, to allow landlords in the county borough to access the Council's Equalities and Welsh language training for free until March 2015.

A series of training sessions were booked across the county borough for housing staff, social and private landlords, and letting agencies. An experienced equalities trainer, Helen Stephens, was brought in to deliver the sessions after being briefed on the target audience.

Positive feedback was received from those who attended the training sessions. Some of the feedback from participants included: "Excellent. Please provide more courses." "Addressed the concerns raised by participants. Many thanks." "Was very informative. It was good that there was room for discussion. Very helpful indeed!" "Very informative and a realistic approach to equality." "A very well-presented course. Thank you."

KIC FM

October 2014 | **Grant awarded £6,000**



Social media and other resources on tenants' rights.

The projected outcomes to the campaign were to share knowledge amongst tenants, landlords, and local students, via social media, about their rights and responsibilities when renting or owning a private property.

The following groups have benefited from the resources created as part of their housing campaign:

- Landlords – KIC FM have spoken with and shared resources, with many private landlords, both new and more experienced, and have been able to inform or refresh their knowledge with their rights and responsibilities as a landlord. New landlords or upcoming landlords in particular have also become more aware about tenancy deposits and what they need to do with those deposits. They also shared information about the role of a letting agent.
- Tenants – After consulting with many tenants throughout the campaign, KIC were able to compile a number of resolved and unresolved case studies where tenants and landlords have had disputes. Following these consultations KIC, found that many residents knew how they could raise a dispute but didn't know what the process was. Because of this they produced a number of packages about a private tenants' rights and responsibilities, as well as how to raise a dispute if they needed to.
- Students – KIC also consulted with students who were both thinking about or have moved into private housing. Students were able to gain knowledge about the rights and responsibilities of tenants and landlords as well as learn that support is available if the tenant and landlord were to have a dispute.

Resources:

[An interview with a landlord can be found HERE](#)

Young Enterprise (Personal Finance Education Group)

July 2015 | Grant awarded £20,000



Personal Finance Education Group is part of Young Enterprise, and together they are a UK leading charity that empowers young people to harness their personal and business skills.

The aim of this project was to create a new financial education teaching resource to help young people aged 14-19 understand housing and accommodation options relevant to their life stage and situation.

The resource was designed to be used by teachers and other education professionals, to facilitate the education of young people on the financial implications around renting and buying a home.

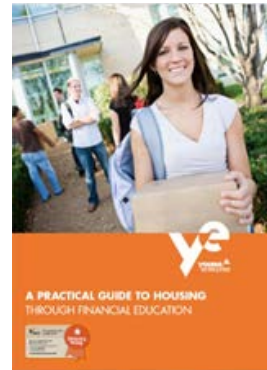
The resource aimed to: help young people to understand all the options available to them and how to ensure they adapt to the current challenges faced when entering the property market; and develop their skills and knowledge in order to equip them to make informed financial decisions about accommodation choices based on personal and financial circumstances.

Once the resource had been downloaded, the individual received a survey via email in order to capture details of the type of individual using the resource and how many young people it had reached. Only 7 participants took part in the survey.

Year 1 (2016) – 72 downloads and 2,160 young people reached by the resource.

The following topics were included in the report:

- Section 1 – Introduction – stating the aims of the resource and how it should be used.
- Section 2 - Teaching and learning scenarios, consisting of four case studies. Each case study in this section is designed to look at key learning objectives and how solutions can be found for a range of housing situations young people may be faced with.
- Section 3 – Activities and opportunities key for teachers using this resource are clear learning objectives, and teaching notes which are included in each activity, as well as notes for further extension activities.
- Section 4 – Glossary and reference section. There is a huge amount of technical terms and language around renting and buying a home and so this glossary section provides information for teachers and students.
- Section 5 – Useful information. This section signposts to a range of useful websites that can be used by teachers and/or students for further learning.



South Hams Citizens Advice Bureau

June 2017 | **Grant awarded £9,918**



Energy regulations.

The project offered personalised advice appointments for landlords and tenants designed to raise awareness of their housing rights & responsibilities. This project focused on changes in energy regulations, promoting the take-up of free energy efficiency assessments to landlords and tenants.

