

Policy Update

NEWS AND VIEWS OF THE HOUSING WORLD

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Championing
better homes and
communities

Government News

Please note, due to the pre-election period, government, Regulator and Housing Ombudsman activity is very quiet.

All the main political parties have published their manifestos which can be read here:

- [Labour Party](#)
- [Conservative Party](#)
- [Lib Dems](#)
- [Green Party](#)

DLUHC has updated its [Homelessness code of guidance](#) for local authorities, following the laying of the Allocation of Housing and Homelessness (Eligibility) and Persons Subject to Immigration Control (Amendment) Regulations 2024.

Housing Ombudsman

The Housing Ombudsman has published its [business plan for 2024-25](#). Of note, the plan confirms a fee of £8.03. It also states: 'Given the divergent views between landlords and residents on 'polluter pays' fee models in our consultation, we will undertake further research during 2024-25 to establish if any options could address the concerns raised.' The HOS will further consult members and residents if any approach is considered viable.

The HOS has published its latest [learning from severe maladministration reports](#).

The Local Government and Social Care Ombudsman

The LGSCO launched the [Complaint Handling Code](#) in February 2024, but has announced that it will start to consider the code in its casework from April 2026.

Research & Useful Information

The IFS has published research on [the impact of the benefit cap](#). The IFS estimates that removing the two-child limit could reduce relative child poverty by about 500,000 children (4% of all children) and would cost upfront an estimated £3.4 billion annually.

The Centre for Social Justice (centre right) has published a report [on reforming the welfare system to reduce poverty](#).

The LGA has published its [Local Government White Paper](#) which sets out the challenges faced by local government and the solutions needed by a new government.

The Resolution Foundation (centre left) has published [a report looking at the Conservative and Labour housing policies](#).

Tpas England has published its [list of key policy priorities](#).

Statistics

DWP has published [benefit cap statistics](#).

Homes England has published [Housing Statistics](#) for the 2023/24 financial year setting out the housing starts and completions.

DLUHC has published [Social housing sales and demolitions statistics](#) (2022-23).

NFA UPDATE

Webinar

The NFA is hosting a webinar briefing on 18 July from 10-11.15 with Alex O'Callaghan from Housemark on the end-of year TSM results for the ALMO sector. You can book a place [here](#).

Claims Harvesting Research

The NFA is running a survey into the scale of claims harvesting in the local authority housing sector on behalf of the NFA, CWAG and ARCH, and with support from the LGA and the Housing Ombudsman.

The survey will try to get an idea of the costs of claims harvesters on the sector, the impact of these companies on tenants, share good practice being used to tackle unscrupulous and illegal

behaviour, and agree a set of asks for Government.

We are hoping to launch the survey by the end of this week, with a link being sent out by email. We aim to share the results of the survey with new ministers, and civil servants, in late September/early October.