

The experiences of private renters in Southwark

Contents

Executive Summary	Page 2
Full findings	Page 6
Conclusion	Page 13
Recommendations	Page 14



Executive summary

This research report provides the findings of a project conducted by Generation Rent and Citizens Advice Southwark, which sought to understand the experiences of private renters living in Southwark, especially those from marginalised and racialised backgrounds.

Key findings

- Two in five respondents said that it took over two months to find a new home the last time that they moved. This rose to over half (52%) of minority ethnic renters.
- Over a quarter (27%) of respondents had been forced to move into a home they otherwise would have avoided because they were facing an eviction. This figure rose to almost 1 in 3 (31%) of minority ethnic respondents.
- Over a quarter (28%) of respondents had been threatened with an eviction, with over 1 in 10 (11%) saying that this had happened more than once.
- The majority of participants (58%) stated that they had found significant problems with a home after moving in.
- Almost 1 in 6 (16%) of minority ethnic respondents had experienced discrimination from a landlord or letting agent.

Summary of recommendations

Private renters need a Renters' Rights Bill that will:

1. Bring an end to Section 21 'no fault' evictions, including Section 21 'by the backdoor'
2. Introduce indefinite tenancies and longer notice periods
3. Introduce a private landlord register in England which works in cohesion with local licensing schemes
4. Prevent economic evictions by restricting unaffordable rent increases
5. End the discriminatory Right to Rent policy

They also need:

1. Improved benefits support
2. Increase local authorities' budgets to support regulatory and enforcement functions
3. More affordable homes and more social homes

Terminology

There is no perfect term to encompass the racially marginalised groups which are discussed in this project. Terms such as ‘BAME’ or ‘BME’ have traditionally been used by government departments, public bodies, the media, and others when referring to ethnic minority groups. However, these terms homogenise different communities and ignore the diversity of experience between groups.

Moreover, the term ‘non-white’ defines ethnic minorities solely by reference to the white majority. Upon guidance from anti-racism organisations, such as the Runnymede Trust, we have chosen to use the term ‘minority ethnic’ to explore the racialised inequalities in the UK’s housing sector. In this report, we have understood ‘minority ethnic’ to mean individuals who do not identify as ‘English, Welsh, Scottish, Northern Irish, or British’ or ‘white Irish’. The only exceptions to this, are when we have quoted statistics from external organisations and government bodies, which pre-date this report.

The terms ‘migrant’ or ‘migrant communities’ have been used in this report to refer to groups of people living in the UK who were born abroad. It is important to note that this categorisation comprises many different ethnic, racialised, religious and cultural groups which face their own distinct forms of prejudice, discrimination, and inequalities. However, the social and legal category of ‘migrant’ brings with it distinct stigmatisations, preconceptions and obstacles which affect and impede these groups’ abilities to live equally amongst UK-born individuals, making it a grouping appropriate for analysis.

Whenever possible, we have been specific about the community we are referring to and the identity an individual has defined themselves as. It is important to note that, in the words of the [Esmée Fairbairn Foundation](#), ‘Racialised’ “doesn’t define people’s community or identity, but the phenomenon that is happening to them.”

Background

Renters’ Rights Bill

In September 2024, the Government introduced the Renters’ Rights Bill. The stated aim of this Bill is to enhance the rights and protections for renters.

The legislation will include: An end to Section 21 ‘no fault’ evictions, empowering tenants to challenge rent increases, a digital private rented sector database, improved standards, including the extending of ‘Awaab’s Law’ to privately rented homes to address damp and mould issues and new measures to address the discrimination of benefit claimants and people with children.

Generation Rent will be campaigning to make sure that the Bill comprehensively improves the lives and rights of all private renters and to make sure that it reaches through to marginalised and racialised communities.

Southwark

Southwark has a higher-than-average number of private renters living in the area. According to the [2021 Census](#), 29% of households in the borough of Southwark rent privately (compared to 20% of households in the UK). Moreover, rents in Southwark are significantly higher than elsewhere. According to [government figures](#), the average monthly private rent in Southwark was £2,251 in August 2024. This compares to £1,286 for monthly rents in England and £2,129 across London – meaning that Southwark rents were 75% higher than rents in England and 6% higher than rents in London.

