



Borough of Telford and Wrekin

Cabinet

Thursday 4 December 2025

10.00 am

Council Chamber, Third Floor, Southwater One, Telford, TF3 4JG

Democratic Services:	Jayne Clarke / Paige Starkey	01952 383205 / 380110
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Media Enquiries:	Corporate Communications	01952 382406
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Lead Officer:	David Sidaway - Chief Executive	01952 380130
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Cabinet Members:

Councillor L D Carter	Leader of the Council
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Councillor R A Overton	Deputy Leader and Cabinet Member: Highways, Housing & Enforcement
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Councillor P Davis	Cabinet Member: Communities & Civic Pride
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Councillor Z Hannington	Cabinet Member: Finance, Governance & Customer Services
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Councillor C Healy	Cabinet Member: Neighbourhoods, Planning & Sustainability
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Councillor A D McClements	Cabinet Member: Leisure, Tourism, Culture & The Arts
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Councillor K Middleton	Cabinet Member: Public Health & Healthier Communities
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Councillor O Vickers	Cabinet Member: The Economy & Transport
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Councillor S A W Reynolds Cabinet Member: Children & Young People, Learning, Employment & Skills

Councillor P Watling Cabinet Member: Adult Social Care & Health

Invitees

Councillor A J Eade Conservative

Councillor W L Tomlinson Liberal Democrat

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CABINET

**Minutes of a meeting of the Cabinet held on Thursday 6 November 2025
at 10.00 am in the Council Chamber, Third Floor, Southwater One,
Telford, TF3 4JG**

PUBLISHED ON WEDNESDAY 12 NOVEMBER 2025

(DEADLINE FOR CALL-IN: MONDAY 17 NOVEMBER 2025)

Present: Councillors L D Carter (Leader of the Council), R A Overton (Deputy Leader and Cabinet Member for Highways, Housing & Enforcement) (Vice-Chair), P Davis (Cabinet Member for Communities & Civic Pride), Z Hannington (Cabinet Member for Finance, Governance & Customer Services), C Healy (Cabinet Member for Neighbourhoods, Planning & Sustainability), A D McClements (Cabinet Member for Leisure, Tourism, Culture & The Arts), S A W Reynolds (Cabinet Member for Children & Young People, Learning, Employment & Skills) and O Vickers (Cabinet Member for The Economy & Transport).

Also Present: Cllr A J Eade (Conservative Group Leader) and Cllr W L Tomlinson (Liberal Democrats Group Leader).

Apologies for Absence: Councillor P Watling (Cabinet Member for Adult Social Care & Health).

CAB-22 Declarations of Interest

None.

CAB-23 Minutes of the Previous Meeting

RESOLVED – that the minutes of the previous meeting held on 25 September 2025 be confirmed as a correct record and signed by the Chair.

CAB-24 Leader's Announcements

(i) Pride in Place

The Leader announced that the Council would receive Government funding of £20m over 10 years, into Woodside, which the Council would match with £10m for Woodside and Sutton Hill to bring those two areas into the programme also.

The Leader said there remained a lot more detail to come from the Government as to how this would work but said that the ambition of the fund was absolutely clear that it was a fund which would help the borough, once in a generation opportunity to tackle some of the generational issues, which

existed in some of those communities for a number of years now and that this was a fantastic opportunity to try to address these.

(ii) Ironbridge Gorge Museums' Trust

The Leader was delighted to share that, following an announcement by the Department of Culture, Media and Sport, the National Trust would take over the Ironbridge Gorge Museums' Trust, which, he said was brilliant news for the borough since this would preserve the museums and secure their future. The Leader said that the Council had played its role in a number of different ways in the process and had started many months ago in helping to ensure that the Ironbridge and Gorge Museums' Trust continued to the point where they were taken over.

He said the news that the National Trust was brilliant now just from an economic development point of view but from a tourism perspective, with the ability to generate jobs and the opportunities for people across the borough, and particularly young people, to learn about the fantastic industrial heritage and history of this brilliant borough.

The Leader said that the above announcements showed that a Labour Council, working with a Labour MP and a Labour Government willing to listen but also to act by providing funding and solutions to benefit the borough.

(iii) Remembrance Day Commemorations

The Leader acknowledged that everyone in the Chamber would attend remembrance events and that over the coming weekend, the Council would play its fullest part in this not only in its own commemorations but also those across the piece. He acknowledged the work Councillor Davis had undertaken to ensure that the borough's war memorial was ready, and the Leader said the Council would do its utmost to recognise the borough's veterans, and those who had served in conflicts.

CAB-25 2025/26 Financial Monitoring Report

Councillor Zona Hannington, the Cabinet Member: Finance, Governance and Customer Services provided Cabinet with the latest financial monitoring position for the year, which related to the revenue budget, capital programme and income collection.

She said that the Council had demonstrated outstanding financial management by maintaining a balanced budget for 16 consecutive years, despite the previous government having made cuts to its spending of more than £181m since 2010. She said that this reflected the Council's unwavering commitment to prudent financial planning, robust governance and strategic decision-making. Over this period, she said, the Council had also received unqualified accounts from external auditors, which reaffirmed the integrity and transparency of its financial reporting.

Councillor Hannington said that, despite the extreme challenges faced nationally, particularly with regard to adult social care, children safeguarding and school travel assistance, the Council remained resilient. She said that the current year's projected revenue position initially indicated a £11.3m overspend, which was a significant increase since the last financial monitoring report and that this had been due to the increased demand for adult social care. However, she said, thanks to the Council's proactive financial management, the application of targeted adult social care contingencies, general budget contingencies and identification of in-year services had put the budget back into balance.

Councillor Hannington said that key pressures would be addressed through efficient service delivery. She went on to say that the borough's population of those aged over 65 had risen by 6.13% since 2021, which now made up 17.9% of the borough's total population. However, she said, the Council's statutory reserves of £21.7m remained untouched, which showed the Council's readiness for unexpected challenges and its commitment to maintaining essential services.

Councillor Hannington then listed the following key financial achievements and figures for the Council:

1. Income generated from its Grade Fund investment was over £10m per year, which yielded a return of just over 2% after the cost of borrowing, which she said, was good borrowing as it invested in the borough's communities and delivered a return to the Council and was one of the reasons why the borough's Council Tax levels remained one of the lowest in the West Midlands.
2. Additionally, she said that the nett income received from New Place included loan interests and dividends amounting to £2m per year after covering the Council's costs.

The long-term return on the Council's equity investment on New Place was forecast to be around 6%.

In terms of what this meant in respect of numbers and people within the borough, Councillor Hannington said that New Place provided accommodation for over 2,000 tenants and had brought back 48 acres of brownfield land, with 4,656 sq. metres of redundant floor space being brought back into use and working with partners to accelerate the development of brownfield land for residential use through the Telford Land Deal.

Councillor Hannington went on to say the Council was working with partners to deliver intergenerational mixed tenancy developments at Wild Walk, Donnington (329 homes that included 189 affordable homes).

She added that dementia friendly extra care was also being delivered through multi-partnership working.

Councillor Hannington said that the Council's authorised limit for borrowing was £665m for 2025/2026 and its capital financing requirement for the same period was estimated to be £489.5m, which indicated that the Council was well within its borrowing limits. She said that the Council's Capital Programme remained robust with changes that included new allocation slippage, detailed in Appendix C, all of which required the approval of the full Council.

She said that Treasury and Prudential Indicators monitoring had confirmed full compliance with governance standards, with no issues reported. She said the Council's investments were targeted, strategic and aligned with the Council's priorities. They were, she said, not only financially sound but socially impactable.

Councillor Hannington said that the Council had secured £7.3m through the UK Shared Prosperity Fund, which was an additional grant to support homelessness initiatives. She said that capital investments had included regeneration projects such as Dawley Swimming Pool, Wellington Time Fund and affordable housing schemes, all backed by capital receipts and external funding. She added that commercial investments continued to generate income to support local economic growth and helping the Council maintain financial resilience.

Councillor Hannington then spoke in the impact of this on the services and the community:

- Investments were helping to protect and enhance vital services, support vulnerable residents and create opportunities for growth and innovation.
- A commitment to investing wisely to secure value for money and to build a better borough for all.

She said that the Council's track record spoke for itself and it would continue to lead with integrity and purpose.

She went on to say that income streams such as Council Tax and business rates were on target, whilst sales ledger transactions were actively being pursued. She said that these efforts reflected the Council's commitment to maintaining financial stability and accountability throughout the year.

In conclusion, Councillor Hannington said that this report reaffirmed the Council's strong financial position and effectiveness of its long-term planning. It was, she said, a testament to the investments made across the borough and managing the Council's resources properly. She said that the Council remained committed to its residents while navigating economic uncertainty with confidence and clarity.

Cabinet Members spoke on the Council's commitment to keeping Council Tax low; recognised that adult social care was the biggest single issue within the Council's budget and that a lot of work was being done to reduce costs. It

was noted that savings had been and continued to be delivered, and officers were thanked for all their hard work.

It was recognised that local government was struggling, financially and that local authorities had to respond to demands, despite limited resources.

Members raised a number of issues, which included:

- A lot of work was being done to reduce the increasing costs of adult social care (currently, over 50% of the Council's budget was spent on adult social care).
- A belief that adult social care should be funded via Central Government.
- The Council was committed to building a better borough and would continue to deliver for its residents due to its good financial management and commitment to keep Council Tax low.
- Running a Council was not like running a business – it had to respond to demand, despite having limited resources.
- Because of the Council's financial management, it was still delivering a full range of services, which many other Councils had started to cut back on.
- The Council still managed to balance its budget at the end of the year, whilst not dipping into its reserves.
- The Council had managed its finances in a robust way, and has allowed it to put money into growth, new homes and leisure facilities, which not only generated new jobs for residents but also generated income for the Council.

RESOLVED – that:

- (a) The 2025/26 revenue budget position (which showed that the Council was projecting to be within budget at year end, without having to use the Budget Strategy or General Fund reserves), be noted.**
- (b) The position in relation to capital spend be noted and it be RECOMMENDED that full COUNCIL approve the changes to the Capital programme (detailed in Appendix C) and all associated changes to the Medium-Term Financial Strategy, including Treasury and Prudential Indicators.**
- (c) The collection rates for NNDR, council tax and sales ledger, be noted.**

- (d) The current position in relation to Treasury and Prudential Indicators, be noted.

CAB-26 Annual Public Health Report 2025 Smoke Free Telford & Wrekin

Councillor Kelly Middleton, Cabinet Member for Public Health and Healthier Communities, presented a report, which sought Cabinet's endorsement and support of the recommendations of the Director of Public Health's 2025 Annual Report, which were aimed at reducing the impact of smoking and vaping-related harm in the borough.

The 2025 Annual Public Health Report focussed on a smoke free ambition for Telford and Wrekin and covered the health and financial impacts for individuals who smoked, the effects on children and young people and vulnerable adults, and the wider impacts on the borough's communities. The report also introduced key local actions the Council needed to take in Telford and Wrekin to make a smoke free ambition a reality.

Councillor Middleton said that this was the first time in several years, since the Council had had a dedicated focus on this issue. She said that the report set out the scale and impact of smoking in the area and outlined how the Council could work together to deliver the Government's smoke-free ambition. She said that the report also addressed vaping, since it was recognised as a quit aid for many residents, but also highlighted the growing concerns around young people taking-up vaping.

Councillor Middleton said that, locally, the Council's Healthy Lifestyles Team continued to provide excellent substance smoking support with new national funding. She said the Council had set new local targets to strengthen links to tobacco dependency programmes in order that every contact with health services could become an opportunity to quit.

Councillor Middleton said that the Council's Trading Standards Team was working with the Police was tackling the illicit sales of tobacco and vapes, which remained a significant local challenge. She said that, nationally, the Tobacco and Vapes Bill and the NHS Ten-year Plan created opportunities for the borough with more investment, stronger NHS expectations and a greater focus on prevention in neighbourhoods. However, she said, the Council's new targets were ambitious and to achieve these would require more referrals from NHS partners particularly from GPs in community care.

Councillor Middleton said that the report recommended the development of a smoke-free ambition delivery plan, to learn from areas such as Sheffield and Greater Manchester where stronger partnerships had led to faster declines in smoking rates. She said that the Council's four key ambitions were helping more residents to quit; protected children and more vulnerable people; created more smoke-free places and strengthened enforcement against illicit tobacco and vapes.

Councillor Middleton said that Cabinet was being asked to endorse the recommendations and support the development of a partnership plan and engage the NHS and community partners to increase referrals and quit rates.

In conclusion, Councillor Middleton said that the borough's health data was now updated live through the Council's JS and A dashboards and reported on via the Health and Well-being Board ensuring the Council tracked progress throughout the year. In summary, she said that this report provided a care plan to move Telford and Wrekin towards a smoke-free borough and protecting residents and future generations from the harms of tobacco.

Members raised a number of issues, which included:

- the importance of focusing on this given the impact of smoking and the knock-on effects it had on the Council's Adult Social Care budget.
- How could the Council target black market sales of tobacco and vapes?
- There was more the Government needed to do to enhance legislation around the sale of these products.
- Concerns around the increase in numbers of young people vaping.
- Whether the Government would consider vapes, for people determined to stop smoking, being acquired through prescription and not general sale.
- Health risks to those who suffered from passive smoking.

RESOLVED – that the recommendations of the Director of Public Health's 2025 Annual Report, which were aimed at reducing the impact of smoking and vaping-related harm in the borough, be endorsed and supported.

CAB-27 Local Kinship Offer

Councillor Shirley Reynolds, Cabinet Member for Children, Young People, Education and Lifelong Learning, updated Cabinet on services provided to kinship carers (and the children they cared for) who resided in Telford and Wrekin and sought Cabinet's endorsement to the publication of the Telford and Wrekin Local Offer for Kinship Carers.

Councillor Reynolds said that, in Telford and Wrekin, the Council believed that every child deserved to grow up in a safe, loving environment, ideally within their own family or close network. She said that when children could not live with their parents, kinship parents, who may have been grandparents, aunts, uncles, siblings or close family friends, could step-in to provide stable love and continuity. She went on to say that these carers played a vital role in keeping

children connected to their roots, culture and identity, which enabled them to maintain strong links with birth parents (but only where this was appropriate) as sadly for some children, contact with their birth family may not be suitable for a number of various reasons.

Councillor Reynolds said that it was an underlying principle of the Children Act 1989, that children should be enabled to live within their family unless this was not consistent with their welfare. She said it was the Council's belief that children should be in loving homes and one of the options was kinship care. To support this, Councillor Reynolds said the Council was proud to publish its kinship local offer, a clear and accessible guide to the services and support available for kinship families across the borough.

Councillor Reynolds said this offer was more than a document, but the Council's commitment to care, compassion and community. She said that, nationally, there was a growing recognition of the importance of kinship care and new statutory guidance from the Department of Education in October 2024, defined kinship care broadly, which covered informal arrangements, private fostering and formal court orders. She said that the guidance called on Councils to appoint a senior kinship lead, publish a comprehensive kinship local offer, provide support based on children's needs (not just legal status) and focus on identifying family networks early. These principles, she said, were imbedded in the Children's Social Care National Framework, which placed children's voices and family connections at the heart of care planning.

Councillor Reynolds said that children's services within Telford and Wrekin had long championed family first approaches and the Council's Family First Strategy already prioritised keeping children within their birth families, wherever it was safe and appropriate. She said the Council had built on this foundation to co-produce its kinship local offer with carers, children and partner agencies. She added that their lived experiences informed service design and ongoing co-production was supported by feedback mechanisms and the voice of the child apprentices.

Councillor Reynolds said the Council's approach had been recognised nationally as best practice example for kinship care support. She said the Council had listened to carers and had responded with training and peer support tailored to real life experiences and therapeutic services to help children and carers heal from trauma and accessible resources, which included leaflets and online guidance.

Councillor Reynolds said that the Council had created a parent worker role to bridge relationships between carers, birth parents and the Council and had expanded well-being support through family hubs, home start, citizens' advice, digital support, peer support groups and emergency food support through the Interfaith Council. She added that children in kinship care benefitted from virtual school support, breakfast clubs, youth services and pupil premium plus funding. She went on to say that ongoing feedback and review mechanisms were in place to ensure the offer evolved with community needs and this offer would be reviewed after six months and again after a year.

Councillor Reynolds said that every elected member and employee of the Council, along with its partner agencies, had a duty to support children, young people and their families to the best of their ability. She said everyone was responsible for providing the best possible care, safeguarding and outcomes for the children who were supported by these services and forming a shared vision as to how this should be achieved.

Councillor Reynolds said, looking ahead, this was a living offer, which would be updated regularly and shaped by those it served. She said the Council was proud of the progress it had made, and it remained committed to working with kinship families to ensure every child in Telford and Wrekin had the opportunity to thrive in a loving and connected home.

In conclusion, Councillor Reynolds said she fully recommended the local offer for kinship carers and asked Cabinet to approve the publication of the offer and to acknowledge the national developments of the kinship care and how the Council had applied these locally.

Members raised a number of issues, which included:

- The provision of a loving home was vital for children to grow up in.
- Children who had suffered early life trauma required ongoing support, as did their families.
- The kinship local offer showed that, as a Council, it absolutely wanted what was best for children in its community.

RESOLVED – that:

- (a) The publication of the Telford and Wrekin Local Offer for Kinship Carers, be endorsed.**
- (b) The content of the report, acknowledgement of the national developments in Kinship Care and how the Council had applied these locally, be noted.**

The meeting ended at 10.58 am

Signed for the purposes of the Decision Notices

Anthea Lowe
Director: Policy & Governance
Date: **Wednesday 12 NOVEMBER 2025**

Signed

Date: Thursday 4 December 2025

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Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Borough of Telford and Wrekin

Cabinet

Thursday 4 December 2025

Housing Strategy 2025-2030

Cabinet Member:	Cllr Richard Overton, Deputy Leader and Cabinet Member for Housing, Highways & Enforcement, Cllr Carolyn Healy - Cabinet Member: Neighbourhoods, Planning & Sustainability
Lead Director:	Katherine Kynaston, Director Housing, Commercial & Customer Services
Service Area:	Housing, Commercial & Customer Services
Report Author:	Ravi Phull, Housing Strategy & Regeneration Service Delivery Manager
Officer Contact Details:	Tel: 01952 381731 Email: ravi.phull@telford.gov.uk
Wards Affected:	All Wards
Key Decision:	Key
Forward Plan:	13 November 2025
Report considered by:	SMT – 11 November 2025 Business Briefing – 20 November 2025 Cabinet – 4 December 2025

1.0 Recommendations for Decision:

It is recommended that Cabinet:

- 1.1 Note the outcome and response to the consultation process in relation to the draft Housing Strategy 2025 – 2030.
- 1.2 Approve the final version of the Housing Strategy 2025 – 2030.as set out in Appendix 1.

2.0 Purpose of Report

- 2.1 This report provides an update on the response to the consultation on the draft Housing Strategy 2025 – 2030 and proposes the final Housing Strategy 2025 – 2030 for adoption.

3.0 Background

- 3.1 The Council's draft Housing Strategy 2025 – 2030 was approved by Cabinet in July 2025. This is an overarching Strategy which sets out the Council's commitment to work with partners and communities to ensure every resident has a safe and affordable home. It establishes 3 key objectives:

- To make the BEST use of our existing homes
- To support safe, clean, green, healthy, connected communities.
- To provide homes to support and empower our most vulnerable people.

4.0 Summary of main proposals

- 4.1 On 17 July 2025 Cabinet approved the Council's draft Housing Strategy 2025 - 2030 for consultation. This consultation took place over a twelve-week period between 17 July and 10 October 2025. An initial 6-week consultation was extended due to the summer period.
- 4.2 The Council's Housing Strategy is a high-level, overarching framework that plays a vital role in shaping the future of housing across the Borough. It outlines the Council's strategic priorities to ensure access to suitable housing for all residents, with a particular focus on supporting the most vulnerable. It supports the Council's commitment to protect, care and invest to build a better borough.
- 4.3 This strategy complements other key documents, including the Telford & Wrekin Local Plan, Invest Telford, the Health and Wellbeing Strategy and the Climate Change Action Plan. It also provides the foundation for a suite of supporting strategies such as those addressing Homelessness, Affordable Warmth, Empty Properties, Private Sector Housing, and Supported & Specialist Accommodation which set out detailed actions to deliver the overarching objectives.
- 4.4 Additionally, the strategy informs the Council's direct delivery of housing both as a Registered Provider and through its wholly owned company, Nuplace, and guides development led by external developers and other Registered Providers (Housing Associations).
- 4.5 Consultation on the Strategy was undertaken through the Council's main communication channels, including social media. An invitation to consult was also sent to c.100 stakeholders including national organisations, local representative bodies, commercial and social housing providers, voluntary organisations and Parish & Town Councils.

- 4.6 More than 70 internal and external partners, including registered social landlords, Wrekin Landlord Association, Age UK, Citizens Advice Bureau and a number of specialist housing and care providers such as Maninplace, A Better Tomorrow and Yellow Ribbon were engaged through a face-to-face event.



- 4.7 The Strategy was also discussed at a number of lived experience boards to get feedback directly from our residents most affected by the strategy. These included the Health and Wellbeing Board, Ageing Well Partnership Board, Making it Real Board, Care leavers group and Town and Parish Council Clerks meeting.
- 4.8 Officers further attended a number of Parish Council coffee mornings and meetings speaking directly to residents about the proposed key themes and objectives set out in the strategy.
- 4.9 The outcome of the consultation was overwhelming support for the three main objectives seen as capturing the key priorities for residents in the Borough. A number of sub themes emerged during the consultation process which are highlighted below alongside how we are responding:

Themes from Housing Strategy Consultation

Feedback	Delivery
Affordability and Access	
The need for genuinely affordable housing for both rent and purchase.	<p>The Local Plan secures affordable housing through the use of Section 106 agreements across a range of tenures including affordable and social rent as well as shared ownership. Alongside this the Council has supported RPs and other partners to access Homes England and Combined Authority grant to increase supply of affordable housing and provided direct funding to deliver key sites stalled due to significant viability constraints.</p> <p>The Council work with registered housing providers to support the delivery of affordable homes with</p>

	<p>Council owned land being used for the delivery of 100% affordable schemes.</p> <p>In addition, the Council have used land, such as that at Wildwalk, Donnington, to secure the delivery of mixed tenure schemes including affordable housing numbers, well above policy requirements, with 186 of the 329 homes built being affordable as well as meeting other specific needs including older people housing, accessible homes etc.</p> <p>Whilst focusing on the delivery of private rent homes, Nuplace have also delivered 76 affordable homes.</p>
Calls for more social housing and for bringing empty homes back into use.	<p>The Council continue working with RPs to shape their development plans and establish nomination agreements to ensure more of our most vulnerable residents access social housing.</p> <p>Telford and Wrekin Long Term Empty Property Strategy has worked to bring 360 affordable empty properties back into use and is set to overachieve the current strategy target.</p> <p>Nuplace are delivering against this objective through Telford & Wrekin Homes, with 56 empty properties having been acquired and refurbished to end March 2025. In addition, Nuplace and the Council have worked in partnership to bring redundant buildings back into use through conversion into new homes through schemes at The Gower, Ketley Bank, Limes Walk and 1 Walker St.</p>
Issues with high rents, especially in the private sector	<p>While we have limited control over rents set by private landlords, the rents on Nuplace properties are benchmarked and are in keeping with the nature, location and management service of similar properties. The demand for Nuplace properties is reflected in the consistently low void rates across the portfolio, year on year. Income generated from the letting of these</p>

	properties is used by the Council to support and protect front line services.
Support for Vulnerable Groups	
More supported living options, especially for adults and young people with learning disabilities, autism, and physical disabilities.	<p>The Local Plan helps to secure a range of accommodation and provides a positive policy framework for a range of supported and specialist housing needs. This approach is further supported by the Homes for All Supplementary Planning Document which gives further advice on the delivery of supported and specialist accommodation.</p> <p>Our Housing Strategy & Commissioning Team continue to work with Social Care Commissioners to understand and respond to the need for supported living across all vulnerable groups. Regular market engagement ensures the need identified for key groups is communicated to housing developers and landlords. Through both Nuplace and directly delivered by the Council provision has been made for young people transitioning from care, older residents including those with dementia and adults with a range of disabilities with further schemes planned.</p> <p>The Council have used land assets on schemes such as Wildwalk, Donnington to drive the delivery of specialist accommodation which directly meets housing need. On this site, 118 of the properties were built to accessible and adaptable standards, enabling people to live independently at home for longer.</p> <p>Nuplace also support adaptations to properties where tenants' needs change.</p>
Emphasis on accessible, adaptable homes and faster, more flexible Disabled Facilities Grants.	The Council invests over £2m annually on providing disabled facilities grants across mixed tenure, providing adaptations to enable clients to live as independently as possible at home. This benefitted over 2,000 individuals or families since the previous strategy. In

	<p>addition, through the Independent Living Centre a suite of support and adaptations including occupational therapy equipment enables people to 'try before they buy' to find the solutions they need to maintain independence in their own homes.</p> <p>Nuplace support adaptations to properties across their portfolio to support tenants as their needs change over time. In addition, Nuplace have delivered 42 accessible and adaptable homes prioritised for people over the age of 55 or with an identifiable need. At Nuplace's development in Dothill, bespoke adaptations (such as raise and lower kitchens) were implemented during the build process to meet end user requirements</p>
Carers and families want to be more involved in planning and decision-making.	<p>The public can respond to planning applications. These comments are taken into account by the (planning) case officers for the development. Developers often do pre-application consultation on schemes which is a useful route for parents and carers to influence proposals at the earliest possible stage. Boards such as the 'Making it Real' board are used as a way to consult and engage with our residents who are experts by experience.</p>
Quality, Safety, and Standards	
Desire for higher standards in both new and existing housing, including maintenance, energy efficiency (e.g., solar panels), and accessibility.	<p>The emerging Local Plan is seeking higher standards in areas such as accessibility through new M4(2) and M4(3) accessible housing and better energy and thermal efficiency of buildings. The policies will inform the determination of planning applications for new development.</p> <p>Nuplace strive to deliver high levels of energy efficiency, exceeding Building Regulation requirements wherever possible. At Wildwalk in Donnington, Nuplace piloted the delivery of 18 homes to Future Homes standards.</p>

Calls for stronger regulation of the quantity and quality of HMOs in the Borough	The emerging Local Plan contains planning policy to help control HMO's which require planning permission. A Report to Cabinet being presented alongside the final Housing Strategy responds to this theme setting out proposals to consult further on the introduction of Additional Licensing of HMO and an Article 4 Direction to remove permitted development rights for small HMO which would mean all new HMO would require planning approval
Infrastructure and Community	
New housing developments must be matched with adequate infrastructure: schools, health services, public transport, green spaces, and community facilities.	The adopted and emerging Local Plans enable the Council to secure the necessary infrastructure to support development, this includes new or expanded schools as well as new open space, community facilities and contributions towards high infrastructure and public transport.
Concerns about overdevelopment, loss of greenspace, and the impact on local services and the environment.	Telford is one of the greenest towns in the country and the emerging Local Plan will enable this to continue by protecting publicly accessible green space and creating new areas of biodiversity, ecology and open space through new development.
Fairness, Prioritisation, and Inclusion	
Calls for fairer housing allocation, prioritising local people, working families, and those in genuine need.	The adopted Allocations Policy prioritises housing for those with a local connection as well as those with key vulnerabilities including victims of domestic abuse, armed forces veterans and care leavers.
Need for equality and inclusion in housing policy, recognising the needs of all groups.	The existing and emerging Local Plan plan for a mix of housing needs across the borough. Through the Specialist & Supported Accommodation Strategy we have an established baseline of housing needs across key groups which is used to actively shape the housing market
Strategic Delivery, Consultation, and Engagement	
Ongoing, meaningful consultation and co-production with local people, especially those with lived experience (e.g., disabled people, carers).	The Housing Strategy sets our overarching housing policy. We will continue to engage through groups including the Health & Wellbeing Board and Making it Real Board as we

	address individual elements including delivering specialist and supported homes and in shaping new development delivered through the Local Plan. Where we are delivering specific schemes for vulnerable groups, we will engage directly with those with lived experience as part of that development. We will also involve local people with lived experience in the consultation linked to the review of our Specialist & Supported Accommodation Strategy
Environmental Sustainability	
Strong support for energy efficiency, biodiversity, and climate adaptation in housing policy.	<p>The emerging Local Plan has a chapter addressing climate related planning issues including energy efficiency, flood risk and greater standards of water efficiency.</p> <p>New Part L of Building Regulations demands high levels of energy efficiency in any new build schemes.</p>
Calls for all new builds to include features like solar panels, hedgehog access, water catchment, and tree planting.	The emerging Local Plan provides a flexible approach for delivery including use of renewables on a plot or site level as well as the need to protect and enhance biodiversity on sites to provide a 'net gain' on the existing baseline.
Desire to protect green spaces and integrate nature into developments.	<p>A key part of the emerging Local Plan is the need to provide new green spaces and integrate them into existing green networks.</p> <p>National policy now requires developers to deliver a 10% improvement in biodiversity on any schemes either on site or through off site contributions which can be used to enhance biodiversity elsewhere. This requires developers to take a completely different approach to master planning and landscaping which places significantly greater emphasis on green space and habitat, as well as ensuring this is protected on an ongoing basis as part of the development.</p>

Homelessness and Temporary Accommodation	
Suggestions for more hostels, caravan sites, and a focus on preventing homelessness.	We have acquired 84 units of accommodation which is providing flexible provision for those presenting as homeless or with vulnerabilities including those fleeing domestic abuse, while we work with them to find long term accommodation solutions. This includes hostel type accommodation where appropriate. All clients in this accommodation have a Tenancy Sustainment Officer to support them to be ready to move on to long term housing. This has significantly reduced incidences where we have to place people into emergency B&B Our adopted Homelessness Strategy sets out a partnership approach with a multi-agency Taskforce. All Housing Solutions Officers work with clients to prevent homelessness and providing advice and guidance on long term accommodation offers. We will continue to work with supported accommodation providers to expand their stock to provide additional accommodation with support for those most vulnerable.
Concerns about the adequacy and fairness of temporary accommodation provision.	All clients who present as homeless are allocated a Housing Solutions Officer who provides advice and guidance under the Homelessness Reduction Act 2017. All clients who are deemed priority (under Government set rules) and where required, will be offered emergency accommodation in the stock we have available. We have expanded and continue to expand our temporary accommodation provision and use the accommodation more flexibly to ensure clients who are owed a housing duty can access provision and reduce the demand and time spent in B&B.
Design, Quality, and Practical Barriers	
Desire for high-quality, well-designed homes with adequate outdoor space,	The emerging Local Plan supports developments to provide outdoor amenity space for residents as well as parking provision (to be set out in

parking, and integration with local services.	separate highways guidance). The plan also supports developments that are well located and connected to local facilities and services for walking, cycling, public transport and access to the local highway network. Larger Sustainable Communities sites will have a range of services and facilities on site.
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- 4.10 The feedback from the consultation will be invaluable in shaping the delivery of the strategy and policy developments that will stem from this. It has also opened further conversations with core groups for practical implementation and ensuring that we continue to draw on the knowledge of those with lived experience.
- 4.11 The strategy has been updated to reflect the comments received where required but given the support received for the objectives and actions it has not required substantial change.

5.0 Alternative Options

- 5.1 As it is not a statutory requirement for the Council to have a Housing Strategy, Cabinet could decide not to proceed. To do so would however limit the Council's ability to meet the needs of local residents by shaping the housing market including reflecting the voice of communities and those with lived experience in policy and development. It would also risk adversely affecting all the excellent work being done in the Borough to help meet the needs of its residents.

6.0 Key Risks

- 6.1 The introduction of legislative changes such as the Renters' Rights Act 2025, while positive for tenants, will change how landlords can let their properties. This may see a temporary change in the availability of properties for private rent as the market adjusts.

7.0 Council Priorities

- 7.1 This strategy builds on existing initiatives and links closely to the themes of Telford & Wrekin Council's plan to protect, care and invest to create a better borough with the priorities:
- All neighbourhoods are a great place to live.
 - A community-focussed, innovative Council providing efficient, effective and quality services.
 - Everyone benefits from a thriving economy.
 - Our natural environment is protected, and the Council has a leading role in addressing the climate emergency.
 - Every child, young person and adult lives well in their community

- 7.2 The strategy also links closely with the priorities identified in the Health and Wellbeing Board vision – happier, healthier fulfilled lives.

8.0 Financial Implications

- 8.1 The approved Capital Programme includes Disabled Facilities Funding and funding to support the ongoing objectives of Nuplace, the Council's wholly owned Housing Company. The revenue budget includes the Homelessness Prevention Grant which supports the work of the Housing Team addressing issues around homelessness and temporary accommodation. The Housing Strategy will need to be delivered within existing resources.

9.0 Legal and HR Implications

- 9.1 There is no legal requirement for the Council to have a Housing Strategy, the previous duty being removed by the Deregulation Act 2015.

However, preparation of such a strategy is deemed good practice serving as a useful policy document setting out the Council's aims, objectives and intended outcomes in respect of all housing matters.

There are no other legal implications arising from this report.

The proposals contained in this report can be delivered using existing resources.

10.0 Ward Implications

- 10.1 All wards will be impacted by these proposals.

11.0 Health, Social and Economic Implications

- 11.1 It is intended that this programme of work will contribute to improve health and wellbeing outcomes within the borough.

12.0 Equality and Diversity Implications

- 12.1 This strategy is about how the Council can work to deliver housing for all. In setting out its proposals the Council has paid due regard to the Public Sector Equality Duty, ensuring that equality considerations have been embedded throughout the process. The Council has actively considered how its decisions and actions will affect people with different protected characteristics, and has sought to eliminate discrimination, advance equality of opportunity, and foster good relations within the communities it serves, particularly in relation to access to safe, affordable, and suitable housing in line with our statutory responsibilities under s149 Equality Act 2010.

13.0 Climate Change and Environmental Implications

- 13.1 This strategy delivers on a number of actions under the Telford and Wrekin Council Corporate Climate Change Action Plan, such as Affordable Warmth, including work with the Telford Energy Advice line and direct delivery of retrofit programmes to the most carbon inefficient properties in the borough. In relation to biodiversity & carbon sequestration, the review of the local plan considers opportunities to enhance tree and woodland protection and establishes policies that support and promote a move to carbon neutrality. This includes consideration of how development will need to adapt to the impacts of climate change and promotes opportunities to maximise carbon sequestration in the future.

14.0 Background Papers

- 1 Draft Housing Strategy – Cabinet 17 July 2025

15.0 Appendices

- A Housing Strategy 2025 – 2030

16.0 Report Sign Off

Signed off by	Date sent	Date signed off	Initials
Legal	02/11/2025	06/11/2025	SH
Finance	06/11/2025	07/11/2025	MLB
Director	04/11/2025	05/11/2025	KK



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Telford and Wrekin's housing strategy 2025-2030

Page 27

December 2025



FOREWORD

A decent home is the foundation on which people build their lives and communities thrive. That's the driving principle of our new housing strategy, which we're sharing with you today.

A decent place to live is the foundation on which people build their lives. If you've got a good quality home, then health, employment, educational achievement and a happy family life are often much easier to obtain.

It's been five years since we launched our last housing strategy. It was at a time when the world was in the depths of the covid pandemic and navigating unprecedented challenges from the demands on health and social care systems, the uncertainty of global economies and a level of disruption to education not seen before.

The pandemic also brought great uncertainty to the housing market, causing delays in the supply of building materials and the progress of developments, disrupting demand and affordability and putting pressures on both the rental and private markets.

Against the backdrop of the significant challenges of the last five years, we're immensely proud of what has

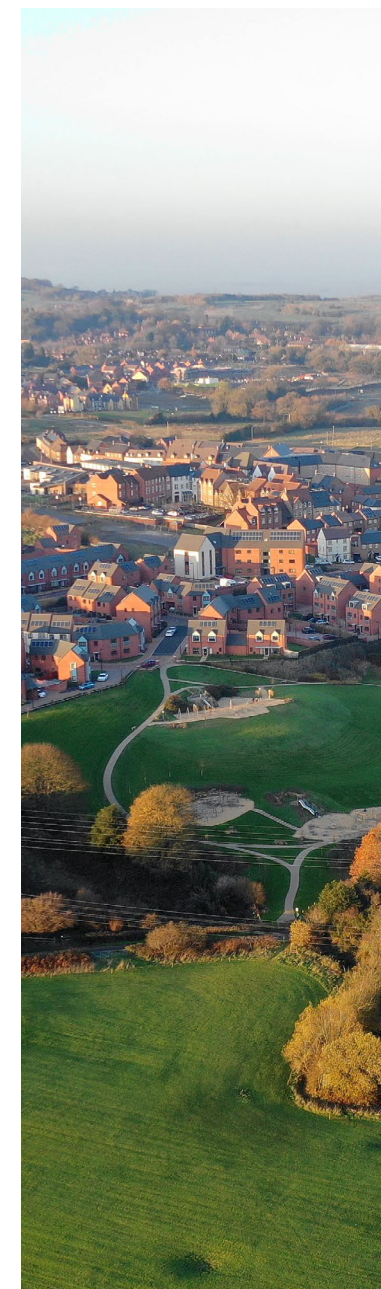
been achieved through our housing strategy for the benefit of residents in Telford and Wrekin.

In 2020 we set out three very clear objectives, to create sustainable, accessible, affordable and integrated communities, to make the best use of our existing homes and to provide homes to support and empower our most vulnerable people.

You can read in detail about how the many projects we've delivered against those objectives in detail on **page 9**.

Some of the biggest achievements include bringing hundreds of empty homes back into use, preventing more than 2,000 people from becoming homeless and offering bespoke and specialist support to some of our most vulnerable residents. We've also built on our carbon credentials with the delivery of a number of sustainable projects.

We recognise there's always more to do and we are a Council that is continually striving to improve and is



always open to best practice and opportunities to learn.

As we set out our plan for the next five years, we need to think of more recent challenges too. We've seen rising energy bills, a cost-of-living crisis, the continued demand for housing and new Government targets for building homes.

In this housing strategy, which is currently at draft stage, we outline our objectives for the next five years. In fact, we've kept our objectives the same, with some minor adjustments to reflect feedback we've had on the 2020-2025 strategy.

If you turn to **page 32**, you'll be able to read about our plans for the next five years. Addressing homelessness and delivering housing to support our residents will remain a key priority as well as delivering sustainable housing projects, which support plans to reduce the Borough's carbon footprint and tackle climate change.

We recognise that we cannot deliver our objectives without the support of our partners at a local, regional and national level.

The next steps...

Before we finalise our new housing strategy, it's really important we get the views of local people and partners. We want to know what we've done well and

what we can improve on in the future. We're currently running an online consultation and would welcome your feedback.

This will allow us to create a real and meaningful document, that reflects the needs of our communities and support the Council's vision to protect, care and invest to create a better borough for all.



Councillor Richard Overton

Deputy Leader and Cabinet Member for Highways, Housing and Enforcement



Councillor Carolyn Healy

Cabinet Member for Neighbourhoods, Planning and Sustainability



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INTRODUCTION

Telford and Wrekin's housing strategy 2025-2030 is concerned with all types of housing, tenure and housing needs. It sets out our long-term vision for housing and the actions that we will take to address the housing needs of our Borough, seeking to ensure that every resident has access to safe, affordable, and quality housing. This strategy outlines our commitment to improving the availability and standard of housing, while also focusing on sustainability, community empowerment and economic regeneration.

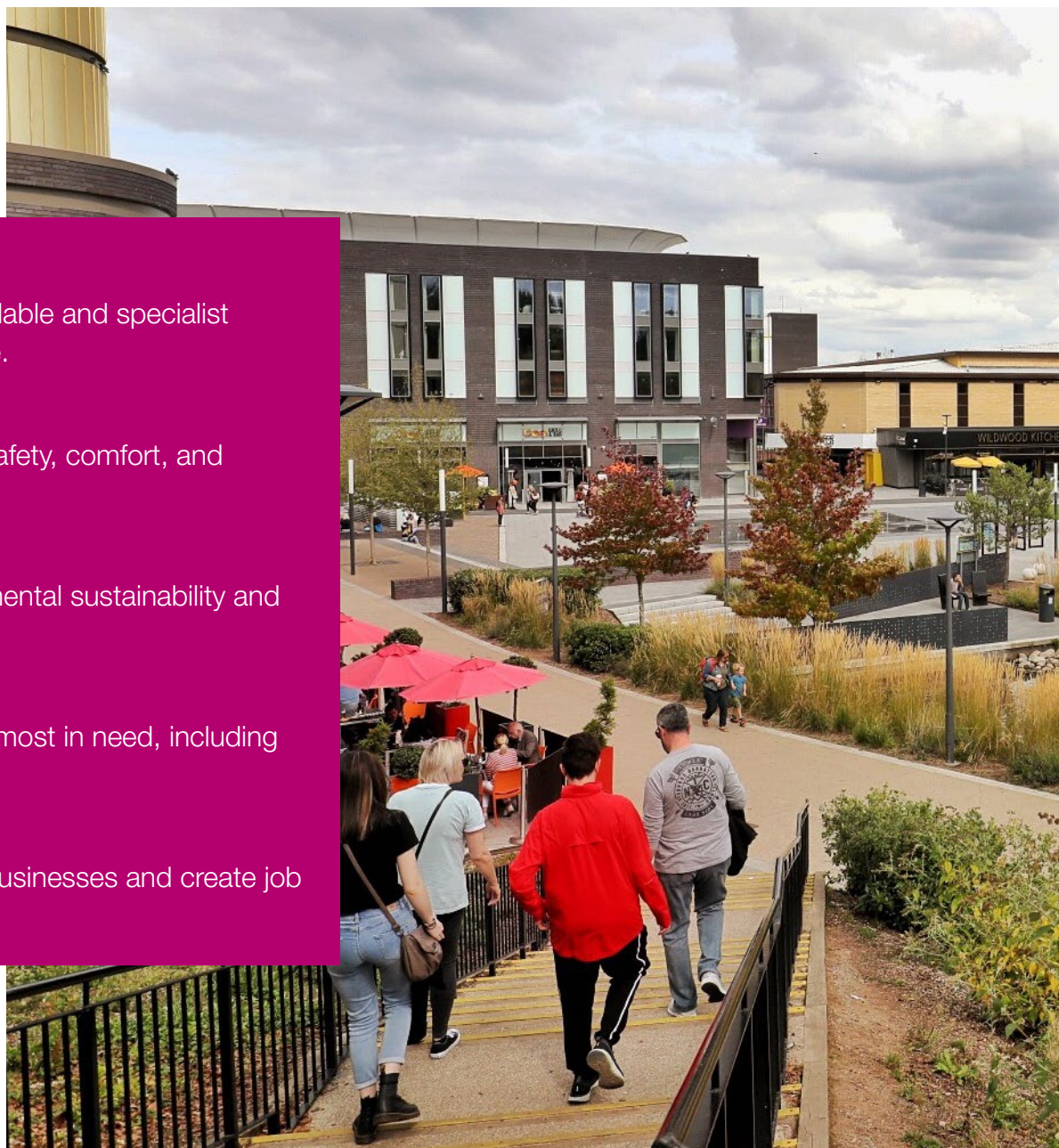
Our vision is to create **vibrant, inclusive, healthy neighbourhoods where people can thrive**. To achieve this, we will work collaboratively with stakeholders, including residents, partners, local businesses, and government agencies. The strategy will maximise the potential of existing properties through refurbishment and regeneration as well as the development of new housing. It will also drive innovative solutions to create more sustainable homes able to adapt to changes in climate and to meet the diverse and changing needs of our population enabling people to live longer, independently, in their communities.

This document will appeal to a broad audience, including existing residents, those seeking to establish their home in the Borough, investors, developers, registered providers, town and parish councils, non-statutory and voluntary bodies.

Achieving the right balance of high-quality homes that are affordable, sustainable, and offer variety, choice, and accessibility is crucial for the economic prosperity, health, and well-being of the people in our Borough, while helping to address health inequalities.

Our housing strategy sets out three objectives:





We will achieve these objectives by:

Increasing housing supply

- 🏠 Boosting the number of new homes including affordable and specialist properties to meet the growing need of local people.

Enhancing quality and standards

- 🏠 Ensuring that all housing meets high standards of safety, comfort, and energy efficiency.

Promoting sustainable communities

- 🏠 Developing housing solutions that support environmental sustainability and foster strong, connected communities.

