

THE BTR ALLIANCE

CODE OF PRACTICE FOR BUILD TO RENT

Defining the Standards in Build to Rent



FOREWORD

Build to Rent, going even further for renters

For too long, renting in Britain has been defined by what tenants lack- security, consistency, accountability, and a clear statement of what they are entitled to expect. The Build to Rent sector was founded over a decade ago on the belief that it could do better. This Code of Practice is our public proof.

I am proud to chair the BTR Alliance, and proud to introduce the first phase of the Code of Practice for Build to Rent Operators. Called for by the sector and over three years in the making, the Code draws on the expertise of over 100 contributors - operators, investors, lawyers, sustainability specialists, and critically, the residents who actually live in Build to Rent homes. Their voices have shaped the Charter of Commitments that sits at the heart of this Code.

Development of the Code began in 2022, before the Renters' Rights Act was first introduced to UK Parliament. The Build to Rent sector did not need the Act to prompt this Code, signatory operators are not catching up with the law, they are ahead of it. The Code's deposit return timescale of ten days beats the statutory thirty; its maintenance response commitments exceed any statutory requirement and its complaints framework meets, and in many cases, exceeds the Housing Ombudsman's own standard. This is what leadership looks like.

Build to Rent is delivering homes at scale in places that need them. The sector has an unmatched track record on quality, service, and resident outcomes. What it has lacked, until now, is a publicly verifiable standard that government, planners, and communities can point to with confidence. This Code provides that and I ask Ministers, government bodies and local authorities to recognise it accordingly as an acknowledgement of evidence.

To Build to Rent residents and prospective residents - if your home carries a BTR Alliance Code signatory, you have a clear statement of what you can expect. Not a promise, a commitment and from the fourth quarter of this year, that commitment will be independently verified. If your operator does not meet the standard, they will not carry the kitemark.

The Build to Rent sector is growing, and it is growing responsibly. This Code is proof of that. I am grateful to the ARL, RE:UK, all the operators and investors who contributed, and above all to the residents who trusted us with their experience. We have listened and now we are accountable.

Ultimately the BTR sector will have a key role to play in building the homes the country needs. Developers building for sale and social housing will meet the needs of many but not all.

In moving forward it's important that prospective tenants, councillors and planning officers have a clear understanding about what BTR is and what it can deliver. I believe this Code can make an important contribution towards achieving that.

Clive Betts MP
Chair, BTR Alliance



Introduction

To reinforce the position of the Build To Rent (BTR) sector as being the rental destination of choice for consumers, the Build to Rent Alliance (BTRA), formed in 2025 between the Association for Rental Living (ARL) and Real Estate:UK (RE:UK) has developed a ground-breaking Code of Practice for the sector.

The Code for England and Wales, an industry first, follows nearly four-years of development with key industry participants, relevant stakeholders and residents, to produce a comprehensive framework for industry compliance. It will continue to be developed and refined during 2026 through further consultation and testing, ahead of formally coming into force.

The Code's purpose is to provide residents within BTR communities with a clear, verifiable standard of accommodation, amenity provision and lifestyle experience significantly above the statutory minimum. This will ensure that those living within the BTR sector are living in the most rigorously accountable homes and communities within the private rented sector. For operators, investors, regulators and key stakeholders, the Code will ensure that they each have confidence in the sector's ability to deliver high standards, self-regulate and hold itself to account in an effective, transparent and self-improving manner. This is critical in seeking to differentiate BTR from the wider PRS in terms of its ability to be scrutinised and be measured to drive an improvement in standards.

What is Build to Rent

Build to Rent (BTR) homes are purpose-built and designed specifically for renters, professionally managed and with all homes under single ownership. BTR developments provide consistent service levels, high-quality homes, and often include shared amenities and community features. They are a unique part of the Private Rented Sector, distinct from buy-to-let homes and typically backed by institutional investors focused on quality, service, and resident experience. The core Code focuses on Build to Rent apartments - the majority of BTR stock - but will be supported by supplements such as BTR houses.

Supporters of the BTRA Code of Practice

The below companies have expressed their support for the benchmarks and principles of the BTRA Code of Practice

OPERATORS			
			
			
			
			
INVESTORS			
			
			
ADVISORS & AGENTS			
			
SUPPORTERS			
			

BTRA Code of Practice Contributors

The BTRA thanks all those who have contributed their time and expertise to the development of the benchmarks and principles of the Code of Practice.

Allsop
Aon
Apache Capital
APO
Association for Rental Living
Atlet
Avison Young
Barings
Blackbird RE
Bridges Fund Management
Burness Paull
Carter Jonas
Centrick
Clive Betts MP Member of Parliament and BTR Alliance Chairman
Colby River
CompassRock
Cortland
Dave Butler Former CEO, ARL
DLA Piper
Dorrington
Earl Kendrick
EBS Construction
Elevate Living Consultancy
Essential Land
Eversheds Sutherland
Evoke Management
Fresh
FTI Consulting
GAA Living
Get Living
Goodstone Living
Grainger
Greater Manchester Combined Authority
Greater Manchester Good Landlord Charter Implementation Unit
Greystar
Hilltop Property Partners
Homes England
Hub Living
iLiveAround
Inhabeo
Insight Energy
JLL
John Lewis Partnership
Karen Cooksley Board Member, ARL
Keyah Consulting
Kings Residential
Legal & General
Lichfields
Long Harbour Group
M&G
Man Group
Moda Living
Moorfield Group
Muse
Native Residential
Nirvana Group Holdings
Outpost Management
Oyster Partnership
Packaged Living
Pinsent Masons
Placefirst
PLATFORM_
PriceHubble
Quintain Living
Quod
RE:UK
Real Estate UK
Regal Blinds
Related Argent
RH Consulting
Rightmove
Ringley
Roomservice by CORT
SAY Property
Shared Voice
Sigma Capital
The Good Economy
The Property Institute
Thriving Investments
Touchstone Residential
Town Legal
UnderTheDoormat Group
urbanbubble
Vertus
VervLife
Ward Strategic Consultancy
Way of Life
Womble Bond Dickinson
Yardi

BTRA Code Charter of Commitments

We have consulted with leaders in the sector as well as relevant stakeholders and appointed independent consultants including The Good Economy, to develop an overarching set of commitments that every BTRA Code member will be expected to strive towards in their ongoing operational delivery. The measurable points of the Code have been derived directly from these commitments.

Resident consultation was also undertaken during the Code's development and has been directly incorporated into the Charter of Commitments.

✓ **Fair and reasonable renting** – providing transparent terms, limiting deposits, ensuring quick returns and supporting residents.

