

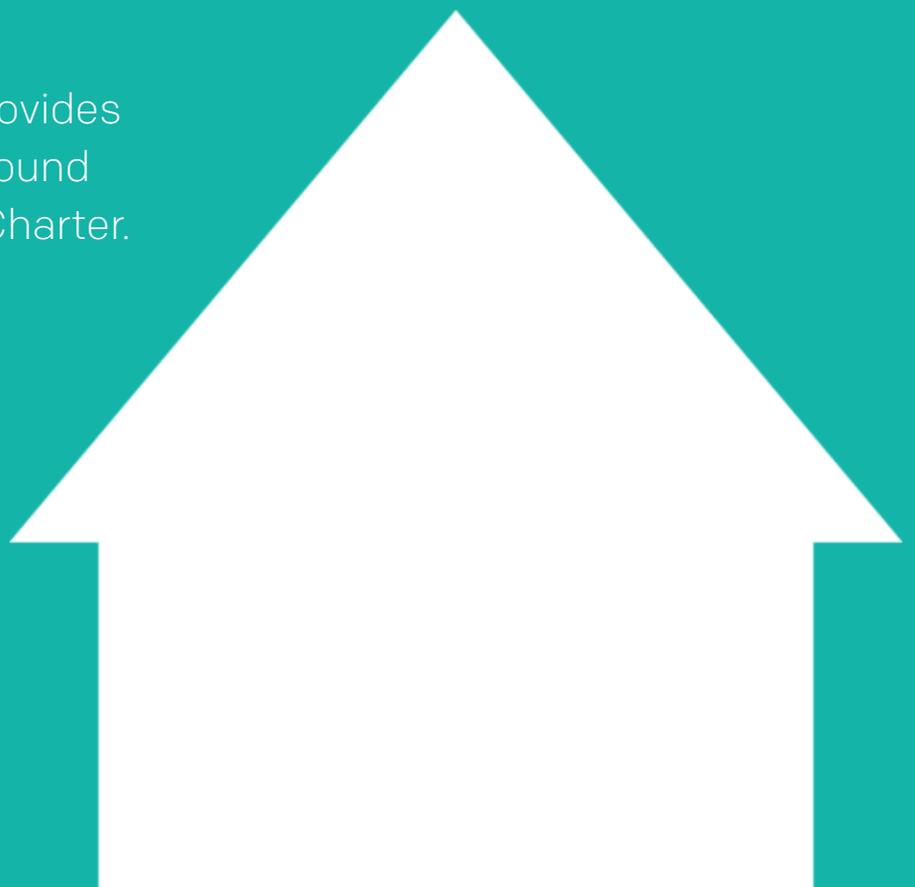
GREATER MANCHESTER **GOOD LANDLORD CHARTER**

DOING THINGS DIFFERENTLY FOR THE PLACES WE LIVE

WELCOME

FRIEND

This introductory guide provides an overview of the background and development of The Charter.



BACKGROUND



The Greater Manchester Combined Authority (GMCA) has been developing the Good Landlord Charter since 2021, with input from a coordinating group including landlords, tenants, housing associations and other representatives of the housing sector.

GMCA commissioned [The Dispute Service \(TDS\)](#) as the independent Implementation Unit in 2024. They have been working to further develop and launch the Charter.

The public consultation and the background work for the Charter are all available on the [resources page of our website](#).

This background work made clear that there is a case for a Charter that recognises the work of Good Landlords and the contribution they make.



[Resources](#)

THE CHARTER'S TIMELINE



RAISING HOUSING STANDARDS



The Charter is part of Greater Manchester's Housing First Strategy, playing an important role in raising standards.

Alongside the Charter, other work is going on to build new homes, and to take action against negligent landlords. However, the Good Landlord Charter Implementation Unit is focused solely on supporting Good Landlords to achieve Charter Membership.

THREE PILLARS TO **HOUSING FIRST**

**INCREASE
HOUSING
SUPPLY**

**RAISE
HOUSING
STANDARDS**

**PROVIDE
SUPPORT
FOR PEOPLE
TO LIVE
WELL IN
THEIR
HOMES**

PRINCIPLES OF THE CHARTER



The Charter holds several principles, formed by the contributions of the coordinating group.

**GOES ABOVE
LEGAL
MINIMUMS**

**FREE AND
VOLUNTARY**

**LANDLORDS
CAN JOIN AS
SUPPORTERS**

**ALL FORMS
OF RENTED
HOUSING**

**LANDLORDS
THEN BECOME
MEMBERS**

THE CHARTER'S CRITERIA



The Good Landlord Charter is based on 21 criteria, grouped into 7 categories.