The aim of the project was to help landlords and tenants understand their rights and responsibilities regarding the legislative changes. The project worked with landlords and tenants to help them to understand the regulations so they could make informed decisions to improve the energy efficiency of the property in a way that is sustainable to both landlord and tenant.

Up to September 2018, the project had supported landlords and tenants in 92 households, some of the most vulnerable people in the South Hams. 42% of those helped had a long-term illness or disability, of these 26% had a mental health condition. Nearly a quarter (22%) of the people helped were in part-time jobs, 15% were seeking work and 9% had caring responsibilities preventing them from taking paid work. Almost a third (29%) were retired, and 8% were aged 75 or over.

Each client received a personal advice intervention from a trained domestic energy assessor giving practical, holistic support on a range of topics; bespoke to the personal circumstances of each client.

Issues identified included: how to tackle condensation, cold and damp; understanding and reducing energy bills; switching energy provider; practical energy efficiency measures; and how to fund them.

They produced an information pack for tenants and landlords that explained their rights and responsibilities with regards to the legislation. They gave copies to all those helped by the project, shared copies with local letting agencies, and made the information available on their website.

[The Resource pack can be accessed HERE](#)

Easton and Lawrence Hill Neighbourhood Management

June 2017 | Grant awarded £7299.50

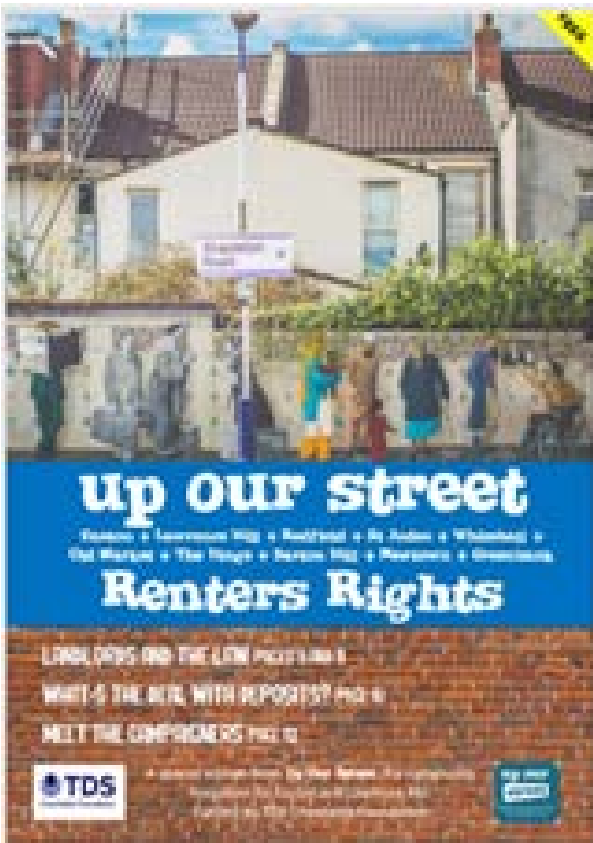


Up Our Street.

A special housing edition of 'Up Our Street' magazine which was delivered to 13,000 residences in Easton and Lawrence Hill in Bristol.

Magazine includes:

- Information on tenancy agreements.
- Obligations of landlords.
- Information about deposits and legal obligations.
- Tenant responsibilities.



[Magazine can be viewed HERE](#)

Sutton Borough Citizens Advice Bureau

January 2018 | **Grant awarded: £22,181**



A training package to give trainee volunteers the necessary skills for the provision of information and advice and an understanding of how to obtain and then provide accurate, relevant and up to date information.

They have dealt with 2,031 housing and tenancy issues between June 2018 and the end of July 2019 and recruited and trained 14 young volunteers, comprised of the following people:

- 4 sixth formers.
- 6 undergraduates.
- 4 post graduate law students.

The volunteers were trained using a variety of training methods, including face to face and online training packages, to deal with housing and other related issues, allowing them to provide a more thorough service to clients. The volunteers reached the required competency for accreditation under the Citizens Advice accreditation system.