Supporting vulnerable populations

- 🏠 Providing targeted support and resources to those most in need, including the elderly, disabled, and low-income families.

Encouraging economic regeneration

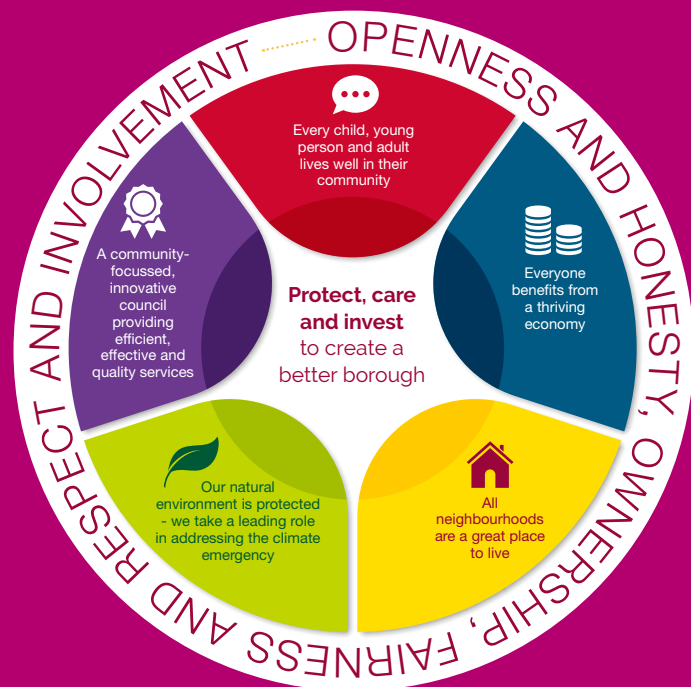
- 🏠 Leveraging housing development to support local businesses and create job opportunities.

Through this strategy, we are dedicated to making a positive lasting impact on the lives of our residents, fostering a sense of pride and belonging in our communities.

By addressing the current challenges and anticipating future needs, we aim to build a foundation for **a brighter, more equitable future for all**.



Our corporate vision, priorities and values



Vision 2032 – our 10 year vision for Telford and Wrekin



Housing runs at the heart of everything we do. A decent place to live, sets the foundation from which health, education and work can flourish. **Housing is the building block of thriving communities and neighbourhoods.**

Health and Wellbeing Board vision – happier, healthier fulfilled lives



Housing and homelessness are a key theme of our **Health and wellbeing strategy**. As a wider determinant of health, housing is critical to the way we live and our health and wellbeing outcomes and often referred to as ‘the causes of the causes’.



Better homes FOR ALL

Everyone deserves to live
in a better home

Our housing achievements – since the adoption of our last strategy

<p>Delivering 312 long term empty properties back into use</p>	<p>Delivering 800 new homes for private rent and affordable rent through Nuplace to over 1,500 residents with a 95% tenant satisfaction rate</p>	<p>Refurbishing 56 properties through Telford & Wrekin Homes providing accommodation for some of our most vulnerable</p>	<p>Preventing or relieving the homelessness of over 4,000 people including 239 who were rough sleeping</p>	<p>Providing advice and support to over 7,000 fuel poor residents and grant funding 400 households to improve energy efficiency of their homes. Estimated CO2 savings 596 tonnes</p>	<p>Supporting 1,933 residents living in private rented properties, by engaging with landlords and eliminating over 1,200 hazards such as excess cold, damp & mould and electrical hazards</p>
<p>Improving the quality of 766 private rented properties through our building safer stronger communities programme</p>	<p>Delivering over 1,200 new and affordable homes each year</p>	<p>Supporting the delivery of over 600 homes for older people</p>	<p>Providing over 2,000 grants per annum to make adaptations to enable residents to live, independently at home</p>	<p>Secured an average of 30% affordable housing across all housing development</p>	<p>Conducting 30+ prosecutions and civil penalties for breaches of housing legislation</p>

TELFORD AND WREKIN LOCAL CONTEXT

Telford and Wrekin is a successful and growing Borough with a diverse housing market and population and continuing housing needs.

A unitary Local Authority, located in the West Midlands, the Borough is a distinctive blend of urban and rural areas, with **green open spaces alongside contemporary housing developments and traditional market towns**. The Borough includes the central urban Telford area, the market town of Newport and large surrounding rural area that accounts for more than two thirds of the Borough's area. Along the banks of the River Severn in the south of the Borough is **Ironbridge, the birthplace of the industrial revolution** and now a **World Heritage site**.

Part of the Borough was designated as **Telford New Town** in 1968, growing rapidly in the 1960s to the 1970s, mainly through social rented housing provided by the Telford Development Corporation. Following the closure of the Development Corporation in the 1980s, growth has continued through new housing development by private developers and registered providers.

With a population of around 196,000¹, between 2014 and 2024 the Borough had the **greatest growth rate in population of all upper tier local authorities in the West Midlands**, increasing by 14.9% (25,300 people). This was twice the rate of growth in neighbouring Shropshire (7.4%). As the population grows it is also ageing, between 2014 and 2024 the Borough's population aged 65 and above grew by 27.6% compared to 12.0% for those aged between 16 and 64 and 13.7% for those aged 15 and under.

Internal migration from elsewhere in the UK now accounts for the greatest proportion of population increase in the Borough. Between 2023 and 2024 net internal migration to Telford and Wrekin was 1,750 people, with the majority arriving from the Black

**c196,000 population
in the Borough**

**The proportion of
the Borough's
population
aged 65 or above
grew by
27.6%**

**17%
of the Borough's
population were
from a
minority ethnic
background
compared with 10.5%
in 2011**

**24.5%
of residents
live in areas
ranked in the
20% most
deprived
nationally**

**In the 2021 Census
36,500
people
reported that
they had a
long-term
health problem
or disability**

¹<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/populationestimatesforenglandandwales/mid2024>

Country and Birmingham. By contrast, natural change (births minus deaths) accounted for a population increase of 250 people.

The population of Telford and Wrekin is also becoming more ethnically diverse. In 2021, 17.0% of the Borough's population were from a minority ethnic background compared with 10.5% in 2011. The Borough also has a sizeable armed forces veteran community with 5.4% of the population aged 16 and above having previously served in the armed forces compared with 3.5% regionally and 3.8% nationally.

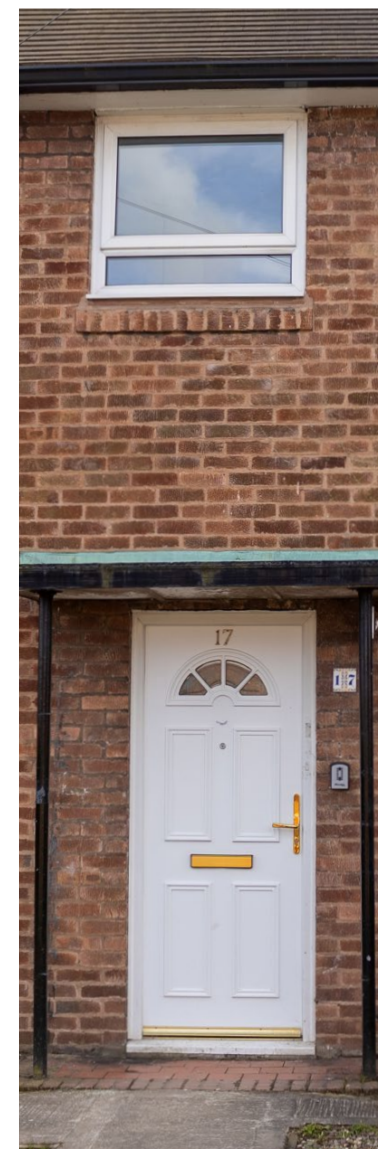
While some parts of Telford and Wrekin appear prosperous, there are clear differences across the Borough. **10.5% of the Borough's population live in areas ranked in the 20% least deprived in England, however 24.5% of residents live in areas ranked in the 20% most deprived nationally.** With 14.6% (11,320 households) living in fuel poverty, this compares to an average of 16.7% across the West Midlands and 11.4% in England. The majority of these

neighbourhoods are areas with new town estates built by the Development Corporation in the 1960s and 1970s.

The Borough's population faces some **significant health challenges**. Overall life expectancy and healthy life expectancy at birth is currently worse than that for England. In the 2021 Census 36,500 people reported that they had a long-term health problem or disability².

The Borough is home to **around 7,000 businesses**³ with key sectors including advanced manufacturing and agri-tech, defence, engineering, plastics, IT outsourcing and data centres, construction, retail, food and drink and tourism. Unemployment rates in the Borough are consistently **below the regional and national averages** and GVA per head in Telford and Wrekin is the third highest in the West Midlands region behind Solihull and Warwickshire.

More information and sources of our population data can be found at www.telford.gov.uk/insight



Mafeking Road, Hadley

The Borough has a key role as an urban powerhouse within the sub region and as a competitive inward investment destination

²<https://www.ons.gov.uk/census>

³<https://www.nomisweb.co.uk/reports/lmp/la/1946157172/report.aspx?town=telford>

Our housing market

The number of new homes being built in the Borough has been **growing at a faster rate than the regional and national average** growing by 17.5% between 2014 and 2024 compared to 8.7% for the West Midlands region and 9.5% for England⁴. Over the last three years the net number of additional dwellings in the Borough has grown by an average of 1,400 dwellings per year⁵. Around 60% of homes in the Borough are owner occupied and remain more affordable to buy than West Midlands and national average⁶. House prices are consistently lower with a median house price of £230,000 compared to £250,000 for the West Midlands and £300,000 for England (March 2025)⁷. The ratio of house prices to earnings in Telford and Wrekin is 6.1, compared to 6.9 for the West Midlands region and 7.7 for England⁸.

Around 60% of homes in the Borough are owner occupied and remain **more affordable to buy than West Midlands and national average**⁶. House prices are consistently lower with a median house price of £217,000 compared to £240,000 for the West Midlands and £290,000 for England (September 2024)⁷. The ratio of house prices to earnings



Nuplace residents, the Maher family

⁴<https://www.gov.uk/government/statistical-data-sets/live-tables-on-dwelling-stock-including-vacants>

⁵<https://www.gov.uk/government/statistics/housing-supply-net-additional-dwellings-england-2023-to-2024>

⁶<https://www.ons.gov.uk/census>

⁷<https://www.ons.gov.uk/peoplepopulationandcommunity/housing/datasets/medianhousepricesforadministrativegeographies>

⁸<https://www.ons.gov.uk/peoplepopulationandcommunity/housing/datasets/ratioofhousepricetoworkplacebasedearningslowerquartileandmedian>

in Telford and Wrekin is 6.1, compared to 6.9 for the West Midlands region and 7.7 for England⁹.

The rental sector – both private and social – makes up around **40% of housing stock** in Telford and Wrekin. In the 2021 Census, the proportion of rented homes in the Borough (39.2%) was greater than both England (37.6%) and the West Midlands region (36.2%).

14,000 homes (18%) in the Borough are rented from social housing landlords or registered providers. Housing Plus Group (formerly Wrekin Housing Group) are the largest provider but the market is diverse with a growing number of housing providers active in the Borough.

The **private rented sector accounts for around 1 in 5 homes** within Telford and Wrekin and is a key component of the Borough's housing market. There is considerable variation across the Borough with significant concentrations in the centre and south. These areas include the new town estates built in the 1960s and 1970s where many homes previously in the social rented sector were sold to their tenants. Census 2021 data showed that Woodside had the greatest proportion with 40% of homes privately rented. The lowest proportions were in Muxton and Lilleshall and Lawley, Horsehay and Lightmoor where 12% of households were privately rented. The sector is diverse catering for different housing needs including single property owners through to portfolio landlords.

The Council is now the Borough's single largest

private rent landlord providing rented homes for c.2,000 residents through its wholly owned company **Nuplace**.

The average monthly rent in Telford and Wrekin is **consistently lower than the regional and national averages**. In August 2025 the average monthly rent in the Borough was £808 compared to £935 for the West Midlands region and £1,403 for England⁹.

Private rented homes in the Borough are **more affordable than in other parts of the West Midlands and England**. In the year March 2024, private renters in Telford and Wrekin could expect to spend 25.2% of their income on an average-priced rented home compared to 29.2% for the West Midlands and 36.3% for England. For this period, Telford and Wrekin was the **fifth most affordable of thirty local authorities in the West Midlands** region¹⁰.

Affordable Homes

Despite the relative affordability of buying or renting a home in Telford & Wrekin compared to other parts of the country, many people still cannot afford to. There is an ongoing need for affordable housing to meet local demands Recent data indicates the necessity for around **700 new affordable homes annually** with the majority (75%) required for affordable or social rent.

Between 2020 and 2024 over **1,250 new affordable**



New College, Wellington

⁹<https://www.ons.gov.uk/economy/inflationandpriceindices/datasets/priceindexofprivaterentsukmonthlypricestatistics>

¹⁰<https://www.ons.gov.uk/peoplepopulationandcommunity/housing/bulletins/privaterentalaffordabilityengland/latest>

homes have been built but homes – particularly social housing – continue to be lost to the sector through sales and redevelopment.

While it is difficult to quantify the extent of shared accommodation in the Borough, we have seen an increase in licensed houses in multiple occupation (HMO). We now have **280 licensed HMOs** in the Borough. This is a 16% increase since the adoption of our last strategy. HMOs provide a vital housing solution for those seeking to establish their first home, starting employment or study and for those who only qualify for the shared room rate housing benefit.

Homelessness

Since the last Housing strategy, we have seen a **significant increase in people presenting as homeless**. In 2024/25 over 3151 households sought our advice of which 1248 we owed a duty too under the Homelessness Reduction Act. However, since the last strategy we have also seen an **increase in the number of people we have been able to relieve from homelessness** with 958 pa where we've prevented/relieved homelessness. As a result, over the past 12 months on average only 70 family each month people have had to be placed into emergency accommodation (B&B) per month. We have **increased the units of temporary accommodation** stock we own, which has reduced the numbers and amount of time people must spend in bed and breakfast. This includes a **dedicated eight unit women's refuge** to support those fleeing domestic abuse.



The main reasons given for the loss of previous accommodation include loss of private rented tenancy, breakdown of relationships, and domestic abuse

Our housing conditions

Telford and Wrekin’s housing stock presents **a range of challenges**. A significant part of the Borough was developed as a new town but around long-established communities. 17% of the Borough’s housing stock was constructed in the mid-1960s to mid-1970s but 1 in 3 of our homes have been built since 1990 – 15% since 2012.

Alongside this are older homes, 6% pre-dating 1900, including across the rural area and Newport.

Latest estimates put the proportion of non-decent homes in the Borough to be around 10% which is **significantly lower than the regional and all England average** of 15%¹¹. The challenges are greatest in the private rented sector with the lowest rates related to the local social housing sector. The **condition and quality of Telford’s new town estates is a significant concern**; there has been investment into some areas to improve public infrastructure including rebuilt schools and local centres and a limited amount of new/replacement housing. There is a **pressing need to secure significant and sustained investment in the estates** to fully address the poor housing conditions.

Percentage of non-decent homes

Area	Owner Occupied	Private Rented	Social
Telford and Wrekin	10.5	12.0	9.5
West Midlands	15.1	17.5	14.2
England	13.8	22.9	11.2

There is a correlation between energy efficiency and housing quality as well as health indicators. With a high proportion of newer homes, the energy efficiency of properties in the Borough is better than regionally and nationally¹². The social rented sector has the highest proportion of homes with an EPC rating of C or above with almost 3 in 4 homes meeting this standard.

Currently 1.5% of dwellings have the lowest energy efficiency rating with many located in the rural area.

Percentage of dwellings with EPC Band ‘C’ or above

Area	All Dwellings	Owner Occupied	Private Rented	Social
Telford and Wrekin	60.7	43.5	54.4	72.7
West Midlands	46.1	33.6	39.4	58.2
England	49.8	36.6	43.5	62.7

¹¹<https://www.gov.uk/government/statistics/english-housing-survey-local-authority-housing-stock-condition-modelling-2020>

¹²<https://www.ons.gov.uk/peoplepopulationandcommunity/housing/articles/energyefficiencyofhousinginenglandandwales/2024>

OUR HOUSING ACHIEVEMENTS

In our previous Strategy we set out three objectives:

Objective one 2020-2025

To create sustainable, accessible, affordable and integrated communities

Objective two 2020-2025

To make the BEST use of our existing homes

Objective three 2020-2025

To provide homes to support and empower our most vulnerable people

Working proactively with partners and communities we have made significant progress in implementing these objectives while recognising that there is more still to be done



Jenny Athersmith Gardens,
Dawley

OBJECTIVE ONE






2020-2025:

To create sustainable, accessible, affordable and integrated communities

PROGRESS AND IMPLEMENTATION

Since 2020 we have been undertaking a range of actions to support this objective linked to policy, delivery and partnership working:

Policy and regulatory

-  Securing 25%+ of affordable homes on all major development sites and supporting 100% affordable schemes.
-  Delivery of a new **Local plan** (submission draft) following two rounds of consultation, with a target of **over 20,200 new homes by 2040** (over 50% of the homes new homes are on sites that already have planning permission or are under construction) introducing new policies to shape the delivery of **new affordable and specialist homes**, whilst ensuring the right infrastructure is developed alongside new homes to create communities.
-  Implementing **Developer climate change supplementary planning Document** (SPD) - this has seen the Council lead the way with its focus on **sustainable developments** including Nuplace developments such as Donnington Wood Way which features on plot renewable energy generation and electric vehicle charging.
-  Implementing our **Specialist and supported supplementary planning document** requiring the delivery of **more adapted and accessible accommodation**.
-  Using our housing and planning powers to raise standards in our existing housing stock and that new housing developments meet need and **contribute positively towards our carbon reduction commitments** and ensure homes cost less to run for residents.

- Ensuring that there are **suitable homes for all**, especially for our most vulnerable residents including those fleeing domestic abuse, young people and those who have served in our armed forces.

Delivery

- Enabled the **delivery of 1,200+ new homes every year** (the third best nationally), partly by the use of Council land and assets.
- Accelerated the delivery of over 750 new homes, through our unique **Land Deal** with Homes England.
- Direct delivery by March 2025 of **608 new rented** homes through the Council's wholly owned company, Nuplace, **with a further 222 in delivery**.
- Providing **high quality rented accommodation** for over 1,500 residents, leading the private rental market with a consistently high satisfaction rate of 95%.



Nuplace and Telford & Wrekin Homes lead the private rental market with consistently high satisfaction rates

🏠 Delivering **multi-generational, mixed use, sustainable development** including energy efficient and affordable homes – 329 at Wildwalk, Donnington, in partnership with Lovell and Wrekin Housing Group.

🏠 **Regenerating 48 acres of brownfield land** and bringing back into use, 4,656sqm of redundant floorspace.

Partnership Working:

🏠 **Working in partnership** with Homes England, registered providers, private sector landlords, letting agents, developers, and voluntary and community groups to achieve successful communities.

🏠 Delivering a comprehensive, forward-thinking planning service dedicated to the **creation of sustainable communities** — powered by strategic tools like Planning Performance Agreements to streamline and elevate the planning process.

🏠 Working as **master developer on major regeneration schemes** such as Station Quarter, leveraging in public and private sector investment to support the creation of a new **city living** housing market.

🏠 **Securing £5.633m** from WMCA to support the delivery of 263 new homes within the Borough on brownfield sites.

🏠 Increased the number of new affordable homes for rent and shared ownership provided every year from 100 to 300, through **joint working with local housing associations and Homes England grant**.

🏠 Attracted **annual housing investment of over £5m** from Homes England.



CASE STUDY

WILD WALK, DONNINGTON

This mixed tenure development of 329 homes, off Donnington Wood Way, has seen the regeneration of a constrained 14.85ha brownfield site, peppered with 23 mineshafts.

The scheme was brought forward by a partnership including the Council, Nuplace Ltd, Lovell Partnerships Ltd and Wrekin Housing Group, supported by funding from the Local Enterprise Partnership and Homes England.

The housing mix and masterplan was developed by the Council to serve the needs of the local community. In line with the Council's Housing Strategy, the scheme focused on bridging gaps in housing provision, striving to create an intergenerational scheme that provides housing choice as needs change over time.

The site comprises of 186 affordable homes including Extra care, dementia care and supported living dwellings, 66 private rent homes alongside 77 for open market sale, providing housing choice for people of all ages and stages.

The supported living accommodation is located at the heart of the scheme and accommodates a **Community Hub** providing café and bistro facilities, space to work with free Wi-Fi as well as learning suites which can be used by local schools and community groups, alongside a fabulous new play facility to



Majestic Way, Aqueduct

foster inter-generational relationships that benefit all age groups.

The scheme also sets a benchmark in terms of its sustainable credentials, with all homes featuring **low carbon design, PV panels and EV charging points**. Nuplace also piloted the delivery of their first 18 **Future Homes properties***, reducing energy bills and running costs for residents.



***Future Homes:** The Future Homes Standard, is an amendment to Part L of the Building Regulations which has yet to come into force but which mandates that new homes be 'zero carbon-ready' and significantly more energy-efficient than those built under previous regulations. This means a focus on low-carbon heating, high-performance insulation, and potentially rooftop solar to reduce carbon emissions and energy bills.



Blossom Walk, Hadley

OBJECTIVE TWO

2020-2025:









To make the **BEST** use of our existing homes

PROGRESS AND IMPLEMENTATION

Taking a multi-agency approach we have together made great strides in improving the quality of the existing housing stock in the Borough.

Better Homes for All Programme

Under our programme we have:

-  Through our **'Engage, Educate, Enforce' approach** supported 1,933 residents in private rented properties, by engaging with landlords to improve their housing conditions, by eliminating 1,219 hazards, such as excess cold, damp and mould and electrical hazards.
-  Ensured all properties we inspect have the correct **minimum energy performance rating**.
-  Introduced the **Landlord, Tenant Co-Ordinator role** to support landlords and tenants to sustain tenancies.
-  Licensed 280 **houses in multiple occupation** (HMO) with regular targeted area-based campaigns.
-  Using a multi-agency data led approach undertaking targeted action to address the activities of our poorer performing landlords leading to **more than 30 prosecutions and penalty offences**.
-  Implemented **monthly multi agency exercises** with partners such as police and fire service, targeting known offenders associated with illegal practises.
-  Introduced a **Hoarding Panel** working across services to identify support and actions to address those whose lives are at risk due to hoarding.
-  Implemented a **Supported Accommodation Panel**, which reviews all providers seeking to establish or grow their supported accommodation ensuring conditions and support are compliant protecting the lives of our most vulnerable.

- 🏠 **Continually updating information on our website** with housing advice and support for landlords, tenants and homeowners.
- 🏠 In collaboration with our local credit union providing low-cost **Better homes for all loans** to support homeowners and landlords to carry out essential repairs to their properties.

Safer Stronger Communities

- 🏠 **Invested £2.5m into a Safer and Stronger Communities Programme** working with partners and residents to support the continued regeneration of our existing estates, reducing levels of crime by 10%, Police recorded ASB by 3%, fly tipping by 3% and noise complaints by 25% in 2024/25 compared with 2023/24.
- 🏠 **Proactively inspected 766 private rented properties**, improving housing standards and through work with communities reaching vulnerable tenants who may not have come to us.

Long Term Empty Properties



We understand that now more than ever, every empty property is a wasted resource whilst attracting anti-social behaviour and blight to neighbourhoods. Since our last housing strategy we adopted a **Long-term empty property strategy**, giving us a challenging target to bring 375 long term and problematic empty properties back into use by 2026. Since the adoption of the strategy, we have:

- 🏠 Brought **321 long term empty properties back into use** targeting those empty longest and most problematic and providing new homes for families



Queen Street, Wellington

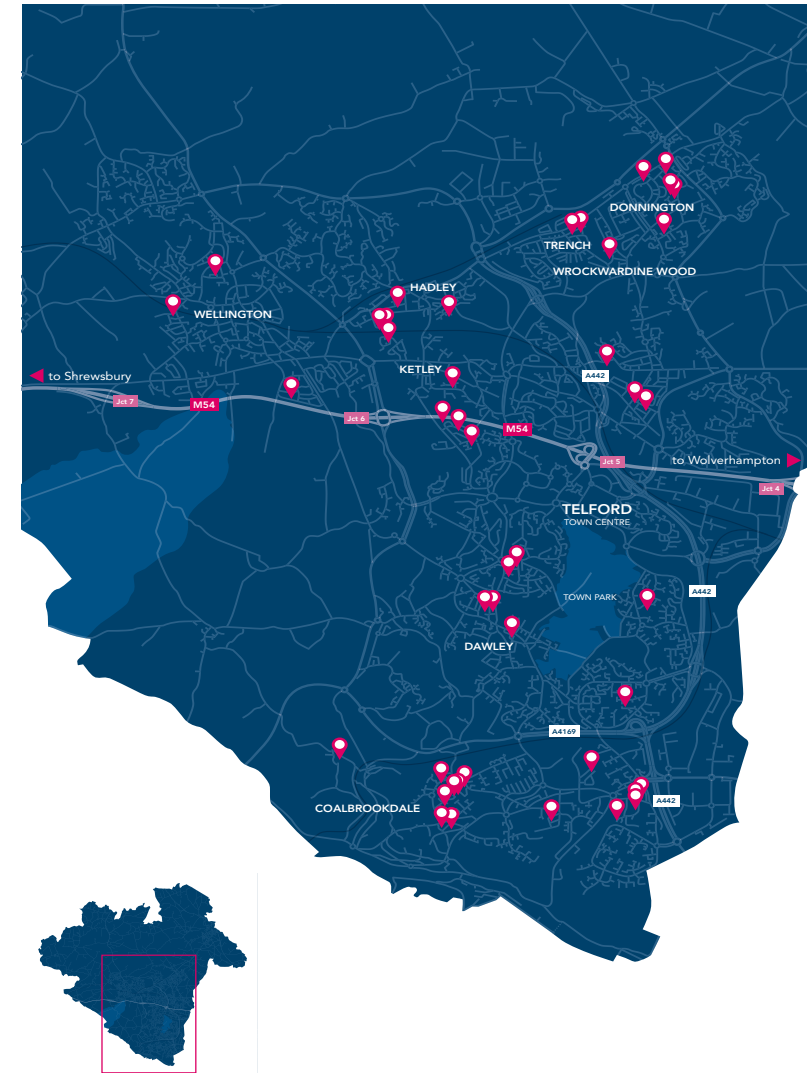
and people at risk of homelessness.

-  Acquired **a number of former social rented properties** to meet the specific needs of our residents.
-  Extended our **Better homes for all loan** for people wanting to bring empty properties back into use.

Telford & Wrekin Homes

Established in 2021 as a sub brand of **Nuplace**, it has **acquired and brought back into use 56 properties across the Borough**. We are:

-  **Investing in and protecting existing housing stock** through high quality renovations, which help to address issues of poor housing in communities.
-  **Raising standards in the private rented sector** including in some of our most deprived neighbourhoods, demonstrating high quality property and tenancy management on a broader geographic scale.
-  Providing a **home for life** for tenants with a focus on providing housing options for a range of priority client groups, including those leaving temporary accommodation, and to support those providing foster placements.



Making the BEST use of our existing homes:

Properties acquired to end March 2025 as part of Nuplace's Telford & Wrekin Homes programme

CASE STUDY

NUPLACE PROPERTY

Making the BEST use of our existing homes:
Internal and external transformation of an empty home acquired as part of Nuplace's Telford & Wrekin Homes programme. Now being resided in by a local family.











Regent Street, Madeley



Nuplace competition winner, Leo

Affordable warmth and climate change

In 2021 we adopted our **Affordable warmth strategy**. The subsequent energy price rises, and ongoing cost of living challenges have impacted across communities but disproportionately lower-income households. We have provided support by:

-  Funding a dedicated **Telford energy advice phone line** provided by a local energy charity (Marches Energy Agency) which has supported over 7000 fuel poor households, including advice, home visits, provision of energy saving devices and referrals to other agencies including Telford Crisis Support.
-  Directly **providing thousands of energy saving light bulbs**.
-  **Channelled external grant** to support 367 households to improve energy efficiency of their homes by retrofitting measures such as insulation, double glazing, solar panels, air source heat pumps etc, with an estimated CO2 savings 596 tonnes.
-  Ensuring all properties receiving measures have the **correct ventilation measures** to eliminate damp and mould and excess heat in line with our climate change action plan.
-  **Retrofitted many of our temporary accommodation properties** bringing them to up to an EPC rating of C.
-  The Council has **invested £470,000 into the Warm and Well Telford scheme**, directly supporting 'in the gap' fuel poor households, who do not qualify for central government funding but are still classed as being in fuel poverty. We have retrofitted a number of properties with windows, doors and smart radiator controls.
-  Using our **emergency welfare assistance to distribute gas and electric vouchers** to over 437 people on low incomes in an emergency situation.
-  Through our **Financial Welfare Partnership Group**, working with partners to ensure residents are receiving consistent, up to date advice and making referrals to maximise income and benefits including hardship funds.



Octavia Court, Dawley






OBJECTIVE THREE

2020-2025:

To provide homes to support and empower our most vulnerable people

PROGRESS AND IMPLEMENTATION

Homeless prevention and relief

-  Preventing or relieving the homelessness of **over 4,000 people and families** including 239 who were rough sleeping.
-  Directly investing to acquire **over 80 units of accommodation to prevent homelessness**, including Housing First (housing with support aimed at housing complex cases) and temporary accommodation minimising the use of B&B emergency accommodation and length of stay.
-  Through the **Rough Sleeper Task** working collaboratively to provide wrap around, bespoke support and accommodation offer.
-  Providing **flexible solutions to prevent or relieve homelessness** through incentives such as rent guarantee schemes, rent deposit payments and supporting clients with rent in advance.
-  Providing **Tenancy sustainment team** to work with the most vulnerable tenants to ensure they develop skills to help them manage and maintain their tenancies going forward, preventing further homelessness.





Support for key groups


-  Providing **safe accommodation and specialist support** to victims fleeing domestic violence with specialist domestic abuse support to help clients to feel safe and supported to find their future suitable accommodation.
-  Through new nomination agreements delivering **300%+ increase in successful nominations to social housing** prioritising for those most in need.
-  Used our allocations policy to give **priority to those fleeing domestic abuse, care leavers, and armed forces veterans**.

Specialist and supported accommodation provision

-  Implementing a **Specialist and supported accommodation strategy** to effectively stimulate and guide the supply of accommodation to meet the needs of our vulnerable residents.
-  Supporting the delivery of **over 600 homes for older people** including housing for sale, shared ownership, affordable and social rents and c.300 units of social and affordable **Extra care housing**.
-  Delivery of **80 units of supported accommodation to meet the needs of those with mental health needs or learning disabilities**.
-  Delivery of **supported accommodation for children in, and leaving, care**.
-  **Developed bespoke solutions** across key partners to address accommodation barriers for foster carers, children and young people and families with disabilities and large families.


Our Independent living offer


-  Under our Independent Living offer provided **2,313 grants to adapt people's home** to help residents live as independently as possible.
-  Continued the work of our Independent living centre providing advice and support on how residents can use **equipment and technology** to make their home safe and accessible.
-  ASC strive to **encourage individuals to remain living in their own homes** safely, reducing and minimising risks for as long as possible. For those who require additional support options such as extra care living are explored as part of aspirational outcomes for those we support
-  Continued to commit ongoing local authority funding for non-statutory, preventative housing related support to **help the most vulnerable to live independently**.


Telford & Wrekin
Co-operative Council


Protect, care and invest
to create a better borough

Housing solutions for foster carers





Helping to create more homes for the vulnerable children and young people of Telford and Wrekin.

Who can apply?

Anyone can apply, regardless of your occupier status. You can apply if you are:

- a homeowner
- with a registered social landlord
- with a private landlord
- in a Wrekin Housing Group property.

How we can meet your needs and increase our capacity to care.

- with adaptations to your home
- supporting you with a house move
- supporting you in conversations with your landlord.

CASE STUDY

ENABLING A PERSON TO BUILD THEIR LIFE

In 2019 Mr A was a successful businessman with his own company, living with his family in a three bedroom home.

At the end of 2019 Mr A started to go through some challenges with his business losing a major client and falling into debt. At the start of 2020 Mr A went through a series of stressful events that led to an emotional breakdown. He lost his business, house, and family leaving just with his dog and no belongings.

He felt very isolated and alone resulting in him living rough and addicted to alcohol and drugs. Rock bottom came in Aug 2022 when he was found on the wrong side of a bridge wanting to end his life his life. After receiving support to withdraw from addiction and rebuilding his relationship with his Mum he was offered a property specifically for rough sleepers under the RSAP Programme (known as **Telford Housing First**) - a two year project to support people to become tenant ready. Mr A moved into a one bed flat with his dog.

Through personalised support from a Council Tenancy sustainment officer, he is rebuilding his life and having been previously in the armed forces, also now supported by the charity **Soldiers, Sailors, Airmen and Families Association**.

Mr A is ready to move on at the end of the project and will be fully supported into his permanent home.



Giving people who have experienced homelessness, chronic health and social care needs a stable home to rebuild their lives.

THE NATIONAL PICTURE

The national policy context for housing is complex and changing with key themes summarised below:

- 🏠 There remains a significant focus on the development of new housing nationwide, with central government setting an ambitious target of 1.5 million homes to be built nationwide in the next five years, with a particular focus on social and affordable housing options with a new **Affordable Homes Programme**.
- 🏠 Through planning and housing policy targeting all providers to **increase and expedite new housing delivery**.
- 🏠 New policies, such as the future homes standard, to shape housing design, quality, physical accessibility, environmental performance, and safety.
- 🏠 Welfare reform changes are continuing, however planned changes to the funding of specialist housing have **not** been introduced.
- 🏠 New National Planning Policy Framework focussed on increasing the quality and quantity of supported, specialist and affordable housing provision through up-to-date **Local Development Plans**.
- 🏠 Through the introduction of the **Supported Housing (Regulatory Oversight) Act 2023**, implementing a new framework for regulating supported exempt

accommodation in England and Wales.

- 🏠 Additional regulation of the rented sector is proposed through the **Renters' Rights Bill**, with the **abolition of Section 21 'no fault' evictions** and tenancies moving from fixed term to periodic.
- 🏠 Central government are also consulting on making all private rented properties a **minimum EPC rating of C**.
- 🏠 The government also plans to introduce new rules for housing conditions and disrepair by extending the **Decent Homes Standard** and **Awaab's law** to the private rented sector.
- 🏠 There continues to be limited national funding for housing renewal and improvement, with the exception of **Disabled Facilities Grants** and related measures.

Cost of Living

It is estimated that the **cost of living nationally will continue to rise** over the next few years driven by energy prices and influenced by international political instability, increasing demand and rising production costs.



Freestone Avenue, St Georges

Affordability

As the population continues to increase and people live longer, **house prices are expected to continue increasing**, while financial uncertainty will continue to make borrowing difficult. This means home ownership will continue to be **unattainable** for many.

Social housing providers also report financial challenges with increasing and maintaining their housing supply.



Housing being built as part of
our Telford Land Deal

HOUSING STRATEGY 2025 - 2030

A huge amount has been achieved since we adopted our first strategy, and we have built a strong foundation of partnership working and co-production and from this a deep knowledge base of the housing picture and challenges in our Borough.

In developing this draft strategy, we have talked to a range of partners and those with lived experience to understand their priorities and concerns at this point. Some of the challenges we have heard relate to the increasing complexity of lives and how this is impacting housing choices, the need for homes that can adapt through life and that will support people live independently longer whether in old age or with health concerns, in their communities, and the impact on some of our most vulnerable including children and young people and armed forces veterans. Affordability, housing quality particularly in key areas of the Borough and also how we minimise and adapt to climate change, continue to be key themes.

Following review and the ongoing commitment of partners we are proposing to retain the existing objectives but with some updates to further emphasise health, safety, community and how we work to achieve carbon neutrality by 2030.

The following sections outline how we propose to address these objectives over the next five years.





OBJECTIVE ONE:

To make the **BEST** use of our existing homes



To maintain progress towards this objective, we will continue to improve property conditions by:

Improving standards – Better homes for all

- 🏠 **Educate and engage** with landlords and tenants to provide the best outcomes and sustain tenancies.
- 🏠 **Working closely with partners** in Homeless Services, Citizens Advice Bureau, Marches Energy Agency to help private tenants struggling with the cost of living crisis, putting them at risk of homelessness.
- 🏠 Ensuring all properties we inspect are **safe and free from hazards**, with a particular emphasis on damp and mould, excess cold and overcrowding.
- 🏠 Ensure all properties are **compliant with gas, electrical, smoke, carbon monoxide** and **minimum energy efficiency standards**.
- 🏠 Programme of **surveying all blocks of flats** in the Borough to ensure fire safety.
- 🏠 Respond to the changing regulatory landscape by implementing the **Renters' Rights Bill, Decent homes standard** and **Awaab's Law**.
- 🏠 Work with our social landlords to ensure they are **compliant with the social housing regulator**.
- 🏠 Continue to work with partners to **support owners of hoarded properties**.
- 🏠 Under the Supported Housing (Regulatory Oversight) Act 2023 **improve the quality and standards of supported housing** by implementing licensing schemes, national standards, and continue to focus the work of our expert advisory panel.
- 🏠 **Continue to communicate our services** through public events, social media channels and our website.

- 🏠 Work with partners to **reach people who may not have access to our services** due to issues such as digital exclusion and language barriers.

Building safer, stronger communities

- 🏠 Working with partners in our **'safer stronger' areas** with high levels of private renting to ensure safety in properties and support community cohesion.
- 🏠 Building a programme of **education and support** for residents where English is not their first language.

Houses in multiple occupation (HMO)

- 🏠 Continue **mandatory HMO licensing** in the Borough and ensure compliance with licence conditions.
- 🏠 To continue to **monitor and manage the number of HMOs** in the Borough building on an evidence base for the introduction for further licensing schemes and article 4 directions.
- 🏠 Work with partners, through our safer stronger programme on programmes of education in key estates, to **limit any negative impacts of HMOs**, such as overcrowding and anti-social behaviour.
- 🏠 Focusing **Multi Agency Operations on HMOs**

associated with overcrowding and anti-social behaviour.

New town legacy

- 🏠 Continuing programme of work to promote completed action plan for Sutton Hill with partner agencies and bodies, including Homes England, West Midlands Combined Authority and RP partners to **lobby government for investment**.
- 🏠 Concentrating proactive programme of **tenant and landlord education** to ensure safety in private rented properties, using enforcement as a last resort, where compliance is not forthcoming.
- 🏠 Focussing energy efficiency government grants in new town estates to **improve energy efficiency of properties**.

Financial support

- 🏠 Continue to offer our **Better homes for all loan for households** struggling to carry out essential repairs to their property.
- 🏠 Continue to provide financial support through our **financial welfare support group** for struggling homeowners and tenants.



Hills Lane Drive, Madeley

Enforcement

- 🏠 Ensuring we take **robust enforcement action** against landlords where compliance is not forthcoming.
- 🏠 Through partnership multi agency work, we will continue with our **proactive, intelligence based, targeted enforcement**.

Partnership working

- 🏠 Build on our partnership working with private sector landlords to provide **advice and support** for our most vulnerable tenants.
- 🏠 We will work with partners to **identify and protect vulnerable tenants** such as older renters, victims of human trafficking, modern day slavery and individuals working through international recruitment agencies who are at greater risk of exploitation by criminal landlords.

Affordable warmth strategy

- 🏠 **Support the Telford Energy Advice line** for our residents who are in fuel poverty or at risk of becoming fuel poor.
- 🏠 Direct **delivery of retrofit measures through targeting investment** from the government's Warm Homes programme to eligible properties.
- 🏠 Delivery of measures to **support fuel poor households** through the Council funded **Warm and well Telford** scheme.

- 🏠 Expand the Council's **emergency boiler programme** for vulnerable residents with no heating provision.
- 🏠 Maximise grants through the **Energy company obligation grants**
- 🏠 In collaboration with Marches Energy Agency, **help the 'able to pay' market navigate the complex market of retrofit**, through surveys, advice and the provision of the 'retrofit home' operating as a show home for people to go and experience different measures.
- 🏠 Promoting **green measures to landlords** in the private rented sector.

Long term empty property strategy

- 🏠 Meet our target of **bringing 375 long term empty properties back into use** by June 2026.
- 🏠 Publishing a new **Empty property strategy in 2026** setting ourselves another ambitious target focusing on the properties which have been empty the longest.
- 🏠 To continue working with national bodies to **lobby government** to make bringing empty properties back into use and raise awareness of the importance of this work, by **making it a statutory requirement**.

Better homes for later life

Working in partnership with Age UK Shropshire Telford & Wrekin implement a scheme for our older residents providing:

- 🏠 **trusted support and advice** for those who may find themselves inappropriately housed.
- 🏠 support to navigate the complex market of repairs, working with our **procured contractors**.
- 🏠 Through Telford & Wrekin Homes exploring options to **support people downsize through acquisition or lease** and to find more suitable accommodation releasing larger properties to meet family's needs.

Direct delivery

- 🏠 Continuing to **grow our Telford & Wrekin Homes portfolio of refurbished properties** working with local Registered Providers to acquire and seek to retain affordable housing stock particularly in key parts of the Borough. Delivering a minimum of 100 acquisitions by 2027/28.
- 🏠 Exploring the implementation of a **retrofit programme on Nuplace's existing estates**, including the installation of PVs and batteries to reduce their carbon footprint and reduce energy bills for tenants.



Southwater Way, Telford

Case Study

Warm & Well Telford

Warm & Well Telford is an energy efficiency scheme for Telford and Wrekin households funded by Telford & Wrekin Council.

Householder A applied for the Warm & Well scheme as their front door was wooden and rotting away letting in draughts, in addition to old and ineffective TRVs.

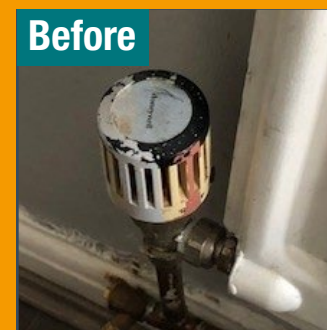
Through the scheme both the front door and TVRs were replaced, with householder A commenting, "Excellent service, work was carried out very neat and very happy with the service".

Householder B, an elderly person living with a terminal health condition, applied to the scheme as their bay window was very old and the living room always felt cold.

Their window was replaced through the scheme with

householder b commenting, "Brilliant job, So pleased, thanks very much. Fitters came on time and have done a lovely job, left site very clean and tidy. Thanks so much".

The scheme is seen by many as excellent and a help to those who are struggling financially.





OBJECTIVE TWO:

**To support safe,
clean, green, healthy,
connected communities**



We are committed to ensuring that in all roles the Council plays in relation to housing deliver, that we focus on the creation of safe, vibrant, interconnected places where people feel a sense of belonging and support.

Our approach goes beyond simply constructing buildings and focuses on fostering social connections, local amenities, and shared spaces that promote community engagement and preserve and enhance the environment. In order to continue to secure delivery against this objective we will:

Local plan

The Council are finalising the review of the **Telford and Wrekin local plan** which is anticipated to reach formal Examination in Public in 2026. The plan sets out the Council's **overall vision and growth strategy for the Borough up to 2040**. It proposes sites for future housing and employment, policies to shape the tenure, type and standard of housing to be delivered and maintains a focus on developing It is anticipated that 20,200 net new homes (including affordable homes) will be delivered by 2040 with over 50% of these already under construction or with planning permission.

Through the policies in the local plan, we will:



Take a **data led approach** to assessing and quantifying the local evidence base around the housing needs of our community including young, elderly and of limited physically ability, including the Economic and Housing Development Needs Assessment (EHDNA) and the Gypsy and Traveller Accommodation Assessment (GTAA).