✓ **High-quality, safe homes** – delivering and maintaining properties above national standards, never directly passing on safety-related costs by default wherever appropriate.

✓ **Sustainability and decarbonisation** – committing to measurable goals, including net zero by 2050, improving efficiency, minimising resource use, upgrading and maintaining homes to EPC C or higher.

✓ **Professional, accountable service** – ensuring responsive repairs, respectful notice before entry, and dedicated, qualified teams supported by inclusive hiring and ongoing training.

✓ **Community and wellbeing** – fostering vibrant, inclusive neighbourhoods by engaging residents and locals, supporting social and economic opportunities, respecting heritage, and measuring social impact.

✓ **Transparency and governance** – upholding accountable practices, fair employment, responsible supply chains, and a culture of inclusion, wellbeing, and continuous improvement.

✓ **Championing the Code** – embedding these standards across our organisations and advocating for consistent, high-quality practices across the rental sector and to support the transparent governance of this Code so that our commitment can be independently verified.

The BTRA Code is more than a set of measures for technical compliance. It is about shaping the culture of the business to deliver excellence for residents while also setting and leading high standards across the housing sector.

BTRA Code of Practice: Resident consultation



Ahead of launch of the BTRA Code of Practice, resident consultation was undertaken by the ARL.

Focus groups of individuals currently renting and all with Private Rented Sector experience - (86%) within Build to Rent developments and (14%) in social housing - were asked their views on the BTRA Code of Practice including:

- Purpose and Awareness of the Code of Practice
- Feedback on Code Principles and Missing Elements
- Repairs, Maintenance, and Access During Tenancy
- Communication Practices and Legal Compliance
- Fairness, Transparency, and End-of-Tenancy Concerns
- Enforcement, Publicity, and Resident Confidence in the Code

The feedback

Overall, there was strong support for the principles of the Code and a good sense of understanding of the standards to which BTR operates. Respondents also noted areas of the rental experience that they felt could be improved. All feedback will be used to refine the Code of Practice, and further resident consultation sessions are planned to ensure the consumer voice is continuously heard and reflected.

"I think this is great – this Code sets clear expectations for both resident and landlord"

"I currently live in social housing – can we have a Code the same as this for Housing Associations?"

"I feel like I'm showing off – we have an App for all issues and I know I will get a response"

"What residents want is high quality, safe homes and to have transparency and clarity from our landlords"



BTRA Code Qualification

This Code is intended for Build to Rent (BTR) operators who manage purpose-built residential properties designed exclusively for rental rather than sale, operating across self-contained developments. The code will, in due course, be supplemented by amended provisions to accommodate BTR houses and other sectors, which may have different qualification criteria.

Benefits of becoming a BTRA Code Signatory

Compliance with the BTRA Code ensures that:

- Residents and signatories alike benefit from consistently high standards of housing management and service delivery;
- Build to Rent is clearly distinguished from the broader Private Rented Sector;
- Misunderstandings and disputes are minimised, fostering positive relationships;

Maintaining compliance enhances the business and service reputation of signatories, while those who choose not to operate within the BTRA Code, or who fail to uphold its commitments, risk significant reputational harm.

The BTRA Code Verification Process

As part of the BTRA Code enrolment process, and to maintain consistent quality standards, the BTRA will establish a structured verification process to assess each signatory's adherence to the Code. It is envisaged that this will involve self-assessment alongside a proportionate review of a sample of properties. Verification visits are anticipated upon joining the BTRA Code and will subsequently take place at fixed intervals.

BTRA Code Continuous Update

This BTRA Code reflects both current and emerging legislation, with certain elements subject to confirmation following final publication.



Regulatory Compliance

Housing is one of the most heavily regulated sectors in the UK – and with good reason. The homes people live in have a profound impact on their safety, wellbeing, and quality of life, and the legislative framework that governs the sector reflects this. All organisations operating within the Build to Rent sector are required to comply with a broad and varied range of statutory duties designed to ensure the safety, wellbeing, and rights of residents, employees, and other stakeholders. These obligations span multiple themes.

- **Resident Safety** – Building Safety Act 2022, Fire Safety Act 2021
- **Housing Standards** – Housing Act 2004, Homes (Fitness for Human Habitation) Act 2018
- **Tenancy & Consumer Rights** – Renters' Rights Act 2025, Consumer Rights Act 2015
- **Employment & Equality** – Equality Act 2010, Health and Safety at Work Act 1974
- **Data & Privacy** – UK GDPR, Data Protection Act 2018
- **Environmental & Energy** – Environment Act 2021, Energy Efficiency (Private Rented Property) Regulations

Signatories place a strong emphasis on professional standards and operational rigour, and as a result, consistently meet these statutory obligations as a baseline for how they operate. The further details of applicable legislation and regulatory requirements are set out in Appendix I



BTRA CODE OF PRACTICE TERMS OF REFERENCE

SECTION ONE: Before Tenancy

BTRA Code of Practice signatories will...

Accessible Media

Ref.	Measure
1.01	Ensure BTRA Code compliance is clearly displayed on the website's home page to demonstrate accreditation and commitment to industry standards.
1.02	Either publish resident testimonials on their website or provide links to third-party review platforms (such as Google), unless the business has not yet commenced housing residents.
1.03	Ensure the accessible media showcases the operator's efforts to foster a sense of community within the building.
1.04	Ensure the accessible media (including corporate channels) highlight the operator's commitment to achieving net-zero carbon emissions through effective energy efficiency measures and sustainable building practices.
1.05	Ensure the website features a comprehensive FAQ, allowing residents to make an informed decision prior to taking up residence.
1.06	Ensure the website accommodation pages include details about the building/estate, not just the homes.

Lease Up

Ref.	Measure
1.07	Inform all prospective residents of their contractual terms under which the property is offered and ensure a copy of these terms is available to view or made available for download prior to engagement.
1.08	Offer physical or virtual methods for viewing the property prior to engagement.
1.09	Ensure prospective tenants are informed clearly about the referencing process. Any adverse referencing outcomes must be communicated promptly.
1.10	Ensure that deposits are held in a government-approved scheme, and once paid, residents are provided with all required information, with a record of compliance maintained for each tenancy. Alternatively, they may use a recognised 'no deposit' scheme.

On Arrival

Ref.	Measure
1.11	Provide residents with a welcome pack that outlines available services, nearby local amenities, emergency contact details, introduces the staff, and includes instructions for reporting maintenance, accessing property services, and information about the inventory.
1.12	Provide a condition report and inventory specific to each home is prepared prior to occupation, following the completion of all maintenance and cleaning activities.
1.13	Ensure that residents are provided with suitable and sufficient information and education on the operation of the fire alarm and other safety systems, so that in the event of a fire, residents understand the actions they need to take.



