**What’s changing – key forthcoming measures and proposals**

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| **Section** | **Topic** | **Questions** | **Summary from consultation** |
| **2.1** | **New annual report** | Q17-23 | Landlords/managing agents must provide an annual report covering building condition, planned works, budgets, compliance with safety regulations, and key contact information. |
| **2.2** | **New standardised service charge demand form** | Q24-35 | Introduction of a standardised service charge demand form requiring landlords to provide a minimum set of detailed information about charges.  |
| **2.3** | **Clarity over future service charge demands** | Q36-38 | Measures to ensure leaseholders receive clearer, more consistent information about future service charge demands, including explanations of likely changes and expected costs. |
| **2.4** | **Extended rights to obtain information on request** | Q40-46 | Expanding leaseholders’ rights to request information from landlords, including requiring landlords to respond within set timeframes and provide more detailed documentation on charges and services. |
| **2.5** | **Scope of the new proposals for renters** | Q47-50 | Considering extending some protections to tenants (renters) living in social housing who pay a service charge, particularly around transparency and charges. |
| **2.6** | **New duty to publish an administration charge schedule** | Q51-53 | Requirement for landlords to publish a schedule of administration charges to ensure leaseholders understand what fees may be applied and why. |
| **2.7** | **Better information about insurance** | Q54-69 | Requirement for landlords to provide detailed information on insurance costs, policies, and claims related to the building. |
| **2.8** | **New standardised service charge accounts** | Q70-88 | Introduction of a standard format for service charge accounts to be provided to leaseholders, ensuring consistent, clear, and accessible financial reporting. |
| **2.9** | **Rebalancing the litigation costs regime** | Q89-115 | Measures to address how legal costs are recovered in disputes, aiming to make the process fairer and reduce unnecessary costs borne by leaseholders. |
| **3.1** | **Mandating reserve funds and planning for major works** | Q116-127 | Proposal for making use of a reserve fund mandatory and to have long-term financial planning to cover building maintenance and repairs. |
| **3.2** | **Reforming major works consultations** | Q128-140 | Proposal to amend the Section 20 consultation process for major works to improve leaseholder engagement, transparency, and dispute resolution mechanisms. |
| **3.3** | **Protecting leaseholders' money** | Q141-145 | Considering whether existing protections to safeguard leaseholders’ funds held by landlords/managing agents are sufficient or if new protections are required. |
| **3.4** | **Protections for leaseholders paying fixed service charges** | Q146-148 | Clarifications and protections around fixed service charge arrangements to ensure leaseholders are not unfairly charged. |
| **3.5** | **Powers to appoint a manager or replace a managing agent** | Q149-154 | Proposals to strengthen leaseholders’ rights to appoint a new manager or replace managing agents to improve service quality and accountability. |
| **3.6** | **Providing information and services digitally** | Q155-157 | Considering the opportunities for greater digitalisation of information provision for easier and quicker access by leaseholders. |
| **4.1** | **Mandatory qualifications for managing agents** | Q158-205 | Proposals to introduce mandatory minimum qualifications for managing agents and estate managers on freehold estates to professionalise the sector and improve service delivery. |