



ANNUAL REPORT ON PUBLIC HEALTH AND SAFETY (RENTED DWELLINGS) (LICENSING) (JERSEY) REGULATIONS 2023



Regulation Directorate Mission

Protect and enhance our Island

Our Regulation Mission

Protecting Islanders by delivering socially responsible regulation through consistent, proportionate and fair statutory functions

What we regulate

- We regulate the housing standards for the approximately **18,000** rented properties of both the private and social sectors.
- Our customers include both **Landlords** and **Tenants**.

The team also regulate and provide guidance on matters which fall under The Residential Tenancy Law 2018 and The Statutory Nuisances (Jersey) Law 1999.

Who we are:

Environmental & Consumer Protection – Housing and Nuisance Team.

We are a small team consisting of:

- 1 Regulations Standards Manager
- 2 Senior Regulation Standards Officers
- 4 Regulation Standards Officers
- 3 Senior Regulation Standards Technicians.

Governance

Responsibility for the public health and safety of rented dwellings sits with the Minister for the Environment. The Regulation Directorate oversees the enforcement function. The Group Director and Head of Service provides strategic leadership and report to the Minister. Authorised Officers conduct inspections, assess hazards and take action where necessary, under delegated authority.

Our Approach to Regulation and Enforcement

The Directorate enforces legislation in accordance with its [Regulation Enforcement Policy](#), guided by the principles of **fairness, transparency, and proportionality**.

At the core of this approach is the “**4 E’s**” model:

- **Engage** – Understand the situation through dialogue
- **Explain** – Clarify legal requirements
- **Encourage** – Promote voluntary compliance
- **Enforce** – Take action only when necessary

This model ensures that enforcement is a **last resort**, not a first step.

Officers also follow the [Regulators’ Code](#), which promotes an **outcome-based, supportive approach**. The focus remains on:

- **Education over penalties**
- **Proportionate, case-specific responses**
- **Criminal proceedings only when all other options are exhausted**

This collaborative strategy helps build a **culture of compliance**, protecting public health and safety while supporting both landlords and tenants.

The Annual Report	
Purpose of the Law	The primary purpose is to ensure that all rented dwellings meet minimum health and safety standards, thereby protecting tenants and supporting responsible property management.
Purpose of 2024 Regulations	To establish a mandatory licensing scheme for rented dwellings in Jersey, ensuring oversight and accountability. Tenants are safeguarded from substandard housing and have clearer channels for raising concerns.
Scrutiny Panel Recommendation	The Environment, Housing and Infrastructure Scrutiny Panel recommended the production of an annual report as part of its review of the <i>Public Health and Safety (Rented Dwellings) (Licensing) (Jersey) Regulations</i> . This recommendation was included in their 2020 report (S.R.1/2020)
Draft Public Health and Safety (Rented Dwellings) (Licensing) (Jersey) Regulations 202-. P.40/2023 Com. report from Environment, Housing and Infrastructure Scrutiny Panel required the Minister for the Environment ensure the following;	
Recommendation 5: The Minister for the Environment should ensure that relevant data regarding the value and effectiveness of the licensing regime be collated and published on a quarterly basis such as (but not limited to): number of registrations and breakdown of types/sizes of rental accommodation / types of complaints and issues reported / enforcement action and number of prosecutions etc. This data should also be utilised, along with stakeholder engagement, to prepare and publish an annual report on the value and effectiveness of the licensing regime.	
Minister Response	Minister for the Environment response to the Environment, Housing and Infrastructure Scrutiny Panel is published here P.20/2023 Com. (2) ;
Annual Report Purpose	The Scrutiny Panel proposed that the Minister for the Environment should publish an annual report to: • Ensure Transparency • Provide clear data on the number of licences issued, inspections conducted, and enforcement actions taken. • Monitor Effectiveness • Evaluate how well the licensing scheme is improving housing standards and protecting tenant health and safety. • Inform Policy Development • Use evidence from the report to guide future amendments to the regulations or housing policy. • Support Public Accountability • Allow the States Assembly and the public to assess the performance of the licensing regime.
This licensing scheme represents a major milestone in Jersey's commitment to safe, high-quality housing for all. By setting clear standards and enabling better oversight, we are building a fairer and healthier rental sector for tenants and landlords alike.	

Introducing the Rented Dwellings Licensing Scheme

In 2024, the Government of Jersey introduced the [Public Health and Safety \(Rented Dwellings\) \(Licensing\) \(Jersey\) Regulations 2023](#), marking a significant step forward in improving housing standards across the Island. These Regulations were made under the [Public Health and Safety \(Rented Dwellings\) \(Jersey\) Law 2018](#), which was designed to ensure that all rented homes meet minimum safety and quality standards.

The 2018 Law also granted enforcement powers to officers (outlined in [P.66-2017](#)), enabling them to take action where properties fall short of these standards. The introduction of a licensing scheme was a key feature of this legislation, providing a structured approach to monitoring and a framework for improving the condition of rented dwellings.

Why Licensing Matters

The licensing scheme was formally proposed and lodged through [P.40/2023](#), which highlighted the need for a more robust system to manage rental housing. Data referenced in [WQ.303/2022](#) revealed that between January and October 2022:

- **217** complaints were made about rented dwellings
- **466** Rent Safe inspections were carried out

These figures underscored the importance of a proactive, data-driven approach to housing regulation.

Who Needs a Licence?

From 1 May 2024, all landlords were required to obtain a licence for each rented dwelling. From 1 August 2024, it became an offence to rent out a property without a valid licence.