Southwark is also one of the most ethnically diverse parts of the UK and ranks as the 15th most ethnically diverse local authority in the country. 42.2% of the borough identified as Black, Asian or mixed race, with 25.1% identifying specifically as Black.

Rationale and methodology

Generation Rent’s [own research](#) has uncovered inequalities which minority ethnic and migrant private renters face in the sector. In 2023, we published data which revealed that: 38% of minority ethnic private renters had been threatened with an eviction compared to 28% of white British or Irish respondents; minority ethnic respondents were more than twice as likely to have experienced faulty electrics than white British or Irish respondents; 6% of minority ethnic respondents had not received a written tenancy agreement from their landlord, with this rising to 16% amongst Black respondents.

Given the evidence of discrimination minority ethnic communities experience, and specifically Generation Rent’s research highlighting substantial renting inequalities of these marginalised groups, it is important to continue and expand on this research by including new groups. This not only builds on the evidence base, strengthening the link

between ethnicity, migrant status, and housing inequality, but also creates nuances regarding specific communities.

Given the high private renter population in Southwark as well as its diverse makeup and the upcoming Renters’ Rights Bill, it was deemed important to research this borough, in partnership with Citizens Advice Southwark.

This report is one piece in a wider collection of research and projects which seek to understand, as comprehensively as possible, the many experiences of minority ethnic and migrant peoples in the PRS.

Generation Rent ran a survey with Southwark private renters between 6 April and 24 September 2024. The research received 55 submissions from individuals living in the borough.

Please note: All figures have been rounded up to the nearest whole number, which may account for some tables not calculating to 100%.

Who took part?

Gender	%
Female	38
Male	60
Prefer not to say	2

Sexuality	%
Bisexual	4
Gay man	13
Heterosexual	4
Heterosexual/ Straight	65
Queer	4
Prefer not to say	9

Disability	%
Not disabled	74
Disabled	23
Unsure	4

Ethnicity	%
------------------	----------

Any Other Asian Background	4
Any other dual Heritage background	4
Any Other White Background	12
Arab	4
Black African	12
Black British	2
Black Caribbean	2
Eastern European	6
Latin American	8
White and Asian	8
White and Black Caribbean	2
White English, Welsh, Scottish, Northern Irish or British	27
White Irish	8
Prefer not to say	2

Were you born in the UK?	%
No	47
Yes	51
Prefer not to say	2

Gross personal income	%
Up to £14,999	12
£15,000 to £29,999	20
£30,000 to £49,999	32
More than £50,000	16
Don't know	8
Prefer not to say	14

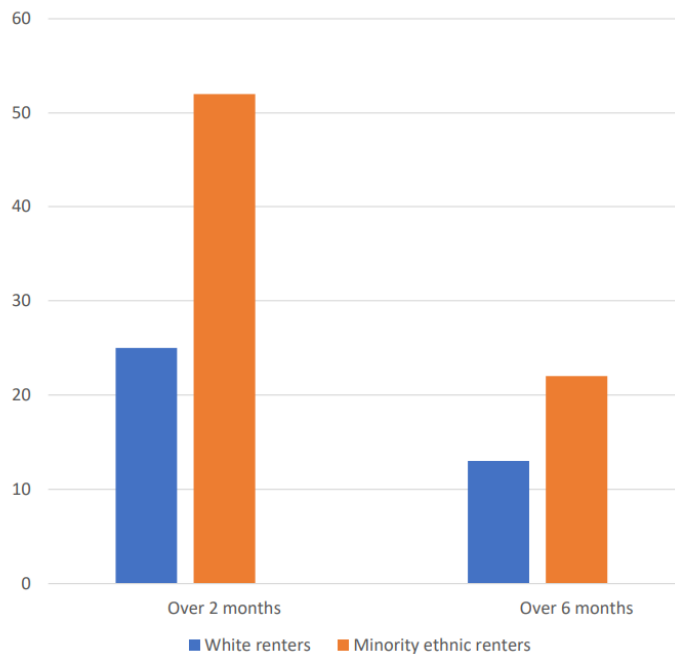
Full findings

Q1. When you last moved, how long did it take for you to find a new home?

