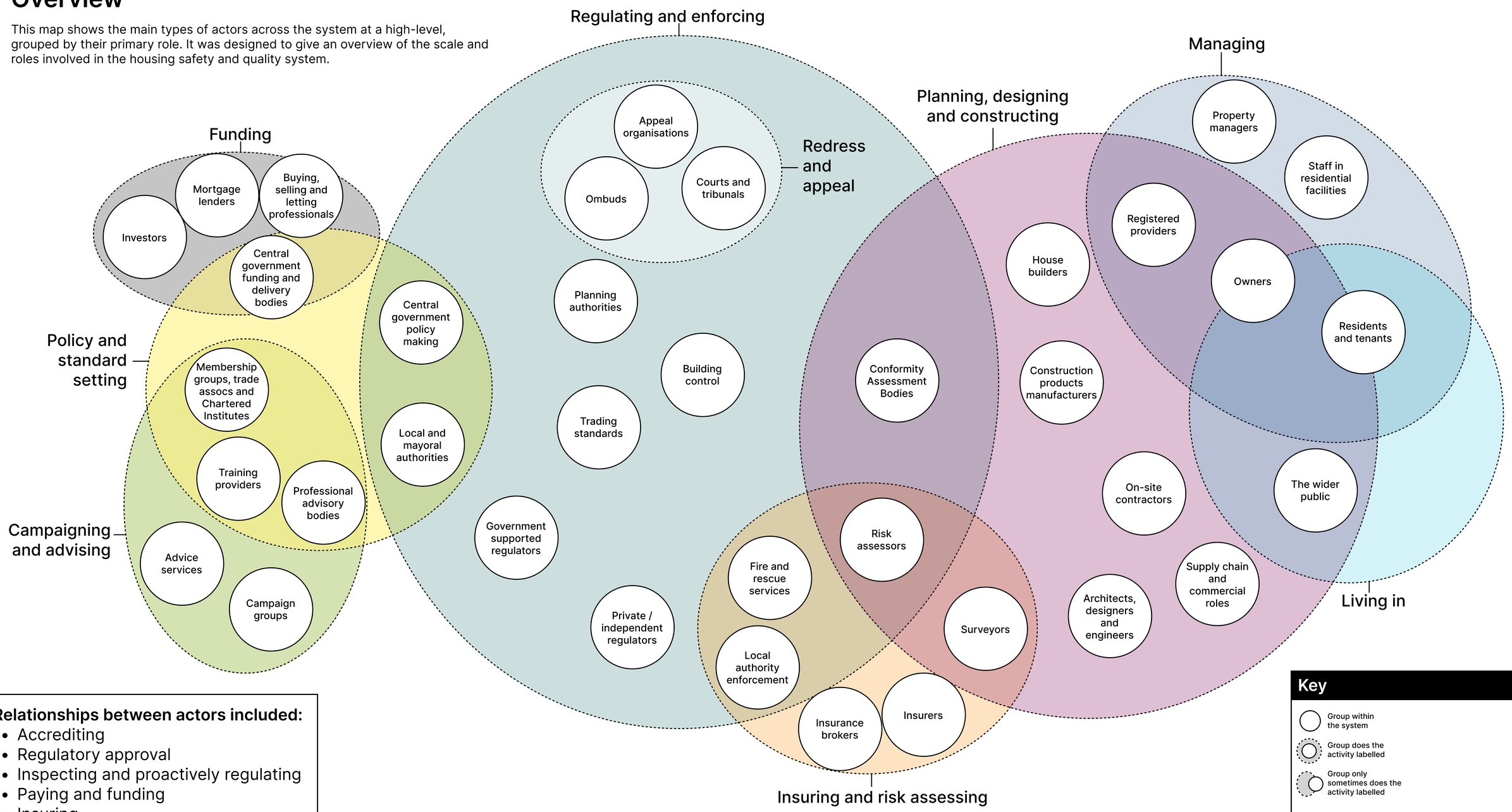
Overview

This map shows the main types of actors across the system at a high-level, grouped by their primary role. It was designed to give an overview of the scale and roles involved in the housing safety and quality system.



Relationships between actors included:

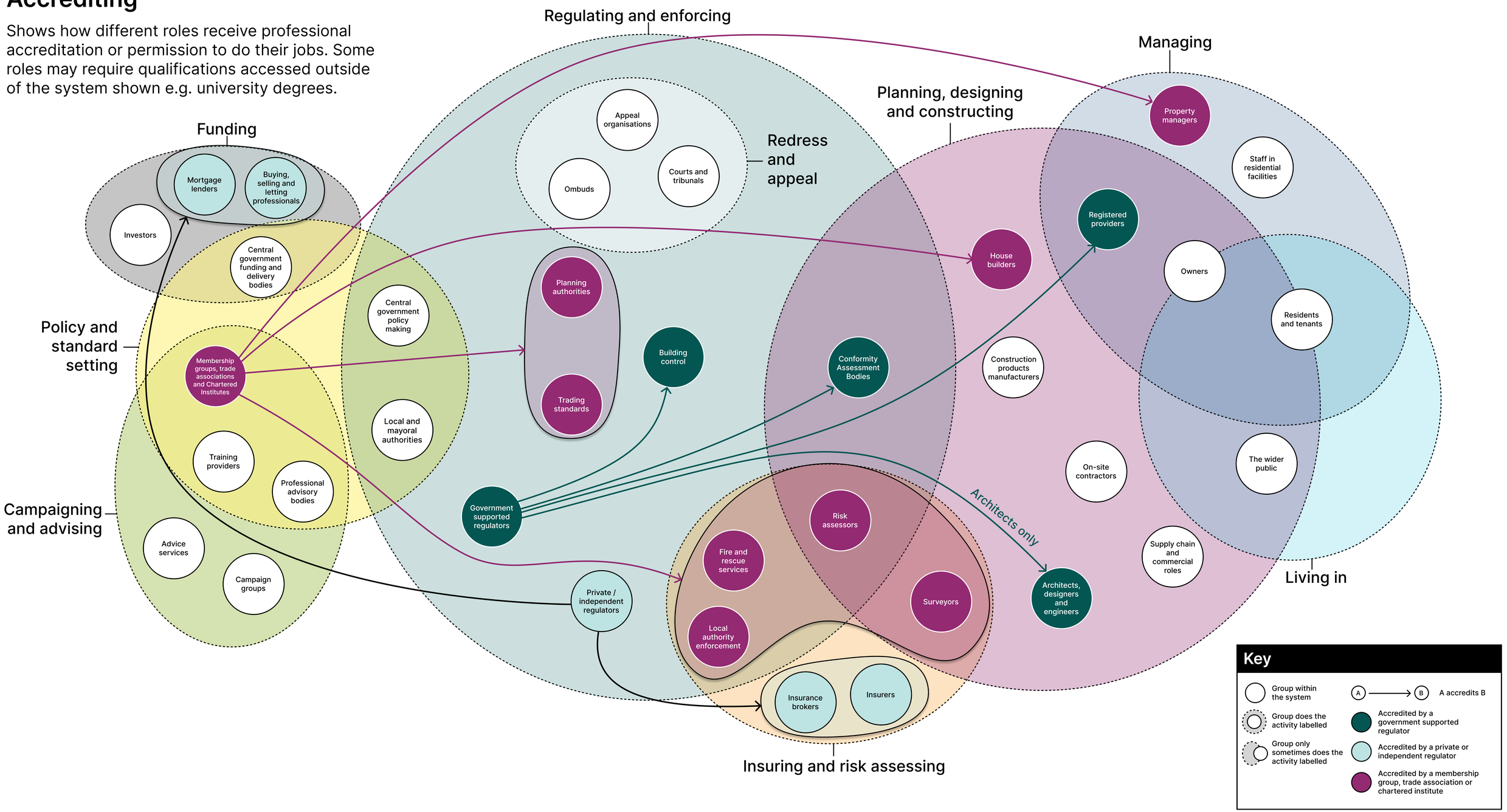
- Accrediting
- Regulatory approval
- Inspecting and proactively regulating
- Paying and funding
- Insuring

Key

- Group within the system
- Group does the activity labelled
- Group only sometimes does the activity labelled

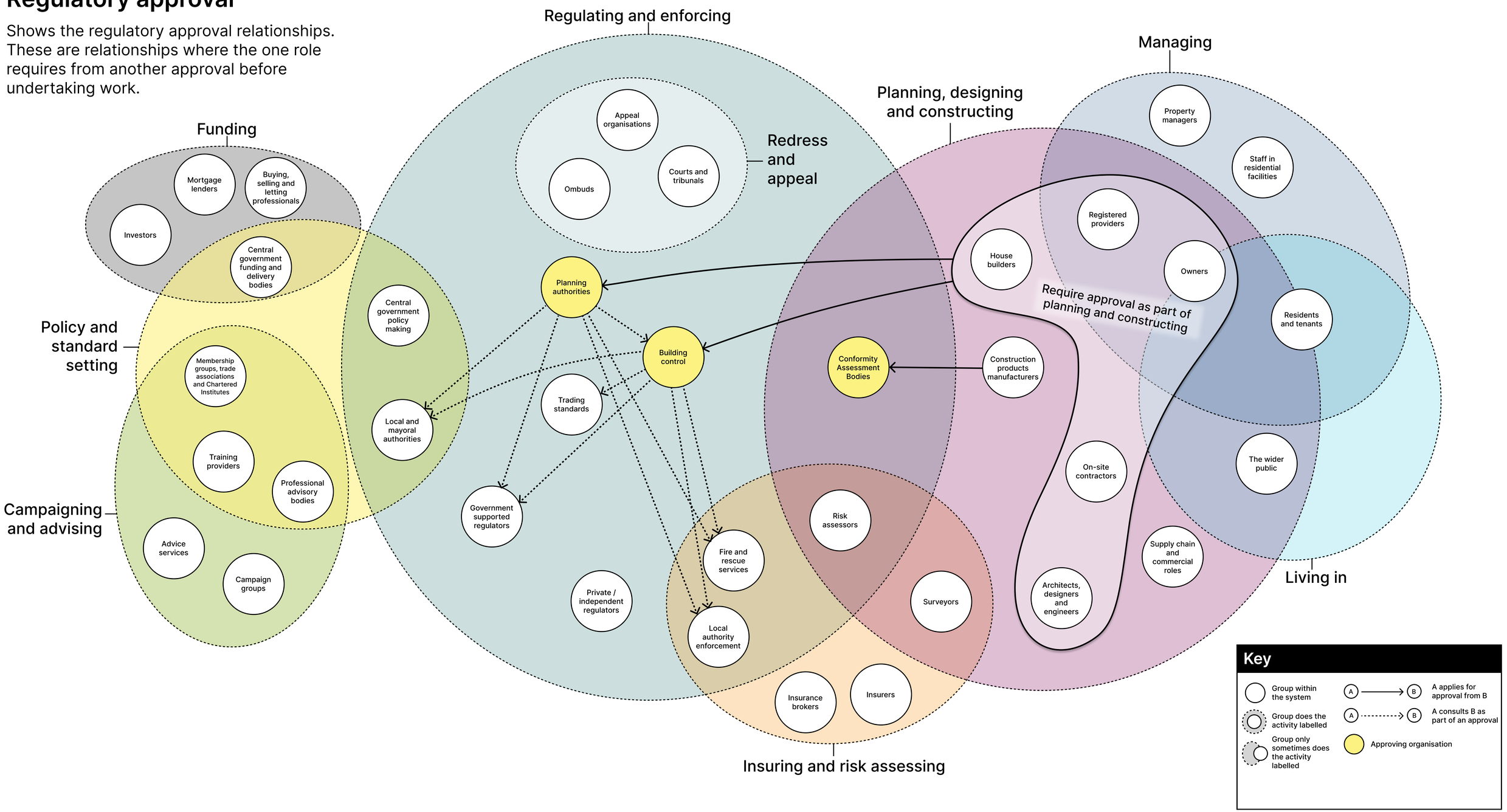
Accrediting

Shows how different roles receive professional accreditation or permission to do their jobs. Some roles may require qualifications accessed outside of the system shown e.g. university degrees.



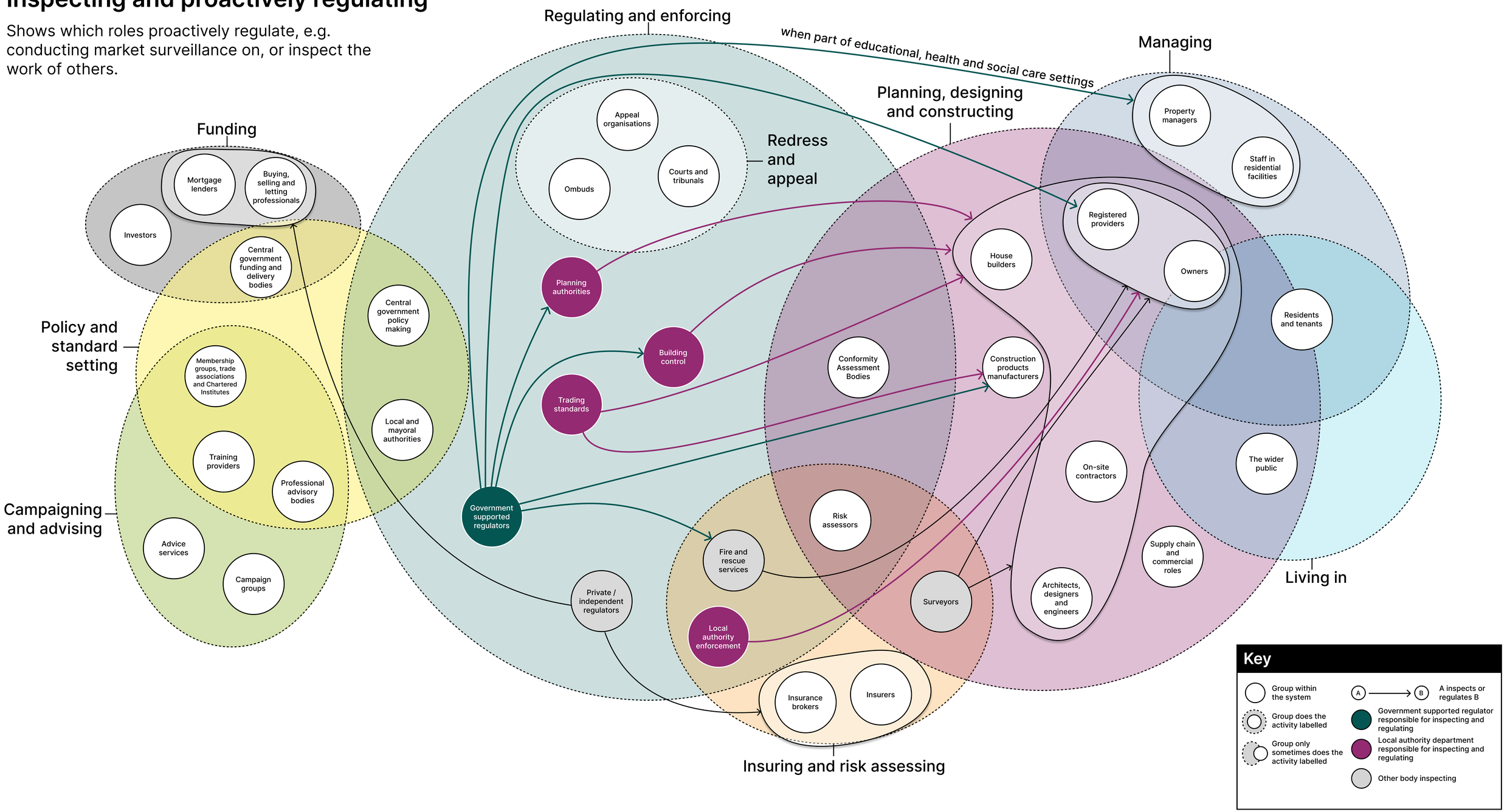
Regulatory approval

Shows the regulatory approval relationships. These are relationships where the one role requires from another approval before undertaking work.