A licence is required if a property is:

- Occupied for more than 30 days in a calendar year (not necessarily continuous)
- Rented in exchange for any reward (not limited to money)
- Occupied by more than two lodgers where the owner also resides

This includes but is not limited to:

- Private rental properties
- Social housing
- Staff or agricultural worker accommodation
- Short-term lets (e.g. Airbnb) if not registered as tourist accommodation
- Renting to family members in exchange for rent or services
- Annexes with separate cooking and bathing facilities

You do not need a licence if:

- You operate a lodging house or registered tourist accommodation
- You run a nursing or care home
- You have up to two lodgers and live in the home
- You do not receive any reward (monetary or otherwise)

Licence Fees and Duration

Cost: £60 per rented dwelling

Validity: This fee covers a 2-year licence period

- The licence is **attached to the property**, meaning it transfers with ownership if the property is sold or inherited.
- If a landlord owns multiple properties, they must obtain a separate licence for each one.
- Landlords can apply online, and a bulk application process is available for landlords managing several dwellings.

2024-2025 Key Statistics related to the licensing scheme.

Housing Tenure in Jersey: Insights from the 2021 Census

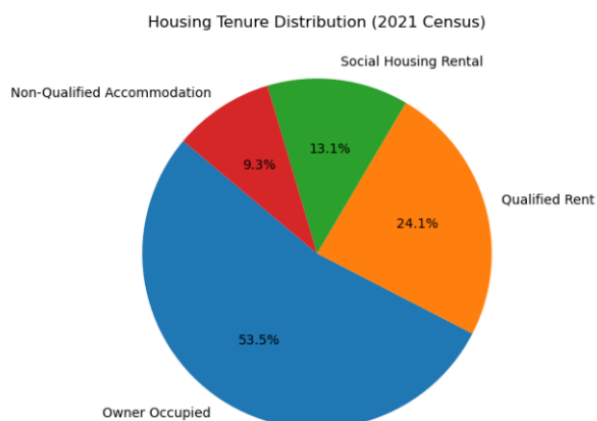
According to the 2021 census that approximately one-third of all households were living in privately rented accommodation.

2021 Census data	
Housing Type	Total
Owner Occupied	23,870
Qualified Rent	10,739
Social Housing Rental	5,826
Non – Qualified Accommodation	4,148
Total	44,583

Table 1 & Figure 1 - Data from the 2021 census in relation to property tenure

Together, these account for 14,887 out of 44,583 total households, which is roughly 33.4%.

Understanding the composition of Jersey's housing market is essential in shaping effective housing policy. It highlights the balance between owner-occupied, qualified rental, social housing, and non-qualified accommodation across the Island. The distribution of housing tenure is as follows:



The Importance of the Rented Dwellings Licensing Scheme

Approximately one-third of Jersey households live in privately rented accommodation, according to the 2021 Census. This underscores the critical role of the Rented Dwellings Licensing Scheme in; protecting housing standards.

- Ensuring that rental properties, in both the qualified and non-qualified sectors meet essential safety and quality benchmarks
- Supporting the health and well-being of a significant portion of the population.

By enforcing minimum standards and enabling proactive oversight, the scheme helps build a safer, fairer, and more accountable rental market.

Year One Overview: Rented Dwellings Licensing Scheme

- The licensing scheme commenced on 1 May 2024, with applications for *single* dwellings accepted from that date.
- A bulk upload feature to the licensing system was launched in late June 2024, enabling agents and landlords to apply for multiple property licences simultaneously
- A transitional period, defined from 1 May to 31 July 2024, allowed licences to be granted without requiring an inspection

In the first year of operation, a total of **18,044** licences have been issued to rented dwellings across Jersey.

