The Property Institute

# Improving the Lives of Residents in Tall Buildings 2026–27

A Blueprint for Safe, Well-Managed and Future-Proofed Homes

tpi.org.uk

# The Voice of the UK Residential Property Management Profession

**The Property Institute (TPI)** is the leading professional body for the residential property management profession. Our members are collectively responsible for the management of 2.5 million homes across England, Scotland and Wales.

TPI is committed to raising standards in the management of residential buildings and communities. With around one in five people living in flats, TPI promotes a more responsible, transparent and regulated approach to how residential buildings are designed, funded, maintained and improved over the long term.

TPI also works closely with government, parliamentarians, regulators and the wider housing sector to ensure that policy and legislation reflect the realities of managing complex residential buildings and communities. Through our members, we bring direct operational insight into the impact of housing, leasehold and building safety reforms on residents, building owners and those responsible for delivering them.

Property managers operate at the point where housing policy becomes practical delivery. Their work directly shapes residents' day-to-day experience of their homes: coordinating repairs, maintenance, and major works; supporting residents; advising on budgets for service charges and reserve funds, overseeing contractors and building systems; and helping to protect the long-term condition and financial sustainability of residential buildings.

These responsibilities have grown significantly in recent years, particularly under the building safety regime. Property managers are increasingly expected to adhere to complex compliance requirements, maintain accurate building information, support resident engagement and work with accountable persons, regulators and other dutyholders.

**A skilled, qualified and properly supported property management profession is essential to ensuring safer buildings, well-managed and future-proofed homes, and improved living standards for residents.**

# Foreword

When the Government came to office in 2024, it committed to reforming leasehold, reinvigorating commonhold and accelerating action to make homes safe. These were significant commitments, addressing longstanding problems that affect millions of people living in shared residential buildings.

Two years on, there has been important progress. The Government has begun implementing the Leasehold and Freehold Reform Act 2024, set out a wider programme of leasehold and commonhold reform, and brought forward legislation with the potential to reshape how shared buildings are owned and managed. On building safety, renewed efforts to accelerate remediation and strengthen accountability are also seeking to address the legacy of unsafe and unsellable homes.

The direction of travel is now clearer, and many issues that have long concerned residents are now firmly on the political agenda. That progress should be recognised, but significant questions remain about how these reforms will work in practice.

Important provisions of existing legislation are still to be implemented. The transition towards commonhold will require a property management framework capable of supporting increasingly complex buildings over the long term. Remediation must move considerably faster, while ensuring that the full range of historic building safety defects is addressed. And despite the growing responsibilities placed on those managing people's homes, residential property management itself is still not subject to statutory regulation.

This makes the period ahead particularly important. With the Commonhold and Leasehold Reform Bill and the Remediation Bill, both coming before Parliament, there is an opportunity not simply to address individual problems, but to consider how the different parts of the system fit together. Decisions taken now will shape how millions of shared residential buildings are managed, maintained, made safe and improved for decades to come.

This blueprint sets out practical recommendations for **safe, well-managed, and future-proofed homes, supported by a clear information guarantee** – building on the progress already made while addressing the gaps that remain.

The opportunity now is to turn a substantial programme of legislative reform into lasting change in people's homes. That requires getting the detail right, connecting reforms that have too often been considered in isolation, and ensuring that the system is designed not simply to respond when things go wrong, but to prevent problems arising in the first place.

The Property Institute and its members stand ready to work with Government, Parliament and the wider sector to help deliver that change.

**Andrew Bulmer**
**Chief Executive, The Property Institute**



# Our Asks of Government

The Government has made important progress on leasehold and commonhold reform, strengthening the building safety regime, and improving transparency for residents.

These reforms matter because they directly shape residents' safety, financial security and confidence in how their homes are managed. There is now broad recognition of the need for change, but significant gaps remain. Commitments to reform the leasehold system are still being worked through in legislation, remediation continues too slowly, and residential property management remains without the statutory regulation long called for across the sector.

Against that backdrop, TPI is calling on Government to turn this progress into lasting change by working with the sector to deliver four practical priorities for shared residential buildings, which will positively impact the lives of residents in every tall building across the country.

## 1. **Safe** Homes

**Address remediation delays and strengthen the new building safety regime**
Get buildings fixed by setting clear and enforceable deadlines to identify and remediate historic building safety defects, including internal fire safety defects, hold responsible parties to account, and ensure the wider building safety regime operates proportionately and efficiently.

## 2. **Well-Managed** Homes

**Regulate our profession of residential property management**
Improve residents' experience of living in a shared residential building by establishing independent statutory regulation of managing agents, in line with Lord Best's report on the Regulation of Property Agents, supported by mandatory qualifications and Continuing Professional Development (CPD), a binding Code of Practice, a licencing scheme and effective enforcement.