- 🏠 Use this evidence base to support the development and adoption of new and updated policies that secure the delivery of a range of housing types and sizes to nationally space standards that **meet the diverse housing needs of residents including elderly, less mobile and care leavers**.
- 🏠 Maintain delivery of **affordable homes for social and affordable rent and share ownership**, whilst maximising other routes to delivery such as through Homes England grant via Registered Provider partners.
- 🏠 Implement new policy to **use Section 106 funding to help fund affordable homes to meet unmet need**, including housing for people with dementia, care leavers and larger families.
- 🏠 Implement new policy to support the delivery of proposals for **new town estate regeneration schemes** to provide a strong policy framework which will help support the principle of regeneration and future funding bids.
- 🏠 Develop and adopt new policies that will address stalled development sites that blight local communities to regenerate brownfield land and provide new homes in accessible locations. This will strengthen the Councils approach in the use of Compulsory Purchase Order powers where necessary to **bring 'problem' buildings and sites back into productive use**.
- 🏠 Work to increase the supply of housing that provides **flexibility in the long term** by being delivered, wherever possible, to:
 - 🏠 The Nationally Described Space Standard (NDSS).
 - 🏠 Part M (4) Category 2 of the Building Regulations (roughly equivalent to the 'Lifetime Homes Standard').
 - 🏠 Part M (4) Category 3 (wheelchair standard).
- 🏠 Secure more sustainable development through the implementation of the Climate Change Supplementary Planning Document, linked to the Borough's **Climate change action plan**, including a focus on building fabric and



Principal Point, Wellington

design, including clean energy generation building on our track record of solar PV on Nuplace properties, as well as improved footpaths, cycleways, public transport links and biodiverse spaces to support the creation of green, well-connected communities.

-  Examine opportunities to **increase housing supply through new approaches**, for example, community-based housing.
-  Continue to implement the adopted Homes for All Supplementary Planning Document to secure delivery of **adapted accessible accommodation and all age friendly estate design**.
-  Engage constructively with other adjacent regional local authorities and other stakeholder agencies to **maximise learning and partnering opportunities in the field of housing delivery**.
-  Work with the construction industry (including SME companies) and training providers to **address skills gaps in the Borough's workforce**, including housing design, construction and new building technologies, such as modular construction.
-  Work with house builders to embed **modern methods of construction** into their development plans where this can speed up delivery, address viability and affordability issues and **contribute towards the Council's carbon reduction commitments**.

Delivery

-  **Maintaining housing supply at c1,000/pa** - aligning with Governments planning reforms and ensuring this meets local

housing need. Continuing to deliver high quality and sustainable private and affordable rent homes through Nuplace, bringing the portfolio to over 1,000, including delivering properties to higher accessibility standards setting a market standard.

-  Creating a new model of town centre living delivering new affordable and rented homes at **Station Quarter** in the Telford town centre and reviewing opportunities to deliver further homes in the town centre directly and in partnership.
-  Supporting the **regeneration of our Borough towns** creating new opportunities for housing to create vibrant mixed-use centres with a focus on Oakengates Theatre Quarter and Wellington creating vibrant mixed-use centres bringing new housing and vitality into our key centres.
-  Enabling the delivery of **affordable homes in rural areas** through planning exception policies and puts arrangements in place to give priority to existing residents of these areas, or those with a strong local connection.
-  Working with the WMCA to **secure investment to unlock stalled brownfield sites** that blight communities and undermine viability and housing delivery. Working with development partners to ensure new housing site allocations deliver sustainable, connected communities supported by necessary infrastructure.
-  Working with affordable providers through initiatives such as Telford and Wrekin Homes to **retain good quality stock and slow losses**.

Partnership working

- 🏠 Focus on **safe, clean, well-maintained neighbourhoods** continuing to drive safer, stronger communities programme with a key focus on housing standards.
- 🏠 Continue to support skills development in the Construction Sector through the **Built by you initiative**, a partnership between the Council, Lovell Partnership and Telford College providing training and support to help people gain valuable qualifications and skills for careers in the construction industry.
- 🏠 Provide a **supportive and 'business friendly'** development management approach including providing pre-application advice, support and viability assessment.
- 🏠 Assist developers to **deliver schemes that are stalled and/or with unimplemented planning consents** through access to a range of support and funding.
- 🏠 Early engagement with housing associations to support their development programmes and help ensure that their proposals will **most effectively meet local needs**.
- 🏠 **Co-ordinate and secures external investment** from Homes England and the West Midlands Combined Authority.

The Council will continue to use all its powers and to review opportunities to intervene in the housing market including directly delivering new homes where there is a specific housing need or market failure, and it makes service or financial sense. This will include through both Nuplace and under the Council's Registered Provider status. The latter is anticipated to focus on delivery of more specialist accommodation.





OBJECTIVE THREE:

To provide homes to support and empower our most vulnerable people



Everyone should have the opportunity to access good quality and affordable housing to meet their needs, but for some of our most vulnerable residents this is particularly challenging.

This may be due to health or age, their family situation or because of resulting circumstances including addiction, rent arrears and homelessness. The Council will continue to work with local housing associations, developers and other organisations to provide **quality homes for all, including the most vulnerable**, and to work with individuals and families to support them into accommodation.

In addition to supporting the delivery of suitable homes for all, the Council will continue to strive to ensure that our available housing across the Borough is **prioritised for those most in need**.

Our focus will always remain on **working to prevent homelessness** and in cases where prevention isn't possible, or people are not ready to engage our aim will be to work across agencies to **support and move people into independence as swiftly as possible**.

Whilst the delivery of housing to support and empower our most vulnerable people has accelerated, it is acknowledged that there remain several gaps that future housing delivery should look to meet. The Council will be working closely with partners to ensure that ongoing housing delivery is **targeted** to fill these gaps and ensure the Borough has a **variety of accommodation**.

To support this objective the Council will be making data about the need for specialist and supported accommodation **available online**, in the next 12 months, **for developers and registered providers to use to shape supply**. This will also be shared with Planning Officers to consider in negotiating affordable housing contributions

and with Homes England and funding partners to prioritise their investment. We will support this through an annual review of delivery against forecast demand and will also include, where possible, a geographical representation of existing supply and remaining gaps. Regularly updated and easily accessible data will help to ensure it remains as accurate and up to date as possible and can continue to effectively stimulate the required future housing delivery for our vulnerable people.

To meet this objective the Council will:

1. Continue to prevent and relieve homelessness and support the most vulnerable clients to become tenant ready

-  Work closely with clients, landlords and registered providers to **understand any tenancies at risk** and work in partnership to negotiate, mediate and prevent homelessness where possible.
-  Work with those who **have lived experience** to coproduce future services.
-  Continually **reviewing our temporary accommodation usage** and consider purchasing additional units to meet our severe weather emergency protocol requirements to ensure there is sufficient supply to minimise the use of emergency accommodation and B&B.
-  Support clients to **access funds towards housing costs** to prevent and relieve homelessness.
-  Support local homeless charities and third sector organisations by **providing funding to deliver services** for homeless clients and those sleeping rough.
-  Provide a homelessness and housing advice service, with a strong **emphasis on preventing and relieving homelessness**.
-  Continue to **fund and provide housing related support to clients** to enable them to learn life skills to manage a tenancy, understand what it means to be a good tenant and prevent homelessness.
-  Utilise the **local authority funded short term supported accommodation services** to accommodate individuals who are not tenant ready and through the delivery of support progress them to be tenant ready within a maximum of two years.
-  Ensure our Supported Accommodation offers good quality support and accommodation and work with partners to **continually monitor and review effectiveness**.
-  Work closely with supported accommodation providers to support individuals who have progressed to be able to live independently,



Mafeking Road, Hadley

to **access move on accommodation** via our nominations into social housing.

-  Provide **target hardening schemes** to enhance the security of a residence to increase safety, to enable victims of domestic abuse to remain living at home safely.
-  Ensure that **there is a place of safety available** through emergency accommodation for all people experiencing domestic abuse, in accordance with the Council's **Domestic abuse policy** and our status as a **White Ribbon Town**.
-  Work with veterans and care leavers to explore models such as **Housing First, Shared Lives** as additional accommodation options.
-  Continue to operate the multi-agency Rough Sleeper Task Force to support those **most vulnerable** living on the streets to **access accommodation and support**.
-  Provide emergency accommodation and support to those faced with **sleeping rough during severe weather**.

2. Help people identify and secure suitable accommodation

-  Work with our local Registered Social Landlords using the joint nominations agreements to ensure continued **local authority priority to refer into affordable and social rented accommodation** for those most in need.
-  Will proactively work with ex-Service personnel and their families to provide the support to find suitable housing, in accordance with the Council's **Armed Forces Community Covenant**, ensuring access to funded housing related support services and giving additional

priority for Veterans via our nominations into social housing.

-  Continue to develop a wider range of initiatives to support care leavers in finding move-on accommodation with approved Landlords, in accordance with the Council's **Care Leaver's Covenant** ensuring access to funded housing related support services and giving additional priority for Veterans via our nominations into social housing.
-  Provide wrap around support to unsure victims of domestic abuse are **supported to find safe and secure move on accommodation**.
-  Co-ordinate access into our **Specialist and supported accommodation** to ensure access for those most in need.
-  Work closely with Adult and Children's Social Care services to **identify those unsuitably housed** and work in partnership on a case by case to identify accommodation solutions.
-  Provide **support to foster carers to overcome accommodation barriers** that may prevent them from continuing to foster or from accepting additional placements.
-  Work with Children's Services to closely monitor those children who will become care leavers and ensure **identification of suitable accommodation** in a timely manner.
-  Ensure support services **help people to access employment and education, increasing affordability and future housing options**.
-  Ensure information on our website is up to date allowing individuals to **understand the variety of accommodation options available**.

3. Continue to work with key partners to deliver good quality accommodation that meets the needs of older and vulnerable people

- 🏠 Work with partners to **influence the future supply of affordable and social housing that targets areas of unmet need** including increasing one bed and four+ bed.
- 🏠 Work with partners to influence the future supply of adapted affordable and social housing that can **meet the needs of our ageing population and those with physical disabilities** including those adults and children living with families and requiring larger properties.
- 🏠 Focus further delivery to ensure a good geographical spread across the Borough **supporting people to remain in the local communities**.
- 🏠 **Identifying more affordable models of one bed self-contained accommodation** that can be used to support vulnerable groups such as care leavers and veterans to live independently.
- 🏠 Explore delivery of high-quality HMO models of service that can be used **specifically for our care leavers**.
- 🏠 **Expand our Housing First approach** to care leavers and other groups that may find it more difficult to secure a tenancy.
- 🏠 Support Housing providers and developers to continue delivery of **older people specific accommodation** across the Borough with a focus on delivery of retirement and extra care for owner occupiers and bespoke models of extra care that can support those older people with dementia to remain living in their own accommodation, including with loved ones where desired.
- 🏠 **Stimulate the market to continue to deliver a range of accommodation offers for older people** including for sale, shared ownership, market and affordable/social rent models.



Nuplace development

-  Continue to promote the delivery of supported accommodation to **meet the identified needs of our vulnerable groups** such as those with mental health needs and learning disability and Autism.
-  Explore the expansion of extra care and sheltered housing models that currently focus on over 55's to an **all-age model to offer a long term supported accommodation model for other vulnerable groups**.
-  Use the Supported Housing (Regulatory Oversight) Act 2023 to manage the local market and increase the oversight of **quality and quantity of supported accommodation provision**.
-  **Review and streamline our supporting independent living offer** including Disabled Facilities Grants and will work to make this as efficient and accessible as possible.
-  Ensure we have **one point of contact for housing information and advice including good quality information on our website and links to our Independent Living Centre**. Supporting people to understand and access available accommodation options and to adapt and make homes more accessible to promote independent living.
-  **Support housing partners to access available funding** for ongoing housing delivery that meets local need.
-  **Provide emergency accommodation** to those faced with rough sleeping, during severe weather conditions and to provide support to access long term accommodation offers.



CASE STUDY

MS C

Ms C moved into Telford & Wrekin Council's women's refuge due to having a baby and being unable to stay with the baby's father due to domestic abuse. There was historical domestic abuse between the baby's father and his ex partners. Social services raised concerns due to the history of the father and the vulnerability of Ms C and her new baby.

Ms C came into refuge after leaving the hospital with baby. She was very nervous about being a first time Mum and having no home. She said her experience was 'very interesting from the other side' as she previously worked at a different refuge on security. She said 'it was very relaxed and it was nice to be in a house where she could ask for help if needed'.

Whilst in the refuge Ms C received support around domestic abuse. She was supported in accessing Claire's law and is still receiving support around the outcome of the findings. She was supported in finding a new home for herself and her new born baby, and received help with tenancy start up. Ms C was supported in applying for and receiving further support from welfare crisis who provided her with essential items for her to be able to start up her new home. Ms C was helped with setting up her bills and informing the local council that she had moved.

Ms C said 'My experience was positive. My family has now settled down and life is easier'. She said she knows how to access support in the future if it is needed.



Queen Street, Wellington

Ensuring fairness

This strategy is about how we can work to deliver housing for all. In setting out our proposals we have paid due regard to the **Public Sector Equality Duty**, ensuring that equality considerations have been embedded throughout the process. We have actively considered how our decisions and actions will affect people with different protected characteristics, and have sought to eliminate discrimination, advance equality of opportunity, and foster good relations within the communities we serve, particularly in relation to access to safe, affordable, and suitable housing in line with our statutory responsibilities under **s149 Equality Act 2010**.





Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Borough of Telford and Wrekin

Cabinet

Thursday 4 December 2025

Housing Management Board 2025

Cabinet Member:	Richard Overton, Deputy Leader and Cabinet Member for Highways, Housing & Enforcement
Lead Director:	Katherine Kynaston, Director Housing, Commercial & Customer Services
Service Area:	Housing, Commercial & Customer Services
Report Author:	Toni Guest, Housing Solutions Service Delivery Manager
Officer Contact Details:	Tel: 01952381860 Email: toni.guest@telford.gov.uk
Wards Affected:	All Wards
Key Decision:	Not Key Decision
Forward Plan:	Not Applicable
Report considered by:	SMT – 11 November 2025 Business Briefing – 20 November 2025 Cabinet – 4 December 2025

1.0 Recommendations for decision/noting:

It is recommended that Cabinet:

- 1.1 Welcome the work of the Housing Management Board, providing oversight of the Council's responsibilities as a Registered Provider of housing and Local Housing Authority.
- 1.2 Acknowledge that the board has opted to carry out annual tenant perception surveys to ensure best service for tenant and oversight of performance, although Registered Providers of social housing with fewer than 1,000 properties are only required to carry out tenant perception surveys once every 2 years.
- 1.3 Acknowledge that the proportion of tenants who report that they are satisfied with the overall service from Telford & Wrekin Council is 82%, compared to the National average of 71.8%.

2.0 Purpose of Report

- 2.1 The purpose of the report is to provide an update on the work carried out since the formation of the Housing Management Board (HMB,) ensuring that the management of properties owned by Telford & Wrekin Council under their Registered Provider status (RP) and as Local Housing Authority (LHA) is responsive, consistent and supports a positive tenancy and accords with the requirements of the Regulator of Social Housing. The Board also considers and advises on other aspects of the the Council's role as Local Housing Authority, for example development of policy and strategy where these do not form key decisions and/or ahead of these coming forward to Cabinet for consideration and decisions.
- 2.2 The Board's responsibilities are for properties owned and managed directly by the Council as an RP or LHA. Oversight of the Council's wholly owned Housing Company, Nuplace, which owns properties for private rent, is provided by the Housing Investment Board. This reports separately, annually, to Cabinet. Management practices are however aligned while maintaining LHA regulatory compliance.

3.0 Background

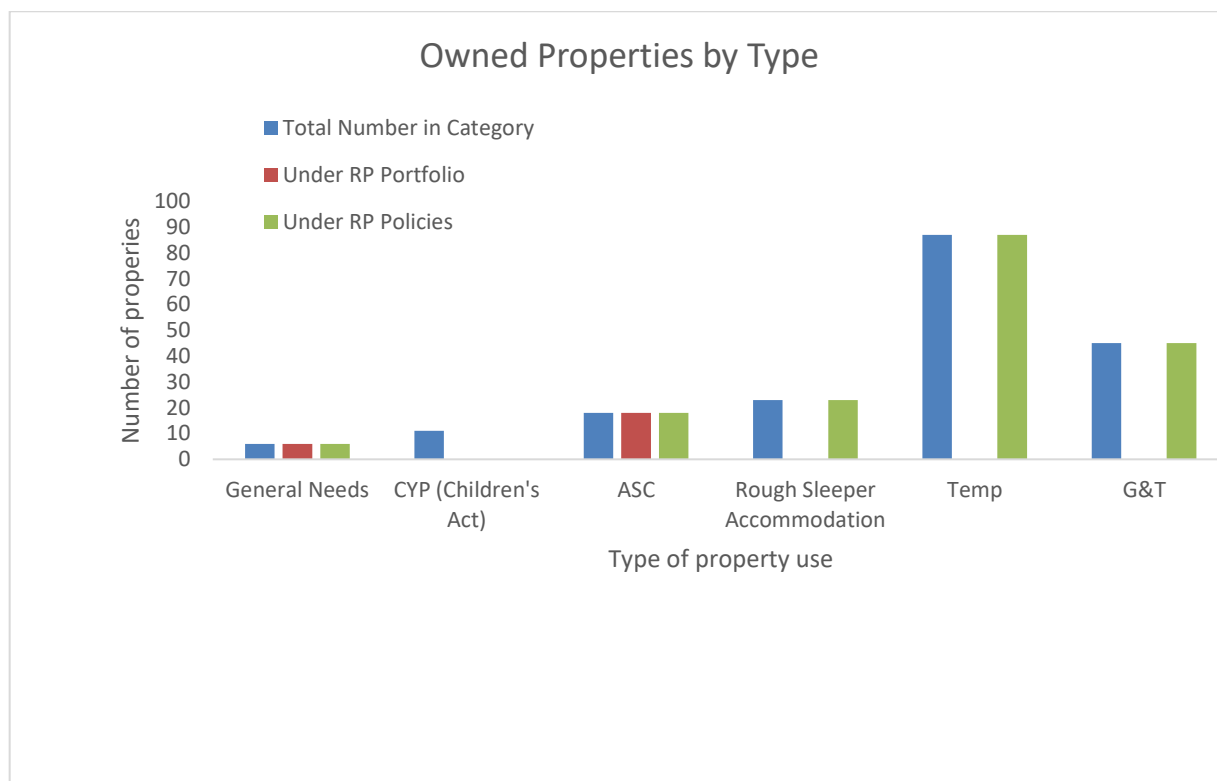
- 3.1 The HMB was established following a Cabinet decision in February 2024. The Board meets quarterly, chaired by the Lead Cabinet Member for Housing and includes Lead Members with responsibility for housing strategy, sustainability, communities and social care and the Executive Director and Director with responsibility for front line housing services, property management, enforcement and strategy. The Board's Terms of Reference are included at Appendix 1 .
- 3.2 Telford & Wrekin Council transferred its social housing stock to the Wrekin Housing Group (now Housing Plus Group), in 1999, as part of a government driven housing programme.
- 3.3 The Council became a Registered Provider of Housing in September 2020, following the purchase of 13 properties under a grant to provide accommodation for street sleepers during the pandemic.
- 3.4 The Council has continued to grow its property portfolio on a targeted basis to meet the housing needs of the local community and where the market is not responding. This includes accommodation for those most vulnerable including the homeless and adults and young people with specialist housing needs.

4.0 Summary of HMB Work

- 4.1 The Board has strengthened the Council's strategic oversight of housing assets and services, ensuring these align with the new Social Housing Regulations introduced just prior to the HMB's establishment.
- 4.2 The Board monitors the make up of the portfolio which currently totals 230 includings 201 units of accommodation owned by the Council and 29 which are

leased. A significant proportion are used to discharge the Council's Homelessness Duties, with others providing specialist accommodation for vulnerable clients coming through Adult and Children's services. Whilst the Social Housing Regulator does not provide oversight of homelessness accommodation, to ensure the most robust, measurable and consistent management practices, the Council has elected to manage all 230 properties under the same Regulator set policies and KPI. The Board's focus supports positive tenancy relations, effective asset management, service planning, and compliance with regulatory requirements.

- 4.3 Examples of how property acquisitions have supported meeting needs, include the provision of emergency accommodation for Children & Young People and properties to accommodate Adults with Learning Disabilities offering both scheme based and individual accommodation with care and support one of which is to support an individual with complex continuing health care needs. Further examples include supported accommodation for those fleeing domestic abuse and growing the Council's 'housing first' model which is supporting former street sleepers back into long term housing. See Appendix 2 showing a case study of one of the cases supported under the Council's 'housing first' model and a link to the tenants video of how this opportunity has positively changed her life: https://youtu.be/IVcNDEITQzI?si=zo_2SgK9acgVfFOY
- 4.4 Alongside the direct delivery of accommodation, the Council is also working with other registered providers operating in the Borough to ensure where properties are re-let this benefits the most vulnerable. Work is also undertaken to influence RP and private developer's development programmes to deliver the right type of accommodation e.g. an increasing proportion of adapted and specialist accommodation and larger properties. The Board receives updates on the increasing success rates of the Council's nomination process which has seen a significant increase of successful nominations into social housing of 417 families being nominated in 2023 – 2024, 142 of those nominations were homeless and living in temporary accommodation. In 2023/24, 135 clients who were in temporary accommodation was successfully nominated into social housing, leading to better results for the families who have long term settled accommodation and a saving of £101,250 in reduced spend on bed and breakfast for emergency accommodation.
- 4.5 To ensure regulatory compliance the Board have put in place a number of policies and procedures covering the following areas:
- Tenant Involvement
 - Tenant Management
 - Mutual Exchange
 - Maintenance and Repair
 - Complaints
 - Neighbourhood Management
 - Rent Setting
 - Anti-social Behaviour
- 4.6 The following graph shows the types of accommodation:



The portfolio includes 6 Supported General Needs properties, 18 homes with support for residents under Adult Social Care, 23 properties for clients with a history of rough sleeping offering personalised support, 75 units of temporary accommodation for households owed a housing duty under the Homelessness Reduction Act, and 45 plots for Gypsy and Traveller communities. Due to the specialist nature and proactive management of these properties, voids are kept to a minimum, ensuring efficient use of accommodation for the most vulnerable clients.

- 4.7 To ensure repairs and maintenance and issues or concerns raised by tenants are swiftly, consistently and appropriately managed, the Board has established a set of key performance indicators (KPIs). KPIs include targets related to repairs, anti-social behaviour and tenancy management, with performance monitored regularly to ensure compliance and accountability and identify and drive service improvements where necessary. Where targets are set for repairs and maintenance, these have all been met with annual service contract targets being 100%.

Monitoring Tenant Satisfaction

- 4.8 The Regulator of Social Housing requires all registered social housing providers in England to report on 22 Tenant Satisfaction Measures (TSMs). These measures are intended to enhance transparency, accountability, and service quality. The TSMs cover five key areas: repairs, building safety, respectful engagement, complaint handling, and neighbourhood management. Twelve measures are based on tenant perception surveys, while ten are drawn from management data.

The methodology for measurement is statutory and the RP is required to publish results to enable tenant scrutiny and regulatory oversight.

- 4.9 Registered Providers of social housing with fewer than 1,000 properties are only required to carry out tenant perception surveys once every 2 years. However to ensure the best service for tenants and oversight of performance, the HMB has determined that the Council undertake an annual survey. In 2024/2025 the following responses showed the below key findings:

- **Overall tenant satisfaction:** 82% of tenants are satisfied with the overall service provided by the council as their landlord compared to 71.8% Nationally.
- **Feeling safe:** 91% of tenants confirmed they feel safe in their home.
- **Repair performance:** 96% of emergency repairs were completed on time, and 74% of non-emergency repairs were completed within the target timescale.
- **Customer service:** In the Corporate Contact Centre, 96.8% of customers reported being very satisfied or satisfied with the service, and the average response time for corporate complaints was 8.5 days, which is within the 10-day target.

The full TSM published report can be found on the Council's website:

[tenant satisfaction and complaint report 2024 25 .pdf](#) .

Continuing to meet housing needs

- 4.10 In addition to its role monitoring performance, the HMB has also considered a number of reports on the development of the new Housing Strategy which is on the same Cabinet agenda for approval.
- 4.11 The HMB's future programme includes continuing to consider housing needs and gaps within the local housing market, and how the Council might best intervene or work with providers to address these. Subject to Cabinet's consideration of proposals, the HMB would also play a role overseeing the implementation of proposals for additional licensing of Houses in Multiple Occupation and other areas of policy/service development stemming from the new Housing Strategy.

5.0 Alternative Options

- 5.1 The Council is not required to have a Housing Management Board and could choose not to operate one. However, the benefit of using the Housing Management Board as an additional layer of governance and decision making, strengthens the Council's oversight of its housing related activities. This is especially important because the Council is committed to ensuring that all properties for which it has direct responsibility are managed to the same, regulated, high quality standard and providing a consistent, tenant experience.

6.0 Key Risks

- 6.1 None

7.0 Council Priorities

7.1 This report supports the following Council priorities:

- Every child, young person and adult lives well in their community
- Everyone benefits from a thriving economy
- All neighbourhoods are a great place to live

8.0 Financial Implications

8.1 The Housing management Board is supported from within existing resources and has no financial implications.

Property acquisitions are funded from the HIF capital allocation along with grants from Homes England or WMCA (West Midlands Combined Authority), following business case approval. The ongoing maintenance of properties acquired are funded via housing benefit income or other grants when appropriate.

9.0 Legal and HR Implications

9.1 There are no direct legal implications arising from this report. Legal Services continue to be involved in proposals and policy development, relating to housing as they are put forward and offer advice as and when required. The Council has an obligation as a Registered Provider of Social Housing to ensure it fully complies with all housing legislation and regulatory requirements set by the Regulator of Social Housing.

10.0 Ward Implications

10.1 All Wards

11.0 Health, Social and Economic Implications

11.1 The relationship between housing and health is widely recognised. Not only poor housing conditions but having access to the right accommodation is important to both physical and mental health. This report works towards a positive step in setting out a reporting mechanism to identify gaps and looking at addressing needs.

11.2 With the current housing crisis, having access to affordable accommodation is difficult which places further strain on residents both social and economic situation. The work carried out through this report positively works to address this through increased successful nominations with local providers into affordable accommodation and supporting the delivery directly and/or via influencing the market to meet current and future housing needs. This includes provision that will support vulnerable young people, adults and those facing homelessness.

12.0 Equality and Diversity Implications

- 12.1 All housing related work carried out as part of this report will be in accordance with local needs and developed with regard to the legal requirements of the Public Sector Equality Duty

13.0 Climate Change, Biodiversity and Environmental Implications

- 13.1 There are no direct climate change and environmental implications arising from the proposals set out in this report. The Council has made a commitment to reduce climate change emissions from direct operations to zero by 2030. While the Council cannot legislate for how people live in properties it rents, consideration is given to ensuring new accommodation delivered is energy efficient, meets future homes standards and supports a reduction in carbon emissions.

14.0 Background Papers

- 1 25/01/2024 The Housing Management Board Cabinet Report
- 2 [tenant satisfaction and complaint report 2024 25 .pdf](#)

15.0 Appendices

- A HMB Terms of Reference

16.0 Report Sign Off

Signed off by	Date sent	Date signed off	Initials
Legal	27/10/2025	27/10/2025	RP
Finance	27/10/2025	27/10/2025	AM

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TELFORD & WREKIN COUNCIL
REGISTERED PROVIDER BOARD
TERMS OF REFERENCE

1. REGISTERED PROVIDER STATUS

The Regulator of Social Housing (Regulator) receives many applications each year from housing providers and local authorities who seek to acquire Registered Provider status as a Registered Social Landlord. The Local authority was successfully granted Registered Provider status in 2019.

A Registered Provider is a local authority or housing association that lets out properties to tenants and is regulated in the way this is done. There are many benefits of being a Registered Provider however this also comes with the obligation to meet the standards set by the Regulator.

2. PURPOSE OF THE BOARD

The Council is required to deliver decent homes to its tenant; however, in order to achieve this there are a number of key areas which will play a part.

This will involve how the neighbourhood environment is managed, maintenance and repair standards, transparency, fairness & equality, managing customer complaints and the way in which the rent is set. The Regulator oversees the way in which this is done by setting a number of outcomes.

The purpose of the Board is to jointly and severally execute the outcomes set by the Regulator. This means working together so that the Council can effectively meet the standards.

The following service areas have been identified for this purpose:

- 1. Neighbourhood & Enforcement Services**
- 2. BiT**
- 3. Customer Service**
- 4. Finance**
- 5. Housing**

6. Communications

7. Legal & Democracy

The service areas listed may change as and when the regulator publishes further standards and delivers expectations required of Registered Providers.

3. ROLES AND RESPONSIBILITIES

The outcomes set by the Regulator will be achieved by service areas working as a multi-agency with the Housing team and performing service area functions as required.

The lead service area will apply the relevant policy in conjunction with the Regulator's guidance and standards and will have the responsibility to keep compliance under review.

The standard will only apply to tenancies where the Council is the Landlord.

The key standards set by the regulator are:

a. Home standard

Maintenance & Repair

The Council must keep its homes safe, decent and in a good state of repair. It must ensure that repairs are dealt with in a swift and timely manner once the Council has been notified of the disrepair. This will be achieved by following a diligent process from the very beginning leading to completion of the repair and welcoming tenant feedback.

The BiT team will lead on effective implementation of this standard in accordance with the Repair and Maintenance policy.

b. Tenancy standard

Tenancy Management

The Council must ensure that their homes are let in a fair, transparent and efficient way, as well as being able to demonstrate how the tenancies make best use of the available housing stock. This also means developing a tenant friendly service throughout the term of each tenancy, taking into account the needs of vulnerable tenants and providing tenancies which provide a reasonable degree of stability.

The Council Allocation and Mutual Exchange Policy and the Tenant Management Policy will be applied in order to achieve this.

The Housing Team will lead on effective implementation of this standard in accordance with the above policies.

c. Neighbourhood and Community Standard

Neighbourhood Management & Anti-Social Behaviour.

The Council must demonstrate commitment on preventing and tackling anti-social behaviour, fly tipping and other issues raised by tenants within the neighbourhood. It must be pro-active when a tenant reports an issue, by ensuring that decisive action is taken to deal with the matter before it escalates, focusing on resolving the problem for the tenant.

Existing tools should be used to tackle issues and will allow tenants to easily report neighbourhood issues and ASB; as well as being updated about the status of the tenant's case. Where responsibility rests with an external organisation the tenant shall be signposted the relevant organisation.

The Neighbourhood & Enforcement team will take the lead on implementing this standard in accordance with the Neighbourhood Management policy, Anti-Social Behaviour Policy and other existing policies, as appropriate.

d. Tenant involvement and Empowerment Standard

Customer Service & Complaints

The Council must offer a range of ways in which a tenant can express a complaint and put in place a clear process for responding to tenants complaints within a timely manner; in order to meet tenant satisfaction. The Council shall use the complaints received each year to improve their services.

The Customer Service team will take the lead on implementing this standard in accordance with the Customer Service & Complaints Policy and will liaise with the appropriate service area as required.

Tenant involvement

The Council shall provide tenants the opportunity to influence the services they receive as well as the opportunity to be involved in the formulation of housing related policies, decisions of how housing related services are delivered and providing feedback on the Council's performance as a landlord;

in all aspects including, maintain & repair, neighbourhood services and dealing with complaints.

All opportunities must be in accordance with the diverse needs of tenants and Council's Equality Duty.

The Housing team will take the lead on implementing this standard in accordance with the Tenant Involvement Policy and will liaise with the appropriate service area as required.

Tenant Satisfaction Measures

The Council must collect data on the new Tenant Satisfaction Measures in accordance with the Regulator's TSM standard. There are 12 measures that will be measured by the tenant perception survey. As the Council has fewer than 1,000 homes it will have the option of running the survey every year or every two years.

The Council will inform tenants on their performance every year however as it has less than 1,000 homes, there is no requirement to send the data to the Regulator.

The Housing team will take the lead on implementing this standard in accordance with the Tenant Satisfaction Measures Standard.

e. Rent Standard

The Council must set tenant's rents in accordance with the Government's Policy Statement on Rents for Social Housing 2022 (current version April 2023) and will ensure that any increase is in accordance with policy.

The Finance Team will implement this standard in conjunction with the Housing team and in accordance with the Rent Setting Policy.

4. FUNCTION OF THE BOARD

- To closely monitor and ensure compliance of the regulatory standards set by the Regulator relevant to member's own service area.
- To keep up to date with any changes to the regulatory standards set by the Regulator including any supplementary government guidance published. If members are unclear on any subsequent changes, they should contact Legal & Democracy at the earliest opportunity.
- To share relevant information to own service area in respect of the Council's function as a Registered Provider.
- To provide feedback at the board meeting in respect of the ongoing progress around implementing the policies within the service area.
- To provide data and feedback concerning tenant experience in the quarterly board meetings.
- To propose recommendations with a view to improve existing provisions that are set to meet the relevant standards.
- To appropriately advise and make recommendations to the Housing Management Board.
- Following the quarterly Board meeting, members to feedback information and outcome of the board meeting to team members and other persons where appropriate. Any action points discussed within the Board meeting shall be discussed with team members in order to produce a plan of action to progress implementation.

5. MEETINGS

The Board meetings will be held 4 times a year to discuss progress including how well the service areas have been able to implement policies and Regulators outcomes.

Board meetings shall be prioritised to allow feedback on-going progress and concerns as they occur.

The Board may meet more frequently as and when required; particularly where there has been a change in legislation, legal requirement or where is Member's interest to do so.

6. DURATION OF ROLE

So far as the Council maintains its Registered Provider status, the services areas will continue to meet ongoing responsibility and functions.

Appendix 2: Case Study

Client A experienced a prolonged period of rough sleeping, living in a tent with a pet near a rural landmark. This situation arose after the loss of stable housing and addiction to alcohol, which followed the removal of Client A's children from their care. The client had previously been a victim of domestic abuse from a former partner, and these traumatic experiences contributed to a significant decline in mental health.

During this challenging time, Client A began engaging with local outreach and support services, including a key worker and specialist agencies. Initially, temporary accommodation was provided in a shared house, but the client chose to leave due to the presence of others who were drinking, as they were actively working to reduce their own alcohol consumption. The client was then placed in a supported accommodation project, where further engagement and assessment took place. Throughout this period, Client A received ongoing support for substance use, both through specialist services and their own determination to make positive changes.

A turning point came when Telford & Wrekin Council provided Client A with a home under the Rough Sleeping Accommodation Programme. This initiative offered not only a safe and stable place to live, but also personalized support tailored to the client's needs. With this foundation, Client A was able to rebuild their life. They now have their baby living with them, have regained access to their other children, and continue to make remarkable progress in all areas of their life.

This case highlights the importance of a home along with trauma-informed, person-centered approaches in supporting individuals with complex needs. Client A's journey is a testament to resilience and the transformative impact of stable housing and holistic support.



Video showing Client A Journey:

https://youtu.be/IVcNDEITQzI?si=zo_2SgK9acgVfF0Y

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Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Borough of Telford and Wrekin

Cabinet

Thursday 4 December 2025

Article 4 & Additional Licensing of Houses in Multiple Occupation (HMOs)

Cabinet Member:	Cllr Carolyn Healy - Cabinet Member: Neighbourhoods, Planning & Sustainability, Cllr Richard Overton - Deputy Leader and Cabinet Member: Highways, Housing & Enforcement
Lead Director:	James Dunn - Director: Prosperity & Investment, Katherine Kynaston - Director: Housing, Commercial & Customer Services
Service Area:	Housing, Employment & Infrastructure
Report Author:	Ravi Phull - Housing Strategy & Regeneration Service Delivery Manager Mark Turner - Area Team Planning Manager - East Prosperity & Investment Damion Clayton - Insight Partner (Corporate) Policy & Governance
Officer Contact Details:	Tel: 01952 381731 Email: ravi.phull@telford.gov.uk
Wards Affected:	All Wards
Key Decision:	Key Decision
Forward Plan:	13 November 2025
Report considered by:	SMT - 11 November 2025 Business Briefing – 20 November 2025 Cabinet – 4 December 2025

1.0 Recommendations for Decision:

It is recommended that Cabinet:

- 1.1 Considers two new proposed schemes to help address the increase in shared housing in the Borough, ensuring we fulfil our promise to our residents that we are 'on your side' by creating safe homes and fairer standards in HMOs.
- 1.2 Considers the Evidence Base Report attached at **Appendix 1** to support the making of an Article 4 (1) Direction in the area edged red on the plan within **Appendix 6** in accordance with the relevant planning legislation as set out in this report.
- 1.3 Approves the making of the Direction and the public consultation required prior to confirmation in accordance with the legislative requirements.
- 1.4 That, if supported by the outcome of the public consultation, Cabinet delegates authority to the Director: Prosperity and Investment in consultation with the Cabinet Member for Neighbourhoods, Planning and Sustainability to exercise all powers conferred on the Council, regarding the making, processing and confirmation of the Article 4 Direction.
- 1.5 Considers the document attached at **Appendix 1** setting out the evidence in support of the Borough-wide implementation of an Additional Licensing Scheme under the Housing Act 2004 for all small Houses in Multiple Occupation (HMO) comprising 3-4 occupants, not currently covered by the mandatory licensing scheme.
- 1.6 Approves a period for public consultation on the proposed implementation of Additional Licensing for houses in multiple occupation, including proposed licence conditions, amenity standards and fee schedule attached at **Appendices 2-5**, and agree to receive a further report following the conclusion of the consultation to finalise and align all relevant fees for HMO licences.
- 1.7 Approves the introduction of an enhanced Landlord and Tenant Support Programme to help landlords and tenants comply with the requirements of the Renters' Rights Act 2025 and aid with the introduction of the proposed additional licensing scheme as necessary.

2.0 Purpose of Report

- 2.1 The report sets out an evidence base for the introduction of an Article 4 Direction for Small Houses in Multiple Occupation (HMO) which would withdraw existing permitted development rights meaning all HMOs would require planning permission.
- 2.2 The report also sets out proposals to introduce an Additional Licensing scheme under the Housing Act 2004 which would require a licence for small HMOs comprising 3-4 occupants which are not currently covered by the existing mandatory licensing regime which requires HMOs with 5 or more occupants to be licensed.

This will include the category of HMO which is often referred to as a section 257 HMO. Section 257 HMOs are where the building was converted into self-contained flats before the 1991 Building Regulations came into force on 1st June 1992 and have not been subsequently improved to at least the 1991 standards.

3.0 Background

3.1 The safe, quality and quantity of housing for our residents is a key priority in delivering our Council Plan:

- Every child, young person and adult lives well in their community;
- Everyone benefits from a thriving economy;
- All neighbourhoods are a great place to live;
- Our natural environment is protected, and the Council is taking a leading role in tackling the climate emergency;
- A community-focussed, innovative council providing efficient, effective and quality services

3.2 We are aware that nationally we are in a housing crisis, and this is disproportionately affecting the most vulnerable households. The proposals in this report will ensure tenants residing in HMOs are protected and can expect a safe and consistent standard of housing. Article 4 and Additional Licensing will also ensure compliant landlords, neighbourhoods and communities will be supported and protected from the negative impacts stemming from poorly managed HMOs.

3.3 Home ownership is becoming increasingly unaffordable for many, which means renting is their only housing option. The growth in the private rented sector has pushed up rents, and housing benefit welfare reforms such as the single room rate means for many living in shared housing is their only affordable housing option.

3.4 HMOs are a vital source of housing in the Borough. However, the nature of shared living means they require careful management of property and tenants. Tenants in HMOs are eight times more likely to die in a fire than those living as a single family. For this reason, HMOs are required to have additional fire precautions and amenities.

3.5 Poorly managed HMOs are associated with anti-social behaviour and crime. Studies show that people living in HMOs are at an increased risk of suffering mental health issues due to feelings of isolation and fear of sharing a house with strangers.

3.6 The Housing Act 2004 introduced mandatory licensing of larger HMOs for all local authorities. It also introduced provisions for additional licensing of smaller HMOs at the discretion of local authorities. This was further supported in 2015 by the Secretary of State giving general approval for local authorities to make designations in their areas.

3.7 On 15 February 2018 Cabinet approved a report entitled 'Better Homes for All: Tackling Rogue Landlords and Improving Private Rented Housing' which introduced a raft of measures for dealing with Houses in Multiple Occupation (HMOs), non-

Article 4 & Additional licensing of Houses in Multiple Occupation (HMOs)

compliant landlords and various anti-social behaviours often associated with HMOs. This led to a number of proactive and targeted multi agency operations uncovering people living in poorly managed and unsafe HMOs. A number of prosecutions saw improvements in those properties.

- 3.8 In 2021 the Council introduced the Safer Streets & Stronger Communities Programmes and these alongside Better Homes for All have achieved significant benefits to the housing and communities of many wards in the Borough. We inspected over 750 private rented properties making them free of category 1 hazards. The Safer Streets & Stronger Communities Programmes has seen a 10% reduction in crime and ASB.
- 3.9 However, due to a number of factors including affordability and the increasing cost of living, the private rented sector has continued to grow at pace, and the borough has seen a rapid increase in the subdivision of properties into HMOs. This has occurred across the Borough as well as seeing concentrations in older Estates in both North and South Telford.
- 3.10 An increase in density of HMOs is shown by the evidence base (Appendix 1) to correlate to higher levels of crime, anti-social behaviour, overcrowding and poor property conditions which existing programmes and mandatory licensing have been unsuccessful at fully tackling.
- 3.11 The schemes being proposed in this report will work to alleviate community concerns and fears of living near HMOs.
- 3.12 The draft Telford and Wrekin Housing Strategy 2025-2030 refers to the Council considering the implementation of Article 4 and Additional Licensing for HMOs. The consultation on the draft supported the proposals with residents welcoming this approach as a way to deal with the negative impacts of increasing HMOs in the Borough. The final Housing Strategy 2025-2030 is being presented to Cabinet for adoption alongside this Report.
- 3.13 Under the Town & Country Planning (Use Classes Order), residential properties come under Use Class C3 and can be occupied by up to 6 people provided they live as a single household. In 2010, the Government introduced a new Use Class C4 for Small Houses in Multiple Occupation (HMOs) for up to 3-6 people sharing basic amenities and extended the scope of Permitted Development Rights to include changes of use between C3 and C4. This means that a residential dwelling can change and become a Small HMO (and vice versa) without needing to apply for planning permission. It should be noted that a Large HMO of more than 6 people does not have a Use Class so is categorised as 'sui generis,' namely not falling within any existing Use Class, such that planning permission is always needed for the Change of Use from a dwelling, or other building type, to a Large HMO (more than six people).
- 3.14 Para. 54 of the National Planning Policy Framework (NPPF), 2024, makes it clear that in all cases, an Article 4 Direction should be based on robust evidence, and

Article 4 & Additional licensing of Houses in Multiple Occupation (HMOs)

apply to the smallest geographical area possible, where a Direction is necessary to protect local amenity or the wellbeing of the area.

- 3.15 An Article 4 Direction is a 'tool' that can be used to manage growth and concentrations of HMOs across the whole borough or in particular areas, alongside other measures and legislation. It should be noted that an Article 4 Direction does not necessarily prevent a dwelling changing to a Small HMO, it merely ensures that if a planning application is submitted that all relevant material planning considerations are fully considered. If planning permission is refused the applicant would still have the right to appeal against the Council's decision and an independent Planning Inspector would determine the appeal and could grant planning permission.

Under the Town & Country Planning (General Permitted Development) (England) Order 2015, Local Councils can introduce an 'Article 4 Direction' to remove the Permitted Development Rights that allow a dwelling to be converted into a Small HMO without the need for planning permission.

The Housing Act 2004 enables local authorities to implement two licensing schemes to deal with HMOs. One is mandatory licensing for all HMOs with 5 occupants or more. We currently have 340 licensed HMOs in the Borough. The second is a discretionary scheme which brings all smaller HMOs into scope for licensing, known as Additional Licensing.

- 3.16 There are a number of clear benefits that the introduction of an Article 4 Direction and Additional Licensing of HMOs can provide, namely, but not limited to:
- empowering local residents, as they know their area is protected and they may be more likely to report breaches of planning control, i.e. any unauthorised Change-of-Use;
 - residents can feel more confident that the current HMO situation in an area will be subject to a greater level of scrutiny to ensure proposals are in-line with Policy;
 - gives the Council extra control and it can advise prospective landlords/property owners whether new HMOs are likely/unlikely to be supported.
 - for existing and new HMOs there will be one consistent minimum standard that all tenants can expect from their homes, especially with respect of adequate amenities and fire precautions;
 - all licence applications will benefit from an inspection of the property to ensure minimum safety standards, room sizes, amenities and safe number of occupants.
 - better intelligence about where HMOs are located, making it easier for neighbours to report hidden HMOs

4.0 Summary of Main Proposals

- 4.1 A comprehensive business case setting out the required evidence base to support the introduction of both Article 4 and Additional Licensing with regard to HMOs is set out at Appendix 1. This includes all supporting data, options appraisals and legal

framework. Appendices 2-6 form part of the consultation pack including proposed licence conditions, amenity standards, fees and charges and a map showing the boundary of the proposed Borough wide schemes.

