



Salford CVS
making a difference in Salford

Housing Market Failure



Making a difference in Salford since 1973

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Mark Rayfield

**Salford Citizens Advice
housing specialist**

The Housing Question



Salford

Private renting and the housing market in Salford

Is the private rented sector (PRS) working well for tenants?

Quality: Housing standards, disrepair
 Service standards from landlords & lettings agents

Affordability / Availability:
 Rents, deposits, fees
 Demand / supply imbalance
 “No DSS”
 Welfare benefits issues

Security: Short term tenancies and “no fault” evictions
 Illegal evictions
 Lodgers

Effects of PRS housing market failure

- Homelessness – personal, family and societal effects
- Increased dependence on local authority and charitable services
- Insecurity / Instability
- Fuel & food poverty
- Poor health – physical and mental

Citizens Advice Salford's response:

- Continue to provide specialist advice and advocacy for PRS tenants
- Raise awareness of tenant's rights and landlord's responsibilities in partnership with other stakeholders
- Provide an annual snapshot of the problems faced by clients in PRS housing in Salford



Calls to action: Central Government

- Reverse the decline in social housing
- Planning and development legislative reform
- Stronger regulation of the PRS
- Consideration of the effects of welfare benefits system changes on PRS
- Better resourcing of local authorities

Calls to action: Local authority

- Continue to release data held on PRS including the effectiveness of selective licensing schemes and HHSRS actions
- Expansion of the landlord accreditation scheme and landlord forum, in particular to extend small landlord involvement and consider participation from advice agencies in the forum
- Ensure adequate resourcing of Housing Standards & related teams
- Consider a 100% licensing scheme
- Consider setting up a “social” letting agency

Calls to action: Local letting agents

- Be transparent about fees, tenancy deposit protection and means of redress
- [NB: the outcome of a Government consultation on banning letting fees is currently pending]
- End the practice of discriminating against tenants who claim Housing Benefit

Calls to action: Local partners

- Look to expand and improve on local rent deposit schemes and support to clients unable to afford their rent
- Review student housing needs and the impact of student letting on local housing market and communities
- Work to ensure that the role of housing and the working of the local housing market are considered in the development of any new strategies

Thank you

Mark Rayfield, Housing Adviser, Citizens Advice Salford

Acknowledgement and thanks to Phil Tresadern, Researcher

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Susan Goodman

Salford Loaves and Fishes



Susan Goodman
Project Coordinator

Salford Loaves and Fishes

What we do



- Hot drinks
- Hot and cold food
- Clothing and toiletries
- Homeless GP service
- Dental service
- Citizens Advice Bureau
- Smoking advice and support
- Access to support work team and telephone
- Drug and alcohol support
- Activities

What homeless people want

Outcome focused

- Somewhere safe and warm to go to during the day
- Find a home
- Access to showers, washing facilities
- Seeing GP
- Referral to dentist
- Help with substance misuse and or mental health issues
- Assistance with making telephone calls
- Help with immigration
- Advice and information particularly around welfare benefits and housing
- Pastoral support
- Employment support
- Training, education and volunteering opportunities
- Access to clothing, food bank, sleeping bags
- Access to IT facilities



On average 69 people come to our Centre every day.

Rehousing Support



- Refer to the night shelter
- Refer to supported housing
- Assistance with reconnection
- Signpost and support with homeless presentations
- Appeal negative housing decisions



Help people sustain tenancies

- Issues with landlords
- Welfare benefits
- Debt advice
- Health and wellbeing
- Access to food



Individuals most vulnerable, complex needs

- Drug and alcohol misuse
- Hard to reach
- Non engaging
- Marginalised
- Lifestyle choices



Thank you

Lets find some real solutions to addressing
homelessness in Salford