

Home buying and selling reform

CIEH response to a Ministry of Housing, Communities and Local Government consultation

December 2025

About the Chartered Institute of Environmental Health (CIEH)

CIEH is the professional voice for environmental health representing over 7,000 members working in the public, private and non-profit sectors. Building on its rich heritage, CIEH ensures the highest standards of professional competence in its members, in the belief that through environmental health action people's health can be improved.

Environmental health has an important and unique contribution to make to improving public health and reducing health inequalities. CIEH campaigns to ensure that government policy addresses the needs of communities and business in achieving and maintaining improvements to our environment and our health.

For more information visit www.cieh.org.

Any enquiries about this response should be directed to:

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Responses to consultation questions

Question 4

What type of organisation are you responding on behalf of – estate agent, surveyor, conveyancer, professional body, developer, other?

Membership and awarding body for the environmental health sector

Professionalising property agents

Question 11

Do you agree that we should intervene to drive up standards amongst, and improve trust in, property agents?

Yes, subject to further information and consultation on the interventions.

Question 12

Do you agree with our proposal to bring forward a Code of Practice on a non-statutory basis, and to legislate to put this on a statutory footing in future if necessary?

No. We are in favour of a Code of Practice but believe that, if a code of practice is to be effective, it needs to be mandatory from the outset. This would require it to be put on a statutory footing immediately.

Question 13

Do you agree with our proposal to consult on mandatory qualifications for estate and lettings agents?

Yes.

Question 14

Are there additional interventions you think government should take to drive up standards amongst property agents?

Please see our answer to question 15.

Question 15

Are there any other areas across the property agent sector that needs to be monitored or regulated in order to improve the customer journey?

We believe that the scope of the proposed interventions should include companies that may appear to be property agents to tenant and landlord clients but fall outside the current legal definitions of being a property agent because of the nature of the work they undertake and the arrangements through which they deal with property letting and management.

Property guardians and rent to rent agents effectively become landlords on the basis of current letting agent definitions and would therefore probably be excluded from the scope of the current proposals under these definitions. They may be perceived as agents, however, by tenant and landlord clients.