SECTION TWO: During Tenancy

BTRA Code of Practice signatories will...

Operational Change

Ref.	Measure
2.01	Notify the BTRA Code administrator of any property acquisition or disposal on a quarterly basis, or upon contract completion or termination. The BTRA Code must maintain a record of each signatory's size and scale.
2.02	Notify stakeholders of any change in operator, such as through sale or transfer of management, on the handover date.

Maintenance & Access

Ref.	Measure
2.03	Meet or exceed maintenance service level agreements (SLA's) as outlined in Appendix II
2.04	Where SLAs are exceeded, keep residents promptly informed of the reasons for the delay and provide clear updates on revised arrangements.
2.05	Support residents in finding suitable alternative accommodation whenever significant works require them to temporarily vacate the property.
2.06	Ensure that where skilled external contractors are engaged, they complete a site induction and formally agree to meet the same service standards as employees before being permitted to carry out work on-site.
2.07	Give tenancy holders reasonable notice, typically 24 hours before accessing a resident's private space (except in an emergency), and allow the resident to rearrange the date and time to suit them within a reasonable timeframe.

Post

Ref.	Measure
2.08	Have a procedure for receiving parcels. This may be an arrangement for direct access or a concierge post-receipt service.

Complaints Resolutions

Ref.	Measure
2.09	Ensure the website provides clear information on the steps residents can take if they have a complaint.
2.10	Ensure all complaints are acknowledged within 5 working days, and expectations for response timeframes are managed.
2.11	Produce a transparent, accessible complaints process for residents that has time-bound response expectations.
2.12	Respond to complaints by either meeting or exceeding the Housing Ombudsman's Complaint Handling Code or equivalent recognised redress scheme.

Sustainability, Environment & Energy Performance:

Ref.	Measure
2.13	Have an environmental policy in place, outlining the company's commitment to reducing its environmental impact.
2.14	Encourage residents to recycle by providing clear information and adequate facilities.
2.15	Inform residents of good practice when it comes to electricity and water use.
2.16	Ensure the business sets out reporting metrics on environmental performance, and the business will have targets to improve performance.
2.17	Maintain energy efficiency in line with Minimum Energy Efficiency Standards (MEES), with documented Energy Performance Certificates (EPCs) and evidence of ongoing monitoring and improvements.
2.18	Continue to support wider community environmental ambitions, including implementing travel plans, promoting sustainable transport measures, and fulfilling environmental commitments in the management of the property.
2.19	Commit to sustainability and decarbonisation by setting measurable targets, including achieving net zero by 2050, enhancing efficiency, minimising resource consumption, and upgrading and maintaining homes to EPC C or higher.

Fines

Ref.	Measure
2.20	Ensure that residents are not subject to punitive fines. Any recharges must be reasonable and supported by actual expenditure.

Inspections

Ref.	Measure
2.21	Ensure that residential property inspections are conducted during tenancies to identify any damage, verify that safety equipment is unobstructed, and confirm compliance with tenancy terms.
2.22	Provide residents with adequate opportunity to be present during property inspections.

Communication

Ref.	Measure
2.23	Offer residents a digital method of communication for general queries and support.



SECTION THREE: After Tenancy

BTRA Code of Practice signatories will...

Check Out

Ref.	Measure
3.01	Provide comprehensive instruction to residents that outlines the cleaning and return expectations of the apartment on check-out.
3.02	Carry out a comprehensive check-out inspection, raise any recharges and process the remaining deposit within 10 days of departure, provided the resident doesn't dispute the findings.
3.03	Provide written notice of any recharges or deductions and allow residents to respond, which the verifier will confirm through communication logs.



SECTION FOUR: Throughout

BTRA Code of Practice signatories will...

Equality & Diversity

Ref.	Measure
4.01	Adopt and maintain a clear Equality, Diversity and Inclusion (EDI) policy aligned with the Equality Act 2010 and embedded within the organisation's governance, operating model and culture.
4.02	Demonstrate fair, transparent and non-discriminatory access to accommodation, services and employment, supported by documented procedures designed to prevent bias and promote equal treatment at all customer and workforce touchpoints.
4.03	Appoint a named senior lead (or equivalent accountable role) responsible for EDI oversight and continuous improvement across the business.
4.04	Undertake proportionate EDI monitoring, appropriate to organisational scale and maturity, including as a minimum: <ul style="list-style-type: none">- workforce diversity data at an aggregate level; and- resident satisfaction feedback that includes perceptions of fairness, respect and inclusion.
4.05	Ensure all staff receive baseline EDI awareness training, with enhanced training for customer-facing, management and leadership roles, proportionate to responsibility.
4.06	In progressing towards excellence, seek to demonstrate ongoing progress in equality, diversity and inclusion by working towards embedding more inclusive procurement and supplier engagement practices and increasing resident engagement and co-creation activities

Training

Ref.	Measure
4.07	Ensure that individuals with operational accountability (e.g., Head or Director) have completed appropriate and comprehensive training, internal or external, to maintain advanced knowledge and professional competence within the sector.
4.08	Ensure that site-based property managers have completed appropriate and comprehensive training, internal or external, to maintain operational knowledge and professional competence within the sector.
4.09	Ensure that members of staff who hold accountability & responsibility for safety are suitably trained to demonstrate competence.
4.10	Implement inductions for new employees that include mandatory training on Anti-Bribery, Modern Slavery, Equality & Diversity, Environmental Awareness, and GDPR.
4.11	Ensure that employees with crisis management responsibilities complete relevant training within three months of starting their role.
4.12	Demonstrate a robust employee training programme that includes clear Standard Operating Procedures (SOPs) and engaging, brand-specific training materials.
4.13	Ensure all staff have completed a comprehensive suite of Health and Safety training as part of the new starter induction.
4.14	Dedicate time for staff to work on their Personal Development Plans (PDPs) or Continuing Professional Development (CPD) activities.
4.15	Ensure that each site with over 100 homes has at least one full-time team member trained to a recognised first aid standard, with certification maintained and renewed prior to expiry.
4.16	Provide appropriate induction and training to ensure new staff can perform their duties safely, effectively, and in line with the Code of Practice.

Events & Welfare

Ref.	Measure
4.17	Support a community engagement programme for residents giving them the opportunity to forge friendships with other residents.
4.18	Have contact details for national and local welfare support services ready and available for residents upon request.
4.19	Have procedures in place for supporting vulnerable residents and residents in crisis.