4.2 It is recognised that the changes will impact on landlords and tenants, and the changes are coming into effect at a time of significant legislative change linked with the Renters' Rights Act 2025. To support landlords and tenants and ensure clear information, advice and assistance, an enhanced Landlord & Tenant Support Programme will sit alongside the changes. This will include:

- Advice and assistance on the new requirements of the Act.
- Early intervention by our coordinator to help sustain tenancies where landlord and tenant relationships break down.
- Help, support and signposting for tenants suffering with the cost-of-living crisis affecting their ability to pay their rent.
- The introduction of training for landlords on how to comply with HMO management regulations and the Housing, Health and Safety Rating System which is the system prescribed by the Housing Act 2004 under which housing officers conduct their inspections.

4.3 **Benefits for Landlords**

Whilst the schemes will come at an additional cost to landlords, it is believed there will be many benefits for responsible landlords:

- Good landlords will be rewarded for their responsible letting practices by being issued with a full five-year licence with no additional charges. The proposed licence fee for a five-year licence is 1,522.42. This equates to 83 pence a day.
- There will be no extra cost to good landlords as the proposed licence conditions are the statutory minimum which well managed HMOs will already be compliant with.
- Their reputation will be enhanced by holding a licence, while those poor landlords who have given private renting a negative status, will either be made to bring their properties up to the standard or risk losing the right to let their properties.
- HMO landlords can promote their licensed status and find it easier to attract tenants who know that a licensed property is well managed and safe; a better environment will make properties easier to let and sustain tenancies.
- Better management and tenancy agreements will enable the HMO landlord to have greater control over the property and landlords will be supported in dealing with tenants who commit anti-social behaviour.

4.4 **Benefits for Tenants**

- Enhanced protection for vulnerable tenants living in HMO accommodation, by ensuring, for example, that the accommodation has adequate amenities, space standards and fire safety.

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- Protection from possible retaliatory eviction as licensing enables the proactive checking of properties and management practices, rather than relying on the tenant to report poor conditions.
- The standards imposed will ensure that the landlord is not permitted to have more tenants than recommended for the size of the property and the facilities provided so tenants can be assured that they are not living in cramped overcrowded accommodation.
- Advice and guidance will be available to tenants so that they can understand their rights to a decent home.
- Added protection for tenants as a result of better landlord management practices and greater protection from unlawful eviction.

4.5 The Benefits for the Community

- All HMOs will have a consistent minimum standard, amenities and repairs.
- Reduce the number of overcrowded properties that can lead to anti-social behaviour especially relating to noise and rubbish.
- The Council will be aware of all HMOs, making hidden HMOs easier to find and for neighbours to report.
- The Council will have extended powers to gain access into properties suspected of being unlicensed HMOs.

4.6 Appreciation of Property Values

- Telford's strong housing market promises long-term financial gains for landlords as HMO standards improve, reflected in rising property values. While HMOs can accelerate property wear and reduce area amenities if concentrated, licensing agreements between landlords and local authorities help maintain quality and support neighbourhood stability, preserving property values.

4.7 Benefit: Pro-active involvement eliminates reactive work

- Licensing also provides a consequential benefit in that it eliminates or mitigates many of the issues that generate tensions between landlords and tenants. Licensing is a means of pre-empting problems (for example, damp or ventilation issues leading to poor living conditions) before they become matters of contention and stress that the landlord would otherwise have to manage. It will provide a recognised mechanism for resolving any disputes without the cumbersome mechanisms of prosecution.
- The Council already deals with much of this work but in different capacities. The work is normally in response to a service request. Reacting to something after damage has been done is usually a negative and inefficient way of resolving an issue. Additional licensing will allow for positive, pro-active and efficient involvement, and should eliminate many problems before they occur.

4.8 Consultation

The next stage is to publicly consult on both schemes.

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- 4.9 The Secretary of State has provided local authorities with general approval for the implementation of Additional Licensing of HMOs on condition that a minimum public consultation period of at least 10-weeks is conducted and the results of the consultation are considered before confirming the designation. If confirmed the designation would remain in place for a period of 5-years.
- 4.10 The introduction of an Article 4 Direction requires a 6-week statutory consultation period and the Secretary of State will be notified and have an opportunity to intervene. The Direction, in accordance with the timetable as outlined below and within the Evidence Base Report, offers a 12-month notice period of the intent to enforce An Article 4Direction.

Timescale – Additional Licensing

Indicative Timescales (subject to change dependent upon outcome of Consultation):

4 th December 2025	Seek Cabinet Approval to commence consultation on Borough wide implementation of Additional Licensing of HMOs
*The following steps are subject to cabinet approval	
16 th December 2025	10 weeks (+ additional 2 weeks to allow for Christmas period) public consultation goes live online and in person (details to follow on in person events)
10 th March 2026	Public consultation ends. Consider findings
12 th May 2026	Report to Cabinet with findings from consultation and recommendations.
*The following steps are subject to cabinet approval	
17 th May 2026	Designation of additional licensing is confirmed (subject to 3 month lead in period)
17 th August 2026	Designation of additional licensing comes into force

Timescale – Article 4

Indicative Timescales (subject to change dependent upon outcome of Consultation):

04 December 2025	Cabinet Decision to delegate power to Director: Prosperity & Investment to make an Article 4 Direction as proposed
16 December 2025	Article 4 Direction is made and Secretary of State (SoS) notified
16 December 2025 - 10 February 2026	Eight-week consultation runs inviting comments on the Article 4 Direction (two-week extension as a result of Christmas)
11 February 2026 - 25 February 2026	Analysis of Consultation Responses
26 February 2026	Article 4 Direction is Confirmed (taking into account consultation responses as necessary) and the Secretary of State (SoS) notified
27 February 2027	Article 4 Direction comes into effect

5.0 Alternative Options

- 5.1 The Evidence Base Report attached at **Appendix 1** considers a suite of alternative options. These include the option of 'do nothing' which would result in the Council taking limited reactive enforcement action. This would lead to a further decline of the housing market.
- 5.2 The option of area based schemes is also considered, however it has been shown that there are HMOs borough-wide and focussing only on specific areas could lead to displacement of HMO/poor practices to other parts of the Borough and risks management standards and impacts on tenants and communities varying across the borough.

6.0 Key Risks

- 6.1 There is a risk that the Secretary of State (SoS) will direct that the Article 4 Direction be Modified or Cancelled. Para. 54 of the 2024 National Planning Policy Framework (NPPF) makes it clear that in all cases, an Article 4 Direction should be based on robust evidence, and apply to the smallest geographical area possible, where a Direction is necessary to protect local amenity or the wellbeing of the area. This risk could be mitigated by proposing to apply the Direction to smaller urban areas where HMOs and the associated issues are more common. Partial area implementation could lead to other risks e.g. displacement of HMO to areas not covered by either/both schemes. It is however considered that the Council has, and will continue to undertake all due process as part of the Consultation and preparation of an Article 4 Direction.
- 6.2 There may still be a number of Small HMO conversions which take place in the 12-month time period, prior to Confirming the Article 4 Direction, for which the Local Planning Authority would have no control. It is also worth noting that an Article 4 Direction cannot prevent development which has been commenced, or which has already been carried out and therefore it may be the case that during the period of the introduction of the Article 4 that there may be a series of residential properties which are in the process of becoming Small HMOs for which the Council can take no action. However, if approved, Additional Licensing will pick these properties up.
- 6.3 The use of an Article 4 Direction is considered appropriate due to the significant risks identified, and this approach aligns with the Council's previous decision to implement an Article 4 Direction removing Permitted Development Rights to protect Strategic Employment Area sites from conversion to housing.
- 6.4 There is a risk of landlords recharging the cost of the schemes in higher rentals. However, research has shown that nationally, areas where additional licensing has been introduced have not seen an increase in rent levels disproportionate to areas that have not.

7.0 Council Priorities

- 7.1 The course of action being proposed in this report fulfil all Council priorities:

Article 4 & Additional licensing of Houses in Multiple Occupation (HMOs)

- every child, young person and adult lives well in their community;
- everyone benefits from a thriving economy;
- all neighbourhoods are a great place to live;
- our natural environment is protected, and the Council is taking a leading role in tackling the climate emergency;
- a community-focussed, innovative council providing efficient, effective and quality services

8.0 Financial Implications

- 8.1 Costs for consultation events for additional licensing will be incurred and will be met from within existing housing budgets. The costs of implementation will be considered by Cabinet following consultation but would be anticipated to be met through licence fees.
- 8.2 Costs in respect of planning applications are set at a National Level and cover processing costs for determining planning applications only and not the costs of planning enforcement, with these additional costs being picked up by the service.
- 8.3 The recommended Article 4 Direction will require a Public Consultation exercise. This will be appropriately targeted and will include Parish and Town Council(s), placing site notices in their areas, in addition to informing all Ward Councillors. Consultation costs will be minimal and will be funded from within Development Management budgets.
- 8.4 If the Council does experience an increase in the number of Small HMO planning applications during the 12-month notice period of bringing the Article 4 Direction in, it is anticipated that these will be managed from within existing resources. This could result in a small increase in income generation for the Planning Team, albeit this would likely be offset against any Cost associated with any subsequent Planning Appeal.
- 8.5 With reference to point 2.2, if the Small HMO licensing is approved, the HMO team will require additional capacity to manage the increased licensing volumes. It is anticipated that these costs will be funded from the additional HMO licensing income.

9.0 Legal and HR Implications

- 9.1 Section 57(1) of the Town and Country Planning Act (the Act) states that planning permission is required for the carrying out of any “development” on land.
- 9.2 Section 59 of the Act allows the Secretary of State to grant general planning permission through a development order.

Article 4 & Additional licensing of Houses in Multiple Occupation (HMOs)

- 9.3 The Town and Country Planning (General Permitted Development) (England) Order 2015 is the main statutory instrument that sets out the specific types of development that are permitted without planning permission.
- 9.4 Article 3 of the Order states that planning permission is automatically granted for the classes of development described as permitted development in Schedule 2 of the Order.
- 9.5 Article 4 states that If the Secretary of State or the local planning authority is satisfied that it is expedient that development described in Schedule 2 (with some exceptions) should not be carried out unless permission is granted for it on an application, a direction may be made that permission under article 3 does not apply.
- 9.6 Schedule 2 outlines the various classes of Permitted Development and Schedule 3 outlines the procedure that must be followed when making an Article 4 Direction to include giving Notice of any Direction made as soon as practicable by local advertisement, by site display and by serving notice on the owner/occupier of every part of the land to which the Direction relates (unless the number of owners/occupiers makes individual service impracticable).
- 9.7 An Article 4 Direction takes away Permitted Development Rights but does not prohibit development, instead requiring a developer to make a planning application which enables the Local Planning Authority (LPA) to have some control over the proposed development.
- 9.8 An Article 4 Direction does not apply retrospectively. Once an Article 4 Direction is made there is no statutory right of appeal for affected property owners or developers. Schedule 3 of the 2025 Order provides that the Secretary of State may modify or cancel an Article 4 Direction and any decision to make the Direction could be challenged by way of Judicial Review which is why it is important to ensure there is robust evidence to justify a Direction.
- 9.9 National Planning Policy Framework (NPPF), 2024, makes it clear that in all cases, an Article 4 Direction should be based on robust evidence, and apply to the smallest geographical area possible, where a Direction is necessary to protect local amenity or the wellbeing of the area. It is therefore necessary for the potential harm that the direction is intended to address to be clearly identified and understood.
- 9.10 Where specified requirements are met; Section 56 (1) of the Housing Act 2004 enables a local authority to designate either the area of their district or an area in their district as subject to additional licensing in relation to Houses in Multiple Occupation (HMOs) specified in the designation. The Housing Act 2004 states that local authority must consider that a significant proportion of the HMOs of a given description in the area are being managed sufficiently ineffectively as to give rise, or to be likely to give rise, to one or more particular problems either for those occupying the HMOs or for members of the public (Section 56 (2)). Before making a designation, the authority must take reasonable steps to consult persons who are likely to be affected by the designation; and consider any representations made in accordance with the consultation and not withdrawn.

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- 9.11 In forming an opinion in respect of Section 56 (2) the Local Authority should have regard to any information regarding the extent to which any codes of practice approved under Section 233 have been complied with by persons managing HMOs in the relevant area (Section 56 (5)) 2.
- 9.12 Section 57 provides that the authority must ensure that any exercise of the power is consistent with the authority's overall housing strategy. Further, the Local Authority should not make a designation unless they have considered whether there are any other courses of action available to them that might provide an effective method of dealing with the problem(s) and consider that making the designation will significantly assist them to deal with the problem or problems.
- 9.13 The Local Authority should seek to adopt a co-ordinated approach in connection with dealing with homelessness, empty properties and anti-social behaviour affecting the private rented sector and if an additional licensing scheme is approved there are specific requirements to issue notices to publicise the scheme and ensure landlords are made aware of it. Any additional licensing scheme may be subject to legal challenge if the above criteria are not met, or consultation is not found to be adequate.

10.0 Ward Implications

- 10.1 The HMO Article 4 Direction and Additional Licensing proposals will impact upon all areas of Telford, as shown within Appendix 6.

11.0 Health, Social and Economic Implications

- 11.1 The links between housing and health are well known. While HMOs are a vital source of housing for many residents including some of our most vulnerable, poorly managed HMOs are linked with negative outcomes for residents, neighbourhoods and communities. Due to housing benefit reforms, low earning, young, single people are more likely to reside in HMOs. A lack of property management can have undesired impacts on such occupants.
- 11.2 Licensing of all HMOs in the Borough will set a consistent standard for all tenants living in such accommodation.

12.0 Equality and Diversity Implications

- 12.1 An equality impact assessment has been undertaken (Appendix 5) demonstrating due regard to the Public Sector Equality Duty (s149 the Equality Act 2010).
- 12.2 The equality impact assessment also meets our duty under the Armed Forces Act 2021 and our local commitment to pay due regard to the needs of Care Experienced individuals.

13.0 Climate Change, Biodiversity and Environmental Implications

- 13.1 Licence conditions will require all properties to have the correct minimum energy performance rating.

14.0 Background Papers

- 1 Better Homes for All: Tackling Rogue Landlords and Improving Private Rented Housing, 2018
- 2 Better Homes for All: Houses in Multiple Occupation: Amenities, Space & Management Standards, June 2024
- 3 Telford and Wrekin Local Plan 2011-2031
- 4 Telford and Wrekin Emerging Local Plan 2020-2041

15.0 Appendices

- 1 Evidence Base for Introduction of Article 4 & Additional Licensing of Houses in Multiple Occupation (HMO)
- 2 Proposed Additional Licensing Fee Schedule
- 3 Proposed Additional Licence Conditions
- 4 Proposed HMO Amenity Standards
- 5 Article 4 Additional Licensing Equality Impact Assessment
- 6 Extent of area for Article 4 Direction and Additional Licensing Proposals

16.0 Report Sign Off

Signed off by	Date sent	Date signed off	Initials
Finance	06/11/2025	14/11/25	MB & AEM
Legal	06/11/2025	07/11/25	SH
Director	30/10/2025	02/11/25	KK

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Evidence Base for Introduction of Article 4 & Additional Licensing of Houses in Multiple Occupation (HMO)

Telford and Wrekin

December 2025

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1. Introduction

Telford and Wrekin is a successful and growing borough with a diverse housing market and population and continuing housing needs. The borough is a distinctive blend of urban and rural areas, with green open spaces alongside contemporary housing developments and traditional market towns.

In line with national trends, we are seeing a growth in population with an increase in housing needs, however, issues such as a cost-of-living crisis, increasing mortgage rates and housing costs are affecting home ownership. This means for many, living in the rented sector is their only housing option. High demand for rental properties and a shortage of supply in part due to a reducing supply of social housing, is driving up rents in the private rented sector. This is leading to an economic opportunity from the subdivision of rented properties into houses in multiple occupation (HMO). HMOs have long been a tenure of choice for students and transitional workers and are an essential part of the housing market particularly now for those under 35 dependent on housing benefit which is capped at a shared room rate.

Well managed HMOs provide an excellent and affordable start for many into their housing journey. However, poorly managed, overcrowded or high densities of HMOs can be associated with undesirable issues such as anti-social behaviour, crime and overcrowding. National studies have shown that occupants of poorly managed HMOs are at higher risk of poor mental health and increased substance misuse. Furthermore, the disconnected living arrangements in HMOs make occupants eight times more likely to die or suffer serious injury in a fire compared to people in single family properties.

It is important to note that HMOs are an important source of low cost, private sector housing for those on low incomes, young people, students, and people seeking temporary accommodation and have an important role to play as part of a balanced mix of housing. However over recent years there has been a consistent increase in the number of HMOs within the borough. There is a concern that high concentrations of HMOs impact on the choice of housing, local services, social cohesion, crime and environmental amenity and contribute towards the decline of those areas impacting on levels of deprivation.

Our new Telford and Wrekin Housing Strategy 2025-2030 sets our strategic objectives for the next 5 years:



Challenge

An increase in the number of HMOs in the borough, correlated with complaints regarding poorly managed HMOs along with associated levels of crime and anti-social behaviour is causing community concerns for residents living in and around HMOs.

Proposal

This report provides an evidence base and policy context for the implementation of an additional licensing scheme of all HMOs in the borough under the Housing Act 2004. The primary objective of this scheme would be to ensure a consistent minimum standard of management in all HMOs in the borough.

We also propose to make a Non-Immediate direction under Article 4 of the Town & Country Planning (General Permitted Development) Order 2015 (as amended) in order to remove Permitted Development Rights across all parts of the borough, which currently allow the conversion of dwelling houses (Use Class C3) into Houses of Multiple Occupations (HMOs) for up to six residents (Use Class C4).

The making of an Article 4 Direction will give the Council greater control over the conversion of C3 dwellings to HMOs within the borough, requiring all new such conversions of residential properties to apply for a Change-of-Use and accordingly be assessed against both Local and National Planning Policy.

2. Context and Background

Mandatory Licensing

In October 2018 there was a change in central government policy, which introduced mandatory HMO licensing for 5 or more people who are not living together as a single household. This brought more HMOs into scope for licensing by removing the requirement for licensable HMOs to be three storeys and over.

Better Homes for All

The Better Homes for All programme launched in 2018 by the Council in has seen the development of a data led, proactive intelligence-based programme of enforcement bringing together a number of agencies such as the police, fire service and public protection. This has led to a number of prosecutions for poorly managed and maintained properties. The success of the Better Homes for All programme has been reported to Cabinet annually.

Safer Streets / Safer Stronger Programme

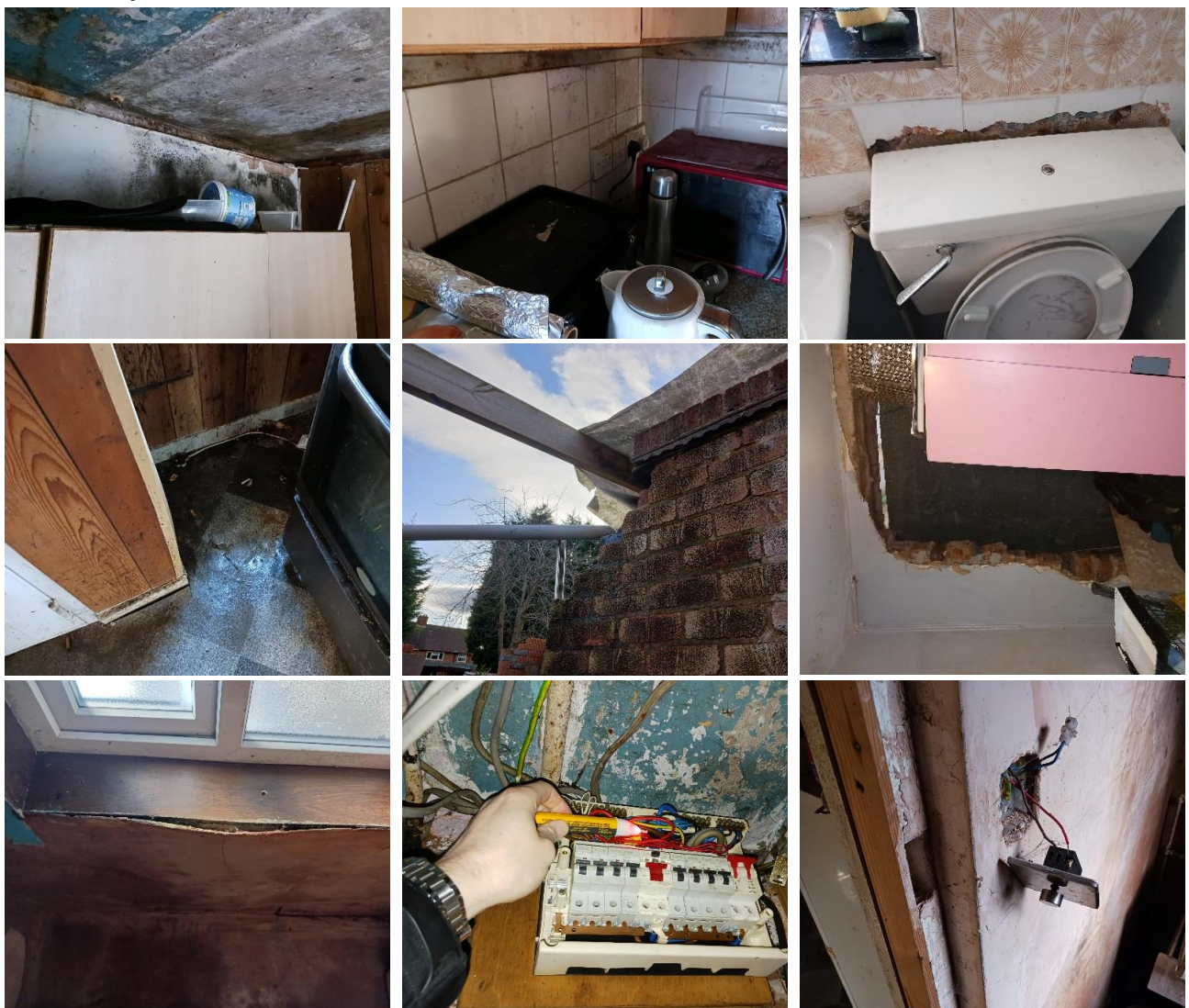
Telford & Wrekin Council launched the Safer & Stronger Communities project in 2021 with support from the Police & Crime Commissioner to help residents feel safer in their homes and communities. Funding was used to tackle poor housing conditions in areas of high anti-social behaviour and crime. This resulted in over 700 proactive housing inspections being

carried out leading to the remedy of hundreds of hazards. The biggest challenge experienced was gaining access into HMOs. This was of concern as the conditions in the HMOs that were accessed were of concern and lead to a number of prosecutions and civil penalties. The ongoing success of TWC Safer & Stronger Communities Programme has been reported to Cabinet.

Despite the ongoing success of current interventions, the borough still has significant problems with reported practices and the neighbourhood impact of, HMOs including smaller HMOs not part of the current licencing regime. Available measures include using civil penalties and prosecution for breaches of Regulations. These are entirely appropriate in the right circumstances but these are cumbersome procedures and ones that are essentially negative and only come after an issue has arisen.

A typical example of issues relating to HMOs found by the private sector housing service are shown below:

Case Study 1



These relate to a 2 storey 3 bedroom HMO which is not subject to mandatory licensing.

Licensing

Under the Housing Act 2004, there are three forms of licensing relating to private sector housing available to local authorities – mandatory, selective and additional.

All licensing schemes are intended to address the impact of poor-quality housing, rogue landlords and anti-social tenants. Failure to obtain a licence or to abide by licence conditions can result in enforcement action. Non mandatory licensing schemes run for a maximum period of five years, after which Cabinet approval must be sought to extend. A fee is payable for each licence. The licence fee will usually cover a five year period unless the local authority decide to issue a licence for a shorter period.

Mandatory HMO Licensing

All local authorities are obliged to run a licensing scheme covering Houses in Multiple Occupation (HMOs) that have five or more people who are not living together as a single household.

At the time of publishing this report we have 317 licensed large HMOs under the mandatory licensing regime in the borough.

The mandatory licensing of HMOs has been effective in regulating and improving the standard of accommodation offered to let in Telford and Wrekin. Licensing encourages a positive interaction with landlords and allows for the problems presented by each house to be managed on an individual basis through a bespoke set of licence conditions. It also allows for advice to be given to landlords who are perhaps new to the rental market or growing their portfolios to support them comply with regulation and provide well management properties from the outset.

A good example of a licensed HMO is given in case study 2.

Case Study 2





3. Evidence to Support Additional Licensing and Article 4 Schemes

The National Picture

The latest Office for National Statistics (ONS) Projections estimate that the UK population will grow to 72.5 million people by 2032, an increase of 4.9 million (7.3%) from an estimated 67.6 million people in 2022.¹

As people grow older and live longer the number of people at state pension age is projected to increase by 1.7 million from an estimated 12.0 million to 13.7 million people (13.8% increase). Where there is a lack of suitable housing for older people this can lead to older people staying in unsuitable housing for longer. This situation can then negatively impact housing supply and affordability for younger people and increase competition in the private rented sector.

ONS estimated that 3.6 million young adults (aged 20-34) were living with their parents in 2024.² This represents 28.0% of all 20-34 year olds, an increase from 25.6% in 2014. The greatest change from 2014 was for those people aged 24 where 49.2% were estimated to be living with parents compared with 35.9% in 2014.

Data indicates that achieving the goal of home ownership is taking longer for younger adults. In 2022, more than half of people owned their own home by the age of 36. This was an increase from 32 years in 2004.³

¹<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationprojections/bulletins/nationalpopulationprojections/2022based>

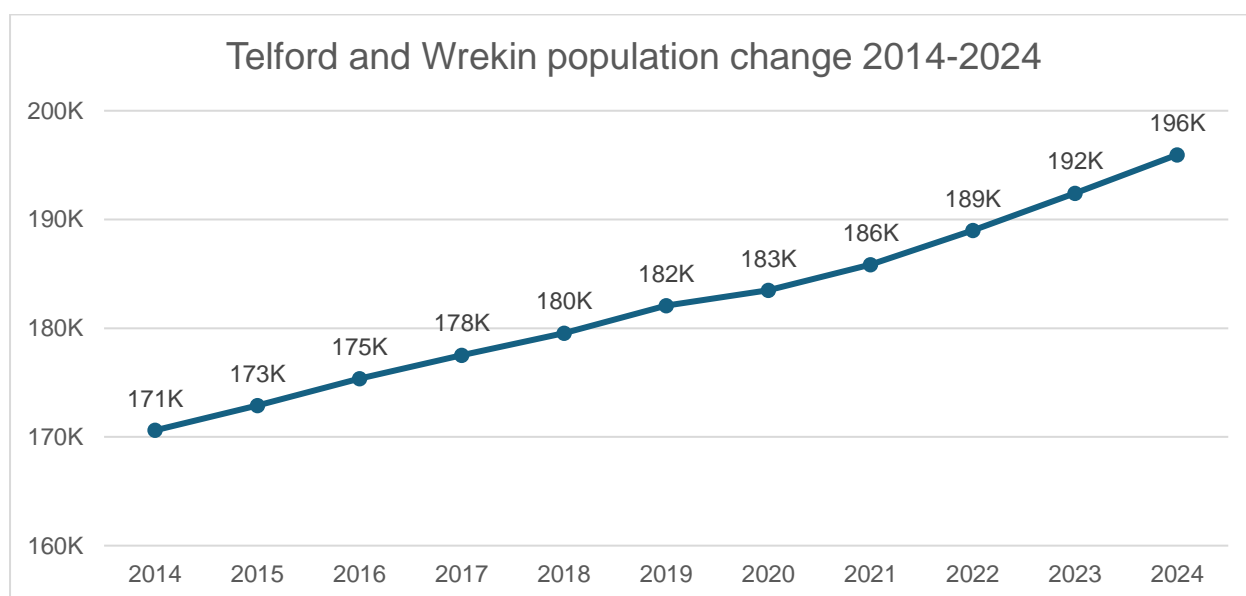
²<https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/families/bulletins/familiesandhouseholds/2024>

³<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/articles/milestonesjourneyingthroughmodernlife/2024-04-08>

Consequently, there is continued reliance on the Private Rented Sector (PRS) as a housing option for younger adults. In 2023-24, the English Housing Survey (EHS) found that 40% of households with a household reference aged 25-34 were renting privately as were 27% of households with a household reference person aged 35- 44.⁴

Local Context

Telford and Wrekin is one of the fastest growing local authority areas in England. Between 2014 and 2024 the population was estimated to have grown by 14.9% (25,300 people) compared with 8.2% for the West Midlands region and 7.8% for England⁵. The rate of population growth in the borough over this period was the ninth highest of all upper tier local authorities in England. In June 2024, the population of the borough was estimated to be 196,000 people.



With a strong local economy, a growing further education sector alongside excellent connectivity to the wider West Midlands region, Telford and Wrekin is an attractive destination for people looking to work or study.

Looking forward, the population of Telford and Wrekin is projected to continue to grow at a faster rate than the national average. Latest population projections estimate that by 2032 the population of the borough will be 208,000, an increase of 10.0% from 2022 compared with 6.4% for England.

⁴ <https://www.gov.uk/government/collections/english-housing-survey#2023-to-2024>

⁵ <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/populationestimatesforenglandandwales/mid2024>

The greatest growth is forecast for people aged 65 and over (26.1%) however above borough average growth is also projected for younger adults, with the number of people aged 20-24 estimated to increase by 17.3% between 2022 and 2032

Housing and the Private Rented Sector in Telford and Wrekin

Over the last decade, the number of homes built in Telford and Wrekin has seen the total dwelling stock grow at a faster rate than the national average, growing by 17.5% between 2014 and 2024 compared to 8.7% for the West Midlands region and 9.5% for England⁶.

The growing and increasingly age diverse population is changing the requirements for housing in the borough. As with the national picture there is increasing reliance on the PRS as a housing option, particular for adults under the age of 50. In 2011, a greater proportion of people aged 25 -34 were owner occupiers (40.9%) than were privately renting (37.6%). By 2021, this situation had switched with more people renting privately (42.6%) than owning their home (39.8%)⁷.

In the 35-49 age group, the proportion of owner occupiers reduced to 53.4% in 2021 from 65.4% in 2011. By contrast, the proportion privately renting increased to 28.7% in 2021 from 16.7% in 2011.

PRS now accounts for around 1 in 5 homes within Telford and Wrekin and is a key component of the borough's housing market borough wide.

The greatest concentrations of homes in the PRS are located in the south of the borough. In 2021, 40% of homes in Woodside MSOA were privately rented compared to 12% in Muxton & Lilleshall.

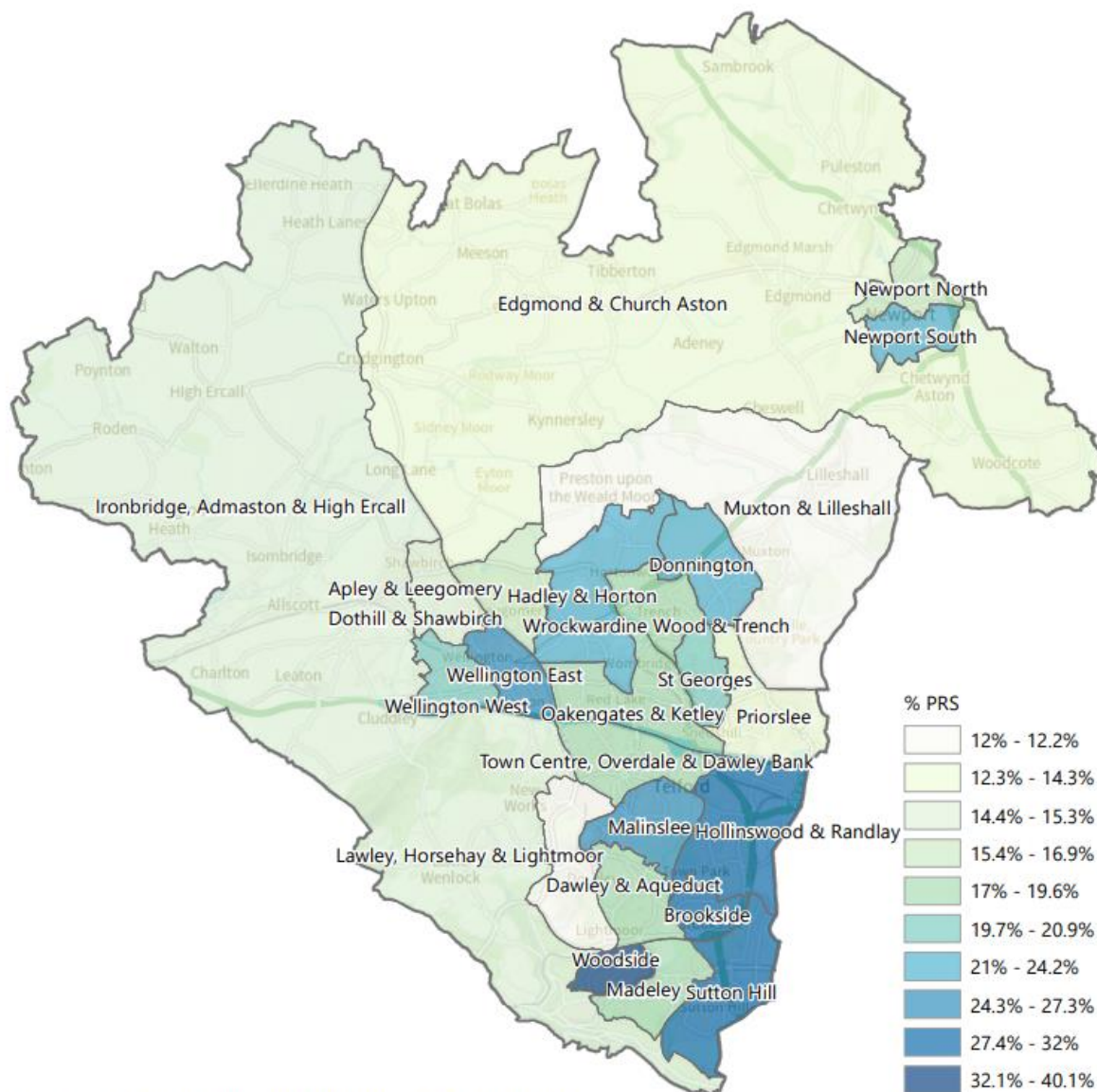
In total, around 30% of the borough's privately rented homes are located in Woodside, Brookside, Sutton Hill, Hollinswood & Randlay and Malinslee.

In the north of the borough, Wellington East, Donnington, Newport South and Hadley & Horton MSOAs all had a proportion of privately rented homes that was greater than the borough average (21%).

Map 1: Percentage of Privately Rented Homes by MSOA Census 2021

⁶ <https://www.gov.uk/government/statistical-data-sets/live-tables-on-dwelling-stock-including-vacants>

⁷ <https://www.nomisweb.co.uk/sources/census>



The average monthly rent in Telford and Wrekin is consistently lower than the regional and national averages. In March 2025, the average monthly rent in the borough was £808 compared to £935 for the West Midlands region and £1,403 for England⁸.

Private rented homes in the borough are more affordable than in other parts of the West Midlands and England. Latest data shows that in 2023/24, private renters in Telford and Wrekin could expect to spend 25.2% of their income on an average-priced rented home compared to 29.2% for the West Midlands and 36.3% for England.⁹

Whilst it is difficult to quantify the extent of shared accommodation in the borough, the Council has seen an increase in licensed HMOs. As set out above HMOs provide a vital

⁸<https://www.ons.gov.uk/economy/inflationandpriceindices/datasets/priceindexofprivaterentsukmonthlypricestistics>

⁹<https://www.ons.gov.uk/peoplepopulationandcommunity/housing/bulletins/privaterentallaffordabilityengland/2024>

housing solution for those seeking to establish their first home, starting employment or study and for those who only qualify for the shared room rate housing benefit.

Houses in Multiple Occupation

The Office for National Statistics define an HMO as a dwelling where three or more unrelated tenants rent their home from a private landlord forming more than one household where toilet, bathroom or kitchen facilities are shared with other tenants.¹⁰

An HMO is classified as small if shared by 3 or 4 unrelated tenants and large if shared by 5 or more unrelated tenants.

ONS estimated that on the 2021 census day 0.8% of England's total housing stock were HMOs.

HMOs in Telford and Wrekin

The Office for National Statistics data estimated that in 2021 there were 383 HMOs in Telford and Wrekin out of a total housing stock of 76,508 (0.5%) - of these, 282 classified as small HMOs and 101 were classified as large HMOs.

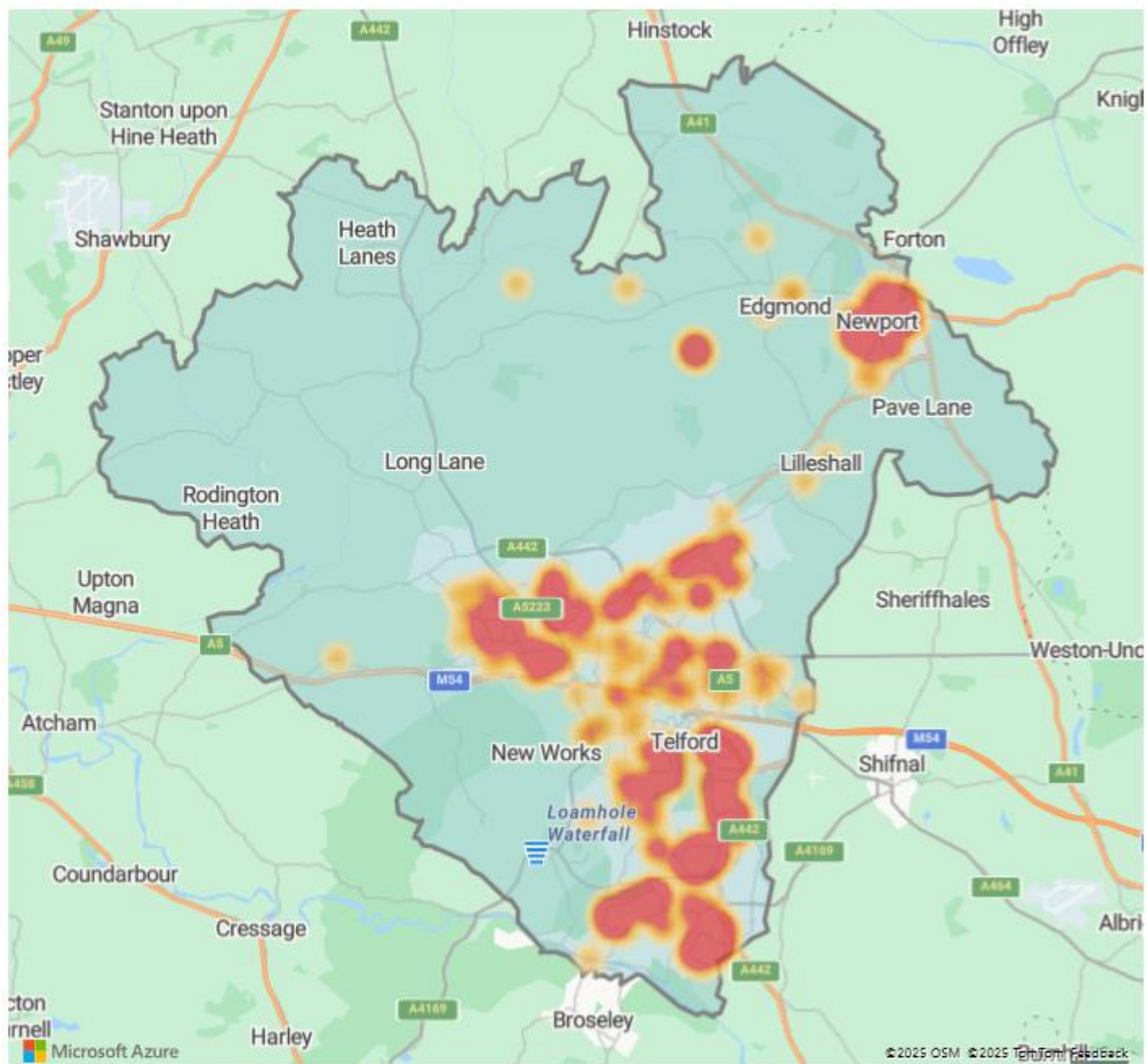
Analysis by Telford & Wrekin Council estimates that the number of HMOs in the borough to be significantly higher - as of September 2025, there are 317 licensed HMOs within the borough alone. Investigation of LLPG, Housing Complaints and Council Tax data indicates that there are a further 400+ HMOs within the borough that do not meet the current requirements for mandatory licensing - this would give a total figure in the region of 750 HMOs. Out of a total dwelling stock of 83,500 as at March 2024, representing 0.9% of the borough's dwelling stock, almost twice that of the ONS estimate.

Source	Number of HMOs
Licensed HMOs	317
LLPG	280
Council Tax	418
Housing Complaints	146
Total Unique Addresses*	747

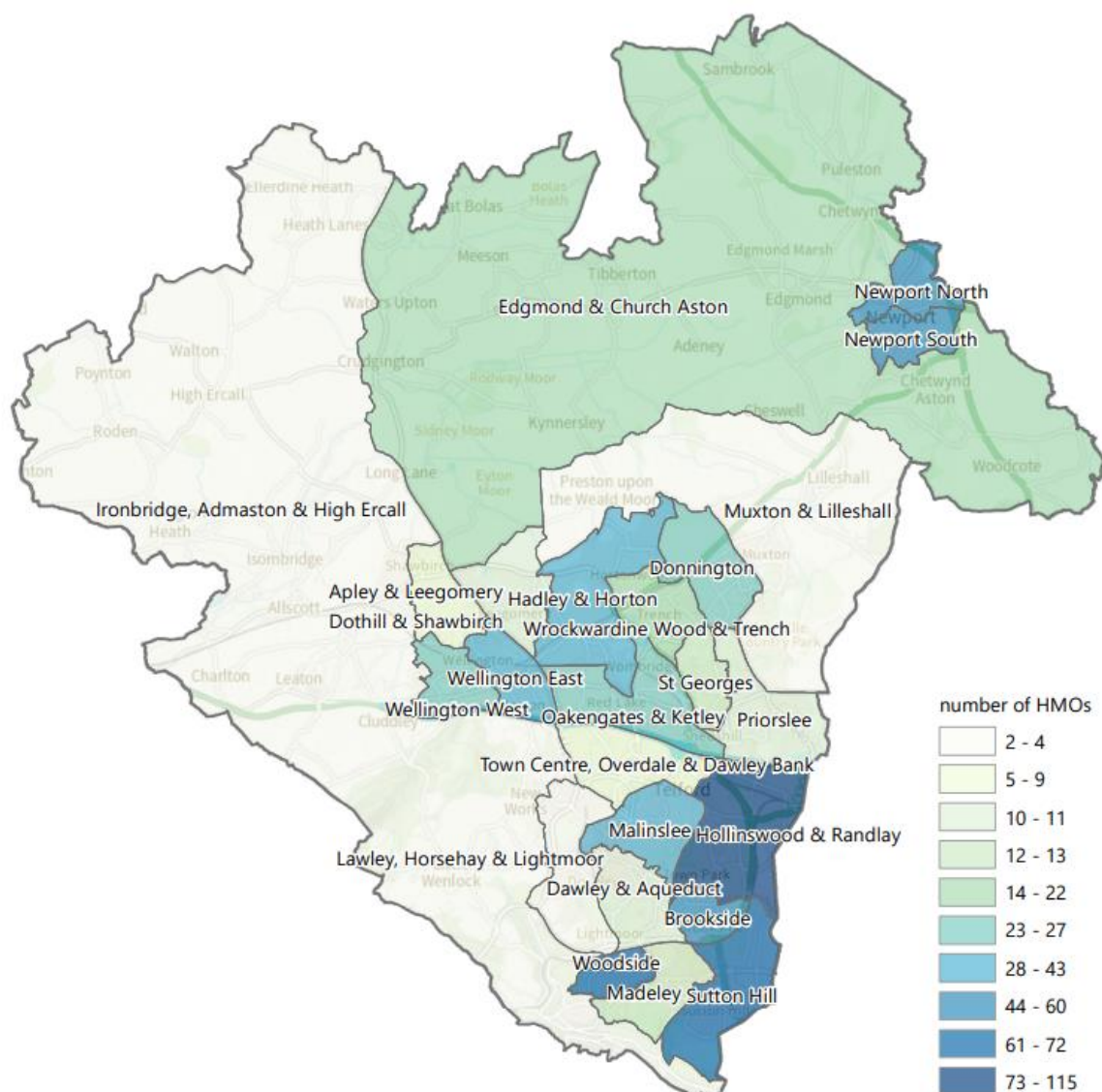
*Some addresses may appear in more than one category (e.g. a licensed HMO may also be listed in the LLPG dataset). This is a count of the total unique addresses from the analysis.