The coordinating group carefully and deliberately developed the Charter's criteria.

Landlord groups, tenants and other industry experts had critical input on the criteria.

The Implementation Unit supports landlords to achieve the criteria.



AFFORDABLE

INCLUSIVE

**PRIVATE &
SECURE**

RESPONSIVE

SAFE & DECENT

SUPPORTIVE

WELL MANAGED

THE CHARTER'S CRITERIA



AFFORDABLE

- Clear and fair rent review or setting process
- Giving a fair amount of time to tenants who struggle to pay their rent
- Properties meet EPC C as a minimum, within achievable timescales
- Not using mandatory rent arrears ground (social landlords only)

INCLUSIVE

- Make or facilitate reasonable adaptations to properties, where needed by the tenant, and where applicable join an adaptations register
- Make a demonstrable commitment to accepting tenants from any background

PRIVATE & SECURE

- Tenants are able to make reasonable changes to their home
- Access to a tenant's home should be by agreement, except in an emergency

THE CHARTER'S CRITERIA



RESPONSIVE

- Published, timely, target response times
- Clear complaints policy, with an independent stage

SUPPORTIVE

- 'Commitment to Refer' tenants at risk of homelessness to the council
- Transparent, easy to understand contracts
- Adopting advertising / viewing standards
- Providing / signposting tenants to useful information

SAFE & DECENT

- Effective approach to property inspection
- Fit and proper person check
- Any work/repairs done by a qualified or competent person
- Adopt standards on what should happen at the start of a tenancy
- Space standards and amenities

WELL MANAGED

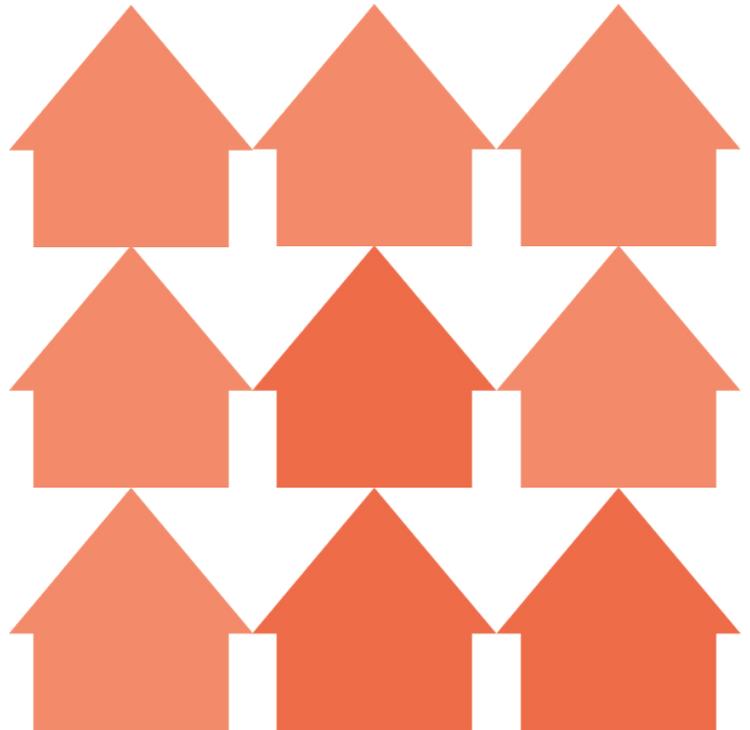
- Landlords must be able to demonstrate accreditation or training, or use an accredited managing agent
- Clear start and end-of-tenancy process

WHAT IS A SUPPORTER OR MEMBER OF THE CHARTER?