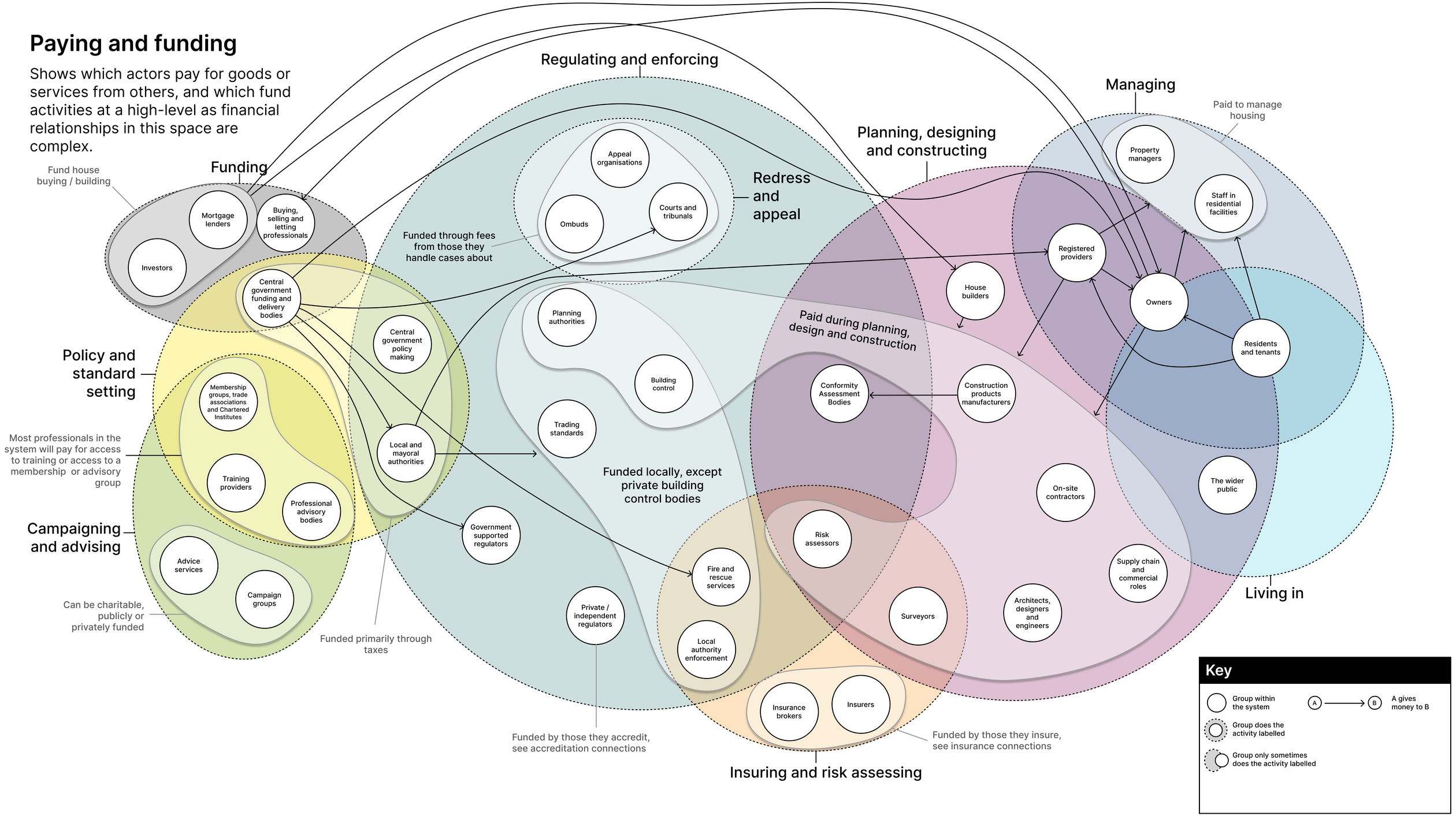
Inspecting and proactively regulating

Shows which roles proactively regulate, e.g. conducting market surveillance on, or inspect the work of others.



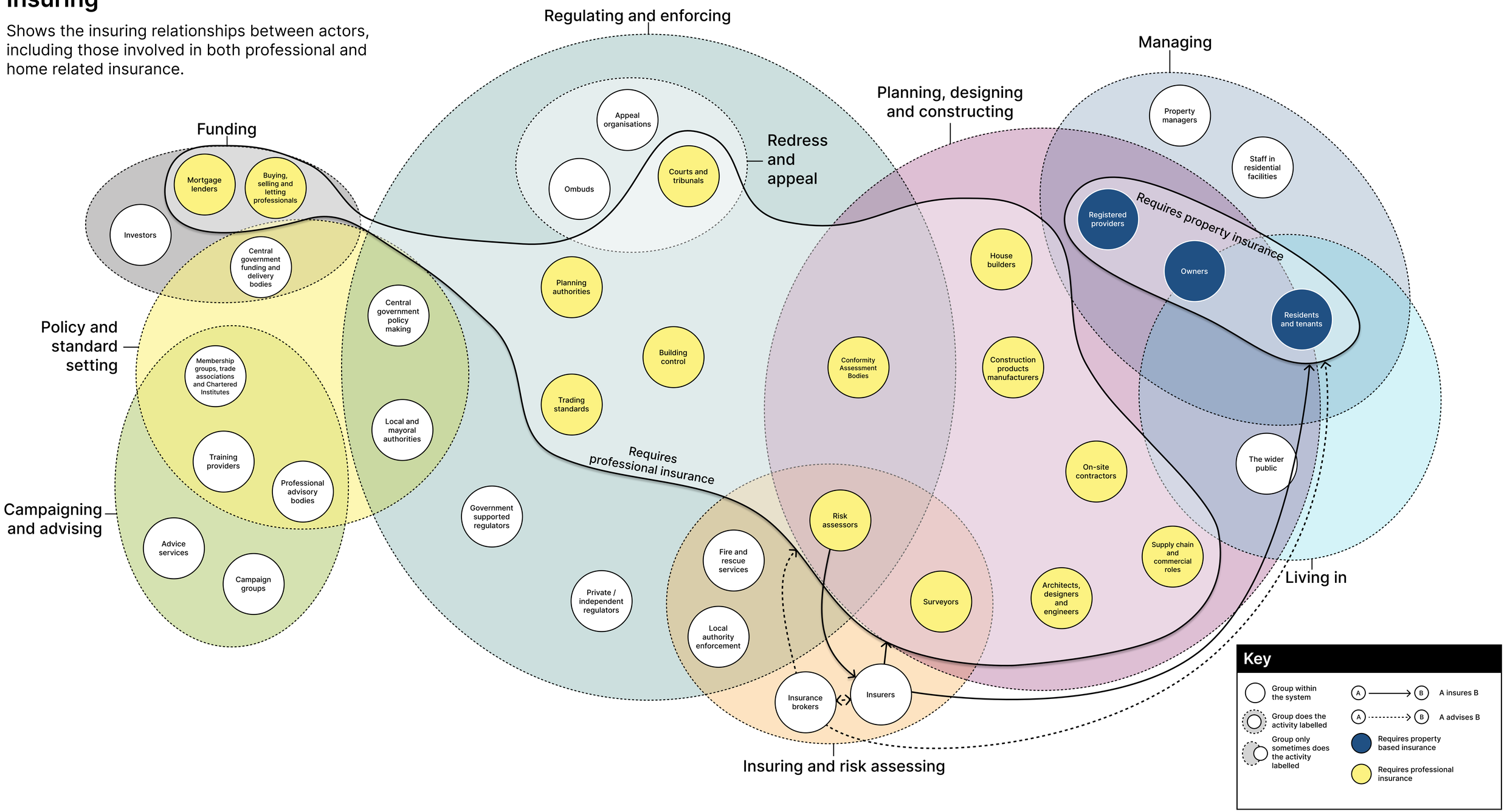
Paying and funding

Shows which actors pay for goods or services from others, and which fund activities at a high-level as financial relationships in this space are complex.



Insuring

Shows the insuring relationships between actors, including those involved in both professional and home related insurance.



Who is regulating the system?

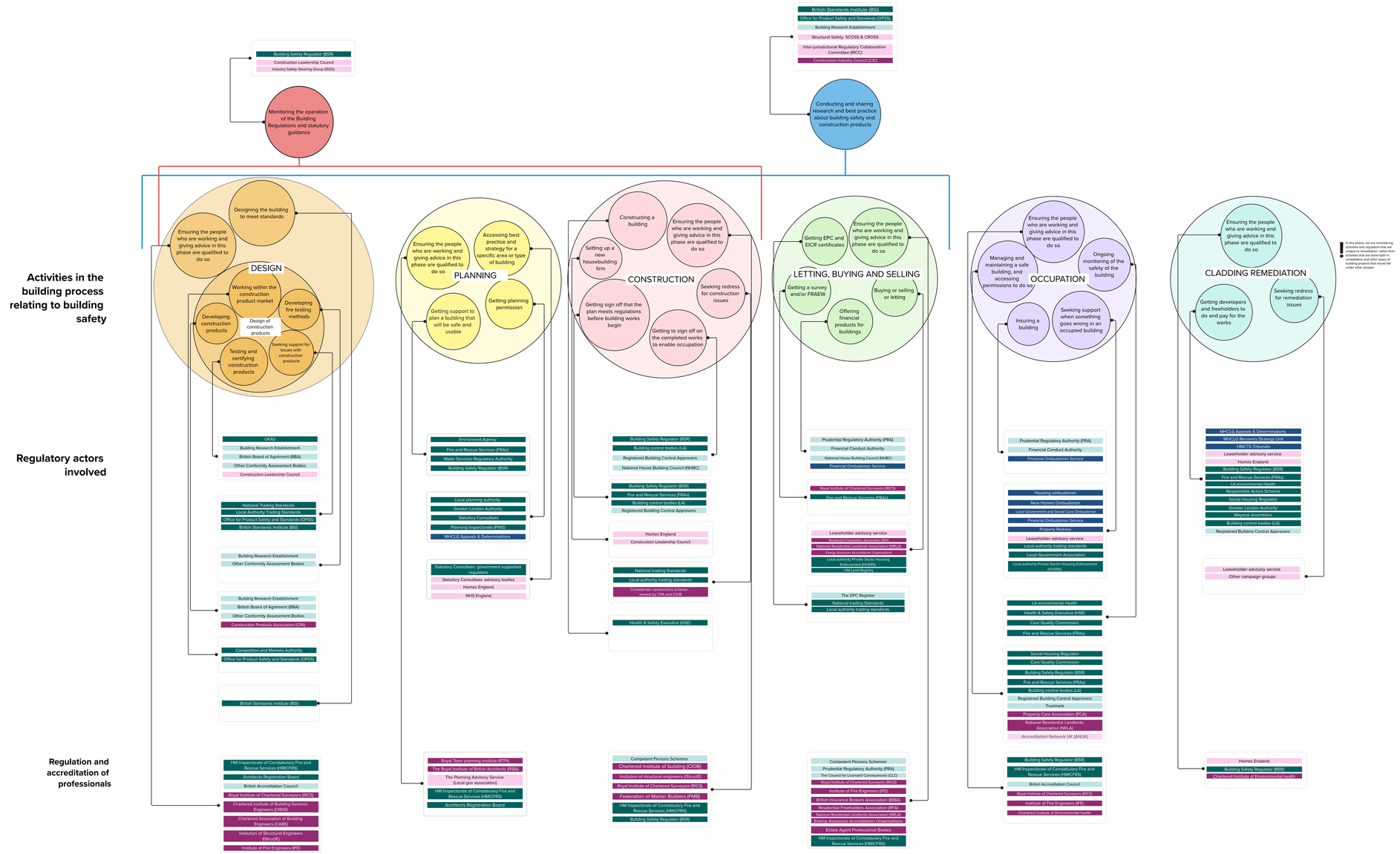
Description

This map shows the different actors involved in the setting of standards and regulation of aspects of the residential building system in England. This is based on their own descriptions of their roles as of February 2025.

We have grouped these regulatory actors by phase of the building process, what activity they regulate within that phase, and their role.

How to use this map

- Activities in the building process relating to building safety are grouped by the phase of the lifecycle of a building they relate to. The regulatory actors involved in that activity are connected by a line and listed (in most cases) underneath.
- If you want to know more about a specific regulator, see the list of regulatory actors included on the final page
- There may be regulators or roles missing. If you spot any errors, help us maintain the accuracy of the map by emailing us at SystemDesignTeam@communities.gov.uk



How are local authorities involved in regulating the system?