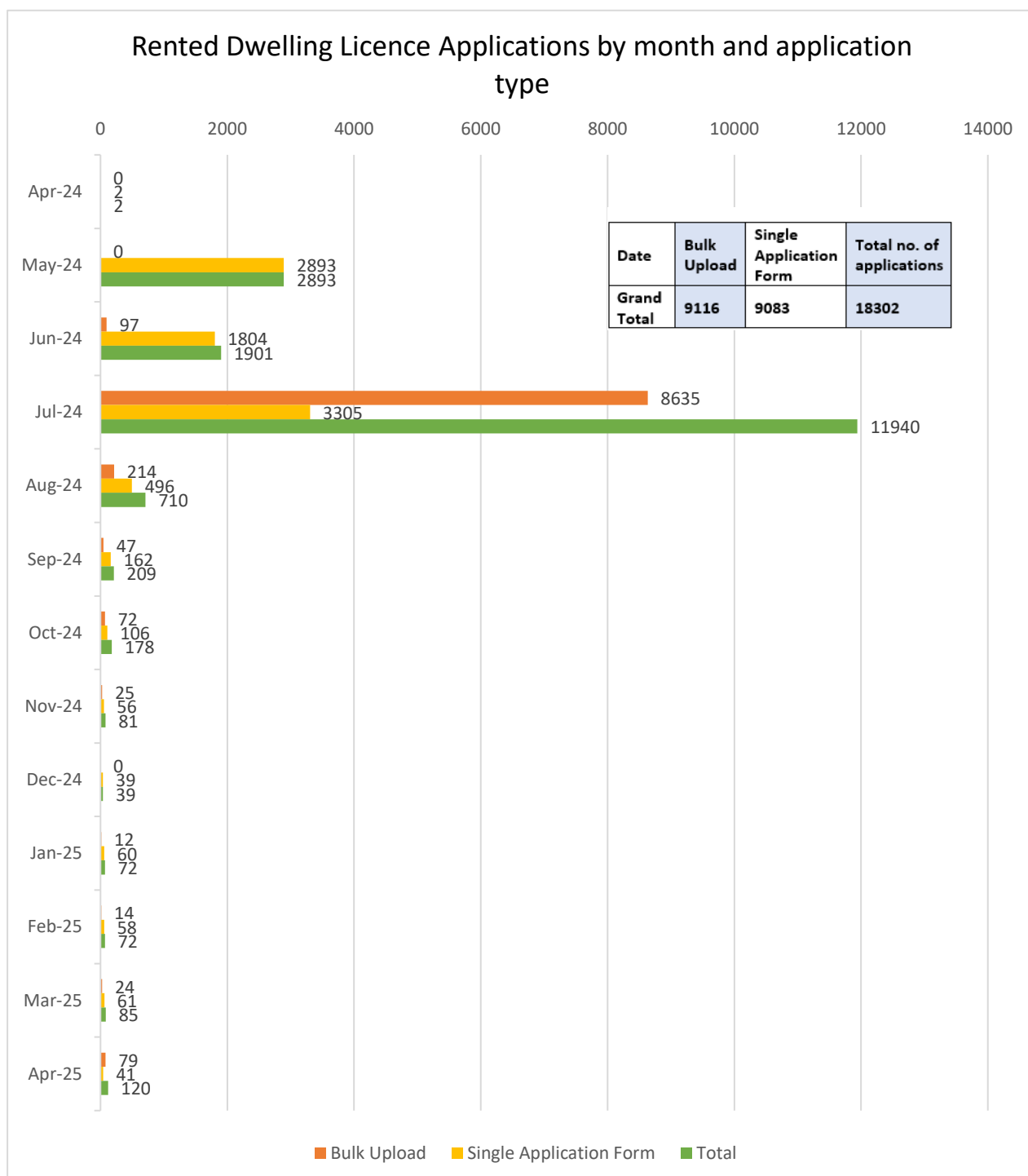
90% of these licences were granted during the transitional period, reflecting strong early engagement from landlords and property managers.

From the **1 October 2024** the team were requested to carry out inspections on **293** licences. The report presents findings from completed inspections, which have provided valuable insights into housing conditions.

License Applications

As of **30 April 2025**, a total of **18,302** applications had been received, with **18,044** licences issued. The difference (258) reflects applications still in the processing stages.

Table 2 – Total number of applications & Figure 2 - Volume and timing of applications received, distinguishing between those submitted via the bulk upload system and those submitted individually.



**It is noted that the two applications which were made in April 2024 were made to test the live system prior to it being made available to the public.*

Rented Dwelling Licence Inspections

Following the end of the transitional period on **31 July 2024**, all new licence applications became subject to property inspections prior to approval, if selected.

How Properties Are Selected for Inspection

Random Selection: A portion of applications are chosen at random to ensure broad compliance.

Risk Assessment Framework: Properties may be flagged for inspection based on:

- Previous complaints or enforcement history
- Property type or age
- Landlord compliance record
- Other risk indicators (e.g. overcrowding, poor maintenance)

This dual approach ensures a balanced and fair system, combining proactive oversight with targeted risk management.

In agreement with the Minister for the Environment, it was determined that: Initiating inspections immediately after the transitional period (31 July 2024) was not expedient.

Instead, inspections officially commenced on **1 October 2024**.

This decision allowed additional time for:

- Finalising operational procedures
- Training staff on IT system
- Prioritising applications still in processing

Inspection Activity

Between **1 October 2024 and 30 April 2025**;

- **50%** of all applications included a property inspection prior to issuing the licence. This reflects the scheme's transition into full operational enforcement.

Time	Total no.
Post transition Period – Total no. of licence applications made (After 1 Aug 2024)	1566
Total no. of licence applications since inspection programme commenced (After the 1 October)	595
Total no. of licence Inspections requested	293 (50%)

Table 3 0- Licence applications and inspections

Inspection Process

Where inspections are carried out, officers assess the condition of the property and identify any defects that may give rise to one or more of the **29** hazards listed in [Schedule 1 of the Public Health and Safety \(Rented Dwellings – Minimum Standards\) \(Jersey\) Order 2018](#).

Each inspection conducted under the Scheme results in a formal assessment that determines the appropriate course of action based on the condition of the property. The outcomes fall into two main categories:

1. Recommendation

- The issue identified is not immediately hazardous.
- It is a suggested improvement to reasonably address or remove a deficiency.
- These are typically advisory and aim to enhance living conditions or prevent future risks.

2. Legal Requirement / Hazard

- The issue is assessed as a risk to health or safety.
- It triggers a legal requirement for remedial action.
- The landlord is obligated to resolve the issue within a specified timeframe, and failure to comply may lead to enforcement action.

