



Department for Levelling Up,  
Housing & Communities

**Lee Rowley MP**

*Minister of State for Housing, Planning and  
Building Safety*

**Department for Levelling Up, Housing and  
Communities**

Fry Building  
2 Marsham Street  
London  
SW1P 4DF

Baroness Taylor of Bolton  
Chair, Industry and Regulators Committee  
House of Lords  
London  
SW1A 0PW

10 May 2024

Dear Baroness Taylor,

## **LORDS INDUSTRY AND REGULATORS COMMITTEE INQUIRY INTO REGULATION OF PROPERTY AGENTS**

Thank you for your letter to the Secretary of State dated 22 March regarding the regulation of property agents. I am replying on his behalf as the relevant policy minister.

The Government recognises that incentivising a well-run and effective property agent market is an important area of public policy. The Secretary of State and I are grateful to you, and your Committee, for considering this important matter in detail and for setting out the conclusions and recommendations from your work. I also appreciate the input of those who gave evidence, including Martin Boyd as Chair of the Leasehold Advisory Service.

We recognise the ongoing level of interest in the property agent sector, and concerns about the behaviour of some of those operating in this market. This has been raised by a number of parliamentarians during passage of the Leasehold and Freehold Reform Bill, particularly in the House of Lords, and I understand the desire by your Committee to make progress in this area.

The Government has been working hard to develop key primary legislation to reform the housing market. Measures in the Leasehold and Freehold Reform Bill to better protect and empower leaseholders will seek to make managing agents more accountable to the leaseholders that pay for their services. This includes some leasehold-specific recommendations on service charge transparency from Lord Best's report. Meanwhile, through the Renters (Reform) Bill we are taking action to help drive up standards across the private rented sector overall.

These important pieces of legislation are tightly focused on foundational improvements for leaseholders and tenants. They contain very significant reforms that the Government is focused on delivering this Parliament, as such, and as the Secretary of State made clear at Commons Second Reading of the Leasehold and Freehold Reform Bill, we do not believe this Bill is the right place to set up a new property agents regulatory body and the associated framework. The same applies to the Renters (Reform) Bill, given the importance of making long-overdue progress there. I hope we can get to the broader, cross-cutting topic of property agents at a future opportunity, and I would be happy to discuss this with you, or to arrange for a colleague to do so, once these Bills have concluded their parliamentary passage so we can see how we can best work together on this area.

Thank you again for all your help in this important policy area and I will ask the Department to reach out to arrange an initial discussion on property agents once passage of the Leasehold and Renters Bills have concluded passage.

I am copying this letter to the Secretary of State and departmental Ministerial colleagues, and to the Chair of the Levelling Up, Housing and Communities Committee in the House of Commons.

A handwritten signature in blue ink, appearing to read 'Lee', is centered on the page.

**LEE ROWLEY MP**  
**Minister of State for Housing, Planning and Building Safety**