	Less than 1 month	1 month	2 months	3 months	4 months	5 months	6 months	Over 6 months	Over 2 months
Overall	21%	23%	15%	6%	2%	2%	11%	19%	40%
White	25%	25%	25%	6%	0%	0%	6%	13%	25%
ME	19%	22%	7%	7%	4%	4%	15%	22%	52%

Two in five respondents reported that it took them over two months to find a new home the last time that they moved. Concerningly, this rose to over half (52%) of minority ethnic renters. Almost 1 in 5 (19%) meanwhile stated that it had taken them over six months to find somewhere to move to – again with this rising to over 1 in 5 (22%) amongst minority ethnic communities.

When you last had to move, how long did it take you to find a new home?



Under the current system, renters evicted through a Section 21 ‘no fault’ eviction are only given two months’ notice to leave their homes. The high quantity of renters struggling to find a home to move to within two months demonstrates that for many of Southwark’s renters, the notice period that landlords are required to give in most evictions is not nearly enough.

Moreover, results from the survey indicate that minority ethnic private renters find it especially difficult to move quickly, with less than half being able to move within two months in their last move. While all private renters need a system which gives them greater time to move when facing unfair and unwanted evictions, minority ethnic communities are evidently most in need.

Participants often indicated that the lack of affordable options locally made it difficult for them to find safe and secure homes when they needed to move.

One participant said: “[I’m] in a good place for the last three years but it's still entirely at someone else's discretion. If we were to leave our current place there's no way we could continue to live in the area I grew up in as rents have skyrocketed.”

A second meanwhile stated: “Being a private renter is hell; we have just been served a section 21 and there is no affordable housing in the area. I don’t know what to do.”

Finally, a third commented: “The rent in this area is increasing a lot is not affordable anymore.”

As mentioned previously, Southwark is an especially expensive part of the country to rent, with [average rents](#) being £2,251 in August 2024. The lack of affordable homes locally makes it very difficult for people to find safe and secure homes to move to.

Participants often discussed their concerns surrounding evictions and homelessness in cases when they could not find somewhere to rent locally.

One participant said: “Right now, I am about to become homeless with my family because the owner already gave us a Section 21 notice and I have two months to find another house. I called the Council for help, but it has been three days, and they have not given me an appointment to talk about my situation.”

Finally, a second explained: “Landlords are intimidating, especially if, like me, I find the who idea of moving and finding another property overwhelming. My mental health has suffered enormously being here.”

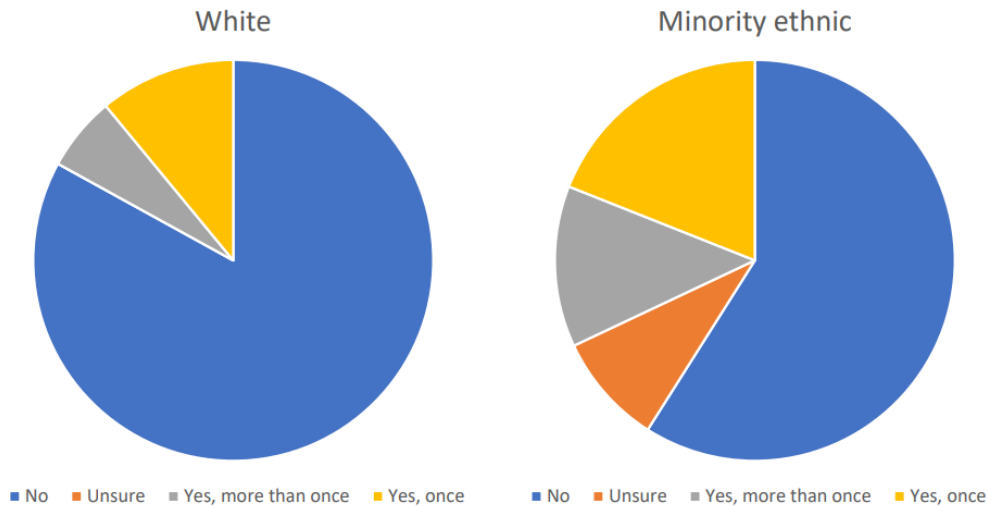
Q2. Have you ever been forced to move into a home you would otherwise have avoided, because you were facing an eviction?