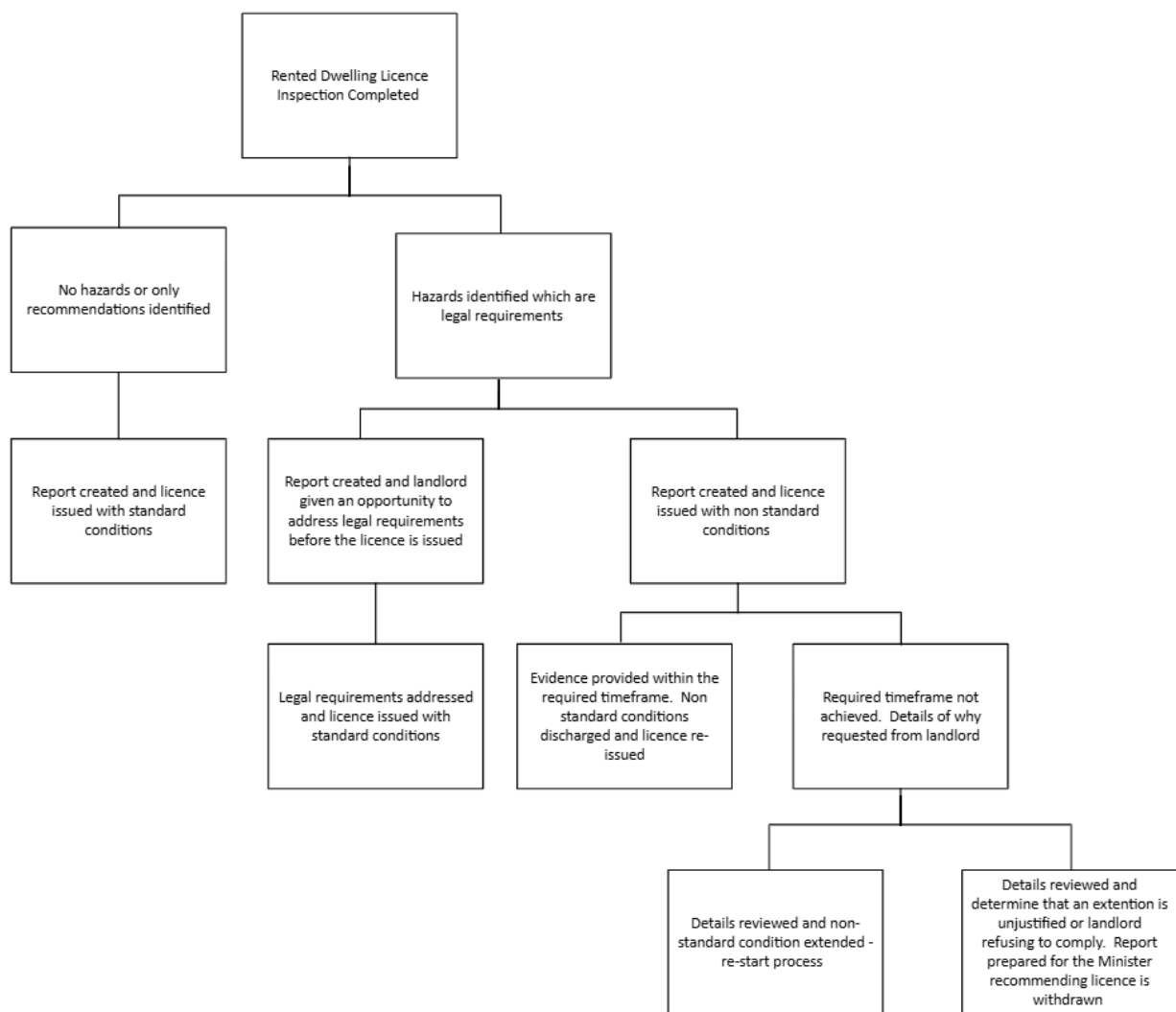


Figure 3 – Outlines the process for rented dwelling licences inspections.

Post-Inspection Process

Following a property inspection, landlords receive a detailed inspection report outlining the findings. This report identifies any issues observed during the inspection and classifies them into one of two categories:

1. **Recommendations** – These are non-critical issues that suggest reasonable improvements to address or remove deficiencies. While not legally binding, they are encouraged to enhance the quality and safety of the dwelling.
2. **Legal Requirements / Hazards** – These are more serious issues that pose a risk to health or safety. When a hazard is identified, it triggers a legal requirement for the landlord to undertake remedial action.

Where hazards or significant deficiencies are found, remedial actions are formally conditioned as part of the licence. Landlords are given a defined timeframe to complete the necessary work and must provide evidence of compliance to the licensing team.

In some cases, at the officer's discretion, landlords may be granted a short grace period to address issues prior to the licence being issued. This is typically applied when the issues would otherwise be included as non-standard conditions.

If non-standard conditions are applied and the landlord is unable to meet the original timeframe due to circumstances beyond their control, officers may grant an extension. This is contingent on the landlord providing sufficient evidence that compliance work is actively underway.

This process ensures that the scheme remains both firm in its enforcement and flexible in its application, supporting landlords in achieving compliance while maintaining high standards of housing safety and quality.

Inspection Outcomes

Inspection Status	Number
Inspections requested by 30 April 2025	293
Inspections completed by 30 April 2025	203
Licences issued following inspection by 30 April 2025	191

Table 0-3 Licence inspection figures

As of **30 April 2025**, a total of **203** inspections had been completed under the scheme. The findings are as follows:

- **177** hazards were identified
- These hazards were found across **82** properties
- The hazards span **14** of the **29** prescribed categories listed in [Schedule 1 of the Public Health and Safety \(Rented Dwellings – Minimum Standards\) \(Jersey\) Order 2018](#).

These results provide valuable insight into the types and frequency of hazards present in Jersey's rental housing stock. The data will play a key role in shaping future risk-based inspection strategies, helping to target resources more effectively and improve housing conditions across the Island.

Hazard Identification

203 inspections have been carried out.

60% of rented dwellings inspected had no hazards recorded at the time of inspection.