¹⁰<https://www.ons.gov.uk/census/census2021dictionary/variablesbytopic/housingvariables/census2021/householdsofmultipleoccupancyhmo>

Map 2: Heat Map of estimated HMOs in Telford and Wrekin



Map 3: Estimated number of HMOs by MSOA



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Condition of HMOs

A Stock Condition Report (SCR) carried out in 2022 estimated the presence of HHSRS category 1 hazards in 11% of dwelling stock in the borough. Category 1 hazards are those that present the most serious risks to the health and safety of occupants. Examples of category 1 hazards include damp and mould, excess heat or cold, electrical hazards and risk of falls.

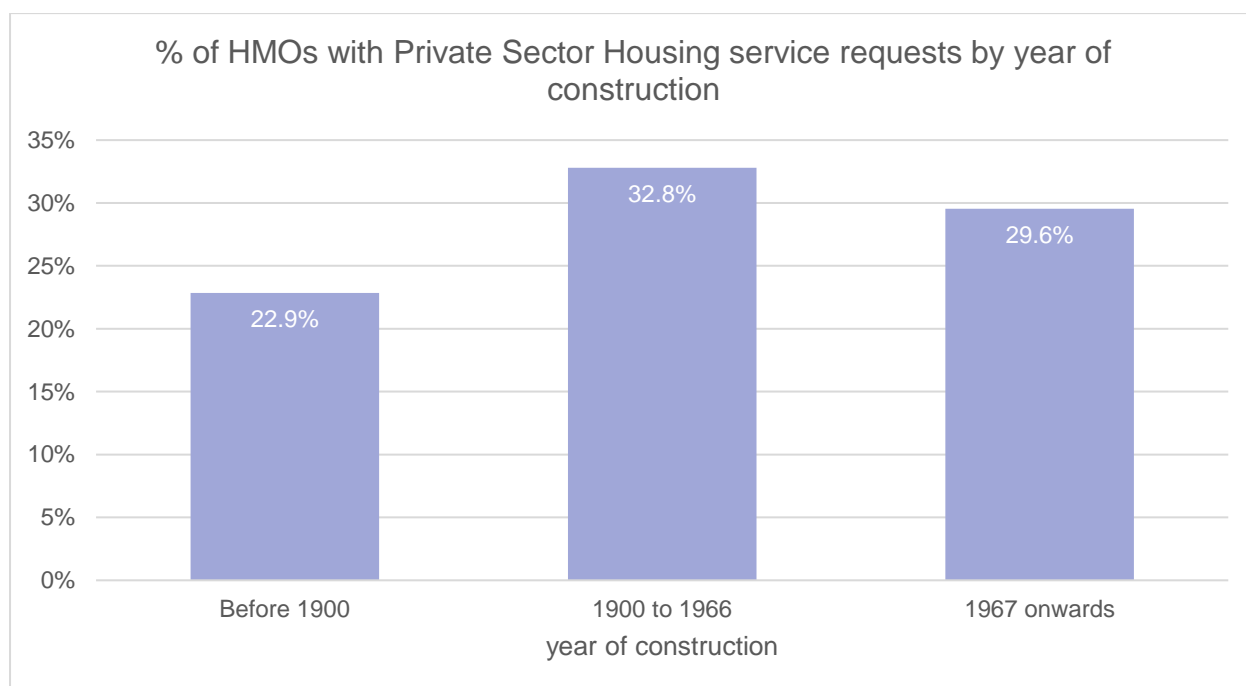
In those properties currently known or believed to be HMOs the proportion estimated to have category 1 hazards was 12%.

The proportion of HMOs estimated to have category 1 hazards varies according to the age of the property. 17% of HMOs constructed prior to 1900 are estimated to have category 1 hazards, compared to 16% constructed between 1900 and 1966 and 15% of those built from 1967 onwards.

Between 2021 and 2025 the Council's Private Sector Housing Team have received at least one service request for 30% of those properties currently known or believed to be HMOs.

Proactive initiatives such as Safer Stronger and Better Homes for All programmes have had limited success at proactive improvement of this cohort of our housing stock.

Although older those HMOs constructed prior to 1900 are more likely to have category 1 hazards, but data from the housing team shows that they are less likely to have had service requests recorded against them than those built between 1900 and 1967 and for those constructed from 1967 onwards.



Deprivation

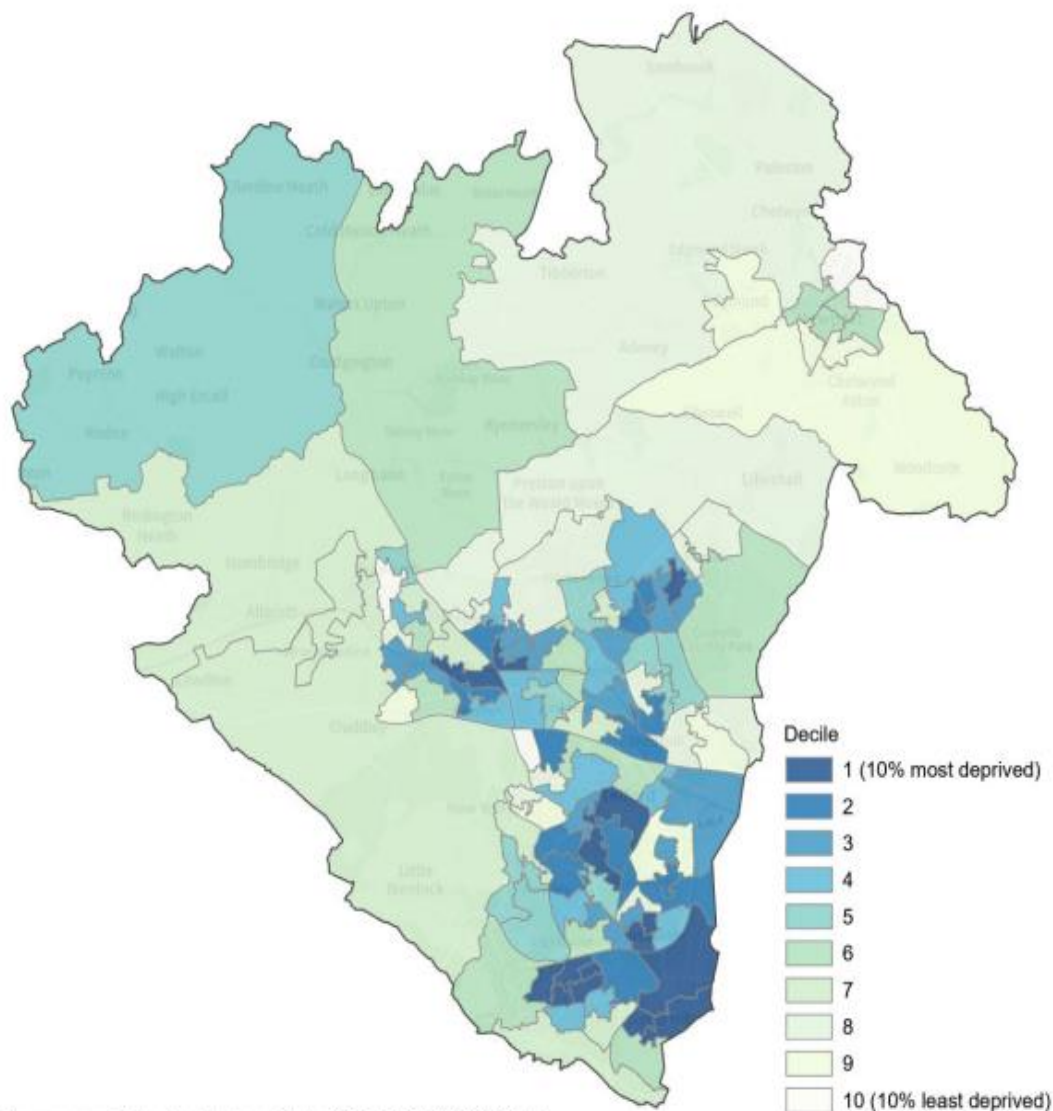
Telford and Wrekin has contrasting levels of deprivation with some of the most and least deprived areas in England located in the borough.

In the 2025 Indices of Multiple Deprivation the borough ranked 62 out of 153 upper tier local authorities in England (where 1 is the most deprived)¹¹. Of Telford and Wrekin's 115 lower layer super output areas (LSOAs), 15 LSOAs (13%) were ranked amongst the 10% most

¹¹ <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2025>

deprived in England, whereas 4 LSOAs (3.5%) were ranked amongst the 10% least deprived.

Map 4: Indices of Multiple Deprivation 2025 – IMD Deciles Telford and Wrekin



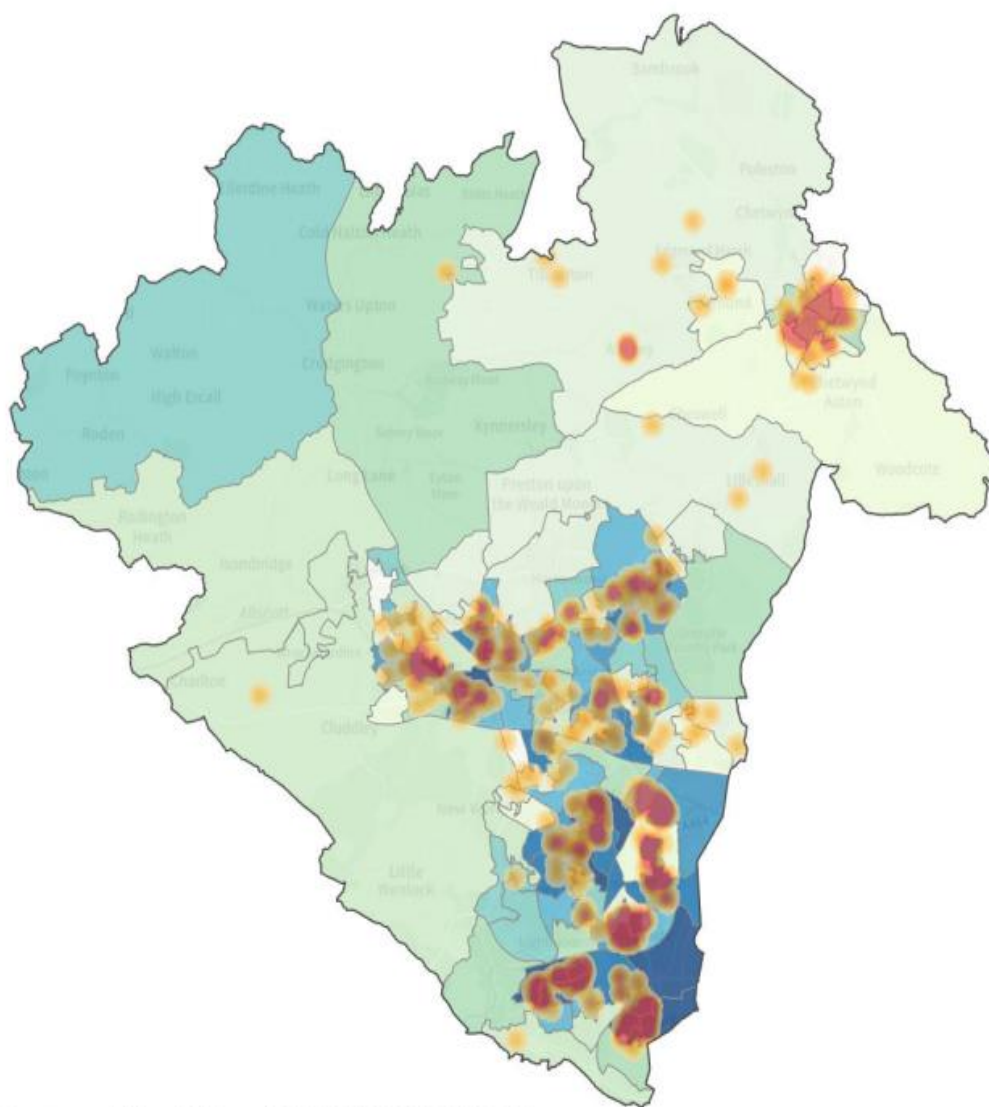
Overlaying the HMO heat map shows that HMOs in Telford and Wrekin are mainly

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concentrated in the most deprived parts of the borough, with almost 1 in 3 (30%) located in the 13% of areas ranked in the 10% most deprived nationally.

However, the presence of HMOs providing accommodation for students attending Harper Adams University means that a significant proportion are located in and around Newport in some of the least deprived parts of Telford and Wrekin.

Map 5: IMD Deciles and HMO heat map



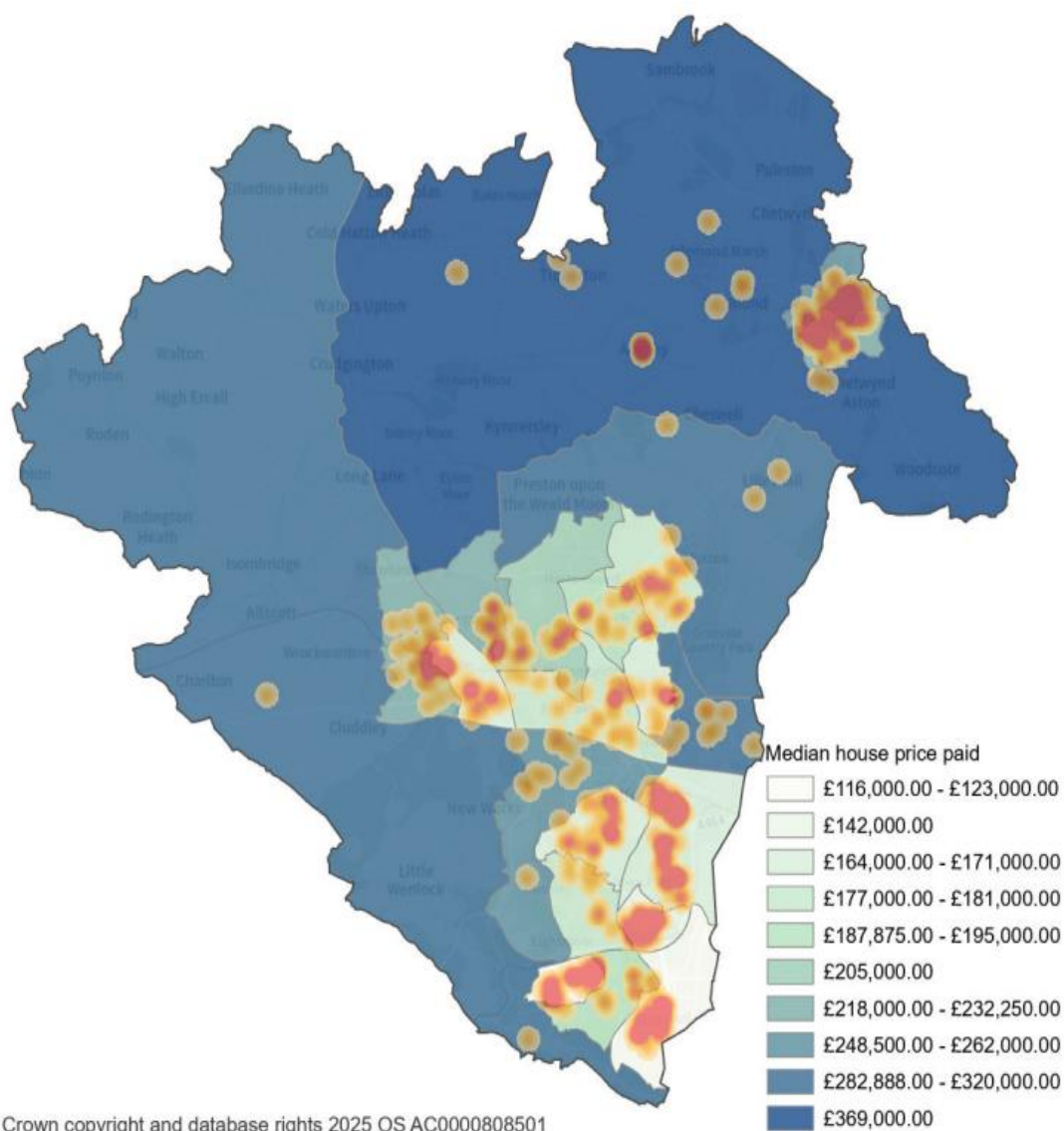
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House prices

Average house prices in Telford and Wrekin are amongst the lowest in the West Midlands region with the latest median house price £230,000 in the borough compared to a regional average of £250,000¹².

In the year ending September 2024, the median house price in 22 out of 24 MSOAs in the borough was below £300,000 and with average private rents increasing by 6.7% between August 2024 and August 2025 Telford and Wrekin is an attractive location for investors.

Map 6: Median House Prices paid year ending September 2024 and HMO heat map



¹²<https://www.ons.gov.uk/peoplepopulationandcommunity/housing/datasets/medianhousepricesforadministrativegeographies>

Crime & Anti-social Behaviour

Analysis has been undertaken to determine the level of crime and anti-social behaviour that occurs in the vicinity of HMOs in Telford and Wrekin. This has shown that 28% of households in the borough are within 100m of a property known or believed to be an HMO. Analysis found that 35% of recorded crime¹³, 35% of anti-social behaviour reported to the police and 31% of anti-social behaviour incidents reported to the Council took place within 100m of HMOs between July 2024 and June 2025. This is disproportionate compared to the number of households.

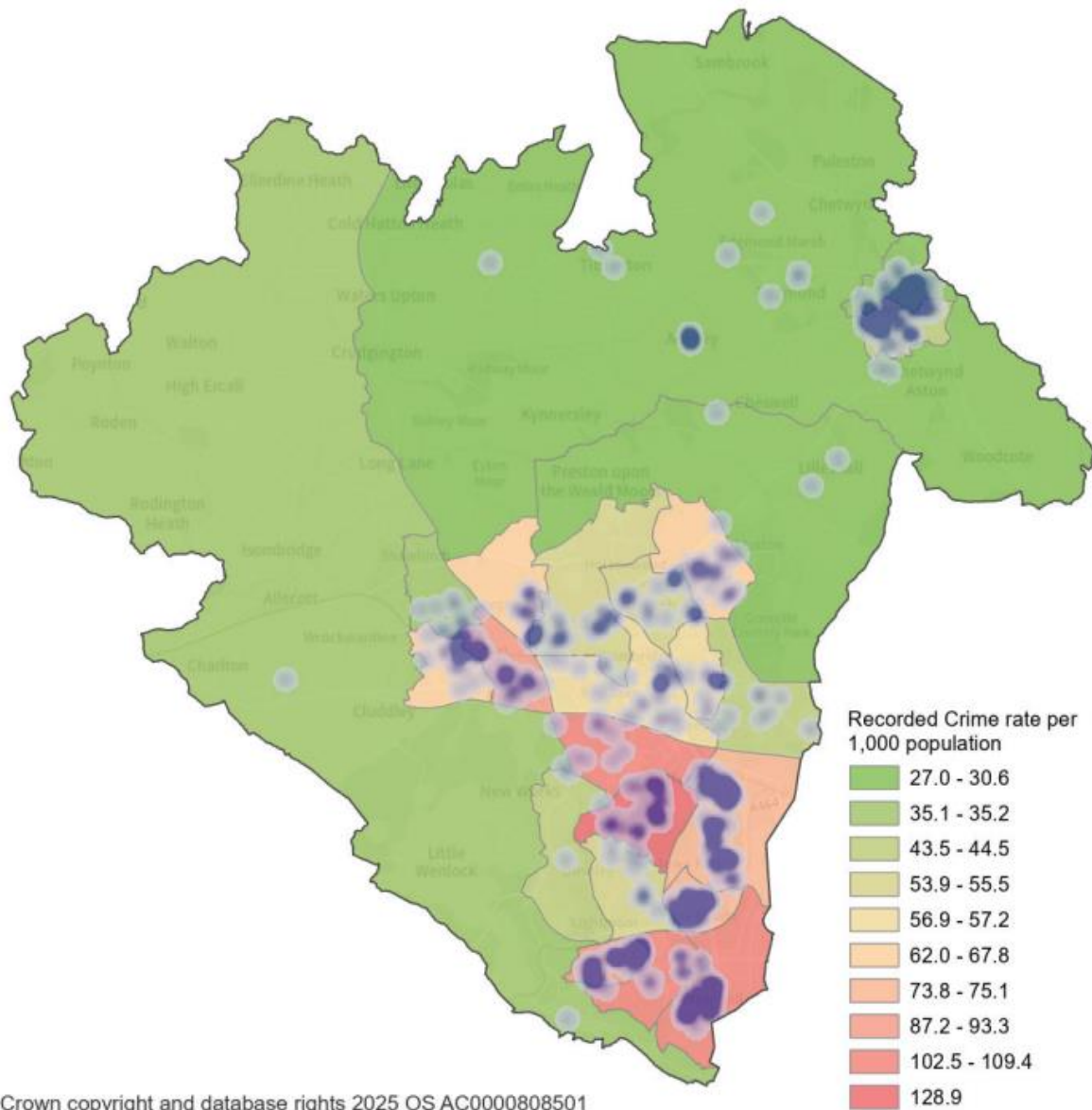
The rate of recorded crime per 100 households within 100m of an HMO was 17.2 per 100 compared with 12.2 per 100 households more than 100m from an HMO. For anti-

social behaviour reported to the police the rate was 3.8 per 100 households within 100m of an HMO compared with 2.7 per 100 households more than 100m from an HMO. For anti-social behaviour reported to the Council there was less variation with a rate of 1.4 per 100 within 100m of an HMO compared with 1.2 per 100 households more than 100m from an HMO.

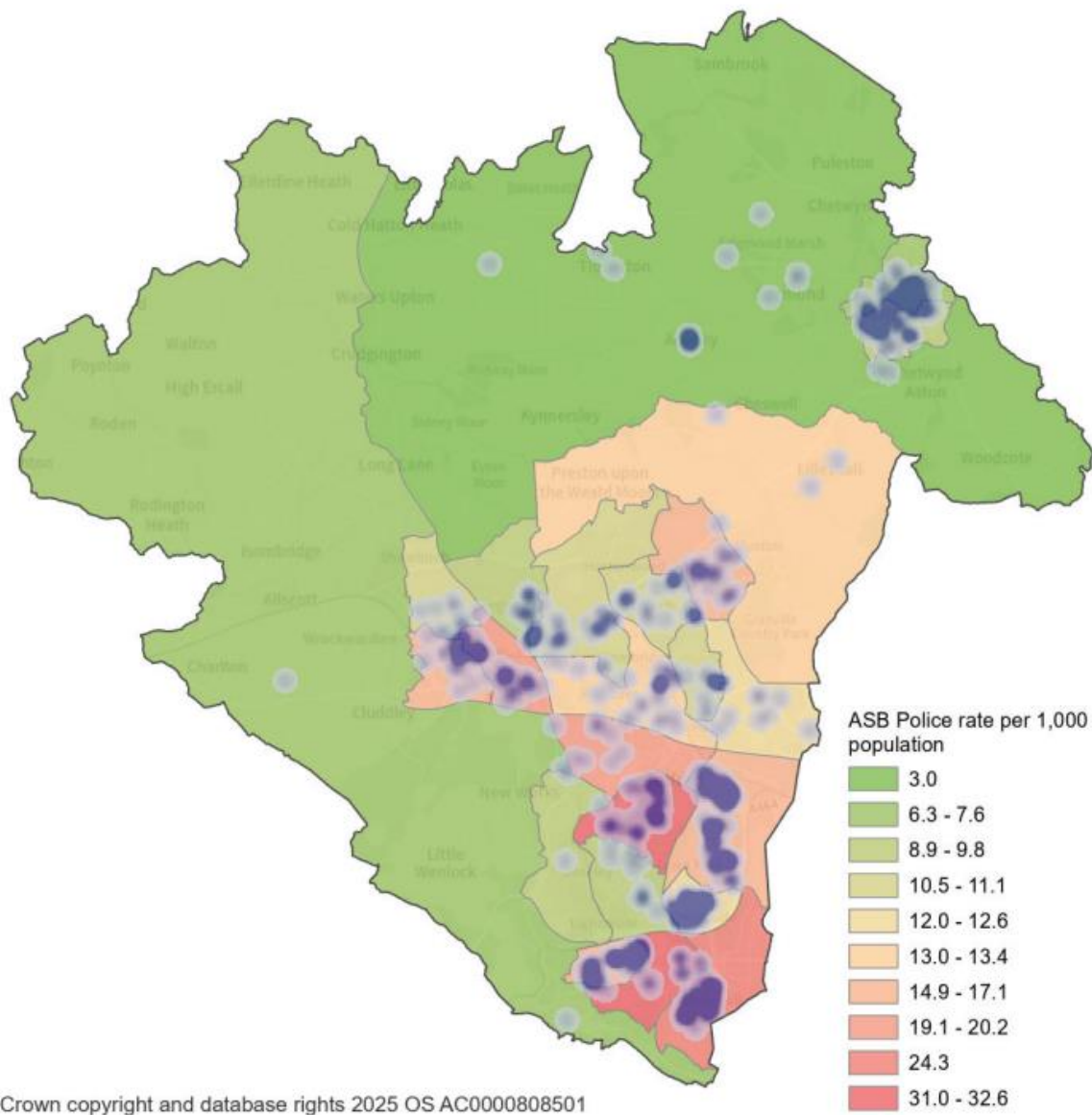
The following maps show that broadly speaking those areas with the highest rates of recorded crime and police recorded anti-social behaviour are also those areas with the highest concentrations of HMOs.

¹³ Not including shoplifting or business related crime.

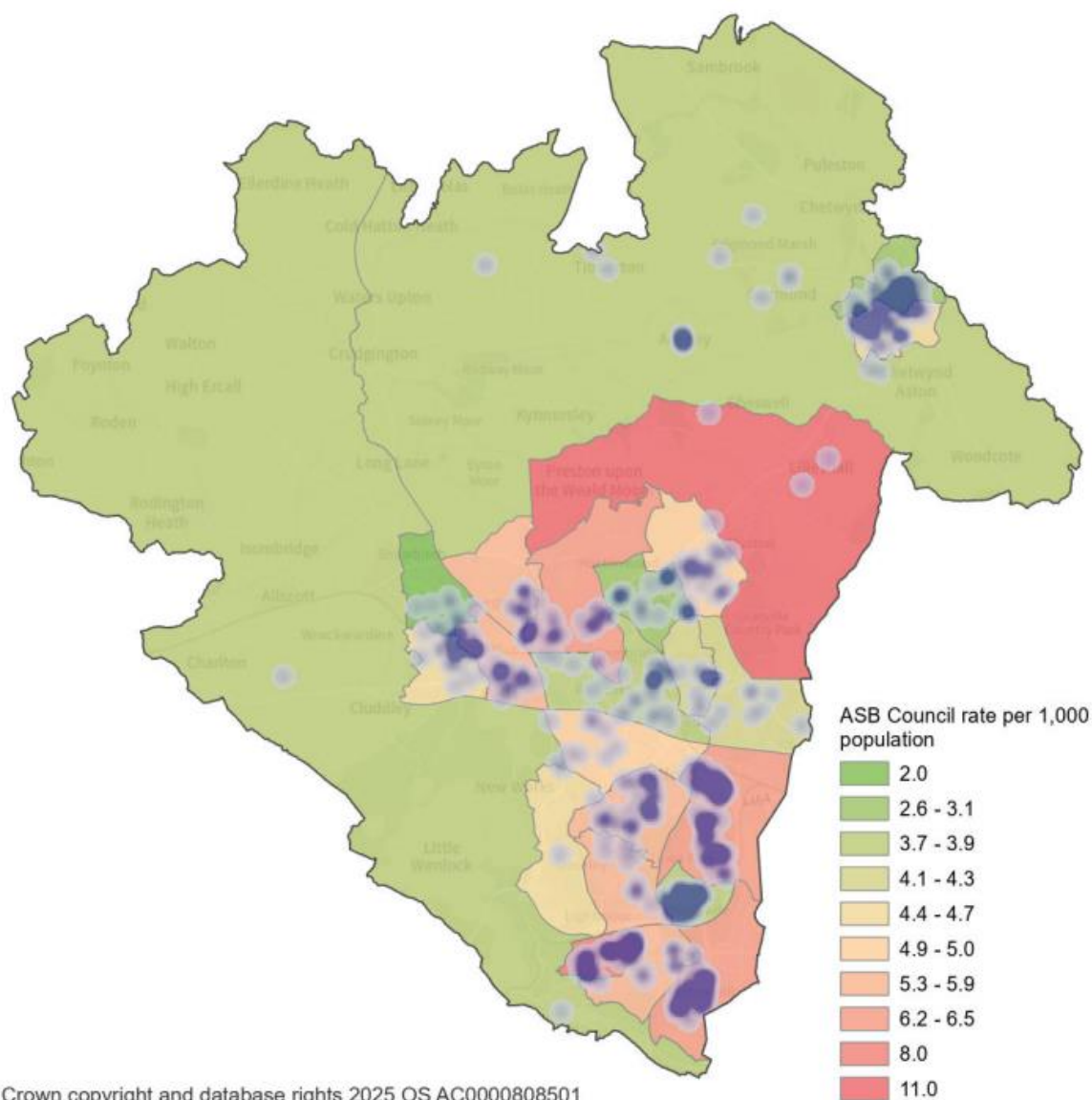
Map 7: Recorded crime rate per 1,000 MSOA population July 2024-June 2025 and HMO heat map



Map 7: ASB reported to Police rate per 1,000 MSOA population July 2024-June 2025 and HMO heat map



Map 8: ASB reported to Council rate per 1,000 MSOA population July 2024-June 2025 and HMO heat map



4. The Case for Additional Licensing in Telford and Wrekin

Additional Licensing

Local authorities can introduce a discretionary additional scheme for other types of HMOs not subject to mandatory licensing in part of its area or the whole of its area. This will include the category of HMO which is often referred to as a section 257 HMO. Section 257 HMOs are where the building was converted into self-contained flats before the 1991 Building Regulations came into force on 1st June 1992 and have not been subsequently improved to at least the 1991 standards.

In April 2015 the Secretary of State for Communities and Local Government gave Local Authorities general approval to make additional and selective licensing designations in England. When considering the introduction of an Additional Licensing Scheme the Council must proceed through the statutory process as laid out in Section 56 and 57 of the Housing Act 2004 and associated guidance. Licensing of Houses in Multiple Occupation and Selective Licensing of Other Residential Accommodation (England) General Approval 2015.

HMOs make a considerable contribution to the vibrancy of the borough's economy, and the Council recognises that the majority of landlords provide decent living accommodation. However we know this is not universally the case and it is therefore important that measures are put in place to encourage all landlords to operate to at least a minimum standard and to provide the means for the Council to take action where this is not the case and to raise overall standards across the HMO sector.

The significance of HMOs in the borough is only likely to increase. The pressures on the borough's housing market are such that house prices are likely to continue to rise restricting further those households who cannot access the property ladder. In turn, this will mean that for a greater number of people who live in the PRS, the best or only chance of a decent home is in a properly managed and well regulated, licensed house in multiple occupation.

Implementation

Section 56 of the Housing Act 2004 places requirements upon the Council when considering a designation for additional licensing of HMOs, in that the Council must:

- Consider that a significant proportion of the HMOs of that description in the area are being managed sufficiently ineffectively as to give rise to, or be likely to give rise to, one or more particular problems either for those occupying the HMOs or for members of the public;
- Take reasonable steps to consult with persons who are likely to be affected and consider any representations made in accordance with the consultation and not withdrawn;
- Have regard to any information regarding the extent to which any codes of practice approved under section 233 have been complied with by persons managing HMOs in the area (these codes relate to universally managed accommodation).

Consultation

- The General Approval requires that any consultation period for the proposed designation should not be less than 10 weeks.
 - This condition will be met by the Council running a 12-week consultation, which will be primarily online with opportunities for face-to-face engagement throughout the consultation period. We aim to conduct 4 face-to-face events for stakeholders in accessible locations covering the geography of the borough.
 - Stakeholders include; Elected members, Landlords – both HMO and non-HMO, private tenants, lettings agents, owner-occupiers, landlord organisations, local housing organisations and partners, community groups, town and parish councils, general public, media, Council staff, including housing and planning, Harper Adams University and student unions.

Strategies

Section 57 provides further considerations for the Local Authority in that they should ensure that:

- Exercising the designation is consistent with the authority's overall housing strategy;
 - [The Housing Strategy](#) 2025-2030 outlines the Council's commitment to expand and improve housing across the borough by:
 - Making the best use of our existing homes
 - Supporting safe, clean, green, healthy and connected communities
 - Providing homes to support and empower our most vulnerable people

Borough wide additional licensing will support all three of these objectives.

- Seek to adopt a coordinated approach in connection with dealing with homelessness, empty properties and anti-social behaviour affecting the private rented sector as regards combining licensing with other action taken by them or others;
 - [The Borough Long Term Empty Property Strategy](#) adopted in 2021 provides the framework for dealing with the various issues associated with long-term empty homes in the borough, including ASB, crime and blight affecting neighbourhoods and community cohesion.
 - [The Homelessness Strategy](#) adopted in 2024 sets out how Telford and Wrekin Council and its partners across the statutory, community and voluntary sectors work together to prevent and tackle homelessness and rough sleeping in the borough. The use of shared housing is essential in delivering these objectives.
 - [The Safer Stronger Communities project](#) was established in 2021 to help residents feel safer in their homes and communities and;

- [The Safer Telford and Wrekin Strategy 2024-2027](#) sets out the Community Safety Partnership's plan for tackling crime and anti-social behaviour. Setting additional safety standards in HMOs directly delivers these objectives.
- Consider whether there are any other courses of action available to them (of whatever nature) that might provide an effective method of dealing with the problem or problems in question; and
- That making the designation will significantly assist them to deal with the problem or problems (whether or not they take any other course of action as well).

Options Appraisal

Option	Limitation
Do nothing This option would involve the Council doing nothing to intervene in the small HMO sector leaving the local housing market to be the driver for landlords carrying out improvements to their properties.	This approach would fail to address the concerns regarding the management of some of these properties, borough-wide, highlighted in the evidence base, ignoring the impact on tenants and local neighbourhoods.
Informal area action (proactive inspection programme) This is dependent upon voluntary compliance from tenants and landlords.	This is already in process via the safer stronger programme, and whilst successful, interventions are limited by lack of regulatory tools and inspection powers and has not affected the changes the evidence base indicates is needed in the HMO market, to deliver more consistent and sustainable improvements.
Voluntary Accreditation Accreditation schemes have a set of standards (or code) relating to the management or physical condition of different HMOs and recognise properties/landlords who achieve/exceed the requirements.	We have previously operated a landlord accreditation scheme and, whilst it served well to identify and help us work with the already compliant landlords in the borough, it did not help us identify poorer performing landlords nor did it encourage landlords to improve their practises.
Do the minimum (reactive inspection programme only) This option would mean that the Council's intervention in the small HMO sector would be limited to a basic, reactive complaint response service with action by other	The option is reactive and relies largely on the housing market as a driver for landlord-initiated housing improvement across the board. All council services would continue to use their existing enforcement powers.

departments and agencies on a largely ad hoc basis.	
Targeted use of Interim Management Orders (IMOs) and Final Management Orders (FMOs). The Housing Act 2004 gives local authorities powers to use Management Orders for addressing comprehensive and serious management failures.	The use of IMOs on individual properties does not appear to give value for money, as the amount of resource being put into one property will mean that other properties cannot be tackled. If this were to be the only sanction available then operating more than a few IMOs at a time would not be feasible given the lack of funding. This approach is reactive, seen to be heavy handed, and can cause problems for the Council when attempting to work with and engage with landlords. Additional licensing is about engaging with landlords to improve consistent standards.
Area-based Additional licensing scheme Licensing could be introduced in selected wards in the borough where, for example, there are the highest concentration of HMOs.	However it has been shown that there are HMOs borough-wide and focussing only on specific areas could lead to displacement of HMO/poor practices to other parts of the borough and risks management standards and impacts on tenants and communities varying across the borough.

Other Limitations of Alternative Options

- The cost of other approaches would fall to all tax payers. This is considered unfair given many of the problems are due to poor management practices by landlords or agents operating in a buoyant marketplace. The proposals being put forward for additional licensing will be self-financing with the fee paid by the applicant covering the cost of licensing.
- Other schemes will not give the Council detailed and accurate information concerning the HMO stock. This is essential in order to undertake meaningful prioritisation and work planning. Such information is not only used in the area of Regulatory Services but is also used and required by colleagues in other services.

5. Introduction of Additional Licensing Scheme

Based on the evidence contained within this report, the Council believes that the introduction of an additional licensing scheme of all smaller HMOs on a borough-wide basis is the best course of action to improve the quality of housing standards and communities in the borough.

Application Process

The application process will be the same as the mandatory licensing scheme with all details available on the Council website. The process involves an online application form, certain certification such as electrical and gas safety etc and an application fee.

Licence Fee

The fee for a five year (in certain circumstances the Council may issue a licence for a shorter duration) additional licence in 2026/2027 will be £1,522.42 per property. *Please see fees and charges schedule appended to this report. This fee level has been calculated based on financial modelling to establish the operating cost of the scheme over a 5-year period and benchmarked against neighbouring authorities.

Subject to Cabinet approval, it is proposed that all full and valid applications received within the 3 month lead in period will benefit from a 10% early bird discount.

Support

Each application will have a nominated technical officer who will process the application. This will include an inspection of the property to ensure minimum standards are met. Landlords will be supported to reach minimum standards within reasonable timescales.

In light of the impending changes being introduced through the Renters' Rights Act, landlords will also have support throughout the duration of the licence from the Council's Landlord, Tenant Coordinator. *This is subject to the landlord requesting support proactively.

Licence Conditions

The Housing Act 2004 requires that every licence must include certain mandatory management conditions. Proposed licence conditions are contained in the consultation pack.

Penalties for non-compliance

It is a criminal offence to let out a property in a designated licensing area without a licence and/or for failure to comply with any condition of the licence. In line with the Council's enforcement policy adopted in July 2024, failure to apply for or obtain a licence could lead to prosecution and an unlimited fine or, as an alternative to prosecution, the issue of a civil penalty with a financial penalty of up to £30,000.

The level of any financial penalty issued will be based on factors including:

- Severity of the offence
- Culpability and track record of the offender
- Harm caused, or the potential for harm to be caused, to the tenant(s)
- An appropriate and proportionate punishment of the offender
- A suitable deterrent to committing the offence
- Removal of any financial benefit the offender may have obtained as a result of committing the offence.

In addition, the council or the tenants of the property could apply to the First Tier Tribunal (Property Chamber) for a Rent Repayment Order, requiring the landlord to repay an amount equivalent to up to twelve months of any rent received in respect of a property.

Fit and Proper Person Test

If a licence applicant or property manager has been convicted of a specified criminal offence or issued with a financial penalty, they may be considered as not '*fit and proper*' to hold a licence and may be refused a licence. Similarly, in such cases, an existing licensee may have their licence revoked. In cases where the person applying for the licence is not considered fit and proper and the property is to continue to be rented, an alternative, unrelated person will have to apply to be the licence holder. If a suitable licence holder cannot be found then the council may have to take over management of the property itself by, for example, making an interim management order under Part 4 of the Housing Act 2004.

Duration of licence

In line with our enforcement policy, we also reserve the right on a case-by-case basis to issue a shorter duration licence where we do not have sufficient confidence in management.

Standards and Amenities Guide for Houses in Multiple Occupation (HMO)

This guide was adopted by Cabinet in July 2024, to assist owners, agents and occupiers in relation to the standards / amenities expected in houses in multiple occupation (HMOs) in the borough.

Benefits of Additional Licensing – Landlords

- Responsible landlords will be rewarded for positive letting practices by being issued with a full five year licence with no additional charges. This equates to 83 pence a day.
- Creation of a level trading environment for private sector HMO landlords.
- Landlord's reputation will be enhanced by holding a licence, while those landlords whose poor practices have given private renting a negative status, will either be made to bring their properties up to the standard of the others or risk losing the right to let their properties.

- HMO landlords can promote their licensed status and find it easier to attract tenants who know that a licensed property is well managed and safe; a better environment will make properties easier to let and sustain tenancies.
- Better management and tenancy agreements will enable the HMO landlord to have greater control over the property and landlords will be supported in dealing with tenants who commit anti-social behaviour.

The Benefits for Private Tenants

- Enhanced protection for all tenants living in HMO accommodation, including the vulnerable, by ensuring, for example, that the accommodation has adequate amenities, space standards and fire safety.
- Protection from possible retaliatory eviction as licensing enables the proactive checking of properties and management practices, rather than relying on the tenant to report poor conditions.
- The standards imposed will ensure that the landlord is not permitted to have more tenants than recommended for the size of the property and the facilities provided so tenants can be assured that they are not living in cramped, overcrowded accommodation.
- Advice and guidance will be available to tenants so that they can understand their rights to a decent home.
- Added protection for tenants as a result of better landlord management practices and greater protection from unlawful eviction.

The Benefits for the Community

- All HMOs will have a consistent minimum standard, amenities and repairs.
- Reduce the number of overcrowded properties that can lead to anti-social behaviour especially relating to noise and rubbish.
- The Council will be aware of all HMOs, making hidden HMOs easier to find and for neighbours to report.
- The Council will have extended powers to gain access into properties suspected of being unlicensed HMOs.

Appreciation of Property Values

- Telford's strong housing market promises long-term financial gains for landlords as HMO standards improve, reflected in rising property values. While HMOs can accelerate property wear and reduce area amenities if concentrated, licensing agreements between landlords and local authorities help maintain quality and support neighbourhood stability, preserving property values.

Benefit: Pro-active involvement eliminates reactive work

- Licensing also provides a consequential benefit in that it eliminates or mitigates many of the issues that generate tensions between landlords and tenants. Licensing is a means of pre-empting problems (for example, damp or ventilation issues leading

to poor living conditions) before they become matters of contention and stress that the landlord would otherwise have to manage. It will provide a recognised route for resolving any disputes without the cumbersome mechanisms of prosecution.

- The Council already deals with much of this work but in different capacities. The work is normally in response to a service request. Reacting to something after damage has been done is usually a negative and inefficient way of resolving an issue. Additional licensing will allow for positive, pro-active and efficient involvement, and should eliminate many problems before they occur.

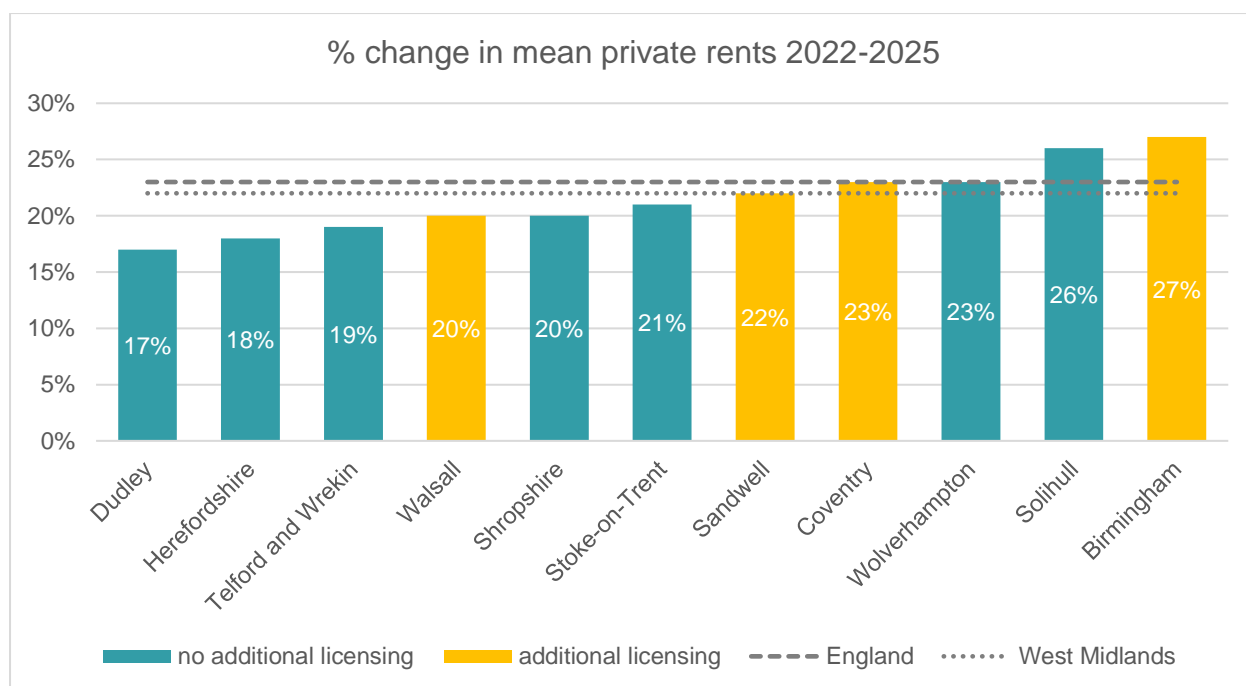
Impact of licensing

One of the biggest criticisms of any licensing scheme is that the cost associated with the licensing fee will be passed onto tenants by an increase in rent. The Council has conducted some research into this area and made a comparison of rents from 2022-2025 between upper tier local authorities in the West Midlands region with additional licensing schemes and those without, in order to establish if there was any evidence to show that additional licensing increases rent. licensing increases rent.