Description

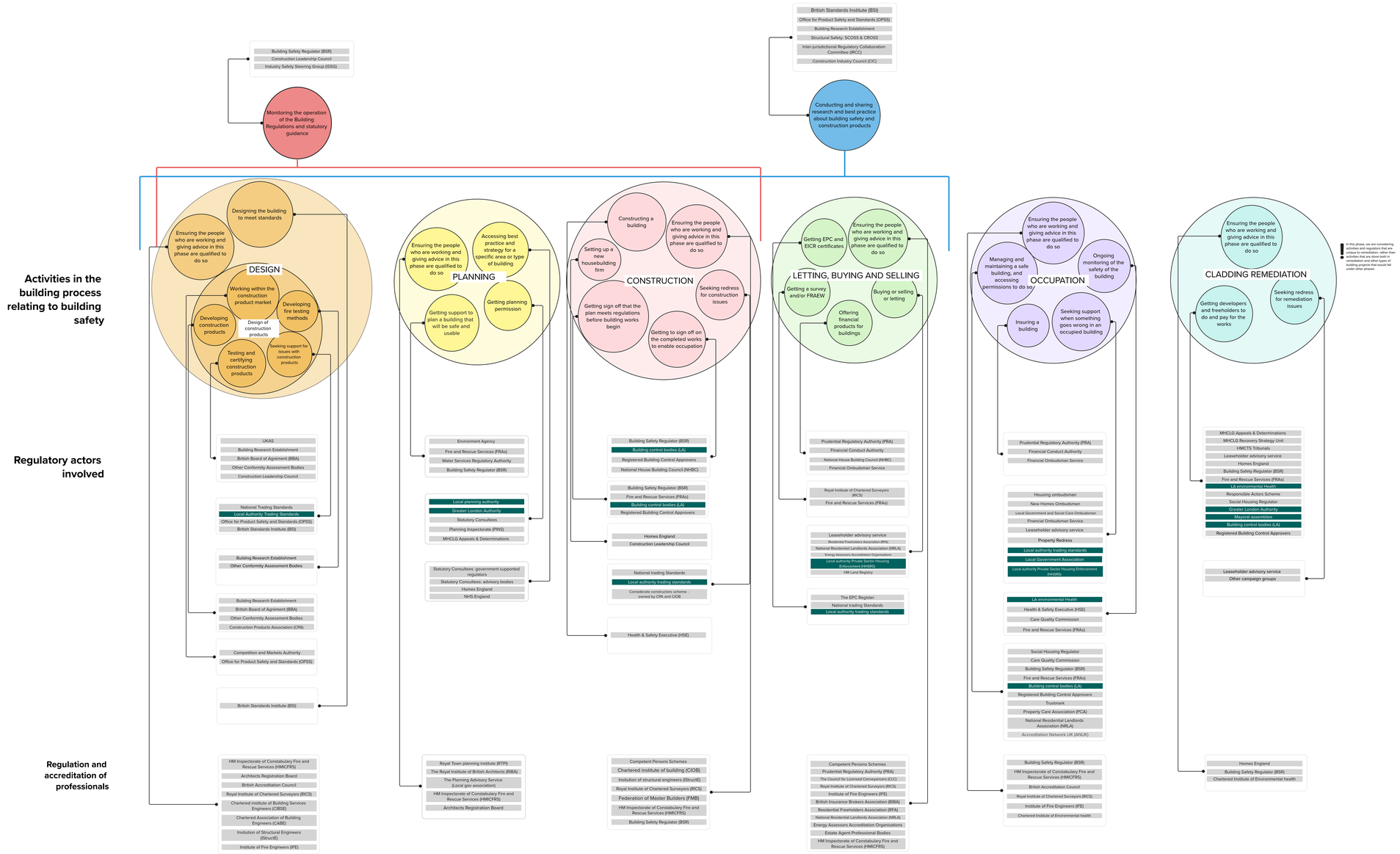
This is a modification of the 'Who is regulating the system?' map.

This version of the map:

- highlights local authorities' involvement in the building process
- shows how local authorities are involved in regulating the system at every phase

How to use this map

- Activities in the building process relating to building safety are grouped by the phase of the lifecycle of a building they relate to. The regulatory actors involved in that activity are connected by a line and listed (in most cases) underneath.
- Local Authority involvement is highlighted in dark green with white text, with all other actors in grey with black text.
- If you want to know more about a specific regulator, see the list of regulatory actors included on the final page
- There may be regulators or roles missing. If you spot any errors, help us maintain the accuracy of the map by emailing us at SystemDesignTeam@communities.gov.uk



Regulatory actors included

We have considered the regulatory actors who work across the building safety and quality system, this includes government supported regulators who have legislative or government funded powers to regulate, regulators and accreditors working independently of government both for and not-for profit, redress bodies who regulate when there are issues, as well as trade associations, membership groups and advisory bodies who do not have powers to regulate but whose activities seek to regulate and improve the system for those they work for and with.

Government supported regulators

Regulators specific to **homes in healthcare settings**

Dependent on a building's type, use, and location it may be regulated by a specific body

Regulators specific to **environment and wider services** for buildings

Mayoral organisations

There are a range of **local authority functions** which play a role in building safety and quality

UKAS

UKAS is the National Accreditation Body for the United Kingdom. They are appointed by governments across Europe to assess and accredit organisations that provide testing, inspection, calibration, validation and certification.

Competition and Markets Authority

An independent non-ministerial department which promotes competitive markets and tackling unfair behaviour in a number of ways. It's the principal competition regulator in the UK

National trading Standards

National Trading Standards is responsible for gathering expensive intelligence from around the country to inform and coordinate regional and national priorities. This is different to the support provided by local trading standards services. National Trading Standards institute, so they are able to take cases that have cross into trading standards offences.

Planning Inspectorate (PINS)

An executive agency sponsored by MHCLG the Planning Inspectorate deals with planning appeals, examinations of local plans and other planning and environment specialist casework in England.

Office for Product Safety and Standards (OPSS)

The Office for Product Safety and Standards (OPSS) is the UK's national product regulator within the Department for Business and Trade (DBT). It works to ensure consumer products ensuring the claimed performance characteristics of consumer products are met and educating and informing industry.

British Standards Institute (BSI)

BSI is a non-profit distributing organisation that plays a central role in the three fields of standardisation, systems assessment, and product certification and advisory services. BSI has a Memorandum of Understanding with MHCLG which underpins its establishes the position of BSI as the recognised National Standards Body.

Architects Registration Board

The Architects Registration Board (ARB) ensures those who are suitably competent are allowed to practise as architects, as it is a protected title, by approving the educational establishments required to join the Register of architects. Accountable to MHCLG.

Care Quality Commission

An arms length body of DHSC and the independent regulator of health and social care in the England, including the buildings these services are run from.

HM Inspectorate of Constabulary Fire and Rescue Services (HMICFRS)

HM Inspectorate of Constabulary Fire and Rescue Services monitor and report on the efficiency and effectiveness of the police and FRSs with the aim of encouraging improvement.

Building Safety Regulator (BSR)

The BSR is a directorate of HSE responsible for Building Control for higher-risk buildings, including the building safety risks in design and construction and refurbishments.

The BSR oversees and monitors the performance of all Building Control Bodies in relation to their building control functions in higher-risk buildings and takes enforcement action against those that do not meet standards. It also oversees private sector Registered Building Control Approvers and local authority building control.

Social Housing Regulator

An arms length body of MHCLG responsible for the economic regulation and inspection of providers of social housing, including governance, financial viability and value for money that maintains tender confidence and protects the interests of those who live in social housing. It sets standards and ensures these standards are breached and there is a significant risk to tenants or potential tenants.

National Parks Planning Authority

The National Park Authority is the planning authority for each National Park and is responsible for the control of all building and buildings within its area. National Parks Authorities are independent bodies which are taken into account in the development of local plans and planning applications for developments that affect the National Park. The National Park Authority consists of the local authority.

Historic England

Historic England is the government's statutory adviser for the historic environment, championing historic places and helping people to understand the past. It is an executive non-departmental public body, sponsored by DCMS. It is responsible for advising on listings for England and is involved in planning and building control matters related to these buildings and parks.

Fire and Rescue Services (FRSs)

FRSs have core functions which cover statutory community safety-orientated activities as well as beyond emergency response and include risk management planning and the enforcement of Fire Safety Orders.

Environment Agency

A non-departmental public body, sponsored by DEFRA responsible for protecting and improving the environment.

- Investment of compartmentalised and wider environment
- Fisheries
- Incident and Emergency Management
- Large contaminated land

They are also responsible for managing the risk of flooding from main rivers, reservoirs, estuaries and the sea.

Water Services Regulatory Authority

A non-ministerial government department, Ofwat, is the body responsible for economic regulation of the privatised water and sewerage industry in England and Wales including supply of water and sewerage services.

Health & Safety Executive (HSE)

The Health and Safety Executive (HSE) is Britain's national regulator for workplace health and safety. They are an arms length body of the Department for Work and Pensions

Mayoral assemblies

Holds the Mayor and Mayoral advisers to account by publicly examining policies and programmes through committees, raising queries, holding investigations. They may be involved in planning applications in their area.

Greater London Authority

The devolved regional governance body of London. It is involved in planning applications, the management of remediation works, and the setting of housing strategy at a local level.

Local authority building control

A building control body (BCB) checks that any building work carried out meets the requirements of the relevant building regulations.

There are two types of building control body: Local Authority and Registered Building Control Approvers (private registered building control approvers). They will notify your local authority if they are, or are about to, carry out 'notifiable work'.

Local planning authority (LPA)

LPAs (the public authority whose duty through legislation it is to carry out planning functions for a particular area) The Locally responsibility for:

- Local Plans
- Local Development Documents
- Statement of Community Involvement
- Planning Policy
- Planning Obligations
- Community Infrastructure Levy
- Authority Monitoring Report (annual)
- Neighbourhood Development Plans (e.g. Neighbourhood Plans, Neighbourhood Development Orders and Community Right2 Build Orders) are not the responsibility of the LPA but they are involved in supporting and providing advice and assistance to local groups and organisations who are the lead organisations for these documents.

Local authority Private Sector Housing Enforcement (HHSRS)

A local authority inspector will identify hazards that are likely to lead to harm while the property is in use, using the Housing Health and Safety Rating System (HHSRS) which is a method for assessing the risk to health and safety in residential properties. A local authority inspector can require landlords to ensure there are hazards in accommodation. These may be separate teams or sub-groups of an environmental health.

Local authority environmental Health

Local authorities have a legal duty to promote environmental health and improve the health and well-being benefit of people who live in, work in and visit their area. Environmental Health Department gives advice and enforces statutory nuisance, including those relating to housing and mobile home sites.

Local authority trading standards

Trading standards teams support local businesses by helping explain legislation and enforcing it, and protecting them from rogues, including around construction and development. Trading standards resource is focused on working with higher risk activities and non-compliant businesses.

Responsible Actors Scheme (RAS)

RAS is run by MHCLG. Under the RAS Rogues Developers are obliged to sign up to a Developer Remediation Contract if they have been responsible for unsafe buildings (residential or mixed use) in which hazardous cladding systems have been developed or refurbished and are unable to fund the full cost. Failure to comply with these requirements can have huge consequences for developers.

The EPC Register

This is a central database of all EPCs issued to residential and non-domestic properties across the UK. Managed by MHCLG

Local Government Association

The LGA host the Joint Inspection Team, a multi-disciplined team who inspect unsafe buildings on behalf of LAs

HM Land Registry

Anyone buying or selling land or property, including through a mortgage, must apply to HM Land Registry to register unregistered land or property and to record any changes to registered land or property. Failure to do so may result in a fine.

These organisations are **statutory consultees** in the planning process. Statutory consultees provide expert advice on potential impacts of a proposed development, helping the planning authority make informed decisions, they do not make decisions or enforce them.

Private sector and independent regulators

Conformity assessment bodies provide assurance that products being supplied meet the expectations specified or claimed by their sellers. CABs receive their status from UKAS

Examples

Building Research Establishment

BRE provides for-profit independent inspection and certification (ICC) services, from individual products to whole buildings. They also develop building regulations, manage codes and standards for government, and provide training services in partnership with external experts and industry. They also do building research and innovation.

British Board of Agrément (BBA)

Provides a wide range of for-profit product testing, quality assurance and certification services to the construction industry including installer inspection quality assurance, product quality assurance and company quality assurance

Competent Persons Schemes

Competent person schemes allow competent people to self-certify work in the building trade as an installer. This is instead of getting building regulations approval from a local authority, different application processes, rules and fees.

Registered Building Control Approvers

A building control body (BCB) checks that any building work carried out meets the requirements of the relevant building regulations.

There are two types of building control body: Local Authority and Registered Building Control Approvers (private registered building control approvers). They will notify your local authority if they are, or are about to, carry out 'notifiable work'.

Financial Conduct Authority

An independent public body responsible for regulating the companies regulated firms, and regulates the conduct of around 56,000 businesses and has a remit that financial markets work well. This includes issuing rules and guidance and registering individuals and firms.

British Accreditation Council

An educational accreditation agency recognised by the British Government, which accredits organisations including the Fire Service College

The Council for Licensed Conveyancers (CLC)

The Council for Licensed Conveyancers, or the CLC, is the regulatory body for Licensed Conveyancers in England and Wales. The CLC's purpose is to set standards and rules to regulate the profession of Licensed Conveyancers

Prudential Regulatory Authority (PRA)

Part of the Bank of England, promotes the safety and soundness of insurers, and the protection of policyholders

National House Building Council (NHBC)

UK's leading independent provider of warranty and insurance for new homes. They also offer training and quality services including assessing, inspecting and directly insuring new homes.

Trustmark

Trustmark is the Government-backed scheme for good work in homes and is a consumer choices to have carried out in or around their home. When a consumer chooses a Trustmark Registered Business, they are engaging with an organisation that has been vetted to meet required standards.

Redress and appeal bodies

Housing ombudsman

The Housing Ombudsman Service (HOS) looks at complaints about registered providers of social housing, for tenants, leaseholders, residents and other landlords, managers and agents. The service is free, independent and impartial.

New Homes Ombudsman

New Homes Quality Board launched the New Homes Ombudsmen Service which is able to receive complaints about new homes built by its members who have registered on a voluntary basis.

Local Government and Social Care Ombudsman

Investigate individual complaints about councils, of adult social care providers (including care homes and home care agencies) and other bodies and organisations, if they decide to investigate, they look at whether injustice has been made decisions the right way.

MHCLG Appeals & Determinations

Site of appeal if a local authority refuses an application to relax or dispense with one or more requirements of the building regulations

MHCLG Recovery Strategy Unit

Relevant authorities have the power to issue remediation notices/orders and undertake necessary remediation work if a building owner is refusing to pay for its these buildings, or cannot be found. Building owners (will not accept these liens through) any means necessary, working closely with other enforcement authorities.

Financial Ombudsman Service

Settles complaints between consumers and businesses that provide financial services including mortgages and home insurance

HMCTS Tribunals

The Property Chamber tribunals handle applications, appeals and references relating to disputes over residential property. This includes disputes related to granting Remediation Orders under the Building Safety Act

Property Redress

An independent organisation dedicated to resolving disagreements between consumers and property agents in the UK. They are recognized by the Department for Levelling Up, Housing and Communities and Local Government (DLUHC) and the Welsh Government. Standard Estate Agent Terms Agent Terms of Business, Lettings Agent Terms of Lettings and property management agents. We are also authorised by the Chartered Institute of Arbitrators to offer Adjudication Services, under the ADR Regulations 2015

Membership groups and trade associations

Construction Products Association (CPA)

The Construction Products Association is the leading organisation that represents manufacturers and distributors of construction products and materials

Royal Institute of Chartered Surveyors (RICS)

The Royal Institution of Chartered Surveyors (RICS) is a global professional body for those working in the Built Environment, Construction, Land, Property and Real Estate.

Royal Town planning institute (RTPI)

A leading membership organisation and a Chartered Institute responsible for maintaining professional standards in town planning

Chartered institute of building services engineers (CIBSE)

The leading authority and standard setter on building services engineering. CIBSE leads on global best practice in the profession. It is a full member of the CEI and is licensed by the Engineering Council
to issue certificates for inclusion on its Register of Professional Engineers.

Chartered association of building engineers (CABE)

Professional body for building engineers in the UK and overseas.

