

Proposed Changes To Decent Homes And Minimum Energy Efficient Standards

03/09/25

17:03:00 From JULIE MATTHEWS to Everyone:
Evening Julie from Progress Preston


17:03:36 From Ian Allan to Everyone:
Hi from Ian Allan at Stroud tenant with Stroud District Council

17:03:41 From Brian Griffin to Everyone:
Good evening from Barnsley

17:03:47 From Paul kelly to Everyone:
Paul in Liverpool

17:04:01 From Colin Lincoln to Everyone:
Hi everyone Colin from Plymouth

17:04:06 From Keith Ducker to Everyone:
Is there away to stop the text being shown?

17:04:09 From Ian Johnson to Everyone:
 Good evening to all ...

17:04:12 From Lin to Everyone:
Hi from wet and windy Winchester

17:04:18 From Hazel Francis to Everyone:
Hi Everybody Hazel from Cheshire.

17:04:22 From Four Million Homes/CCH to Everyone:
Switch on closed caption by clicking ... in the menu (+ choose your language)
Keep your mic off and turn it on to speak

Use the raise hand emoji or the chat for questions or comments
Switch off your camera if you definitely don't want to appear online!
We'll send out the slides and the links from the chat after the session, along with a certificate of your participation
Msg me if you have a technical question.

17:04:23 From Martin Grimmer to Everyone:
Good evening from a currently dry Tavistock.

17:04:46 From Pat to Everyone:
Hi, Im Par from Torquay. I have a Shared Ownership

17:04:55 From Sue to Everyone:
Question for ministry are you referencing net zero in the DHS as we only have 25 years to meet net zero and bathrooms are replaced on a 30 year cycle?

17:05:38 From James Heneghan to Everyone:
Hi everyone hope everyones well from James a tenant St Helens<Merseyside (Lancs)

17:06:08 From zoe to Everyone:
Hello Zoe in Stockport (Greater Manchester)

17:06:12 From Christine to Everyone:
Evening All, Christine from Slough

17:06:35 From chris hesketh to Everyone:
Hi everyone , chris from north yorks

17:06:47 From Steve Pring to Everyone:
Hi All
Buckingham here.

17:06:48 From Ian Johnson to Everyone:
Open consultation
Consultation on a reformed Decent Homes Standard for social and privately rented homes - Consultation on a reformed Decent Homes Standard for social and privately rented homes - GOV.UK

<https://www.gov.uk/government/consultations/consultation-on-a-reformed-decent-homes-standard-for-social-and-privately-rented-homes>

17:06:53 From Michael to Everyone:
Hi from Mike in Southport

17:07:09 From Nigelszoom1 to Everyone:
Hi, I'm Nigel from blustery Camden

17:07:09 From Deborah Rousseau to Everyone:
Hi Deborah from lincoln

17:07:10 From James Heneghan to Everyone:
CIH has gone for £2.00 rent convergence just received the update. James

17:09:36 From Ian Johnson to Everyone:
Consultation on the reform of Decent Homes Standard for all rented properties
18 July 2025 - Consultation on the reform of Decent Homes Standard for all rented properties | Trowers & Hamlins law firm

<https://www.trowers.com/insights/2025/july/consultation-on-the-reform-of-decent-homes-standard-for-all-rented-properties>

17:10:15 From JOHN, Berneslai Homes Tenant to Everyone:
Should landlords focus on worst first when moving towards decency and net zero? I live in a group of what was a prefab, now a single brick construction with dry lined interior walls, tin rook, no cavity wall insulation, 1" roof insulation and a void under my wooden floors, so cold in winter.....hot in summer.

17:11:36 From Paul kelly to Everyone:
Brilliant this is now coming into the private rented sector too. So important for improving the standards of homes people live in

17:12:31 From James Heneghan to Everyone:

Hi there HAIDER, HAHA and good to see you again recently met Tom in Eccles on the TPas Road show with the MHCLG. James tenant torus. 😊

17:12:46 From JOHN, Berneslai Homes Tenant to Everyone:

Agree Paul, there are significant issues within the private sector that fail decency.