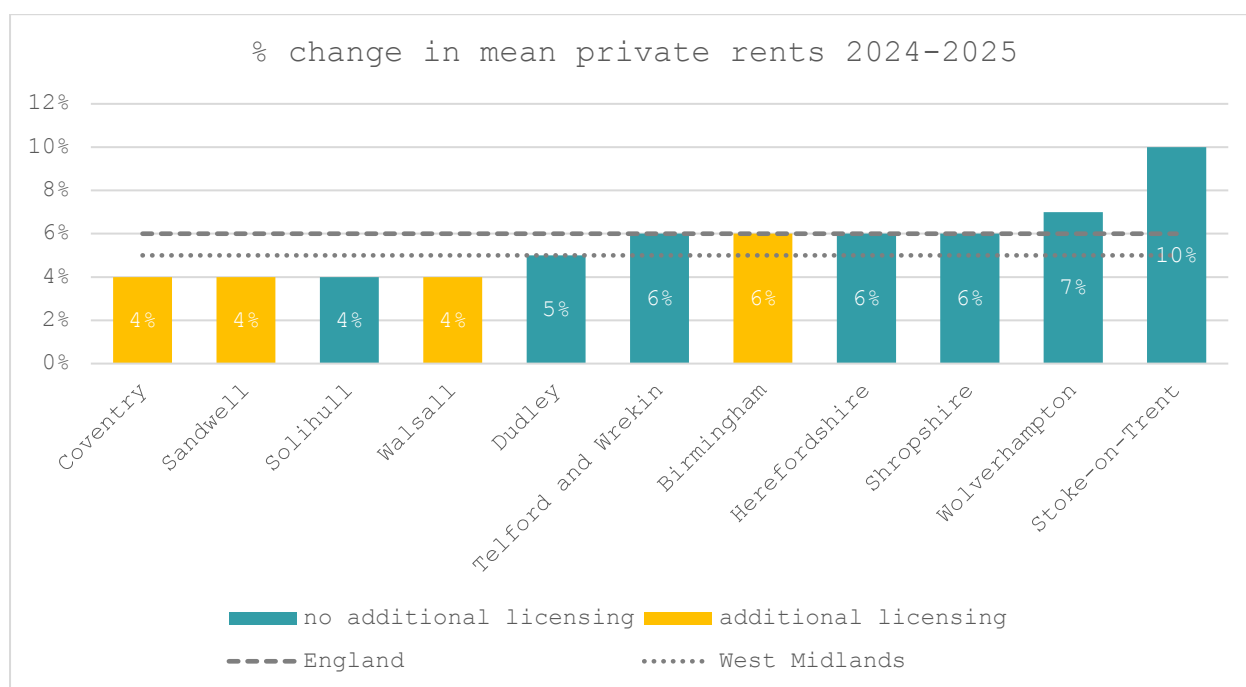
The research showed that rental values had increased in Telford and Wrekin by an average of 19% between 2022 and 2025 compared to 22% in the West Midlands and 23% in England over the same period.¹⁴

Between 2022 and 2025 private rents increased in all upper tier local authorities in the West Midlands. Four Local Authorities had increases above the regional and national average. Two of these (Coventry and Birmingham) have implemented additional licensing, whilst two (Wolverhampton and Solihull) have not.

¹⁴<https://www.ons.gov.uk/economy/inflationandpriceindices/bulletins/privaterentandhousepricesuk/october2025/private-rents-across-the-uk>



Six upper tier local authorities in the West Midlands region (including Telford and Wrekin) had increases in private rents between 2024 and 2025 that were greater than the regional average. Of these six local authorities, only Birmingham currently has an additional licensing scheme in place.



Despite the perception that licensing increases rents, this data analysis shows little evidence to suggest that discretionary licensing schemes are directly responsible for rental increases. Where there has been an increase in rent it is more likely associated with supply and demand and not the introduction of discretionary licensing schemes.

6. The Case for Article 4 in Telford and Wrekin

Article 4 - The Town & Country Planning (General Permitted Development) Order 2015 (as amended)

In April 2010, amendments were made to the Use Classes Order and the General Permitted Development Order to introduce a new Use Class C4 (Houses in Multiple Occupation) - typically referred to as 'Small HMOs'. HMOs where there are 6 or more unrelated people are still considered as HMOs, however these are now commonly referred to as 'Large HMOs' which in broad terms, consist of more than six occupants. Current legislation therefore allows a family dwelling (Use Class C3) to Change-the-Use of a small HMO (Use Class C4) without the need to apply for formal planning permission, by utilising Permitted Development Rights.

An Article 4 Direction is a direction made under Article 4 of the General Permitted Development Order (GPDO) which enables the Secretary of State or the Local Planning Authority to withdraw specified Permitted Development rights across a defined area. An Article 4 Direction cannot be used to restrict changes between uses in the same Use Class of the Use Classes Order.

Para. 54 of the National Planning Policy Framework (NPPF), 2024, makes it clear that in all cases, an Article 4 Direction should be based on robust evidence, and apply to the smallest geographical area possible, where a Direction is necessary to protect local amenity or the wellbeing of the area. National Planning Practice Guidance also notes that blanket Article 4 Directions covering large areas (for example, the whole of a town) are not encouraged unless there is convincing evidence to justify such a direction.

A review of surrounding Local Authorities indicates that an increasing number of neighbouring Local Authorities, namely Shropshire, Wolverhampton, Dudley, Sandwell and Birmingham, have implemented Article 4 Directions.

Local Planning Authority	Additional Licensing	HMO Article 4	Measures Implemented
Shropshire Council	No	No	-
Wolverhampton Council	No	Yes	borough Wide (2017) & SPD (2019)
Walsall Council	Yes	Yes	
Dudley Council		Yes	borough Wide (2023)
Sandwell Council	Yes	No	-
Birmingham Council	Yes	Yes	City Wide (2020) & SPD (2022)

It has been noted that the three Local Authorities with Article 4 Directions in place have experienced a notable surge of small HMOs since the introduction of the 2010 GPDO, and the associated social and economic issues.

Proposals for Article 4

In order to protect amenity and ensure the communities within the borough of Telford and Wrekin Council remain sustainable, with a mix of dwellings, including those for families and single occupiers, the Council proposes to introduce an Article 4 Direction to remove the Permitted Development Rights currently allowing the conversion of a dwellinghouse (Use Class C3) into a Small HMO (Use Class C4) for up to six residents.

As a result of the 12-month lead in time for an Article 4 Direction, this would allow opportunity for the Local Planning Authority to explore introducing an HMO Supplementary Planning Guidance / Supplementary Planning Document (SPD) that would provide guidance that could be used to:

- assess planning applications for HMOs, supporting the implementation of Policy H07 (Houses in Multiple Occupation) of the emerging Local Plan;
- provide an overview of HMOs licencing requirements; and
- provide a checklist of information the Council requires to be submitted with a planning application.

Legislative Controls

National Planning Policy, 2024

The National Planning Policy Framework (NPPF) sets out the Government's Planning Policies for England and how these policies should be applied. To achieve sustainable development, the NPPF expects the planning system to support strong, vibrant and healthy communities as a key social objective. There is no specific reference to shared housing within the NPPF but local planning authorities are required to make provision for the size, type and tenure of housing needed for different groups in the community, including for those who require affordable housing, students, families, and people who rent their homes.

Chapter 5 of the NPPF supports local planning authorities to ensure that the delivery of new housing seeks to meet locally identified need and that the needs of groups with specific housing requirements are addressed. Chapter 11 of the NPPF promotes making 'effective use of land in meeting the need for homes and other uses, while safeguarding and improving the environment and ensuring safe and healthy living conditions.'

Chapter 12 of the NPPF emphasises the importance of creating high quality, beautiful and sustainable buildings and places which promote health and well-being, with a high standard of amenity for existing and future users.

In light of the principles established by the NPPF, it is considered that provision of planning policy guidance on HMO development will help to ensure mixed and balanced communities

and a high standard of accommodation and amenity supporting the adopted local planning policies.

Para. 54 of the 2024 National Planning Policy Framework (NPPF) makes it clear that in all cases, an Article 4 Direction should be based on robust evidence, and apply to the smallest geographical area possible, where a Direction is necessary to protect local amenity or the wellbeing of the area.

Local Planning Policy

Telford and Wrekin Local Plan para. 5.1.1.1 establishes the borough's overall housing requirement to meet the development needs of Telford & Wrekin until 2031, committing the Council to boost the supply of new homes significantly to meet the national shortage of housing and to ensure that the borough's future housing needs for both Market and Affordable Housing, in full over the plan period and to ensure that every household has access to a good quality home at a price they can afford in an appropriate location.

Para. 5.2.1.1 acknowledges that National Planning Policy supports the delivery of a wide choice of high quality homes, including opportunities for home ownership and the creation of socially mixed communities with Policy HO4 of the Local Plan establishing the Council's overall approach to promoting housing schemes that meet a range of housing needs.

Policy BE1 'Design Criteria' seeks to ensure, inter alia, that there are no significant adverse impacts on nearby properties by noise ... and that new development does not prejudice or undermine existing surrounding uses;

Whilst there are no specific policies within the Council's current Development Plan documents that relate to the development of HMOs within the borough, there is a concern that the number of HMO's in the borough is not only impacting on the quality and choice of housing available but is contributing towards the continued decline of the borough in the relative rankings of local authority deprivation, contrary to the vision and objectives of the Telford and Wrekin Local Plan.

A Supplementary Planning Document (SPD) relating to HMO would add weight and additional advice/support to landlords. However the absence of a specific Policy on HMOs within the existing Development Plan means that it is currently not possible to develop a Supplementary Planning Document (SPD). The Telford and Wrekin Local Plan Review, 2020-2041 was formally submitted to the Planning Inspectorate on 12 September 2025 and as at December 2025 is now at the Regulation 22 Stage and therefore limited weight will be given to the relevant policies within the document.

Within the Emerging Local Plan, Policy H07 (Houses in Multiple Occupation (HMO)) is a specific Policy relating to the development of new Houses in Multiple Occupation within Telford and Wrekin. This Policy states that:

1. In circumstances where planning permission is required for the subdivision of dwellings into Houses in Multiple Occupation (HMOs), the council will support the proposal where:
 - a. There is no significant adverse impact on the amenity of existing and future residents, including the homes and gardens of neighbours and they do not change the character of the area;
 - b. There is not an over proliferation of HMOs in the surrounding area;
 - c. The HMO would offer a good standard of living accommodation including access to communal and outdoor amenity space;
 - d. Safe, well designed vehicle access and parking is provided to meet the needs of the development and prevent any foreseeable parking issues in the surrounding area;
 - e. There is provision for waste/recycling storage to meet the needs of the development;
 - f. There is provision for cycle storage to meet the needs of the development;
 - g. The proposal complies with other relevant policies in the Local Plan including on design, landscape and historic environment; and
 - h. For larger HMOs, there should be a consideration for on-site management staff ensuring that the building is managed.

The explanatory text in para's. 9.71 and 9.72 also notes that 'the Council has adopted local amenity standards for HMOs' noting that any development for HMOs in the borough should comply with these standards, or any subsequently published. It further notes that generally HMOs that require planning permission are of a scale where there would be an increased demand for vehicle parking spaces, cycle storage and waste storage. To ensure high quality homes are provided, such developments should provide sufficient facilities and storage. The Council has published its vehicle parking and cycle storage requirements in the Highways Design Guide.

The policy approach to determining planning applications for the formation of the HMOs will be guided by the emerging Local Plan with the intention to secure strong and balanced communities. It is particularly noted that Policy H07 takes a relatively permissive approach towards HMOs borough Wide. That said, Policy H07 should be read in conjunction with Policy DD1 (Design Criteria), which requires that new development (pertinent criterion listed only):

1. To ensure good place-making the Council will support development which:
 - a. Make a positive contribution to an area's character and enhances the quality of the local built and natural environment;

- d. Preserves and reinforces historic street patterns, groups of buildings, layouts, traditional frontages and boundary treatments to satisfactorily integrate the development into the surrounding area;
- h. Creates a secure environment which, having regard to Secured by Design principles, is legible and safe for all including people with physical accessibility difficulties, attractive and convenient through the design and orientation of buildings, the integrated provision of external spaces, drainage, landscaping, open space and parking;
- i. Creates and adapts places and spaces to create active environments that enable healthy living, with convenient opportunities for exercise on or around the development and through development 'greening';
- m. Provide homes with good quality internal environments with adequate spaces for users and good access to private, shared or public spaces;
- n. Demonstrates that there is no significant adverse impact on nearby properties by noise, dust, odour or light pollution or that new development does not prejudice or undermine existing surrounding uses.

In the absence of an Article 4 Direction relating to HMO, the formation of small HMOs (Use Class C4) through the Change-of-Use of existing dwellings will not be subject to planning control. Therefore, only proposals in relation to the large HMOs (sui generis) will require Planning Permission and be assessed in accordance with the relevant Development Plan Policies and the NPPF.

An application for planning permission can be either Approved, Approved subject to Condition(s) or Refused. Clear reasoning for the decision has to be provided by the Local Planning Authority. An application shall not be Refused when the reasons for doing so can be addressed by the use of Condition(s).

Condition(s) attached to the approval of permission can vary depending on the application and site-specific matters and will usually include a timeframe for the commencement of works and a list of approved plans, and may also include issues such as the laying out of car parking, provision of bins or suitable bin storage areas and a limitation of the number of occupants.

It must be noted that an Article 4 Direction cannot be used as a tool to prevent further new HMOs within the borough. Rather, the purpose is to limit the impacts on the character of an area and amenity of new HMOs, where such impacts are identified through the planning application process.

7. Conclusion

This report has set out the background and evidence base for the introduction of a borough wide Additional Licensing scheme requiring all new and existing HMOs that fall out of the scope of mandatory licensing to obtain an additional HMO licence. It also provides the

evidence base to support an Article 4 Direction to remove Permitted Development rights for the Change-of-Use from dwelling houses (Use Class C3) to HMOs for up to six residents (Use Class C4).

This report has demonstrated the need for intervention in the current HMO market to regulate their over-concentration and contribution to increased deprivation, poor quality housing and living environment, crime and anti-social behaviour.

It is acknowledged that the removal of Permitted Development rights through the introduction of an Article 4 Direction will likely result in an increase in the number of planning applications for HMOs especially during the lead in time, however, the benefit of having an additional licensing scheme working hand in hand means all HMOs will have minimum standards to adhere to. On-going annual monitoring of the numbers of HMOs requiring licensing would also provide up-to-date evidence base for the assessment of new planning applications.

As set out in the section above, there are approximately 747 HMOs identified within the borough of Telford and Wrekin as at September 2025. This represents 0.90% of the borough's total housing stock and is comparable to the national average of 0.8% (2021 Census), albeit the actual number of HMOs operating may well be significantly greater as the number of small HMOs cannot be accurately monitored because they do not currently require planning permission or licensing.

Analysis of the spatial distribution of HMOs identifies that HMOs are spread across many areas of the borough. The borough of Telford and Wrekin has several demographic and housing issues - parts of Telford, particularly Hollinswood, Brookside and Woodside, have high levels of deprivation and lower levels of income. There are also issues of overcrowding within some areas of the borough and pressures arising from concentrations of student accommodation. There are also issues of disrepair and poor conditions within the borough's housing stock.

Local communities have actively raised concerns regarding the proliferation, location, quality and management of HMOs in the borough, and the impact they may be having on local character, communities and amenity.

To further note, the requirement for the submission of a planning application will not necessarily reduce the number of small HMOs, however this will allow for the full and proper consideration of the effects of a proposed HMO on the character of the local area and residential amenity prior to issuing planning permission, and in doing so, influence the quality of the HMO through the planning process and then licensing requirements. This will reduce some of the current housing issues experienced within the borough whilst ensuring that high quality HMOs are available to those who need them recognising that this tenure is an important one in meeting local housing needs.

8. Timeline and Delivery of Additional Licensing

Indicative Timescales (subject to change)

4 th December 2025	Seek Cabinet Approval to commence consultation on borough wide implementation of Additional Licensing of HMOs
*The following steps are subject to cabinet approval	
16 th December 2025	10 weeks (+ additional 2 weeks to allow for Christmas period) public consultation goes live online and in person (details to follow on in person events)
10 th March 2026	Public consultation ends. Consider findings
12 th May 2026	Report to Cabinet with findings from consultation and recommendations.
*The following steps are subject to cabinet approval	
17 th May 2026	Designation of additional licensing is confirmed (subject to 3 month lead in period)
17 th August 2026	Designation of additional licensing comes into force

9. Timeline and Delivery of Article 4

The procedural requirements (including publicity and consultation) for Article 4 Directions are set out in Schedule 3 of the GPDO 2015. Article 4 Directions are made through a two-stage process.

Stage 1: Telford and Wrekin Council as Local Planning Authority makes the Article 4 Direction following the Decision made by Cabinet and notifies the Secretary of State (SoS) that the Article 4 Directions is made and carries out Consultation borough wide.

In accordance with Schedule 3 of the GPDO 2015 the Council is required to undertake the following actions:

- Local Press/Media Advertisement;
- Displaying an Article 4 Direction Site Notices at relevant locations within each Ward in the borough for a period of 6-weeks;
- Publish the Article 4 Direction, Site Notice and Supporting Evidence on the Council's website and at all Libraries within the affected Wards;
- Invite written representations for a period of 6-weeks

Stage 2: The Article 4 Direction is Confirmed by Telford and Wrekin Council and the Secretary of State is further notified. When confirming the direction, the Council must take into account responses received at the Consultation Stage and consider whether any changes are necessary to the Article 4 Direction. If any material changes are necessary, the Council must re consult.

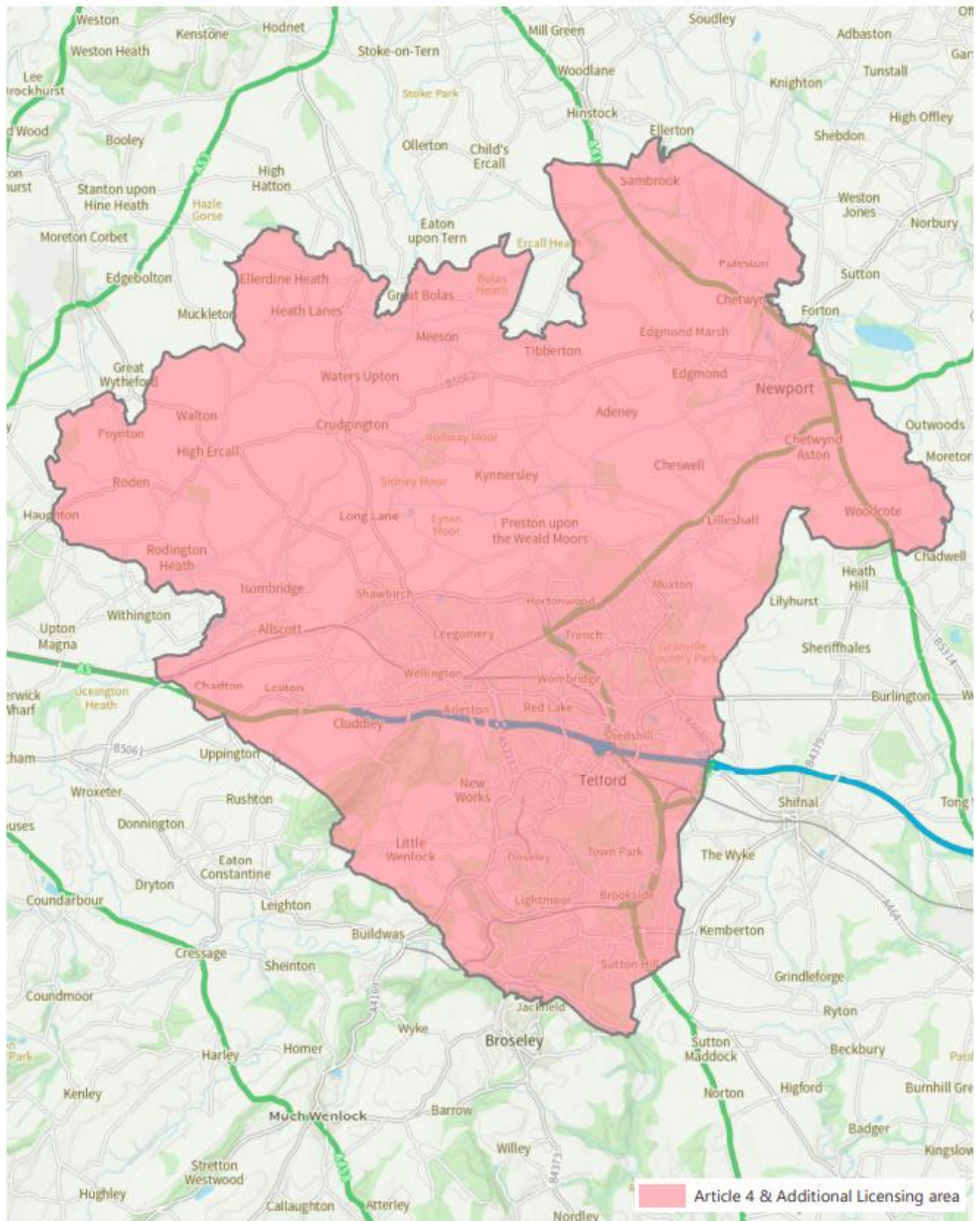
Although Article 4 Directions introduced by Local Planning Authorities do not require approval from the Secretary of State, the Secretary of State can intervene to stop an Article 4 Directions taking effect, should they deem it appropriate to do so.

Stage 3: The Article 4 Direction, if confirmed, comes into effect 12-months after the date it was made.

Indicative Timescales (subject to change)

04 December 2025	Cabinet Decision to delegate power to Director: Prosperity & Investment to make an Article 4 Direction as proposed
16 December 2025	Article 4 Direction is made and Secretary of State (SoS) notified
16 December 2025 - 10 February 2026	Eight-week consultation runs inviting comments on the Article 4 Direction (two-week extension as a result of Christmas)
11 February 2026 - 25 February 2026	Analysis of Consultation Responses
26 February 2026	Article 4 Direction is Confirmed (taking into account consultation responses as necessary) and the Secretary of State (SoS) notified
27 February 2027	Article 4 Direction comes into effect

Extent of area for Article 4 Direction and Additional Licensing proposals



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Houses in Multiple Occupation (HMO) Licensing Fee Schedule

Telford and Wrekin

December 2025

HMO Licensing Fee Schedule

The fee for a five year (in certain circumstances the Council may issue a licence for a shorter duration) additional licence in 2026/2027 will be £1,522.42 per property.

This fee level has been calculated based on financial modelling to establish the operating cost of the scheme over a 5-year period and bench marked against neighbouring authorities.

Our licence fee structure consists of two stages:

The Stage 1 fee must be paid when you make the application for the application process costs.

The Stage 2 fee must be paid within 14 days of Decision to Issue the Licence and it will be a condition of the licence that this fee is paid. We will advise you of the Stage 2 fee if and when we serve our 'Intention to grant the licence' (Draft Licence).

Table 1 – Proposed Additional Licence Fees

Fee Stage 1	Fee Stage 2	Fee Total
£1,123.14	£399.27	£1,522.42

Subject to Cabinet approval, it is proposed that all full and valid applications received within the 3 month lead in period will benefit from a 10% early bird discount.

Table 2 – Additional Fees

Pre-Application advisory visit	£150 per inspection
Additional pre-licence compliance visits*	£150 per inspection
Missed appointments	£150 per inspection

* The licensing fee will cover the cost of 2 pre-licence compliance visits. Any additional inspections will be charged.

Variation Fees Schedule

Licence Variation	Fee
Change of address details of the licence holder, manager or owner	£100
Change of mortgagor, owner, freeholder or leaseholder, unless they are the existing licence holder	£100
Change in the number of maximum occupiers and/or households	£150
Variation of licence instigated by the Council	No fee
Change of licence holder	New application fee
Change of manager, provided they are not also the licence holder	£150

HMO Licence Conditions

Schedule 1

Re: Property Address
Ref No: Tascomi Reference

Any failure to comply with these conditions may render the Licence Holder liable to prosecution and an unlimited fine upon conviction or a financial penalty of up to £30,000 as alternative to prosecution. Under the Housing Act 2004, Section 70(2)(a), the licence may also be revoked.

Note: The terms ‘licence holder’ ‘manager’ and ‘managing agent’ are used throughout this schedule for whom legal liability for compliance applies equally/to all parties.

1. Occupation – Number of Occupiers

The maximum number of households allowed to occupy the property is **x**, and the maximum number of persons allowed to occupy the property is **x**. The room numbers are based on the plan submitted with the licence application

Floor	Location	Room No	Sleeping for (Max no. of persons)
Ground Floor	Front	X	X
First Floor	Front Right	X	X
First Floor	Front Left	X	X
First Floor	Rear Right	X	X
Total			X

Note: the terms “left” and “right” are assigned facing the house from the front elevation

Where any room is indicated with a permitted occupancy of 0, due to either inadequate size of the room or insufficiency of amenities, arrangements must be made by the licence holder to ensure that those rooms are not used for sleeping either with or without the licence holder’s knowledge or agreement. The nature of those arrangements must be notified in writing to the Council within twenty-eight days of the date of issue of the licence.

Common areas are not to be used for sleeping purposes either by the tenants or their guests.

COMPLETION: This must be complied with from the date of the licence.

1.1 Minimum Room Sizes

The licence holder of the licensed HMO is required: -

- a) to ensure that the floor area of any room in the HMO used as sleeping accommodation by one person aged over 10 years is not less than 6.51 square metres;
 - b) to ensure that the floor area of any room in the HMO used as sleeping accommodation by two persons aged over 10 years is not less than 10.22 square metres;
 - c) to ensure that the floor area of any room in the HMO used as sleeping accommodation by one person aged under 10 years is not less than 4.64 square metres;
 - d) to ensure that any room in the HMO with a floor area of less than 4.64 square metres is not used as sleeping accommodation.
 - e) to ensure where any room in the HMO is used as sleeping accommodation by persons aged over 10 years only, it is not used as such by more than the maximum number of persons aged over 10 years specified in the licence;
 - f) to ensure where any room in the HMO is used as sleeping accommodation by persons aged under 10 years only, it is not used as such by more than the maximum number of persons aged under 10 years specified in the licence;
 - g) to ensure any room in the HMO is used as sleeping accommodation by persons aged over 10 years and persons aged under 10 years, it is not used as such by more than the maximum number of persons aged over 10 years specified in the licence and the maximum number of persons aged under 10 years so specified.
- 1.2 On being notified by the Council of any breach under 1.1 (a-g) of which they are unaware, the licence holder must take steps to rectify that breach within 18 months of the notification.
- 1.3 The licence holder must notify the local housing authority of any room in the HMO with a floor area of less than 4.64 square metres.

If the Council consider that, at the time this licence is granted, the licence holder is not complying with one or more of the conditions imposed under 1.1 (a-g), the Council will when granting the licence provide the licence holder with a notification specifying the condition or conditions and the period within which the licence holder is required to comply with the condition or conditions which will not exceed 18 months from the date of the notification.

Minimum Room Sizes General

A reference to a number of persons using a room in the HMO as sleeping accommodation does not include a person doing so as a visitor of an occupier of the HMO.

For the purposes of this licence a room is used as sleeping accommodation if it is normally used as a bedroom, whether or not it is also used for other purposes.

Any part of the floor area of a room in relation to which the height of the ceiling is less than 1.5 metres is not to be taken into account in determining the floor area of that room for the purposes of this licence.

2. Landlord's Gas Safety Certificate

If gas is supplied to the dwelling, on the expiry of the landlord's gas safety certificate, obtain and submit annually to the Council a new certificate issued by a recognised engineer approved under Regulation 3 of the Gas Safety (Installation and Use) Regulations 1998.

Failure to comply with these licence conditions may result in the revocation of the HMO Licence and/or prosecution or imposition of financial penalties

COMPLETION: This must be complied with from the date of the Licence.

3. Safety of Electrical Appliances

Keep all electrical appliances made available to the occupants in a safe condition. If an appliance is more than twelve (12) months old obtain for that appliance a Portable Appliance Test (PAT) certificate issued by a competent person and annually thereafter. On demand, the Licence Holder must submit a copy of the certificate to the Council.

COMPLETION: This must be complied with from the date of the Licence.

4. Furniture and Furnishings

The Licence Holder must ensure that all furniture and furnishings supplied by them for use by any occupier of the premise complies with the Furniture and Furnishings (Fire) (Safety) Regulations 1998 (as amended 1989 and 1993) and must provide to the Council on demand a declaration as to their safety.

COMPLETION: This must be complied with from the date of the Licence.

5. Safety of Electrical Installations

On 1 June 2020, the following duties in respect of electrical installations became part of the HMO licence conditions:

- to ensure that every electrical installation in the house is in proper working order and safe for continued use;
- to supply the local authority with a declaration confirming the safety of the electrical installation if the authority requests one

'Electrical installation' means fixed electrical cables or fixed electrical equipment located on the consumer's side of the electricity supply meter.

"Electrical installation" has the meaning given in regulation 2(1) of the Building Regulations 2010.

COMPLETION: This must be complied with from the date of the Licence or, if the tenancy began before 1st July 2020, from the end of that tenancy or 1st April 2021 (whichever is soonest).

6. Smoke Alarms

Ensure that smoke alarms are installed in the house and are kept in proper working order. The Licence Holder must supply, on demand, a declaration as to the condition and positioning of the smoke alarms.

COMPLETION: This must be complied with from the date of the licence.

7. Carbon Monoxide Detection

The licence holder is to ensure that a carbon monoxide alarm is installed in any room

Failure to comply with these licence conditions may result in the revocation of the HMO Licence and/or prosecution or imposition of financial penalties

in the house which is used wholly or partly as living accommodation and contains a fixed combustion appliance other than a gas cooker; and to keep any such alarm in proper working order; and to supply the authority, on demand, with a declaration by him as to the condition and positioning of any such alarm. A 'room' includes a hall or landing and 'living accommodation' includes a bathroom or lavatory.

COMPLETION: This must be complied with from the date of the licence.

8. Written Terms of Occupancy

Supply the occupiers of the house, on commencement of their occupancy, with a written statement of the terms in which they occupy the house. The Licence Holder must, on demand, provide the Council with a copy of the written statement.

COMPLETION: This must be complied with from the date of the Licence and whenever there is a change of occupants.

9. Waste & Disposal of Refuse

The licence holder shall continuously display in a conspicuous position within the property the infographic relating to waste and recycling services contained within these licence conditions. The Licence holder is responsible for complying with any scheme provided by Telford & Wrekin Council.

COMPLETION: This must be complied with from the date of the licence.

Imposed Licence Conditions Schedule 2A

1. Restrictions and Prohibitions

- 1.1 The Licence Holder **must not** permit the house to be occupied in any other way or by more than the number of households or persons specified in the licence. The Licence Holder must comply with any direction issued by the Council restricting or prohibiting the use or occupation of any particular part or parts of the house by persons occupying it as specified in pages 1-2 or schedules 2A&B of the licence
- 1.2 There shall be no obligatory sharing.
- 1.3 A list of all occupants is to be provided to an authorised officer of the Council, on demand.

COMPLETION: This must be complied with from the date of the licence.

2. Manager's Details

- 2.1 The licence Holder must display, in a prominent position within the house, a notice containing the name, address and telephone contact number of the person who manages the house.

Failure to comply with these licence conditions may result in the revocation of the HMO Licence and/or prosecution or imposition of financial penalties

COMPLETION: This must be complied with from the date of the licence.

3. Display a Copy of the Licence & Gas Safety Certification

- 3.1 The Licence Holder must display a copy of the HMO Licence in the house. It shall be located adjacent to the Notice containing the name, address and telephone contact number of the person who manages the house.
- 3.2 A copy of the current, valid certificate must be clearly displayed adjacent to the Notice containing the name, address and telephone contact number of the person who manages the house.

COMPLETION: This must be complied with from the date of the licence.

4. Smoke Alarms / Fire Detection Systems

- 4.1 The licence holder must ensure that the fire alarm system is tested at least annually and submit to the Council upon demand a certificate/declaration to confirm the fire alarm system in the property has been tested and maintained in accordance with the provisions of British Standard BS5839-6:2019. The certificate/declaration must be not more than one year old.
- 4.2 If the property has a 'Grade A' fire alarm system (typically larger alarm systems with a control panel) the licence holder must ensure that the system is, tested weekly and inspected and serviced at periods not exceeding six months by a suitably qualified and competent person. An inspection and servicing certificate in accordance with BS5839-6:2019 must be obtained biannually and sent to the Council upon demand.
- 4.3 If the property has a 'Grade D1/D2' fire alarm system, the licence holder must ensure that all alarms are tested monthly and maintained in accordance with the manufacturer's instructions. A self-declaration or an inspection/servicing certificate is acceptable for Grade D systems and be sent to the Council upon demand.
- 4.4 A competent person is a person who is familiar with all British Standards relating to automatic detection systems and is registered with one of the bodies approved by the Government's Competent Persons Scheme.

COMPLETION: This must be complied with from the date of the licence.

5. Emergency Escape Lighting

- 5.1 The licence holder shall ensure that where emergency lighting is installed it is inspected, tested and serviced in accordance with BS 5266.
- 5.2 Throughout the period of the licence, the emergency lighting installation must be inspected and serviced by a competent person at least annually and a certificate provided in the format recommended by BS 5266. The certificate must be sent to the Council upon demand.
- 5.3 The above-mentioned checks shall be carried out by a competent person who is familiar with all British Standards relating to emergency escape lighting systems, who regularly inspects emergency escape lighting systems, who is qualified to inspect

Failure to comply with these licence conditions may result in the revocation of the HMO Licence and/or prosecution or imposition of financial penalties

emergency escape lighting systems and is registered with one of the bodies approved by the Government's Competent Persons Scheme.

COMPLETION: This must be complied with from the date of the licence.

6. Safety of Electrical Installations

- 6.1 The licence holder shall supply to an authorised officer of the Council, on demand, the latest electrical installation condition report (EICR) in the format recommended in BS 7671. This report must be a periodic condition report – a visual condition report is not sufficient.

COMPLETION: This must be complied with from the date of the licence.

7. Fire Risk assessment

- 7.1 The licence holder must ensure that a suitable and sufficient fire risk assessments which meets all the requirements of the Regulatory Reform (Fire Safety) Order 2005 has been undertaken before the property is let. This must be reviewed regularly.
- 7.2 A copy of the fire risk assessment must be provided to the Council on demand.

COMPLETION: This must be complied with from the date of the licence.

8.0 Tenancy management

- 8.1 The licence holder shall supply to the Council upon demand, a copy of the written statement.
- 8.2 The licence holder and /or their nominated representative must be a permanent UK resident.
- 8.3 From the outset of the licence term, the licence holder is required to provide an alternative suitable emergency contact and other management arrangements in the event of their temporary/short term absence. Details of the temporary contact arrangements must be provided in writing to all tenants and to the Council.
- 8.4 The temporary cover arrangements must comply with the fit and proper person requirements as stated in the licence conditions and Section 66 of the 89 of the Housing Act 2004.
- 8.5 The licence holder must ensure that all tenants ensure that all tenants have the right to reside in the UK and undertake all necessary 'Right to Rent' checks in accordance with the Immigration Act 2014 and National Guidance.
- 8.6 Each tenant must be provided with a copy of the "How to Rent Guide" and associated documentation referred to therein which is applicable to each specific rental agreement. Evidence must be supplied to the local housing authority on demand

Failure to comply with these licence conditions may result in the revocation of the HMO Licence and/or prosecution or imposition of financial penalties

to confirm that the “How to Rent Guide” has been provided to each tenant at the start of their tenancy.

- 8.7 Unless a tenant pays rent via direct debit or similar bank transfer, the tenant must be supplied with a receipt upon payment of rent which details the amount paid, the date of payment and the recipient of the payment, whether this is the manager, licence holder, agent or other relevant party. The receipt must be provided at the time the payment is made.

COMPLETION: This must be complied with from the date of the licence.

9. Changes to the Licensed Property and/or Licence Holder

- 9.1 The Licence Holder will be required to notify the Council of any intended alterations or changes in the use and occupancy levels of each room, which may affect the licence contents or conditions attached to the licence. The Licence Holder will be required to inform the Council immediately of any material change of circumstance affecting the Licence Holder or the operation of the property.
- 9.2 The Licence Holder must inform the Council if they no longer reside at the address given in their licence application and provide the Council with their new address within 21 days of a change of address.
- 9.3 The Licence Holder must inform the Council if there is a change in managing agent, within 21 days of such a change.
- 9.4 If the Licence Holder is a managing agent they must inform the Council if the person who is specified as the main contact ceases to be employed by them and inform the Council of a new contact, within 21 days of such a change.
- 9.5 If the License Holder is a managing agent they must inform the Council if they cease to have an interest in the property, within 21 days of such a change.
- 9.6 Where the property is sold and the owner is the licence holder, the licence holder must request that the HMO licence is revoked. Licences cannot be transferred.

COMPLETION: This must be done within twenty-one (21) days of a permanent change occurring.

10. Fit and Proper Person

- 10.1 The Licence Holder must inform the Authority if since becoming the Licence Holder he contravenes any of the sections 10.2 (a)-(d). This must be done within 21 days of such a contravention.
- 10.2 The Licence Holder must inform the Authority if the person managing the property contravenes any of the sections 10.2 (a to d) below within 21 days of such contravention taking place.
- a. Committed an offence involving:
- Fraud
 - Dishonesty

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- Violence
 - Drugs
 - Sexual Offences Act Schedule 3
- b. Practised unlawful discrimination on grounds of sex, colour, race, ethnic or national origins or disability in connection with a business.
- c. Contravened any provision of Housing or Landlord and Tenant Law. particular:
- Subject to proceedings by a Local Authority
 - Where the Local Authority has had to carry out works in default
 - Subject to a Management Order under the Housing Act 2004
 - Or been refused a licence or breached conditions of a licence
- d. Acted in contravention of any Approved Code of Practice (AcoP).

COMPLETION: This must be done within twenty-one (21) days of such a contravention.

11. Waste Disposal & Pest Control (additional conditions)

- 11.1 Suitable and adequate provision must be made for the storage and collection of refuse and waste generated from the property. Only designated receptacles for waste and recycling which are provided by the approved waste carrier can be used. Where waste levels indicate that the existing provision of receptacles is inadequate for the current number of occupiers at the property, the licence holder, and / or their representative, must obtain additional waste receptacles at their own expense and ensure that collections of the waste are undertaken from the property.
- 11.2 At the beginning of each new tenancy the licence holder will inform tenants in writing of proper refuse management. This must include information covering the usual days of refuse and recycling collection, contact details for refuse / bulky item collections undertaken by Borough of Telford and Wrekin or other waste collection services. The licence holder must retain a copy of the information provided to each tenant, signed by the tenant acknowledging receipt and produce this upon request to the local housing authority.
- 11.3 The licence holder must ensure that the waste receptacles are ready for collection at the stated time and place and brought back into the refuse storage area following collection.
- 11.4 The licence holder must ensure that at the end of each tenancy, any rubbish or unwanted household goods left behind are removed and disposed of appropriately before the start of the next tenancy. In particular any rubbish or goods left at the front or back garden or the pavement of the in front of the property should be removed.

Failure to comply with these licence conditions may result in the revocation of the HMO Licence and/or prosecution or imposition of financial penalties

- 11.5 The licence holder is responsible for ensuring that the property including all gardens, yards, external areas including storage areas are kept clean, free from accumulations of waste, rubbish & fly-tipping and pest infestations. The licence holder, must arrange, undertake and pay for any clearance, treatment, baiting or other necessary works to comply with this.
- 11.6 Where waste items are removed from the property, other than through kerb side collections by the local waste authority, the licence holder must ensure that the waste is disposed of in accordance with current legal requirements.
- 11.7 All tenants must be able to access, at all times, all external areas of the property including the front and rear garden, yard areas, external refuse storage areas and any other area within the curtilage of the property boundary. There must be ground floor access to all aforementioned areas from the inside of the property. It will not be permitted for such access to be granted through a room occupied exclusively by another tenant.
- 11.8 The licence holder is responsible for dealing with all Pest Control issues in the property. Which means that if there is a rodent infestation in the licensed HMO then the licence holder must promptly take all necessary steps to deal with the infestation.

COMPLETION: This must be complied with from the date of the licence.

12. Harassment and Illegal Eviction

- 12.1 The Licence Holder must ensure that any evictions are carried out under the provisions of the current legislation.
- 12.2 The Licence Holder must follow the correct legal process to gain possession of a dwelling, serve the correct eviction notice and must not commit or cause or permit a third party to commit acts likely to interfere with the peace or comfort of a tenant or anyone living with him or her; or persistently withdraw or withhold services for which the tenant has reasonable need to live in the premises as a home.
- 12.3 If in doubt, the Licence Holder must seek independent legal advice.

COMPLETION: This must be complied with from the date of the licence.

13. Managing Anti-Social Behaviour

- 13.1 The licence holder must take reasonable and practicable steps to prevent or reduce anti-social behaviour and prevent the use of the premises for illegal purposes by any persons occupying or visiting the premises. The following steps must be implemented as a minimum control measure in this regard:-
- a. Co-operate with Telford and Wrekin Council, West Mercia Police and other agencies and organisations in resolving complaints of anti-social behaviour and / or illegal activity. The licence holder, will be required to undertake an investigation of any complaints regarding their tenants and any problems occurring within the curtilage or

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within close proximity to the curtilage of the licensed property. Written records of these investigations must be undertaken and provided to Telford and Wrekin Council upon request.

- b. The licence holder, must undertake checks of the communal areas, communal rooms and external areas within the boundary of the property, at least weekly, to ensure that the property is in a decent state of repair and that the occupiers are not in breach of tenancy terms and conditions. Written records must be maintained of these checks with details of any action taken recorded and remedial works completed satisfactorily.
- c. Ensure that each tenant is made aware that they are responsible for their own behaviour and the behaviour of their visitors. Tenants must be made aware that if they, other occupiers, or their visitors:-
 - i. Cause nuisance or annoyance to neighbours; or
 - ii. Use abusive or threatening language or behaviour to neighbours; or
 - iii. Fail to store or dispose of refuse properly; or
 - iv. Cause damage to fixtures, fittings, fire prevention or alarm equipment or installations, or
 - v. Cause damage to the fabric of the premises; or
 - vi. Fail to give access to the landlord or his agent for the purpose of maintaining communal areas or, upon reasonable notice, to inspect or undertake works within their accommodation,

they will be liable to enforcement action which may include possession proceedings either under the terms of the tenancy, pursuant to s.21 of the Housing Act 1988 or pursuant to Grounds 13 or 14 of Schedule 2 to the Housing Act 1988.

COMPLETION: This must be complied with from the date of the licence.