The Engineering Council

The UK regulatory body for the engineering profession. They hold the national registers of nearly 223,000 Engineering Technicians (EngTech), Incorporated Engineers (IEng), Chartered Engineers (CEng) and Information Communications Technology Technicians (ICTTech).

Chartered institute of building (CIOB)

The leading international professional body for those working in and leading the construction industry.

Insitution of structural engineers (IStructE)

The leading international professional body for those working in and leading the construction industry.

Institute of Fire Engineers (IFE)

A global professional membership body for those in the fire sector

Considerate constructors scheme - owned by CPA and CIOB

An independently managed, not-for-profit organisation that works with the entire UK construction industry and the public to raise standards and build trust in construction.

Federation of Master Builders (FMB)

The Federation of Master Builders is a UK trade association which aims of protecting the interests of small and medium-sized building firms.

Chartered Institute of Environmental health

A professional body for environmental health practitioners. It acts as a knowledge centre and awarding body - providing qualifications, events, and training and information materials on topics relevant to health, wellbeing and safety

Construction Industry Council (CIC)

The Construction Industry Council (CIC) is the representative forum for the professional bodies, research organisations and specialist business associations

The Royal Institute of British Architects (RIBA)

The Royal Institute of British Architects is a global professional membership body for architecture .

The Property Care Association (PCA)

The Property Care Association (PCA) is the trade association representing specialists who can be trusted to resolve problems affecting buildings

National Residential Landlords Association (NRLA)

The UK's largest landlord association, representing and supporting private-residential landlords in England and Wales

Residential Freeholders Association (RFA)

The Residential Freehold Association (RFA) is the representative organisation for the UK's largest professional freeholders. Their membership criteria includes adherence to a code of practice, but they do not support mandatory regulation in the sector.

National Fire Chief Council (NFCC)

NFCC is an independent membership association and the professional voice of UK fire and rescue services

British Insurance Brokers Association (BIBA)

The British Insurance Brokers' Association (BIBA) is the UK 's leading general insurance organisation representing the interests of insurance brokers, intermediaries and their customers.

Association of British Insurers (ABI)

The ABI represents the insurance sector. They are a highly developed industry lobby group and are the owner of the ABI/ McGill Facility and report data to us on its development.

Energy Assessors Accreditation Organisations

There are multiple organisations approved to provide energy assessors, including ECMK, Elmhurst, Quidos, Stroma, Orbit, Warmecity, Gaius, Qualtek only. A domestic energy assessor must be a member of at least one of these organisations to practise.

Estate Agent Professional Bodies

There are multiple professional bodies for estate agents, including: The Association of Residential Lettings Agents, The National Association of Estate Agents , ualsagent, and Propertymark. An estate agent does not need to be a member of one of these organisations.

Advisory bodies

Industry Safety Steering Group (ISSG)

The Industry Safety Steering Group (ISSG) is a forum for industry leaders, trade and professional bodies to prioritise the built environment industry's response to the Government's Building Safety Bill. Chaired by Board of MHCLG. The aim of the ISSG is to identify and address challenges, recommend solutions, overcome barriers, and implement and accountable change with all actors in the industry to ensure the successful delivery of the Building Safety Programme.

Structural Safety: SCOSS & CROSS

Helps professionals to make structures safer by publishing safety information, based on the reports they receive and information in the public domain. They provide free safety information for the built environment.

The planning advisory service (Local gov association)

Funded by MHCLG, the Planning Advisory Service (PAS) provides consultancy, peer support, learning events and online resources to help local authorities understand and respond to planning reform

Natural England

Sponsored by DEFRA, Natural England is the government's adviser for the natural environment in England.

Leaseholder advisory service

Government funded, independent advice for residential leaseholders and park home residents

Construction Leadership Council

The Construction Leadership Council (CLC) works between industry and Government to identify and deliver actions supporting UK construction in building greater efficiency, skills and growth.

Inter-jurisdictional Regulatory Collaboration Committee (IRCC)

The purpose of the Inter-jurisdictional Regulatory Collaboration Committee (IRCC) is to promote effective international regulatory collaboration, drawing on current practice' building regulatory systems, in particular those of the UK, prescriptive, objective, or performance-based. The BSR represents the UK here.

Homes England

Homes England is the government's housing and regeneration agency. It is an executive non-departmental public body, sponsored by MHCLG, which forms partnerships that bridge the gap between the private and public sectors and encourages the design of safe, sustainable and high quality buildings.

NHS England

Provide patterns and guidance for the creating of new healthcare sites including residential facilities

Accreditation Network UK

The Accreditation Network UK is a central resource for tenants, landlords and scheme owners interested in accreditation of private rented housing. ANUK provides guidance, support and promotes best practice for scheme operators.

Regulatory bodies considered, but not included

CICAIR

The construction industry council approved inspectors scheme

This organisation no longer exists as its function is now part of the BSR

Agricultural & Horticulture Development Board (Nitrates and Planning)

Sponsored by DEFRA the Agricultural and Horticulture Development Board (AHDB) represents farmers, growers and companies in the supply chain.

As our focus is on residential buildings, this was out of scope

Office for nuclear regulation

UK's independent nuclear regulator for safety, security and safeguards.

As our focus is on residential buildings, this was out of scope

The Sports Grounds Safety Authority (SGSA)

The SGSA is the UK Government's advisor on safety at sports grounds and the world leader in safety. Put simply, our purpose is to ensure sports

As our focus is on residential buildings, this was out of scope

Public Health England / UKHSA

Public Health England was replaced by UK Health Security Agency and Office for Health Improvement and Disparities.

UKHSA as the radiating organisation has no clear link to buildings beyond site safety which is beyond our scope

Drinking Water Inspectorate

The Drinking Water Inspectorate (DWI) provides independent assurance that public water suppliers in England and Wales supply and drainage water quality is acceptable to consumers. DWI also provides planning advice water supply as

Don't play an active role in planning or maintenance in regards to property, unless it is water place

Regulated activities in the system and how they are enforced

Description

There are many regulations and regulators involved in the residential building quality and safety system, the MHCLG System Design team created this map to illustrate some of the key activities that come from these regulations. We created it as a tool to help us as a team understand what should be happening in the system according to regulation, and to highlight to others where activities and interactions happen across the life of a building.

The map describes:

- the phases across the design, development and maintenance of a residential building, aligned with our other maps
- key regulated activities including who does them, the phases of the process they happen in, and the acts, legislations or regulations which they've come from
- how these activities can be enforced, including who can undertake enforcement and the acts, legislations or regulations which give them their powers
- some of the activities which are specific to high-risk buildings

This map does not include a complete description of all the activities or regulations involved with the design, development and maintenance of residential buildings. So, you should not use it as a guide to these tasks or complying with regulations.

At this stage, we have not included how different professions are regulated and how this impacts on the activities that take place.

This map was created in February 2025.

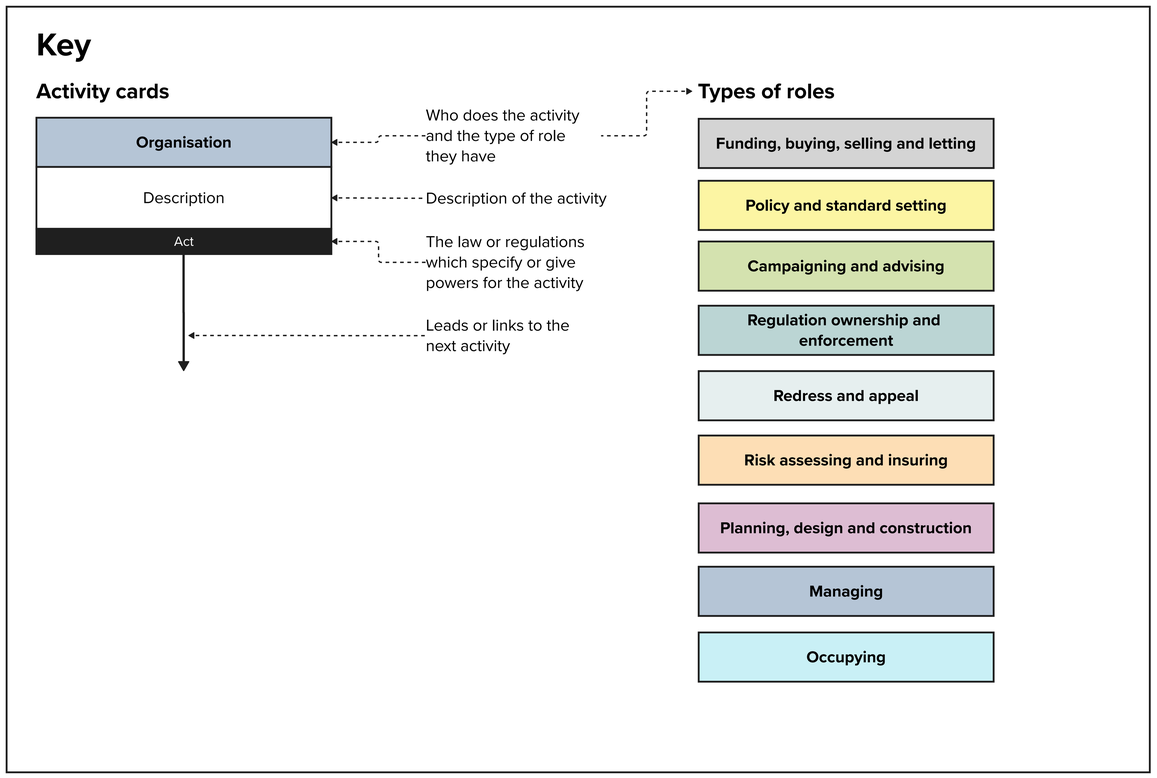
Share your feedback

This is a work in progress. If you spot any errors or identify key activities that are missing, help us maintain the accuracy of the map by emailing us at SystemDesignTeam@communities.gov.uk

How to use this map

The phases of a building's life cycle are listed and described at the top of the map, these run in sequence from left to right. Under each phase you will find descriptions of the related regulated activities and enforcement action that can be taken.

You may need to zoom in to navigate the map.



Regulated activities in the system and how they are enforced

Phase	Design
Description	In this table, the **house** and the **site/project** are interchangeable terms. Each row shows the policy, responsibility and quality criteria such as the **call-in** by homeowners, neighbours and other interested parties, **conditions** and **enforcement** actions. Some of the **conditions** are specific to individual planning applications, including for example, alterations are employed to a more appropriate for their costs.
Regulated activities	Regulatory Letters Building Control Inspectors Planning Officers Planning Inspectors Planning Officers Planning Inspectors Planning Officers Planning

Housing landscape map

Description

This map shows the different types of buildings that people live in. It includes typical residential buildings like houses where the vast majority of people live. It also includes buildings that might be designed to provide temporary or short-term accommodation, buildings constructed using non-standard methods, prisons, and buildings where residents are provided with support or healthcare.

The government departments responsible for these buildings vary depending on their use. We created this map as a tool to consider people's different housing experiences beyond these boundaries. Where you or those you know have lived can impact your behaviours and expectations around current home, and some regulations can apply across these different buildings.

The data included is from publicly available sources as of February 2025 and is for England only unless specified.

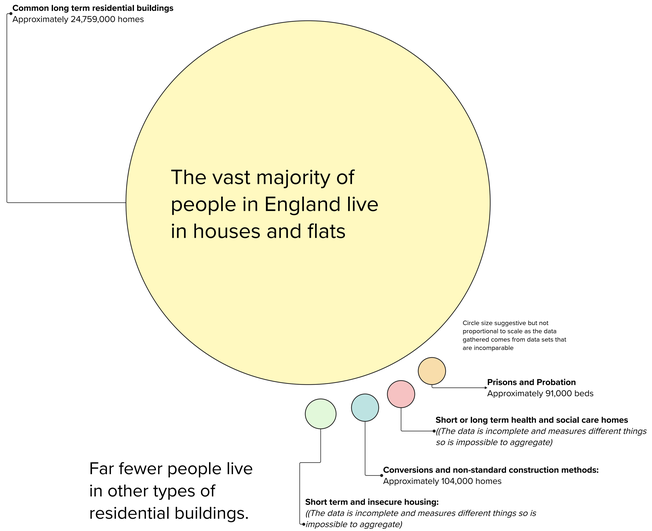
We were unable to find complete and reliable data for several building types outside of common long-term residential buildings, this impacts how we understand the scale of issues. For example, we heard from Environmental Health professionals some caravans are in poor condition and can be difficult to regulate and enforce safety in. But there is limited data about how many people live in caravans long term or how many may be rented as homes, so it's hard to know how many people might be impacted.

How to use this map

Read through the map to find out about different types of residential buildings. When possible, we have given the number of buildings of this type in England. For communal establishments, we have tried to include the number of beds or the number of people that live in these buildings.

Share your feedback

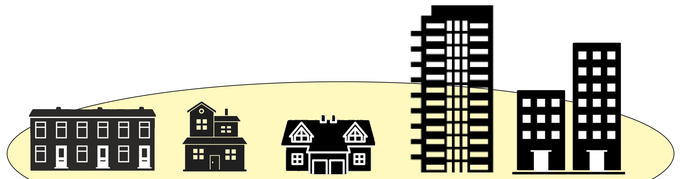
If you would like further information or have any feedback or ideas for improvements, please email us at SystemDesignTeam@communities.gov.uk



Common long-term residential buildings

These categories are about what types of common residential buildings there are in England. The vast majority of people in England live in a type of building in this category.

Each of these categories includes buildings that can be of any ownership type, including leasehold properties with a freeholder, freehold properties, and shared ownership. The residents in these buildings might have any of the different types of tenancy, including owner-occupied, private tenancy, social tenancy, and a tenancy in a HMO (either private or social). These buildings might be used as temporary accommodation.



Terraced houses

Number of dwellings: 9,684,649[1]

A whole house or bungalow that is in a terrace, including end terraces.

The figures include shared buildings (where more than one household live in the building together) and empty buildings.

Data from the 2021 Census

Detached houses

Number of dwellings: 5,393,995[1]

A whole house or bungalow that is detached.

The figures include shared buildings (where more than one household live in the building together) and empty buildings

Data from the 2021 Census

Semi-detached houses

Number of dwellings: 7,918,210[1]

A whole house or bungalow that is semi-detached.

The figures include shared buildings (where more than one household live in the building together) and empty buildings

Data from the 2021 Census

Flats (over 18m)

Number of buildings: ~12,500[2]
Number of residents: ~1,300,000[2]

Flats (7m - 18m)

Number of buildings: ~75,000[2]

Low-rise flats (2 - 5 storeys)

Number of flats: ~3,787,000[3]

[1] Dwellings figures, 2021, MHCLG
[2] Heavy lifts and Expert Knowledge Research

Flats

Total number of flats: 5,862,600[1]
Number of purpose built flats: 4,417,550[1]
Number of flats in converted houses/ buildings: 1,177,500[1]
Number of flats in commercial building: 267,500[1]

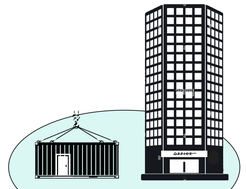
This data includes shared flats (where more than one household live in the flat together) and empty flats.

