



The Lettings Industry Council (TLIC) – UPRN Working Group

Date: Monday 19th February 2024

Attendees: Chair - Simon Barlow, Dan Hughes, Ray Kyrson, Guy Harris, Anna Powell-Smith, Simon Wood, Beverley Kennard, Theresa Wallace

Apologies: Gary Trent, Dirk Dette

Minutes

Barriers and issues impacting use and sharing of UPRN for property data within the lettings industry identified by the group:

- Compliance for letting of properties – the flow through of UPRN across different data – some have it (e.g. EPC) but others don't.
- The Property Portal proposed in the Renters Reform Bill should be mandating use of UPRN as the property identifier
- UPRN would facilitate licensing of rented property. Agents often struggle with different interpretations of the legislation by local authorities around which property is subject to licensing. It is a very paper lead process.
- HMLR does not publish any data around prices achieved for property lets. If this was available (with UPRN) this would be a valuable dataset
- UPRN should form part of the gas safe and EICR registers which don't currently exist.
- HMLR are slow in adopting UPRN across their data and where they share / make data available to the industry the UPRN is either not present or is an unknown entity
- It is difficult to automate many of the workflows that could assist the sector in terms of sharing data and creating better hand-offs between systems and actors. There is a lot of manual processing and validation that could be removed from the sector through use of the UPRN as a reliable and trusted machine: machine validation of data about properties
- The culture in the property sector in terms of ways of working may not be ready or capable to adopt the UPRN and data / system transformation that is needed
- Prevalence of other groups discussing similar topics needs to be considered – e.g. definitions of 'property sector', 'data' etc are not always consistent
- The cost of data / UPRN adoption should be recognised. The impact of change is an important consideration for organisations wanting to do something different – the business case is important but so are champions, case studies and carrots / sticks to move culture and ways of working
- The lettings industry requires a better understanding of UPRNs in general and what they are. Knowledge exists in pockets but consumers and professionals are not necessarily aware of what the UPRN is, why and where it should be used etc. Marketing campaigns and awareness raising is required
- Attribution about accessibility of property is difficult to flow through systems that the sector uses. This makes finding suitable property for tenants difficult as the data is not transferred between the different actors particularly when the property comes to market. The UPRN could help with this
- Wider integration of the UPRN on government and local authority registers (tall buildings, gas safe, electrical certification, parking permit applications, housing benefits etc) will help reduce fraud in the sector



- CRMs used by organisations with the lettings sector are not readily using UPRN as the / a property identifier. System vendors not necessarily bought into it unless they are incentivised.

Issues for the group to focus on:

Short-term easy wins:

- CRM systems

Harder wins / longer lead-ins:

- Government registers
- Government department system changes
- Legacy data

Strategies to informing the narratives about UPRN adoption within the lettings sector:

- Determining the reasons at an organisational level why it is not currently used
- Explaners about how and why it should be used (system solution providers, agents and other service providers)

Actions:

- The Property Institute (ARMA & IRPM) have accepted the invitation to join the group
- TW to set up recurring monthly meeting invite for the group – this should go out shortly – meetings to be the third Monday of the Month (except April) 2pm – 3pm.

Next meeting:

- Agree a name for the working group
- Agree a Co-chair
- Discuss quick wins, what is easy to tackle, and activity.

Next meeting date: Monday 18th March 2024 2pm -3pm