Resident Satisfaction

Ref.	Measure
4.20	Undertake a detailed survey once annually to ensure continuous improvement.
4.21	Apply best practice when conducting tenant surveys, ensuring methods are fair, transparent, and do not mislead or distort consumer perception.
4.22	Ensure that surveys include specific questions designed to capture social impact metrics.
4.23	Advertise the action taken from survey results. Campaigns such as 'you said, we did'.

Artificial Intelligence (AI)

Signatories will...

Ref.	Measure
4.24	Appoint a named responsible person or committee overseeing AI use.
4.25	Have regard to adopt responsible AI governance measures in line with ARL guidance.

APPENDIX



APPENDIX I – Statutory Obligations

The following legislation applies to all BTR properties, and operators must have processes in place to meet the requirements. As signatories of the BTRA Code, organisations are expected to ensure that all relevant personnel are aware of, and actively maintain, statutory compliance in accordance with their legal obligations.

Building Safety Act 2022

Key requirements include appointing an Accountable Person, preparing and maintaining a Safety Case, ensuring a Golden Thread of safety information, conducting regular inspections and reporting, engaging with residents through a Resident Engagement Strategy, complying with regulatory oversight by the Building Safety Regulator (BSR), maintaining structural and fire safety standards, and ensuring competent personnel and safe materials are used. Applies in full to Higher-Risk Buildings (18 metres / 7 or more storeys).

Regulatory Reform (Fire Safety) Order 2005 (as amended)

Designates a Responsible Person for all communal areas of residential buildings. Key duties include conducting and recording fire risk assessments, implementing appropriate fire precautions, providing fire safety information to residents, ensuring adequate fire safety training for staff, and maintaining fire safety equipment. Amended by the Fire Safety Act 2021.

Fire Safety Act 2021

Clarifies and strengthens the Fire Safety Order 2005. Requires Responsible Persons to include a building's external walls, structure and flat entrance doors within the scope of fire risk assessments. Imposes additional duties to share fire safety information with residents and, in buildings of 11 metres or more, to undertake regular checks of fire doors.

Renters' Rights Act 2025

Renters' Rights Act 2025 abolishes no-fault evictions and assured shorthold tenancies, replacing them with assured periodic tenancies. Rent increases are limited to once per year via a Section 13 notice, and rental bidding and excessive advance rent payments are prohibited. Landlords are required to provide written tenancy agreements and are prevented from discriminating against tenants with children or those in receipt of benefits. The Act also establishes a Private Rented Sector Database and a Landlord Ombudsman, and introduces the Decent Homes Standard for the private rented sector alongside an extension of Awaab's Law.

Housing Act 1988

Under the Housing Act 1988, a BTR operator, typically acting as landlord or managing agent, has duties primarily centred on assured shorthold tenancies (ASTs). These include granting tenancies that comply with statutory requirements, protecting tenants' deposits in

a government-approved scheme, providing prescribed information such as tenancy terms and safety certificates, maintaining the property in good repair under Section 11 obligations, ensuring tenants' right to quiet enjoyment, and following proper legal procedures for rent increases and possession, including serving valid notices where applicable. While the Act does not specifically define "BTR operators," it imposes these responsibilities on any landlord operating within its framework, which BTR providers must adhere to as part of their large-scale rental management role.

Housing Act 2004

Housing Health and Safety Rating System (HHSRS) - The Housing Health and Safety Rating System (HHSRS) is a risk-based assessment system introduced under the Housing Act 2004 to evaluate potential hazards in residential properties, such as damp and mould, excess cold, fire risks, and structural issues, with the aim of ensuring homes are safe and suitable for occupation. For BTR operators, the duty is to ensure their properties are free from serious (Category 1) hazards and to actively manage and mitigate less severe (Category 2) risks by carrying out regular inspections, maintenance, and prompt remedial works; failure to do so can lead to enforcement action by local authorities, including improvement notices or prohibition orders.

Mandatory, Additional & Selective Licensing Requirements - Licensing requirements for residential rental properties are primarily set out in the Housing Act 2004. This Act establishes mandatory licensing for houses in multiple occupation (HMOs), as well as provisions for additional and selective licensing schemes that local authorities can introduce to regulate other types of privately rented accommodation, including those operated by BTR providers where applicable.

Tenant Fees Act 2019

Prohibits landlords and letting agents from charging tenants most fees in connection with tenancy arrangements. Limits permitted payments to rent, deposits and certain default or utility charges. Requires transparent disclosure of any permitted charges.

Equality Act 2010

Prohibits discrimination on the basis of protected characteristics in the provision of services to residents and in employment. BTR operators must ensure non-discriminatory practices in tenancy allocation, management and service delivery, and make reasonable adjustments for disabled residents. Directly relevant to the anti-discrimination provisions of the Renters' Rights Act 2025.

Data Protection Act 2018 and UK GDPR

Key obligations include identifying a lawful basis for processing, maintaining privacy notices, responding to data subject access requests, implementing appropriate data security, notifying the ICO of reportable breaches, and ensuring data is not retained beyond its stated purpose.

Health and Safety at Work etc. Act 1974

The primary framework for occupational health and safety, covering all employees, contractors and members of the public on site. The parent legislation underpinning the following:

- **COSHH** (Control of Substances Hazardous to Health 2002) – Under COSHH an operator's duties are to assess risks from hazardous substances, prevent or adequately control exposure, implement and maintain control measures (such as ventilation, safe storage, and PPE), provide information and training to staff, monitor exposure where necessary, and carry out health surveillance if risks cannot be fully controlled.
- **PUWER** (Provision and Use of Work Equipment Regulations 1998) – Under PUWER an operator's duties are to ensure work equipment is suitable for its intended use, properly maintained and safe, used only by trained and competent people, and regularly inspected where necessary. Operators must also provide adequate instructions, information, and supervision, and take steps to reduce risks from its use to employees and others affected.
- **DSE** (Display Screen Equipment Regulations 1992) – Under DSE an operator's duties are to assess risks from computer and screen-based work, ensure workstations meet minimum safety requirements, provide suitable equipment and adjustments (such as chairs, screens, and lighting), offer regular breaks or changes of activity, and provide eye tests and training where required.
- **L8** (the HSE guidance "Legionnaires' disease: The control of legionella bacteria in water systems") - is an Approved Code of Practice issued under the Health and Safety at Work etc. Act 1974 and it also supports duties under the Control of Substances Hazardous to Health Regulations 2002 (COSHH), particularly around controlling biological agents in water systems.

In practice, this Act means providing safe systems of work, maintaining safe premises and equipment, carrying out risk assessments, offering training and supervision, and ensuring adequate welfare facilities, with the overall aim of preventing harm rather than reacting to incidents.