The volunteers have dealt with cases involving:

- deposits.
- possession actions.
- threatened homelessness.

The Eye FM

February 2020 | **Grant awarded: £2,000**



The Eye FM is a community radio station in Great Britain. The station broadcasts on 103.0 FM in Melton Mowbray, across the Vale of Belvoir and via the internet. The station is run by volunteers and has an estimated reach of around 90,000 people.

Aim of the project

The grant was awarded to produce information and advisory bulletins under the title 'Responsible Renting for Tenants and Landlords' and broadcast these on air up to six times a day at set times within normal programming.

The aim of the project was to raise awareness of the responsibilities of landlords and tenants in privately rented accommodation.

The bulletins have covered a wide range of issues in the private rented sector to include rent arrears, repairs, electrical and gas safety certificates, and carbon monoxide alarms. Steve Harriott, CEO of TDS also completed an interview with The Eye to talk about RDS, the TDS Charitable Foundation, and the private rented sector, in more detail.

Improving Access to the Private Rented Sector

The Refugee Rent Deposit Partnership

March 2024 | **Grant awarded £20,000**

The TDS Charitable Foundation and TDS is working in partnership with the MTVH Migration Foundation, British Red Cross, City Bridge Foundation and LandAid to test the first national approach to interest-free deposit loans to assist refugees in London and elsewhere access the private rented sector.

The project, the first of its kind at a national level, is set to run over the next three years. It seeks to transform the lives of refugees by improving access to rental deposits, move-in support, and information.

The TDS Charitable Foundation has contributed a total of £40,000 to fund the project's educational programme aimed to inform refugee tenants about their rights and responsibilities in the private rented sector through appropriate materials and other resources. This funding will also support the development of publicity materials and outreach aimed at private rented sector landlords and letting agents to encourage their participation in the pilot.

Tackling Homelessness with DENS Research project

January 2024

The TDS Charitable Foundation partnered with local homelessness charity DENS to assess how the private rented sector could help to combat homelessness in the Hertfordshire borough of Dacorum (where the TDS headquarters is located).

[Outline of the project](#)

The TDS Charitable Foundation conducted a needs-based analysis to assess the current level of housing need in Dacorum. It consulted with stakeholders who provide relevant services, as well as local people with lived experience of homelessness, who have lived or would like to live in private accommodation in Dacorum.

The research found that homelessness rates are rising in Dacorum. The shortage of social housing means that the private rented sector must play a role in tackling homelessness and meeting housing need. However, people on a low income or in receipt of benefits can struggle to access private rented accommodation.

The research explored possible interventions that could be introduced to tackle homelessness, support vulnerable renters in the borough and improve access to, and security within, private rented accommodation.

Based on this research, a report was produced with recommendations for a future project the TDS Group will develop in partnership with DENS.

Policy and Research

Chartered Institute of Housing

July 2014 | Grant awarded £7,300



Upgrading of migrants' advice website in relation to the private rented sector.

The website averaged almost 12,500 visitors a month in 2014 and was used as a resource by bodies including Shelter, the Citizens Advice Bureau and the Migrant Rights Network.

The screenshot shows a website page with a purple sidebar on the left containing the Chartered Institute of Housing logo and navigation links for 'Housing Rights Information', 'England & Wales', and 'The law and the private rented sector'. The main content area is titled 'Advising migrants about the private rented sector' and includes a breadcrumb trail: 'You are here: Home | Housing Advisers | Advising migrants about the private rented sector'. Below the title, there is a message: 'This page is for housing advisers. If you are a new arrival please click here to go to sections more relevant for you.' A 'Contents' section lists several topics: 'Migrants' use of the private rented sector', 'Helping people find accommodation', 'Who is there to help', 'Common problems with universal credit and housing benefit', and 'Homelessness and use of the private rented sector'. A paragraph follows, stating: 'This section deals with some of the common issues faced by migrants housed in the private rented sector. The page on the law and the private rented sector provides detail on: types of occupation agreements, security of tenure, financial arrangements (e.g. deposits and rents), property conditions including overcrowding, shared houses, and harassment and illegal eviction.' Another paragraph states: 'The page on advising on 'right to rent' checks provides details on the lettings that are affected, which occupants must have it, advising tenants that are affected and other aspects of the scheme.' On the right side, there is a 'Background Topics' section with links to various articles, including 'What does it mean? - key immigration terms explained', 'Who are the new migrants?', 'The law on housing eligibility', 'The law on entitlement to universal credit, housing benefit and council tax rebate', 'Housing associations and local authorities - the legal differences', 'Housing associations and 'right to rent' document checks', 'Advising migrants about the private rented sector', and 'What is 'discrimination' in'.