14. General Public Health and Environmental Housing Standards

- 14.1 The licence holder must ensure the means of escape / protected route is kept clear of obstructions and all fire doors are kept in good working order.
- 14.2 The licence holder must inform tenants at the start of each tenancy that smoking is not permitted to take place in the communal and circulation areas of the premises by any person. They must install appropriate signage. If evidence of smoking in the communal and circulation areas is found during inspections of the property, action must be taken by the licence holder.
- 14.3 This licence has been granted based on the property layout and use of rooms as detailed on the plan attached to the licence. The layout, structure, provision of amenities, use and size of rooms must not be altered without prior consultation and written approval of the local housing authority. Room numbers / letters for identification purposes as contained on the floor plan must also remain in place for the duration of the licence period.
- 14.4 The Licence Holder must not allow the property to become overcrowded. This means that the maximum permitted occupancy of each bedroom, stipulated on the licence, must be complied with at all times. Where a room is deemed suitable for 2 people, this

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is based upon the room being occupied by a co-habiting couple only. Rooms other than bedrooms are not used for sleeping purposes.

- 14.5 The licence holder must make suitable arrangements for the cleaning of all common parts, communal areas and shared facilities on a regular basis. This must be organised, managed and paid for by the licence holder.
- 14.6 Prior to re-letting individual bedrooms / bedsits / the whole property, the licence holder, must make suitable arrangements for the property to be cleansed and returned to an acceptable standard of decorative repair to be undertaken to the room / bedsit / whole property and ensure that all facilities and furniture are in clean, working order. This must be organised, managed and paid for by the licence holder.
- 14.7 Where previous tenants have not surrendered keys, the licence holder, will arrange for a barrel change to be undertaken to the locking mechanism prior to new tenants moving in, ensuring that all current tenants are provided with a new key for all changed barrels. The barrel changes must also include any communal entrance doors to the property.
- 14.8 The licence holder, must notify the local housing authority, of any fires or incidents at the property which involve the Police or Fire and Rescue within 24 hours of becoming aware of the incident occurring, or the next working day, i.e. Monday morning if the event occurred on a Friday / Saturday / Sunday.
- 14.9 The licence holder, must ensure that a Legionella Risk Assessment is undertaken for the premises and reviewed annually. A copy of the risk assessment must be provided to the local housing authority upon demand.
- 14.10 The Licence holder must ensure that appropriate information is given to each tenant at the beginning of their occupancy, regarding all fire precautions and equipment provided in the premises.
- 14.11 This must include, but not limited to, a simple understanding of how the alarm system operates, the importance of the fire doors in containing fire, protecting the escape route and the importance of keeping the escape route free of obstructions and the use of any fire-fighting equipment that has been provided.
- 14.12 A written record must be kept of such training including the date of the information was provided, what was discussed and with whom these discussions were had.
- 14.13 The operation of the emergency lighting, automatic fire detection system and any other communal facility, communal appliance & communal lighting must be powered from the landlord's supply of electricity which is not permitted to be on a pre-payment top up meter.
- 14.14 The operation of the gas supply to the property must not be unreasonably interrupted, as such the communal boiler must be on the landlord's supply of gas which is not permitted to be on a pre-payment top up meter.
- 14.15 The licence holder must ensure that there is a fire blanket which conforms to the current British Standard located in all rooms where there are cooking appliances. The

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fire blanket must be fixed to the wall at an exit door away from the cooking facility at approximately 1.5m high.

- 14.16 The provision of whole house space heating in the property shall be capable of achieving a constant temperature of at least 18°C when the external temperature is - 1°C. Electric convector heaters will not be acceptable as the main form of whole house heating system in any circumstances.
- 14.17 Radiators in habitable rooms (bedrooms and communal rooms) must be fitted with thermostatic radiator valves.
- 14.18 Hot water must be available upon demand in sufficient volume for the number of occupiers and potential users, for bathing, domestic purposes and personal hygiene use.
- 14.19 There must be enough electric sockets for the number of portable appliances likely to be used within the property, in order to minimise the use of multi-socket adapters. This must be no fewer than **3 double gang electric sockets** (preferably double power sockets are not all adjacent to each other) in all bedrooms and no fewer than 4 double gang electric sockets in the communal kitchen which are in addition to the following household appliances which must have their own dedicated electric socket:- washing machine, dish washer, microwave(s), tumble drier, fridge(s), freezer(s). All sockets must be appropriately sited to ensure ease of use.
- 14.20 All habitable rooms, including those in basements, be fitted with an openable window which provides adequate and suitable ventilation in accordance with current Building Regulations. It is not permitted for habitable rooms to only be equipped with a door as the sole means of natural ventilation.
- 14.21 All ground floor, basement windows, low level windows & readily accessible roof lights must have suitable windows locks and are fully secured to prevent unauthorised access from the outside. Keys for all windows must be available to tenants to permit intended use.
- 14.22 Where a ground floor bedroom is located off a high risk room, such as a kitchen, lounge, dining room or other communal room which is not directly accessible to the communal escape route, the room must be fitted with an escape window or a door to allow access direct to the outside. There must be a clear and unobstructed escape route from the external area to a point of safety away from the property.
- 14.23 The exterior of the property must be maintained in reasonable decorative condition and state of repair.

COMPLETION: This must be complied with from the date of the licence.

Further Conditions

Schedule 2B

Conditions specific to: Property Address
Ref No: Tascomi Reference

For the avoidance of doubt the terms "Left", "Right", "Front", "Rear" shall be constructed as those relative positions in the Property when viewing the house as if standing in the road serving the property

Do You Need Building Regulations Approval & Planning Permission?

If building works are required you are strongly advised not to commence any alterations until after you have spoken to Building Control Services. Planning permission may also be required. You can contact the Building Control on 01952 384555 or by email building.control@telford.gov.uk and Planning Departments on 01952 380380 or by email planning.control@telford.gov.uk

Condition No	Licence Condition	Timescales
1.	Display a copy of the HMO licence in the property.	Within 28 days of the licence being granted.
1.1	.	
1.2		
1.3		

Failure to comply with these licence conditions may result in the revocation of the HMO Licence and/or prosecution or imposition of financial penalties

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Better Homes for All

Houses in Multiple Occupation

Amenities, Space & Management Standards

December 2025

Introduction

This guidance has been produced by Telford & Wrekin Council for Houses in Multiple Occupation (HMOs). The guide has been written to assist owners, agents and occupiers in relation to the standards they should expect in such accommodation.

Definition of a House in Multiple Occupation (HMO)

An HMO is defined in law as a house or flat in which three or more unrelated persons forming two or more households share an amenity such as a bathroom, toilet or cooking facilities.

A 'household' is either a single person or members of the same family who are living together.

An HMO is also a building which has been converted into one, or more, non-self-contained units. A non-self-contained unit is where one, or more, of the facilities is not within the occupant's room. This applies even if the facility is for the exclusive use of the occupant.

An HMO is also a building which has been converted into self-contained flats where less than two-thirds are owner-occupied and the conversion does not meet the appropriate Building Regulations.

The appropriate Building Regulations are:

- If the property was converted prior to June 1992, the 1991 Building Regulations. Unless it meets the requirements of section 20 of the Building Regulations 1991.
- If the conversion took place after June 1992, the Building Regulations that were in force at the time of conversion.

Additional Licensing

All HMOs having up to 4 occupants in two or more households are required to apply to the Council for an additional licence.

Mandatory Licensing

All HMOs having 5 or more occupants in two or more households are required to apply to the Council for a licence.

Legal Standards in HMOs

The Housing Act 2004 and associated regulations set out the minimum standards required in HMOs. This guide will explain the legal requirements and provide the Council's approach on how those standards should be achieved.

Management Regulations

All HMOs are subject to the Management of Houses in Multiple Occupation (England) Regulations 2006 irrespective of whether they are required to be licensed or not. The Regulations impose duties on both managers and occupiers of HMOs. It is a criminal offence not to comply with the Regulations.

What HMOs does this guide cover?

This guide sets out the standards to be applied to all HMOs which require a licence.

Space Standards

Legal requirements

A room with a usable floor area between **6.51 m²** and **10.21 m²** may only be occupied as sleeping accommodation by one person.

Only a room with a usable floor area of **10.22 m²** or over may be occupied as sleeping accommodation by two persons.

A room with a useable floor area between **4.64 m²** and **6.5 m²** may be occupied as sleeping accommodation by a child under the age of 10, provided the room is let or occupied in connection with the letting or occupation of an adjacent room with a useable floor area of or in excess of **6.51m²** to a parent or guardian of the child.

No room of less than 4.64 m² in floor area may be occupied as sleeping accommodation

PLEASE NOTE: These are absolute minimum sizes and some are only applied where there is adequate shared living accommodation elsewhere in the HMO (see space guidance below).

Telford & Wrekin Council Requirements

Telford & Wrekin Council has adopted the following space standards as the minimum requirements. Telford & Wrekin Council stipulates different room size requirements depending on whether the property has additional communal space. Where there is no additional communal space, Telford & Wrekin Council requires a larger bedroom size.

The information on the next pages set out the required room sizes for:

- HMOs where occupants share a kitchen;
- HMOs where occupants have exclusive kitchen facilities and share a bathroom (bedsits).

HMOs where occupiers share kitchen facilities

Please follow the table from left to right to identify the space requirements in your HMO.

Minimum Bedroom Sizes	Total Number Of People in HMO	Minimum Kitchen Size	1 - 2 Storey HMO Minimum Living space	3+ Storey HMO Minimum Living/Dining Space
1 occupant 6.51 m² Or 2 occupants 10.22 m²	3-5 people	7m²	11m² separate living room Or: 18 m² combined kitchen/living/dining room (of which 7m² must be dedicated kitchen area)	Either: 11m² separate living room within 1 floor distance of kitchen; Or: 18m² combined kitchen/living/dining room (of which 7m² must be dedicated to kitchen area).
	6-10 people	10 m²	14 m² separate living room Or: 24 m² combined kitchen/living/dining room (of which 10m² must be dedicated kitchen area)	Either: 14m² separate living room within 1 floor distance of kitchen; Or: 24m² combined kitchen/living/dining room (of which 10m² must be dedicated to kitchen area).
1 occupant 10 m² Or 2 occupants 15 m²	3-5 people	7 m²	No additional communal living space required	Either: 13m² kitchen/diner; Or: 11m² separate dining room within 1 floor's distance of kitchen; unless: all bedrooms within 1 floor's distance of kitchen
	6-10 people	10 m²	No additional communal living space required	Either: 16m² kitchen/diner; Or: 14m² separate dining room within 1 floor's distance of kitchen; unless: all bedrooms within 1 floor's distance of kitchen
<ul style="list-style-type: none"> The minimum kitchen area must be provided in all cases. A living room will be accepted as a dining room and vice versa, provided the minimum space requirements (given above) are fulfilled 				

The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006 require kitchens, bathrooms and WCs to be of adequate size, as set by this guide.

HMOs with kitchen facilities for the exclusive use of occupants (Bedsits)

1. A bedsit is where sleeping, living and cooking amenities are provided for exclusive use by occupants within a single unit of accommodation (i.e. one room).
2. A bedsit can be occupied by a maximum of two cohabiting persons.
3. Room sizes:
 - 1-person bedroom/sitting room/kitchen must be a minimum of 14 m²
 - 2-person bedroom/sitting room/kitchen must be a minimum of 18 m²

1 or 2-person self-contained flats contained within a HMO

1. Where the building is an HMO consisting of or including self-contained flats, the bedrooms must meet the minimum sizes of 6.51m² for one occupant and 10.22 m² for two occupants if used solely for sleeping.
2. Where no separate living space is provided, 10 m² for one occupant or 15 m² for two occupants.
3. Where the kitchen is included in the room, 14 m² for one occupant, 18m² for two occupants
4. The kitchen must be fit for purpose (*see pages 13, 14, and 16*)

Notes

The measured space in any room must be 'usable space'. The room should be able to accommodate the required amount of appropriate furniture easily and still allow space for free movement about the room.

Ceiling Height

For the avoidance of risk from Collision and Entrapment Hazards, any floor space that has a floor-to-ceiling height of less than 1.5m is disregarded for the purpose of measuring the total space in the room. Where the room has a sloping ceiling, at least 50% of the floor area should achieve a floor-to-ceiling height of at least 2.1m.

Personal Washing Facilities

Legal requirements

The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006 set standards for washing facilities as below:

1. Bath/showers shall be provided in the ratio of at least one to every five persons sharing.
2. The bathrooms or shower rooms shall be readily accessible and normally not more than one floor away from the user. Shared facilities shall be accessible from a common area. Facilities must be inside the building.
3. Bathrooms and shower rooms must be of adequate size and be laid out in such a way as to enable persons to undress, dry and dress themselves in a safe manner.
4. Each bath, shower and wash hand basin shall be provided a continuous and adequate supply of hot and cold running water, designed to ensure reasonable temperature control.
5. Bathrooms and shower rooms must have adequate lighting, heating and ventilation.
6. Bathrooms must be fit for the purpose.

Telford & Wrekin Council Requirements

To meet the above requirements of adequate size, layout, and fit for purpose, Telford & Wrekin Council has adopted the following standards:

1. Where a child under 10 lives in the property, a bath must be provided.
2. An efficient and safe fixed space-heating appliance that is capable of maintaining each room, including kitchens and bathrooms at a minimum temperature of 21°C when the outside temperature is -1°C must be provided. The fixed space-heating appliance may be an adequate central heating system with thermostatic radiator valves (TRVs) or a fixed electrical appliance. The heating must be under the control of the occupiers for timings and temperature settings at all times. A pre-programmed thermostatic control incorporating an occupier over-ride facility is permissible.

A way of complying would be to provide a suitable set of operating instructions aimed at achieving economy in the use of fuel and power in terms that occupants can understand in a durable format that can be kept and referred to over the term of the tenancy. The instructions should be directly related to the particular system installed.

3. Bathrooms must, in addition to any windows, have mechanical ventilation to the outside air at a minimum extraction rate of 15 litres/second in addition to any window(s). The system is to be either coupled to the light switch and incorporate a suitable over-run period, or an appropriately set humidistat.

4. A tiled splash-back at least 300mm high or full height adjacent to an over-bath shower must be provided to all baths and wash hand basins.

Shower cubicles must have fully tiled walls and be provided with a suitable water-resistant curtain or door to the cubicle. Bathrooms and shower rooms must have smooth, impervious wall and ceiling surfaces, which can be easily cleaned. The flooring should be capable of being easily cleaned and slip resistant.

The following minimum dimensions apply:

Item	Dimension
Wash hand basin	500mm x 400mm
Splash- back	300mm high
Bath	1700mm x 700mm
Shower	800mm x 800mm

Shared bathrooms and shower rooms must be constructed to ensure privacy, be provided with an internal locking device to the door, have facilities to hang clothes during bathing and have an unrestricted space of at least 1.44m² (1.2m x 1.2m) to permit users to dry and dress themselves.

Sanitary Conveniences: Toilet Facilities

Legal requirements

The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006 set standards for sanitary conveniences.

1. Where there are four or fewer occupiers sharing facilities there must be one toilet which may be situated in the bathroom.
2. Where there are five or more occupiers there must be one separate toilet with wash hand basin in the same room for every five sharing occupiers.
3. Toilets are to be provided in bathrooms or separate compartments of an adequate size and layout. The rooms shall have smooth, impervious wall and ceiling surfaces, which can be easily cleaned. The flooring is to be capable of being easily cleaned and slip resistant.
4. Toilets must be readily accessible and normally not more than one floor away from the user. Shared facilities must be accessible from a common area.
5. A toilet provided in a separate compartment must have a wash hand basin (cloakroom basin acceptable where a full-sized washbasin is provided elsewhere) with an appropriate splash-back.

Telford & Wrekin Council Requirements

To meet the above requirements of adequate size, layout, and fit for purpose, Telford & Wrekin Council has adopted the following standards:

1. Separate toilet compartments should have minimum dimensions of 1300mm x 900mm with 750mm in front of the toilet.
2. Each toilet in a separate compartment is required to have a window equivalent to 1/20th of the floor area or mechanical ventilation to the outside air at a minimum extraction rate of six litres/second.
3. An efficient and safe fixed space-heating appliance that is capable of maintaining each room at a minimum temperature of 21°C when the outside temperature is –1°C must be provided. The fixed space-heating appliance may be an adequate central heating system with thermostatic radiator valves (TRVs), or a fixed, hardwired electrical appliance. The heating must be under the control of the occupiers for timings and temperature settings.
4. “Jack and Jill” shared facilities, accessible from within two or more rooms are not permitted as this would compromise fire separation between the rooms. There would also be concerns regarding privacy.

“A Jack and Jill bathroom is a full-sized bathroom that is sandwiched between two bedrooms and is accessible by both bedrooms. This type of bathroom has at least two doors, like an ensuite bathroom but for two bedrooms rather than just one”.

5. A wash hand basin/cloak room basin must be provided in the same compartment as the toilet

6. Compartments must be constructed to ensure privacy including provision of an internal locking device to the door.
7. Facilities must be accessible from within the building without passing through any poorly insulated porch or outbuilding or the open air.

Sharing Ratios for Bathrooms and Sanitary Conveniences

Legal requirements

The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006 set standards for the number of bathrooms/showers and toilet facilities in HMOs.

1. Where there are four or fewer occupiers sharing facilities there must be one bathroom with fixed bath or shower and a toilet (which may be situated in the bathroom).
2. Where there are five or more occupiers sharing facilities, there must be:
 - One separate toilet with washbasin for every five sharing occupiers
 - One bathroom (which may contain a toilet) with a fixed bath or shower for every five sharing occupants.

The information below explains this in more detail: -

Number of people irrespective of age	Facilities required If a child under 10 lives in the property a bath must be provided
1-4 people	<p>The minimum provision is: -</p> <ul style="list-style-type: none"> ➤ 1 bathroom containing toilet, bath or shower and wash hand basin
5 people	<p>The minimum provision is: -</p> <ul style="list-style-type: none"> ➤ 1 bathroom with a bath or shower and 1 separate toilet with wash hand basin. The toilet may be located in a separate bathroom
6-10 people	<p>The minimum provision is: -</p> <ul style="list-style-type: none"> ➤ 2 bathrooms each containing a bath or shower plus ➤ 2 toilets with wash hand basins one of which must be in a separate room.
11-15 people	<p>The minimum provision is: -</p> <ul style="list-style-type: none"> ➤ 3 bathrooms each containing a bath or shower plus ➤ 3 toilets with wash hand basins one of which must be in a separate room
Bedrooms with en-suites	<p>Where a letting room is provided with a complete en-suite facility (bath/shower, toilet and wash hand basin) for the exclusive use of the occupant of that room, that occupant will be disregarded when considering the required provision of shared sanitary conveniences.</p>

Facilities for Storage, Preparation and Cooking of Food

Shared kitchens

Legal requirement

The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006 require:

1. A kitchen suitably located in relation to the living accommodation, and of such layout and size and equipped with such facilities so as to adequately enable those sharing the facilities to store, prepare and cook food.

2. The kitchen must be equipped with the following equipment, which must be fit for the purpose and supplied in a sufficient quantity for the number of those sharing the facilities:

(i) Sinks with draining boards

(ii) An adequate supply of cold and constant hot water to each sink supplied

(iii) Installations or equipment for the cooking of food

(iv) Electrical sockets

(v) Worktops for the preparation of food

(vi) Cupboards for the storage of food or kitchen and cooking utensils

(vii) Refrigerators with an adequate freezer compartment (or, where the freezer compartment is not adequate, adequate separate freezers)

(viii) Appropriate refuse disposal facilities; and

(ix) Appropriate extractor fans, fire blankets and fire doors.

Telford & Wrekin Council Requirements

To achieve compliance with the above requirements for adequate size, layout and equipment, Telford & Wrekin Council has adopted the following standards.

1. Location

The kitchen must be contained in the main building and located not more than one floor distant from the bedrooms. If this is not practicable in HMOs of not more than three storeys and not more than 10 persons, communal kitchens may be provided up to two floors distant from some bedrooms. All kitchen facilities must be available for use 24 hours a day.

2. Layout

The kitchen layout must be safe, convenient and allow good hygienic practices.

Cookers should be located away from doorways and have enough floor space for items to be safely retrieved from the oven. It must be possible to stand directly in front of the cooker and sink and to place utensils down on both sides of each.

Examples of good and poor kitchen layouts

This layout is not suitable as neither the cooker nor the sink can be practically or safely used.



This layout meets the minimum requirements as there is adequate worktop to both sides of the cooker and suitably located extraction.



The cooker is in an unsafe location due to its proximity to the door.



This cooker location meets the minimum requirements for a suitably sited cooker with sufficient worktop to both sides of it.

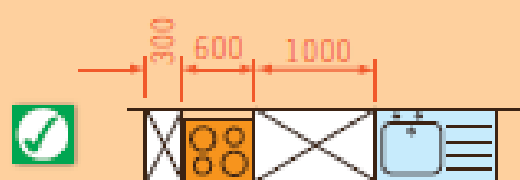


Examples of good and poor kitchen layouts



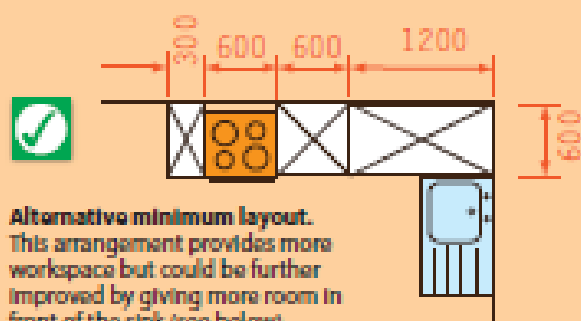
Good practice

A satisfactory kitchen must be safe, convenient and must allow good hygiene practices. It must be possible to stand directly in front of the cooker and sink and to place utensils down on both sides of each. Worktops must be secure, level and impervious and must be of adequate size. Adjacent walls require splash-backs and power points must be suitably located.

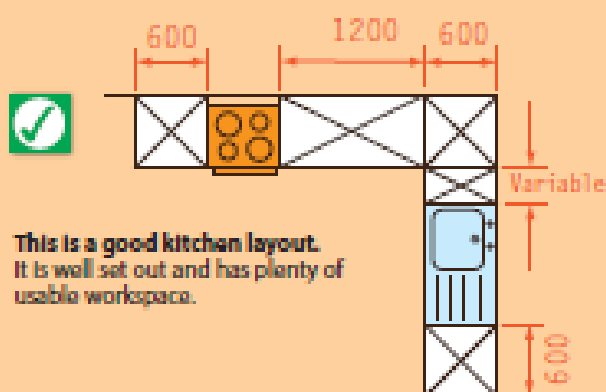


This is the minimum provision for a kitchen. It incorporates worktop on both sides of the cooker and working space both sides of the sink bowl.

Note 300mm is a minimum width and should be made wider where possible.



Alternative minimum layout. This arrangement provides more workspace but could be further improved by giving more room in front of the sink (see below).

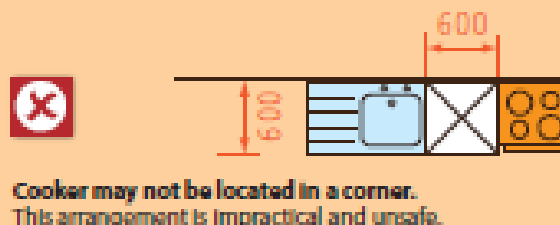


This is a good kitchen layout. It is well set out and has plenty of usable workspace.

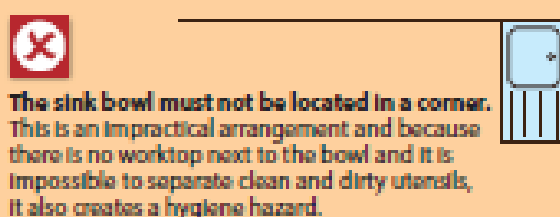


Unacceptable

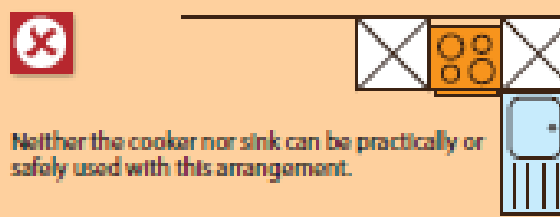
Cookers cannot be safely used if they are located in corners, do not have adequate worktop on both sides or are too close to sinks. Sinks require space to put dirty utensils on one side and clean on the other.



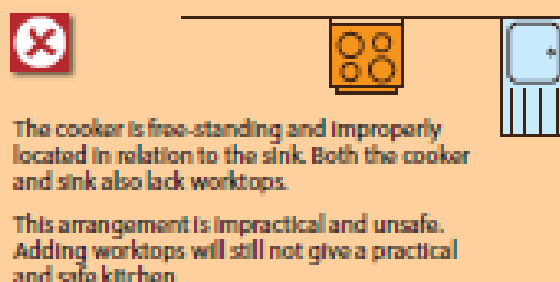
Cooker may not be located in a corner. This arrangement is impractical and unsafe.



The sink bowl must not be located in a corner. This is an impractical arrangement and because there is no worktop next to the bowl and it is impossible to separate clean and dirty utensils, it also creates a hygiene hazard.



Neither the cooker nor sink can be practically or safely used with this arrangement.



The cooker is free-standing and improperly located in relation to the sink. Both the cooker and sink also lack worktops.

This arrangement is impractical and unsafe. Adding worktops will still not give a practical and safe kitchen.

3. Size

- For three to five residents, kitchens must have a usable floor area of at least 7m²
- For six to ten residents, kitchens must have a usable floor area of at least 10m²
- The width of the kitchen must be at least 1.8m to allow safe movement of occupants

Number of Persons irrespective of age	Minimum provision of kitchen facilities
3–5 people	<p>A complete set of kitchen facilities consisting of the following items must be provided for every five persons:</p> <ul style="list-style-type: none"> ➤ Sink: A durable and easily cleansable sink, integral drainer and a tiled splash-back, on a base unit. The sink must have constant supplies of hot and cold running water and be properly connected to the drains. The cold water must come directly from the rising water main. It must be possible to stand directly in front of the cooker and sink and to place utensils down on both sides of each' ➤ Cooker: A gas or electric cooker with four ring burners, oven and grill, that are capable of simultaneous use. The cooker is to be located away from doorways with a minimum of 300mm worktop to both sides. The hob may be separate from the cooker. ➤ Electrical sockets: At least three double 13amp electrical power points (in addition to those used for fixed appliances, such as washing machines. ➤ Worktop: A kitchen worktop that is level, secure and impervious. The minimum dimensions are 1000mm length and 600mm width. ➤ Storage: A lockable food storage cupboard for each occupant comprising of a 500mm wide base unit or a 1000mm wide wall unit. This may alternatively be provided within each occupant's room (The space in the unit beneath the sink and drainer or beneath a separate hob is not allowable for food storage. ➤ Fridge/Freezer: A refrigerator with a minimum capacity of 130 litres plus a freezer with a minimum capacity of 60 litres. If not in the kitchen the fridge/freezer must be located in a communal space such as a utility room or shared dining room adjacent to the kitchen. ➤ Refuse disposal: A durable and easily cleansable waste bin of at least 50 L capacity must be provided.

	<ul style="list-style-type: none"> ➤ Ventilation: Mechanical ventilation to the outside air at a minimum extraction rate of 60 litres/second or 30 litres/second if the fan is sited within 300mm of the centre of the hob. This is in addition to any windows ➤ Fire precautions: see fire safety section
6–7 people	<p>Two complete sets of kitchen facilities as above with a 1500mm x 600mm work surface. However,</p> <ul style="list-style-type: none"> ➤ a combination microwave (min 32 litre capacity) is acceptable in place of a second cooker ➤ a dishwasher is acceptable in place of a second sink (e.g. slimline will suffice)
8 –10 people	<ul style="list-style-type: none"> ➤ Two complete sets of kitchen facilities as above with a 2000mm x 600mm work surface.
11 or more people	<ul style="list-style-type: none"> ➤ Two or more separate kitchens containing the aggregated equivalent provision calculated from the above standards, each kitchen having at least the minimum provision for up to 5 people.
<p>Where two sets of kitchen equipment are provided in one kitchen, each set must be sited so that each set of facilities, particularly the sink and hob, can be used independently by two people simultaneously and have at least 600mm of fixed work surface either side of each hob or sink. Double sinks and eight ring hobs are not acceptable alternatives for separate facilities.</p>	

Kitchens for exclusive use within letting rooms

Where each or some of the letting rooms are provided with their own kitchen facilities instead of having the use of a communal kitchen the following applies.

Legal requirements

The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006 requires rooms without shared amenities to be provided with adequate equipment.

Telford & Wrekin Council Requirements

To achieve compliance with the above requirements for adequate size, layout and equipment, Telford & Wrekin Council has adopted the following standards.

- 1. Cooking:** A gas or electric cooker with a minimum two-ring hob, oven and grill. This must be a conventional oven such as a “Baby Belling” and must be built-in or free standing, **not counter-top**. A microwave oven alone is **not** sufficient.
- 2. Storage:** A 130 litre refrigerator with freezer compartment plus at least one food storage cupboard for each occupant in the bedsit (base units shall be 500mm wide and wall units shall be 1000mm wide). The sink base unit cannot be used for food storage.
- 3. Preparation:** Worktop of at least 500mm deep and 1000mm long, comprising a minimum of 300mm both sides of the cooking appliance to enable utensils and pans to be placed down. All worktops must be securely supported, impervious and easy to clean.
- 4. Electricity:** Two double 13-amp power sockets suitably positioned at worktop height for use by portable appliances, in addition to sockets used by fixed kitchen appliances, plus two double sockets located elsewhere within the bedsit.
- 5. Washing:** A stainless steel sink and integral drainer set on a base unit with constant supplies of hot and cold running water. The sink shall be properly connected to the drainage system. The cold water shall be direct from the mains supply. A tiled splash-back shall be provided behind the sink and drainer.

6. Ventilation: Mechanical ventilation to the outside air at a minimum extraction rate of 60 litres/second or 30 litres/second if the fan is sited within 300mm of the centre of the hob. This is in addition to any windows.

7. Layout: The same principles of safe layout and design apply in bedsits as for shared kitchens. Cookers must not be located near doorways to avoid collisions and to reduce the possibility of a fire on the hob trapping an occupant in the room.

Where a gas appliance or a solid fuel burning appliance is provided within a unit of accommodation, a carbon monoxide detector must also be provided. Kitchenettes with limited facilities may be provided as an additional facility in rooms but do not remove the necessity to provide the appropriate level of shared kitchen facilities and the space taken up including 750mm deep working space adjacent to the kitchenette is not counted towards the floor area of the room for space standards.

Fire Safety

Fire Protection Requirements

Telford & Wrekin Council will assess the suitability of means of escape and other fire precautions by means of the Housing Health & Safety Rating System (HHSRS); but will, in particular, take into account national guidance on fire safety standards issued by DLUHC, CIEH and such other guidance as it judges appropriate.

For guidance purpose only refer to the LACORS fire safety on the link below:

[guidance-on-fire-safety-provisions-for-certain-types-of-existing-housing.pdf \(cieh.org\)](https://www.cieh.org/guidance-on-fire-safety-provisions-for-certain-types-of-existing-housing.pdf)

Requirements will vary according to assessed risk. Matters taken into account will include: the size of the property; number of storeys; layout; number of occupants; type of accommodation, and any particular characteristics applying to the intended tenant group. Assessed risk may vary if occupation changes.

Generic Fire Precautions/Requirements

An inadequate number of power points or their unsuitable location can result in increased fire risk as a result of overloading or the use of inappropriate or unsuitable extension leads. As a minimum the Council would specify **three** double sockets suitably located in each letting unit. The Council will assess the adequacy of power-points on the basis of the guidance provided by the most recent edition of the IEE Wiring Regulations.

For further information on fire safety requirements in HMOs then please contact the Private Sector Housing Team. Their email address is: PrivateSectorHousing@telford.gov.uk.

Fire Risk Assessment

The licence holder must prepare or commission a Fire Risk Assessment (FRA) in respect of every HMO. The FRA is an organised and methodical look at the premises, the activities carried on there and the likelihood that a fire could start and cause harm to those in and around the premises. The aims of the FRA are:




- to identify fire hazards;
- to reduce the risk of those hazards causing harm to as low as reasonably practicable; and
- to decide what physical fire precautions and management arrangements are necessary to ensure the safety of people in the premises if a fire does start.

Licence holders who feel competent to do so may prepare their own FRA. The use of a suitable template such as that available online at:

<https://www.dashservices.org.uk/Media/Default/Docs/FireRisk%20AssessmentForm.pdf> may assist in ensuring that attention is given to the appropriate issues.

Fire precaution requirements

Although an exhaustive list of likely requirements cannot be given in this document, necessary measures may include fire doors on high risk rooms, fire separation and automatic fire detection systems. Landlords are required to test and maintain fire alarm and emergency lighting systems in accordance with the British Standards.

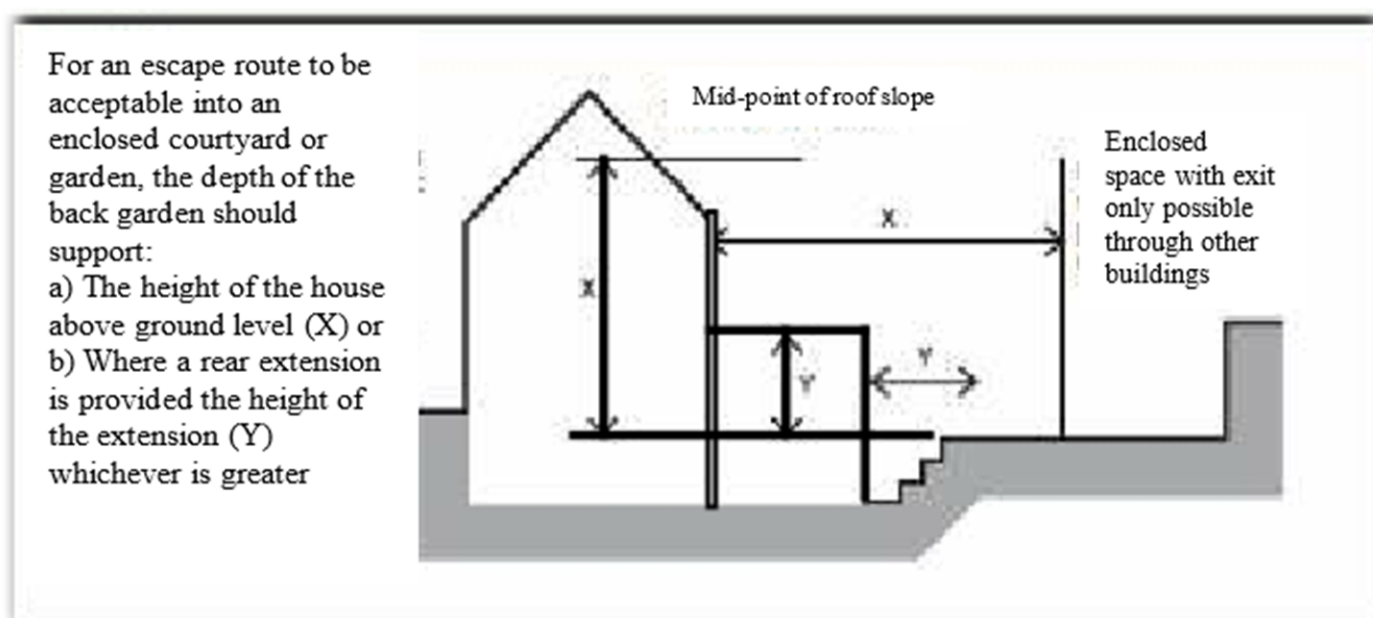
-  Grade D fire alarm systems should be tested weekly. All detectors must be cleaned at least annually. Testing and maintenance must be in accordance with the manufacturer's instructions. Landlords can self-certify this has been completed.
-  Grade A fire alarm systems should be tested weekly. The system must be inspected and serviced at periods not exceeding six months in accordance with the recommendations of Clause 45 of BS:5839-1:2013. An inspection and servicing certificate of the type contained in H.6 of BS 5839-2013 should be issued by a suitably qualified and competent person.
-  Emergency lighting systems should be tested regularly and a full system test and service must be completed annually by a competent person in line with BS5266.

Fire blankets

Fire blankets should be provided in kitchens to enable fires on hobs to be tackled before they get out of hand. Where provided they should be prominently mounted on the wall away from the hob and advice on their use should be prominently displayed nearby.

Inner Rooms

Wherever it is possible, all letting rooms are required to have direct access to a protected route leading to a Place of Safety, i.e. the street or public space or a space complying with The following diagram.



Where it is not practical to provide such access, for instance where the exit from the basement passes through a kitchen or shared living room a secondary means of escape must be provided.

Secondary Means of Escape

The secondary means of escape must fully comply with the requirements of Building Regulations Approved Document B (Fire Safety).

Emergency egress windows and external doors

2.8 *Any window provided for emergency egress purposes and any external door provided for escape should comply with the following conditions:*

a): The window should have an unobstructed openable area that is at least 0.33 m² and at least 450mm high and 450mm wide (the route through the window may be at an angle rather than straight through). The bottom of the openable area should be not more than 1100mm above the floor; and

b): The window or door should enable the person escaping to reach a place free from danger from fire. This is a matter for judgment in each case, but, in general, a courtyard or back garden from which there is no exit other than through other buildings would have to be at least as deep as the dwelling is high to be acceptable. See diagram above.

Note 1: Approved Document K, Protection from falling, collision and impact, specifies a minimum guarding height of 800mm, except in the case of a window in a roof where the bottom of the opening may be 600mm above the floor.

Note 2: Locks (with or without removable keys) and stays may be fitted to egress windows, subject to the stay being fitted with a release catch, which may be child resistant.

Note 3: Windows should be designed such that they remain in the open position without needing to be held by a person making their escape

Basement Rooms

Basement rooms used for letting or communal living spaces within HMOs present particular difficulties in respect of: -

- Fire safety
- Room heights
- Natural lighting
- Ventilation
- Freedom from damp

Fire Safety

Wherever practical, the exit route from a basement letting room should be direct to a protected route communicating directly to the final exit (usually the front door) to a place of safety, i.e. the street or public space or a confined space complying with the diagram above.

Where it is not practical to provide such access, for instance where the exit from the basement passes through a kitchen or shared living room a secondary means of escape must be provided, as detailed above.

Of particular importance in the case of basements is the height of the cill (not more than 1100mm above floor level.) This does not permit the use of permanent or semi-permanent ladder type arrangements and access to the window must be unobstructed internally and externally.

Where the window gives access to a light well, there must be an easily negotiated staircase access to ground level, including all necessary handrails and guarding, leading to a place of safety as above.

The door at the head of the basement staircase giving access to the kitchen or living room should be provided with a fire-resistant glazed vision panel to permit the occupant to establish whether the primary escape route is safe to use.

Where none of these options are available, consideration will be given to the provision of fire suppression systems covering the whole of the escape route from the basement room.

As elsewhere in the premises the ceiling and any walls separating the rooms from other parts of the HMO must have half-hour fire protection. Especial attention needs to be given to the ceiling and walls of the staircase. The entrance to the room must, in all cases, be provided with a half-hour fire door with intumescent strips, cold smoke seals and automatic closer.

Room Height

The finished room height must be not less than 2.1 m over at least 50% of the required floor space of the room. No floor area with a height of under 1.5 m will be counted towards the usable floor space of the room.

Natural Lighting

As with any habitable room, the area of natural lighting provided must be equal to at least 1/10th of the floor area of the room and must be of appropriate shape and position to allow for reasonable daylight penetration throughout the room. There should be sufficient natural light during daylight hours to enable normal domestic tasks to be carried out without eyestrain.

It is particularly difficult to meet this requirement where the property abuts directly onto the footpath and the window depends on the provision of a bulkhead in the ceiling encroaching on the room above. It is necessary for the bulkhead to have sufficient depth to not interfere with the light distribution, but consideration must be given to the effect on the floor area and space in the room above.

Artificial lighting must be sufficient for the normal use of the room outside daylight hours and on dull days but will not be considered a viable alternative to adequate natural lighting.

Ventilation

Sufficient ventilation, preferably by natural means must be provided to ensure that the room is not unduly affected by excess heat during summer months and also to assist in ensuring that basement rooms are not affected adversely from dampness connected with condensation. Generally, an opening window of at least 1/20th of the floor area of the room is considered sufficient. Trickle ventilation should also be provided to permit background ventilation without compromising security when the room is unoccupied or at night time, especially considering that such rooms often abut the public footpath. Artificial ventilation or air conditioning may be considered appropriate to provide in addition to natural means.

Freedom from damp

Particular attention needs to be given to the prevention of penetrating and rising dampness in basement rooms.

Attic Rooms

Attic rooms require additional attention to ensure that they meet HMO standards. In particular in respect of access, room heights, fire safety and space.

Access and Fire Safety

Steep, narrow and winding staircases, which may be acceptable in a family home giving access to a single bedroom, are seldom suitable for a letting room in an HMO where the occupant has only the one space to store all their possessions and is more likely than in a single-family home to require to evacuate their room in an emergency. Staircases giving access to attic letting rooms should be of equal dimensions to those provided for access to the main floors and where not suitable may lead to the relevant rooms being excluded from an HMO licence. Doors should not open over a staircase or be located directly adjacent to the top step without an intervening landing.

Room Height and Floor Space

For the avoidance of risk from Collision and Entrapment Hazard, any floor space that has a ceiling height of less than 1.5m is disregarded for the purpose of measuring the total space in the room. Where the room has a sloping ceiling, at least 50% of the floor area should achieve a floor-to-ceiling height of at least 2.1m”

Windows

As with other rooms, the window(s) must be not less than 1/10th of the floor area of the room and an opening portion of at least 1/20th of the floor area to allow both adequate lighting and adequate natural ventilation.

Windows in attic or second floor rooms should meet the requirements of Building Regulations Approved Document B (see above) regardless of whether they are inner rooms or have direct access to the primary means of escape.

Catered Hostel Accommodation

In the case of hostels providing supported or emergency accommodation the level of kitchen facilities required may be relaxed at the discretion of the Council to take account of the level of catering provided and to permit the accommodation of family groups in suitable rooms.

In all cases where three main meals are provided daily, one set of kitchen facilities will be required for every 5 households or 10 occupants, accessible at all times to all occupants (or a kitchenette consisting of sink and drainer, 1000mm work surface, 500mm food storage cupboard refrigerator and microwave oven in each room).

Family rooms will be permitted as follows: -

Room Size	Adults	Children under 10
Minimum 15 sq. m	2	0
	1	2
17.5 – 20 sq. m	2	1
	1	3
20-22.5 sq. m	2	2
	1	4
22.5-25 sq. m	2	3
	1	5

Plus an additional 2 sq. m where a kitchenette is provided in the room.

At least one bath (rather than shower), in a reasonably accessible location, must be provided for every 5 children likely to be accommodated.

Gas and Electricity Supplies

Location of gas and electricity meters and control equipment

Other than “smart meters”, gas and electricity meters and associated isolating switches, valves and consumer units must always be located within communal parts of the HMO so as to be accessible to all occupiers at all times. Under no circumstances will they be permitted to be located within a letting room.

Pre-payment Meters

Where lettings are on an inclusive basis, where gas and electricity are supplied by the landlord, the use of pre-payment meters is discouraged, but where they are used, there must be a robust arrangement in place to ensure that the supplies of gas and electricity are maintained at all times without requiring tenants to contact the landlord to arrange for the “topping up” of meters. The gas and electricity should be in the control of the occupant.

Re-sale of gas and electricity to tenants

The practice of charging tenants separately for their use of gas and electricity, usually through the use of individual meters is not encouraged, but where it does occur is restricted to the maximum resale price.

What is maximum Resale Price	
<p>The maximum resale price is the most that anyone can charge for resupplying gas or electricity which has already been bought from an authorised supplier. It is set by Ofgem.</p> <p>Anyone who charges more than the maximum resale price may face civil proceedings for the recovery of the amount overcharged and may be required to pay interest on amounts overcharged</p>	<p>From 1st January 2013 the maximum price at which gas or electricity may be resold is the same price as that paid by the person who is reselling it (“the reseller”), including any standing charges</p>

Further advice regarding resale of gas and electricity is available on Ofgem website at

<https://www.ofgem.gov.uk/ofgem-publications/74486/11782-resaleupdateoct05.pdf>








Management

Legal requirement

There are management regulations that apply to all HMOs.

The Management of Houses in Multiple Occupation (England) Regulations 2006 apply to all HMOs except those consisting entirely of self-contained flats. For HMOs consisting of self-contained flats, then The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (England) Regulations 2007 apply.

The Regulations can be accessed in full at www.legislation.gov.uk. Under both sets of Regulations the person in control of or managing the HMO has a number of duties:

-  Provision and display of the manager's contact information to the occupiers
-  Maintenance of common parts, fixtures, fittings and appliances
-  Maintenance of living accommodation
-  Safety measures, including fire safety
-  Supply and maintenance of gas and electricity
-  Maintenance of water supply and drainage
-  Provision of waste disposal facilities.