In the remaining **40%**, between **1 and 9** hazards were identified per property.

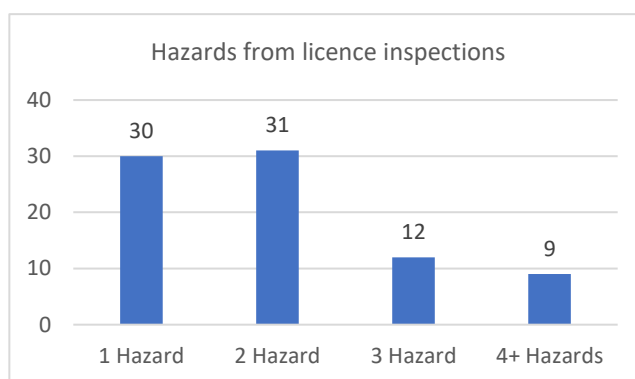


Figure 4 - Of the 40 Inspection that recorded hazard breakdown by total number of hazards per inspection

The hazard data collected during proactive (random selected) inspections of rented dwelling closely aligns with findings from reactive (complaint-driven) housing inspections, reinforcing the consistency and reliability of the overall inspection process.

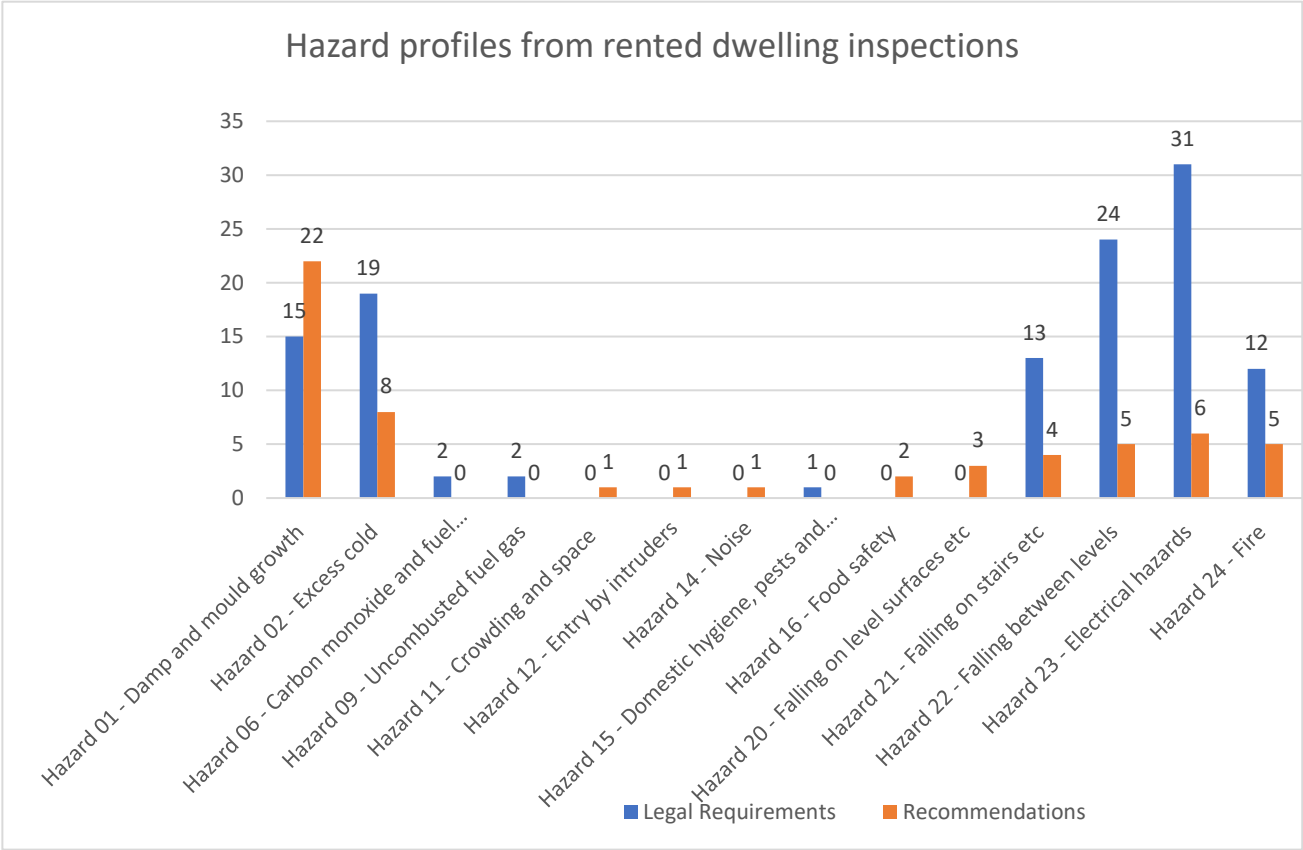


Figure - 5 breakdown of hazard data in rented dwelling licence inspections

The most frequently identified hazard is electrical hazards, followed by risks associated with falling between levels.

Correlation Between Proactive and Reactive Inspection Data

This alignment between proactive and reactive inspection data provides a robust evidence base for targeting future interventions and supports the continued application of risk-based inspection strategies.

Between 1 May 2024 and 30 April 2025, a total of 115 reactive inspections were conducted, resulting in the identification of 748 hazards.

The six most commonly recorded hazards (legal requirements), in order of frequency, were:

1. Damp and mould growth
2. Excess cold
3. Falling between levels
4. Electrical hazards
5. Fire
6. Falling on stairs, etc.