[The website can be accessed HERE](#)

Chartered Institute of Housing

October 2014 | Grant awarded £1,000



Continuation Project on migrants' website .

The small grant enabled a re-write and update of the website.

The screenshot shows a website page with a purple header and a navigation menu on the left. The main content area is titled 'Advising migrants about the private rented sector' and includes a 'Contents' list and a paragraph of text. A sidebar on the right contains 'Background Topics'.

Housing advisers

Refugees and asylum seekers | People with indefinite leave | People with limited leave | European workers | Other European nationals | European family members | British and Irish citizens | People fleeing domestic abuse | People with social care needs | People who are destitute

You are here: Home | Scotland | Housing Advisers | Advising migrants about the private rented sector

Advising migrants about the private rented sector

This page is for housing advisors. If you are a new arrival please click here to go to sections more relevant for you.

Contents:

- Migrants' use of the private rented sector
- Helping people find accommodation
- Who is there to help
- Common problems with universal credit and housing benefit
- Homelessness and use of the private rented sector
- Private landlords and 'right to rent' checks

This section deals with some of the common issues faced by migrants housed in the private rented sector. The section on [the law and the private rented sector](#) provides detail on: types of occupation agreements, security of tenure, financial arrangements (e.g. deposits and rents), property conditions including overcrowding, shared houses, and harassment and illegal eviction.

Background Topics

- What does it mean? - key immigration terms explained
- Who are the new migrants?
- The law on housing eligibility
- The law on entitlement to universal credit, housing benefit and council tax rebate
- Housing associations and local authorities - the legal differences
- Advising migrants about the private rented sector
- What is 'discrimination' in housing?
- Documents to support housing and benefits applications

Law for Life: the Foundation for Public Legal Education



January 2015 | Grant awarded £3,800

Aim of project

To gain a sense of both what resources are available and how intermediary organisations engage with those resources, in an effort to identify where future effort and investment might be directed.

Assessment has resulted in several key findings:

1. Information provision is generally quite robust, with information on most areas available online.
2. Training resources are generally scarce but would be valued by intermediary organisations.
3. Information and training resources which address the needs of the most vulnerable and least legally capable amongst tenants in the private rented sector are needed. These would include, in particular, simple step-by-step guides which thoroughly integrate skills and support self-management of issues and translated resources.
4. Organisations tend to perceive a general lack of resources, in spite of fairly extensive provision. This seems to be in part because available resources do not necessarily address the needs of those with little or no legal experience, but also because there appears to be a general problem of dissemination.

Recommendations from findings:

1. To improve awareness of existing quality resources, they should be brought together through accessible, centralised channels. This would enable more organisations and tenants themselves to make sense of, and take advantage of, what is available.
2. There should be more resources focused on 'self-management' and detailed step-by-step guides which take account of skills and common problems.
3. Attempts to improve the provision of information and training resources should take account of the limited capacity of existing organisations to effectively distribute resources to under served communities.

A survey was conducted which asked respondents to detail their current access to, and usage of, information and training resources, as well as what resources would help to meet their current needs.

Organisations surveyed suggested that the most important issues for their communities included:

- preventing and dealing with eviction, and particularly the rules regarding s21 evictions, rights of property guardians, dealing with agencies rather than landlords, disrepair and landlords accessing properties without permission.
- contacting the council for support and having confidence that the council can help with: navigating the fear of eviction, dealing with agents and disputing punitive fees, deposit protection, harassment from landlords and disrepair.

Designs of Property



January 2015 | **Grant awarded £14,939**

Funding for a series of research papers on raising standards in the private rented sector.