Immigration Act 2014

(Right to Rent) Key requirements include verifying the immigration status of prospective tenants before granting a tenancy, conducting and recording Right to Rent checks on all adult occupiers, retaining evidence of checks carried out, undertaking follow-up checks where a tenant has time-limited leave to remain, and reporting individuals without the right to rent to the Home Office.

Gas Safety (Installation and Use) Regulations 1998

Requires annual gas safety checks by a Gas Safe registered engineer on all gas appliances and flues. Landlords must provide tenants with a copy of the gas safety record within 28 days of the check, or before a new tenancy begins. Records must be retained for two years.

Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

Requires a full electrical installation condition report (EICR) at least every five years, carried out by a qualified person. Any Category 1 or Category 2 remedial work identified must be completed within 28 days (or sooner if specified). Copies of reports must be provided to tenants and local authorities on request.

Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

Requires at least one smoke alarm on every storey of a residential building used as living accommodation, and a carbon monoxide alarm in every room containing a fixed combustion appliance (excluding gas cookers). Alarms must be in working order at the start of each tenancy.

Office of Financial Sanctions Implementation (OFSI) — UK Sanctions Regulations

Key requirements include conducting sanctions screening of relevant individuals and entities, ensuring no funds or economic resources are made available to designated persons, maintaining appropriate due diligence and record-keeping, reporting suspected breaches to the relevant authorities, and implementing internal controls to ensure ongoing compliance with UK sanctions regulations.

The Energy Performance of Buildings (England and Wales) Regulations 2012

Is made under the wider framework of the Energy Performance of Buildings Directive (as implemented in UK law) and is supported by powers under the Building Act 1984. In terms of EPCs and MEES (Minimum Energy Efficiency Standards), the 2012 Regulations govern the production, provision, and validity of Energy Performance Certificates, while MEES requirements themselves are set through separate regulations: the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015.

APPENDIX II – Maintenance

Signatories of the BTRA Code place the safety, comfort, and wellbeing of residents at the heart of their operations. Carrying out maintenance in a timely and professional manner is therefore essential. Accordingly, each Signatory commits to meeting The BTRA Code service level for the delivery and completion of maintenance works within residential buildings as outlined below.

EMERGENCY - IMMEDIATE

Poses a direct threat to the **Health and Safety** of residents, staff, visitors or the general public.

URGENT - 24 HOURS

Disruption or loss of a critical function or essential service deemed a core component of the rent.

ROUTINE - 20 DAYS

Encompass matters that do not meet the criteria of the top two categories but are still relevant.

PLANNED

Includes works with limited impact on residents or those incorporated within broader, scheduled projects, typically not requiring urgent action.



Frequently Asked Questions

This document sets out **answers to frequently asked questions** about the BTR Alliance Code of Practice, which launched publicly at UKREiiF on 19th May 2026. It is designed to serve multiple audiences: residents, operators, investors, national and local government, sector bodies, and ombudsmen and is structured accordingly.

The Code launched at UKREiiF establishes the principles and benchmarks to which signatories commit. The full verification, audit and compliance framework is being developed for Q4 2026 to which signatories will commit and will be published ahead of the full Code launch later in the year.



Section 1 — About the Code

Why does the Build to Rent sector need a Code of Practice?

Build to Rent (BTR) has delivered c. 148,000 high-quality, purpose-built rental homes across the UK over the past decade and is now a recognised housing tenure with a distinctive operational model, institutional backing, and a long-term commitment to resident service. Despite this, no publicly available, independently verifiable standard has existed to define what residents, government, and investors should expect from a BTR operator. The Code fills that gap. It makes visible the standards that professional BTR operators already apply, sets a clear floor above the statutory minimum, and creates the accountability framework the sector needs to maintain public trust and policy support as it grows.

Why has the Code been developed now?

The Code has been in development since 2022, well before the Renters' Rights Act 2025 was introduced. It is not a reactive measure. It reflects the sector's maturity, its ambition to self-regulate credibly, and a recognition that voluntary standards - developed in partnership with residents, operators, independent consultants and the Housing Ombudsman - are more durable than standards imposed through legislation alone.

The timing of the Code's launch at UKREiIF on 19th May 2026 coincides with Phase 1 of the Renter's Rights Act commencing in May 2026, reinforcing the relevance of the Code. BTR operators operating to the Code's standards are ahead of, not catching up with, statutory requirements.

What is the BTR Alliance Code of Practice?

The BTR Alliance Code of Practice for Build to Rent Operators is a voluntary framework establishing the standards to which signatory BTR operators commit, above and beyond what the law requires.

It is structured around seven Charter Commitments - Fair and Reasonable Renting, High-Quality Safe Homes, Sustainability, Professional Accountable Service, Community and Wellbeing, Transparency and Governance and Championing the Code - and is supported by specific, measurable benchmarks across the full tenancy lifecycle.

It is not a marketing standard or self-certification scheme. The Code for England and Wales marks an industry first and follows nearly four-years of development with key industry participants, and relevant stakeholders. It will continue to be developed and refined during 2026 through further consultation and testing, ahead of it formally coming into force.

Who developed the Code?

The Code was developed by the BTR Alliance - a cross-sector group founded by the Association for Rental Living (ARL) and Real Estate UK (RE:UK) and chaired by Clive Betts MP. The drafting process involved more than 80 documented contributors across more than three years, including major BTR operators, institutional investors, the Housing Ombudsman, The Property Institute, and resident representatives. The ARL commissioned an independent specialist consultant to lead the drafting process and to ensure the Code reflected both

sectoral expertise and external scrutiny.

Note: Resident consultation was directly incorporated into the Charter of Commitments and the practical measures that matter most to people living in BTR homes.

Who is the Code for?

The Code is open to any BTR operator managing purpose-built residential properties designed exclusively for rental, operating across self-contained developments, in England and Wales. This includes operators within the ARL and RE:UK membership and those outside it. There is no requirement to be a member of either organisation to become a signatory.

The core Code focuses on BTR apartments. Supplements covering BTR houses and other residential formats will follow in due course.

Is compliance with the Code mandatory?

No. The Code of Practice is voluntary however signatories make a public commitment to its standards, and from Q4 2026, adherence will be subject signatories to the full and final operational Code to independent verification. Operators who sign the Code and fail verification will not carry the BTR Alliance Code kitemark. The Code is not mandatory for ARL or RE:UK members, though membership obligations encourage support for sector standards.

Is the Code legally binding?