These findings reflect the nature of reactive inspections, where highly visible issues—such as damp and inadequate heating—are more likely to be reported, as they often serve as the primary triggers for tenant complaints.

Hazards in complaint driven inspections 1st May 2024-30th April 2025

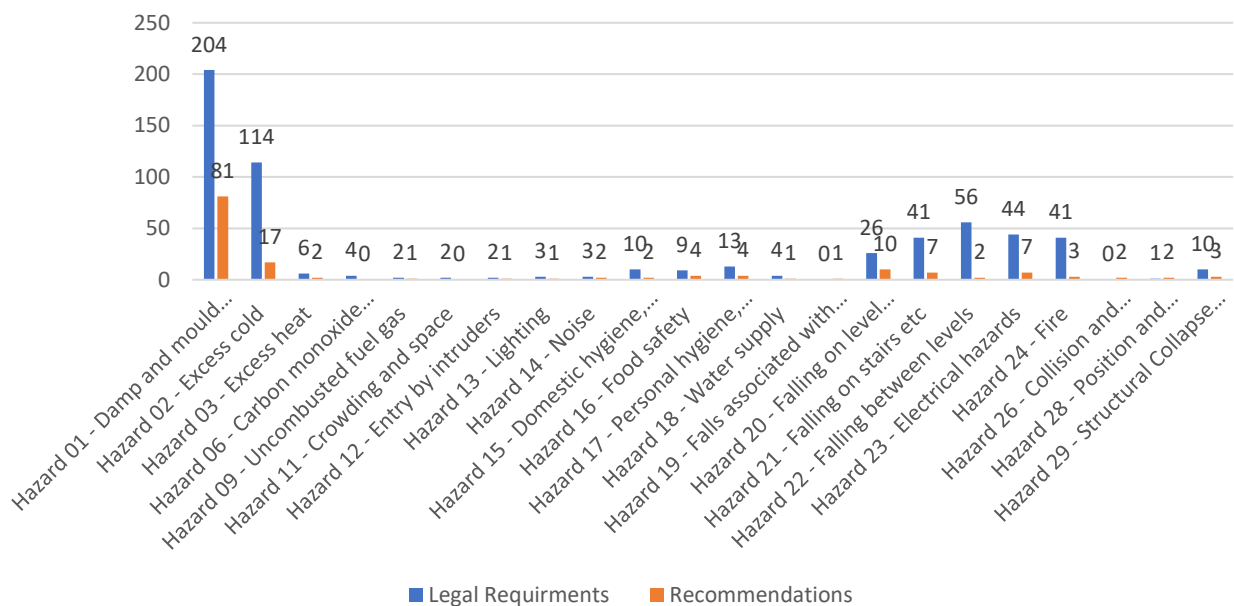


Figure 0-6 Hazards from complaint driven inspections 1 May 2024-30 April 2025

Rented Dwelling Licence Non-Standard Licence Conditions

Of the **191 licences** issued following inspection, **63 (32%) licences** included **non-standard conditions**. These additional conditions were applied in response to specific hazards identified during the inspection process.

A total of **77 non-standard conditions** were applied across **63 licences**, spanning **7 of the 29 prescribed hazard categories**.

They were applied to address specific deficiencies identified during inspections.

- 75 % of licences had 1 non-standard condition applied,
- 22% had 2 non-standard conditions,
- 3% had 3 non-standard conditions.

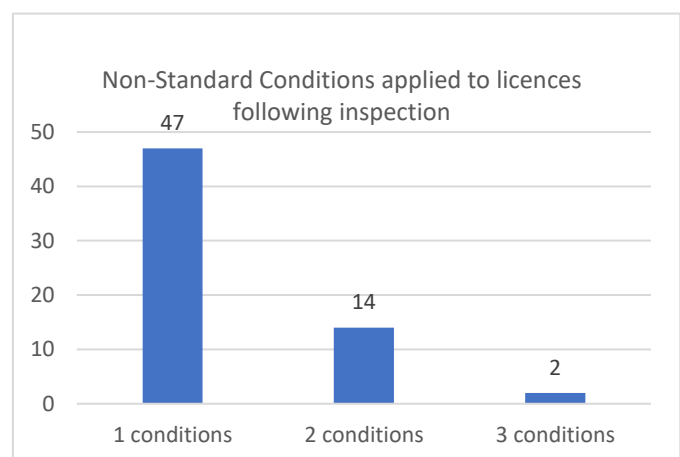


Figure 0-7 Number on non-standard conditions per licence

The most common reasons for applying these non-standard conditions were:

- **Hazard 01 – Damp & Mould:** Structural damage resulting in water ingress
- **Hazard 02 – Excess Cold:** Inadequate or absent heating provision
- **Hazard 09 – Uncombusted Fuel Gas:** Absence of a valid gas safety certificate
- **Hazard 21 – Falling on Stairs:** Low handrails or unsafe gaps between banisters
- **Hazard 22 – Falling Between Levels:** Windows lacking restrictors or low window sills or barrier
- **Hazard 23 – Electrical Hazards:** Missing or out of date Electrical Installation Condition Report (EICR)
- **Hazard 24 – Fire:** Inadequate fire detection or protection measures