The aim was to produce research and surveys to:

- better inform the property industry, including agents, lenders, financial advisors, and insurance companies about residential property market facts and figures and the consumers within it.
- ensure the media have residential property market reports they can confidently consult for accurate, independent information.
- help targeted consumers such as buy to let investors, landlords and tenants to better understand market trends in their area, and to motivate them to remain up to date with essential information.

The reports were:

- emailed to the Designs on Property Ltd press contact list (161 contacts including BBC, Sky, major newspapers etc).
- average open rates from press emails are just under 20%.
- emailed to the Propertychecklists.co.uk list.
- sent to key industry journalists such as Graham Norwood, The Negotiator and Property Industry Eye, and via Property4Media.
- featured on landlord sites such as Property Tribes and Landlordzone.
- press released by Frame Creates.

Report 1: Who are our landlords?

Report 2: The impact of accidental Landlords on the PRS.

Report 3: Enforcement of Rules and Regulations.

Report 4: Damp, Mould and Condensation.

Report 5: How can conflicts between tenants, landlords and letting agents be reduced?

Report 6: What tenants need to do to rent.

Report 7: What are the real legal requirements and costs of letting a property?

Report 8: What levels of return do buy to let investors expect and need their property investment to deliver; when and how?

Report 9: Has the private rented sector grown because people want to rent, or because they cannot afford to buy?

Report 10: Motivating landlords and tenants on their rights and responsibilities.

Report 11: What do parents buying a property for their children's student accommodation need to know? Would they be better off using bespoke student accommodation instead?

Report 12: Communicating new EPC rules to landlords and tenants.

Law for Life: the Foundation for Public Legal Education

January 2016 | **Grant awarded £20,000**



Phase 2, development of training and information resources.

Following a needs assessment conducted with tenants' organisations in England and a subsequent report "Assessing the Information and Training Needs of Tenants in the Private Rented Sector", Law for Life developed and delivered the following:

- Training to develop the skills and confidence, as well as the knowledge needed for tenants in the private rented sector, to navigate some common legal issues.
- Two easily accessible sources of information on the priority topics of dealing with s21 eviction notices and getting repairs done. They developed these along similar lines to their existing and well-received 'know-how' guides.
- Consolidation of the best information resources available for private tenants, with an emphasis on those resources which are written accessibly, and which focus on self-management of issues, in a central place on the Advicenow website.

Law for Life delivered two training sessions on Section 21 Eviction Notices: in London on 8th November 2016 and in Birmingham on 6th March 2017. The training was rated "Excellent" or "Good" by 93% of participants in London, and by 94% of participants in Birmingham.

[The resources produced can be accessed HERE](#)

Law for Life: the Foundation for Public Legal Education

February 2017 | **Grant awarded £11,560**



Production of four KnowHow guides/films on guarantor issues in lettings

The aim was for users of the guides and films to better understand and deal with the common requirement for a guarantor when renting in the private sector. The guides and films are available via Advicenow's 'Help for Private Renters' page and accessible from a tablet or smart phone. They were also promoted on social media.

The films were targeted at young people having difficulty getting a guarantor, for example; care leavers, estranged students, students/young people whose parents cannot be a guarantor (perhaps because they are out of work or unable to work due to a disability, are carers or aren't home owners) and international students.

One know-how and one film was also aimed directly at potential guarantors, such as parents or grandparents on a low income themselves.

[Resources produced as a result of the project can be accessed HERE](#)