## 3. **Future-proofing** Homes

**Replace unexpected bills with long-term planning**
Give residents greater certainty over future costs and the condition of their homes through long-term maintenance planning, properly funded reserve funds and removal of unnecessary legal barriers to energy-efficiency improvements.

## 4. **A Clear Information** Guarantee

**Help residents and homebuyers make informed decisions**
Residents and homebuyers deserve clear, standardised and timely information about service charges, reserve funds, building condition, planned works, building safety and management responsibilities throughout the lifetime of home ownership.

Together, these reforms would give residents greater confidence in how their homes are managed: raising professional standards, making buildings safer, enabling better long-term planning and ensuring residents have the information they need to understand their homes and the costs associated with them.

# 1. Safe Homes

Building safety, remediation, and workable compliance

## Address remediation delays

Everyone should be able to feel safe in their home. Yet nearly a decade after the Grenfell Tower fire, thousands of residents remain in unsafe and unsellable buildings, while historic building safety defects await remediation. Many continue to face higher insurance premiums and interim safety costs as they wait for works to begin or conclude.

Progress remains far too slow. As of July 2026, 4,469 buildings were identified by Government as having unsafe cladding. Of these, only 38% have completed remediation works. TPI's member remediation data shows an even more concerning picture: of 511 remediation projects tracked in May 2026, only 13.5% had completed works, while 48% remained at the earliest stages. Progress was slowest among developer-led schemes, where only 10% of 394 projects had completed remediation works and 58% remained at an early stage.

The building safety crisis also extends beyond cladding. Defective fire doors, inadequate fire stopping, compromised compartmentation and faulty alarm systems can leave buildings unsafe even after external cladding works are complete. In many cases, there is still no clear legal responsibility or funding route for addressing these internal defects, leaving leaseholders picking up the bill.

Managing agents are essential delivery partners for remediation. They coordinate surveys and assessments, procure and oversee works, provide information to residents, and work with developers, building owners, contractors and regulators throughout the process. However, they are often treated as the visible face of delays despite having no responsibility for the original defects and limited powers to compel those responsible to act.

**TPI is calling on Government to use the forthcoming Remediation Bill to set clear and enforceable deadlines for completing works, hold pledged developers and other responsible parties to account, provide a funded route for identifying and remediating serious internal as well as external fire safety defects, and ensure that all leaseholders, whether qualifying or non-qualifying, are protected from the costs of historic building safety failures for which they are not responsible.**

## Strengthen the new building safety regime

The new building assessment and enforcement regime under the Building Safety Regulator must also be properly resourced, supported by clear guidance and designed to accelerate remediation rather than create further bottlenecks. Residents need certainty over when their homes will be made safe, while managing agents need the legal clarity, regulatory decisions and practical tools required to deliver works effectively.

Residents deserve a complete solution: every serious defect identified, every responsible party held to account, every unsafe building given a credible route to remediation, and every leaseholder protected from the cost of historic safety failures they did not cause.



# 2. Well-Managed Homes

Improve professional standards, competence, and accountability for those managing buildings

## Regulate our profession

Managing agents play a vital role in keeping shared residential buildings safe, well maintained and financially sustainable. They oversee building safety, arrange repairs and major works, manage service charges and reserve funds, ensure legal compliance and support residents. These significant responsibilities require specialist knowledge, professional competence and sound judgement.

Yet residential property management remains unregulated in England and Wales. Anyone can establish a managing agent business without holding a relevant qualification, undertaking Continuing Professional Development or demonstrating that they are competent to manage people's homes and money. There is nothing to prevent them from practicing, however poorly they perform.

Many property managers already choose to meet high professional standards through TPI and other professional organisations. Our members undertake qualifications and ongoing training, comply with professional standards and are subject to compliance reviews and an independent disciplinary process. However, these standards remain voluntary and do not apply consistently across the sector. Statutory regulation is needed to ensure every resident benefits from the same minimum standards of professional management.

**Government should use the forthcoming Commonhold and Leasehold Reform Bill to introduce independent statutory regulation of residential property management without further delay.**

**We strongly support the Government's commitment to introducing mandatory, role-appropriate qualifications and Continuing Professional Development for property managers. We encourage Government to go further and implement Lord Best's Regulation of Property Agents report recommendation for an independent statutory regulator of property agents.**

## An independent regulator and designated professional bodies

Lord Best's report calls for a mandatory Code of Practice and licencing scheme, alongside mandatory qualifications, so that firm-level competence and standards are held to account alongside individual knowledge and professionalism. As Lord Best's report mentions, there could be a role for designated professional bodies in helping to deliver some of the new regulatory regime's day to day functions under the supervision of an independent regulator, which TPI would fully support, and offer to play our part.

These reforms would protect residents, raise standards across the profession, and create a level playing field for responsible managing agents.

# 3. Future-Proofed Homes

Long-term stewardship, maintenance and resilience

## Replace unexpected bills with long-term planning

Shared residential buildings require continuous investment throughout their lifetime. Roofs, lifts, façades, heating systems and other major components must be maintained, upgraded, and eventually replaced. Buildings must also be adapted to meet changing safety standards, reduce energy consumption and protect residents from increasingly severe risks such as extreme temperatures.