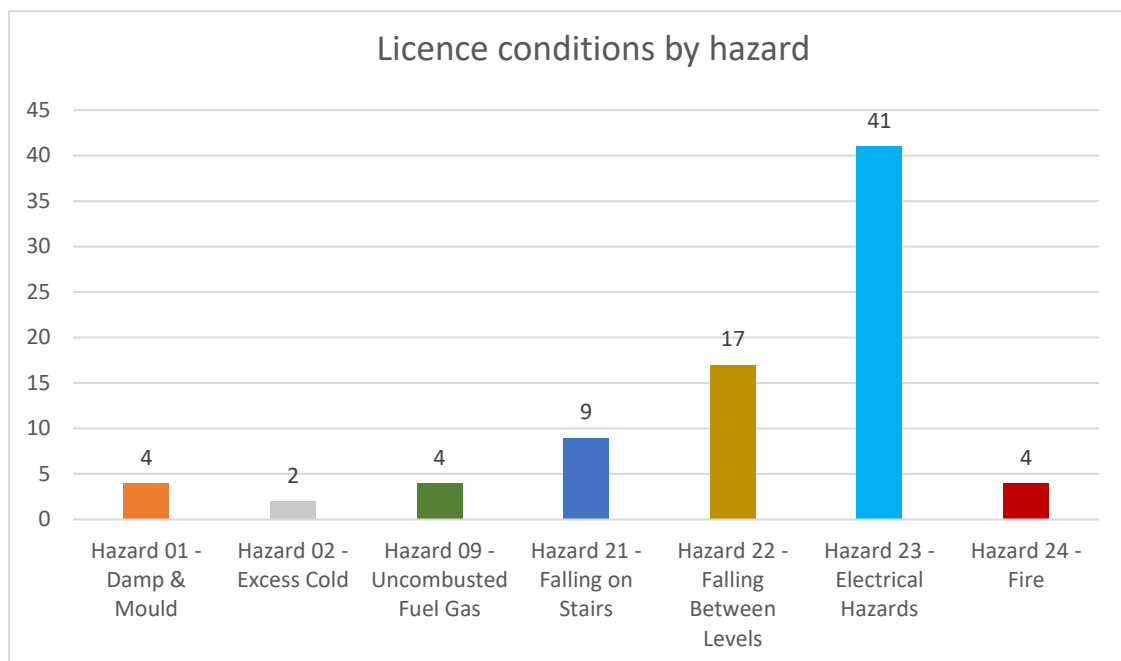


Figure 0-8 Non standard conditions by hazard

Data Limitations

As part of the Scrutiny Panel's review, it was requested that this annual report include a breakdown of the types and sizes of rental accommodation licensed under the scheme. However, the current structure of the licensing process does not require applications to provide this information at the point of application.

Where inspections have been conducted, officers have gathered some relevant data on property characteristics. However, based on current findings, features such as property size or type do not appear to influence the presence or absence of hazards.

Financial Overview	
<i>Fee</i> Under the licensing scheme, each rented dwelling was required to submit a single application accompanied by a one-time fee of £60, which secured a two-year licence	<i>Operational Efficiency</i> Notably, the implementation and administration of the licensing regulations were accomplished without the recruitment of additional staff, demonstrating a strong commitment to cost-effective delivery and efficient use of existing resources.
<i>Rented Dwelling Licence Scheme Income</i> The total income for the scheme was £1,082,640. <i>Rent Safe Refund Scheme Summary</i> Following Ministerial Decision, landlords were given the opportunity to apply for a refund of the £60 licence fee for Rent Safe accredited properties. The refund window closed on 30 November 2024, following a subsequent Ministerial Decision. All applications received by the deadline have now been processed. Applications were submitted for a total of 2,976 properties. Of these: • 2,776 refunds were approved and processed, resulting in refunds totalling £166,560. 200 Refunds were refused where the property either: • Had not undergone a Rent Safe inspection, or • Did not achieve a 3-star, 4-star, or 5-star rating during inspection. With the introduction of Rented Dwelling Licensing, the RentSafe scheme was formally concluded.	
Supporting Landlords and Tenants	
Supporting Landlords and Tenants In April 2024, the Minister for the Environment published a Code of Practice under the Public Health and Safety (Rented Dwellings) (Jersey) Law 2018. This guidance was designed to help both landlords and tenants better understand their responsibilities under the law, as well as the potential consequences of non-compliance. Following stakeholder engagement and feedback, a revised edition of the Code was issued in April 2025.	Education and Engagement To further support awareness and understanding of the licensing scheme, the Regulation Directorate partnered with the Jersey Landlords Association to deliver three educational sessions. These sessions focused on: • The most common of the 29 identified housing hazards • The minimum safety standards required under the law • Key details of the licensing scheme

Compliance and Enforcement

Complaint-Driven Investigations

As of **30 April 2025**, the Regulation Directorate has **not withdrawn or refused any licences** on the grounds of poor property conditions. Additionally, no **non-standard licence conditions** have been escalated to the Minister for the Environment due to non-compliance.

The data indicates a high level of compliance among landlords with the Public Health and Safety (Rented Dwellings) (Jersey) Law 2018, reflecting a positive response to the introduction of the licensing scheme and a shared commitment to improving housing standards across the Island

The Directorate continues to address public concerns through a **complaint-driven enforcement approach**. These referrals have led to the identification of properties operating without the legally required licence.

Between **1 August 2024 and 30 April 2025**, the following enforcement activity was recorded:

Metric	Total
Complaints received relating to housing	258
Complaints leading to investigations of unlicensed properties	32
Licence applications submitted following a complaint	28
Properties currently under investigation	20

Table - 4: Data on Unlicensed Property Investigations

The Regulation Directorate remains committed to proportionate and constructive enforcement. Engagement with landlords and agents is carried out in line with the Directorate's enforcement policy, as outlined on page 1. However, in cases of persistent or serious non-compliance, matters may be referred to the Law Officers' Department for further consideration.