17:13:41 From Ian Johnson to Everyone:

Open consultation

Consultation on a reformed Decent Homes Standard for social and privately rented homes - DOCUMENTS FOR DOWNLOADING
- Consultation on a reformed Decent Homes Standard for social and privately rented homes - GOV.UK

<https://www.gov.uk/government/consultations/consultation-on-a-reformed-decent-homes-standard-for-social-and-privately-rented-homes>

17:13:55 From Brian Griffin to Everyone:

Within the decent homes standards clearly set out a minimum size for rooms within the Home ?

17:15:07 From James Heneghan to Everyone:

As i said bedroom tax with a different name Brian. James Look out for exodus 2.

17:16:09 From Ian Johnson to Everyone:

What about FIRE DOORS?

17:16:10 From nigel Hickmott to Everyone:

hi all from nigel in chester

17:17:03 From JOHN, Berneslai Homes Tenant to Everyone:

Boundary wall? is that all walls including rear gardens?

17:17:31 From Ian Johnson to Everyone:

What about windows? Thirteen children aged under 11 have died as a result of falling from high rise flats due to faulty windows.

17:18:45 From Ian Johnson to Everyone:

Thirteen children died after falling from windows in six years

- Thirteen children died after falling from windows in six years -
BBC News

<https://www.bbc.com/news/articles/cqjyype0yn5o>

17:19:12 From Sue to Everyone:

Windows should be able to be locked in the open position in bungalows, as some tenants are being burgled when they might have gone into another room , and this has led to tenants not opening windows potentially causing issues damp and mould.

17:21:03 From James Heneghan to Everyone:

WE discussed all this in Eccles the other day with Tpas and The MHCLGAt the For housing venue.We split into mroundtable facilitated discussion.

17:21:53 From Colin Lincoln to Everyone:

What about asbestos in ceilings? In the past this has been painted over but is this sufficient in a Health and Safety standard

17:22:20 From Sue to Everyone:

Thermal warmth landlords should concentrate on homes that don't meet an EPC of c or above first

17:22:30 From Mike Craig to Everyone:

I could be dead by the time the Implementation dates happen!

17:22:44 From JOHN, Berneslai Homes Tenant to Everyone:

HRA may not be fit to allow 2035 date and build new homes for LAs

17:23:02 From chris hesketh to Everyone:


In my local area hundreds of heat pump systems have been installed to individual social housing homes that have doubled residents energy bills and as a consequence have attracted

compensations claims for said tenants who have also experienced cold homes and associated faults in including breakdowns that have taken long periods to be dealt with due to a combined root cause if initial poor design and lack of skilled mechanical engineers, the current local policy on the fitting of individual heat pump systems has not be disclosed despite constant requests, leaving both existing, ongoing and future tenants with heating systems that are not appropriate for this type of property, to which have totally undermined heat pumps and effective climate crisis management at such a vital time to which could have been so easily avoided, by the use of independent heating experts and tenant voice panels that are tenant led and not run by landlords to which covers over 90% of all panels in the sector

17:23:15 From Lin to Everyone:

Too often landlords rip out perfectly good floor coverings - then if incoming tenants can't afford floor coverings the property is colder, noisier from footfall - when they can afford the floor coverings, furniture makes installation difficult. It makes sense to have put down when the property's empty


17:23:38 From Ian Johnson to Everyone:

Most tenants who are current victims of sub-standard housing will be dead by 20235 

17:23:45 From Nigelszoom1 to Everyone:

The last info I had on asbestos was that it was ok, provided it was not disturbed, it did not have to be removed

17:24:32 From Ian Johnson to Everyone:

Most tenants who are current victims of sub-standard housing will be dead by 2035 

17:26:26 From JOHN, Berneslai Homes Tenant to Everyone:

That's me Ian

17:26:28 From chris hesketh to Everyone:

Damp and mould could be so easily reduced and eliminated with the sector if landlords were legally obliged to disclose existing damp and mould in a social home at the start of any tenancy !