No of 2021, Census data

Conversions and non-standard construction methods.

This category includes residential buildings that are converted from other commercial uses and buildings made with non-standard construction methods. This includes things like pre-fab homes, modular homes, and container homes.

Both of these categories includes buildings that can be of any ownership type, including leasehold properties with a freeholder, freehold properties, and shared ownership. The residents in these buildings might have any of the different types of tenancy, including owner-occupied, private tenancy, social tenancy, and a tenancy in a HMO (either private or social). These buildings might be used as temporary accommodation.



Pre-fab, modular and container homes

Number of pre-fab homes: ~6,000[1]

Prefabricated houses, known as 'prefabs', were an interim solution after WW2 until the country could return to constructing permanent homes with traditional building materials. They were intended to last no more than a decade.

Container homes are homes built by converting shipping containers. Some have been built and used by local authorities as temporary accommodation, it is unclear how many of these there are in England.

Modular homes are built offsite, including kitchens, bathrooms, and stairs. They are then assembled at the location to create a building. We could not find data about how many modular homes there are in England.

No of 2021, according to the Pre-Fab Historian

Office to Housing Conversion

Number of conversions since 2016: 95,964[1]

Office to residential conversions can be completed under permitted development rights as long as the freeholder meets specific regulations. This means that these conversions do not require planning permission.

No of 2024 rate since 2016. Data from gov.uk

Prisons and Probation

This category includes buildings that house people awaiting trials or sentencing, offenders or offenders who have been released from prison on license.

Some of these people will be locked into cells at various points in the day. Building safety is critical for these residents as they will be unable to escape on their own. There were over 2200 prison cell fires in England and Wales in 2023 (NAO), increasing the capacity of the prison estate to meet demand, 2024).

These buildings are operated, maintained and inspected by other government departments, including HM Prison and Probation Service, HM Inspectorate of Probation and HM Inspectorate of Prisons.

Prisons

Number of prisoners 85,618[1]
Number of prison places 88,588[1]
Number of prisons 122[1]

This data is for England and Wales.

Prisons are operated by HM Prison and Probation Service and regulated by HM Inspectorate of Prisons in the MoJ.

No of 30 Dec, 2024. Data from GMPM.uk.gov.uk

Approved Premises

Number of Approved Premises (APs): 100[1]
Number of beds in APs 2,360[1]

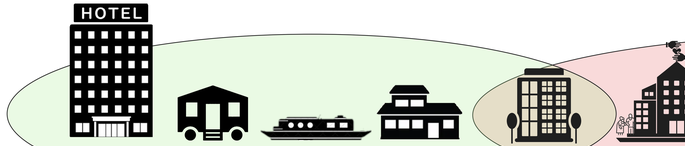
Approved premises are residential units which house ex-offenders in the community.

The majority of APs are operated by HM Prison and Probation Service. Some APs are not inspected by any regulator. HM Inspectorate of Probation is currently initiating an inspection programme for APs that would include how the buildings are maintained.

No of May 2024, report from HM Inspectorate of Prisons
[1] Data from same report but covers England and Wales

Short term and insecure housing

These are buildings which are used as short-term accommodation or are residential buildings with less secure tenancies. It is not expected that people spend long living in these buildings/dwellings but many people do. Residents in these buildings often have less secure tenancies and might struggle to access some services. Some residents in these buildings might not have access to amenities, like kitchens, and laundry.



Hotels

Number of people claiming asylum living in hotels: 25,637[1]

Number of homeless households living in B&Bs and hotels: 18,390[2]

We are only interested in people staying in hotels for a significant period of time as a form of temporary accommodation. This number has risen over the pandemic, 18,390 households in temporary accommodation, 10,360 were living in B&B and hotels (B&B) in temporary accommodation in June 2024, up 30.5% from the same time last year[2].

People who live in hotels often don't have access to cooking or laundry facilities, and families have to share one room. They have little space and can be moved on at short notice when the hotel needs the rooms back.

No of 2024, Refugee Council
No of Dec 2024, MHCLG Statutory Homeless data

Caravans, boats and other mobile or temporary structures

Number of occupied caravans, boats, mobile structures or temporary structures (excluding Traveller caravans and boats) 99,899[1]
Number of Traveller caravans 12,765[1]
29,622[2]

The number of people living in homes in this section has increased by 15,000 since the 2011 census. We do not know how many people live in each type of mobile structure.

A static caravan, also called a park home or mobile home, must be able to be moved in one piece and by law, the vast majority of people live in static caravans. We do know the number of Traveller caravans.

Not everyone who lives on a boat has a mooring. Many boaters have 'continuous cruising licenses'. The conditions of these licenses mean they must cruise and not live on their boat. They might struggle to access services and do not have a fixed address.

Data from the 2021 Census
[1] The number of caravans or other mobile or temporary structures (excluding Traveller caravans and boats) in England in January 2021 was 99,899 (Table 101). This includes 12,765 Traveller caravans. The total number of caravans which suggested that 36.2% of travellers lived already in bricks-and-mortar accommodation. Taking into account the Traveller caravans, this means that 29,622 (36.2% of 81,899) caravans are not accounted for, as we do not know the proportion of transient travellers. In the last Gypsy Roma and Traveller Accommodation Assessment, 10% of Travellers said they lived in a caravan.
[2] Gypsy Roma and Traveller Accommodation Assessment, 2021

Homeless Shelters

Number of people living in hostels and homeless shelters: 13,955[1]

Number of accommodation projects for homeless people: 907[1]

Number of day centres: 168[1]

When homeless people in England are housed, it is often in a hostel or shelter. We include temporary lights. This section covers emergency, short term accommodation

There is likely to be some significant overlap between this section and the supported housing section.

Data from the 2021 Census
[1]Gypsy Roma and Traveller Accommodation Assessment, 2021

Supported Housing

Number of social sector supported housing units: 509,873[1]
Number of units for older people: 349,300[1]
Number of units for short term or transitional housing: 17,600[1]
Number of long term supported units for working age people with disabilities 74,400[1]

Supported housing has been defined as accommodation which is provided alongside care, support or supervision to help people with specific needs to live independently as far as possible in the community. The figures here are dwellings or units within the social rent or affordable rent sector. We cannot find data that tells us how many units there are in the private sector.

Housing units in this section might also be counted in the "homeless shelter" section.

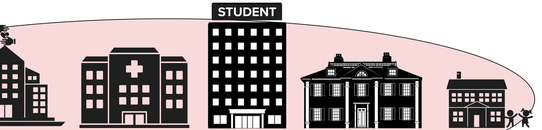
Data from the 2021 Census
[1] Data from 2021 Supported Housing Review

Short or long term health and social care

These buildings are the buildings where people live or stay long term and are supported in their needs. This could be because the residents are children, or require health or social care.

Residents might share a room, have their own room, or their own self-contained flat or house within a building or complex.

These buildings might be regulated by legislation that is owned by other government departments, like the Department for Education and Department for Health and Social Care.



Residential Care Homes and Nursing Homes

Number of Registered Care Homes: 10,018[1]
Number of people living in Care Homes: 113,470[1]
Number of Nursing Homes: 600[2]
Number of people living in Nursing Homes: 51,450[1]

A care home is supported accommodation that provides support with personal care, like dressing and washing, as well as opportunities for activities and socialising. Some care homes provide residential nursing care for those residents who need higher levels of care, whether that is immediate care following being discharged from a hospital or a long-term care need.

Both care homes and nursing homes can be independent or state-funded. Both types provide support for a range of needs, including old age, learning disabilities and memory disorders.

[1] CQC, 2024
[2] Office for National Statistics, 2024

Residential healthcare settings

Number of people in general hospitals: 99,5[1]
Number of people in mental health hospitals for 6 months: 10,610[1]
Number of people in other hospitals for 6 months: 1,395[1]

These are units or wards where patients are expected to stay for long periods of time.

This could include places like rehabilitation facilities for serious injuries, addiction, eating disorders and mental health support.

Data from the 2021 Census

Student Accomodation

Number of people living in private built accomodation 200,990[1]

Number of people living in university-maintained halls 347,580[1]

This data is for purpose built student accomodation. We could not find data that's first data for England specifically. Many students in the UK live in HMOs in the private rented sector.

Data from 2021/22 academic year. Data from Cushman and Wakefield

Boarding Schools and other Residential Schools

Number of schools: 640[1]
Boarding Schools 600[1]
Residential Special Schools 40[1]

These buildings are schools with a residential setting. They can be boarding schools or special schools. These can be state-funded but the majority are independent.

No of Dec 2024. Data from DfE Get Information About Schools

Children's Homes

Number of children's homes: 2499[1]
Number of children in children's homes: 14,340[1]
Number of residential schools: 104[1]

A children's home is an establishment that provides care and accommodation for children. Children's homes vary in size and nature. They fulfil a range of purposes designed to meet the different needs of those children who are looked after and placed as needing a residential care placement. Some homes, for example, provide short breaks, which are needed to help support children and their family. Some residential schools provide accommodation and children's homes because boarders are resident for more than 295 days per year.

No of Jan 2025. Data from Ofsted reports and Children's social care

Who lives in and is responsible for multiple occupancy buildings e.g. blocks of flats?

Description

This map shows the different people who live in and manage some multi-occupancy buildings e.g. blocks of flats, their roles and their scale in England.

The data included is from publicly available sources as of February 2025.

We came across several gaps and conflicting sources of data. There are many roles involved in living in, owning and managing multi-occupancy buildings, in part due the layering of policies aimed to improve the management of these buildings. Roles involved can change over time depending on management decisions, but these changes are rarely documented in a way that's easy to find. This means policy decisions must consider a complex variety of people, whose scale within the system is often unclear. But what is clear is that in many cases those managing buildings are not professionals.

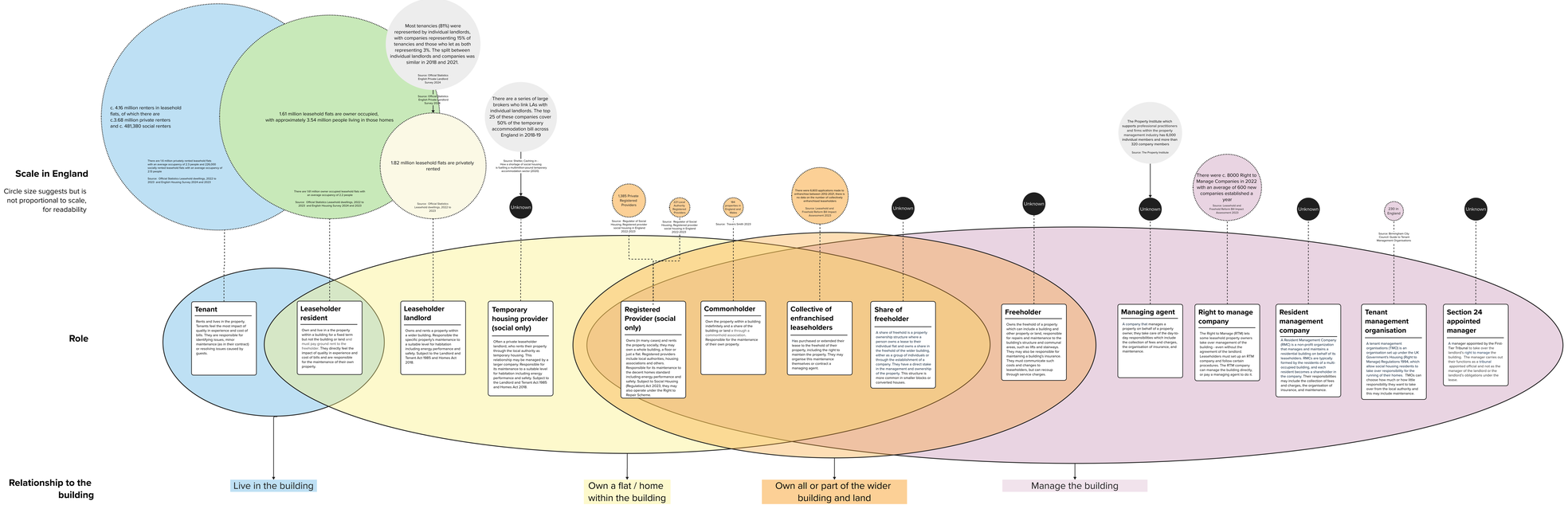
How to use this map

This map was designed to be used when considering policy or design that may impact these buildings and their management, so that the different roles and their needs are considered.

Roles are grouped by their relationship to the building. A circle above gives data on the scale of that role in England, the circle's size indicates but is not completely proportional to scale to aid readability.

Share your feedback

If you have any feedback or ideas for improvements, please email us at SystemDesignTeam@communities.gov.uk



Building maintenance maps

Description

These maps show the factors which influence whether housing's quality, safety and sustainability are maintained or improved once built.

We created these maps as tools to:

- consider emerging issues, by identifying where they appear on the map and following the arrows backwards to find a root cause
- review future interventions, by identifying what they would impact and considering the related factors which may enable or pose a risk to their success.

How to use these maps

Each shape includes a factor that will influence whether a home is maintained. These factors are linked by arrows. Follow the arrows to understand how different factors influence each other.

For example if you have a 'legal or personal responsibility to identify issues' it may influence whether you 'look to identify issues and opportunities for improvement' which in turn influences whether 'issues and opportunities to improve the building are identified'.

There are 3 overarching groups of factors:

1. Identifying issues
2. Taking action to maintain
3. Effectively completing works

Maps in this series

General factors map
The first map in this pack, shows the factors which influence housing maintenance in general.