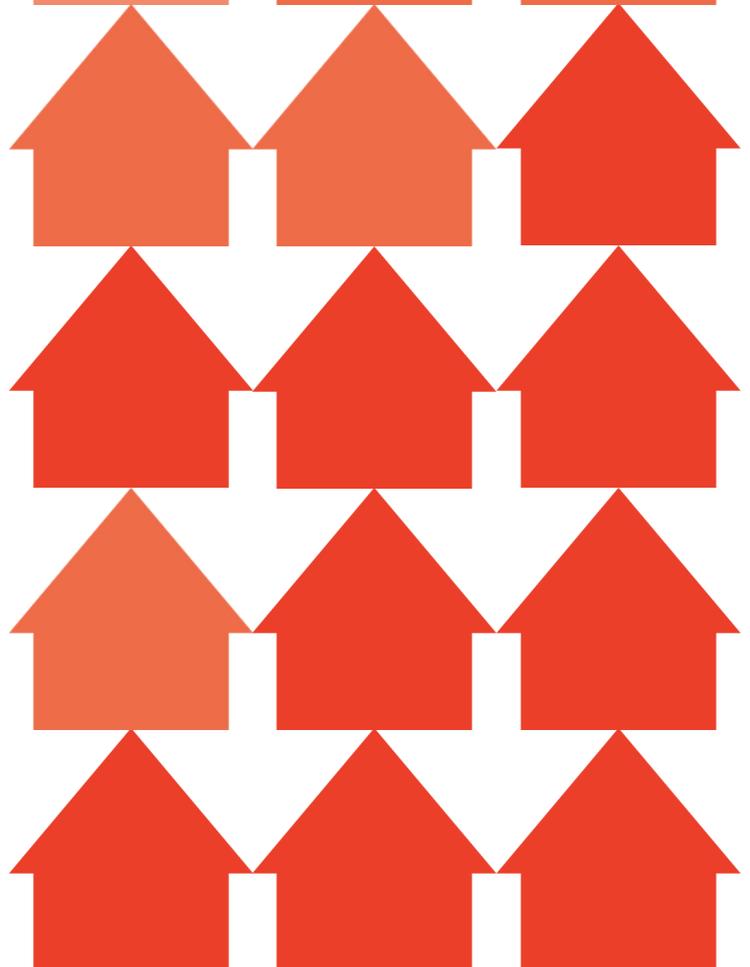
SUPPORTER

- Meet legal minimum requirements and provide evidence
- Engage with the Implementation Unit to achieve the 21 Membership criteria



MEMBER

- Members meet the 21 criteria and have received accreditation as Good Landlords
- Continue to engage with the Implementation Unit to stay compliant with the criteria



OTHER ROLES WITH THE CHARTER



CHAMPIONS



PROPERTY AGENTS

Property agents can become Champions of the Charter to show they support the goals of the Charter. They're not landlords so they are not assessed against the criteria. However, they can guide landlords to receive support from the Charter.

FRIENDS



WIDER SUPPORT

Friends of the Charter work with landlords, property agents or tenants across Greater Manchester. They can be from a range of sectors, including landlord services, the VCFSE sector and the wider landlord supply chain. Friends of the Charter are not landlords, and they won't have a landlord-tenant relationship.

They will be supported in their work to help landlords of Greater Manchester become Good Landlords by having access to resources and networks. They're not assessed against our Membership criteria, but they advocate and support its aims.

FRIENDS OF THE CHARTER - OUR OFFER



LOGO

We have sent you a logo to use on your social media and website to show that you are a Friend of the Charter!

BLOGS

Share your expertise on a subject related to the Charter with our audience. Contact us to discuss your blog idea.

EVENTS

We host events for our Friends to attend and present. Please keep an eye out for invitations and follow our [EventBrite](#).



[GUEST BLOG](#)

[REGISTER](#)

GETTING TO KNOW OUR FRIENDS

So that we can develop a programme for our Friends and our Support and Member Landlords, we have put together a survey to find out more about our Friends.

Please take a few minutes to fill it in and tell us about your organisation and how we might be able to work together.



[COMPLETE SURVEY](#)

THE IMPLEMENTATION UNIT



The Unit is here to deliver the Charter, working with landlords, property agents, tenants and other stakeholders to improve rental standards across Greater Manchester.

Our Network and Learning Manager, Claire is responsible for our Friends programme, so get in touch with her if you have any questions or need any support.



TOM FISHER

Head of the Good Landlord Charter Implementation Unit



CLAIRE VIBERT

Network & Learning Manager



SAFRASH EJOH ELLIS

Project Support Coordinator



CHARLOTTE VALE

Membership Manager



GRACE ELWOOD

Membership Coordinator



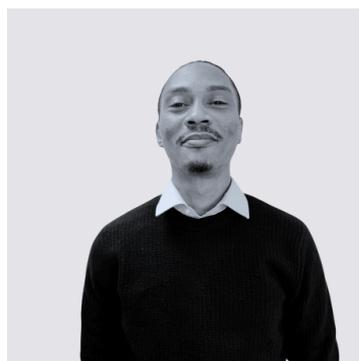
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