	No	Unsure	Yes, more than once	Yes, once	Yes (total)
Overall	67%	5%	9%	18%	27%
White	83%	0%	6%	11%	17%
ME	59%	9%	13%	19%	31%

Over a quarter (27%) of respondents reported that they had been forced to move into a home they otherwise would have avoided because they were facing an eviction. This figure rose to almost 1 in 3 (31%) of minority ethnic respondents. Around 1 in 10 (9%), meanwhile, stated that this had happened to them more than once, with around 1 in 8 (13%) of minority

ethnic respondents reporting that they had been forced to move into a property because they were facing an eviction, repeatedly.

Have you ever been forced to move into a home you would otherwise have avoided, because you were facing an eviction?



One respondent explained their story: *“I was forced to move to the private property after living in hostels for three years. I hated the flat as soon as I was shown it, but there's nothing I can do to move out of that dreadful place. The landlord is rude and ill-mannered, doesn't bother to resolve the concerns.”*

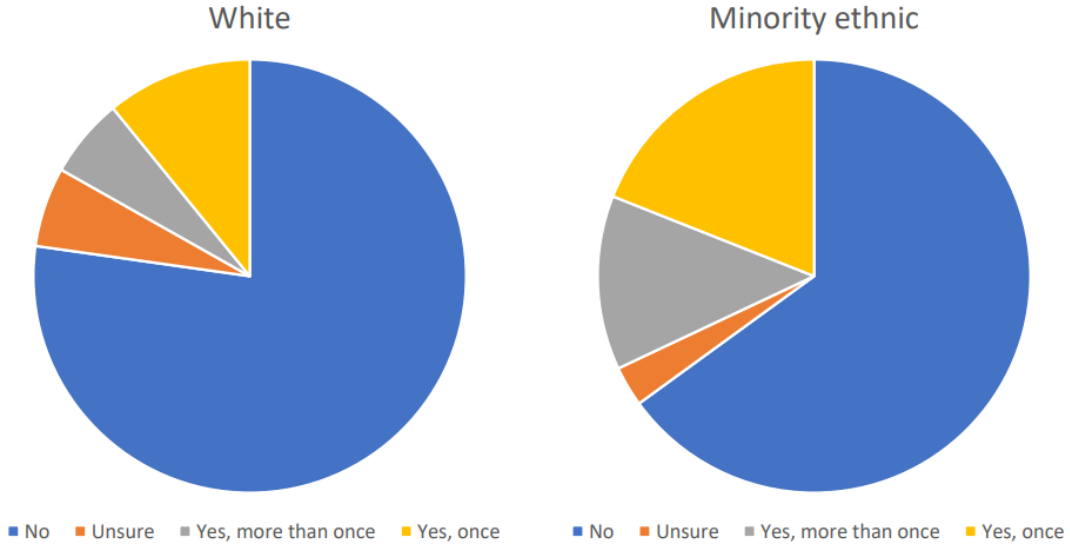
Meanwhile, another participant explained why they had moved into a home they knew had issues, saying: *“I needed the house urgently, so I moved in. The owner promised that he would sort it, but nothing has been done.”*

Q3. Has a landlord or letting agent ever threatened you with an eviction?

	No	Unsure	Yes, more than once	Yes, once	Yes (total)
Overall	69%	4%	11%	17%	28%
White	78%	6%	6%	11%	17%
ME	65%	3%	13%	19%	32%

Over a quarter (28%) of respondents stated that a landlord or letting agent had threatened them with an eviction, with over 1 in 10 (11%) saying that this had happened more than once. Amongst minority ethnic communities, around a third (32%) had been threatened with an eviction, while 1 in 8 (13%) had experienced this more than once.

Has a landlord or letting agent ever threatened you with an eviction?



Some participants pointed to eviction threats being used by landlords in response to requests for repairs and challenging rent increases.