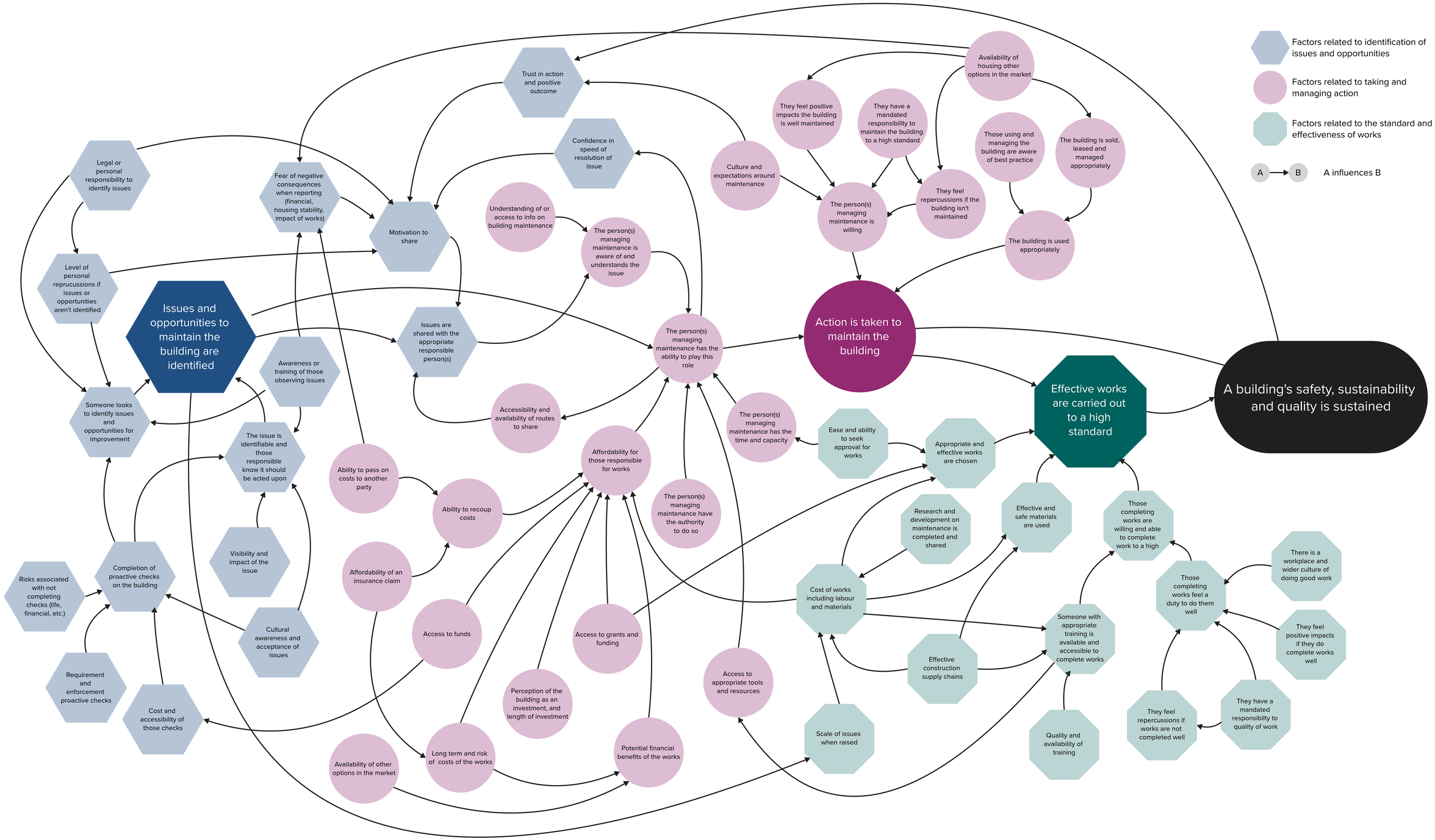
Housing type specific maps
Then we have created a series of 6 maps which show the specific considerations within different housing types. These maps include roles and responsibilities involved in maintenance for the type of building. They also highlight the factors which have a significant impact on whether properties' quality and safety is maintained through occupation.

The housing types included are:

1. Owned occupied homes (which includes freeholder residents in individual homes, and commonholders, leaseholders and shared owners maintaining their own properties)
2. Shared spaces and facilities in multiple occupancy buildings like blocks of flats (freeholders, commonholders, leaseholders and shared owners where they share facilities)
3. Private rented homes
4. Social rented homes
5. Residential healthcare and educational facilities (These are grouped as they follow similar processes)
6. Licensed buildings with property guardians

Share your feedback
If you have any feedback or ideas for improvements, please email us at SystemDesignTeam@communities.gov.uk

Factors influencing property maintenance



Owner occupied properties

Roles

Owner

Lives in the property. Feels most impact of quality in experience, improvements for investment and cost of bills. Responsible for all maintenance and improvement.

Includes freeholders of houses, and leaseholders, commonholders and shared owners within their own dwellings.

Assessment contractor

Individuals with specific expertise and accreditation (electrical, gas, environmental). Hired to carry out inspections of properties.

Works contractor

Hired to complete works on properties. Most commonly sole traders or small companies.

Courts and Trading Standards

Routes for redress where there are issues with works completed.

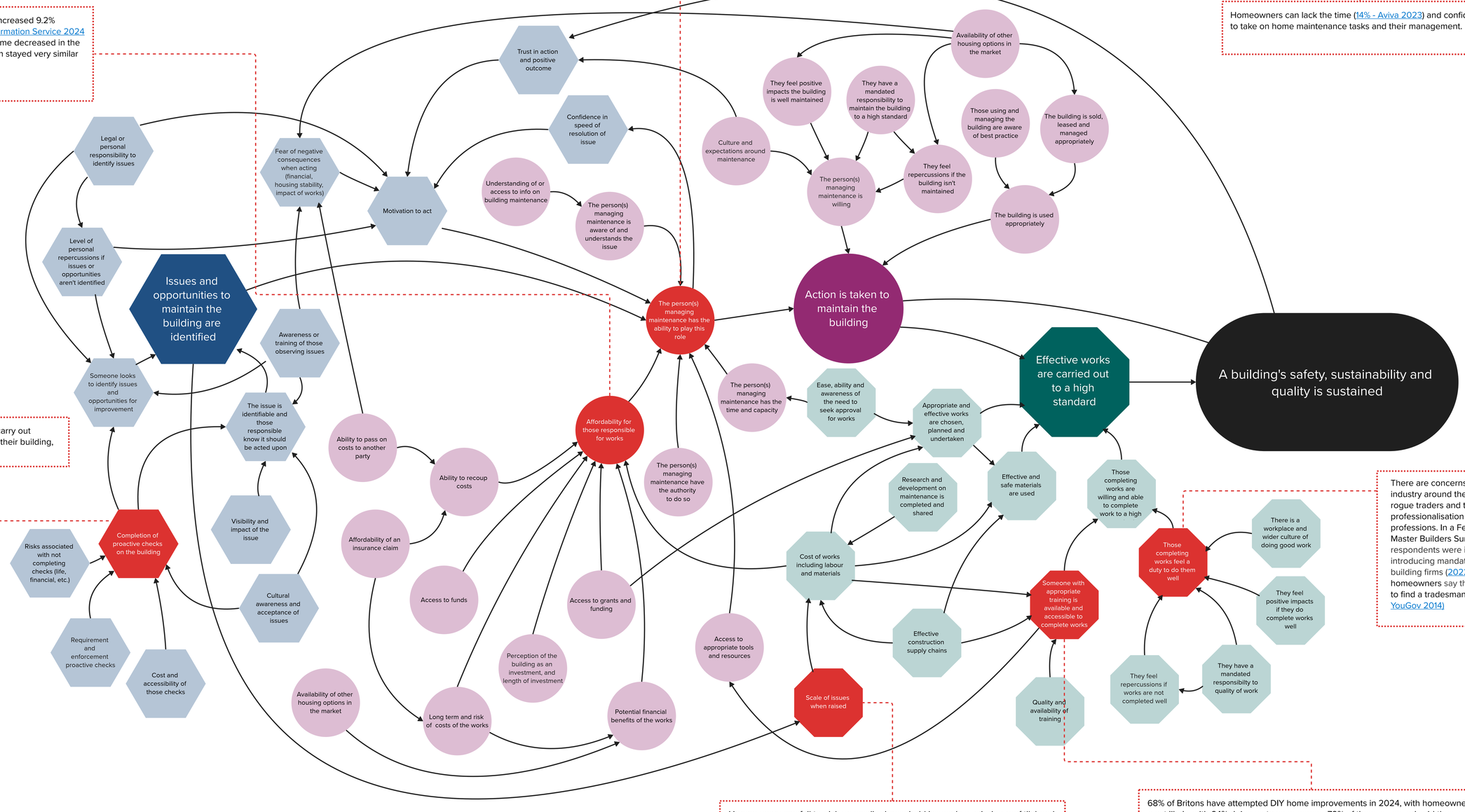
Local authority

Should ensure all buildings used for residential purposes meet housing safety standards. Has a legal duty to keep housing conditions in their area under review and identify any action needed.

- Factors related to identification of issues and opportunities
- Factors related to taking and managing action
- Factors related to the standard and effectiveness of works
- Key current pain points

The cost of repair and maintenance works increased 9.2% between 2023 and 2024 (Building Cost Information Service 2024) but the median household disposable income decreased in the financial year ending 2023 by 2.5% and then stayed very similar into 2025 (ONS 2024, ONS 2025).

Homeowners can lack the time (14% - Aviva 2023) and confidence to take on home maintenance tasks and their management.



There is no requirement for homeowners to carry out proactive checks on the quality and safety of their building, outside of the sale of their home.

There are concerns within the industry around the number of rogue traders and the lack of professionalisation of constructions professions. In a Federation of Master Builders Survey, 86% of respondents were in favour of introducing mandatory licensing for building firms (2022). 58% of UK homeowners say they find it difficult to find a tradesman they trust (YouGov 2014)

Homeowners can fail to pick up smaller household issues (e.g. missing roof tile) and instead take action when there are bigger, more costly issues (e.g. leaking roof)

68% of Britons have attempted DIY home improvements in 2024, with homeowners most likely, with 64% doing so to save money. 79% of those surveyed said they spent money hiring a professional to fix botched DIY jobs (Yell 2024).

Multiple occupancy buildings

Roles (Not all roles are present in all buildings, and this will depend on the ownership and management structures)

Leaseholder

Owns the property within a building for a fixed term, but not the building or land. Must pay ground rent to the freeholder. Responsible for maintenance of their own property.

Tenant

Lives in the property. Feels most impact of quality in experience and cost of bills. Responsible for identifying issues, minor maintenance (as in their contract) or resolving issues caused by guests.

Landlord

Owns and rents the property. Responsible for its maintenance to a suitable level for habitation including energy performance and safety. Subject to the Landlord and Tenant Act 1985 and Homes Act 2018.

Freeholder

Owns the freehold of a property which can include a building and other property or land. Responsible for repairs and maintenance to the building's structure and shared parts of the building, such as lifts and communal stairways.

Collective of enfranchised leaseholders

Has purchased or extended their lease to the freehold of their property, including the right to maintain the property.

Commonholder

Owns the property within a building for a fixed term and a share of the building or land a through a commonhold association. Responsible for the maintenance of their own property.

Managing agent

A company that may manage a property on behalf of a freeholder or resident-led management organisation. Takes care of day-to-day responsibilities including maintenance and management.

Section 24 appointed manager

A manager appointed by the First-Tier Tribunal to take over the landlord's right to manage the building. The manager carries out their functions as a tribunal appointed official and not as the manager of the landlord or the landlord's obligations under the lease.

Resident-led management organisation

A company or organisation which manages the building as directed by residents and leaseholders. This may include Resident Management Companies, Right-to-Manage Companies, Commonhold Associations, or Share of Freehold Companies. These organisations may manage the maintenance and service charge collection in a building, or may appoint a managing agent to do this on their behalf. Tenants Associations when recognised have a legal right to have surveys conducted on the building, influence contractors chosen and be consulted on building management.

Works contractor

Hired to complete works on properties. Most commonly sole traders or small companies.

Assessment contractor

Individuals with specific expertise and accreditation (electrical, gas, environmental). Hired to carry out inspections of properties.

Local authority

Should ensure all buildings used for residential purposes meet housing safety standards. Has a legal duty to keep housing conditions in their area under review and identify any action needed.

Courts and Housing Ombudsman

Routes for redress where there are issues.

Factors related to identification of issues and opportunities

Factors related to taking and managing action

Factors related to the standard and effectiveness of works

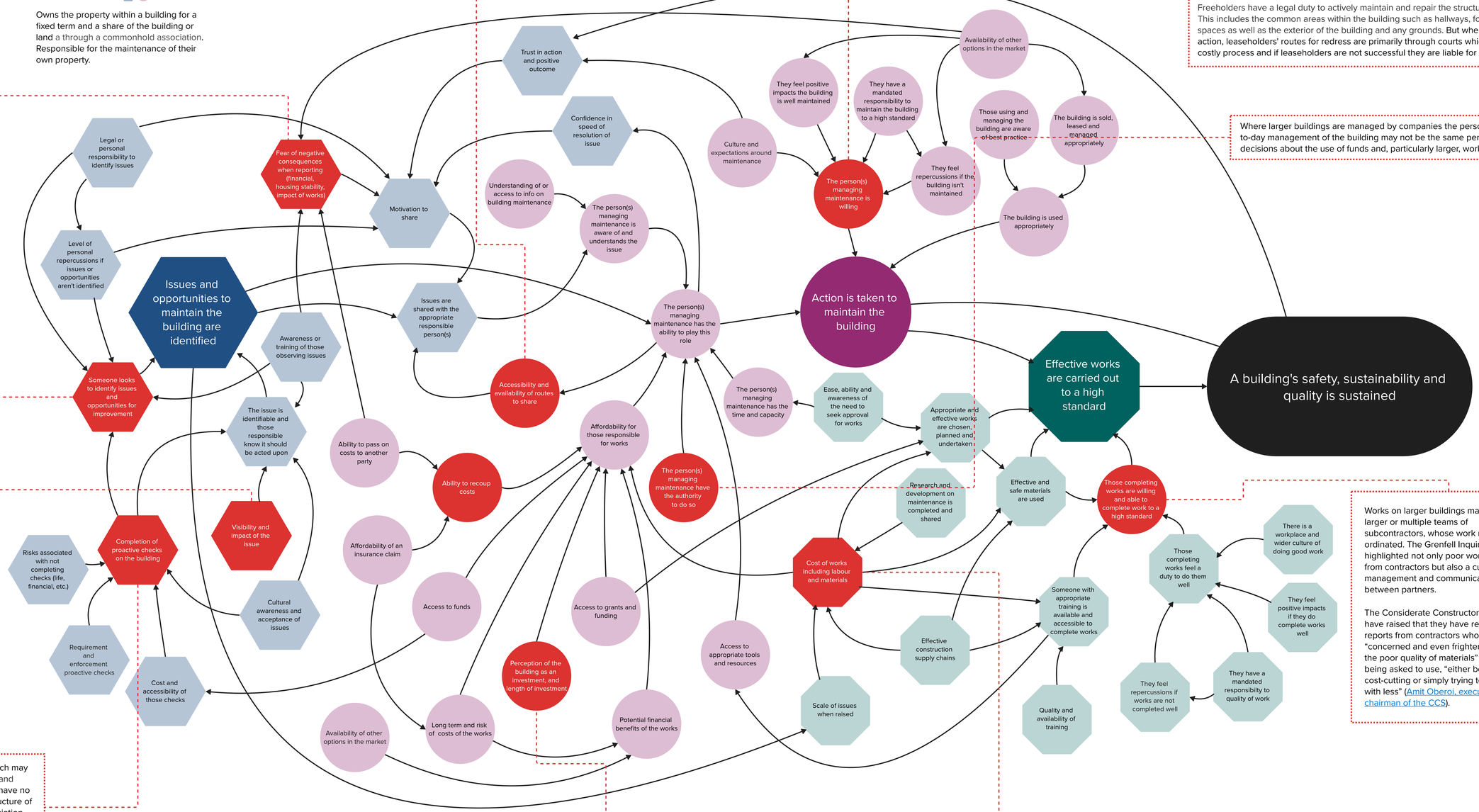
Key current pain points

From resident engagement in remediation, we have heard that communication between managing agents, RTM/Resident Management companies and freeholders and the people who live in buildings as leaseholders is often poor and complex. This is particularly the case for tenants who may get second hand information from landlords. Who do residents need to contact in which situation may not be clear and response times and quality are variable.

