

Landlord Advice

Supporting Landlords to Improve the Sector

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Landlord Adviser



Let's talk.

Landlord Advice

Outline

- The need for the service
- An overview of the service to date
- Case examples



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Landlord Advice

The sector in N.I.

- 17% of the total housing market
- 84% of registered Landlords own 1 or 2 properties
- Increased amount of 'accidental Landlords'
- Increased regulation of the sector



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Legislation in recent years

- Private Tenancies (NI) Order 2006
- Housing (Amendment) Act (NI) 2011
- Tenancy Deposit Schemes Regulations (NI) 2012
- Landlord Registration Scheme Regulations (NI) 2014



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DFC Research

- Launched in January 2017
- Tenants – 10,000 contacted by survey format
- Landlords – information evenings throughout N.I.



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Results

- ‘No dedicated advice service’
- Landlords face ‘confusion’
- A ‘fragmented approach’
- ‘No clear point of contact’



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DFC Proposals

- To fund a dedicated Landlord advice line
- Single point of contact
- Help to professionalise the sector



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Landlord Advice

- Pilot service started in January 2017
- Lines officially opened March 2017
- Publicised through social media, radio and attendances at other organisations



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Our service

- Prospective Landlords
- Registered Landlords
- If unregistered?



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- The ethos of Landlord Advice
 - Independent
 - Impartial
 - Confidential



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The story so far

- In the first 9 months:
 - New clients: 884
 - Contacts: 937
 - By Telephone: 796
 - By E-mail: 139
- End of October: over 1,000 contacts



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Landlords using the service

- 75% already registered
- Unregistered Landlords who returned for advice
- Repeat callers



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Feedback

- 100% satisfaction
- 94% agreed the service helped to answer their query
- 84% said the advice helped compliance with legislative requirements
- Contribution to further DFC research



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Comments

- The service I received was 5 star. The member of staff I spoke with was very knowledgeable and courteous. I was very satisfied with the service I received and would recommend them to anyone.
- It is refreshing that a service like this exists to help Landlords. The advice I received was easy to understand and the adviser was really helpful and pleasant



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Types of queries

- Prospective Landlords
- Tenant difficulties
- Repair obligations
- Historic tenancies



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Case example 1

- Protected tenancies
- Tenancy had been created in the 1970s
- Property had been deemed unfit
- Couldn't access property
- Options available?



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Case example 2

- Property standards
- Electrical safety
- Fire safety
- Follow up information
- Feedback: Absolutely vital service to us Landlords. First class and professional



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Moving Forward

- Increase social media presence
- Recent radio interview
- Landlord Newsletter contribution
- Building relations with other counterparts
- Mediation?



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How to contact us

- 028 90 245640 option 5
- Mon to Fri 9.30 – 14.30
- Email: advice@landlordadviceni.org



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