17:26:54 From Ian Johnson to Everyone:

EPC ratings shown to be 'staggeringly inaccurate' by report -
EPC ratings shown to be 'staggeringly inaccurate' by report |
Homebuilding

<https://www.homebuilding.co.uk/news/epc-ratings-shown-to-be-staggeringly-inaccurate-by-report>

17:27:12 From James Heneghan to Everyone:

I agree Sue always worried about closing windows incase i trap some ones fingers Haha James

17:29:13 From Colin Lincoln to Everyone:

I know where heat pumps have cost more to heat the home not reduce it. On BBC they were shown a home that had a heat pump put in. The presenter was amazed that the lady had a battery installed. She said this reduced her energy cost but cost her thousands on top of cost in installing heat pump

17:29:26 From James to Everyone:

insulation, ventilation and heating sources are a difficult balancing act-what must be avoided are schemes that don't work, poorly installed or increase bills

17:29:37 From Ian Johnson to Everyone:

Staggering inaccuracies in EPCs undermine net zero efforts -
includes link to the report ... - Staggering inaccuracies in EPCs
undermine net zero efforts

<https://www.landlordzone.co.uk/news/staggering-inaccuracies-in-epcs-undermine-net-zero-efforts>

17:29:45 From Pat to Everyone:

Replying to "EPC ratings shown to be 'staggeringly inaccurate' ...":

I challenged a rating on my home as the evaluator had NO knowledge on how the building was structured. Got an improved rating!

17:29:45 From Sue to Everyone:

That's not fair you are asking up to £3 a week additional rent convergence!,,

17:30:34 From Tom Davies to Everyone:

Going to plug my open consultation too: Improving the Energy Efficiency of Socially Rented Homes in England - Ministry of Housing, Communities and Local Government - Citizen Space

<https://www.gov.uk/government/consultations/improving-the-energy-efficiency-of-socially-rented-homes-in-england/improving-the-energy-efficiency-of-socially-rented-homes-in-england>

17:31:06 From James to Everyone:

Replying to "EPC ratings shown to be 'staggeringly inaccurate' ...":

EPC ratings are flakey, those doing the surveys are not paid much and operate a numbers game

17:31:50 From Keith Ducker to Everyone:

Can anyone tell me where the money is to come from to reach these standards? We are struggling at the moment trying to balance the book.

17:32:43 From Mike Craig to Everyone:

Sorry to say that buffering is dreadful

17:32:46 From Mike Craig to Everyone:

Sorry to say that buffering is dreadful

17:32:50 From Mike Craig to Everyone:

Sorry to say that buffering is dreadful

17:32:41 From Ian Johnson to Everyone:

Find an energy certificate

Find an energy certificate for a property in England, Wales or Northern Ireland. This includes homes, business properties and public buildings - Find an energy certificate - GOV.UK

<https://www.gov.uk/find-energy-certificate>

17:32:45 From JULIE MATTHEWS to Everyone:

Very true Keith more money from government is needed

17:32:59 From Sue to Everyone:

Keith from rent convergence plus 1 extra % on your rents as well

17:33:56 From Keith Ducker to Everyone:

Our residents are struggling at the moment without having their rent increased.

17:34:40 From chris hesketh to Everyone:

A national tenant handbook , to which includes everything a tenant and leaseholder needs to know when joining a tenant panel, was designed by a local landlord appointed officer in 2021 with all information in one place, this brilliant document was withdrawn for no apparent reason after a few years without correct implementation, this exemplar documentation is available via pdf at crish961@gmail.com

17:34:40 From Colin Lincoln to Everyone:

If the net zero precept was removed from electricity bills that would reduce bills considerably. It is good to be on the high moral ground but we are paying for it. Considering we produce so little co2 compared to other countries like China or USA this policy needs looking at

17:34:51 From nigel Hickmott to Everyone:

Tom Davies Have you had any time to look into why LA and HA cannt claim back for extra Energy produced by Solar Panels as ask yu in Manchester last week

17:35:13 From Ian Johnson to Everyone:

Is Your EPC Rating Lying to You? What Assessors Don't Always Explain - Is Your EPC Rating Lying to You? What Assessors Don't Always Explain - EPC Rate

<https://epcrate.co.uk/epc-london/is-your-epc-rating-lying-to-you-what-assessors-dont-always-explain/>

17:35:29 From Four Million Homes/CCH to Paul kelly (direct message):

Have you got the questions in the chat or want me to pick up on any of them?