Freeholders have a legal duty to actively maintain and repair the structure of the building. This includes the common areas within the building such as hallways, foyers and any shared spaces as well as the exterior of the building and any grounds. But where they don't take this action, leaseholders' routes for redress are primarily through courts which is a significant and costly process and if leaseholders are not successful they are liable for freeholders legal fees.

While freeholders, when managing a building, are responsible for maintaining common areas and make decisions on the costs and scale of works undertaken, it is leaseholders who are responsible for paying these costs through service charges or increased insurance rates. They should consult before doing any work that will cost each leaseholder more than £250 in total or £100 per year.

Where larger buildings are managed by companies the person responsible for day-to-day management of the building may not be the same person who takes decisions about the use of funds and, particularly larger, works undertaken.



As there are no mandated proactive checks on shared spaces, identifying issues falls to the day-to-day manager of the building and residents. Residents may be less likely to identify issues in shared spaces where they spend less time and feel less duty. Safety and quality risks in large buildings may be complex and harder to identify for those who have not had training or guidance.

In buildings comprising of multiple dwellings the impacts of shared structures may not be as directly identifiable e.g. it may be hard for a resident to identify the cause of increased energy or water bills beyond their own properties where these aren't significant hazards.

Works on larger buildings may require larger or multiple teams of subcontractors, whose work must be co-ordinated. The Grenfell Inquiry highlighted not only poor workmanship from contractors but also a culture of poor management and communication between partners.

The Considerate Constructors Scheme have raised that they have received reports from contractors who are "concerned and even frightened about the poor quality of materials" they were being asked to use, "either because of cost-cutting or simply trying to build more with less" (Amit Oberoi, executive chairman of the CCS).

The responsible person for the building, which may be the freeholder, must conduct a 'suitable and sufficient' fire risk assessment. Freeholders have no obligation to do proactive checks on the structure of the building. Where there is a Tenants Association, they have the right to appoint a surveyor to assess the building where there are concerns or to query a service charge.

Freeholds are often considered as ground rent investments, the potential of which isn't reliant on improvement to the building as it is a fixed cost.

When repairs are required to larger shared buildings these are often significant given the scale of works required, and the cost of repair and maintenance works increased 9.2% between 2023 and 2024 (Building Cost Information Service 2024)

Roles

Tenant

Lives in the property feels most impact of quality in experience and cost of bills. Responsible for identifying issues, minor maintenance (as in their contract) or resolving issues caused by guests.

Landlord

Owns and rents the property. Responsible for its maintenance to a suitable level for habitation including energy performance and safety. Subject to the Landlord and Tenant Act 1985 and Homes Act 2018.

Managing agent

A company that may manage a property on behalf of a landlord, taking care of the day-to-day responsibilities including maintenance and management.

Assessment contractor

Individuals with specific expertise and accreditation (electrical, gas, environmental). Hired to carry out inspections of properties.

Works contractor

Hired to complete works on properties. Most commonly sole traders or small companies.

Local authority

Should ensure all buildings used for residential purposes meet housing safety standards. Has a legal duty to keep housing conditions in their area under review and identify any action needed.

Courts and Housing Ombudsman

Routes for redress where there are issues.

- Factors related to identification of issues and opportunities
- Factors related to taking and managing action
- Factors related to the standard and effectiveness of works
- Key current pain points

Three in four (76%) of private renters in England – equivalent to more than 6.2 million people – have experienced disrepair in their home (Shelter & YouGov 2023).

Private renters who complained to their landlord, letting agent or local council in the last three years were two and a half times (159%) more likely to be handed an eviction notice than those who had not complained (Shelter & YouGov 2023). Renters have raised concerns their landlord would increase their rent if they complain (A fairer private rented sector, 2022).

Private rented landlords and managing agents do not experience issues or the benefits of improvements as directly as tenants. There is also little enforcement or market pressure to encourage high standards. This leaves landlords with few incentives to maintain properties.

Where tenants have clear contact and strong relationships with their landlord or managing agent, this process can work well. But where there are issues in this communication, escalation is a multistage process involving a designated person (e.g. MP) and then a local authority. Students renting also often turn to friends, family or their universities for support before their landlords (Save the Student, National Accommodation Student Survey 2024)

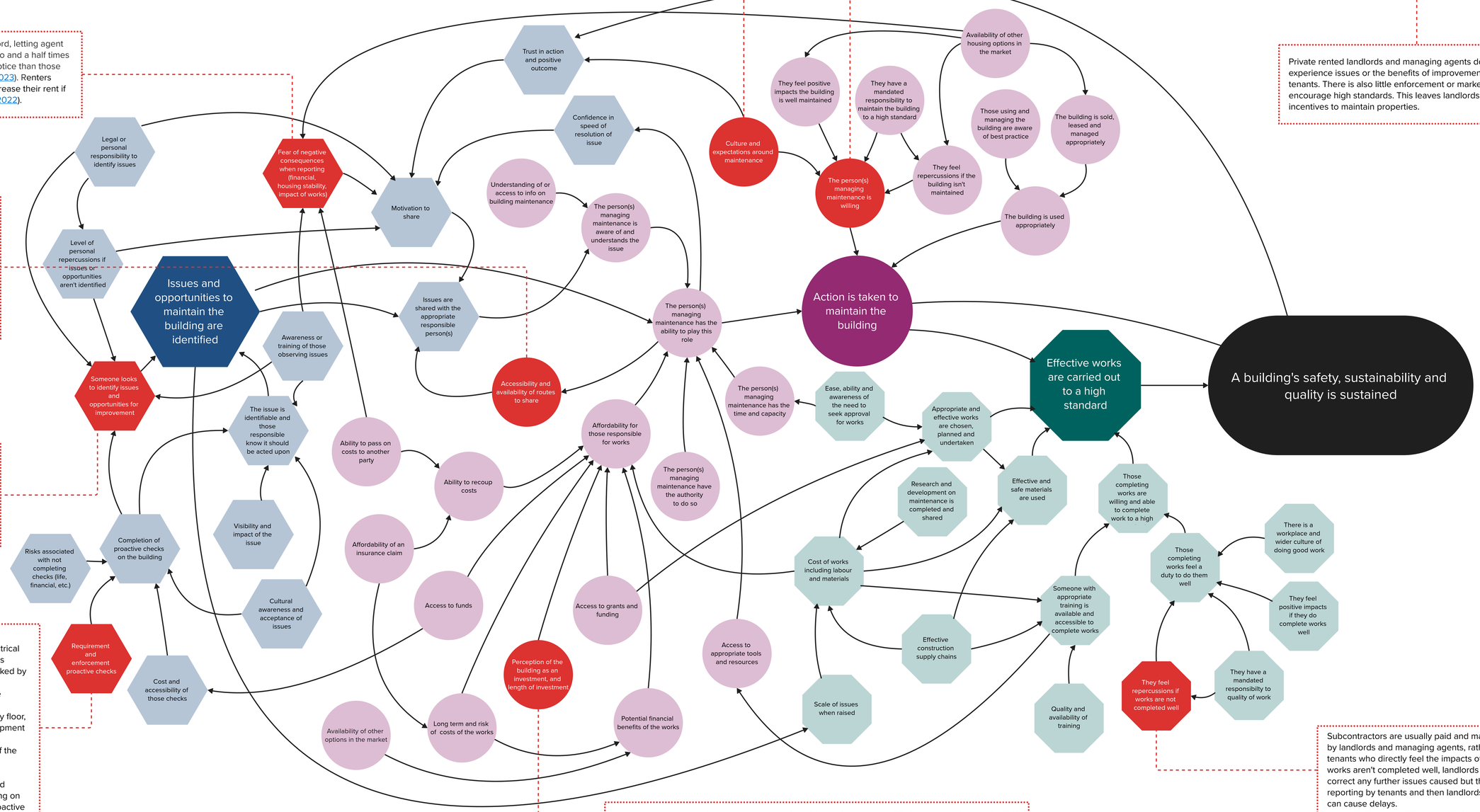
Tenants have a duty to identify and report issues within properties but are unlikely to be given guidance on what to look for. Tenants may prioritise short term issues that directly impact their experience or costs as they have little incentive to maintain the long term quality of the building.

Landlords must

- have a registered electrician deliver an Electrical Installation Condition Report every five years
- have gas appliances, boilers and flues checked by a registered Gas Safe Engineer annually
- have a valid Energy Performance Certificate showing performance at level E or above
- check there are working fire alarms on every floor, carbon monoxide detectors, fire safety equipment and suitable escape routes

The should also regularly check the condition of the property and water supply.

The enforcement of these inspections varies and often relies on reporting by tenants as depending on how properties are listed for rent there is no proactive enforcement.



Subcontractors are usually paid and managed directly by landlords and managing agents, rather than tenants who directly feel the impacts of works. Where works aren't completed well, landlords have a duty to correct any further issues caused but this relies on reporting by tenants and then landlords acting which can cause delays.

More landlords viewed their role 'as an investment for rental income' (48%) than for capital growth (27%) (English Private Landlord Survey 2021) and so their focus on maintenance is likely to be on those factors that will support rental income rather than long term investment in the quality of the home. We heard in our research of private rental landlords only making changes to properties when reletting them.

Roles

Tenant

Lives in the property feels most impact of quality in experience and cost of bills. Responsible for identifying issues, minor maintenance (as in their contract) or resolving issues caused by guests.

Tenant Management Organisation

A tenant management organisation (TMO) is an organisation set up under the UK Government's Housing (Right to Manage) Regulations 1994, which allows social housing residents to take over responsibility for the running of their homes. TMOs can choose how much or how little responsibility they want to take over from the local authority and this may include maintenance.

Registered Provider

Owns and rents the property. Responsible for its maintenance to the decent homes standard including energy performance and safety. Subject to Social Housing (Regulation) Act 2023, they may also operate under the Right to Repair Scheme.

Temporary housing provider

Usually a private landlord, who owns and rents the property through the local authority as temporary housing. Responsible for its maintenance to a suitable level for habitation including energy performance and safety. Subject to the Landlord and Tenant Act 1985 and Homes Act 2018.

Management services

A company that may manage a property on behalf of a Registered Provider. Takes care of the day-to-day responsibilities including maintenance and management.

Assessment contractor

Individuals with specific expertise and accreditation (electrical, gas, environmental). Hired to carry out inspections of properties.

Works contractor

Hired to complete works on properties. Most commonly sole traders or small companies.

Local authority

Own and run some social housing as a Registered Provider. Responsibility to ensure all buildings used for residential purposes meet housing safety standards. Local authorities have a legal duty to keep the housing conditions in their area under review and identify any action that may need to be taken.

Social Housing Regulator

An arms length body of MHCLG which undertakes regulation and inspection of providers of social housing, may take action if these standards are breached and there is a significant risk to tenants or potential tenants.

- Factors related to identification of issues and opportunities
- Factors related to taking and managing action
- Factors related to the standard and effectiveness of works
- Key current pain points

In a Households in Temporary Accommodation All-Party Parliamentary Group report (2023), residents talked about not knowing what services they could access help from. This was particularly true of residents who had been placed out of area, away from their support networks. In temporary accommodation, a resident must communicate directly with the housing provider not the local authority who has placed them for repairs.

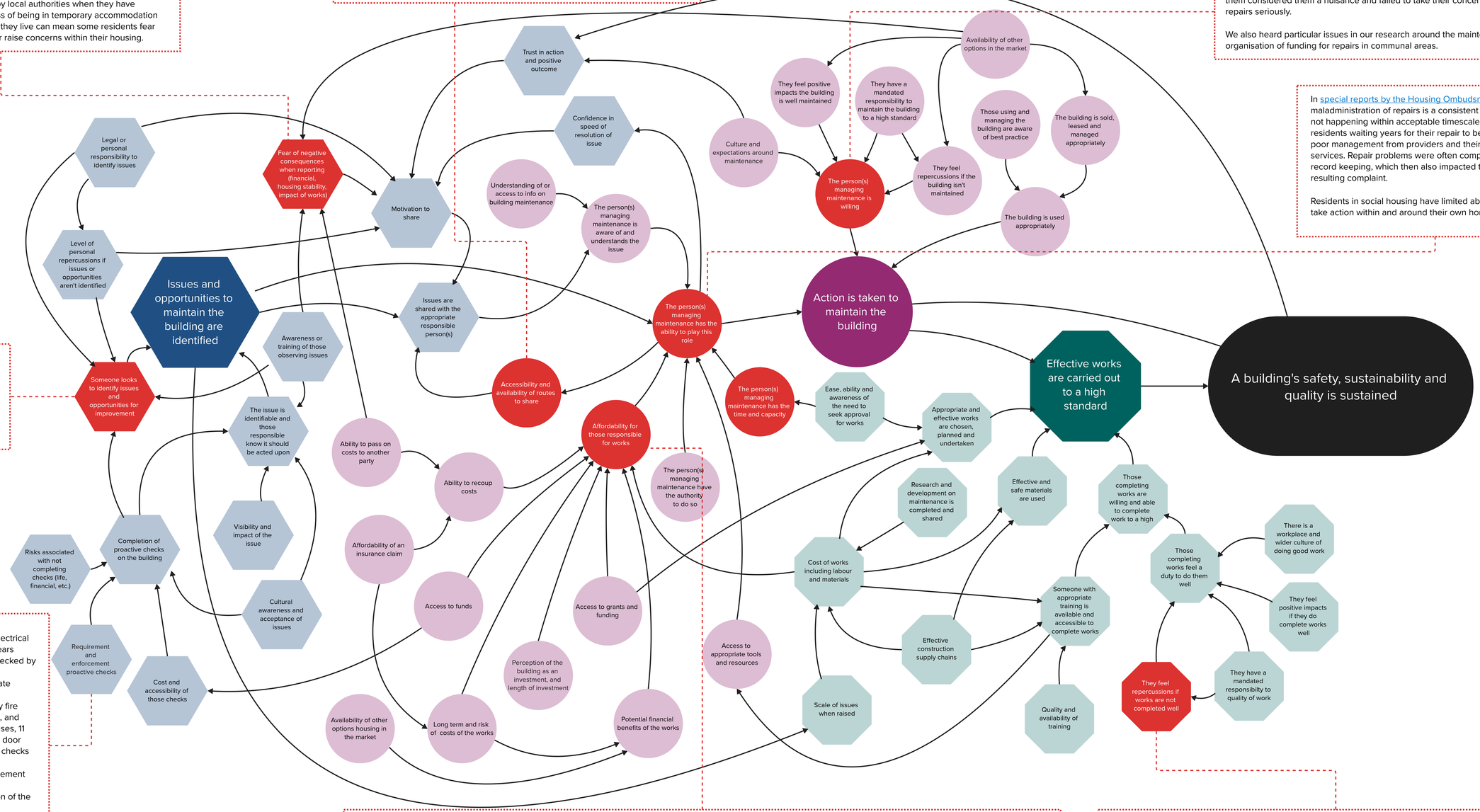
Tenants are placed in temporary housing by local authorities when they have become homeless. This precarity, the stress of being in temporary accommodation and having little to no choice about where they live can mean some residents fear negative consequences if they complain or raise concerns within their housing.