One respondent said: *“There was a problem with the heating in the bathroom, which was leaking water... instead of fixing it, [the landlord told me] that I had to leave... Now I am afraid of staying on the street with my children. I go out with the fear of returning and finding my things and my children on the street.”*

A second meanwhile explained: *“It is infuriating the building has so many issues, both in communal areas, and in many of the flats (mine and my neighbours) and each year they put the rent up. They point blank refuse to negotiate (my neighbours have had the same experience), we then get told 'if you don't want to pay the increase, we can easily find people that will' yet even with the increases, the building is still falling apart in places, and issues that we've been complaining about for years (like mice and both lifts constantly being broken) have yet to be fixed.”*

Q4. Have you ever found there to be significant problems with a home after moving in?

	No	Unsure	Yes, more than once	Yes, once	Yes (total)
Overall	40%	2%	25%	34%	58%
White	50%	0%	19%	31%	50%
ME	38%	3%	22%	38%	59%

The majority of participants (58%) stated that they had found significant problems with a home after moving in, with 1 in 4 indicating that this had happened to them more than once.

Landlords should do their best to limit the issues that tenants face, especially when they are moving into a new tenancy. Some issues at the start of a tenancy are understandable, if they are not severe and the landlord acts quickly to find a solution to issues.

However, many of the respondents told stories of severe issues they encountered when moving to a new home and they stated that the landlord or letting agent had not responded appropriately to address the issues that they found.

One participant explained that when moving to a new property they found it to be: *“Electrically unsafe. Another one had damp and mould. And another one had insulation problems which made the kitchen extremely cold in winter.”*

When asked what they did in response, they said: *“[I] pressured landlord for a safety check which resulted in them telling us we had to move out for six weeks for works or end the tenancy. Ended up moving into their other property and paying higher rent which was covered by my family. Other big issues we’ve contacted the landlord but just had to live with it.”*

A second respondent stated that in their new home they found: *“Condensation, dust mites, [a] faulty kitchen shelf, uncleanliness, dirty filthy toilet water”*

In response to these issues, the tenant said: *“I emailed the letting agent, but he refused to sort it out, [and] constantly ignores my concerns.”*

Finally, a third participant said that they found: *“Structural defects that allowed rodents to get on. Damp and mould issues.”*

Upon finding this, they said: *“[I] contacted the agency, but little was done. In the end I had to repair the issues out of my own pocket.”*

Q5. Have you ever reported a repair or maintenance issue to your landlord or letting agent?

	No, I decided not to report the issue	No, I've never had an issue to report	Yes, more than once	Yes, once	Yes (total)
Overall	7%	7%	78%	7%	85%
White	0%	6%	83%	11%	94%

ME	10%	10%	74%	6%	81%
----	-----	-----	-----	----	-----

The vast majority (85%) of respondents stated that they had, at one point, reported a repair issue to their landlord or letting agent. White respondents were especially likely to say that they had reported a repair issue, with 94% indicating as such. However, 1 in 10 minority ethnic respondents stated that, although they had experienced a repair issue, they chose not to report the issue compared to none of the white respondents. It appears therefore that minority ethnic and white respondents to the survey experienced repair issues to similar degrees, but that minority ethnic participants felt significantly less empowered to report this issue/s they faced.

Some participants pointed to positive experiences, with responsive landlords who acted quickly to address repair issues.

One participant said: *“Rodents seen around the house, landlord sent an inspector and has started implementing solutions. fridge/freezer needed, landlord ordered new and installed it.”*

A second renter meanwhile commented: *“Leaking pipes, a toilet flush which broke, and stairs with missing nosings and carpet coming up. I reported to the letting agent and each time a repair was scheduled swiftly.”*

Finally, a third participant described their positive experience: *“I had been renting a small apartment for a few months when the kitchen sink started leaking. I contacted my landlord, who promised to come over the next morning. True to his word, he arrived early and quickly identified the problem: a worn-out pipe. With skill and efficiency, he replaced the pipe and fixed the leak.”*

However, many of the participants also pointed to poor examples when landlords had not fulfilled their repair responsibilities.

One participant explained: *“I feel that as a single female I get fobbed off by the landlord's maintenance team at times and they will start to listen then just go silent and ignore the issue. Then I will have to start the complaint or request all over again, produce pictures all over again and wait for months all over again.”*

A second renter meanwhile stated: *“[The landlord] only recently fixed the roof because I said I was going to speak to the council, then after nearly two years of asking and crying*

they came. They thought it was just a couple of patches, but the roof was so absolutely rotten, they had no choice but to replace it. Then a month later my rent goes up!”