Following an inspection, landlords receive a detailed report outlining the findings and any required actions. Where necessary, remedial measures are included as a condition of the licence. Landlords are provided with a defined timeframe to address the issues and must submit evidence of compliance within that period.

In certain cases, at the officer's discretion, landlords may be granted a short grace period to address issues before a licence is issued—particularly when those issues would otherwise be included as licence conditions. If conditions are applied and cannot be met within the original timeframe due to circumstances beyond the landlord's control, officers may extend the compliance period, provided there is sufficient evidence that progress towards compliance is being made.

Online Resources

The Directorate has published a comprehensive suite of resources on the **Government of Jersey website** which are regularly updated to reflect current guidance. These include:

[Rented dwellings licencing toolkit](#) - Includes the online application form, Code of Practice, minimum standards, sample condition report, and lease agreement templates.

[Tenant and landlord rights](#) - Covers the Residential Tenancy Law and guidance on pets in rental properties.

[Deposit protection in rented accommodation](#) - Information on the **Mydeposits** scheme for safeguarding tenant deposits.

[Condition reports for landlords and tenants](#) – Guidance for both landlords and tenants on documenting property condition.

[Housing standards](#) - Detailed information on required living conditions.

[Damp and condensation](#) - Practical advice for managing moisture-related issues.

Direct Support

The **Housing and Nuisance Team** remains available to provide tailored support:

- **Landlords** seeking clarification on how to apply the Code of Practice in their properties.

Tenants concerned about substandard living conditions.

They can be contacted via:

-  **01534 445808**
-  rentedwellings@gov.je

Ongoing Implementation and Future Focus

As the scheme enters its second year, efforts will focus on expanding the inspection programme, refining risk-based targeting methods, and continuing to drive improvements in housing standards across Jersey's rental sector.

Key Achievements

This first annual report highlights the early success of the Rented Dwelling Licensing Scheme:

High Compliance: A significant majority of rented dwellings in Jersey are now licensed, demonstrating strong engagement from landlords.

Identification of Unlicensed Rented Dwellings:

Unlicensed properties have been successfully identified through tenant reports and checks with letting agents.

Improved Housing Safety: Proactive inspections have led to the identification and remediation of numerous housing hazards, contributing to safer living conditions across the Island.

Looking Ahead

A **risk-based inspection programme** is scheduled to launch in the scheme's second year, enhancing the strategic targeting of properties based on identified risk factors.

Preparations are also underway for the **licence renewal process**, which will begin on **30 April 2026**, with applications opening approximately two months prior. Landlords will receive timely updates and guidance to support the renewal process.

Following a planned review, **licence fees will remain unchanged throughout 2025**. A standard increase of **2.5%** will be applied in 2026, in accordance with the **Public Finance Manual**.

The findings of this report confirm that the majority of Jersey's rental housing is well maintained, reflecting strong landlord compliance and the effectiveness of the licensing scheme's in promoting high housing standards. The scheme represents a key component of the Government's broader commitment to ensuring safe, quality housing for all residents.

Appendix 1 - Case Studies

A

Landlord 1 applied for their rented dwelling licence using the online form on 22 May 2024. The licence was issued and emailed to the landlord on 24 May 2024 and there was no inspection as the application was made in the transitional period.

B

Landlord 2 has a larger portfolio and applied for their licences using the bulk upload application on 12 July 2024. The application was processed and an invoice issued for payment. Landlord 2 paid the invoice, and the licences were issued and emailing to the landlord on 26 July 2024. There was no inspection as the applications were made in the transitional period.

C

Landlord 3 used the bulk upload from to apply for a new development of properties on 5 November 2024. The application was processed, and an invoice was issued for payment. Landlord 3 paid the invoice. An inspection was scheduled with Landlord 3 for 28 November 2024. There were 20 properties, and 8 were selected to be inspected. This was on the basis the units had recently been through Building Control, and many were built to the same plan. No hazards were identified, and the licences were issued on 29 November 2024 and emailed to the landlord.

D

Tenant Z contacted the department on 30 September 2024 due to concerns about conditions in their rented property. An inspection was carried out on 2 October 2024, and identified that the following hazards existed:

1. Damp and Mould Growth – Due to a leak in the bathroom, the sealant around the bath had failed and water was going down the side of the bath.
2. Electrical Hazards - There was no EICR (electrical installation condition report)

It was also identified that there was no rented dwelling licence in place. It was agreed with the tenant that we would contact the landlord and highlight the concerns raised and the need for a rented dwelling licence. A report was issued on 4 October 2024, and the landlord contacted the inspecting officer on 8 October to advise they had made the rented dwelling licence application but had some queries about the report. The inspecting officer agreed to meet the landlord at the property on 11 October 2024. The landlord agreed to re-do the bath sealant that day and agreed to get an electrician to do the EICR. The landlord and tenant confirmed on 14 October 2024 that the bath sealant had been done. The inspecting officer issued the licence on 14 October 2024 with a non-standard condition for electrical hazards with a one-month compliance period. The landlord contacted the inspecting officer on 30 October 2024 to say that they had struggling to find an electrician and couldn't get a booking until 18 November 2024. The inspecting officer agreed to extend the licence condition for another month. On 28 November 2024, the landlord provided a satisfactory EICR, and the inspecting officer discharged the condition and re-issued the licence.