17:37:00 From lizchild to Everyone:

Given Damp and Mould issues are now included in the new standard, is there scope for Indoor Air Quality(IAQ) monitoring being introduced as a legal requirement to which landlords must comply. This being a key to both improving ventilation and thus, thermal comfort.

17:37:09 From Paul kelly to Four Million Homes/CCH (direct message):

Replying to "Have you got the questions in the chat or want me ...":

Got them I think

17:38:24 From Ian Johnson to Everyone:

Poor Housing Costs £135.5bn Over 30 Years - Poor housing will cost over £135.5bn

17:40:13 From Ian Johnson to Everyone:

The Healthy Homes and Buildings All Party Parliamentary Group =Home - APPG on Healthy Homes and Buildings - I am an advisor to this parliamentary group ... please read our documents.

<https://healthyhomesbuildings.org.uk/>

17:40:18 From Sue to Everyone:

You will have tenants ripping new carpets out because it's not the colour they want

17:40:38 From amanda harley to Everyone:

Would it be beneficial to add installation in-between the ceilings and floors of buildings like massionett as at present it's an open void and heat and noise are big issues

17:41:08 From Sue to Everyone:

What about tenants who have allergies and can't have carpets down because they will exacerbate their allergies

17:41:59 From Sue to Everyone:

Keep it brief james

17:42:06 From Four Million Homes/CCH to Everyone:

Sounds like carpets is really something that you should all feed back on!

17:42:09 From Lily Hendley to Everyone:

Replying to "The last info I had on asbestos was that it was ok...":

Depending on where and type of asbestos there would be a requirement to encapsulate it.

17:42:20 From Steve Pring to Everyone:

Our landlord does kitchen and bathroom as standard though not sure on replacement times for these.

17:43:19 From helen d to Everyone:

Replying to "What about tenants who have allergies and can't ha...":

Brilliant comment, I'm really opposed to carpet due to health issues, I do think some kind of flooring should be installed. So why can't it be a hospital type flooring which will be durable and last for years and it is easy to maintain and clean and will not effect tenants with health issues

17:43:28 From Lin to Everyone:

I would have been very grateful to have carpets already down - there are plenty of neutral colours eg grey/ beige.

17:43:52 From Sue to Everyone:

I agree with Brian heat sources pumps cost more than before they had them, because walls weren't done as well

17:44:00 From helen d to Everyone:

I'm really opposed to carpet due to health issues and allergies, I do think some kind of flooring should be installed. So why can't it be a hospital type flooring which will be durable and last for years and it is easy to maintain and clean and will not effect tenants with health issues

17:44:13 From Nigelszoom1 to Everyone:

Yes, we are heading to a crunch with the phasing out of gas boilers

17:44:35 From JULIE MATTHEWS to Everyone:

I think that is were retrofit comes in before you install heat source pumps etc

17:44:47 From chris hesketh to Everyone:

Due to the mismanagement of heat pump installation in social homes that have attracted compensation claims up and down the UK, to which have totally undermined and confused correct information on heat pumps to which are suitable for social housing like ground source heat pumps for multiple housing settings [blocks of flats etc] the policy on heat pumps installation is totally unclear and confused as it has been for years this urgently needs to be addressed asap, the only answer is to fit the correct type of electric heating systems for the right type of property to which for the vast majority of individual heating sysy

17:44:51 From Sue to Everyone:

Replying to "I'm really opposed to carpet due to health issues ...":

I'm the same been like it since 10 years old,

17:45:02 From James Heneghan to Everyone:

Hact and fusion 21 are looking at furniture poverty And carpets is included the problem flows over to ASbos and laminated floors. Noise nuisance James a tenant

17:45:13 From Steven Howell to Everyone:

Need to stop pegging our electricity to international gas price and also allow local pricing

17:45:21 From helen d to Everyone:

I have also had an air source heat pump in my previous home, the cost of running that was extremely high

17:45:30 From Nigelszoom1 to Everyone:

Thanks for that Chris, you are right!