Finally, a third said: *“Poor. letting agents seem to forget the tenants are 50% of a rental agreement, and supply 100% of the money they receive. As a renter, I often feel like I am overlooked by letting agents and landlords.”*

Non-responsiveness from absentee landlords was regularly expressed by participants as an issue.

One respondent commented: *“[The landlord] was out of country and the letting agency ignored our calls/emails.”*

A second meanwhile stated: *“Previous flat landlord lived abroad and letting agency ignored all emails and calls.”*

Finally, a third said: *“[The] landlord lives outside of London and rarely came down to do repairs.”*

Issues with damp and mould were commonly discussed in survey submissions.

A participant stated: *“We had a humidity problem in the shower, it was [so] bad that some tiles fell down, and the mould is all over the ceiling. I report this since April, and they hadn’t fix anything.”*

A second renter meanwhile commented: *“With damps they don’t do anything, [the landlord says] ‘it’s expensive.”*

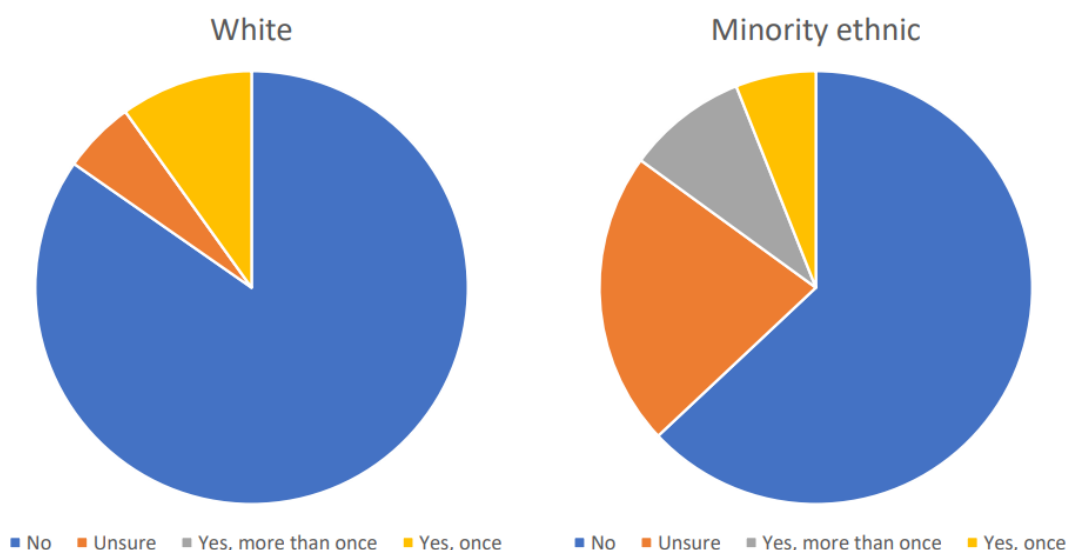
Finally, a third participant said: *“Previous landlord was very slow about fixing boiler - went without heat for a few weeks in winter but they supplied mini heater fans. Current landlord has not done anything about mould.”*

Q6. Have you ever experienced discrimination from a landlord or letting agent as a renter?

	No	Unsure	Yes, more than once	Yes, once	Yes (total)
Overall	72%	19%	6%	4%	9%
White	94%	6%	0%	0%	0%
ME	63%	22%	9%	6%	16%

Almost 1 in 10 (9%) of the renters who completed the survey reported experiencing discrimination. None of the participants who identified as white British or Irish stated that they had experienced discrimination. However, almost 1 in 6 (16%) of minority ethnic respondents stated that they had experienced this, with over 1 in 20 (6%) experiencing discrimination from a landlord or letting agent multiple times.

Have you ever experienced discrimination from a landlord or letting agent as a renter?



Qualitatively, reported experiences from participants of the worst behaviour from landlords and letting agents overwhelmingly came from migrant and minority ethnic renters.

