

SPECTRUM Centre for Independent Living



Centre for
Independent
Living CIC


Private Sector Rental Housing Scrutiny Inquiry

The issues pertinent on this inquiry from
Disabled People's Viewpoint

Briefing Paper


Ian Loynes, Chief Executive, SPECTRUM

Think you know Disabled People ... Think Again



Housing is usually our biggest issue that Disabled People ask for SPECTRUMS's help on

Obviously, the Private Rental Sector is a subset of housing, the subject of this Inquiry, sadly, we don't drill down this far in the data we collect, so I'll interpret our data on HOUSING as best I can for the Inquiry.



In the Inquiry's Survey, you found that Disabled People reported being significantly less satisfied (by 20%) than the general private rental sector population in general.

- **32% of Disabled People, compared to 52% of the general population of the private rental sector, when asked if they are satisfied or dissatisfied with the service their landlord provides them overall**

In trying to interpret these figures, it is worth noting that Disabled People will be satisfied or dissatisfied with the same issues as are non-disabled people.

But what could account for the 20% of people LESS SATISFIED when compared to non-disabled people...



Reasons why Disabled People are 20% less satisfied:

- They often find it harder to navigate call systems
 - Less able to afford/use the internet
 - Therefore, an internet only/mainly complaint logger is unlikely to be accessible for everyone
 - People with speech impairments often end up not being taken seriously on phone-based solutions due to untrained call staff - paradoxically, such people may prefer online interaction
- The best answer is for Landlords to have a variety of contact methods available, a mixture of phone/internet based & an ability to contact a human being



Reasons why Disabled People are 20% less satisfied:

- Access needs are often very difficult or takes a long time to install
 - Often gets passed from pillar to post with no-one seemingly responsible for installing/cost
 - Often cheap adaptations, such as ramps, that make all the difference take forever to obtain. If it's needed, it's needed then, not in sometime in the future
 - Even people who are willing/able to self-fund the adaptation find it difficult to get permission to install, even if the item does not affect the fabric of the house
 - The lack of willingness to accept/meet access equipment needs is far and away our biggest call volume



Reasons why Disabled People are 20% less satisfied:

- Often, Disabled People find it very difficult to find an accessible home at all
 - It would be useful to have a register of more accessible homes that people can access (more an issue for SCC than private rental providers though)
- More attention should be paid by all housing providers, including private rental stock, to provide homes suitable for those with different needs
- Particular barriers exist for those who gain impairments – moving from an inaccessible to an accessible home (Often deemed to be housed already)
- Often accessible features (eg stairlifts) are ripped out when a tenancy ends, which further reduces an already shortage of accessible housing stock



Centre for
Independent
Living CIC

Email: Ian.Loynes@SpectrumCIL.co.uk

Website: www.SpectrumCIL.co.uk

Facebook: [@Spectrum.CIL](https://www.facebook.com/SpectrumCIL)

Twitter: [@SpectrumCIL](https://twitter.com/SpectrumCIL)

Think you know Disabled People ... Think Again