The Code is a voluntary framework, not a statutory instrument. However, it should be understood that the benchmarks in the Code reflect, and in many cases exceed, the requirements of applicable law, including the Renters' Rights Act 2025, the Building Safety Act 2022, the Tenant Fees Act 2019, and the Housing Ombudsman's Complaint Handling Code. Signing the Code creates a public commitment that residents, investors, and media will expect to be honoured. The Code's individual measures remain subject to the legal obligations that apply to all operators regardless of Code status. When the verification framework launches, non-compliance will have reputational and membership consequences.

Is the Code just operators writing their own rules?

No. The Code was developed over three years with external scrutiny built into the process at every stage. The Housing Ombudsman was consulted, BTR residents were directly consulted and their perspectives are reflected in the Charter. The Code is delivered by the BTR Alliance which is chaired by Clive Betts MP, a former Chair of the Housing, Communities and Local Government Select Committee. Independent verification is being developed as part of the full and final operational Code for Q4 2026 and will be administered externally, not by signatories.

The approach mirrors established self-regulatory models in other sectors. The ANUK/Unipol Code - the analogous standard in purpose-built student accommodation - provides the benchmark: sector-developed, independently verified, and recognised by government. The BTR Alliance Code is following that same trajectory.

What is the difference between the Code launched at UKREiIF (v12) and the full and final operating Code launch in Q4 2026?

The Code launched at UKREiIF establishes the benchmarks and principles to which supporters subscribe. This version is complete as a statement of standards. What follows in Q4 2026 is the full operational infrastructure: the independent verification framework, the graded signatory status system, the BTRA kitemark scheme, and the audit and compliance model.

How does the Code relate to the Renters' Rights Act 2025?

The Code complements and exceeds the Renters' Rights Act 2025 rather than duplicating it. Phase 1 of the Renters' Rights Act (implemented from 1st May 2026) sets a statutory floor - annual rent increases via Section 13 notice, prohibition of rental bidding, written tenancy agreements, anti-discrimination provisions - the Code's benchmarks sit above that floor. For example, the Code requires deposit return within 10 days of departure (the statutory protection scheme allows 30 days), complaint acknowledgement within 5 working days, and maintenance response times that exceed any statutory requirement.

The Code was also developed before the Renters' Rights Act received Royal Assent and is not a reaction to it. BTR operators were already operating at or above Renters' Rights Act standards in most areas before the Act was introduced.

How does the Code relate to the Private Rented Sector (PRS) Landlord Ombudsman?

The PRS Landlord Ombudsman, due to be introduced under Phase 2 of the Renter's Rights Act (late 2026 / 2027), will provide statutory redress for all private renters. The BTRA Code's complaints provisions already align with and exceed the Housing Ombudsman's Complaint Handling Code, which provides the clearest indication of the standards the PRS Landlord Ombudsman will apply. Code signatories will therefore be ahead of the statutory framework, not behind it. The Code's verification framework will be designed to complement rather than duplicate Ombudsman functions. The BTR Alliance will engage formally with the PRS Landlord Ombudsman as that office is established.

Section 2 — For Residents

What does the Code mean for me as a resident?

If you live in or are considering moving into a BTR home with a signatory operator, the Code gives you a clear statement of what you can expect, above and beyond what the law already requires. The Charter of Commitments was shaped directly by resident consultation. In practical terms, the Code means:

- Your deposit must be returned within 10 days of departure (not the 30-day statutory maximum), unless you dispute the deductions.
- Maintenance emergencies must be responded to immediately. Urgent issues within 24 hours. Routine repairs within 20 days.
- Any complaint you raise must be acknowledged within 5 working days, with a transparent process and escalation pathway.
- You must be given at least 24 hours' notice before anyone enters your home, except in genuine emergencies, and you can rearrange.
- Recharges must be reasonable and supported by evidence - punitive fines are not permitted.
- Your rent will be reviewed no more than once a year, and billing must be transparent.

How do I know if my building is covered by the Code?

Signatory operators will be required to display their BTRA Code status on their website homepage. A public register of signatories will be maintained on the BTRA website at buildtorent.info. You will be able to search for your operator by name. If you are unsure, you can contact the BTR Alliance directly.

What should I do if my operator is not meeting the Code's standards?

If you believe your signatory operator is not meeting the standards set out in the Code, you should first use the operator's own complaints process which, under the Code, must be transparent, time-bound, and accessible. If your complaint is not resolved to your satisfaction, you can escalate it to the Housing Ombudsman, whose Complaint Handling Code signatories are required to meet or exceed.

From Q4 2026, the BTRA verification framework will include a process for residents to raise concerns about signatory compliance directly with the BTR Alliance. Details of that process will be published at the full and final operating Code launch.

Note: The Code does not override your statutory rights as a tenant. Your rights under the Renters' Rights Act 2025, the Tenant Fees Act 2019, and other legislation apply regardless of Code status.

Does the Code replace the Housing Ombudsman?

No. The Housing Ombudsman's Complaint Handling Code provides the floor for how complaints must be handled, and BTRA signatories are required to meet or exceed it. The Housing Ombudsman remains the appropriate body for escalating unresolved complaints. The BTRA Code and the Ombudsman operate as complementary, not competing, frameworks.

Were residents involved in developing the Code?

Yes. Residents were directly consulted during the development of the Code, and their perspectives are reflected in the Charter of Commitments and the practical measures that matter most to people living in BTR homes. This included feedback on the maintenance timescales, the complaints process, deposit handling, and the commitment to community and wellbeing.

The Code is voluntary, does that mean operators can ignore it?

Operators who sign up to the Code will be making a public commitment. From Q4 2026, that commitment will be subject to independent verification. Operators who fail verification will not carry the BTRA kitemark, and the outcome of their verification will be on record. Additionally, signing the Code creates reputational accountability — investors, lenders, and local authorities will increasingly expect signatories to demonstrate compliance.



Section 3 — For Operators

How do we become a signatory?

Operators wishing to sign up to the Code should contact the BTR Alliance through the ARL or RE:UK. The process for formal sign-up to the full and final operator Code, including the signatory agreement and onboarding steps, is being confirmed alongside the Q4 2026 verification framework.

What are we committing to by signing?

By signing the Code, you will be making a public commitment to operate in accordance with the seven Charter Commitments and the associated benchmarks across the tenancy lifecycle - before, during, after tenancy, and throughout. You will also be committing to participate in the verification framework (launching as part of the full and final operator Code in Q4 2026) which will involve self-assessment and a proportionate review of a sample of your properties.

Does the Code apply to all our properties?

The Code applies to BTR operators who manage purpose-built residential properties designed exclusively for rental, operating across self-contained developments, in England and Wales. If you operate across multiple brands or structures, you should discuss with the BTR Alliance how the Code applies to your operational footprint. BTR houses and other residential formats will be addressed in supplements to follow.