One participant, who identified as Latin American and was born abroad, said: *“At the beginning, when I came [to this country], a woman rented me a room. She made me pay everything in cash... [When I went to] work [the landlord] took my things out to the street, and he didn't return my deposit.”*

A second renter, also born abroad, stated: *“Moved in and then they say, ‘I cannot use the kitchen’. Moved in and say, ‘I cannot go out in the evening’. Moved in and found out that the rent was almost double [what they said it would be].”*

Finally, a third participant, who identified as ‘any other white background’, explained: *“I was one of three individuals living in a two-bed flat, one of us slept in the lounge which had been fitted with a lock and called a bedroom. We were there during a census year, and the*

landlord reacted angrily upon learning we had truthfully filled out in the census that three people lived there. All the landlord's personal mail came to the flat, and she often let herself in without any notice or consent.”

It was commonly expressed by minority ethnic and migrant participants that they had struggled with landlords and letting agents not fulfilling their responsibilities.

One participant, who identified as mixed race and was born abroad stated: *“I find most private landlords don’t do the work of learning the law, and their responsibilities and obligations. On multiple occasions I’ve had to get legal advice from Shelter or Citizens Advice, and still had to fight with my landlord for them to respect the law and my rights.”*

A second renter, also of mixed heritage and born abroad, said: *“I’ve had multiple private landlords who were uninformed of their responsibilities and my rights. This has led to arguments and disputes and contributed to my feelings of insecurity in housing.”*

Q7. Have you ever lived in a privately rented property which was not properly licensed?

	Don't know	No	Yes, more than once	Yes, once	Yes (total)
Overall	37%	46%	6%	12%	17%
White	28%	50%	6%	17%	22%
ME	40%	47%	7%	7%	13%

Southwark has a number of licensing schemes which landlords are required to join in the borough. As well as a nationally required mandatory licensing scheme, which all landlords who let Houses of Multiple Occupancy (HMO) with five or more tenants living in them are required to have, Southwark council also runs selective and additional licensing schemes. The additional scheme requires that all landlords renting an HMO with three or more tenants and the selective scheme requires that all landlords letting properties in the wards of: Champion Hill, Newington, Faraday, Goose Green, St Giles, North Walworth, Nunhead and Queens Road, Old Kent Road, Peckham, Camberwell Green, Chaucer, Dulwich Hill, Dulwich Wood, London Bridge and West Bermondsey, Peckham Rye, Rotherhithe, Rye Lane, South Bermondsey and Surrey Docks.

Despite the prevalence of licensing schemes in the borough, there was a widespread lack of awareness, amongst participants to the survey, of whether they had lived in a home which had been correctly licensed. Over a third (37%) of participants did not know if they

had lived in a property not properly licensed, with this rising to 2 in 5 amongst minority ethnic respondents.

White respondents were more likely to indicate that they knew that they had lived in a property that was not properly licensed. However, the high proportion of minority ethnic renters unaware of whether they had or had not experienced this means that it is impossible to draw a conclusion as to whether certain groups are more likely to actually have lived in an unlicensed home. Evidently, the awareness of licensing and the likelihood of checking whether a privately rented home is correctly licensed, was significantly higher amongst white participants than minority ethnic tenants.

Some of the participants commented on their homes not being licensed properly.

One participant said: *“I am questioning whether the landlords have the correct licence for this property but have not heard anything back from Southwark. A week today.”*

Meanwhile, a second stated: *“[The landlord] didn't ensure electrical safety. [It] was an unlicensed HMO and didn't meet fire safety requirements for an HMO.”*

According to a Freedom of Information request, made by Generation Rent, in 2023/24, there were a total of 9,845 licensed homes in Southwark. However, the council estimated that there were still 19,684 properties in the borough without a license but needed one. It is vital that tenants are better aware of local licensing schemes and that councils are responsive to reports of unlicensed properties, for licensing to be as successful and powerful a tool as possible in enforcing against criminal landlords.

Conclusion

Through the survey respondents, it emerged that a great many obstacles lay in the way of Southwark's private renters accessing safe and secure homes.

The long length of time that it takes for many renters to find a new home to move to, as well as so many of the survey respondents stating that they have previously been forced to move into a home they did not want to, indicate a market that is both unaffordable and lacking in suitable homes.