In the case of Grenfell, the relationship between the TMO and residents was difficult for many years. Residents felt the TMO was uncaring, a bully, belittling, marginalising them considered them a nuisance and failed to take their concerns and requests for repairs seriously.

We also heard particular issues in our research around the maintenance and organisation of funding for repairs in communal areas.

In special reports by the Housing Ombudsman, maladministration of repairs is a consistent theme, with repairs not happening within acceptable timescales (with some residents waiting years for their repair to be completed) due to poor management from providers and their management services. Repair problems were often compounded by poor record keeping, which then also impacted the handling of the resulting complaint.

Residents in social housing have limited ability or authority to take action within and around their own homes.



Tenants have a duty to identify and report issues within properties but are unlikely to be given guidance on what to look for. Tenants may prioritise short term issues that directly impact their experience or costs as they have little incentive to maintain the long term quality of the building.

Registered Providers must

- have a registered electrician deliver an Electrical Installation Condition Report every five years
- have gas appliances, boilers and flues checked by a registered Gas Safe Engineer annually
- have a valid Energy Performance Certificate showing performance at level E or above
- for buildings over 18m, undertake monthly fire equipment checks, install proper signage, and keep updated records. For smaller high-rises, 11 metres or above, quarterly communal fire door checks and annual flat entrance fire door checks are mandated.
- conduct annual tenant satisfaction engagement

They should also regularly check the condition of the property and water supply.

Local authorities and the Social Housing Regulator should inspect properties. The Social Housing Regulator only began these activities in 2024.

Social housing budgets, particularly for those run by local authorities are pressured. In London, boroughs' have reported their housing revenue accounts (HRAs) are under pressure due to the combination of reduced resources and increasing costs (including high inflation, additional fire safety requirements, and more repairs needed to London's ageing housing stock). Three London boroughs forecast they could run out of HRA reserves in the next four years, with boroughs facing a 'black hole' in their social housing finances of £700m between 2023/24 and 2027/28 (London Councils 2024). The House of Commons Committee report on the Finances and Sustainability of the Social Housing Sector, also notes in many cases social housing providers are faced with the challenge that some homes would cost more to remediate than the homes are worth.

When a Registered Provider's obligations are carried out by a third party, which may subcontract, good administration and oversight is both more complicated and more important. Landlords should proactively monitor jobs and intervene when it becomes clear a resident's issue is not being resolved. But this is not always the case, in a 2024 investigation into Hyde Housing Association the Housing Ombudsman found a failure to have effective oversight of its contractors' progress contributed to significant repairs being delayed for a vulnerable residents.

Roles

Resident

Lives in the property feels most impact of quality in experience and safety

Resident families

In privately funded facilities, residents' families or other funders pay fees which must cover the maintenance of the building.

Staff inc. maintenance

Supports residents and runs the facility. Responsible for identifying and reporting issues, if in a maintenance role they may also be responsible for managing and resolving issues.

Managing organisation

Operational responsibilities for buildings' maintenance systems lie with the Head (maintained schools), the proprietor (independent schools) or manager (residential health facility).

Governors (education only)

In schools the overall responsibility for the quality and upkeep of the buildings and premises lies with the governors, through the appropriate sub-committee.

Local government and social care ombudsman (health only)

Investigate individual complaints about adult social care providers (including care homes and home care agencies) and some other public service organisations.

Local authority

Should ensure all buildings used for residential purposes meet housing safety standards. Has a legal duty to keep housing conditions in their area under review and identify any action needed. Provide the funding for state run schools.

Ofsted (education only)

Inspect schools and residential educational facilities using the social care common inspection framework (SCCIF).

CQC (health only)

An arms length body of DHSC and the independent regulator of health and social care in the England, including the buildings these services are run from. Their responsibilities include inspections of sites and redress for complaints.

DFE (education only)

Set standards for all schools and residential educational facilities and allocates funds to those which are run by the state, may provide funding for maintenance through capital funds. Handles redress and complaints.

NHSE (health only)

Set standards and provide design patterns for healthcare facilities, provide funding for state run residential care places.

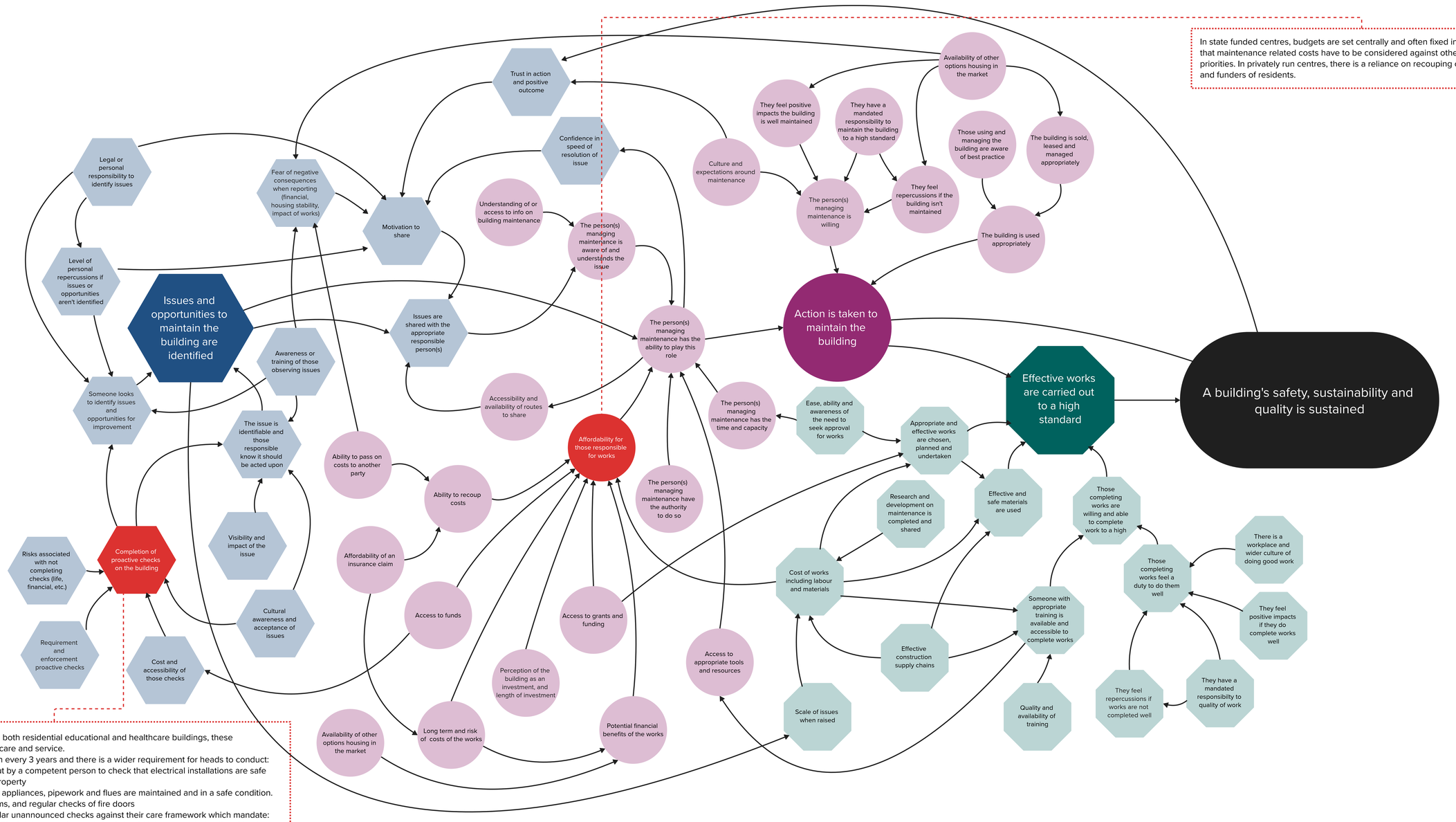
Works contractor

Hired to complete works on properties. Most commonly sole traders or small companies.

Assessment contractor

Individuals with specific expertise and accreditation (electrical, gas, environmental). Hired to carry out inspections of properties.

- Factors related to identification of issues and opportunities
- Factors related to taking and managing action
- Factors related to the standard and effectiveness of works
- Key current pain points



In state funded centres, budgets are set centrally and often fixed in advance meaning that maintenance related costs have to be considered against other funding priorities. In privately run centres, there is a reliance on recouping costs from families and funders of residents.

There are some mandated regular checks on both residential educational and healthcare buildings, these requirements are part of wider standards for care and service.

In educational facilities, SCIFF checks happen every 3 years and there is a wider requirement for heads to conduct:

- periodic inspections should be carried out by a competent person to check that electrical installations are safe
- periodic inspections for damage to the property
- an annual gas safety check and ensuring appliances, pipework and flues are maintained and in a safe condition.
- an annual check of fire alarms and systems, and regular checks of fire doors

In healthcare facilities the CQC conduct regular unannounced checks against their care framework which mandate:

- Premises must be fit for purpose in line with statutory requirements and should take account of national best practice
- There should be regular health and safety risk assessments of the premises
- People's needs must be taken into account when premises are designed, built, maintained, renovated or adapted.

Roles

Property guardian

Lives in the property under a license rather than a tenancy agreement. Feels most impact of quality in experience and cost of bills. Responsible for identifying issues, minor maintenance (as in their contract) or resolving issues caused by guests.

Owner

Owns what would be a vacant property, if not licensed to a property guardian.

Managing agent

A property guardian company finds residents for unused premises that they normally don't own, for the purpose of securing and safeguarding the property. R esponsible for finding and managing guardians and the conditions of buildings.

Assessment contractor

Individuals with specific expertise and accreditation (electrical, gas, environmental). Hired to carry out inspections of properties.

Works contractor

Hired to complete works on properties. Most commonly sole traders or small companies.

Local authority

Should ensure all buildings used for residential purposes meet housing safety standards. Has a legal duty to keep housing conditions in their area under review and identify any action needed.

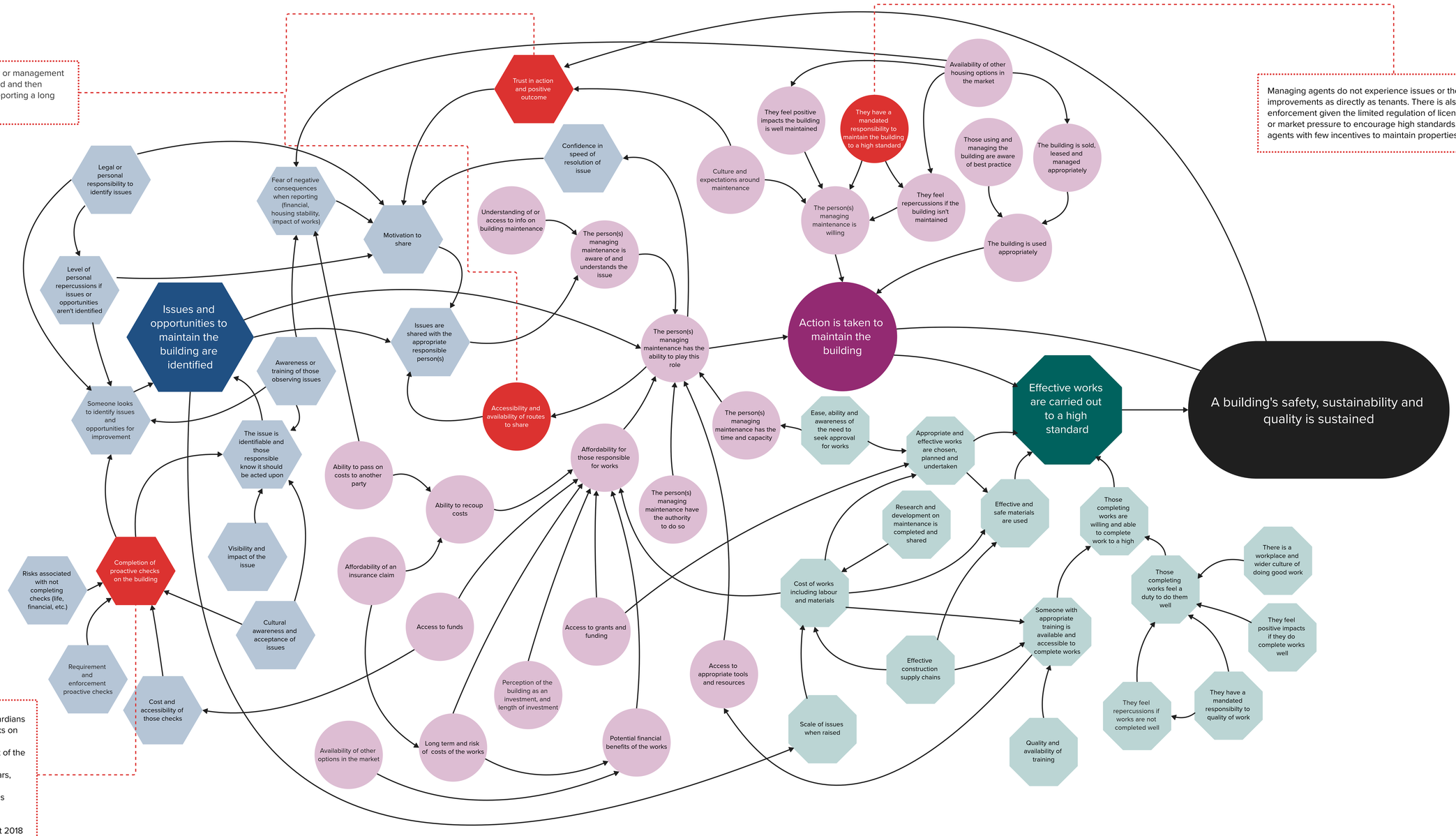
Property guardian providers association

Routes for redress where there are issues, but primarily for owners and property guardian companies rather than residents.

- Factors related to identification of issues and opportunities
- Factors related to taking and managing action
- Factors related to the standard and effectiveness of works
- Key current pain points

In order for action to be required by the owner or management company a category 1 hazard must be identified and then reported through the local authority, making reporting a long and multi-party process.

Managing agents do not experience issues or the benefits of improvements as directly as tenants. There is also little enforcement given the limited regulation of licensed buildings or market pressure to encourage high standards. This leaves agents with few incentives to maintain properties.



Owners of properties inhabited by property guardians have very few requirements for proactive checks on buildings. They must:

- provide gas safety information at the outset of the building becoming a dwelling
- provide electrical safety checks every 5 years, only in inhabited parts of the buildings
- provide smoke and carbon monoxide alarms where it is sole dwelling

There is no requirement to meet the Homes Act 2018