Law for Life: the Foundation for Public Legal Education

June 2018 | **Grant awarded £19,805**



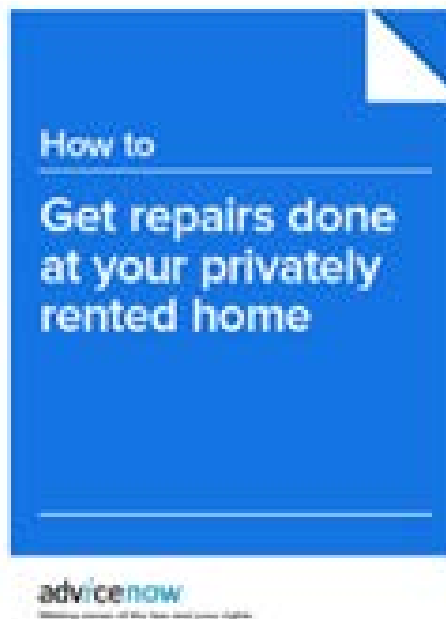
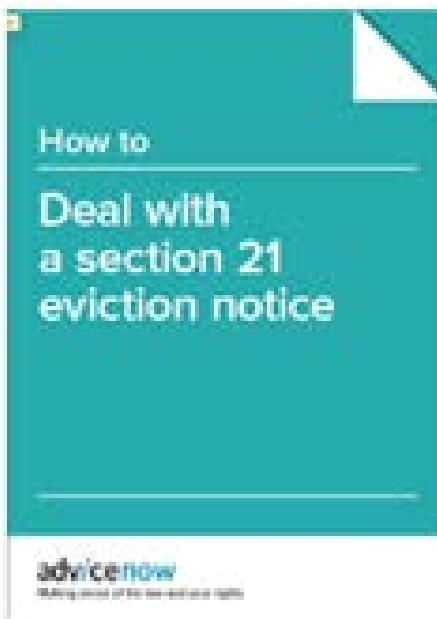
Funding enabled Law for Life to develop a national integrated education and information project to help private renters. They produced three practical guides for renters who are threatened with homelessness. They also delivered four regional workshops to reach trusted intermediaries across England.

Training workshops took place in London, Brighton, Birmingham and Newcastle over the course of the project. The workshop in London was delivered in partnership with Groundswell, a homelessness organisation based in Brixton, and had 11 attendees. The workshop in Brighton was delivered in partnership with the Brighton and Hove Homelessness Coalition and was attended by 14 people from a range of local organisations. At the Birmingham workshop 23 representatives from local organisations attended. In Newcastle 12 attendees took part on the day from different organisations. In total, 26 different organisations were represented across the workshops.

The printed guides were distributed to attendees at the workshops and additional sets of guides were provided to attendees to share with colleagues and partner organisations.

The guides have been promoted at two advice sector conferences: the Access to Justice: Sharing Solutions Conference, and the LawWorks Clinic Network Conference, where over 100 delegates from across the sector attended on each occasion.

The training workshops benefited trusted intermediaries working with people threatened with homelessness or currently homeless. The guides were aimed at benefiting private renters. People struggling to deal with the local authority as their landlord or housing associations can also rely on the guides, as can those who own their own home and are threatened with homelessness due to mortgage arrears.



[Resources can be accessed HERE](#)

The UK Collaborative Centre for Housing Evidence (CaCHE)



October 2018 | **Grant awarded £197,014**

A three year research programme on the PRS; jointly funded with SafeDeposits Charitable Trust.

The Centre, which was established in August 2017, is a multidisciplinary partnership between academia, housing policy and practice. Over the course of the programme, CaCHE researchers produced evidence and new research which contributed to tackling the UK's private rented sector's housing problems at a national, devolved, regional, and local level.

The TDS Charitable Foundation completed a number of research projects, including:

A study exploring landlord behaviour based on a survey with over 1,000 landlords from across the four nations of the UK and 68 in-depth interviews with landlords, letting agents and experts in the field.

A project looking at the nature, role and potential of alternative dispute resolution methods in resolving private rented sector housing disputes in the UK.

A research project looking at how local authorities across the UK are enforcing the law based on 70 in-depth interviews and case studies with a sample of 13 local authorities.

The Voice of the Tenant Survey

The Voice of the Tenant Survey, conducted by the TDS Charitable Foundation, examines the experiences of over 2,000 tenants in England and Wales within the private rented sector. Focusing on affordability, energy efficiency, dispute resolution, and regulatory changes, the survey aims to identify challenges faced by households under the most strain. Data is collected every six months to track changing trends and experiences, with each wave covering an additional topical issue.

The results of this survey are being monitored by the Foundation to target key issues in the sector to improve renting experiences.

In 2023-2024, two additional waves of the survey were carried out. In total, over 8000 tenants have now taken part in the research.

[All past reports can be found HERE](#)



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