High rates of eviction threats are emblematic of insecurity for private renters in Southwark, with the experiences described by renters revealing that landlords can, and do, use this insecurity to severely undermine renters' rights and wellbeing. It was not unusual for the

participants to describe stories of landlords and letting agents using threats of eviction to bury repair requests or to increase the rent.

Disrepair and poor standards were significant issues for many of the research participants. It was very common for renters to report finding severe issues when moving into new properties as well as long-term issues with their homes that were not being addressed by their landlords or letting agents. Absentee landlords were commonly discussed, with some renters even describing hostile experiences when raising concerns.

Finally, minority ethnic renters were especially likely to face the worst experiences of renting in Southwark and were more likely to face issues in finding a suitable new home to rent, severe issues in the home and threats of eviction. Discrimination was a severe issue for many of the ethnic minority participants to the research – with hostile or even illegal behaviour from letting and agents a concerning theme amongst many of these marginalised communities' experiences.

Recommendations

The Renters' Rights Bill is set to become the most important reform for private renters in a generation. In order for the Bill to comprehensively address the issues that tenants face, it must include:

1. **An end to Section 21 'no fault' evictions, including Section 21 'by the backdoor'.** Private renters in England have now been waiting over five years for the end of 'no fault' evictions, since they were first promised by the UK Government that it would be scrapped in 2019. Bringing an end to these evictions will enable private renters to utilise their rights as tenants. New grounds for 'no fault' eviction are likely being introduced as part of the reforms in the Renters Rights Bill, including when the landlord wants to sell the property and to move into the property. There is a risk that if it is too easy to use these new grounds, unscrupulous landlords could abuse them, creating Section 21 by the back door. Penalties for abuse of these grounds must be comprehensive and easy to enforce to protect tenants' rights.
2. **The introduction of indefinite tenancies and longer notice periods.** Currently, when an individual takes out a new tenancy, they are usually required to maintain the tenancy for a certain amount of time. These fixed term tenancies can commonly be anything from six months to a year or two. This means that tenants can become

trapped in poor quality housing managed by unsuitable or even exploitative landlords and letting agents. By moving all tenants into indefinite tenancies, renters will be empowered to leave these tenancies more easily. This must be combined with increased notice periods if evicted, especially in cases where an eviction is not a tenant's fault, which will afford renters flexibility as well as security needed to make private renting fit for purpose. As well as this, tenants must be entitled to no-fault eviction compensation, by waiving the final two months of rent when the landlord is evicting to sell the home or to move themselves or family members in.

3. **A private landlord register in England.** England is now the only country in the UK which does not have a register of landlords. A new register will be a powerful tool in improving the regulation and professionalisation of private landlords and could become a foundation from which to build a more accessible platform for private renters to fully understand and utilise their rights.
4. **Restrictions on rent increases, to prevent landlords from pricing tenants out of their homes.** There is a danger that with an end to Section 21 'no fault' evictions, landlords in areas with high demand for homes could easily use unaffordable rent rises to force tenants out. To make sure that renters aren't forced out by an unaffordable rent increase, landlords should not be able to raise the rent by more than the lower of wage growth or consumer price inflation. This report demonstrates the devastating impact that unaffordable rent rises have on renters, not only in triggering unfair evictions but in creating a constant sense of worry and anxiety in them. Rent restrictions would grant private renters the much-needed security that they need.
5. **End the discriminatory Right to Rent policy.** This discriminatory policy restricts the number of safe and secure homes available to migrant peoples and ethnic minority communities and force many to choose between enduring poor quality and even dangerous living conditions and homelessness.

Other changes

- Improve benefits support so that private renter claimants can afford safe and secure homes. This includes unfreezing Local Housing Allowance (LHA), increasing payments so that they cover median rents, scrapping the benefits cap and increasing funding for Discretionary Housing Payments to help renters cover costs such as deposits.

- Increase local authorities' budgets to support regulatory and enforcement functions in local authorities. This is particularly important given the prevalence of poor housing conditions which impact greatly on renters' mental and physical health.
- More affordable homes and more social homes which are adapted to renters' needs, including accessibility for Disabled people, and prioritise mental wellbeing in their design, layout and location.

For further information contact: Tilly Smith, Campaigns and Partnerships Officer,
Tilly@GenerationRent.org