17:46:45 From JULIE MATTHEWS to Everyone:

We had a meeting on heat source pumps and was told training is needed to use them as it is completely different than central heating and how you use them

17:47:37 From Ian Johnson to Everyone:

What is rent? - United Scientific Holdings Ltd v Burnley Borough Council; Cheapside Land Development Co Ltd and Anor v Messels Service Co

[1977] 2 All ER 62 - Legal database - View: Cases: United Scientific Holdings Ltd v Burnley Borough Council - (23 March 1977)

<https://www.lexisnexis.co.uk/legal/guidance/following-united-scientific-holdings-ltd-v-burnley-borough-council-cheapside-land-development-co-ltd-v>

17:50:09 From James to Everyone:

Once the 10k has been spent on fabric there wont be much left for anything else in reality

17:50:11 From Nigelszoom1 to Everyone:

Thanks for that info, Ian

17:50:27 From Lin to Everyone:

My landlord is looking at solar panels and is considering expecting tenants to share the savings in energy costs in order to contribute to future maintenance

17:51:15 From James Heneghan to Everyone:

Cost Cost & cost no more monies or grant funding. More of a wish list James, as we speak i am having my new wet room completely refurbished Lucky me & TORUS Thanks.

17:51:31 From Ian Johnson to Everyone:

You do not have to pay any increase in rent or service charges if the Section 13 Rent Notice is ... INVALID!

17:51:46 From Ian Johnson to Everyone:

Find an energy certificate

Find an energy certificate for a property in England, Wales or Northern Ireland. This includes homes, business properties and public buildings - Find an energy certificate - GOV.UK

<https://www.gov.uk/find-energy-certificate>

17:51:51 From Sue to Everyone:

There's a govt website

17:52:18 From Ian Johnson to Everyone:

Find an energy certificate

Find an energy certificate for a property in England, Wales or Northern Ireland. This includes homes, business properties and public buildings - Find an energy certificate - GOV.UK

<https://www.gov.uk/find-energy-certificate>

17:52:48 From James Heneghan to Everyone:

Tenancy agreement and electric energy certs. you get when signing your tenancy

17:53:14 From Ian Johnson to Everyone:



17:53:36 From Lin to Everyone:

I checked my EPC on line and discovered its out of date - I queried this with my landlord but didn't get an answer

17:53:57 From chris hesketh to Everyone:

Electric combination systems would be more than adequate to serve individual heating systems of social housing the ranges cover 3kW to 15kW what is the current government policy on clearing up the total mismanagement of heat pump installations in the social housing sector

17:54:38 From James to Everyone:

Replying to "Electric combination systems would be more than ad...":

that's very interesting

17:54:46 From Ian Johnson to Everyone:

Out of date EPCs carry a fine of £250.00 if not updated! Speak to your local authority ...they are the enforcement agents.

17:54:45 From James Heneghan to Everyone:

As always thanks Ian & sue you are both brilliant and i reckon walking encyclopedias. James tenant.

17:54:52 From Sue to Everyone:

Are you making it conditional that epc should always be valid?

17:55:17 From Lin to Everyone:

Replying to "Out of date EPCs carry a fine of £250.00 if not up...":

Thank you - I will do that

17:55:52 From Nigelszoom1 to Everyone:

This webinar could have been a bit longer...participants have made a lot of interesting comments

17:56:18 From Ian Johnson to Everyone:

What to Do if You Don't Have an EPC

An Energy Performance Certificate (EPC) is a legal requirement for most property transactions in the UK, whether you're selling, letting, or building. But what happens if you don't have one? Can you be fined? Are there exceptions? And how do you get one?

Here's everything you need to know about what to do if your property doesn't currently have an EPC. - What to Do if You Don't Have an EPC

<https://www.consumer-rights.org/news/no-epc-heres-what-you-need-to-know/>

17:56:35 From Paul kelly to Everyone:

Think we kept it shorter as there are lots of other sessions happening through other organisations....

17:56:43 From James to Everyone:

Are EPCs required for properties other than when sold or new lettings?

17:57:20 From Ian Johnson to Everyone:

Legal EPC Responsibilities for Landlords in 2025

EPC Compliance Requirements for Landlords - Legal EPC Responsibilities for Landlords in 2025

<https://www.consumer-rights.org/news/legal-epc-responsibilities-for-landlords-in-2025/>

17:57:40 From Four Million Homes/CCH to Paul kelly (direct message):

Replying to "Have you got the questions in the chat or want me ...":

Are there any questions in the chat that have been missed?