Occupiers of HMOs have a duty to ensure that they take reasonable care to avoid damage and disrepair to the property, and do not act in such a way as to obstruct the manager in complying with any Management Regulation.

It is an offence to fail to comply with Management Regulations. Telford & Wrekin Council can prosecute or issue a civil penalty of up to £30,000 per offence when landlords or

agents do not comply with the Regulations. If found guilty, on summary conviction the Court can impose an unlimited fine per breach.

Housing Health and Safety Rating System (HHSRS)

Legal requirements

The HHSRS is the legislation giving minimum standards for all homes, regardless of tenure. It is a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings.

The HHSRS system applies to all HMOs in addition to the regulations regarding licensing, standards and management.

The HHSRS identifies 29 hazards, however, the most common are as follows:

Damp and Mould Growth

Houses should be warm, dry and well-ventilated, maintained free from rising, penetrating and persistent condensation and there should be adequate provision for the safe removal of moisture-laden air to prevent damp and mould growth.

Preventive measures and the ideal

There should be within the HMO space for a washing machine with an appropriate power socket adjacent. There should also be clothes drying facilities, preferably both outside and internally. Internal provision can consist of a cabinet with a means of heating at low level. Alternatively, there should be space for the installation of a clothes drier with a connection for the vent outlet and an appropriate power socket adjacent.

Excess cold

Houses should be adequately insulated to prevent excessive heat loss; in particular, roof spaces should be properly insulated and windows and doors draught proofed. The property should have an efficient heating system capable of maintaining temperature.

Entry by intruders

Houses should be capable of being secured to deter against unauthorised entry. Windows and doors should be robust and fitted with adequate security. Externally, the curtilage of the property should be restricted and be properly gated. Sheds or outbuildings should be maintained in good order and made secure.

Lighting

All habitable rooms should have an adequate level of natural lighting. Where practicable, all staircases, landings, passages, kitchens, bathrooms and toilets should be provided, with a window.

All rooms and circulations areas within the property should have provision for electric lighting.

Electrical hazards

The electrical installation should be maintained in a safe condition. There is a legal requirement for the electrical installations in Houses in Multiple Occupation (HMOs) to be inspected every five years. Electrical installations must be inspected by a competent person.

Flames, hot surfaces etc.

Heating and cooking appliances should all be maintained in a safe condition and be suitably located so as not to become unreasonably hazardous. Cooking appliances should be set on an even surface and heating appliances securely fixed with a suitable position within the room.

Falls

Externally, paths and walkways should be even, be properly drained and steps should be maintained in good condition and be free from disrepair. Internally, floors should be even and comprise a non-slip finish and be maintained in a good condition. Stairs should be maintained in good condition and be free from disrepair. Stair coverings should be properly and securely fitted and should not be worn or loose. A securely fixed handrail should be provided the full length of the stairway. Balconies and basement light wells should have securely fixed guarding.

Personal hygiene, sanitation and drainage

Bathroom and kitchen, surface finishes should be capable of being readily cleaned. The external of the property should be free from disrepair and free from access by pests, such as rats and mice.

There should also be suitable provision for the storage of domestic waste inside and adequate receptacles outside the property.

Water supply

An adequate supply of cold potable drinking water should be available from the kitchen sink. All pipework should be adequately protected from frost damage.

Planning

Legal requirement

Under Article 4 of the Town and Country Planning Act HMOs with 3 or more occupiers require planning permission and owners and managers are recommended to contact the Planning Service to clarify the planning status of the property.

Planning permission controls the number of HMOs in a defined area. Further information may be obtained from planning department.

Planning permission may need to be obtained before the property is occupied as an HMO. Planning permission stays with the property. Once obtained, there is no requirement to reapply for planning permission unless the house falls back into C3 (family) use or the permission was not enacted within the timeframe given.

HMO Licensing is to ensure the property meets minimum standards and is not over-crowded and the property is well managed. A licence is granted to a named person for a specific period of time and must be renewed on expiry.

Grant of one does not give tacit consent for the other.

For further information contact Planning Enquiries at

By telephone at **01952 380380**

By e mail at **planning.control@telford.gov.uk**

Online at **<https://www.telford.gov.uk/info/20170/planning>**

Building Control

The Building Act 1984 and associated regulations, require 'building work' to be in accordance with the Building Regulations.

You must check if you need approval before you construct or change buildings in certain ways. The owner of the building will be at fault if approval has not been given and may be served with an enforcement notice for non-compliance.

Generally if you are planning to carry out 'building work' as defined in regulation 3 of the building regulations, then it must comply with the building regulations.

For further information contact Telford & Wrekin Council Building Control:

By email **building.control@telford.gov.uk**

By telephone: **01952 384555**

Online at **https://www.telford.gov.uk/info/20171/building_control**

Recycling and Waste Management

Legal requirement

The Management of Houses in Multiple Occupation (England) Regulations 2006 require landlords to provide adequate bins for the storage of refuse, having regard to the disposal services provided by the Local Authority. These Regulations also require landlords to make arrangements for the disposal and storage of waste, as necessary, to comply with the service provided by the local authority.

The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006 SI 373 require 'appropriate refuse disposal facilities' for HMOs.

The Licensing of Houses in Multiple Occupation (Mandatory Conditions of Licences) (England) Regulations 2018 require licences under Part 2 must include conditions requiring the licence holder to comply with any scheme which is provided by the local housing authority to the licence holder and which relates to the storage and disposal of household waste at the HMO pending collection.

For further information contact waste and recycling at:-

Online at: **https://www.telford.gov.uk/info/1003/bins_and_recycling**

Email: **recyclefortelford@telford.gov.uk**

Telephone: **01952 384384**

Applying for a HMO Licence

To make a valid HMO licence application you must:

1. Fully complete the application form
2. Sign and return the declaration
3. Pay the licence fee
4. Submit the application form and all required documentation

Documents should be submitted in PDF format and photographs placed in a word document and then sent as PDF document.

Once an application is valid, we will process the application, which may, at the Council's discretion require an inspection of the HMO and then forward a copy of a notice of intention to issue an HMO licence to the proposed licence holder and all interested parties including any other owners of the property, proposed manager and any mortgagee or leaseholder as relevant

There is a two-week consultation period before the final licence or 'Decision Notice' is issued. If you disagree with any conditions on the licence you can make representation against the condition.

Any representations received will be reviewed and we may amend the licence as requested or reject the representation.

The actual licence is then issued. You have the right of appeal to the First Tier Tribunal (formerly

Residential Property Tribunal) against conditions on the licence. This must be done within 28 days of the date of issues of the Licence.

An initial HMO licence is normally valid for a period of five years from when it is considered duly made or when it becomes operative if the application is made in advance of the property being first used as a HMO. It should be noted, once issued the licence is not transferable.

You must renew your licence before the current licence expires. A valid renewal requires timely submission of the renewal application form, usually at least 28 days prior to the expiry date of the previous licence, signed declaration and fee payment. A renewal licence is usually valid for five years from the expiry date of the old licence.

Renewals received after licence expiry will be rejected and you will be required to submit a full new application and pay a higher fee.

Other information on the HMO Licensing process, standards and which houses require a licence can be found on the Telford & Wrekin Council website: <https://www.telford.gov.uk/site/>

Article 4 Planning Direction and Additional Licensing Draft Impact Assessment

Overview

Article 4 Planning Direction and Additional licensing are tools to help regulate the provision of houses of multiple occupancy (HMO), their proliferation and quality, within an area. In this case the proposal is for these provisions to cover the Borough of Telford and Wrekin.

Article 4 Planning Direction

This planning direction can restrict or remove the permitted development rights within a specific area.

In this case the proposal is to remove permitted development rights for smaller HMOs (fewer than 6 people) to address the concentration of HMOs that are having a detrimental effect on areas of the borough.

It will allow the local planning authority to assess applications based on local planning policies, including local parking arrangements and the HMO density, within a specified area.

Planning permission for all new HMOs will be required regardless of size. Importantly the application of this direction would not affect existing HMOs, only those that would be established after the relevant implementation period.

As this provision is made under the Town and Country Planning (General Permitted Development) (England) Order 2015 a consultation will be conducted under the framework of the existing Telford & Wrekin Statement of Community involvement - www.telford.gov.uk/sci

Additional Licensing

This regulation allows for the implementation of a licensing regime that affects HMOs that are not covered by the mandatory licensing scheme (fewer than 5 occupants).

If implemented it applies retrospectively and is used to address a range of issues including quality of accommodation, antisocial behaviour, safety and to increase landlord accountability.

The licensing regime will implement conditions that landlords must comply with for the property to be let.

A consultation will be run to gather the views of stakeholders including the likely impact on them.

These proposals are different and whilst having some shared stakeholders who may share protected characteristics for clarity 2 matrices will be populated to demonstrate considerations of the impact of the proposals in relation to the Equality Act 2010.

Impact Assessment – Article 4 Planning Direction

Consider how people who share protected characteristics are affected by these proposed changes in relation to the General Equality Duty;

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

Protected Characteristic	Impact (X limited, XX High impact)				Who is affected?	How are they affected?	Comment
	Positive	Negative	Neutral	No data			
Age	X	X	-	-	Young people under the age of 35 have proportionately higher representation in HMOs	Positive - improvement of HMO quality in future with suitable amenity space, parking, etc. Negative - potential temporary reduction of available properties post implementation whilst the regime comes into effect.	HMOs include student accommodation and for people under the age of 35 who where they are accessing benefits restricted through Local Housing Allowance (LHA) rules to the Single Room Rates
Disability	-	-	-	X	-	-	No data to indicate that disabled people are disproportionately represented in HMOs.
Gender	X	X	-	-	Men have a proportionately higher representation in HMOs	Positive - improvement of HMO quality in future with suitable amenity space, parking, etc.	Not applicable

						Negative - potential temporary reduction of available properties post implementation whilst the regime is brought into operation.	
Marriage or civil partnership	-	-	-	-	-	-	Not applicable.
Pregnancy or maternity	-	-	-	-	-	-	Not applicable.
Race, nationality and ethnic origin	X	X	-	-	Transitional temporary workers who are more likely to have a range of different nationalities and ethnicities have a proportionately higher representation in HMOs	Positive - improvement of HMO quality in future with suitable amenity space, parking, etc. Negative - potential temporary reduction of available properties post implementation whilst the regime is brought into operation.	We have limited data on HMO occupants, but some evidence indicates that HMOs in some areas are occupied by overseas nationals including from the EU and South Asia.
Religion or belief	-	-	-	X	-	-	No data to indicate that people who share different religion or beliefs are disproportionately represented in HMOs.
Sexual orientation	-	-	-	-	-	-	Not applicable.
Transgender status	-	-	-	-	-	-	Not applicable.
Care experience	X	X	-	-	Those leaving care may not have the supporting framework	Positive - improvement of HMO quality in future with	Not applicable

					to stay in a household after the age of 18 so may transition into single room accommodation including HMOs.	suitable amenity space, parking, etc. Negative - potential temporary reduction of available properties post implementation whilst the regime comes into operation	
Armed Forces	X	X	-		Ex-armed forces personnel have slightly higher representation in homelessness presentations nationally.	Positive - improvement of HMO quality in future with suitable amenity space, parking, etc. Negative - potential temporary reduction of available properties post implementation whilst the regime is brought into effect.	HMOs are often the first step in supporting the homeless veterans into to secure sustainable accommodation.
Deprivation	X	X	-	-	People on low income particularly individuals in receipt of means tested benefits.	Positive - improvement of HMO quality in future with suitable amenity space, parking, etc. Negative - potential temporary reduction of available properties post implementation whilst the regime is brought into operation.	LHA designed to pay for housing needs of people on means tested benefits is set by government at 40% of market rent meaning that HMOs are the only affordable accommodation for some people.

Impact Assessment – Additional Licensing

Consider how people who share protected characteristics are affected by these proposed changes in relation to the General Equality Duty;

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

Protected Characteristic	Impact (X limited, XX High impact)				Who is affected?	How are they affected?	Comment
	Positive	Negative	Neutral	No data			
Age	XX	X	-	-	Young people under the age of 35 have proportionately higher representation in HMOs	High Positive - improvement of HMO quality, safety and management. Less likely to experience exploitation by unscrupulous landlords/managing agents who will be more easily removed from the market. Negative - potential temporary reduction of available properties during implementation whilst the regime comes into operation.	The retrospective application of the licensing scheme will have a transformative improvement on the rental landscape of Telford and Wrekin benefiting younger people, men, veterans, care experienced individuals, people from different nationalities and ethnicities and people on lower incomes. The potential disruption to the rental market will be time limited whilst undergoing adjustment.

Disability	-	-	-	X	-	-	Not applicable.
Gender	XX	X	-	-	Men have a proportionately higher representation in HMOs	High Positive - improvement of HMO quality, safety and management. Less likely to experience exploitation by unscrupulous landlords/managing agents who will be more easily removed from the market. Negative - potential temporary reduction of available properties during implementation whilst the regime comes into operation.	The retrospective application of the licensing scheme will have a transformative improvement on the rental landscape of Telford and Wrekin benefiting younger people, men, veterans, care experienced individuals, people from different nationalities and ethnicities and people on lower incomes. The potential disruption to the rental market will be time limited whilst undergoing adjustment.
Marriage or civil partnership	-	-	-	-	-	-	Not applicable.
Pregnancy or maternity	-	-	-	-	-	-	Not applicable.
Race, nationality and ethnic origin	XX	X	-	-	Transitional temporary workers who are more likely to have a range of different nationalities and ethnicities have a	High Positive - improvement of HMO quality, safety and management. Less likely to experience exploitation	The retrospective application of the licensing scheme will have a transformative

					proportionately higher representation in HMOs	by unscrupulous landlords/managing agents who will be more easily removed from the market. Negative - potential temporary reduction of available properties during implementation whilst the regime comes into operation	improvement on the rental landscape of Telford and Wrekin benefiting younger people, men, veterans, care experienced individuals, people from different nationalities and ethnicities and people on lower incomes. The potential disruption to the rental market will be time limited whilst undergoing adjustment.
Religion or belief	-	-	-	-	-	-	In some cases, HMOs occupied by members of religious communities are exempted from licencing.
Sexual orientation	-	-	-	-	-	-	Not applicable.
Transgender status	-	-	-	-	-	-	Not applicable.
Care experience	XX	X	-	-	Those leaving care may not have the supporting framework to stay in a household after the age of	High Positive - improvement of HMO quality, safety and management. Less likely	The retrospective application of the licensing scheme will have a

					18 so may transition into single room accommodation including HMOs.	to experience exploitation by unscrupulous landlords/managing agents who will be more easily removed from the market. Negative - potential temporary reduction of available properties during implementation whilst the regime comes into operation	transformative improvement on the rental landscape of Telford and Wrekin benefiting younger people, men, veterans, care experienced individuals, people from different nationalities and ethnicities and people on lower incomes. The potential disruption to the rental market will be time limited whilst undergoing adjustment.
Armed Forces	XX	X	-	-	Ex-armed forces personnel have slightly higher representation in homelessness presentations nationally.		
Deprivation	XX	X	-	-	People on low income particularly individuals in receipt of means tested benefits.		

Evidence and data

The Background & Evidence Base Article 4 & Additional Licensing Houses in Multiple Occupation (HMO) document lays out the evidence base for the implementation of these schemes.

The data we have is high level based on demographic information sources such as the Census 2021 and estimates derived from these sources modified by service data that has been collected by ourselves and partners, such as West Mercia Police.

Consultation and engagement will take place on both schemes with stakeholders from across the borough including but not limited to;

- Landlords – both HMO and non-HMO
- Private tenants
- Social housing tenants
- Lettings agents
- Owner-occupiers
- Local housing organisations and partners
- Community groups
- Employers that may have temporary/transitional employees and employees recruited from overseas
- Town and parish councils
- Staff, including housing and planning
- Harper Adams University including Student Unions.
- General public

This process will follow two streams reflecting the nature of the legislation that permits their implementation.

Article 4 Planning directive will in line with the Telford & Wrekin Statement of Community Involvement (SCI)

Additional Licensing will be a differentiated consultation using digital, paper and physical engagement techniques distributed across the borough to enable access and the opportunity for full and meaningful engagement with all stakeholders.

Both activities will be supported by a joint communication plan and a consultation as they will run concurrently and seek to address similar core issues.

Mitigation

Mitigation to lessen or remove negative impacts will be developed at the end of the consultation period to address any specific concerns raised during its delivery.

To enable full engagement, we will use our communication support tools, for example translation and interpretation, to make sure that all relevant stakeholders are able to engage effectively.

Review

Regular project management meetings will review the progress and effectiveness of the consultation and engagement.

The proposals and impact assessment will be reviewed at the end of the consultation and engagement. The updated version will be included in decision-making documents.

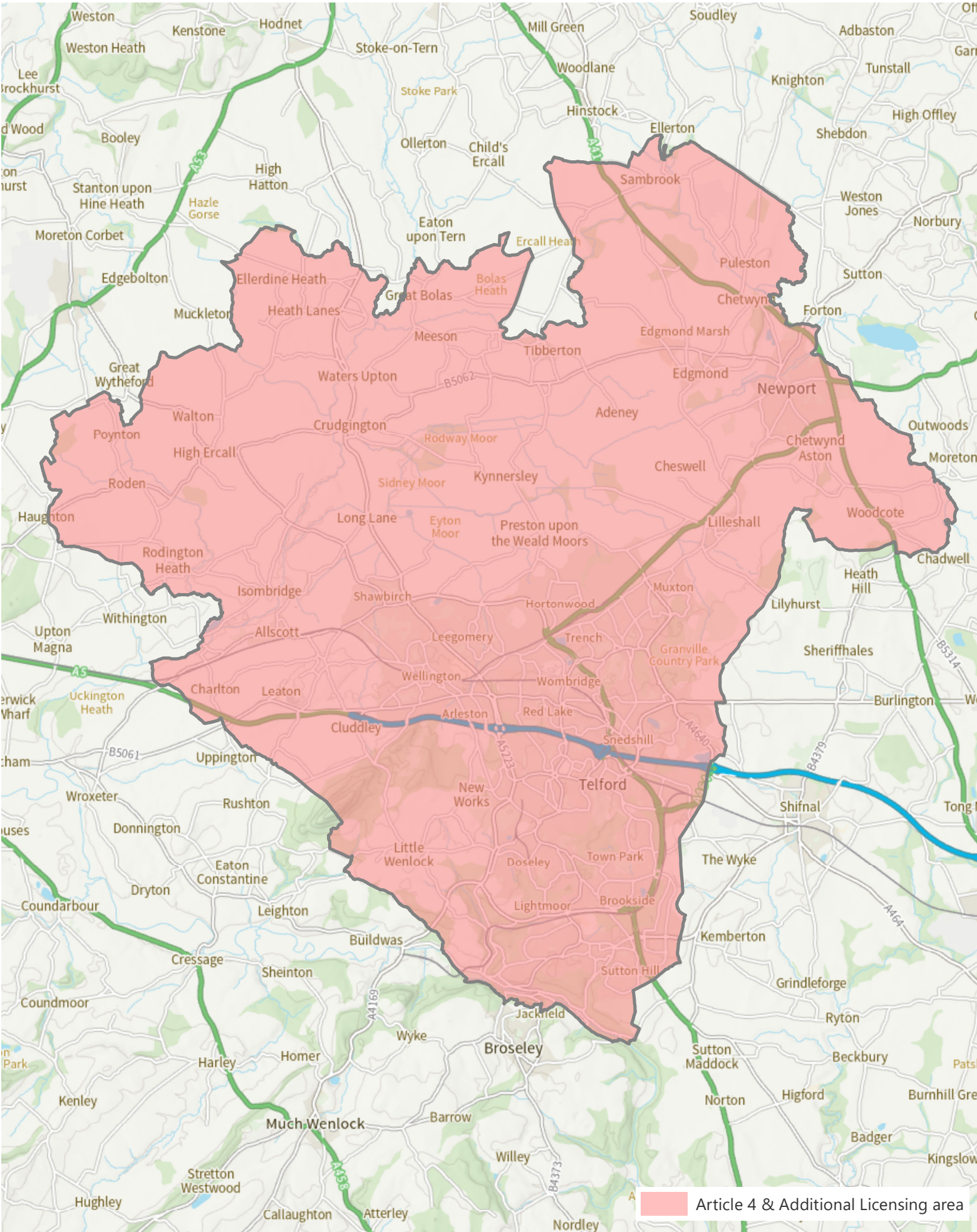
This Impact assessment was completed by

Name and post	Ravi Phull – Service Delivery Manager Richard Taylor-Murison – Consultation and Equality Officer
E-mail	Ravi.phull@telford.gov.uk Richard.taylor-Murison@telford.gov.uk

The impact assessment was agreed by

Name and post	Katherine Kynaston Director – Housing, Commercial & Customer Services
E-mail	Katherine.kynaston@telford.gov.uk
Date of agreement	4 th November 2025

Extent of area for Article 4 Direction and Additional Licensing proposals



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Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Borough of Telford and Wrekin

Cabinet

Thursday 4 December 2025

Councillors' Pride Fund 2024/25: Helping to Protect, Care and Invest to Create a Better Borough

Cabinet Member:	Cllr Paul Davis - Cabinet Member: Communities & Civic Pride
Lead Director:	Katherine Kynaston - Director: Housing, Commercial & Customer Services
Service Area:	Communities, Customer & Commercial Services
Report Author:	Fran Bache – Community Funding Officer (Community Services)
Officer Contact Details:	Tel: 01952 385103 Email: fran.bache@telford.gov.uk
Wards Affected:	All Wards
Key Decision:	Not Key Decision
Forward Plan:	Not Applicable
Report considered by:	SMT - 11 November 2025 Business Briefing - 20 November 2025 Cabinet - 4 December 2025

1.0 Recommendations for decision/noting:

It is recommended that Cabinet:

- 1.1 Welcomes the continued impact of the Councillors' Pride Fund which has allocated over £2.2m over the last 13 years allowing Councillors to deliver the Council's five priorities in their ward to protect, care and invest in order to create a better borough.

Councillors' Pride Fund 2024/25: Helping to Protect, Care and Invest to Create a Better Borough

- 1.2 Recognises the importance of this funding in enabling a bespoke response to need in individual communities and in supporting community organisations to thrive and offer valued services to residents.
- 1.3 Notes the additional funding that applications to this scheme have secured through match funding of projects to the value of £145,221 in 2024/25 and in excess of £900,000 in the last six years.
- 1.4 Notes the final deadline for applications in the year 2025-26 is 1 February 2026.

2.0 Purpose of Report

- 2.1 To update Cabinet on the impact of the Councillors' Pride Fund allocated during the financial year 2024/25.

3.0 Background

- 3.1 The Councillors' Pride Fund was established in 2015 following on from the "Ward Cooperative Fund" and previously the "Your Money Your Projects Scheme" (2011). Until 2020 the annual allocation per ward Councillor stood at £2,000.
- 3.2 The Fund enables Councillors to deliver the [Council's five priorities](#) in their ward to protect, care and invest in order to create a better borough.
- 3.3 The Fund enables a relatively small amount of money to make a big difference at a local level. This includes support for small community groups that would find accessing other grant funding difficult but who are able to make a significant, positive impact on the lives of individuals and communities they support.
- 3.4 In 2024/25 each Councillor had a total of **£5,000** to allocate to projects in their ward.

4.0 Summary of main proposals

4.1 Councillors' Pride Fund 2024/25

- 4.2 The 2024/25 fund opened in late April 2024 and ran until 1 February 2025. During this time, a total of 355 applications were received and awarded, many of these applications were supported by multiple Councillors with colleagues opting to join forces to enable their funding to go further.
- 4.3 In 2024/25 Councillors allocated £270,000 taking the total grant funding allocated since 2011 to **£2,268,000**.
- 4.4 Councillors and applicants are encouraged to seek match funding for their grants to ensure the funding can go further. In 2024/25 total match funding of £145,221 was achieved, meaning that for every £1 allocated from the Councillors' Pride Fund, an additional 53p of match funding was secured. Sources of match funding

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included for example, Town and Parish Councils, other grant funders and the applicants own financial contribution to a project.

4.5 In the last six years the Councillors' Pride Fund has attracted over £946,000 in match funding meaning that in excess of £2,512,889 has been allocated to schemes across the Borough through the Councillors' Pride Fund and match funding since April 2019.

4.6 This report highlights how Councillors have used the funding to support the Council's priorities in 2024/25.

4.7 **Every child, young person and adult lives well in their community**

4.7.1 During 2024/25 the largest proportion of applications (47%) supported the priority 'Every child, young person and adult lives well in their community'. Funding gave individuals the opportunity to thrive and engage in their community with the initiatives funded highlighting the impact of small-scale, locally led projects in enhancing lives and strengthening communities. Projects included:

4.7.2 A variety of outings that gave families and residents the chance to enjoy enriching experiences that promoted connection, wellbeing, and inclusion, such as;

- A family coach trip to Southport supported by The Nedge (£730), whilst in Woodside, Madeley, and Sutton Hill, £2,420 funded a trip to Llandudno for 150 residents, offering a rare opportunity for families to relax, bond, and build community spirit.
- In Lawley, two grants totalling £1,500 enabled trips to Stratford-upon-Avon and New Brighton, providing cultural and recreational experiences that reduced isolation and encouraged social interaction.
- A collaborative effort across Horsehay & Lightmoor, Dawley & Aqueduct, and Malinslee & Dawley Bank supported a Youth Club trip to Alton Towers with £2,500 in funding. The day promoted confidence and built peer relationships between members of the youth club.

4.7.3 Young people have also been supported to lead well connected and healthy lifestyles through such projects as:

- An anti-vaping workshop attended by 800 students from Years 6 and 7 from 12 primary and secondary schools. Supported by Councillors in The Nedge, Malinslee & Dawley Bank, Dawley & Aqueduct, Brookside and Horsehay & Lightmoor the workshop aimed to equip young people with the confidence and skills to resist peer pressure and social trends through assertiveness. Delivered through innovative games and interactive theatre, the sessions explored key themes including the health risks of vaping, the influence of advertising, and the impact of peer pressure. This engaging format encouraged active

participation and reflection, helping students to better understand the consequences of vaping and empowering them to make informed choices.

- In The Nedge and Brookside a £2,126 grant saw the delivery of graffiti art workshops at youth clubs in Stirchley and Brookside, supporting local young people to develop creative ideas which were translated into a vibrant mural at The Sambrook Centre. The project empowered participants, boosting their confidence, skills, and community pride.
- In Ercall Magna, the Wrekin Forest School received a £250 grant towards replacing the existing tarpaulin changing room used for those with SEND to create a solid sided space for a full-sized changing bed plus the creation a wheelchair height woodwork table.
- In Woodside, a £500 grant saw the delivery of an Autism Cooking Group run by Challenging Perceptions.
- Also, in Hadley & Leegomery Wellington Boxing Academy received a grant (£1,500) to train new volunteers to expand the boxing club as well as to train a female coach to engage young girls in boxing.
- A number of Youth Clubs have been supported, including the start-up of a new club at the Bungalow opposite Lantern Academy serving Ketley Bank. Councillors from Oakengates & Ketley Bank supported the project with a £900 grant.
- A multitude of uniformed groups such as Brownies, Guides, Cubs, Scouts, Boys Brigades and more plus local sporting clubs across the Borough were supported with grants to contribute towards running costs, new equipment, kit, activities and trips.
- A number of wards supported the "Hotshots Annual Celebration" event to celebrate the achievements of children in care and care leavers - Wrockwardine Wood & Trench, Oakengates & Ketley Bank and Donnington.
- In Horsehay & Lightmoor a £500 grant to Lightmoor Parent Teacher Association will see the creation of a diversity library at Lightmoor Primary School, creating a welcoming space to champion diversity.
- In Lawley and Overdale & The Rock £1,250 was granted to create an extension to the Nurture Room at Meadows Primary School and Nursery by creating a Sensory Den, a calm space devoted to relaxing and developing the senses of children attending the school.

- Councillors across multiple wards, including Lawley, Oakengates & Ketley Bank, Hadley & Leegomery, Shawburch & Dothill and Apley Castle supported Home-Start Telford & Wrekin's 'Because Childhood Can't Wait' campaign. The campaign raised funds to support additional families that are not covered by their existing funded projects. Home-Start received £4,350 to continue supporting families through challenging times by offering bespoke emotional and practical assistance.

4.7.4 Projects supporting adults also generated support, promoting social opportunities, the chance to share with others with lived experience and more, including:

- Warm Spaces were supported at St Peters Church in Priorslee (£250), whilst Community Cuppa in Church Aston (£900) were able to provide a further 20 weeks of delivery. In Dawley & Aqueduct £400 supported the setup of a new Community Café at Dawley Social Club offering a warm and welcoming space for people to get together and reduce social isolation. The Sip & Social Club in Donnington received £370 enabling them to cover room hire for seven months.
- Veterans and the Forces were supported with a Veteran's Cooking Café in Wellington, a weekly Military, Football and tea & chat session, a Veterans Arts Class in Donnington plus support for the Donnington Army Welfare Service Youth Group.
- In Woodside, a £600 grant supported the running costs of boot camp sessions run by Park Lane Centre as well as training staff members in providing specific exercise advice to attendees.
- In Donnington, a grant of £600 supported Telford and Wrekin Hard of Hearing Group to purchase speakers and contribute towards the groups running costs.
- In Ercall, the Telford Gateway Club received a £2,500 grant to provide trips for their members, including West Midlands Safari Park and Liverpool.
- In Arleston & College a pensioner's event with afternoon tea and music at Arleston Community Centre was held in the lead up to Christmas 2024, supported by a £1,000 grant.
- In Hadley & Leegomery the Kushdil ladies group benefitted from a £825 grant to purchase a sewing machine, materials, and thread to deliver sewing classes as well as purchasing a selection of equipment for low level physical activities.
- In Admaston & Bratton (£1,000) and Shawburch & Dothill (£500) the SASA Wellbeing Hub received grants enabling the continuation of the Chatterbox Café,

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funding running costs and training of volunteers. The Café is a space to meet others and is an important part of SASA's aim to empower the local community to manage and improve their own health and wellbeing.

- In Arleston & College Read Easy Telford and Shropshire East were supported to cover the costs of setting up a reading pair through the Turning Pages scheme with a £300 grant. The scheme offers free, confidential one-to-one reading coaching to adults who want to learn to read.

4.7.5 Projects supporting multigeneration activities also received support, including;

- In Woodside families were supported to learn how to cook and make healthy meal choices through a £1,000 grant supporting cooking sessions.
- In Arleston & College an £800 grant has meant the provision of a weekly sports provision at Telford College on Sunday afternoons for the local community.
- In Haygate & Park grant funding was used to support summer art workshops for both children and adults, and to cover the cost of a visiting artist sharing their skills with the group at one of the regular classes.



Ice cream and a river view in Stratford upon Avon and before and after at The Sambrook Centre



4.8 Everyone benefits from a thriving economy

- ### 4.8.1
- Councillors opted to support the local economy and showcase local areas through the provision of events which encourage residents to take part and make the most of the opportunities around them. Councillors also supported the preservation of the Borough's heritage.

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4.8.2 Events included:

- A £700 grant to support the success of a much loved local event - The Ironbridge Gorge Brass Band Festival - through funding infrastructure items such as marquees and staging.
- A £1,250 grant supported the Lawley Summer Fest and £500 supported the Malinslee Big Picnic, with both grants providing entertainment for visitors to the events.
- In Priorslee £2,760 was granted to hold an outdoor cinema event, local residents enjoyed a viewing of Top Gun Maverick.
- A £1,600 grant provided entertainment at the Autumn Acoustic High Street event in Wellington.
- And a £500 grant encouraged visitors to Donnington Christmas Market by enabling the provision of a nativity themed mobile farm allowing members of the public to interact with animals.



Posters for the Ironbridge Gorge Brass Band Festival and Lawley Summer Fest, plus residents enjoying the outdoor cinema in Priorslee

4.8.3 Local heritage sites were supported, in turn supporting the local visitor economy, such as;

- A £1,000 grant in Ercall Magna to the Shrewsbury & Newport Canals Trust which contributed towards the restoration of Wappenshall Wharf, specifically by providing the materials for the roof of the reconstructed Stable Block.

- In Lawley a £600 grant supported the running of a steam engine for a Telford Steam Railway open day, Lawley residents were given free access to the site, and the day marked the re-opening of Lawley Station.
- A £2,500 grant in Wrockwardine Wood & Trench was allocated to restore and return the Teagues Bridge to Parrots Peak Park, Wrockwardine Wood from Blists Hill Museum plus an interpretation board on the history of the bridge.
- In Newport North, a £2,000 grant supported the Newport & District History Society's Museum and Archives Project which will see the archives transferred to a new site and a museum set up on the ground floor.

4.8.4 Other projects supporting the local economy included;

- A £648 grant in Newport West to supply Newport with a DISC system to allow better reporting of crime which should lead to a reduction in crime, meaning a safer town centre and improved local economy.
- And in Newport South a new project was launched at the Hub Youth Café offering a placement and training programme for young people (£2,104), giving local youngsters work experience and formal vocational qualifications.

4.9 **All neighbourhoods are a great place to live**

4.9.1 During 2024/25, Councillors recognised the importance of place with 35% of applications investing funds to ensure neighbourhoods have great facilities. Improvement works were varied with examples including:

4.9.2 Improvements to children's play parks;

- A £650 investment in Cherry Tree Hill (Ironbridge Gorge) saw the installation of balancing mushrooms and safety surfacing ensuring easier and safer access to equipment.
- A £456 grant replaced the gate at the play area at Waterloo Road/Rock Road in Overdale with an accessible gate improving access to the site.
- In Muxton a new community bench was installed next to Saltwells Play Area (£843) and a £1,000 grant contributed towards the installation of a new natural play area at Granville Local Nature Reserve.
- In Newport East £2,205 will see improvement works carried out at the play area at Daniels Cross Park.



Improvements to Cherry Tree Hill Play Area

4.9.3 Local areas were also brightened up with a number of projects including;

- Bluebell planting in two parks in Newport West (£1,000).
- A £750 grant for the creation of a new Community Garden off Summer House Drive in Hadley & Leegomery.
- In Newport North and Newport West, 12 potted trees were placed along the High Street with a £2,000 grant.
- In St Georges, a £2,750 grant was used to install a bespoke bench for the Women's Institute site, replenish the flower beds and contribute towards the cost of planting at the mining industrial memorial site.
- In The Nedge a bus shelter at Dunsheath in Hollinswood was much improved by a local artist.
- And in Ketley £200 was granted to purchase spring flowers, bulbs, and foliage for the front of Ketley Community Centre.



Development of a new Community Garden in Hadley & Leegomery

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Bus shelter artwork in The Nedge



Refreshed planters at Ketley Community Centre

4.9.4 Voluntary groups supporting the Boroughs green spaces were also supported by the fund, including;

- In Apley Castle the Friends of Apley Woods received a £1,900 grant to assist with conservation work, supporting ongoing running costs and tool servicing/repairs plus new equipment, vital to support their ongoing commitment in maintaining the area.
- In The Nedge Friends of Holmer Lake and Madebrook received a £540 grant to purchase a storage container to store tools and project resources enabling volunteers to access shared equipment in a more efficient way.
- And Friends of Hollinswood & Randlay Valley received a £1,000 grant to create a sign-posted walk through Randlay Valley in memory of Councillor Chris Turley.

4.9.5 Enhancements to local communities were also seen through such projects as:

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- The installation of two new Community Libraries, in Overdale and Old Park, in the ward of Overdale & The Rock with a £175 grant.
- Six community buildings received funding support for maintenance and upgrades, with Eyton, Ellerdine and Kynnersley Village Halls in Ercall Magna and Coalport Village Hall in Ironbridge Gorge and Admaston House in Admaston & Bratton all benefitted from this funding. Meanwhile, in Brookside, Brookside Community Centre received funding for new furniture for the Community Cafe and to implement changes throughout the centre to improve facilities.



New Community Libraries in Overdale & The Rock

4.10 Our natural environment is protected, and the Council is taking a leading role in tackling the climate emergency

4.10.1 Maintaining the Borough's natural environment remained a focus for Councillors this year with projects such as;

4.10.2 The introduction of a bug hotel by the children's play area in Hartshill Park. Supported by Councillors in Oakengates & Ketley Bank (£240) the project will provide shelter for beneficial insects like bees, ladybirds, and beetles, supporting biodiversity, pollination, and natural pest control while offering young people a hands-on way to learn about nature and environmental stewardship.

4.10.3 In Haygate & Park a £960 grant saw 12 fruit trees planted to develop a new Community Orchard on the open green space in Fowler Close. The orchard enhances the green space, supports biodiversity, and offers residents access to fresh produce while encouraging outdoor activity and community connection.

4.10.4 A £1,000 grant in Newport North enabled Sustainable Newport to deliver interactive climate training events to the local community. Raising awareness, building practical knowledge, and empowering residents to take meaningful action toward sustainability and climate resilience.

4.10.5 At Kynnersley Village Hall in Ercall Magna grant funding has enabled the replacement of internal and external lighting with an LED alternative.

4.10.6 In Newport West a £300 grant was used to purchase junior litter picking equipment for local nurseries to borrow to encourage young children to learn the value of litter picking and keeping the town tidy. Whilst in Lawley £499 was granted to Lawley Village Academy for litter picking kits, gardening kits and a carbon dioxide monitor to help students understand the impact they have on the environment.

4.11 **A community-focussed, innovative Council providing efficient, effective and quality services.**

4.11.1 Supporting **road safety projects** has been a theme this year with projects including:

- A £750 grant in Ketley contributing towards the Meadows School road safety action plan, providing large moveable signs, a permanent large sign, and the creation of signs designed by pupils to go on lampposts outside the school.
- In Horsehay & Lightmoor a £400 grant saw the introduction of eight 'Deer Warning' signs to be installed in the area of Doseley Park and the Horsehay by-pass.
- Speed Indicator Devices were supported in Edgmond (£1,250) for the Parish of Tibberton & Cherrington and Overdale & The Rock (£510) to be installed on Oak Road.
- In Church Aston & Lilleshall £2,000 contributed towards the design and implementation of a road safety scheme for Longford Road including road signage and markings. In Newport North, a £1,000 grant saw the installation of a central island on Chetwynd Road at the junction of Edgmond Road, to improve the uncontrolled crossing point, providing a refuge for pedestrians to wait in the middle of the road for gaps in traffic.

4.11.2 Projects to **improve Public Safety** were also promoted, including:

- The introduction of two safety bollards leading from Calverhall onto open public space in The Nedge (£470) preventing non-authorised motorised vehicles from accessing the site and therefore improving the safety of those accessing the open space.
- Lighting improvements, including solar powered lighting in Wrockwardine village (£1,450) and improvements to the lighting on Station Fields/Ashfields by Oakengates Railway Station (£3,860).
- The installation of several defibrillators was also supported, including; in Donnington outside Donnington Wood Bowling Club, in Priorslee outside

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Redhill Academy, in Ercall Magna for the village of Walton and in Ironbridge Gorge for the Sunnyside estate in Coalbrookdale. Plus in Haygate & Park a grant of £450 will support an ongoing initiative to train at least 50 residents of Wellington in CPR.

- New grit bins were installed in Arleston & College, Dawley & Aqueduct, Oakengates & Ketley Bank and Madeley & Sutton Hill, ensuring residents have easy access to rock salt to ensure safety during the winter months.

4.11.3 Community Noticeboards were supported in the wards of Shawburch & Dothill, Edgmond and in Wrockwardine for the Parish of Rodington, ensuring local residents have access to information on news and activities in their area.



New noticeboards in Shawburch and Dothill and a new 24/7 access defibrillator in Priorslee

4.12 Next Steps

4.12.1 The Councillors' Pride Fund continues for 2025-26, with each Councillor having a further £5,000 to allocate in their ward. The final deadline for proposals is 1 February 2026.

5 Alternative Options

5.1 The Councillors' Pride Fund is in its tenth year, with its predecessors going back to 2011. As a Co-operative Council, communities are at the heart of everything the Council does. The Councillors' Pride Fund is firmly rooted in the programme of support offered to establish strong, safe, healthy and vibrant communities.

6 Key Risks

6.1 The Councillors' Pride Fund operates under a grant application process with successful applicants subject to agreement to grant terms and conditions before the payment of any grant, processes are in place to mitigate the risks associated with grant giving.

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- 6.2 Spot monitoring of the Councillors' Pride Fund takes place with projects picked at random to ensure monies are spent as agreed. Monitoring is proportionate to the level of funding received.

7.0 Council Priorities

- 7.1 All applications to the Councillors' Pride Fund must address one or more of the Council Priorities, these are:
- Every child, young person and adult lives well in their community
 - Everyone benefits from a thriving economy
 - All neighbourhoods are a great place to live
 - Our natural environment is protected, and the Council is taking a leading role in tackling the climate emergency
 - A community-focussed, innovative Council providing efficient, effective and quality services.

8.0 Financial Implications

- 8.1 The 2024/25 budget allocation for the Councillors' Pride Fund was £270k which provides funding of £5k per Ward Councillor. All of this budget is funded from one offs (On Your Side Investment Programme).
- 8.2 The Finance Team work with the Community Funding Officer throughout the year to ensure that the funding is allocated to Wards.

9.0 Legal and HR Implications

- 9.1 The general power of competence under section 1 of the Localism Act 2011 allows local authorities to do anything which individuals generally may do which includes making funding available for projects such as those identified in this report, provided that such funding is part of the budget and policy framework.
- 9.2 In reaching decisions about the allocation of funding, it is necessary to ensure that such decisions are made in a fair, reasonable and transparent manner and take account of the public sector equality duty. The budget is subject to consultation on an annual basis as well as being considered by the Council's scrutiny committee and, therefore, the appropriate processes have been followed.
- 9.3 Ongoing legal advice will be provided in respect of this scheme and individual projects, as required.
- 9.4 This report does not raise any specific implications for HR.

10.0 Ward Implications

- 10.1 This report has a positive borough wide impact, all wards within the borough are allocated funding based on the number of ward Councillors in that area.

11.0 Health, Social and Economic Implications

- 11.1 The Councillors' Pride Fund continues to have a positive impact on the health, social and economic wellbeing of residents. The scheme distributes funding to a range of projects which positively impact at least one of these areas of a resident's life from enabling residents to engage in social and wellbeing activities, accessing physical activity, our local green spaces or contributing to their communities and promoting the borough. Many projects funded by the scheme impact on all three areas with applications that support the social wellbeing of residents also likely to support their health due to the positive impact social interaction is known to have on health.

12.0 Equality and Diversity Implications

- 12.1 As a local authority serving a mixed rural and urban geographical area with an increasingly diverse population illustrated by the 2021 Census, we recognise the importance of equity of service and fostering inclusion, as well as celebrating and promoting diversity.
- 12.2 The Councillors' Pride Fund supports Councillors to engage with their entire community and understand their specific needs when developing proposals and ensures they meet the aims of the Public Sector Equality Duty, s149, Equality Act 2010, including to;
- eliminate unlawful discrimination,
 - advance equality of opportunity, and
 - foster good relations.

13.0 Climate Change, Biodiversity and Environmental Implications

- 13.1 As this report demonstrates the Councillors' Pride Fund is one of many ways in which the Council is helping to support the wider Climate Change Borough Partnership to meet its aspirations on this agenda.

14.0 Background Papers

- 1 Cabinet Paper, 5 December 2024: [Councillors' Pride Fund 2023-24: Helping to Protect, Care and Invest to Create a Better Borough](#)
- 2 Cabinet Paper, 4 January 2024: [Councillors' Pride Fund 2022-23: Helping to Protect, Care and Invest to Create a Better Borough](#)
- 3 Cabinet Paper, 13 October 2022: [Councillors' Pride Fund 2021-22: Helping to Protect, Care and Invest to Create a Better Borough](#)
- 4 Cabinet Paper, 23 September 2021: [Councillors' Pride Fund - Helping to Protect, Care and Invest in our Communities.](#)
- 5 Business Briefing, 27 February 2020: Councillors' Pride Fund Update (due at Cabinet 19 March 2020, postponed due to the pandemic)

15.0 Appendices

Not applicable

16.0 Report Sign Off

Signed off by	Date sent	Date signed off	Initials
Finance	30/10/2025	05/11/2025	AEM
Legal	30/10/2025	05/11/2025	RP
Director	30/10/2025	31/10/2025	KK