What is the relationship between the Code and our existing compliance obligations?

The Code is built on top of, not instead of, your statutory obligations. Appendix I of the Code sets out the applicable legislation in full. The benchmarks in the operative sections of the Code represent above-statutory commitments - they are the voluntary differentiators. You should expect that full compliance with the Code will require review of some operational processes, particularly around maintenance SLA tracking, complaints handling, deposit return timescales, and EDI monitoring. For most professional BTR operators, the gap is smaller than it may initially appear.

We already comply with GRESB, the Housing Ombudsman CHC, and GMCA standards. How much of the Code are we already meeting?

Overlap does exist between the Code's requirements and other frameworks you may already comply with and the BTR Alliance is working on a cross-compliance mapping document to be published alongside the full and final operator Code launch in Q4 2026. In the interim, operators who already meet the Housing Ombudsman's CHC will satisfy the complaints provisions. GRESB compliance will address substantial portions of the environmental and governance benchmarks. The most distinctive Code requirements - maintenance SLA timescales, deposit return within 10 days, EDI monitoring, and AI governance - are less commonly addressed in other frameworks and may require specific attention.

What happens if we sign and then fail verification?

The verification framework, launching Q4 2026, will include graded signatory status and a defined process for addressing non-compliance. Operators who receive a Conditional Pass will have a time-bound action plan to address gaps at additional cost. Operators who fail verification will not carry the BTRA kitemark. The process will be transparent and proportionate. Full details will be published ahead of Q4 launch.

Can we use the BTRA Code in our marketing and investor relations?

Signatory status can be referenced in communications once formally confirmed. The BTRA kitemark, which will be introduced at the Q4 2026 full and final launch, is the appropriate mark for use on operator websites, marketing materials, and investor documentation. Operators should not represent themselves as 'Code certified' or 'Code verified' until they have passed verification - signatory status and verification are distinct.

We operate in Scotland as well as England. Does the Code apply?

The Code as launched at UKREiIF 2026 applies to operators in England and Wales. Scotland operates under a distinct tenancy framework (Private Residential Tenancy) with different statutory obligations. A Scotland supplement addressing jurisdictional differences is in development for publication in H2 2026. Scottish operations should not be represented as Code-compliant until the supplement is confirmed.

How does the Code interact with our PI insurance position?

We recommend operators review the Code's commitments with their professional indemnity insurers, particularly in respect of the maintenance SLA timescales, deposit return commitments, and complaints obligations. The Code creates a publicly stated standard that residents and counterparties can reference. Most professional BTR operators' operations already support these commitments, but the formal public nature of the Code means the conversation with your insurer is worth having before you sign.

What does 'data sharing with the ARL' mean in practice?

Clause 4.20 of the Code requires signatories to undertake an annual resident satisfaction survey. The intention is that headline, anonymised data from these surveys will be shared with the ARL to enable sector-level benchmarking and policy evidence. The specific data framework, including what is shared, in what format, and under what data governance arrangements, will be confirmed as part of the Q4 2026 launch. No individually identifiable resident data will be required.

Section 4 — For Investors

Why does the Code matter to investors?

The Code creates a publicly verifiable standard against which BTR assets can be assessed. For investors, this has direct implications for asset value, financing, and ESG positioning. Institutional capital deployed in BTR has always expected professional management and the Code makes that expectation explicit, measurable, and externally verifiable for the first time. Assets managed by signatories will be increasingly distinct from those that are not.

How does signatory status affect ESG and GRESB reporting?

The Code's benchmarks align with several GRESB indicators, particularly those relating to tenant satisfaction, health and safety management, ESG policy frameworks, and data governance. Formal GRESB credit mapping will be completed as part of the Q4 2026 launch documentation. Operators with signatory status will have a clearer basis for demonstrating ESG credibility to LPs and lenders. The Code also provides a documented framework for ESG due diligence during asset acquisition.

What assurance does signatory status provide?

Signatory status of the full and final operator Code will reflect a public commitment by the operator to the Code's standards. It will also reflect successful completion of the independent verification process (launching Q4 2026), which involves self-assessment and a proportionate site-level review. The graded verification outcome - Meeting, Exceeding, or Leading - will provide investors with a nuanced picture of operational performance against Code standards, not a binary pass/fail.

How does the Code interact with the PRS Landlord Ombudsman risk?

The PRS Landlord Ombudsman (Renters' Rights Act Phase 2) will be the statutory redress body for all private renters. Operators with BTRA Code signatory status who already meet or exceed the Ombudsman's complaint handling standards will be better positioned to navigate that regulatory environment. The Code's complaints provisions are explicitly benchmarked against the Housing Ombudsman's CHC, which provides the clearest proxy for the standards the PRS Landlord Ombudsman will apply.

Will there be a public register of signatories?

Yes. A public register of signatories to the full and final operating Code will be maintained on the BTRA website at buildtorent.info. This register will be updated as new signatories are onboarded and will note verification status from Q4 2026 onwards.

Section 5 — For National Government

What is the Government's interest in the BTRA Code?

The Code advances several government objectives simultaneously. It reduces the need for prescriptive regulation by establishing a credible self-regulatory framework for the institutional BTR sector. It creates a clear distinction between professional BTR operators and the broader private rented sector, supporting effective enforcement by local authorities. It provides an evidence base through signatory data sharing that supports the government's housing supply, quality, and social value goals. And it creates a vehicle for voluntary sector alignment with the PRS Landlord Ombudsman framework ahead of its statutory introduction.

How does the Code align with the Renters' Rights Act 2025?

The Code's benchmarks align with and in most cases exceed the requirements of Renters' Rights Act Phase 1, which commenced on 1 May 2026. Signatories were already implementing annual rent reviews, written tenancy agreements, transparent deposit handling, and anti-discrimination practices before the Act required them. The Code therefore reinforces Renters' Rights Act compliance rather than duplicating it. The Code was also subject to review against Renters' Rights Act Phase 1 provisions before the launch at UKREiIF 2026.

Is the Code seeking government recognition or endorsement?

The BTR Alliance is seeking acknowledgement of the Code's role in the voluntary regulation of the BTR sector, not formal ministerial endorsement of specific measures. The analogous model is the ANUK/Unipol Code in purpose-built student accommodation, which has government and MHCLG recognition through its governance structure. The BTRA Code's governance architecture, including the role of Clive Betts MP as independent chair, is designed to support that trajectory.

Is the Code independently governed?