17:57:50 From helen d to Everyone:

I can't find the button to put my hand up, so here is my question. Who makes the choices of what a decent home is? I have been a social housing tenant for over 20 years and no one

has ever asked me what is important to me and what makes my home decent.

17:58:17 From Paul kelly to Four Million Homes/CCH (direct message):

Replying to "Have you got the questions in the chat or want me ...":

No, think its all been picked up...Nigel had one I think so ill bring him in if time... Nigel hickmott

18:00:00 From JOHN, Berneslai Homes Tenant to Everyone:

Thank you everyone, excellent presentation and participation by all.

18:00:32 From Pat to Everyone:

That's the system we live under and why your elect an MP to speak for you (supposedly) in Westminster

18:00:50 From Hazel Francis to Everyone:

Thank you for an interesting session.

18:01:01 From Lily Hendley to Everyone:

Helen D. Totally agree with you. Thank you for asking that question.

18:01:34 From chris hesketh to Everyone:

The total decarbonisation of social housing could be so easily achieved by the end of this decade, via the combination of a standard tenant handbook and the use of appropriate heating experts [chipe] for example to which would immediately prevent ongoing and further heating mismanagement going forward to which have so negatively effected tenants and totally undermined any associated climate crisis management in a ever increasing crisis.

18:01:37 From Nigelszoom1 to Everyone:

Over-heating is a fail under the HHSRS...

18:02:08 From Ian Johnson to Everyone:

As always an excellent briefing ... thank you to all - please sign up to - The Healthy Homes and Buildings All Party Parliamentary Group - Home - APPG on Healthy Homes and Buildings 👍🌸

<https://healthyhomesbuildings.org.uk/>

18:02:54 From James Heneghan to Everyone:

Great session as always thanks Paul / HelenHaider and TOM & everyone. James

18:03:30 From James to Everyone:

I fear most energy schemes are designed by academics and each time schemes are seen to fail it undermines faith in government

18:03:32 From JOHN, Berneslai Homes Tenant to Everyone:

Decent homes is the Minimum standard, they can go above.

18:03:41 From Pat to Everyone:

Government is currently making policy on Damp and poor conditions in social housing

18:03:48 From helen d to Everyone:

Thank you so much great session

18:03:53 From James Heneghan to Everyone:

Question what have we all been doing for the last years as involved tenants James

18:04:05 From Juliet to Everyone:

Thank you - great session

18:04:09 From Lily Hendley to Everyone:

Thank you everyone. Great session as always.

18:04:09 From Ian Johnson to Everyone:

Goodnight to all from BBC Broadcasting House in London ... 😊

18:04:19 From RUTH FAUCHER to Everyone:
Thank you

18:04:55 From Pat to Everyone:
Bye everyone

18:05:04 From Lin to Everyone:
Thank you for this session, it has been very informative and useful.

18:05:18 From Nasir Hussain to Everyone:
Thanks Haider, Tom and All present-for an informative, insightful and interesting session.

18:05:26 From Paul kelly to Everyone:
Replying to "Decent homes is the Minimum standard, they can go ...":
indeed....

18:05:38 From chris hesketh to Everyone:
This session should have been at least two hours but at least we have managed to get a few imperative issues across to the government reps so thank you for the allocated time and the opportunity to all concerned chris h

18:06:04 From Sue to Everyone:
Does anyone know of any housing provider that has a good fair & equitable access to services?

18:06:16 From James Heneghan to Everyone:
Hope to see most of you at the Housing summit next week in Liverpool Best wishes James 😊

18:06:30 From Keith Ducker to Everyone:
Mornings Great.

18:06:30 From Sue to Everyone:
Policy forgot the word policy

18:06:34 From helen d to Everyone:

Please can you email the slides

18:06:46 From Paul kelly to Everyone:
Will do...

18:07:17 From Four Million Homes/CCH to Everyone:

<https://www.surveymonkey.co.uk/r/fourmillionhomesonline>

18:07:19 From Sue to Everyone:
Paul Kelly only 112 days to your annual gig, Father Christmas

18:07:21 From PRINCESS AJU to Everyone:
Thank you

18:07:34 From Paul kelly to Everyone:
Replying to "Paul Kelly only 112 days to your annual gig,
Fathe...":
Im available for hire!