Without credible long-term planning, essential works are often delayed until they become urgent, more disruptive and more expensive. Too many buildings lack properly funded reserve funds or reliable plans setting out when major works are likely to be required. As a result, residents can face substantial one-off demands for costs that could have been anticipated and funded gradually over time.

Decisions made at the design and construction stage can lock residents into unnecessarily high service charges and maintenance costs. Meanwhile, outdated lease terms and legislation can prevent energy-efficiency improvements such as insulation, solar panels and heat pumps from being installed in a building, even where residents support the work, because many leases only allow service charge funds to be spent on repairs, not improvements.

The forthcoming Minimum Energy Efficiency Standards (MEES) provisions for the private rented sector also mean that many flats will fail to meet the EPC C standards and will be unlettable, creating a drop in supply of rental homes. These lease clauses can also leave leaseholders unable to access government funding available to other homeowners for energy efficiency improvements.

TPI believes the following measures are needed as the Government advances reforms:

- **Introduce mandatory reserve funds based on long-term asset management plans**, so buildings can prepare for maintenance, major works, safety measures and future upgrades.
- **Require developers to design for long-term affordability**, considering future management and maintenance costs, and providing long-term service charge projections.
- **Remove barriers to energy efficiency improvements** by implementing implied lease terms that enable energy-efficiency and extreme temperature measures.
- **Modernising the Section 20 consultation process** so it remains transparent, while allowing essential works to be delivered more efficiently.

Better long-term planning will not remove the cost of maintaining buildings, but it will make those costs more predictable, transparent and manageable. It will also help prolong the life and preserve the condition of the buildings and homes, improve energy efficiency, lower residents' bills and create buildings that are safer, healthier and more resilient.



# 4. A Clear Information Guarantee

Better informed residents and homebuyers

## Help residents and homebuyers make informed decisions

Residents and homebuyers should receive clear, standardised and timely information about service charges, reserve funds, planned major works, building safety, management arrangements and their rights and responsibilities.

Too often, important information about costs, responsibilities and future works only becomes clear after purchase, creating uncertainty and avoidable disputes. Better information before buying a home, and throughout the lifetime of ownership, helps people make informed decisions, improves transparency and builds trust between residents and those responsible for managing their buildings.

To improve the information available to residents and homebuyers, the Government should:

- **Update the How to Lease guide** to reflect the latest leasehold reforms and make giving it to prospective buyers mandatory, so that all buyers have clear, accessible information about what leasehold ownership means, including service charges, reserve funds, and property management responsibilities.
- **Introduce equivalent guidance for commonhold and managed freehold estates**, so homeowners across different types of tenure have the same access to clear information about how their homes and shared areas are managed, what they may be required to pay, and their rights and responsibilities.
- **Require key material information to be disclosed** upfront, so prospective buyers understand the significant costs, responsibilities and obligations associated with a property before deciding to purchase.
- **Implement the outstanding transparency measures in the Leasehold and Freehold Reform Act 2024**, including clearer and more consistent information about service charges and how residents' money is spent. Any new right to request information should give residents meaningful access while remaining practical and proportionate.

Information should be clear, consistent and easy for residents to access and understand. Requirements should be standardised, proportionate and capable of being shared digitally, helping to reduce duplication, reducing duplication, improving the home-buying process and making it easier for residents to understand and engage with the management of their building.

# Making Reform Work for Residents

The reforms set out in this blueprint are designed to work together to improve residents' everyday experience of living in shared buildings. Effective regulation would give residents greater confidence in those managing their homes. Faster remediation would make homes safer and provide greater certainty for those still living with historic defects. Better long-term planning would help protect the condition of buildings and make future costs more predictable. Clearer information would help residents understand how decisions are made, what they are paying for and what rights they can exercise.

Taken together, these measures would give residents greater confidence that their homes are safe, properly maintained and managed in their interests. They would mean historic defects are addressed, those responsible are held to account, future works are planned and funded properly, and residents have a clearer understanding of the decisions and costs that affect them.

Everyone deserves to live in a safe, well-managed and future-proofed home, with confidence in those responsible for looking after it. Our recommendations provide a practical route towards that ambition: raising standards, improving accountability and giving residents greater certainty, transparency and control over the issues that affect their homes.

The Property Institute stands ready to work with Government, parliamentarians, officials, regulators, residents and the wider housing sector to turn these proposals into lasting improvements in residents' homes and their experience of living in them.

The Property Institute

## Further Information

**If you would like the opportunity to discuss our manifesto asks in more detail, please contact TPI Policy Team: policyteam@tpi.org.uk**

E: info@tpi.org.uk
W: tpi.org.uk

The Property Institute
2–4 St George's Road,
Wimbledon, London SW19 4DP