The Code is led and overseen by the BTR Alliance, which is chaired by Clive Betts MP. The ARL and RE:UK lead the administration of the Code. The independent verification framework, launching Q4 2026, will be administered by externally appointed specialists, not by signatories or their representatives. Annual Code reviews will be conducted with formal input from the verification process. The BTR Alliance is committed to publishing governance arrangements in full at the Q4 launch.

How does the Code interact with the Decent Homes Standard for the private rented sector?

The Decent Homes Standard for the PRS is a Phase 3 Renters' Rights Act commitment. The Code's quality and safety benchmarks are broadly consistent with the direction of travel that standard is expected to take, and the Code's statutory compliance requirements already address the building safety and habitability standards that are central to it. BTR operators are well placed ahead of that standard's introduction.

Section 6 — For Local Authorities

What does the Code mean for local authorities?

The Code creates a visible, verifiable standard that local authorities can reference when assessing BTR operators' management credentials, when considering planning applications, or when dealing with management failures in BTR buildings.

Can the Code be referenced in planning conditions or S106 agreements?

Local authorities can reference BTRA Code signatory status as a material consideration in planning negotiations and as a desirable quality standard for BTR developments. The Code cannot be made a mandatory planning condition because it is a voluntary framework. However, the same principle applies to other voluntary standards that are regularly referenced in planning such as the British Council for Offices guide or BREEAM ratings. The BTR Alliance is available to provide planning policy briefings to LPA housing leads on request.

How does the Code help local authorities distinguish between BTR operators?

From Q4 2026, the public register of Code signatories will indicate verification status and graded outcome. Local authorities dealing with management complaints from residents in BTR buildings can check whether the operator is a Code signatory and, if so, direct residents through the operator's Code-aligned complaints process. The verification framework will also create a track record of signatory performance that local authorities can reference in licensing and enforcement contexts.

Has the Code engaged with local authority interests?

The Code's development to date has been primarily sector and operator-led, with input from the Housing Ombudsman, The Property Institute, and parliamentary engagement through Clive Betts MP. The BTR Alliance recognises that local authorities particularly Core Cities members who host the largest concentrations of BTR stock, are important stakeholders and is committed to formal LA engagement as part of the Q4 2026 full launch preparation. We welcome contact from housing leads in LPAs with significant BTR pipelines.

Does the Code address community benefit and social value?

Yes. The Charter Commitment on Community and Wellbeing, and the associated benchmarks in Section 4 (Throughout), require signatories to support community engagement programmes, ensure events are inclusive, hold welfare information for vulnerable residents, and measure social impact through resident satisfaction surveys. The Code also requires commitment to Section 106 obligations and sustainable transport measures where applicable. The social value framework will be strengthened in the Q4 full Code launch, including clearer social impact measurement guidance.

Section 7 — For Sector Bodies and Ombudsmen

How does the Code relate to the Housing Ombudsman's Complaint Handling Code?

The BTRA Code's complaints provisions (clauses 2.09–2.12) require signatories to meet or exceed the Housing Ombudsman's Complaint Handling Code or equivalent recognised redress scheme. This is an explicit, enforceable commitment. In practice, this means a transparent complaints process with time-bound expectations (5 working days for acknowledgement), accessible escalation routes, and a clear statement on the operator's website of what residents can do if they are not satisfied.

How will the BTRA Code interact with the incoming PRS Landlord Ombudsman?

The BTR Alliance is actively monitoring the PRS Landlord Ombudsman's development under Phase 2 of the Renters' Rights Act and is committed to ensuring the Code aligns with and exceeds the Ombudsman's consumer standards when introduced. We anticipate formal engagement with the Landlord Ombudsman's office once it is constituted. The Code's verification framework is being designed with portability in mind so that signatory compliance data is useful rather than duplicative in an Ombudsman context. The risk of the Code being superseded by the PRS Landlord Ombudsman is understood and is being managed through proactive alignment, not ignored.

How does the Code relate to The Property Institute's standards?

The Property Institute (TPI) was consulted during the Code's development. The Code's training requirements, particularly clauses 4.06 and 4.07, which require operational leads and site-based property managers to hold appropriate professional qualifications, are consistent with TPI's professional development frameworks. The Code does not prescribe specific TPI qualifications but the alignment is intentional. The BTR Alliance welcomes continued dialogue with TPI as the Code's training standards are developed further.

Can other industry bodies reference or support the Code?

Yes. The Code is designed to operate as a sector-wide standard, not as a proprietary tool of any single organisation. Other bodies including investor associations, lender groups, and built environment organisations are welcome to reference the Code in their own frameworks, align their standards with it, or formally express support for it. The BTR Alliance welcomes discussions about formal cross-referencing and endorsement arrangements.

Section 8 – What Happens Next

What happens after the launch of the Code at UKREiIF 2026?

The UKREiIF launch marks the formal public support for the Code's principles and benchmarks. The following target milestones are confirmed for the months ahead:

- May 2026: Code principles and benchmarks formally launched.
- Summer 2026: Operator onboarding process confirmed. Scotland supplement development commences. Formal engagement with MHCLG and local authority representatives.
- Q3 2026: Verification framework specification finalised. Independent verifier appointed. Cross-compliance mapping published (GRESB, Housing Ombudsman CHC, GMCA).
- Q4 2026: Full Code launch including independent verification framework, graded signatory status, BTRA kitemark scheme, and data sharing framework. Supplements for BTR houses and other formats confirmed. Public register live at buildtorent.info

How will the verification and audit framework work?

The verification framework is being developed for Q4 2026 and will be published ahead of the full and final operate Code launch. At a high level, it is envisaged to involve a self-assessment questionnaire completed by each signatory, followed by a proportionate review of a sample of operational properties by independently appointed specialist verifiers. Verification visits are anticipated upon joining and at three-yearly intervals thereafter. Graded outcomes - Meeting, Exceeding, or Leading - will be publicly registered. A Conditional Pass process will allow signatories to address gaps within a defined timeframe.

Note: The specific fee structure, conflict of interest management protocol, and verifier appointment process will be confirmed at Q4 launch. The verification model will not be designed or administered by Code signatories.

How can I stay informed about Code developments?

Updates on Code development, the signatory register, and the Q4 launch will be published through the BTR Alliance, ARL, and RE:UK communications channels. The primary public resource is buildtorent.info, with supporting information at thearl.org.uk. To register interest in signatory status, or to request a briefing for your organisation, please contact the BTR Alliance through either organisation.

Where do I go if I have further questions?

For general enquiries about the Code, including signatory applications, please contact the Association for Rental Living (ARL) via thearl.org.uk or Real Estate UK (RE:UK). For questions specific to residents about their rights, visit buildtorent.info.

Residents should contact their building's management team directly through the published complaints process.

